ACD USAGE

Login

- ♦ To log into your ACD, dial 9997. When prompted, enter your Agent Number and Password. (Agent Number is the same as your extension).
- ♦ After the next prompt, enter your password followed by the # key. (Password is the same as your voicemail PIN).
- ♦ Press 2 to log out.
- ♦ When valid code and password are used, you get the "Agent logged in" message.

Managing your voicemail box

You can record Unavailable or Busy message of up to 5 minutes.

Voice-mail capacity:

- ♦ The voicemail capacity for a user is 100
- ♦ The voicemail capacity for a group is 500
- ♦ Voice-mail duration for a user and a group is 2 minutes

If the number of voicemails in your voicemail box reaches the maximum limit, this does not stop new voicemails from reaching you. However, as soon as a new voicemail arrives, the oldest voicemail in your voicemail box gets deleted automatically.

Keypad Options

A user who belongs to an ACD group first needs to login to the ACD. Once the user has successfully logged in, he or she can perform the following operations:

Transfers

An agent can transfer a call to another user whether ACD agent or not, by pressing #1#, and entering the agent's extension number followed by #.

Press #2# followed by extension to transfer a call to voicemail.

ACD Call Transfer:

ACD calls can also be transferred by pressing the transfer button followed by the DID or phone number of the third party.

Tagging Calls

To tag an important call so that it can be traced easily afterwards, press #5#, followed by a tag number of up to six digits. If the tag number you have entered is below six digits, press #.

Your Administrator can search for tagged calls in ACD reports, and conveniently find important calls for any period.

NOTE: This facility works only if all ACD calls for the group are being recorded.

Call Hold

Our product agent can keep the caller on hold. The caller will hear music during the hold period, and the agent can resume call later. This music is the same as the Music on Hold used in the company's Auto Attendant.

Voicemail

- ♦   Voicemail messages for ACD groups are sent to the email ID associated with the group.
- ♦   The Account Administrator can access voicemails for ACD Groups by going to the Reporting tab on the Administrator dashboard.
- ♦   These voice mails can also be accessed by any member of the group by dialing from any phone.
- ♦   To use this facility, dial 9999.

  - ◊   If you are calling from a PSTN phone, first dial your main Auto Attendant number and then dial 9999.
  - ◊   When prompted, enter the Mailbox Extension of your group followed by #.
  - ◊   Next, enter the Group Mailbox Password followed by #.

NOTE: Your Account Administrator, who assigns a mailbox extension and a password to your ACD group, should be able to provide you both.

AGENT INTERFACE

The Agent Interface has two sections:

Waiting Calls

Distribute Calls based on

ACD Settings (everyone)			Back
Agent Interface			
Waiting Calls			
Maximum Number of Waiting Calls	2	Call Redistribution time	30 Sec.'s
Wrap-Up Time	15 Sec.'s		
Show Caller ID			
Show caller ID with	—Select— ▾		
Distribute calls based on			
Ring All	○	Next Available	⊙
Longest Idle Time	○	Fewest Calls	○
Random	○	Round Robin Memory	○
Skill Based Routing	○		
		Update	

Waiting Calls

In this section you can specify various ways of controlling the flow of incoming calls.

Maximum Number of Waiting Calls

In the text box against this field, specify the maximum number of waiting calls that you would like to allow. When all agents in an ACD group are busy, the maximum number of calls that can be kept waiting depends on your settings here. If the number of people calling the group exceeds this limit, all additional calls are routed based on the settings in the Queue option explained below.

Wrap-up time

It is usually necessary to allow an agent a break between one call and the next, so that the call just ended can be "wrapped-up," i.e., necessary information about the call can be noted by the agent. When you specify Wrap-up Time for an ACD group, each agent within that group is given a break between calls according to the period specified by you. To specify a wrap-up time for the ACD group, enter the time period as desired in the text box against the Wrap-up Time field.

Call redistribution time

To specify how long a call can go unanswered before it is forwarded to another agent, enter the appropriate number of seconds in this field.

Distribute calls based on:

Incoming calls for an ACD group can be routed in various ways.

Ring All

This setting routes calls to all available agents in the group simultaneously.

Next Available (Round Robin)

This feature ensures a fair and even distribution of work. When two or more agents are available, an incoming call is routed to one of them. When another call comes in, if the same set of agents is free to take calls, this setting ensures that the call goes to another agent, and not the one who took the first call.

Longest Idle Time

When this option is selected, an incoming call is routed to the agent who has been "idle" (i.e., without a call) longest.

Fewest Calls

Using this option, you can route calls for an ACD group in such a way that an agent who has taken the fewest calls at any given point gets the next call.

