

Sample ACD Reports

TelCenter II
ACD-MIS Superuser

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Agent Detail Report

1 - Specific Agent(s)

Joan A. Harmon : PIN 7

IN hh:mm	OUT hh:mm	DUR hh:mm	GROUP	NUMBER OF CALLS				NUMBER OF OCCURRENCES							AVERAGE DURATION (mm:ss)						
				PDN INCM	PDN OUTG	SDN INCM	SDN OUTG	CLER	CALL SUPV	VAR WRAP	FRCE OUT	EMER KEY	PARK RCLL	XFER RCLL	PDN INCM	PDN OUTG	SDN INCM	SDN OUTG	CLER	CALL SUPV	
12:22 - 12:25	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
12:27 - 12:31	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
12:33 - 12:37	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
12:39 - 12:43	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:49	00:00
12:45 - 12:49	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
12:51 - 12:55	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
12:57 - 13:01	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:03 - 13:07	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:09 - 13:13	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:15 - 13:19	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:21 - 13:25	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:49	00:00
13:27 - 13:31	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:33 - 13:37	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:39 - 13:42	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:45 - 13:48	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00
13:50 - 13:54	0:04	603555221	2	0	0	0	3	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:49	00:00
13:56 - 0:00	0:04	603555221	2	0	0	0	2	0	2	0	0	0	0	0	0	00:05	00:00	00:00	00:00	01:02	00:00
TOTALS:	9:09		284	0	0	0	425	0	284	0	0	0	0	0	0	00:05	00:00	00:00	00:00	00:50	00:00

ACD GROUPS INCLUDED IN THIS REPORT
603555221 SHIPPING

TelCenter II
ACD-MIS Superuser

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Agent Report

1 - Specific Agent(s)

James k. Smyth PIN: 3

DATE	IN hh:mm	DUR hh:mm	NUMBER OF CALLS (COUNT)					AVERAGE DURATION (hh:mm:ss)					ALLOCATION OF TIME (PCT)						
			PDN INCM	PDN OUTG	SDN INCM	SDN OUTG	TOTAL	PDN CLER	PDN INCM	PDN OUTG	PDN CLER	SDN INCM	SDN OUTG	PDN AVBL	PDN INCM	PDN OUTG	CLER & VW	SDN INCM	SDN OUTG
12/01/97	0:27	0:24	0	0	0	0	0	47	00:00	00:00	00:00	00:00	00:00	100%	0%	0%	0%	0%	0%
TRAINING		10:28	218	0	0	0	218	218	00:55	00:00	00:50	00:00	00:00	31%	32%	0%	36%	0%	0%
12/01/97	0:00	20:07	474	0	0	0	474	428	00:36	00:00	01:03	00:00	00:00	34%	24%	0%	42%	0%	0%
NE REGN		46:13	285	0	0	0	285	285	00:41	00:00	00:57	00:00	00:00	32%	27%	0%	41%	0%	0%
GROUP SUMMARY																			
AGENT:	20:38		474	0	0	0	474	473	00:38	00:00	00:57	00:00	00:00	35%	24%	0%	41%	0%	0%
GROUP:	56:42		593	0	0	0	593	593	00:48	00:00	00:53	00:00	00:00	32%	30%	0%	39%	0%	0%

