

TASKE Contact Version 8.5 Reporting Reference

*A Guide to Historical and Forecast Reporting for Businesses
using Inter-Tel[®] Axxess or Eclipse² Telephone Systems*

TASKE Management Solutions
*Reporting, Monitoring, and Analysis
Solutions for Improving Call Management*

Improving Productivity through Integration:



TASKE Technology Inc.

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TASKE Management Solutions

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Document Conventions

This document provides an overview of the reports the TASKE Contact Reports application produces. Please consider the following conventions while reading this document.

Daily Reports – the basis for each report is a reporting period, a resource, and an option. The reporting periods are: daily, weekly, monthly, range, year by week, and year by month. For many of the reports, the reporting period is the only differentiating factor, making the content of these reports identical except for the period the report spans. For this reason, this guide displays only the reports for the daily reporting period.



Exceptions – the exceptions to this rule are those reports that are not available for the daily reporting period.

Group Reports – many of the reports are available for individual resources as well as groupings of these resources. The content of these reports vary only in the fact that the statistical values represent either an individual resource or a cumulative value for a group of resources. For this reason, this guide details only the reports for the individual resources. If an identical group report is available for the resource, the following icon will appear in the report description.



Exceptions – the exceptions to this rule are unique group reports that are not available for individual resources.

Related Documents

For further information on TASKE Contact version 8.5, please refer to the following documents:

TASKE Contact Version 8.5 Installation Guide – locate this document on the TASKE Contact Version 8.5.

TASKE Contact Version 8.5 Quick Reference Guide – one or more printed copies of this document ship with TASKE Contact and it is available in PDF format on the TASKE Contact Version 8.5.

TASKE Contact Version 8.5 online help – locate the online help for TASKE applications by selecting *Contents* from the *Help* menu of any TASKE Contact application.

Section 1: Reporting Overview

TASKE Reports provides the information necessary to effectively manage a contact center. Producing reports from logged contact center data, TASKE Reports help contact center managers analyze past and present performance, monitor current operations, and forecast future demands.

TASKE Contact reports measure performance levels for every aspect of the contact center. Each type of report provides a different view:

- Trunk and Extension Reports = equipment performance
- Agent Reports = staff performance
- Queue Reports = customer perception of service and call type information
- Forecast Reports = insight on future resource and staffing needs

The basis for each report is a reporting period, a resource, and an option.

- Reporting Period = the time frame for the report. There are six reporting periods: daily, weekly, monthly, range, year by week, and year by month.
- Resource = the contact center resource that is the focus of the report. Examples of resources are trunks, extensions, agents, and queues.
- Option = the statistical basis of the report. The options vary according to the reporting period and resource selected. To name a few, an option may be a time interval (by hour or by half-hour), a call origin (by area code or DNIS number), or call resolution (by abandon caller).

Reporting Periods

Each report has one of the following periods as its base: daily, weekly, monthly, range, year by week, and year by month. The reports for each period provide a unique view of the contact center activity.

- Daily = Generates the selected reports for one or more days with logged data.
- Weekly = Generates the selected reports for one or more weeks with logged data. Includes the day of week interval in the report options.
- Monthly = Generates the selected reports for one or more months with logged data. Includes the day of month interval in the report options.
- Range = Produces reports for a specific range of days. Date ranges are user-defined.
- Year by Week = Produces reports for one to fifty-two weeks (one year). Select the number of weeks to include in the report in the report properties. Includes the day of week and week intervals in the report options.
- Year by Month = Produces reports for one to twenty-four months (two years). Select the number of months to include in the report in the report properties. Includes the day of month and month intervals in the report options.

Section 2: Report Index

Reporting Period: Daily																	
RESOURCES	OPTIONS																
	¼ Hour	½ Hour	Hour	Extension	Extension Call Detail	Agent	Queue	Queue by Agent	DNIS	Area Code	Area Code and City	State or Province	Abandon Caller	Account Code	Account Code by Agent	Account Code Pairs	Talk Time Distribution
Trunk Group	M	M	M														
Extension	M	M	M		P/C												
Extension Group				P/C													
Agent	P	P	P				P							M			
Agent by DND	M/P	M/P	M/P														
Agent Group	P	P	P			P	P	M						M	M		
Agent Group by DND	M/P	M/P	M/P			M/P											
Queue	P	P	P						M	M	M	M	P				P
Queue Answer Spectrum	M/P	M/P	M/P														
Queue Abandon Spectrum	M/P	M/P	M/P														
Queue Interflow Spectrum	M/P	M/P	M/P														
Queue Activity	M	M	M													M	
Queue Group	P	P	P				M/P		M	M	M	M	P				P
Queue Group Answer Spectrum	M/P	M/P	M/P				M/P										
Queue Group Abandon Spectrum	M/P	M/P	M/P				M/P										
Queue Group Interflow Spectrum	M/P	M/P	M/P				M/P										
Queue Group Activity	M	M	M													M	
DNIS	M	M	M														
DNIS Group	M	M	M						M								

M	Management	P	Productivity	C	Cost Reduction		Standard Contact Center Report Set
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Reporting Period: Weekly																	
RESOURCES	OPTIONS																
	¼ Hour	½ Hour	Hour	Day of Week	Extension	Agent	Queue	Queue by Agent	DNIS	Area Code	Area Code and City	State or Province	Abandon Caller	Account Code	Account Code by Agent	Account Code Pairs	Talk Time Distribution
Trunk Group	M	M	M	M													
Extension	M	M	M	M													
Extension Group					P/C												
Agent	P	P	P	P			P							M			
Agent by DND	M/P	M/P	M/P	M/P													
Agent Group	P	P	P	P		P	P	M						M	M		
Agent Group by DND	M/P	M/P	M/P	M/P		M/P											
Queue	P	P	P	P					M	M	M	M	P				P
Queue Answer Spectrum	M/P	M/P	M/P	M/P													
Queue Abandon Spectrum	M/P	M/P	M/P	M/P													
Queue Interflow Spectrum	M/P	M/P	M/P	M/P													
Queue Activity	M	M	M	M												M	
Queue Group	P	P	P	P			M/P		M	M	M	M	P				P
Queue Group Answer Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Abandon Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Interflow Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Activity	M	M	M	M												M	
DNIS	M	M	M	M													
DNIS Group	M	M	M	M					M								

M	Management	P	Productivity	C	Cost Reduction		Standard Contact Center Report Set
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Reporting Period: Monthly																					
RESOURCES	OPTIONS																				
	1/2 Hour	1/2 Hour	Hour	Day of Month	Extension	Agent	Queue	Queue by Agent	DNIS	Area Code	Area Code and City	State or Province	Abandon Caller	Account Code	Account Code by Agent	Account Code Pairs	Talk Time Distribution	Peak Offered	Peak Answered	Peak Abandoned	Peak Interflowed
Trunk Group	M	M	M	M																	
Extension	M	M	M	M																	
Extension Group					P/C																
Agent	P	P	P	P			P							M							
Agent by DND	M/P	M/P	M/P	M/P																	
Agent Group	P	P	P	P		P	P	M						M	M						
Agent Group by DND	M/P	M/P	M/P	M/P		M/P															
Queue	P	P	P	P					M	M	M	M	P				P				
Queue Answer Spectrum	M/P	M/P	M/P	M/P																	
Queue Abandon Spectrum	M/P	M/P	M/P	M/P																	
Queue Interflow Spectrum	M/P	M/P	M/P	M/P																	
Queue Activity	M	M	M	M												M					
Queue Peaks																		M/P	M/P	M/P	M/P
Queue Group	P	P	P	P			M/P		M	M	M	M	P				P				
Queue Group Answer Spectrum	M/P	M/P	M/P	M/P			M/P														
Queue Group Abandon Spectrum	M/P	M/P	M/P	M/P			M/P														
Queue Group Interflow Spectrum	M/P	M/P	M/P	M/P			M/P														
Queue Group Activity	M	M	M	M												M					
Queue Group Peaks																		M/P	M/P	M/P	M/P
DNIS	M	M	M	M																	
DNIS Group	M	M	M	M					M												

M	Management	P	Productivity	C	Cost Reduction		Standard Contact Center Report Set
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Reporting Period: Range																
RESOURCES	OPTIONS															
	1/4 Hour	1/2 Hour	Hour	Extension	Agent	Queue	Queue by Agent	DNIS	Area Code	Area Code and City	State or Province	Abandon Caller	Account Code	Account Code by Agent	Account Code Pairs	Talk Time Distribution
Trunk Group	M	M	M													
Extension	M	M	M													
Extension Group				P/C												
Agent	P	P	P			P							M			
Agent by DND	M/P	M/P	M/P													
Agent Group	P	P	P		P	P	M						M	M		
Agent Group by DND	M/P	M/P	M/P		M/P											
Queue	P	P	P					M	M	M	M	P				P
Queue Answer Spectrum	M/P	M/P	M/P													
Queue Abandon Spectrum	M/P	M/P	M/P													
Queue Interflow Spectrum	M/P	M/P	M/P													
Queue Activity	M	M	M												M	
Queue Group	P	P	P			M/P		M	M	M	M	P				P
Queue Group Answer Spectrum	M/P	M/P	M/P			M/P										
Queue Group Abandon Spectrum	M/P	M/P	M/P			M/P										
Queue Group Interflow Spectrum	M/P	M/P	M/P			M/P										
Queue Group Activity	M	M	M												M	
DNIS	M	M	M													
DNIS Group	M	M	M					M								

M	Management	P	Productivity	C	Cost Reduction		Standard Contact Center Report Set
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Reporting Period: Year by Week																	
RESOURCES	OPTIONS																
	½ Hour	Hour	Day of Week	Week	Extension	Agent	Queue	Queue by Agent	DNIS	Area Code	Area Code and City	State or Province	Abandon Caller	Account Code	Account Code by Agent	Account Code Pairs	Talk Time Distribution
Trunk Group	M	M	M	M													
Extension	M	M	M	M													
Extension Group					P/C												
Agent	P	P	P	P			P							M			
Agent by DND	M/P	M/P	M/P	M/P													
Agent Group	P	P	P	P		P	P	M						M	M		
Agent Group by DND	M/P	M/P	M/P	M/P		M/P											
Queue	P	P	P	P					M	M	M	M	P				P
Queue Answer Spectrum	M/P	M/P	M/P	M/P													
Queue Abandon Spectrum	M/P	M/P	M/P	M/P													
Queue Interflow Spectrum	M/P	M/P	M/P	M/P													
Queue Activity	M	M	M	M												M	
Queue Group	P	P	P	P			M/P		M	M	M	M	P				P
Queue Group Answer Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Abandon Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Interflow Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Activity	M	M	M	M												M	
DNIS	M	M	M	M													
DNIS Group	M	M	M	M					M								

