Contact Pro – Standard Reports guide
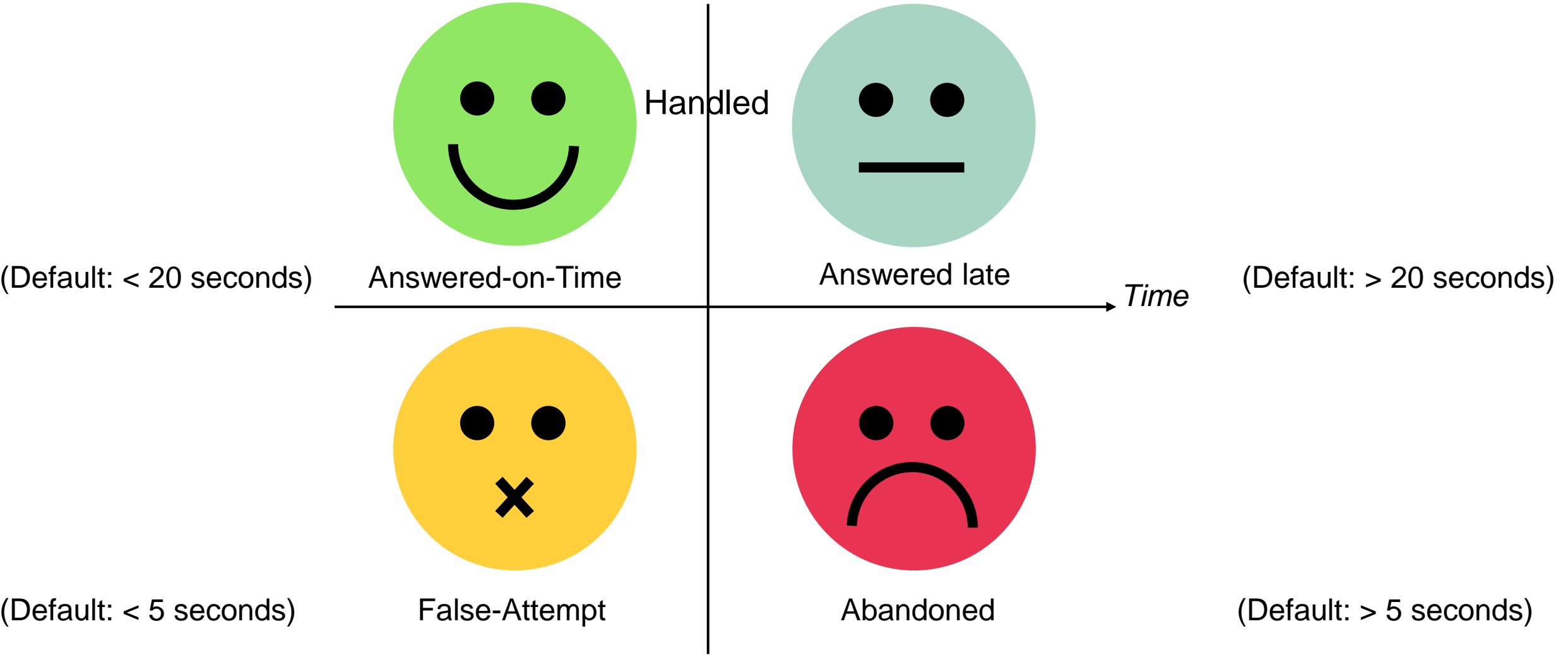
Tapio Noranta