Random

To distribute calls to an ACD group randomly, select this option.

Round Robin Memory

In this option, call distribution is according to the same basic pattern as Round Robin. However, here the Auto Attendant remembers recent call distribution and customizes the round robin feature accordingly. For instance, according to Round Robin, if a call is not answered by agent A, it will next go to agent B. The next call, in plain round robin, will go to Agent B. But in Round Robin Memory, the next call will go to Agent C instead, as agent B has already taken a call, out of turn.

Skill Based Routing

To route calls to agents based on their level of skill, select this option. The skills level of users who are members of ACD groups can be specified on a scale of one to ten separately for each ACD group that they belong to in the Edit Users screen under the Users tab of the our product Administrator Dashboard.

To specify how calls should be distributed within an ACD group, click the radio button against options as desired.

Caller Interface

The Caller Interface offers options for Announcements such as:

ACD Settings (everyone)			Back
Caller Interface			
Announcements			
Announce position in Queue	☑		**Priority Level**
Announce Voicemail	☑		⦿ High
Announce ACD Greeting Enabled	☐		○ Medium
Announcement Frequency	30	Sec.'s	○ Low
Queue Timeout	90	Sec.'s	
Callback Caller	☐		
		Update	

Announce Position in Queue

Enable this option to activate the IVR if you would like callers to know their position in the queue of incoming calls yet to be connected.

Announce Voicemail

Enable this option to allow your customers who are waiting to be connected to an ACD agent, to leave a voicemail for the group. With this option, a customer, instead of having to wait indefinitely to be connected, can leave a voicemail for the group, so that you effectively miss no calls at all.

Announce ACD Greeting Enabled

Enable this option to play a welcome greeting to callers.

Announcement Frequency

Specify here with what frequency you would like the caller's position in queue, the estimated hold time to be announced. Enter the number of seconds you would like to elapse before an announcement is made. Announcements are then repeated according to the schedule specified here.

Queue Time-out

Specifies the maximum duration for which a call should wait, when all agents in the ACD group are busy. Separate queue time-out settings can be specified for each ACD group. The minimum acceptable duration for Queue Time-out is 30 seconds, while the maximum is 36000 seconds, or 10 hours.

Priority Level

ACD groups can be assigned priorities. There are three levels for this: High, Medium and Low. Accordingly, the way calls coming for various groups are treated changes.

These settings come into effect only when agents who belong to multiple ACD groups with varying levels of priority are logged in.

Here is a simple scenario that illustrates the way these settings function:

If an agent who belongs to three ACD groups --Billing, Sales and Support is logged into the ACD, and if the three groups have priority ratings of High, Medium and Low respectively; a call for the high priority group will be sent to the agent first. In the meantime, other calls are kept waiting and sent to agent in order of priority. After a certain time, a low priority call is "upgraded" to a medium priority call, and then eventually to a high priority call. This ensures that while high priority calls reach agents first, no calls remain in queue indefinitely in spite of the priority level assigned to the various ACD groups in your account.

Queue

There are three ways of handling Queue overflows:

Empty Queue Overflow
Queue Overflow Options
Queue Time-out Overflow

Empty Queue Overflow

A call can be overflowed when there are no agents logged into the ACD group.

Calls that are overflowed can be treated in three different ways:

- New Queue (another ACD group)
- DID
- Voice-mail (of the ACD group)

Queue Overflow Options

A call can be overflowed when all agents in an ACD group are busy and the Queue time-out period is used up.

Calls that are overflowed can be treated in three different ways:

- New Queue (another ACD group)
- DID
- Voice-mail (of the ACD group)

Queue Time-out Overflow

A call can be overflowed when the number of waiting calls exceeds the maximum number of waiting calls for an ACD group.

Calls that are overflowed can be treated in three different ways:

- New Queue (another ACD group)
- DID
- Voice-mail (of the ACD group)

ACD Supervisor

ACD Supervisor feature enable efficient management of ACD queues within an account. The supervisor features of our product ACD are primarily aimed for the convenience of people who supervise the functioning of ACD in their organization - team leads, operations managers in call centers, and quality control executives are among the number of people who will benefit greatly from the new features being added to ACD.

In a typical ACD scenario, the supervisor is assigned specific privileges to monitor calls of agents within an ACD Queue. Some of the privileges include: listening to telephony conversations between an agent and the customers, joining in the conversation, recording the conversation, and push a waiting call.

In our product, users within an ACD queue can be assigned as supervisors, so that they can get access to the privileges accordingly. The Account Administrator has the privilege to activate this option for agents from the Administrator dashboard.