M	Management	P	Productivity	C	Cost Reduction		Standard Contact Center Report Set
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Reporting Period: Year by Month																	
RESOURCES	OPTIONS																
	½ Hour	Hour	Day of Month	Month	Extension	Agent	Queue	Queue by Agent	DNIS	Area Code	Area Code and City	State or Province	Abandon Caller	Account Code	Account Code by Agent	Account Code Pairs	Talk Time Distribution
Trunk Group	M	M	M	M													
Extension	M	M	M	M													
Extension Group					P/C												
Agent	P	P	P	P			P							M			
Agent by DND	M/P	M/P	M/P	M/P													
Agent Group	P	P	P	P		P	P	M						M	M		
Agent Group by DND	M/P	M/P	M/P	M/P		M/P											
Queue	P	P	P	P					M	M	M	M	P				P
Queue Answer Spectrum	M/P	M/P	M/P	M/P													
Queue Abandon Spectrum	M/P	M/P	M/P	M/P													
Queue Interflow Spectrum	M/P	M/P	M/P	M/P													
Queue Activity	M	M	M	M												M	
Queue Group	P	P	P	P			M/P		M	M	M	M	P				P
Queue Group Answer Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Abandon Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Interflow Spectrum	M/P	M/P	M/P	M/P			M/P										
Queue Group Activity	M	M	M	M												M	
DNIS	M	M	M	M													
DNIS Group	M	M	M	M					M								

M	Management	P	Productivity	C	Cost Reduction		Standard Contact Center Report Set
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Section 3: Trunk Reports

Trunk reports provide valuable information on inbound and outbound call traffic. Use these reports as an aid in trunk resource management and to identify potential technical problems with specific trunks.

Trunk Group by Time Interval

Logical groupings of trunks in the TASKE database are the basis of trunk group reports. A group of trunks may include all inbound trunks, all outbound trunks, or it may simply be a group of all trunks servicing the center. Among the statistics trunk group time interval reports provide are the number of inbound and outbound calls, peak times for trunk usage, call duration, the number of abandoned calls, and the number of short duration calls.


2002/05/15 Trunk Group by Hour Daily Report														page: 3	
Site: AAA WIDGET COMPANY															
Trunk Group: 002 Name:(T1) T1 TRUNKS															
Time	Total	T Ans	% Ans'd	Call Duration		Total	T Abnd	Short	Total	Out Duration		% OF	Trunk	Peak	
Start	Calls	Avg	Before	Total	Avg	Calls	Avg	Dur'n	Calls	Total	Avg	Total	Busy	Trunks	
hh:mm	Ans'd	Secs	10 Secs	hh:mm:ss	Secs	Aband	Secs	Calls	Out	hh:mm:ss	Secs	Calls	Secs	Used	
09:00	17	4	94	0:51:20	181	5	16	3	0	0:00:00	0	14.10	0	2	
10:00	20	4	95	0:57:35	173	2	8	3	1	0:00:37	37	14.74	0	2	
11:00	15	3	100	1:10:55	284	0	0	2	1	0:02:57	177	10.26	0	2	
12:00	12	3	100	0:37:39	188	2	7	1	1	0:01:32	92	9.62	0	2	
13:00	13	4	92	0:26:59	125	1	0	2	0	0:00:00	0	8.97	0	2	
14:00	11	4	91	0:37:13	203	2	8	1	1	0:03:03	183	8.97	0	2	
15:00	16	5	88	0:45:25	170	2	0	1	2	0:07:59	240	12.02	0	2	
16:00	19	3	100	0:22:08	70	1	0	8	3	0:00:24	8	14.74	0	2	
17:00	9	3	100	0:40:26	270	0	0	0	0	0:00:00	0	5.77	0	2	
Totals	132	4	95	6:29:40	177	15	8	21	9	0:16:32	110	100.00	0	2	
Trunks Found: 95119 95122 95123															
Trunks Not Found: 95113 95114 95115 95116 95117 95118 95120 95121															

Tip The number of short duration calls is a particularly interesting statistic as a high number of short duration calls may indicate a technical problem with a trunk in the group.

Individual Trunk Summary

An individual trunk summary report provides a single-line summary for each trunk handling calls in the business. The summaries display trunk traffic totals and averages for the reporting period. The details the report displays include the total number of inbound and outbound calls answered on each trunk; time to answer statistics for inbound calls; call duration statistics for both inbound and outbound calls; abandoned call statistics; and the number of short duration calls.

2002/05/15		Trunk Daily Report										page: 1	
Site: AAA WIDGET COMPANY													
TRUNK	Total Calls	T Ans Avg	% Ans'd Before 10 Secs	Call Duration		Total Calls	T Abnd Avg	Short Dur'n Calls	Total Calls	Out Duration			
	Ans'd	Secs		hh:mm:ss	Secs	Aband	Secs		Out	hh:mm:ss	Secs		
95119	0	0	0	0:00:00	0	2	15	0	0	0:00:00	0		
95122	96	4	96	4:29:07	168	8	0	22	4	0:05:35	84		
95123	43	3	95	2:06:04	176	5	19	3	9	0:18:31	123		
95124	17	2	100	1:27:06	307	2	9	1	7	0:22:56	197		
95125	8	3	100	0:11:32	87	0	0	2	8	0:06:24	48		
95126	6	4	83	0:06:35	66	1	0	2	11	0:08:32	47		
95127	1	4	100	0:01:42	102	0	0	0	10	0:06:52	41		
95128	1	2	100	0:00:28	28	0	0	0	10	0:05:37	34		
95129	0	0	0	0:00:00	0	0	0	0	11	0:16:24	89		

 **Tip** The statistics reported in the *% Ans'd Before xx Secs* (Percent Answered Before xx Seconds) and *Short Dur'n Calls* (Short Duration Calls) columns are based on user defined thresholds. Customize these thresholds to correspond with the expectations of the center. The default value for the trunk time to answer (*% Ans'd Before xx Secs*) is 10 seconds while the default value to identify short duration calls is 6 seconds.

Section 4: Extension Reports

Produce extension reports for every extension in the business. Ease extension resource management by evaluating extension usage quickly and easily.

Extension by Time Interval

An extension time interval report segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports detail an extension's usage throughout the day with statistics that include the number and duration of ACD and non-ACD calls, the number of abandoned calls on the extension, and the number of transfers and conferences on the extension.

2002/04/17	Detailed Extension by Hour Daily Report															page: 11			
Site: AAA WIDGET COMPANY																			
Extn: 6720	Name:(PIERRE) BURDETT, PIERRE																		
Time	Total	%	ACD	Duration	Total	%	NonACD	Duration	Abandon	Total	%	Out	Duration	Transfer	Conf				
Start	ACD	of	ASA	Total	Avg	NonACD	of	ASA	Total	Avg	Total	TTAb	Calls	of	Total	Avg	In	Out	
hh:mm	Ans'd	Tot	Sec	hh:mm:ss	Secs	Ans'd	Tot	Sec	hh:mm:ss	Secs	Calls	Sec	Out	Tot	hh:mm:ss	Secs			
09:00	2	11	6	0:06:50	205	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	2	0	0
10:00	1	6	7	0:13:00	780	0	0	0	0:00:00	0	0	0	4	27	0:02:23	36	1	0	0
11:00	1	6	7	0:02:51	171	1	20	5	0:03:49	229	0	0	0	0	0:00:00	0	2	0	0
12:00	1	6	5	0:01:00	60	0	0	0	0:00:00	0	1	16	3	20	0:00:52	17	2	1	0
13:00	4	22	8	0:18:14	274	0	0	0	0:00:00	0	1	15	3	20	0:00:07	162	5	1	0
14:00	6	33	6	0:10:34	106	1	20	10	0:12:03	723	0	0	2	13	0:00:00	0	6	2	0
15:00	2	11	8	0:09:38	289	1	20	12	0:01:57	117	0	0	1	7	0:00:08	8	3	0	0
16:00	1	6	6	0:05:32	332	1	20	4	0:05:44	344	1	15	2	13	0:04:17	129	3	0	0
17:00	0	0	0	0:00:00	0	1	20	3	0:00:28	28	0	0	0	0	0:00:00	0	1	0	0



A high number of abandoned calls on an extension may indicate a technical problem. Test the extension to ensure calls are reaching the intended destination.

Individual Extension Summary

An individual extension summary report provides a single-line summary for each extension in the center. The summaries display extension traffic totals and averages for the reporting period. The statistics the report displays include ACD, non-ACD, and outbound call durations; the number of abandoned calls and the average number of seconds it took for a caller to abandon; the number of calls transferred to and from the extension; as well as the number of conference calls where the extension was a participant.