Basic terminology

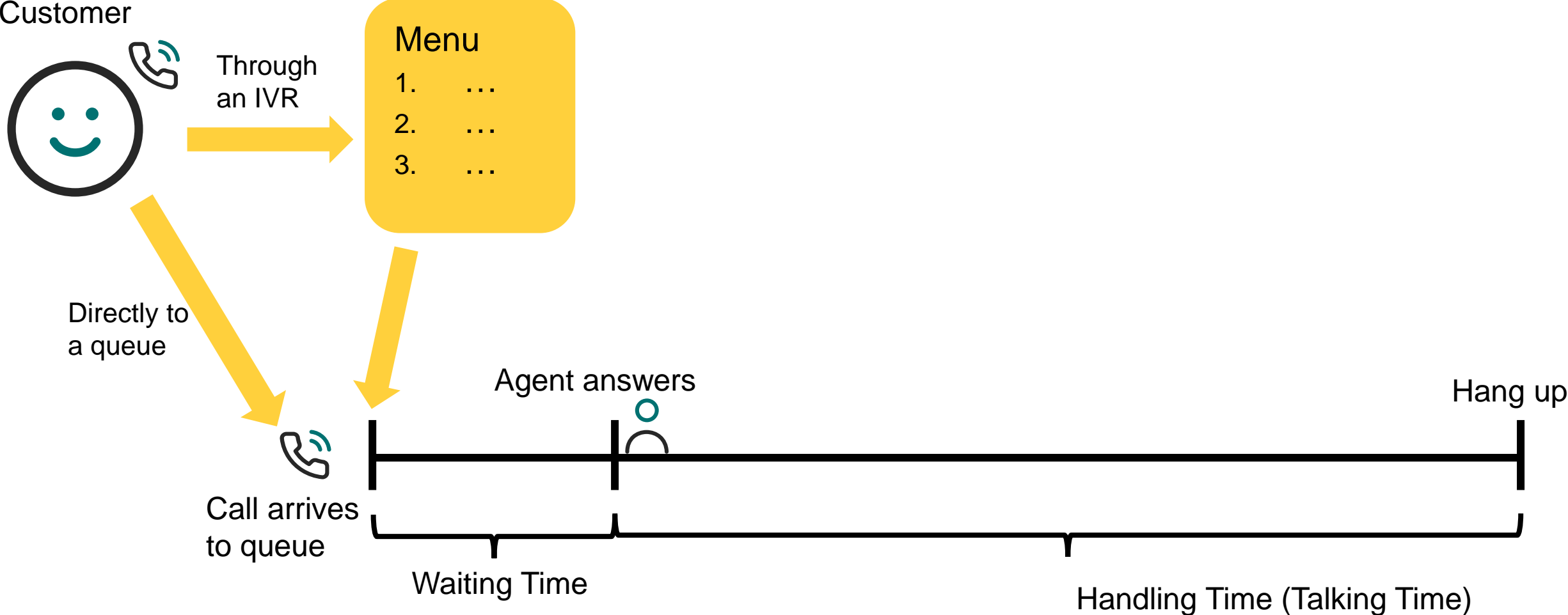| Term	Description
Queue	Contact center virtual queue where customer waits until agents are available.
Agent	Contact center user.
IVR	Interactive voice response allows menu interactions. Customer can select options by pressing the keypad on the phone.
Service Level	Measures contact center performance. Target answer times of services can be defined. Service level is calculated as percentage of contacts answered-on-time of arrived contacts.
ContactCenter_OperDir	Calls arriving to a user's personal extension number.
Reporting Group	Agents can be divided into different teams/reporting groups.

Service Level terminology

Handled

(Default: < 20 seconds)   Answered-on-Time   Answered late   (Default: > 20 seconds)

Time

(Default: < 5 seconds)   False-Attempt   Abandoned   (Default: > 5 seconds)

Service Level calculation

Term		Description
Answered-on-Time (Handled)	🙂	Contact was handled under the Answered-on-Time limit (default value 20 seconds).
Handled	😐	Contact was handled after the Answered-on-Time limit (default value 20 seconds).
False Attempt	😶	Customer hangs up before the False Attempt limit (default value 5 seconds). Call is marked as purposeless and does not affect the service level.
Abandoned	🙁	Customer hangs up after the False Attempt limit (default value 5 seconds).