Enabling Supervisory Status

To assign a supervisor to an ACD queue, from the home page of the Administrator dashboard, click **ACD Preferences > ACD Supervisor**. In the new page, select the queue from the pull down window. This displays the screen shown below:

On this page, the agents who have supervisory privilege are displayed in red, while other agents are displayed in black. Check the Supervisor box against the agent for whom you want to activate the supervisor status. Check the relevant control features for the selected supervisor and click on Save. Agents who have the option enabled for them will be able to access the privilege from the ACD Web Live Monitor in the our product Messenger. For all active calls, supervisors can enable those monitoring options enabled for them by left-clicking on the agent who is on active call. There are five supervisory modes:

    1.Silent

    2.Whisper

    3.Barge-in

4.Recording

5.Agent Call Push

Disabling Supervisor Status

To deactivate supervisor status of any agents, click on **ACD Preferences > ACD Supervisor**, Select the ACD Queue from the pull down list and un-check the Supervisor box placed against the particular supervisor as highlighted in the image below:

ACD Group Supervisor Settings						
				Select ACD Group: everyone		Purchase Storage
Supervisor	**User Name**	**Silent**	**Whisper**	**Barge-in**	**Recording**	**Agent Call Push**
☐	elizabeth@localhost	☐	☐	☐	☐	☐
☑	fenny@localhost	☑	☑	☑	☑	☑
			Save			

Click **Save** to confirm the deactivation.

Some Known Issues

♦ Removing a Supervisor from the ACD Queue will not disable supervisory mode of that particular supervisor if he is logged in at the time of making the change. The change will only be reflected after the concerned supervisor logged out and log in again.

♦ Removing an agent from an ACD Queue will not be reflected if the particular agent is logged in at the time of making the change. The change will be implemented only when the agent log out and log in again. However, in this case supervisors have the privilege to forcefully log out the particular agent

ACD REPORTING

Introduction

Advanced ACD Reports explains you about the ACD calls handled, this report is important for optimizing call center management. Now you can view these reports in graphical representation from the dashboard. These monitor parameters, such as the number of active calls, agent status, queue status and agent/group

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performance.

Advanced ACD Reports - youngteam.qa

| Queue Call Report | Agent Login Report | Agent Call Report | Queue Abstract |

From Date: 2011-08-01   To Date: 2011-08-20   Queue ALL   submit

ACD Full Report

Cause	Total Calls	Total Wait Time	Average Wait Time	Maximum Wait Time	Minimum Wait Time
ANSWERED	79	00:29:31	00:00:22	00:03:16	00:00:02
ABANDON	41	00:23:09	00:00:34	00:04:15	00:00:02
EMPTYQUEUEOVERFLOW	1	00:00:28	00:00:28	00:00:28	00:00:28
QUEUETIMEOUTOVERFLOW	21	00:22:20	00:01:04	00:05:04	00:00:30
ALL	**142**	**01:15:28**	**00:00:33**	**00:05:04**	**00:00:02**

View Pie Chart
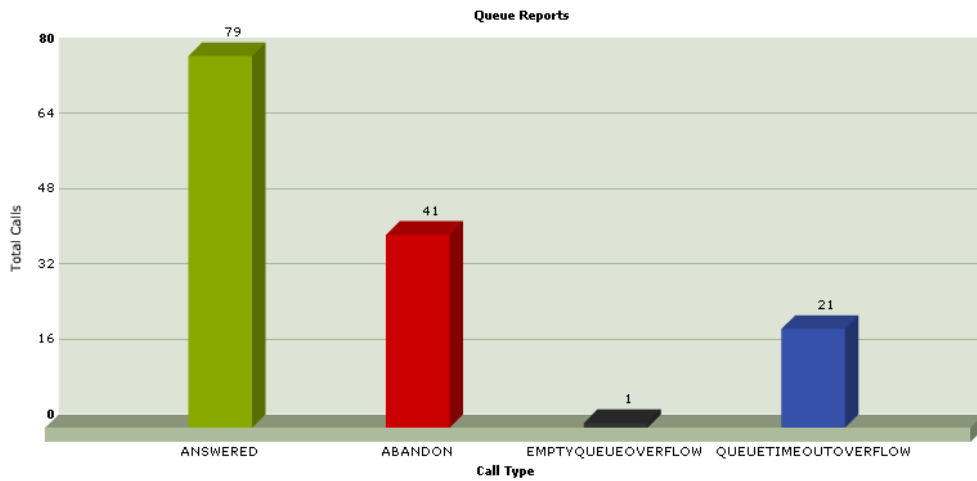
♦ At the bottom of the page the corresponding **Bar Chart/Pie Chart** will be displayed for the corresponding Report.