2002/04/17		Extension Daily Report												page: 1									
Site: AAA WIDGET COMPANY		ACD Calls			Duration			NonACD Calls			Duration			Abandon		Out Calls			Duration		Transfer		Conf
Extn	Name	Total ASA	Total	Avg	Total ASA	Total	Avg	Total TTab	Total	Total	Total	Avg	In	Out	Calls	Sec	hh:mm:ss	Secs	In	Out			
		Ans'd	Sec	hh:mm:ss	Secs	Ans'd	Sec	hh:mm:ss	Secs	Out	Out	hh:mm:ss	Secs										
6000	JERRY	0	0	0:00:00	0	0	0:00:00	0	3	15	0	0:00:00	0	3	0	0							
6020	TODD	3	7	0:17:07	342	13	6	0:23:38	109	17	13	33	0:44:01	80	22	2	0						
6031	ANNE	0	0	0:00:00	0	1	6	0:00:04	4	1	1	2	0:01:34	47	0	0	0						
6040	JANE	5	7	0:12:43	153	7	9	0:04:38	40	27	8	27	0:28:19	63	7	5	0						
6101	TRAM	0	0	0:00:00	0	0	0	0:00:00	0	1	4	0	0:00:00	0	0	0	0						
6110	MARK	0	0	0:00:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	4	0	0						
6120	BARB	0	0	0:00:00	0	4	4	0:07:47	117	1	3	3	0:07:04	141	2	0	0						
6171	EXEC	0	0	0:00:00	0	26	3	0:06:30	15	2	1	0	0:00:00	0	0	22	0						
6200	RECEPT	0	0	0:00:00	0	1	8	0:05:25	325	1	2	3	0:01:52	37	1	0	0						
6210	MAURICE	0	0	0:00:00	0	0	0	0:00:00	0	1	2	0	0:00:00	0	0	0	0						
6220	MARY	0	0	0:00:00	0	2	4	0:01:35	48	1	2	0	0:00:00	0	0	0	0						
6230	PAT	0	0	0:00:00	0	4	5	0:12:05	181	1	2	2	0:01:42	51	4	0	0						
6270	WILL	0	0	0:00:00	0	0	0	0:00:00	0	1	1	2	0:00:14	7	0	0	0						
6280	ROB	0	0	0:00:00	0	0	0	0:00:00	0	1	1	2	0:00:48	24	0	0	0						
6300	LLOYD	0	0	0:00:00	0	2	5	0:06:01	181	2	9	5	0:03:58	48	5	0	0						
6310	UIUIAN	0	0	0:00:00	0	4	4	0:10:22	156	2	9	6	0:19:53	199	2	0	0						
6400	MIKE	0	0	0:00:00	0	4	4	0:33:29	502	2	11	20	0:25:22	76	3	0	0						
6410	JIM	8	6	0:15:27	116	13	4	0:31:58	148	5	12	9	0:21:50	146	20	1	0						
6510	SPARE1	0	0	0:00:00	0	23	4	0:18:25	48	12	16	37	1:15:04	122	27	11	0						
6600	SPARE2	0	0	0:00:00	0	0	0	0:00:00	0	1	16	0	0:00:00	0	0	0	0						
6610	SPARE3	0	0	0:00:00	0	1	5	0:01:09	69	2	6	5	0:02:39	32	1	0	0						

Tip Individual extension summary reports provide a clear picture of all call traffic in and out of the center for every extension. Use this report to pinpoint areas requiring further investigation. Complete the extension investigations with the extension by time interval report and extension by call detail report.

Extension by Call Detail

Extension Call Detail reports offer a history of every inbound, outbound, and internal (intercom) call to occupy an extension. The details included in this report include the call start and end times; call duration; call type; calling and called numbers (may include telephone numbers, extension numbers, and queue numbers); account code information if applicable; and the originating location or destination location of the call (may be a town name or an extension name).

2002/02/11		Extension Call Detail Daily Report							page: 25
Site: AAA WIDGET COMPANY									
Extn: 6700		Name: (TINA) TOMPKINS, TINA							
Start Time	End Time	Call Duration	Call Type	Called To	Called From	Account Number	Code Name	Location	
hh:mm:ss	hh:mm:ss	hh:mm:ss							
09:23:04	09:25:43	0:02:39	Incoming		5705554567			MIFFLINBG, PA	
10:05:17	10:06:37	0:01:20	Incoming		9185559870	04675	BULK	CATOOSA, OK	
11:21:52	11:24:06	0:02:14	Incoming		4195558765	04675	BULK	MANSFIELD, OH	
11:46:25	11:51:41	0:05:16	Incoming		9185554321	04675	BULK	COLLINSUL, OK	
14:10:47	14:11:59	0:01:12	Incoming		9185552345	04675	BULK	CATOOSA, OK	
14:43:32	14:44:10	0:00:38	Outgoing	5035551234				BEAVERTON, OR	
14:44:10	14:44:11	0:00:01	Intercom						
15:21:12	15:21:55	0:00:43	Outgoing	5035551234				BEAVERTON, OR	

 Are long distance bills skyrocketing? Use Extension Call Detail reports to investigate the use of business extensions for personal long distance calling.

Extension Group by Extension

Extension Group by Extension reports are very similar to the individual extension summary reports. Like the individual extension summary reports, these reports provide a single-line summary for each extension. However, Extension Group by Extension reports include only the extensions in the selected group rather than every extension in the center. This report totals each column of the report, providing an overview of the group’s activity. The statistics the report displays include ACD, non-ACD, and outbound call durations; the number of abandoned calls and the average number of seconds it took for a caller to abandon; the number of calls transferred to and from the extension; as well as the number of conference calls where the extension was a participant.

2002/04/17		Extension Group Daily Report											page: 17				
Site: AAA WIDGET COMPANY		Name:(SUPPORT) SUPPORT EXTENSIONS															
Extn Group: 3		ACD Calls Duration			NonACD Calls Duration			Abandon		Out Calls Duration			Transfer		Conf		
Extn	Name	Total ASA	Total	Avg	Total ASA	Total	Avg	Total TTab	Total	Total	Avg	In	Out				
		Ans'd	Sec	hh:mm:ss	Secs	Ans'd	Sec	hh:mm:ss	Secs	Calls	Sec	Out	hh:mm:ss	Sec			
6700	TINA	0	0	0:00:00	0	5	10	0:19:34	235	10	15	9	0:10:07	67	9	1	0
6720	PIERRE	18	7	1:07:39	226	5	7	0:24:01	288	3	15	15	0:15:47	63	25	4	0
6740	SANDY	0	0	0:00:00	0	0	0	0:00:00	0	1	0	0	0:00:00	0	0	0	0
6750	KIM	14	10	0:58:25	250	2	6	0:06:49	205	6	10	13	0:30:37	141	19	3	0
6800	MARCO	4	12	0:27:02	406	3	10	0:05:35	112	6	14	8	0:04:48	36	8	0	0
6810	ABHAY	0	0	0:00:00	0	0	0	0:00:00	0	6	16	0	0:00:00	0	3	0	0
6820	RICH	0	0	0:00:00	0	3	8	0:04:53	98	3	17	13	0:28:37	132	1	0	0
ExtnGroupTotals		36	9	2:33:06	255	18	8	1:00:52	203	35	14	58	1:29:56	93	65	8	0



Much of the information in extension reports mirrors the information in agent reports. However, only a fraction of the employees in many organizations are agents who are subject to the many agent reports TASKE Reports produces. What most employees do have is a personal extension number. With extension reports call traffic statistics are available for almost everyone in the organization.

Section 5: Agent Reports

Agent reports are indispensable staff management tools. These reports provide definitive answers to questions about overstaffing, understaffing, individual agent performance, and productivity.

Agent by Time Interval



An agent time interval report segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports detail an agent's activities throughout the day with statistics that include log in and log out times, the number and duration of ACD and non-ACD calls, and the amount of time spent in specific states like do not disturb and work time.

2002/04/17 Agent by Hour Daily Report page: 5															
Site: AAA WIDGET COMPANY															
Agent: 6720 Name:(PIERRE) BURDETT, PIERRE															
Time	LogIn	LogOut	Extn	Total	ACD	ACD Duration	Total	NonACD	NonACD Duration	Total	Out	Out Duration	DND and	Work	Idle
Start	Time	Time		ACD	Total	Avg	NonACD	Total	Avg	Out	Total	Avg	MakeBusy	Timer	Time
hh:mm	hh:mm	hh:mm		Calls	hh:mm:ss	Secs	Calls	hh:mm:ss	Secs	Calls	hh:mm:ss	Secs	hh:mm:ss	hh:mm:ss	hh:mm:ss
08:00	8:57		6720	0	0:00:00	0	0	0:00:00	0	0	0:00:00	0	0:00:00	0:00:00	0:02:14
09:00				2	0:06:50	205	0	0:00:00	0	0	0:00:00	0	0:00:00	0:00:00	0:53:10
10:00				1	0:09:30	570	0	0:00:00	0	4	0:02:09	32	0:00:24	0:04:42	0:43:15
11:00				1	0:06:21	381	1	0:03:49	229	0	0:00:00	0	0:00:00	0:05:52	0:43:58
12:00		12:02		1	0:01:00	60	0	0:00:00	0	1	0:00:00	0	0:00:00	0:00:00	0:01:20
13:00	13:00		6720	4	0:18:14	274	0	0:00:00	0	3	0:08:07	162	0:01:38	0:00:00	0:31:30
14:00				6	0:10:34	106	1	0:12:03	723	2	0:00:00	0	0:00:03	0:09:48	0:27:32
15:00				2	0:09:38	289	1	0:00:52	52	1	0:00:08	8	0:00:03	0:03:34	0:45:45
16:00		16:59		1	0:05:32	332	1	0:06:49	409	2	0:04:17	129	0:00:21	0:18:57	0:23:54
Shift		7:03:53		18	1:07:39	226	4	0:23:33	353	13	0:14:41	68	0:02:29	0:42:53	4:32:38



Use the agent group version of this report to see how many hours of the day agents in this group spend idle. If idle time is adding up to more than half the workday, overstaffing is a possibility.

Agent by Queue



Agent by Queue reports segment an agent’s activity by the queues the agent services. An agent typically answers for a primary queue and may also serve to answer overflowed calls from other queues. Overflow occurs when a call waits in a queue without an answer until reaching a threshold time. At that time the call flows into another queue and continues to wait for an answer. In a typical contact center scenario, the majority of an agent’s calls should originate from the primary queue.

The statistics the Agent by Queue reports present are the number and duration of ACD, non-ACD, and outbound calls, the number of re-queues (ReQs), the number of transferred calls in and out of the queue by the agent, and the number of conference calls. The first line of Agent by Queue reports always summarizes the inbound, non-ACD (inbound calls not originating in a queue) and outbound call activity. The remaining lines summarize the ACD call activity for each queue.