Waiting Time and Handling Time measures - Calls

Customer

Through an IVR

Menu
1.   …
2.   …
3.   …

Directly to a queue

Call arrives to queue

Agent answers

Hang up

Waiting Time

Handling Time (Talking Time)

Waiting Time and Handling Time measures - Emails
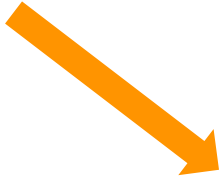
Customer

Agent opens email

Email marked as Handled

Email arrives to queue

Waiting Time

Handling Time

Waiting Time and Handling Time measures - Chats

Customer

Agent opens the chat

Chat ended

Chat arrives to queue

Waiting Time

Handling Time

How the Handled and Service Level percents are calculated

$$\frac{Handled}{Completed-False\ Attempts-Service\ Closed} = \text{Handled}-\%$$

$$\frac{Service\ Level}{Completed-False\ Attempts-Service\ Closed} = \text{Service Level}-\%$$

Sinch Contact Pro - Standard Reports

Agent	Volume	Queue	Script	Outbound
• Contact Handling Time • Contact Handling Time per Queue • Contact Handling Volume • Utilization • Work Done	• 1-4 (Annual - Daily) • 5-6 (Hourly - Quarter-Hourly) • 7 Contact Log • Service Level	• Serving • Skill match	• Results	• Agent calls • Agent classifier report • Agent Results • Campaign Calls • Campaign Results • Script Report

Content of Standard Reports (1/3)

Report	Contents
Agent - Contact Handling time	From which queues agents has handled contacts sorted by agent. (Direct calls arriving to the agent's extension number are visible in the queue ContactCenter_OperDir.)
Agent - Contact Handling time per Queue	From which queues agents have handled contacts sorted by queue. (Direct calls arriving to the agent's extension number are visible in the queue ContactCenter_OperDir.)
Agent - Contact Handling volume	How many contacts has been allocated/offered to agent and how many they have answered.
Agent - Utilization	How much time an agent spends handling different channels (voice, e-mail, chat, etc.).
Agent - Work Done	How long an agent has been logged in, free, ready, lunch, break and other profiles.

Content of Standard Reports (2/3)

Report	Contents
Queue serving	The minimum, maximum and average number of agents serving in the queue in 15 minute intervals.
Queue skill match	How well the contacts have been targeted to the agents with the highest skills.
Script Results	The total number of script responses as well as queue and user level responses.

Content of Standard Reports (3/3)

Report	Contents
Volume - Service level	When customer's contact the contact center. Which is the busiest time of day. What is the actual service level.
Volume 1-6 -reports	How many contacts arrive to the service How many contacts have been handled. (Handled) How many contacts hangup. (Abandoned) How many percent of contacts are handled within the target time. (Answered-on-Time)
Volume 7 - Contact log	Details about individual contacts. Who has answered the contact. Has the contact been transferred forward.

Volume Report (Main Columns)

Arrived	Completed	Handled	False Attempt	Abandoned	Service Closed	Simultaneous Contacts
All contacts arriving to the selected Queues (or Application). Includes also contacts out of service hours for queues with direct numbers.	Total numbers of calls that have ended. Total number of handled or deleted emails.	Total number of handled calls. Total number of handled e-mails.	Total number of calls that have been disconnected before the False Attempt time limit. These calls do not effect Handled-% and Service Level-% calculation. (Under 5 second Queue Full situation is treated as False Attempt.)	Calls that have been disconnected after the False-Attempt limit time. The default time is 5 seconds. (Over 5 second Queue Full situation is treated as Abandoned.)	Total number of contacts that have arrived during the time when the service is closed. This applies only for queues that have a direct number.	Maximum concurrent inbound contacts to the queues/application.