♦ Click on **View Pie Chart** to switch from Bar Chart to Pie Chart.

Queue Call Reports

The following is the UI of the Queue Call Report with Total Calls, Total Wait Time (HH:MM:SS), Average Wait Time (HH:MM:SS), Maximum Wait Time (HH:MM:SS) and Minimum Wait Time (HH:MM:SS) for all the ACD Queues or for the respective selected ACD Queue.

Queue Call Report	Agent Login Report	Agent Call Report	Queue Abstract
From Date: 2011-08-01		To Date: 2011-08-20	Queue ALL submit

ACD Full Report

Cause	Total Calls	Total Wait Time	Average Wait Time	Maximum Wait Time	Minimum Wait Time
ANSWERED	79	00:29:31	00:00:22	00:03:16	00:00:02
ABANDON	41	00:23:09	00:00:34	00:04:15	00:00:02
EMPTYQUEUEOVERFLOW	1	00:00:28	00:00:28	00:00:28	00:00:28
QUEUETIMEOUTOVERFLOW	21	00:22:20	00:01:04	00:05:04	00:00:30
ALL	142	01:15:28	00:00:33	00:05:04	00:00:02

- ♦ This report summarizes the full ACD report for the selected period of time for all the ACD Queues or for a particular queue.
- ♦ This can be generated by selecting required parameters as shown below:

From Date: 2011-08-01		To Date: 2011-08-20	Queue ALL submit
ACD Full Report			ALL test sales

- ♦ Select the From Date and To Date with the help of calendar button
- ♦ Select the Queue type from the drop down menu
- ♦ Click Submit, to generate the corresponding report

The following are the different reports related to Queue:

ABANDON

- ♦ All the calls which were not answered (missed calls) by any of the ACD agent are listed in this type of queue report.
- ♦ Click the corresponding number under Total Calls column, to view the detailed abandon Calls report
- ♦ The following screen will be displayed:

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Call Details - ABANDON

S.No	From Number	Agent	Date & Time	Ring Duration	Hold Count	Hold Duration	Queue Wait Time	Duration	Action	Queue Name	ACD DID	Call Flow
1	15141113771(1109)	N/a	2011-08-19 06:07:27	00:00:00	0	00:00:00	00:00:31	00:00:00	ABANDON	zacd	15141113779	Unique Call
2	15141113771(1109)	N/a	2011-08-19 06:08:05	00:00:00	0	00:00:00	00:00:04	00:00:00	ABANDON	zacd	15141113779	Unique Call
3	5141113771(a)	N/a	2011-08-18 23:17:45	00:00:00	0	00:00:00	00:00:03	00:00:00	ABANDON	a	15141113354	Queue Timeout Overflow from zacd
4	15141113772(1110)	N/a	2011-08-18 23:12:24	00:00:00	0	00:00:00	00:00:07	00:00:00	ABANDON	zacd	15141113779	Unique Call
5	14158889999(1146)	N/a	2011-08-19 04:51:15	00:00:00	0	00:00:00	00:00:14	00:00:00	ABANDON	zacd	15141113779	Unique Call

This report gives you following details

- ♦ **From Number**: Displays from which number the call has come.
- ♦ **Date and Time:** Displays the Date and Time of the corresponding call.
- ♦ **Ring Duration**: Displays the time upto which the call has ranged.
- ♦ **Hold Count**: Displays number of time the call is put on hold.
- ♦ **Hold Duration**: Displays total time for which the call is been on hold.
- ♦ **Queue Wait Time**: Displays the wait time in seconds.
- ♦ **Duration**: Displays the total time duration of the call.
- ♦ **Action**: Displays the type of queue report
- ♦ **Queue Name**: Displays the Queue Name
- ♦ **ACD ID**: Displays the ACD ID of the ACD Agent.
- ♦ **Call Flow**: Displays the details of the call whether the call is a direct call or an overflown call. If it is direct call to the ACD Queue then it will display as Unique call else it given the details from where the call is been overflown.