2002/04/17		Agent by Queue Daily Report										page: 6		
Site: AAA WIDGET COMPANY		Agent: 6720 Name:(PIERRE) BURDETT, PIERRE												
Queue	Name	Total	ACD Duration		Total	NonACD Duration		Total	Out Duration		ReQs	Transfer		Conf
		ACD	Total	Avg	NonACD	Total	Avg	Out	Total	Avg		In	Out	
		Calls	hh:mm:ss	Secs	Calls	hh:mm:ss	Secs	Calls	hh:mm:ss	Secs				
		0	0:00:00	0	4	0:23:33	353	13	0:14:56	69	0	6	4	0
771	TECH	17	1:04:01	226	0	0:00:00	0	0	0:00:00	0	0	16	0	0
772	SALES	1	0:03:38	218	0	0:00:00	0	0	0:00:00	0	0	1	0	0
Totals		18	1:07:39	226	4	0:23:33	353	13	0:14:56	69	0	23	4	0

Tip A high number of re-queues (ReQs column) may indicate a performance issue with the agent. A re-queue occurs when the queue offers an agent an ACD call but the agent does not answer. This forces the call back to the queue to wait for the next available agent.

Agent by Account Code



Agent by Account Code reports segment an agent’s activity by account code. During a call an agent may enter a code that identifies a product, service, or even a region. This code allows TASKE Reports to produce the Agent by Account Code report that shows the number of calls an agent handles for each account code.

The statistics these reports provide for each account code include the number and duration of ACD, non-ACD, and outbound calls and the total number and duration of all calls (ACD, non-ACD, and outbound). The final line of the report displays totals for all columns.

Agent by Account Code Daily Report													page: 45	
2002/02/11 Site: AAA WIDGET COMPANY Agent: 4220 Name:(LLOYD) ARBOR, LLOYD														
Account Code	Name	Total	ACD Duration		Total	NonACD Duration		Total	Out Duration		Total	Total Duration		
		ACD Calls	Total	Avg	NonACD Calls	Total	Avg	Out Calls	Total	Avg	Calls	Total	Avg	
			hh:mm:ss	Secs		hh:mm:ss	Secs		hh:mm:ss	Secs		hh:mm:ss	Secs	
00139	1/2"	0	0:00:00	0	1	0:01:02	62	0	0:00:00	0	1	0:01:02	62	
00600	1-1/4"	0	0:00:00	0	1	0:03:23	203	0	0:00:00	0	1	0:03:23	203	
00765	100-150	0	0:00:00	0	11	0:32:57	180	2	0:03:18	99	13	0:36:15	167	
01371	701-750	0	0:00:00	0	3	0:17:16	345	0	0:00:00	0	3	0:17:16	345	
01464	751-800	0	0:00:00	0	1	0:02:21	141	0	0:00:00	0	1	0:02:21	141	
03107	SUPPORT	0	0:00:00	0	2	0:10:03	302	0	0:00:00	0	2	0:10:03	302	
Totals		0	0:00:00	0	19	1:07:02	212	2	0:03:18	99	21	1:10:20	201	




In centers using account codes it is imperative that agents one, enter a code for each call, and two, enter the code properly. Agent by Account Code reports help managers make sure agents are entering the right codes.

Agent Group by Agent

Agent Group by Agent reports provide a single-line summary for each agent in the group. The statistics the report displays include the shift time; the number and duration of ACD, non-ACD, and outbound calls; the amount of time spent in the Make Busy and DND states; the amount of time spent idle; and the use of account codes. The final row of these reports totals each column, providing an overview of the group's activity.

2002/02/11 Agent Group by Agent Daily Report													page: 1					
Site: AAA WIDGET COMPANY																		
Agent Group: 1 Name:(SALES) SALES REPRESENTATIVES																		
Agent ID	Nick Name	Shift Time	Total ACD	Avg per Hr	ACD Duration	Total % of Avg	NonACD	Total % of Avg	Out	Out Duration	Total % of Avg	MkBusy/DND	Total %of	Idle Time	Total %of	ACD Acc't Codes		
		hh:mm	Calls		hh:mm Shf Secs		Calls			hh:mm Shf Secs		hh:mm Shf		hh:mm Shf				
4215	MAURICE	6:59	9	1	0:36 9 242		20			1:00 14 180		16		0:10 2 36		1:14 18	3:48 54	8
4216	MARY	7:52	0	0	0:00 0 0		32			1:52 24 209		0		0:00 0 0		0:33 7	5:12 66	0
4217	PAT	8:25	1	0	0:06 1 342		26			1:14 15 170		8		0:02 0 14		1:24 17	5:29 65	1
4219	ROB	5:34	0	0	0:00 0 0		36			1:45 31 174		13		0:08 2 35		1:52 34	1:38 29	0
4220	LLOYD	7:12	14	2	0:36 8 156		8			0:34 8 256		16		0:13 3 50		1:14 17	4:24 61	11
4221	UIUIAN	4:47	12	3	0:24 8 120		19			0:58 20 185		18		0:09 3 28		0:24 8	2:38 55	8
4222	SALLY	7:58	19	2	1:06 14 209		18			0:31 7 104		4		0:02 0 31		0:39 8	5:21 67	15
4224	MIKE	8:10	0	0	0:00 0 0		39			1:36 20 147		19		0:04 1 13		0:47 10	5:25 66	0
4225	JIM	6:02	0	0	0:00 0 0		31			1:47 29 207		6		0:10 3 96		0:18 5	3:35 59	0
AgentGroupTotal		62:59	55	1	2:49 4 184		229			11:16 18 177		100		0:56 1 34		8:24 13	37:30 60	43

 Identifying the best performer among a group of agents is easy with Agent Group by Agent reports. Use the monthly version of this report to pick the employee of the month.

Agent Group by Account Code by Agent

Agent Group by Account Code by Agent reports focus on a specific agent group, listing each account code with the IDs and nicknames of the agents handling calls for the code. The statistics these reports provide for each account code and agent combination include the number and duration of ACD, non-ACD, and outbound calls and the total number and duration of all calls (ACD, non-ACD, and outbound). The final line of the report displays totals for all columns.

2002/02/11		Agent Group by Account Code by Agent Daily Report										page: 114	
Site: AAA WIDGET COMPANY		Name:(TECH) TECHNICAL SUPPORT											
Agent Group: 3													
Account Code	Name	Total	ACD Duration		Total	NonACD Duration		Total	Out Duration		Total	Total Duration	
		ACD Calls	hh:mm:ss	Avg Secs	NonACD Calls	hh:mm:ss	Avg Secs	Out Calls	hh:mm:ss	Avg Secs	Calls	hh:mm:ss	Avg Secs
00660	W2												
4226	TINA	0	0:00:00	0	43	1:09:35	97	0	0:00:00	0	43	1:09:35	97
4229	SANDY	0	0:00:00	0	30	0:46:54	94	0	0:00:00	0	30	0:46:54	94
Totals		0	0:00:00	0	73	1:56:29	96	0	0:00:00	0	73	1:56:29	96
00670	W2-1/4												
4216	MARY	0	0:00:00	0	31	1:48:59	211	0	0:00:00	0	31	1:48:59	211
Totals		0	0:00:00	0	31	1:48:59	211	0	0:00:00	0	31	1:48:59	211
01007	W3												
4206	SYLVIE	0	0:00:00	0	4	0:15:15	229	0	0:00:00	0	4	0:15:15	229
4207	ANNE	0	0:00:00	0	7	0:17:26	149	0	0:00:00	0	7	0:17:26	149
4218	WILL	0	0:00:00	0	2	0:05:06	153	0	0:00:00	0	2	0:05:06	153
Totals		0	0:00:00	0	13	0:37:47	174	0	0:00:00	0	13	0:37:47	174

... continued

...

3340	W8-1/2												
4206	SYLVIE	0	0:00:00	0	1	0:05:11	311	0	0:00:00	0	1	0:05:11	311
Totals		0	0:00:00	0	1	0:05:11	311	0	0:00:00	0	1	0:05:11	311
Totals		0	0:00:00	0	361	18:01:06	180	4	0:06:12	93	365	18:07:18	179

Tip Through the assignment of an account code to a call, agents identify inbound, non-ACD calls and outbound calls as work related. Typically only ACD calls served through a queue are decisively considered work related. Without the account code it is difficult to tell if non-ACD and outbound calls are work related or personal.

Agent Group by Queue by Agent

Agent Group by Queue by Agent reports focus on a specific agent group, listing each queue with the IDs and nicknames of the agents handling calls for the queue. The statistics these reports present are the number and duration of ACD, non-ACD, and outbound calls; the number of re-queues (ReQs); the number of transferred calls in and out of the queue by the agent; and the number of conference calls.

The first section of Agent Group by Queue by Agent reports always lists the non-queue activity. Non-queue activity includes inbound, non-ACD calls and outbound calls. The remaining sections include the activity for each queue serviced by the agent group.

2002/02/11 Agent Group by Queue by Agent Daily Report													page: 6	
Site: AAA WIDGET COMPANY														
Agent Group: 5 Name:(ENG) ENGINEERING														
Queue	Name	Total ACD Calls	ACD Duration Total	ACD Duration Avg	Total NonACD Calls	NonACD Duration Total	NonACD Duration Avg	Total Out Calls	Out Duration Total	Out Duration Avg	ReQs	Transfer In	Transfer Out	Conf
(nonqueue)														
4220	LLOYD	0	0:00:00	0	8	0:34:05	256	16	0:13:19	50	0	0	2	0
4221	UIUIAN	0	0:00:00	0	19	0:58:27	185	18	0:08:35	29	0	0	4	0
4222	SALLY	0	0:00:00	0	18	0:31:06	104	4	0:02:04	31	0	1	3	0
Totals		0	0:00:00	0	45	2:03:38	165	38	0:23:58	38	0	1	9	0
4251 4251														
4220	LLOYD	11	0:32:57	180	0	0:00:00	0	0	0:00:00	0	0	0	0	0
4221	UIUIAN	8	0:19:47	148	0	0:00:00	0	0	0:00:00	0	0	0	1	0
4222	SALLY	13	0:55:33	256	0	0:00:00	0	0	0:00:00	0	0	0	0	0
Totals		32	1:48:17	203	0	0:00:00	0	0	0:00:00	0	0	0	1	0
5979 SW SLS														
4220	LLOYD	3	0:03:25	68	0	0:00:00	0	0	0:00:00	0	0	3	2	0
4221	UIUIAN	3	0:03:45	75	0	0:00:00	0	0	0:00:00	0	0	3	2	0
4222	SALLY	6	0:10:41	107	0	0:00:00	0	0	0:00:00	0	0	6	1	0
Totals		12	0:17:51	89	0	0:00:00	0	0	0:00:00	0	0	12	5	0
6681 TECH														
4221	UIUIAN	1	0:00:30	30	0	0:00:00	0	0	0:00:00	0	0	0	0	0
Totals		1	0:00:30	30	0	0:00:00	0	0	0:00:00	0	0	0	0	0
Totals		45	2:06:38	169	45	2:03:38	165	38	0:23:58	38	0	13	15	0

Tip Agent Group by Queue by Agent reports provide almost all the information a manager needs to assess individual agent and overall group performance in a single report.