Volume Report (Handled Column)

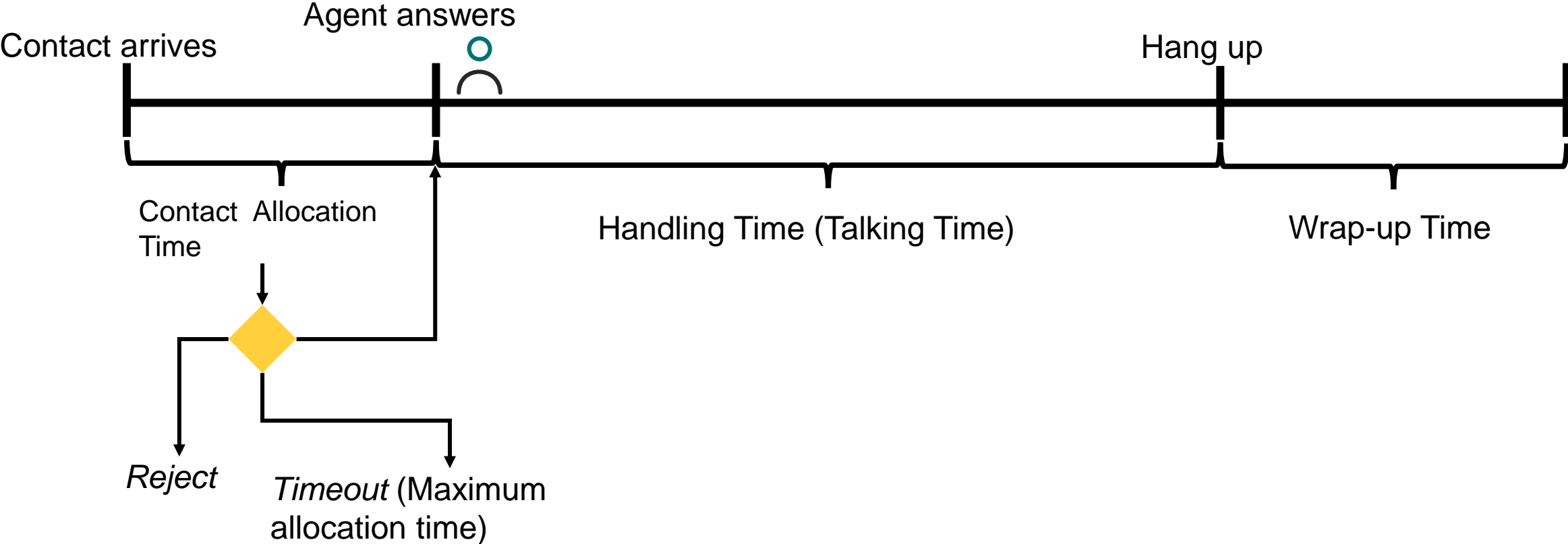| Handled							
Number	%	Number (Answered-on-Time)	% (Answered-on-Time)	Number (Transfer)	% (Transfer)	Number (Overflow)	% (Overflow)
Total number of all Handled contacts. All other Handled columns are included in this Number. Other columns specify this Number.	Percentage of Handled contacts. Formula: Handled / (Completed - False Attempts - Service Closed)	Total number of handled calls whose waiting time is less than or equal to the set Answered-on-Time limit. (Default value for calls is 20 seconds.)	Percentage of calls whose waiting time is less than or equal to the set Answered-on-Time limit. Also called Service level-percentage. Formula: Answered-on-Time / (Completed – Service Closed – False Attempts)	Total number of automatically transferred contacts (not by agent) to another application (Voicemail, Callback, IVR) or outside the system. Automatic transfer reason can be • customer selecting Callback • Maximum Waiting Time reached • No agents serving • Queue Full – situation	Percentage of Transferred contacts of all Handled contacts. Formula: Handled / Transfer	Total number of contacts Overflown to another queue in the system. Automatic transfer reason could be Maximum Waiting Time reached, No agents serving or Queue Full - situation.	Percentage of Overflown contacts of all handled contacts. Formula: Handled / Overflow