Note: As the call is not answered Agent and Duration columns will have null values

ANSWERED

- ♦ All the calls which were answered by any of the ACD agent are listed in this type of queue report.
- ♦ Click the corresponding number under Total Calls column, to view the detailed Answered Calls report
- ♦ The following screen will be displayed:

Call Details - ANSWERED
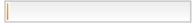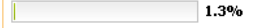
Download Excel

S.No	From Number	Agent	Date & Time	Ring Duration	Hold Count	Hold Duration	Queue Wait Time	Duration	Action	Queue Name	ACD DID	Call Flow
1	15141113773(zink)	zebro@youngteam.qa	2011-08-19 06:18:24	00:00:04	0	00:00:00	00:00:13	00:00:05	ANSWERED	zacd	15141113779	Unique Call
2	15141113773(zink)	zebro@youngteam.qa	2011-08-19 06:15:30	00:00:02	0	00:00:00	00:00:03	00:02:28	ANSWERED	zacd	15141113779	Unique Call
3	5141113771(a)	zebro@youngteam.qa	2011-08-18 23:15:19	00:00:13	0	00:00:00	00:00:15	00:00:10	ANSWERED	a	15141113354	Queue Timeout Overflow from zacd
4	14158889999(1146)	zod@youngteam.qa	2011-08-19 04:52:31	00:00:24	1	00:00:24	00:00:49	00:01:00	ANSWERED	zacd	15141113779	Unique Call

This report gives you following details

♦ **From Number**: Displays from which number the call has come
♦ **Agent**: Displays the Agent who has answered the call
♦ **Date and Time**: Displays the Date and Time of the corresponding call
♦ **Ring Duration**: Displays the time upto which the call has ranged.
♦ **Hold Count**: Displays number of time the call is put on hold.
♦ **Hold Duration**: Displays total time for which the call is been on hold.
♦ **Queue Wait Time:** Displays the wait time in seconds
♦ **Duration**: Displays the Duration in sec that the agent has talked
♦ **Action**: Displays the type of queue report
♦ **Queue Name**: Displays the Queue Name
♦ **ACD ID**: Displays the ACD ID of the ACD Agent.
♦ **Call Flow**: Displays the details of the call whether the call is a direct call or an overflown call. If it is direct call to the ACD Queue then it will display as Unique call else it given the details from where the call is been overflown.

Click on the Answered link to view calls each agent has handled in the corresponding representation as shown:

Queue Agent Details

Extension	Agent Name	Avg. Time	Handled Time	Handled Time %	No. of Handled Calls	Handled Calls %
1108	zebro@youngteam.qa	00:00:33	00:37:06	69.8%	67	84.8%
1109	zinc@youngteam.qa	00:01:45	00:10:30	19.7%	6	7.6%
1110	zod@youngteam.qa	00:01:06	00:05:32	10.4%	5	6.3%
1152	medium@youngteam.qa	00:00:03	00:00:03	0.1%	1	1.3%
Total	**Total Agents 4**	**00:00:40**	**00:53:11**	**100%**	**79**	**100%**

This page displays you following details

♦ **Extension**: Displays the extension number of the agent
♦ **Agent Name**: Displays the name of agent who has answered the call
♦ **Avg. Time**: Displays the average time of the total Handled calls, the corresponding agent has handled
♦ **Handled Time**: Displays total time period that the agent has handled the calls

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- ♦ **Handled Time %**: Displays the handled time in percentage by the agent
- ♦ **No. of Handled Calls**: Displays the number of calls handled by the corresponding agent
- ♦ **Handled Calls %**: Displays handled calls in percentage by the agent

EMPTYQUEUEOVERFLOW

- ♦ All the calls which are over flown are listed in this type of queue report.
- ♦ Click the corresponding number under Total Calls column, to view the detailed Queue Overflow Calls report
- ♦ The following screen will be displayed:

S.No	From Number	Agent	Date & Time	Ring Duration	Hold Count	Hold Duration	Queue Wait Time	Duration	Action	Queue Name	ACD DID	Call Flow
1	15141113771 (1109)	N/a	2011-08-19 06:51:20	00:00:00	0	00:00:00	00:00:28	00:00:00	EMPTYQUEUEOVERFLOW	zacd	15141113779	Unique Call

This report gives you following details:

- ♦ **From Number**: Displays from which number the call has come.
- ♦ **Agent**: Displays the Agent who has answered the call.
- ♦ **Date and Time**: Displays the Date and Time of the corresponding call
- ♦ **Ring Duration**: Displays the time upto which the call has ranged.
- ♦ **Hold Count**: Displays number of time the call is put on hold.
- ♦ **Hold Duration**: Displays total time for which the call is been on hold.
- ♦ **Queue Wait Time:** Displays the wait time in seconds
- ♦ **Duration**: Displays the Duration in sec that the agent has talked
- ♦ **Action**: Displays the type of queue report
- ♦ **Queue Name**: Displays the Queue Name
- ♦ **ACD ID**: Displays the ACD ID of the ACD Agent.
- ♦ **Call Flow**: Displays the details of the call whether the call is a direct call or an overflown call. If it is direct call to the ACD Queue then it will display as Unique call else it given the details from where the call is been overflown.