Section 6: Agent DND Reports

Agent DND reports provide information on the amount of time agents spend in the do not disturb (DND) state. When entering the DND state, an agent must enter a code that indicates the reason for entering the state. Reason codes represent times such as breaks, meetings, training, or lunches.

Agent by DND by Time Interval



Agent DND time interval reports segment the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports detail an agent’s time spent in the DND state. The columns of the report vary according to the DND reason codes programmed in the telephone system. The columns of the report for each reason code include the number of times the agent entered the state and the amount of time spent in the state. The final row of the report provides a total for each column.

2002/02/11		Agent DND by Hour Daily Report										page: 84
Site: AAA WIDGET COMPANY												
Agent: 4207 Name:(ANNE) WALLACE, ANNE												
Time	AWAY FROM DESK		DO-NOT-DISTURB		ON BREAK		OUT TO LUNCH		Totals			
Start hh:mm	Count	Duration	Count	Duration	Count	Duration	Count	Duration	Count	Duration		
09:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00		
10:00	0	0:00:00	1	0:01:46	0	0:00:00	0	0:00:00	1	0:01:46		
11:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00		
12:00	0	0:00:00	0	0:00:00	1	0:16:16	0	0:00:00	1	0:16:16		
13:00	0	0:00:00	0	0:00:00	0	0:00:00	7	0:00:22	7	0:00:22		
14:00	22	0:30:16	1	0:00:00	0	0:00:00	0	0:00:00	23	0:30:16		
15:00	6	0:00:00	0	0:00:00	1	0:00:25	0	0:00:00	7	0:00:25		
16:00	0	0:00:00	1	0:00:48	6	0:16:20	0	0:00:00	7	0:17:08		
17:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00		
18:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00		
Totals	28	0:30:16	3	0:02:34	8	0:33:01	7	0:00:22	46	1:06:13		



Use agent DND time interval reports to make sure agents are respecting the designated break times and are not leaving the queue short staffed.

Agent Group by DND by Agent

Agent Group by DND reports provide a single-line summary for each agent in the group that details each agent’s time spent in the DND state. The columns of the report vary according to the DND reason codes programmed in the telephone system. The columns of the report for each reason code include the number of times the agent entered the state and the amount of time spent in the state. The final row of the report provides a total for each column.

Agent		AWAY FROM DESK		DO-NOT-DISTURB		GONE HOME		ON BREAK		OUT TO LUNCH		UNAVAILABLE	
ID	NickName	Count	Duration	Count	Duration	Count	Duration	Count	Duration	Count	Duration	Count	Duration
4206	SYLVIE	0	0:00:00	0	0:00:00	6	0:00:00	0	0:00:00	0	0:00:00	3	0:11:11
4207	ANNE	28	0:30:16	3	0:02:34	0	0:00:00	8	0:33:01	7	0:00:22	0	0:00:00
4209	BRIAN	0	0:00:00	17	14:54:19	0	0:00:00	0	0:00:00	0	0:00:00	1	0:03:52
4216	MARY	0	0:00:00	1	0:00:00	2	0:02:16	2	0:22:48	2	0:00:16	4	0:04:55
4218	WILL	0	0:00:00	28	2:23:20	12	6:02:36	0	0:00:00	0	0:00:00	0	0:00:00
4226	TINA	0	0:00:00	0	0:00:00	0	0:00:00	2	0:34:24	1	0:32:55	3	0:04:08
4229	SANDY	0	0:00:00	0	0:00:00	0	0:00:00	2	0:35:17	0	0:00:00	5	0:20:02
AgentGroupTotal		28	0:30:16	49	17:20:13	20	6:04:52	14	2:05:30	10	0:33:33	16	0:44:08



Any time an agent enters the DND state it means the agent is not available to accept ACD calls. This reduces the number of agents servicing the queue and increases the probability of abandoned calls. Agent Group by DND by Agent reports help managers track when and why agents are entering the state and easily recognize the misuse of agent time.

Section 7: Queue Reports

Queue reports replace guesswork with real facts. With queue reports managers have a clear picture of call distribution throughout the contact center, easily recognizing and correcting inefficiencies in agent distribution and call handling.

Queue by Time Interval



A queue time interval report segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports show the effectiveness of queue and agent group setup for call handling with statistics such as the number of calls offered, answered, abandoned, and interflowed; the distribution of calls among the agent groups servicing the queue; the duration of answered calls; and performance percentages with the telephone service factor (TSF %) and the answer service factor (ASF%).

The *Ans by 1st, 2nd, 3rd, and 4th* columns represent the answering point of a call. All calls entering a queue are always presented to the first answering point (*Ans by 1st* column). However, before receiving an answer the system may redirect the call to another answering point (*Ans by 2nd* column). Reasons for this redirection may be a recall to another answering point with a higher priority or a diversion after exceeding the threshold for wait time. The column where a call appears represents the number of times a redirection occurred before receiving an answer.

2002/02/11										Queue by Hour Daily Report										page: 14	
Site: AAA WIDGET COMPANY																					
Queue: 5990										Name: (NE SLS) NORTHEAST SALES											
Time	Total	Total	Ans	Ans	Ans	Ans	TTA	Call	Call	Total	TTAb	Total	Sh	Ab	Total	TTInt	TSF	ASF			
Start	Calls	Calls	by	by	by	by	Avg	Total	Avg	Long	Avg	Short	Avg	Calls	Avg	%	%				
hh:mm	Off'd	Ans'd	1st	2nd	3rd	4th	Secs	hh:mm:ss	Secs	Aband	Secs	Aband	Secs	Inter	Secs						
08:00	17	17	17	0	0	0	13	1:03:44	225	0	0	0	0	0	0	0.0	100.0				
09:00	17	17	17	0	0	0	52	1:27:32	309	0	0	0	0	0	0	0.0	100.0				
10:00	16	16	16	0	0	0	22	0:51:07	192	0	0	0	0	0	0	0.0	100.0				
11:00	17	17	17	0	0	0	50	1:01:40	218	0	0	0	0	0	0	0.0	100.0				
12:00	26	26	22	4	0	0	117	1:07:11	155	0	0	0	0	0	0	11.5	100.0				
13:00	26	25	23	2	0	0	115	1:02:41	150	1	25	0	0	0	0	0.0	96.2				
14:00	17	17	14	3	0	0	61	0:44:34	157	0	0	0	0	0	0	11.8	100.0				
15:00	11	11	11	0	0	0	13	0:44:19	242	0	0	0	0	0	0	0.0	100.0				
16:00	13	13	13	0	0	0	18	0:52:55	244	0	0	0	0	0	0	23.1	100.0				
17:00	1	1	1	0	0	0	14	0:01:10	70	0	0	0	0	0	0	0.0	100.0				
Totals	161	160	151	9	0	0	60	8:56:53	201	1	25	0	0	0	0	5.0	99.4				



Queue time interval reports are an excellent indicator of call handling problems resulting from improper agent distribution or the inability of agents to effectively handle calls. For instance, consider a scenario where a high number of calls are flowing to the 2nd, 3rd, and 4th answering points. If call volume is high and call duration is low this may mean the primary answering point is understaffed. However, if call volume is low and call duration is high, it may mean the primary answering point does not have the skills to handle caller issues.

Queue by DNIS



Dialed Number Identification Service, or DNIS, is a service provided by the local telephone service provider. A contact center with this service receives an identification number with each call that indicates the number dialed by the caller. This identification number is usually the last four digits dialed by the caller. With Queue by DNIS reports, managers know the traffic volume for each number callers dial to reach the center through statistics such as the number of calls offered, answered, abandoned, and interflowed and the time to answer, abandon, and interflow.

2002/02/11		Queue by DNIS Daily Report											page: 6	
Site: AAA WIDGET COMPANY		Name:(SW SLS) SOUTHWEST SALES												
Queue: 5979														
DNIS Number	Nick Name	Total Calls OFF'd	Total Calls Ans'd	TimeToAnswer Avg Secs	TimeToAnswer Max Secs	Call Duration Total hh:mm:ss	Call Duration Avg Secs	Total Calls Aband	TimeToAband Avg Secs	TimeToAband Max Secs	Total Calls Inter	TimeToInter Avg Secs	TimeToInter Max Secs	
5979	AUTO	8	8	17	111	0:14:55	112	0	0	0	0	0	0	
5990	SPORT	3	3	12	14	0:03:16	65	0	0	0	0	0	0	
6693	SEASON	1	0	0	0	0:00:00	0	1	2718	2718	0	0	0	
6713	HRDWARE	1	1	4	4	0:00:21	21	0	0	0	0	0	0	
Queue by DNIS Totals		13	12	15	111	0:18:32	93	1	2718	2718	0	0	0	



Queue by DNIS reports are useful in centers receiving calls for a number of different businesses, where each business has its own direct number into the center. With Queue by DNIS reports, the center accurately bills each business for the calls received.

Queue by Area Code



Queue by Area Code reports use the Automatic Number Identification (ANI) service to sort calls by the originating area code. ANI is a service that a business must subscribe to through the telephone service provider. The service relays the telephone number of callers to the telephone system. Use these reports to find information such as the state or province of the caller and the number of calls offered, answered, abandoned, and interflowed for each area code where one or more calls originated.

2002/02/11		Queue by Area Code Daily Report								page: 9
Site: AAA WIDGET COMPANY										
Queue: 4297		Name:(4297) QUEUE 4297								
Caller ID String	Caller Location	Calls Offered	% of Total	Calls Answered	% of Total	Calls Abandoned	% of Total	Calls Interflowed	% of Total	
252	North Carolina	1	10	1	10	0	0	0	0	
336	North Carolina	1	10	1	10	0	0	0	0	
404	Georgia	1	10	1	10	0	0	0	0	
704	North Carolina	4	40	4	40	0	0	0	0	
919	North Carolina	3	30	3	30	0	0	0	0	
Totals		10	100	10	100	0	0	0	0	



The current marketing campaign is generating the most calls in the 704 area code of North Carolina. A look at the demographics of this area may explain why and help the campaign succeed in other areas of the country.