Volume Report (Durations)

Completed		Handled						Abandoned		
Waiting (avg.)	Waiting Time (Total)	Waiting (avg.)	+Waiting (Max)	+Waiting (Total)	+Handling (Avg.)	+Handling (Max)	+Handling (Total)	Waiting (avg.)	+Waiting (Max)	+Waiting (Total)
Average waiting time of the handled contacts.	Total waiting time among of arrived contacts.	Average waiting time of the handled contacts.	The single longest handled waiting time of the selected time period.	Total waiting time of the handled contacts.	Average handling time of the handled contacts.	The single longest handling time of the selected time period.	Total handling time of the handled contacts.	Average waiting time of the abandoned contacts.	The single longest abandoned waiting time of the selected time period.	Total waiting time of the abandoned contacts.

Agent measures

Contact arrives

Agent answers

Hang up

Contact Time

Allocation

Handling Time (Talking Time)

Wrap-up Time

Reject

Timeout (Maximum allocation time)

Agent Contact Handling Volume - report

			Call Contacts				
Allocated	Handled	Handled%	Not Handled Calls (Rejected)	Not Handled Calls (Timeout)	Responce Time (Avg.)	Calls Out	Consultation Calls
Number of contacts allocated to the agent/group in the selected time period. (Call has ringed on the users soft phone)	Number of handled contacts the agent/group has handled in the selected time period.	Percentage of handled contacts of the allocated ones the agent/group has handled in the selected time period.	Number of contacts rejected by the agent/group. Agent can reject the contact • with the hang-up/decline button • changing absence profile • going to not ready status • detaching from queue • closing the user interface	Number of contacts that were not answered during the maximum allocation time. The default allocation time is 20 seconds.	Average answering time.	Number of outbound calls the agent/group has made in the selected time period.	Number of consultation calls the agent/group has made in the selected time period. Consultation calls are made during original call (outgoing consultation calls). Agent could be asking for help or transfer the call to another service.

Agent Work Done -report

Working Hours						
Service Time	Ready Time	Free Time	Not Ready	Pause Time	First Logon	Last Logoff
The total time when group/agents have been working in the selected time period. (Formula: Ready+Not Ready = Service Time)	The total time when groups/agents have been with the status Ready in the selected time period. This status is controlled with the buttons Ready - Not Ready. (Free Time is included)	The total time when groups/agents have been with the status Ready but have had no incoming contacts in the selected time period. So agent is totally free and waiting for contacts.	The total time when groups/agents have been with the status Not Ready in the selected time period. This status is controlled with the radio buttons Ready - Not Ready - Wrap-up.	The total time when groups/agents have been with the status Pause in the selected time period. Pause status is controlled with Red absent profiles (Break, Meeting, Lunch, etc.).	The timestamp of the first logon.	The timestamp of the last logoff.