Note: As the call is over flown Agent, Queue Wait Time and Duration columns will have null values

QUEUETIMEOUTOVERFLOW

- ♦ All the calls which are time out are listed in this type of queue report.
- ♦ Click the corresponding number under Total Calls column, to view the detailed Queue Time Out Overflow Calls report
- ♦ The following screen will be displayed:

Call Details - QUEUETIMEOUTOVERFLOW

Download Excel

S.No	From Number	Agent	Date & Time	Ring Duration	Hold Count	Hold Duration	Queue Wait Time	Duration	Action	Queue Name	ACD DID	Call Flow
1	15141113771 (1109)	N/a	2011-08-18 23:17:12	00:00:00	0	00:00:00	00:00:31	00:00:31	QUEUETIMEOUTOVERFLOW	zacd	15141113779	Unique Call
2	15141113771 (1109)	N/a	2011-08-18 23:14:47	00:00:00	0	00:00:00	00:00:30	00:00:30	QUEUETIMEOUTOVERFLOW	zacd	15141113779	Unique Call
3	15141113772 (1110)	N/a	2011-08-18 23:07:51	00:00:00	0	00:00:00	00:00:30	00:00:30	QUEUETIMEOUTOVERFLOW	zacd	15141113779	Unique Call
4	15141113773 (zink)	N/a	2011-08-19 04:22:49	00:00:00	0	00:00:00	00:05:02	00:05:02	QUEUETIMEOUTOVERFLOW	zacd	15141113779	Unique Call

This report gives you following details

- **From Number**: Displays from which number the call has come
- **Agent**: Displays the Agent who has answered the call.
- **Date and Time**: Displays the Date and Time of the corresponding call
- **Ring Duration**: Displays the time upto which the call has ranged.
- **Hold Count**: Displays number of time the call is put on hold.
- **Hold Duration**: Displays total time for which the call is been on hold.
- **Queue Wait Time:** Displays the wait time in seconds.
- **Action**: Displays the type of queue report. When you click the link under this column the following screen will be displayed with the detailed action of the ACD Agent.

Agent	Status	Other Group	Tot. DND Time	Tot. Wrap-up Time	No. of times call routed Agent	No. of times call Ring	Tot. Ring Time
zebro@youngteam.qa	Idle	N/a	00:00:00	00:00:00	1	1	00:00:04
zinc@youngteam.qa	Idle	N/a	00:00:00	00:00:00	2	2	00:00:23
zod@youngteam.qa	Idle	N/a	00:00:00	00:00:00	1	2	00:00:19

- **Agent**: Displays the ACD Agent's name.
- **Status**: Displays the Status of the ACD Agent at the time of call over flown.
- **Other Group**: Displays in which other group ACD Agent is part of.
- **Total DND Time**: Displays the Total time the agent was in DND state.
- **No. of Times call routed Agent**: Displays total number of times the call routed to the ACD Agent.
- **No. of Times Call Ring**: Displays the total number of times the same call ringed to the same ACD Agent.
- **Tot. Ring Time:** Displays the total time duration the call has ringed.
- **Queue Name**: Displays the Queue Name
- **ACD ID**: Displays the ACD ID of the ACD Agent.
- **Call Flow**: Displays the details of the call whether the call is a direct call or an overflown call. If it is direct call to the ACD Queue then it will display as Unique call else it given the details from where the call is been overflown.

Note: As the call is not answered Agent columns will not have any values

Agent Login Report

- ◆ Now click on the Agent Login Report tab to view the login details of those Agents who are logged in or login details of the respective Agent.
- ◆ The following is the UI of the Agent Report with Agent ID and Total Duration (HH:MM:SS)
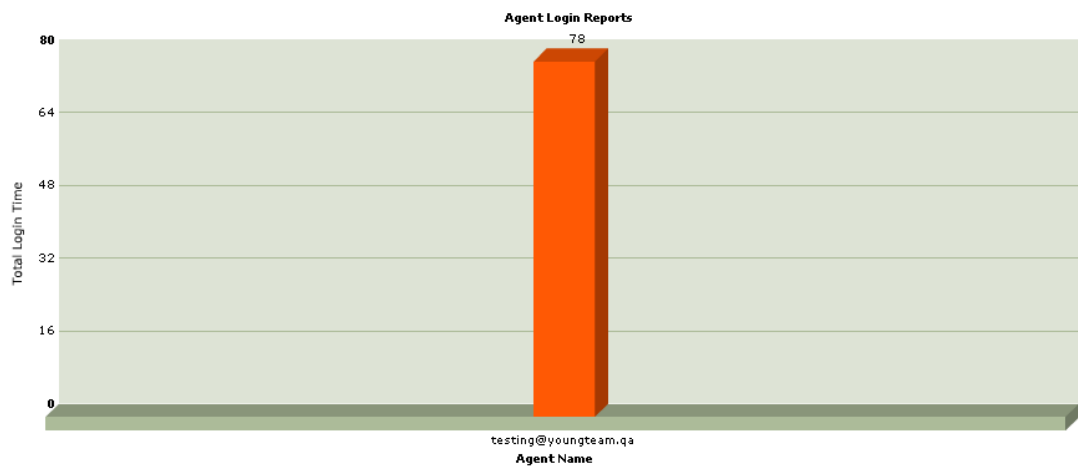
| Queue Call Report | Agent Login Report | Agent Call Report | Queue Abstract |