Sample ACD Reports

TelCenter II ACD-MIS Superuser		VU-ACD/100										Page : 1						
Incoming Calls Abandoned Report - Cumulative																		
2 - Specific Group(s)																		
Report for 12/01/97		Printed : Tue Dec 02, 1997 10:01:30 AM (Permissions: 8754)																
CALL ARRIVAL TIME OF DAY	CALLS ABANDONED		NUMBER ABANDONED WITHIN x SECONDS						AVERAGE WAIT BEFORE ABANDONMENT					NET ABAN	XFER ABAN	LONGEST WAIT		
	BEFORE RAN	AFTER RAN	10	20	30	40	50	50+	(SEC)	10	20	30	40				50	
00:00 - 08:30	173	0	0	87	0	86	0	0	30						0	0	40	
08:30 - 09:00	10	0	0	5	0	5	0	0	30						0	0	40	
09:00 - 09:30	10	0	0	5	0	5	0	0	30						0	0	40	
09:30 - 10:00	11	0	0	5	0	6	0	0	31						0	0	40	
10:00 - 10:30	10	0	0	5	0	5	0	0	30						0	0	40	
10:30 - 11:00	10	0	0	5	0	5	0	0	30						0	0	40	
11:00 - 11:30	4	0	0	2	0	2	0	0	30						0	0	40	
11:30 - 12:00	10	0	0	5	0	5	0	0	30						0	0	40	
12:00 - 12:30	10	0	0	5	0	5	0	0	30						0	0	40	
12:30 - 13:00	10	0	0	5	0	5	0	0	30						0	0	40	
13:00 - 13:30	10	0	0	5	0	5	0	0	30						0	0	40	
13:30 - 14:00	10	0	0	5	0	5	0	0	30						0	0	40	
14:00 - 14:30	10	0	0	5	0	5	0	0	30						0	0	40	
14:30 - 15:00	10	0	0	5	0	5	0	0	30						0	0	40	
15:00 - 15:30	11	0	0	5	0	6	0	0	31						0	0	40	
15:30 - 16:00	10	0	0	5	0	5	0	0	30						0	0	40	
16:00 - 16:30	10	0	0	5	0	5	0	0	30						0	0	40	
16:30 - 17:00	10	0	0	5	0	5	0	0	30						0	0	40	
17:00 - 24:00	142	0	0	71	0	71	0	0	30						0	0	40	
00:00 - 24:00		481	0	0	240	0	241	0	0	30						0	0	40
Cumulative Percentages :				0%	50%	50%	100%	100%	100%									

TelCenter II ACD-MIS Superuser		VU-ACD/100										Page : 1				
Incoming Calls Waiting Report - Cumulative																
2 - Specific Group(s)																
Report for 12/01/97		Printed : Tue Dec 02, 1997 09:44:27 AM (Permissions: 8754)														
CALL ARRIVAL TIME-OF-DAY	CALLS OFFERED	CALLS ANSWERED	NUMBER OF CALLS ANSWERED WITHIN x SECONDS						AVERAGE DELAY PER CALL					LONGEST DELAY	NON-OVERFLOW DELAY	
			20	40	60	80	100	100+ [sec]	0	20	40	60	80			100
00:00 - 08:30	776	603	345	172	86	0	0	0	23						50	23
08:30 - 09:00	46	36	21	10	5	0	0	0	22						50	22
09:00 - 09:30	46	36	21	10	5	0	0	0	22						50	22
09:30 - 10:00	47	36	21	10	5	0	0	0	22						50	22
10:00 - 10:30	45	35	20	10	5	0	0	0	23						50	23
10:30 - 11:00	46	36	20	11	5	0	0	0	23						50	23
11:00 - 11:30	17	13	8	3	2	0	0	0	22						50	22
11:30 - 12:00	43	33	18	10	5	0	0	0	23						50	23
12:00 - 12:30	45	35	20	10	5	0	0	0	23						50	23
12:30 - 13:00	45	35	20	10	5	0	0	0	23						50	23
13:00 - 13:30	45	35	20	10	5	0	0	0	23						50	23
13:30 - 14:00	46	36	21	10	5	0	0	0	22						50	22
14:00 - 14:30	46	36	21	10	5	0	0	0	22						50	22
14:30 - 15:00	46	36	21	10	5	0	0	0	22						50	22
15:00 - 15:30	46	35	20	10	5	0	0	0	23						50	23
15:30 - 16:00	45	35	20	10	5	0	0	0	23						50	23
16:00 - 16:30	46	36	20	11	5	0	0	0	23						50	23
16:30 - 17:00	45	35	20	10	5	0	0	0	23						50	23
17:00 - 24:00	638	496	284	141	71	0	0	0	23						50	23
00:00 - 24:00		2159	1678	961	478	239	0	0	23						50	23
Cumulative Percentages :				57%	86%	100%	100%	100%	100%							

Sample ACD Reports

TelCenter II
ACD-MIS Superuser

VU-ACD/100

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Incoming Traffic Analysis Report - Cumulative

2 - Specific Group(s)