Different channels in reporting

Calls

E-mail
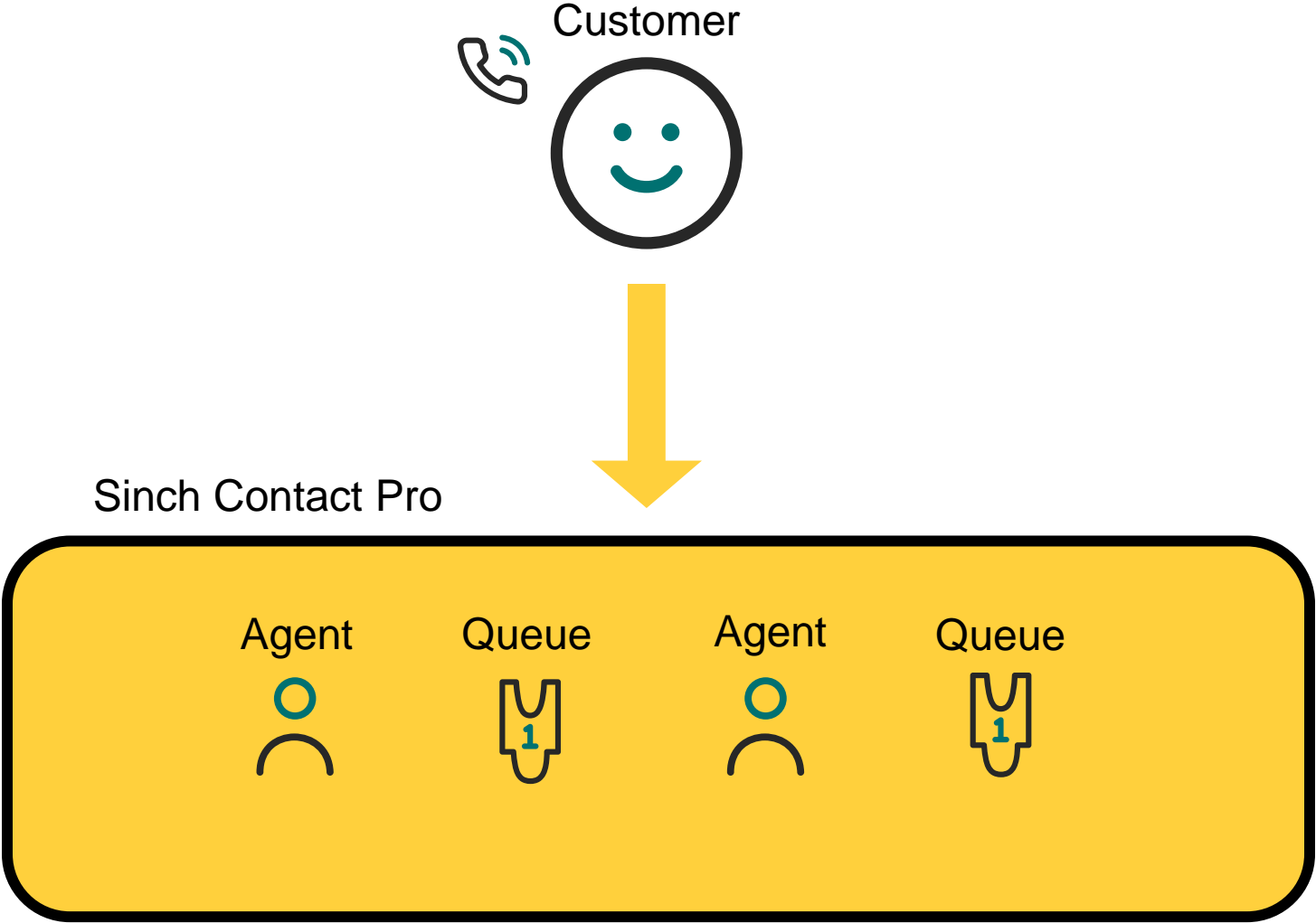
Callbacks

Outbound campaigns

Chat conversations

Social Media

Channels

Channel	Included contacts
CallIn	Call in contact from outside the system
CBR	Callback request to the system
EmailIn	Emails outside the system
CallOut	Call out contact
CallOutCBR	Outbound call to customer for call back request
CallInInternal	Internal call in inside the system
CallOutInternal	Internal call out inside the system
EmailInInternal	Internal e-mail contact inside the system