Queue by Area Code and City



Queue by Area Code and City reports use the ANI service to sort calls by the six-digit combination of the originating area code and city code. Use these reports to find information such as the city and state (or province) of the caller and the number of calls offered, answered, abandoned, and interflowed for each area and city code combination where one or more calls originated.

2002/02/11		Queue by Area and City Code Daily Report								page: 10	
Site: AAA WIDGET COMPANY											
Queue: 4297		Name:(4297) QUEUE 4297									
Caller ID String	Caller Location	Calls Offered	% of Total	Calls Answered	% of Total	Calls Abandoned	% of Total	Calls Interflowed	% of Total		
252354	SWANSBORD, NC	1	10	1	10	0	0	0	0		
336368	PILOT MT, NC	1	10	1	10	0	0	0	0		
404815	ATLANTA, GA	1	10	1	10	0	0	0	0		
704544	CHARLOTTE, NC	2	20	2	20	0	0	0	0		
704598	CHARLOTTE, NC	1	10	1	10	0	0	0	0		
704895	DAVIDSON, NC	1	10	1	10	0	0	0	0		
919469	CARY, NC	1	10	1	10	0	0	0	0		
919851	RALEIGH, NC	2	20	2	20	0	0	0	0		
Totals		10	100	10	100	0	0	0	0		



What cities in the 704 area code of North Carolina are generating the most calls? Generate a Queue by Area and City Code report to see which city is generating more calls.

Queue by State or Province



Queue by State (or province) reports provide a high-level view of call distribution by region. Relying on the ANI information of a call, TASKE Reports translates the area code to the originating state or province of the call. The resulting report displays the number of calls offered, answered, abandoned, and interflowed for each state or province where one or more calls originated.

2002/02/11 Queue by State Daily Report page: 8									
Site: AAA WIDGET COMPANY									
Queue: 5990 Name:(NE SLS) NORTHEAST SALES									
State	Calls Offered	% of Total	Calls Answered	% of Total	Calls Abandoned	% of Total	Calls InterFlowed	% of Total	
Alaska	1	1	1	1	0	0	0	0	
Arkansas	1	1	1	1	0	0	0	0	
California	2	1	2	1	0	0	0	0	
Connecticut	1	1	1	1	0	0	0	0	
Florida	7	4	7	4	0	0	0	0	
Georgia	47	26	46	25	1	1	0	0	
Idaho	6	3	6	3	0	0	0	0	
Indiana	7	4	6	3	1	1	0	0	
Kansas	2	1	2	1	0	0	0	0	
Massachusetts	1	1	1	1	0	0	0	0	
Michigan	2	1	2	1	0	0	0	0	
Minnesota	3	2	3	2	0	0	0	0	
Missouri	4	2	3	2	1	1	0	0	
Montana	1	1	1	1	0	0	0	0	
Nebraska	3	2	3	2	0	0	0	0	
New Jersey	2	1	2	1	0	0	0	0	
North Carolina	5	3	5	3	0	0	0	0	
North Dakota	1	1	1	1	0	0	0	0	
Ohio	4	2	4	2	0	0	0	0	
Oklahoma	1	1	1	1	0	0	0	0	
Oregon	33	18	32	17	1	1	0	0	
Pennsylvania	2	1	2	1	0	0	0	0	
South Dakota	1	1	1	1	0	0	0	0	
Texas	14	8	13	7	1	1	0	0	
Virginia	3	2	3	2	0	0	0	0	
Washington	28	15	28	15	0	0	0	0	
Wisconsin	2	1	2	1	0	0	0	0	
Totals	184	100	179	97	5	3	0	0	



A key report for marketing campaigns, these reports generate valuable information on the effectiveness of advertising on a regional basis. Expecting more calls from the northeastern states? It may be time to revise the advertising in that area to better suit the demographic.

Queue by Abandon Caller



Relying on ANI information, Queue by Abandon Caller reports provide details on callers who terminate a call before receiving an answer. The information these reports include is the date and time of the call, the amount of time the caller waited before terminating the call (time to abandon), the telephone number of the caller, and the location of the caller (city and state or province).

2002/02/11 Queue by Abandon Caller Daily Report					page: 4
Site: AAA WIDGET COMPANY					
Queue: 5990		Name:(NE SLS) NORTHEAST SALES			
Date	Time	Time to Aband	Caller	Location	
2002/02/11	6:38:33	5:10	3175551234	GREENFIELD, IN	
2002/02/11	6:52:35	2:25	8325554567	HOUSTON, TX	
2002/02/11	7:21:54	2:44	8165557890	KANSASCITY, MO	
2002/02/11	7:52:35	6:44	9125550123	KELLER, GA	
2002/02/11	13:34:50	0:25	5035553456	PORTLAND, OR	

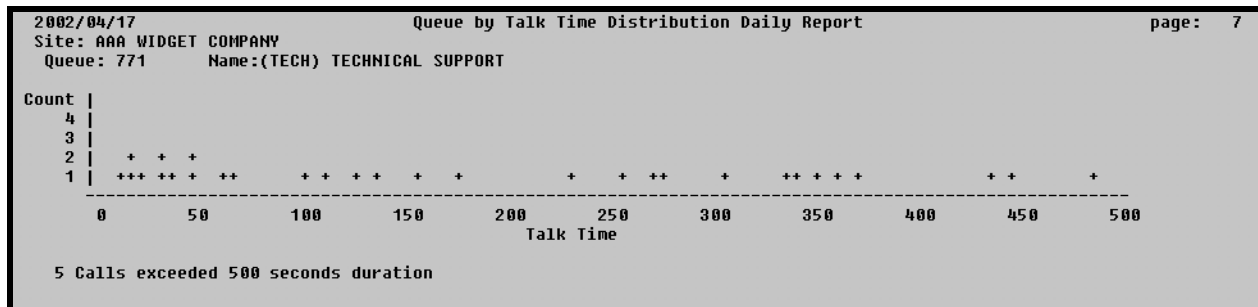


Queue by Abandon Caller reports provide the tools to reclaim lost opportunities. Using the telephone number provided in the report, return the call and impress the caller with the center's dedication to customer service.

Queue by Talk Time Distribution



Queue by Talk Time Distribution reports clearly indicate the number of calls exceeding the expected talk time. Displayed as a chart, these reports display the talk time, in seconds, on the x-axis and the call count on the y-axis. Each call (+) answered through the queue appears on the chart, indicating the number of seconds the caller was engaged in talk time. A note at the bottom of the chart indicates the number of calls where the talk time exceeded the capacity of the chart.



Tip Compare the talk time estimates in the forecast reports to the actual talk time in the Queue by Talk Time Distribution reports. If the estimates are not comparable to the actual, an investigation of staffing changes between the dates of the forecast base to the present may prove the contact center is not properly staffed.

Queue Group by Queue

Queue Group by Queue reports provide a single-line summary for each queue in the group. The statistics the report displays include the number of calls offered, answered, abandoned, and interflowed; the distribution of calls among the agent groups servicing the queue; the duration of answered calls; and performance percentages with the telephone service factor (TSF %) and the answer service factor (ASF%).

2002/04/17		Queue Group by Queue Daily Report														page: 16		
Site: AAA WIDGET COMPANY		Name:(ALLSERV) ALL SERVICE CALLS																
Queue Group: 1																		
Queue	Total Calls	Total Calls	Ans by	Ans by	Ans by	Ans by	TTA Avg	Call Total	Duration Avg	Total Long	TTAb Avg	Total Short	Sh Avg	Ab Avg	Total Calls	TTInt Avg	TSF %	ASF %
	Off'd	Ans'd	1st	2nd	3rd	4th	Secs	hh:mm:ss	Secs	Aband	Secs	Aband	Secs	Secs	Inter	Secs		
771	37	35	31	0	0	4	9	2:29:28	256	0	0	2	1	0	0	100.0	100.0	
772	18	17	16	0	0	1	6	0:48:55	173	0	0	1	2	0	0	100.0	100.0	
783	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.0	0.0	
Totals	55	52	47	0	0	5	8	3:18:23	229	0	0	3	1	0	0	100.0	100.0	

Tip Comparing queues with each other conveys important information on the level of service the agent groups are offering. If the service to one queue is dramatically better than another, it may be time to consider redistributing some of the more skilled agents to groups answering for queues that are not achieving the set service levels.

Section 8: Queue Spectrum Reports

Spectrum reports provide insight into the handling of calls in the center. A spectrum is a range of time intervals (measured in seconds) set in the TASKE database. Spectrum reports display the number of calls answered, abandoned, and interflowed for each interval.

Queue Answer, Abandon, and Interflow Spectrums by Time Interval



A queue answer abandon, and interflow spectrum by time interval reports segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. The answer, abandon, and interflow spectrum by time interval reports are all similar in nature. Each report displays the total number of calls answered, abandoned, or interflowed, and the distribution of calls for each spectrum interval.