From Date: 2011-08-01   To Date: 2011-08-20   Agent testing@youngteam.qa   submit

ACD Agent Summary

Agent ID	Total Logged-in Duration(HH:MM:SS)
testing@youngteam.qa	78:34:02

View Pie Chart

Agent Login Reports

This can be generated by selecting required parameters as shown:

From Date: 2011-08-01   To Date: 2011-08-20   Queue ALL
ALL
test
sales
submit

ACD Agent Summary

- ◊ Select the **From Date** and **To Date** with the help of calendar button.
- ◊ Select the **Queue** type from the drop down menu.
- ◊ Click **Submit**, to generate the corresponding report.
- ◆ Click on the Agent ID (Agent ID is used to trace individual Agents performance reports) link to View the full login details of the respective agent. The following screen is displayed once you click on the link:

Agent Login Details

Name	Extension	Log-in Time	Logout Time	Duration
testing@youngteam.qa	1028	2011-08-02 02:26:08	2011-08-02 02:42:07	00:15:59
testing@youngteam.qa	1028	2011-08-02 05:35:08	2011-08-02 05:39:36	00:04:28
testing@youngteam.qa	1028	2011-08-02 05:46:42	2011-08-02 05:49:43	00:03:01
testing@youngteam.qa	1028	2011-08-02 07:18:31	2011-08-03 00:23:11	17:04:40
testing@youngteam.qa	1028	2011-08-03 00:21:41	2011-08-03 00:23:11	00:01:30

2485 Natomas Park Drive, Suite 320   Sacramento, CA 95833   916.669.5577   www.quorumtech.net

This gives you following details

- **Name**: Displays the Name of the Agent
- **Extension**: Displays the Extension number of the agent
- **Log-in Time**: Displays the Log-in Time of the agent with date and time
- **Log-out Time:** Displays the Log-out Time of the agent for the selected period
- **Duration**: Displays the total login Duration for the corresponding log in and log out period

Agent Report Template

This report tracks complete details of agent(s) like Talk Time, Number of handled calls, Inbound / Outbound Talk Time, etc. The UI of the report is as shown below:

- You can also view the details like IP Address of the agent, PSTN Inbound/Outbound etc., details of any agent in the Queue.
- You can filter the report based on the given filters.
    - ◊ Select **From** and **To Date**
    - ◊ Select the required check box from the list of **Shown Columns** that need to be displayed in the report
    - ◊ Click **Show** to narrow down the search list.

The following screen would be displayed:

Agent Call Report

Extension	Agent ID @ youngteam.qa	Total Calls	Total Incoming Calls(Excluding ACD)	Total Outgoing Calls	No.of ACD Calls	Total Incoming Duration (A)	Total Outgoing Duration (B)	ACD Calls Duration (C)	Total Duration (A+B+C)	Total ACD LoggedIn Time
1146	max	3	--	3	--	--	00:02:23	--	00:02:23	50:59:43
1152	medium	7	--	6	1	--	00:02:41	00:00:03	00:02:44	37:56:51
1108	zebro	129	35	28	66	00:13:14	00:05:23	00:36:43	00:55:20	365:02:54
1109	zinc	99	10	83	6	00:02:03	00:46:24	00:10:30	00:58:57	152:23:31
1017	zink	79	--	79	--	--	01:19:56	--	01:19:56	85:13:50
1110	zod	83	16	62	5	00:01:41	00:34:39	00:05:32	00:41:52	199:46:05
Total	**Agents : 6**	**400**	**61**	**261**	**78**	**00:16:58**	**02:51:26**	**00:52:48**	**04:01:12**	**891:22:54**