CallIn channel

CallIn Internal channel

CallIn+CallIn Internal channels

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Customer

CallIn
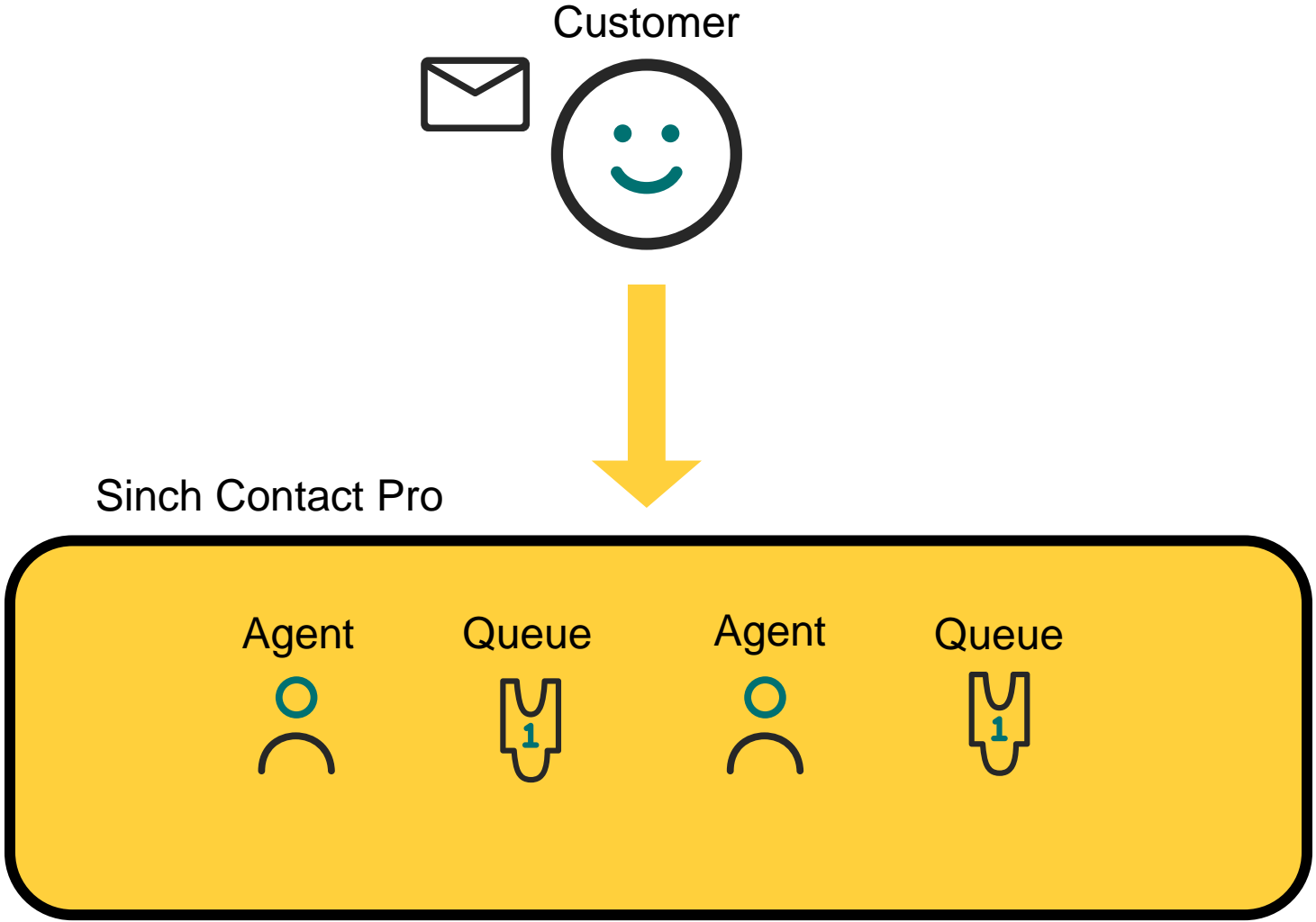
CallIn Internal
(Consultation call)

Agent A

Queue
1

Agent B

CallOut channel

Customer

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CBR (Callback Requests) channels

Customer

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CallIn

Phone queue

1

CallIn CBR Int.

CBR

Callback IVR

Callback transferred to callback queue

1

CallOutCBR

Agent answers. System automatically dials the customer.

ChatIn channel

EmailIn channel

SAP Business Objects - Web Intelligence