Queue Answer Spectrum by Time Interval

2002/02/11		Queue Answer Spectrum by Hour Daily Report																page: 14
Site: AAA WIDGET COMPANY		Queue: 5900 Name:(NE SLS) NORTHEAST SALES																
Time	Total	Max	<10 sec	<30 sec	<60 sec	<120sec	<180sec	<240sec	<300sec	<360sec	<420sec	<480sec						
Start	Calls		# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %			
hh:mm	Ans'd	TTA	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot	Ans Tot			
08:00	17	54	14 82	1 88	2 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
09:00	17	389	9 53	2 65	1 71	4 94	0 94	0 94	0 94	1 100	0 -	0 -	0 -	0 -	0 -			
10:00	16	146	9 56	5 88	0 88	1 94	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
11:00	17	458	5 29	7 71	2 82	2 94	0 94	0 94	0 94	0 94	0 94	1 100	0 -	0 -	0 -			
12:00	26	615	9 35	2 42	1 46	2 54	7 81	2 88	1 92	0 92	0 92	0 92	0 -	0 -	0 -			
13:00	25	375	2 8	7 36	3 48	2 56	3 68	4 84	3 96	0 96	1 100	0 -	0 -	0 -	0 -			
14:00	17	387	9 53	2 65	1 71	2 82	1 88	0 88	1 94	1 100	0 -	0 -	0 -	0 -	0 -			
15:00	11	52	8 73	2 91	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
16:00	13	64	7 54	2 92	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
17:00	1	14	0 0	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
Totals	160	615	72 45	32 65	13 73	14 82	12 89	6 93	5 96	2 98	1 98	1 99						

Queue Abandon Spectrum by Time Interval

2002/02/11		Queue Abandon Spectrum by Hour Daily Report																page: 20
Site: AAA WIDGET COMPANY		Queue: 4251 Name:(4251) QUEUE 4251																
Time	Total	Max	<10 sec	<20 sec	<30 sec	<40 sec	<50 sec	<60 sec	<70 sec	<80 sec	<90 sec	<100sec						
Start	Calls		# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %			
hh:mm	Aband	TTAb	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot	Abd Tot			
08:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
09:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
10:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
11:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
12:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
13:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
14:00	1	20	0 0	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
15:00	3	67	0 0	2 67	0 67	0 67	0 67	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
16:00	20	20	5 25	15 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
17:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
Totals	24	67	5 21	18 96	0 96	0 96	0 96	1 100	0 -	0 -	0 -	0 -	0 -	0 -	0 -			

Queue Interflow Spectrum by Time Interval

2002/02/27		Queue InterFlow Spectrum by Hour Daily Report																page: 46
Site: AAA WIDGET COMPANY		Queue: 772 Name:(SALES) SALES																
Time	Total	Max	<0 sec	<1 sec	<2 sec	<3 sec	<4 sec	<5 sec	<6 sec	<7 sec	<8 sec	<9 sec						
Start	Calls		# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %	# %			
hh:mm	Inter	TTI	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot	Int Tot			
08:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
09:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
10:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
11:00	1	30	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0			
12:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
13:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
14:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
15:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
16:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
17:00	0	0	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -	0 -			
Totals	1	30	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0			



Want to fix service level problems before they start? Queue answer spectrum reports are good indicators of how effectively agents are meeting service levels.

Section 9: Queue Activity Reports

Queue activity reports display the distribution of calls by account code. Use these reports to find out quickly which products and services are generating the most calls.

Queue Activity by Time Interval



Queue activity time interval reports segment the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. The remaining columns of the report distribute calls by the account codes entered by agents during calls. The column breakdowns for each account code include the number of calls received and the average duration of each call. The final column provides the total call count and average call duration for all calls received for each interval.

2002/02/11 Queue Activity by Hour Daily Report page: 11										
Site: AAA WIDGET COMPANY										
Queue: 5990 Name:(NE SLS) NORTHEAST SALES										
Time	03034		1075		3034		3340		Totals	
Start	W7-1/4		W8		W8-1/4		W8-1/2			
hh:mm	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur
08:00	16	3:40	0	0:00	0	0:00	1	5:11	17	3:45
09:00	15	5:47	0	0:00	0	0:00	0	0:00	15	5:47
10:00	15	3:23	0	0:00	0	0:00	0	0:00	15	3:23
11:00	17	3:38	0	0:00	0	0:00	0	0:00	17	3:38
12:00	21	3:01	0	0:00	0	0:00	0	0:00	21	3:01
13:00	20	2:50	0	0:00	1	0:58	0	0:00	21	2:44
14:00	13	3:21	0	0:00	0	0:00	0	0:00	13	3:21
15:00	10	4:10	1	2:42	0	0:00	0	0:00	11	4:02
16:00	9	4:45	0	0:00	0	0:00	0	0:00	9	4:45
17:00	0	0:00	0	0:00	0	0:00	0	0:00	0	0:00
Totals	136	3:43	1	2:42	1	0:58	1	5:11	139	3:42

Tip Use the queue group version of this report to judge the degree of interest in each product. Know with a glance which products are successfully generating caller interest.

Queue Peak Abandoned

2002/02/01		Queue Peak Abandoned Monthly Report																	page: 55							
Site: AAA WIDGET COMPANY		Queue: 5990 Name:(NE SLS) NORTHEAST SALES																								
Day	of	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Month																										
1		0	0	0	0	0	0	0	0	0	0	0	0	#1	0	#1	0	0	0	0	0	0	0	0	0	0
2		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3		0	0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0
4		0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0
5		0	0	0	0	0	0	0	#2	#2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6		0	0	0	0	0	0	0	0	0	#1	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7		0	0	0	0	0	0	0	0	0	#1	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9		0	0	0	0	0	0	0	#2	#2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
10		0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
11		0	0	0	0	0	0	0	#2	#2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
12		0	0	0	0	0	0	0	0	#1	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
13		0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
14		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15		0	0	0	0	0	0	0	0	0	0	0	#1	0	#1	0	0	0	0	0	0	0	0	0	0	0
16		0	0	0	0	0	0	0	0	0	#1	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17		0	0	0	0	0	0	0	0	#1	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19		0	0	0	0	0	0	0	#2	#2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
20		0	0	0	0	0	0	0	0	#1	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
21		0	0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0
22		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23		0	0	0	0	0	0	0	0	0	0	0	0	#1	0	#1	0	0	0	0	0	0	0	0	0	0
24		0	0	0	0	0	0	0	0	0	0	0	0	#1	0	#1	0	0	0	0	0	0	0	0	0	0
25		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26		0	0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0
27		0	0	0	0	0	0	0	0	0	#1	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
28		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peaks]	0	0	0	0	0	0	2	2	1	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0

Queue Peak Interflowed

2002/02/01		Queue Peak Interflowed Monthly Report																	page: 56							
Site: AAA WIDGET COMPANY		Queue: 5990 Name:(NE SLS) NORTHEAST SALES																								
Day	of	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Month																										
1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4		0	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	#1	0	0
5		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0
10		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11		0	0	0	0	0	0	0	0	#2	#2	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0
12		0	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	#1	0	0
13		0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
14		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16		0	0	0	0	0	0	0	0	0	#1	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17		0	0	0	0	0	0	0	0	#1	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0
20		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0
21		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26		0	0	0	0	0	0	0	0	0	1	#2	0	1	0	0	0	0	0	0	0	0	0	0	0	0
27		0	0	0	0	0	0	0	0	0	#1	0	0	0	0	#1	0	0	0	0	0	0	0	#1	0	0
28		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peaks]	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0



Is call traffic heavier at certain hours or on certain days of the week? Use queue peak reports to determine if the contact center is properly staffed to handle call traffic at all times.

Section 11: DNIS Reports

Dialed Number Identification Service, or DNIS, is a service provided by the local telephone service provider. A contact center with this service receives an identification number with each call that indicates the number dialed by the caller. This identification number is usually the last four digits dialed by the caller. DNIS reports provide a clear indication of the traffic occurring for each number that is directly dialed into the center.

DNIS by Time Interval



DNIS time interval reports segment the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports illustrate the amount of incoming traffic a direct dial number receives with statistics such as the number of calls offered, answered, abandoned, and interflowed; the time to answer, abandon, and interflow; and the duration of answered calls.

2002/02/11												DNIS by Hour Daily Report			page: 1	
Site: AAA WIDGET COMPANY																
DNIS: 6671												Name:(SALES) Sales 800				
Time	Total	Total	TimeToAnswer		Call Duration		Total	TimeToAband		Total	TimeToInter					
Start	Calls	Calls	Avg	Max	Total	Avg	Calls	Avg	Max	Calls	Avg	Max				
hh:mm	Off'd	Ans'd	Secs	Secs	hh:mm:ss	Secs	Aband	Secs	Secs	Inter	Secs	Secs				
08:00	34	34	9	32	1:14:18	131	0	0	0	0	0	0				
09:00	34	33	8	12	1:27:17	159	1	2	2	0	0	0				
10:00	22	22	9	17	0:42:47	117	0	0	0	0	0	0				
11:00	34	33	7	11	1:42:11	186	1	1	1	0	0	0				
12:00	30	30	8	24	1:02:55	126	0	0	0	0	0	0				
13:00	25	25	8	23	0:56:38	136	0	0	0	0	0	0				
14:00	31	31	7	14	0:59:07	114	0	0	0	0	0	0				
15:00	15	15	9	28	0:31:32	126	0	0	0	0	0	0				
16:00	13	13	8	14	0:41:03	189	0	0	0	0	0	0				
17:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0				
Totals	238	236	8	32	9:17:48	142	2	2	2	0	0	0				



Has call traffic increased since implementing a toll free line? Generate a DNIS report for the toll free number to analyze the call volume it receives.

DNIS Group by DNIS

DNIS Group by DNIS reports provide a quick method for comparing the call traffic on the DNIS numbers in a DNIS group. These reports display statistics such as the number of calls offered, answered, abandoned, and interflowed; the time to answer, abandon, and interflow; and the duration of answered calls.

2002/02/11		DNIS Group by DNIS Daily Report											page: 3					
Site: AAA WIDGET COMPANY		Name:(ALL) All DNIS																
DNIS Group: 215		Total				TimeToAnswer		Call Duration		Total			TimeToAband		Total		TimeToInter	
DNIS	Name	Calls	Calls	Avg	Max	Total	Avg	Calls	Avg	Max	Calls	Avg	Max	Calls	Avg	Max		
		Off'd	Ans'd	Secs	Secs	hh:mm:ss	Secs	Aband	Secs	Secs	Inter	Secs	Secs	Secs	Secs	Secs		
6671	SALES	300	297	9	101	12:15:49	149	3	32	92	0	0	0	0	0	0		
6687	TECH	125	124	10	159	5:44:03	166	1	0	0	0	0	0	0	0	0		
Totals		337	334	9	159	13:27:03	145	3	1	2	0	0	0	0	0	0		

Tip Is one DNIS number receiving better service than another? Consider the skill level of agents servicing the numbers. Is it time to redistribute the skills throughout the center and improve the service levels in other areas?

Section 12: Forecast Reports

A critical operational objective in any contact center is achieving the optimal relationship between call volume and the number of agents available to effectively manage this volume. Overstaffing occurs when there are more agents available than calls to answer. This leads to idle agent time and unnecessary staffing costs. Understaffing occurs when the call volume exceeds the number of agents available. This increases caller waiting times and the possibility that a caller will abandon and end a potential revenue opportunity.