Printed: Tue Dec 02, 1997 10:15:18 AM
(Permissions: 8754)

Report For 12/01/97

CALL ARRIVAL TIME-OF-DAY	CALLS OFFERED	CALLS ANSW	CALLS ABAN		TOTAL BUSY	NIGHT SERVICE	AVG. SPEED OF ANSWER	AVG. CALL DURATION	seconds		MAX. WAIT TO ANSWER	MAX. WAIT TO ABANDON	MAX CALL DURATION
			BEFORE RAN	AFTER RAN					BEFORE RAN	AFTER RAN			
00:00-08:30	776	603	173	0	0	88	23	9	30	0	50	40	19
08:30-09:00	46	36	10	0	0	5	22	9	30	0	50	40	19
09:00-09:30	46	36	10	0	0	6	22	9	30	0	50	40	19
09:30-10:00	47	36	11	0	0	5	22	9	31	0	50	40	19
10:00-10:30	45	35	10	0	0	5	23	9	30	0	50	40	19
10:30-11:00	46	36	10	0	0	5	23	9	30	0	50	40	19
11:00-11:30	17	13	4	0	0	2	22	9	30	0	50	40	19
11:30-12:00	43	33	10	0	0	5	23	9	30	0	50	40	19
12:00-12:30	45	35	10	0	0	5	23	9	30	0	50	40	19
12:30-13:00	45	35	10	0	0	5	23	9	30	0	50	40	19
13:00-13:30	45	35	10	0	0	5	23	9	30	0	50	40	19
13:30-14:00	46	36	10	0	0	5	22	9	30	0	50	40	19
14:00-14:30	46	36	10	0	0	6	22	9	30	0	50	40	19
14:30-15:00	46	36	10	0	0	5	22	9	30	0	50	40	19
15:00-15:30	46	35	11	0	0	5	23	9	31	0	50	40	19
15:30-16:00	45	35	10	0	0	5	23	9	30	0	50	40	19
16:00-16:30	46	36	10	0	0	5	23	9	30	0	50	40	19
16:30-17:00	45	35	10	0	0	5	23	9	30	0	50	40	19
17:00-24:00	638	496	142	0	0	71	23	9	30	0	50	40	19
00:00-24:00	2159	1678	481	0	0	241	23	9	30	0	50	40	19

TelCenter II
ACD-MIS Superuser

VU-ACD/100

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Workload Detail Report - Cumulative

3 - Specific Group(s)

Printed: Tue Dec 02, 1997 11:00:00 AM
(Permissions: 8754)

Report For 12/01/97

CALL ARRIVAL TIME-OF-DAY	CALLS PRESENTED	CALLS OFFERED	CALLS ANSWERED	# ANSWERED UNDER GOS	GOS %	CALLS ABANDONED		PERCENT ABANDONED
						BEFORE RAN	AFTER RAN	
00:00-08:30	6062	6066	4857	3343	55%	1209	0	20%
08:30-09:00	357	357	285	198	55%	71	0	20%
09:00-09:30	355	354	284	196	55%	70	0	20%
09:30-10:00	357	358	286	198	55%	72	0	20%
10:00-10:30	356	356	286	194	54%	70	0	20%
10:30-11:00	358	356	284	194	55%	71	0	20%
11:00-11:30	137	137	110	79	58%	27	0	20%
11:30-12:00	338	333	267	180	54%	66	0	20%
12:00-12:30	354	358	286	197	55%	72	0	20%
12:30-13:00	355	355	285	197	55%	70	0	20%
13:00-13:30	356	356	285	197	55%	71	0	20%
13:30-14:00	356	356	285	197	55%	71	0	20%
14:00-14:30	353	354	284	196	55%	70	0	20%
14:30-15:00	357	354	284	196	55%	70	0	20%
15:00-15:30	356	357	285	196	55%	72	0	20%
15:30-16:00	354	355	285	194	55%	70	0	20%
16:00-16:30	357	354	283	194	55%	71	0	20%
16:30-17:00	355	358	286	197	55%	72	0	20%
17:00-24:00	4980	4979	3988	2746	55%	991	0	20%
00:00-24:00	16853	16852	13496	9289	55%	3356	0	20%