- ♦ **Agent /User ID**: ACD Agent's name / User ID of the agent.
- ♦ **Total Calls**: The total calls received by the agent.
- ♦ **Talk Time**: The total Talk Time of the Agent.
- ♦ **Voice Mails**: The total number of Voice Mails received by the agent.
- ♦ **Total Incoming Calls (Excluding ACD)**: The total number of Inbound Calls Handled by the agent which excludes ACD Calls.
- ♦ **Total Outbound Calls:** The total number of Outbound Calls Handled by the agent.
- ♦ **No. of ACD Calls**: The Total Number of ACD calls received by the agent.
- ♦ **Total Voicemail Duration (A)**: Total time of the Voicemails received by the agent.
- ♦ **Total Incoming Duration (B)**: Total time of the incoming call duration of the agent.
- ♦ **Total Outgoing Duration (C)**: Total time of the outgoing call duration of the agent.
- ♦ **ACD Calls Duration (D)**: Total time of ACD Calls handled by the agent.
- ♦ **Total Duration (A+B+C+D)**: Total time taken by the agent to receive ACD Calls, receive Incoming Calls, make Outgoing Calls and receive all the Voicemails.
- ♦ **Total ACD LoggedIn Time**: The Total time that an ACD agent was logged in.

Queue Report Template

This report tracks complete details of Queue(s) like Talk Time, Number of handled calls, Inbound / Outbound Talk Time, Total Ringing Time on Answered etc. The UI of the report is as shown below:

Advanced ACD Reports - mist.com

| Queue Call Report | Agent Login Report | Agent Call Report | **Queue Abstract** |

From Date: 2011-04-01   To Date: 2011-04-01

Queue
acdone
acdtesting
acdthree
acdtwo
acone

submit

Download Excel

Queue Abstract

S.No	Queue Name	Total Unique Calls	Answered Calls	Talk Time	Number Of Unique Agents Talked	Average Talk Time Per Agent	Average Talk Time Per Day Per Agent	Wait Time On Unique Calls	OverFlow To VoiceMail	Queue Busy Time OverFlow	Empty OverFlow	Caller Abandoned Calls
	TOTAL	0	0	--	0	--	--	--	0	0	0	0

♦ You can filter the report based on the given filters.
  ◊ Select From and To Date
  ◊ Select Queue(s) from the list of available queues by holding Ctrl Key
  ◊ Click Summit to narrow down the search list.

The following screen would be displayed:

| Queue Call Report | Agent Login Report | Agent Call Report | **Queue Abstract** |

From Date: 2011-08-01   To Date: 2011-08-20

Queue
a
acdinvalid
acd_crash
allagents
nvn_acd

submit

Download Excel

Queue Abstract

S.No	Queue Name	Total Unique Calls	Answered Calls	Talk Time	Ringing Time on Ans. Calls	Avg. Ringing Time on Ans. Calls	Number Of Unique Agents Talked	Average Talk Time Per Agent	Average Talk Time Per Day Per Agent	Wait Time On Unique Calls	OverFlow To VoiceMail	Queue Busy Time OverFlow	Empty OverFlow	Caller Abandoned Calls
1	a	14	5	00:03:01	00:00:59	00:00:11	3	00:01:00	00:00:03	00:12:02	0	6	0	3
2	acdinvalid	6	0	--	--	0	0	0	0	00:01:14	0	0	0	6
3	zacd	122	74	00:50:10	00:08:13	00:00:06	3	00:16:43	00:00:50	01:02:12	13	15	1	32
	TOTAL	142	79	00:53:11	00:09:12	00:00:18	6	00:17:43	00:00:53	01:15:28	13	21	1	41

♦ **Queue Name**: Displays the ACD Queue name.
♦ **Total Unique Calls:** Total Unique calls offered to the queue.
♦ **Answered Calls:** The total number of Answered Calls by the Queue.
♦ **Talk Time**: The Total Talk Time by the Queue.
♦ **Number of Unique Agents Talked**: Total Number of Unique Agents Talked in the Queue.
♦ **Average Talk Time per Agent**: The Average Talk Time per Agent of the Queue.
♦ **Average Talk Time per Day per Agent:** The Average Talk Time per Day per Agent of the Queue.

- ♦ **Wait Time on Unique Calls (including wait time on other queues prior to routing to an agent)**: Total Wait Time on Unique Calls of the Queue.
- ♦ **Overflow to Voicemail:** Total number of calls Overflow to Voicemail in the Queue.
- ♦ **Queue Busy Timeout Overflow Calls:** Total number of calls Overflown while Queue Busy Timeout of the queue.
- ♦ **Empty Queue Overflow Calls**: Total number of calls overflown when Empty Queue of the Queue.
- ♦ **Caller Abandoned Calls**: Total number of Calls that are Abandoned by the Caller in the Queue.