Somewhere between overstaffing and understaffing is the optimal balance, and finding this balance between economy and service presents a significant challenge. The ability to predict the expected call volume is key. However, this is a difficult task as telephone traffic is highly variable in nature. The only practical means of obtaining a reasonable estimate is to perform a historical analysis of past experience and use this to predict future traffic volumes and patterns.

The process of estimating call traffic volume on a queue is known as forecasting. TASKE forecast reports use logged contact center data to predict future call volume, the average talk time of each call, and based on each of these values, the number of agents required to efficiently manage the call volume and achieve the desired service level. The historical basis of these reports is either daily or weekly, segmenting the contact center day with quarter-hour, half-hour, or hour intervals.

2003/03/17		Forecast		page: 1
Day of Forecast: Any		WrapUp Time: 30 (secs)		
TSF Time: 20 (secs)		TSF: 80 %		
Time(HH:MM)	Expected Calls	Aug. TalkTime(sec)	Agents Required	
08:00	13	240	3	
09:00	15	198	3	
10:00	14	169	2	
11:00	13	199	3	
12:00	15	197	3	
13:00	13	220	3	
14:00	10	181	2	
15:00	10	173	2	
16:00	6	179	2	
17:00	2	338	1	
18:00	0	0	0	

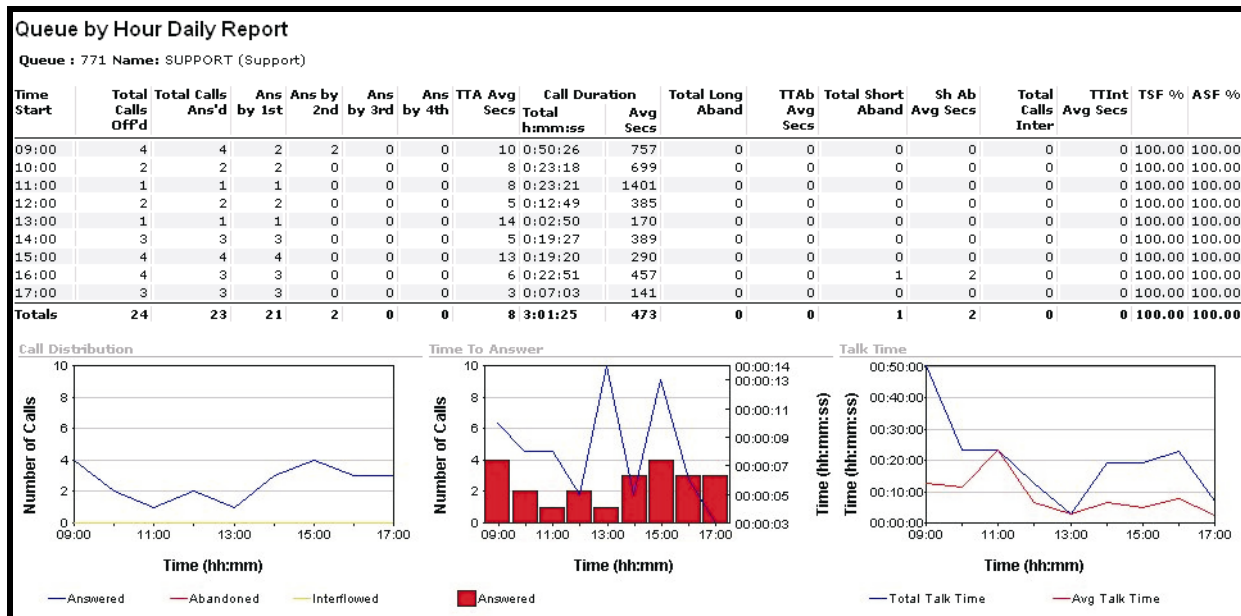
Tip Reports with a daily historical basis average the call volume and talk time data for the selected dates and provide a single page report. Reports with a weekly historical basis average the call volume and talk time data for the selected weeks and provide a seven-page report, with each page representing a day of the week.

Section 13: myTASKE Reports

myTASKE is a web-based version of the TASKE Contact suite. Offering the same capabilities as the desktop suite, myTASKE is accessible from any computer with an Internet connection. This gives supervisors and managers at remote locations full access to the real-time, historical, and report data they would have sitting in the contact center.

With the exception of forecast reports, myTASKE produces the same reports as the desktop version of Contact and enhances these reports with graphs of the data. The report pages are fully customizable, allowing users to display the charts and graphs with crucial information and exclude the rest.

Secured with user names and passwords, only those assigned a supervisor or enterprise supervisor user name and password in the TASKE database may sign into myTASKE and use the service. Those signing into myTASKE with enterprise supervisor privileges have the ability to produce reports for multiple sites.



Tip For those wanting a graphical view of report data, myTASKE is a helpful resource inside and outside the contact center. From within the contact center, sign into myTASKE through a web browser and run the reports requiring the graphical view.

Appendix A: Glossary of Terms

Term	Definition
Abandoned Call	Any call in the queue that is disconnected by the caller before receiving an answer.
Account Code	Account codes, also known as Qualifier Codes, are numbers an agent enters into the telephone system while engaged on an ACD call. The code flags the call type so that call statistics can be collected by the TASKE system for analysis and planning.
Agent	An agent is a person who handles calls for one or more queues in a contact center. Agents log into the telephone system at the beginning of a shift, signalling their availability to accept ACD calls. When a shift is over, agents log out of the telephone system.
Agent Group	An agent group is a virtual grouping of agents used for reporting purposes. Grouping agents allows the Reports application to produce agent group reports that combine the statistics for all agents in the group. In addition, when using the secondary agent ID feature, a single agent with all of his/her IDs may comprise an agent group. This allows a single report to display the agent's activity for all queues serviced.
ANI	ANI is an acronym for <i>Automatic Number Identification</i> . This is a service provided by a telephone company that identifies the telephone number of the caller. Not all trunks can provide this information and it is usually a service that must be purchased from the local telephone carrier.
Answer Service Factor (%)	The Answer Service Factor (ASF) is the percentage of calls answered for the queue. Calculate the ASF for a queue by dividing the number of calls answered for the queue by the total number of calls offered to the queue.
Answered Call	Any call that is answered through the queue.
Average Speed of Answer (ASA)	The time spent in the ACD queue waiting for an agent to become free. Also known as the average queue time.
Bad Log-in	A queue event that appears in the <i>Queue Information Report</i> of the ACD Monitor. This event occurs when an agent attempts to log into an ACD queue using the wrong agent ID.
DNIS	DNIS is an acronym for <i>Dialed Number Identification Service</i> . DNIS is a service in which the telephone service provider transmits an identification number to a telephone system receiving a call. The identification number is typically the last four digits which the caller dialed, but may be the whole number or a translated number. This filter allows users to extract call records based on the number dialed by the caller.
Enterprise	Enterprise is a term used to describe the sharing of data among multiple sites through a wide area network (WAN). TASKE enterprise enabled sites connect and share data through the Information Server applications at each site.

Term	Definition
Extension	An extension is a device with a direct connection to the telephone system. This device may be a telephone, an auto-attendant, or a voice mail port.
Extension Group	An extension group is a virtual grouping of extensions used for reporting purposes. Grouping extensions with similar characteristics allows the Reports application to produce extension group reports that combine the statistics for all extensions in the group.
Invalid Record	A queue event that appears in the <i>Queue Information Report</i> of the ACD Monitor. This event occurs when a call record containing errors is received from the telephone system. This event does not occur for all telephone system platforms.
Monitor Failed	A queue event that appears in the <i>Queue Information Report</i> of the ACD Monitor. This event occurs when the CTI link is no longer monitoring activity for the device referenced in the event. This event does not occur for all telephone system platforms.
Qualifier Code	Qualifier codes, also known as Account Codes, are numbers an agent enters into the telephone system while engaged on an ACD call. The code flags the call type so that call statistics can be collected by the TASKE system for analysis and planning.
Queue	A queue is a dial-able number that accesses a group of answering positions (agent or extension groups).
Queue Group	A queue group is used strictly for reporting and monitoring purposes in TASKE applications. This is a group of queues assigned a single identifying number that is traceable in reports and the ACD Monitor. For instance, in a contact center with three technical support queues, create a queue group that includes all three queues. Using the queue group, monitor all agents in all three queues simultaneously and include all three queues in a single report.
Queue Time	The time spent in the ACD queue waiting for an agent to become free and is often termed the average speed of answer (ASA).
Re-queue	A queue event that appears in the <i>Queue Information Report</i> of the ACD Monitor. This event occurs when the queue sends an available agent an ACD call, but the agent does not answer. The call is returned to the queue to be answered by the next available agent.
Resource	A general term referring to the database resources such as agents, agent groups, queues, and queue groups.
Talk Time	The time the caller spends connected to an agent, whether conversation is taking place or not.
Telephone Service Factor (%)	The Telephone Service Factor (TSF) is the percentage of the calls offered to the queue that are answered or abandoned within the user-defined TSF time. Calculate the TSF for a queue by dividing the number of calls offered within the TSF time by the total number of calls offered to the queue compared to the total number of calls offered. You specify the threshold, or TSF Time, in the TSF Time field for individual queues.

Term	Definition
Total Calls Offered	The total number of answered and abandoned calls that enter the queue
Trunk	In a contact center environment, a trunk is a communication line between a telephone system and the central office that provides local telephone service to the contact center.
Trunk Group	A trunk group is a virtual grouping of trunks used for reporting purposes. Grouping trunks with similar characteristics allows the Reports application to produce trunk group reports that combine the statistics for all trunks in the group.
TSF Time	The TSF (Telephone Service Factor) Time is a threshold value measured in seconds. This value is used to calculate the TSF %. Set the TSF Time on a per queue basis in the Administrator application.
Unmonitored Device	A queue event that appears in the <i>Queue Information Report</i> of the ACD Monitor. This event occurs when the queue registers activity from a device that is not being monitored by the CTI link. This event does not occur for all telephone system platforms.
Work Time	The time the agent spends performing call related paper work after the caller has disconnected.

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