



reporting

FOR INTEGRATED AUTOMATIC CALL DISTRIBUTION (iACD)



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ABANDONED CALLS DETAIL

Reports for business group 'REV'

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Report Title:	Abandoned Calls Detail	Data range	
Report Type:	Abandoned Calls Detail	Period:	02/05/2024 <input type="checkbox"/> - 02/09/2024 <input type="checkbox"/>
Select Data:	REV GONZALES MAIN <input type="button" value="v"/>	Start of day:	7 am <input type="button" value="v"/> : 00 <input type="button" value="v"/>
Schedule:	One Off <input type="button" value="v"/>	End of day:	5 pm <input type="button" value="v"/> : 00 <input type="button" value="v"/>
Send to:	<input type="text"/>	<input type="button" value="M"/> <input type="button" value="T"/> <input type="button" value="W"/> <input type="button" value="T"/> <input type="button" value="F"/> <input type="button" value="S"/> <input type="button" value="S"/>	

- The Abandoned Calls Detail report provides statistics of abandoned calls for each time period.
- Each row will show abandon statistics for a different period with the report's granularity depending on the report range.
- This report displays activity for up to 1 year and any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Abandoned Calls Detail

Date	Hour	Calls Abandoned	Calls Rejected	Average Abandon Time
02/05/2024	7:00 am - 8:00 am	0 (0%)	0 (0%)	0:00
02/05/2024	8:00 am - 9:00 am	0 (0%)	0 (0%)	0:00
02/05/2024	9:00 am - 10:00 am	0 (0%)	0 (0%)	0:00
02/05/2024	10:00 am - 11:00 am	0 (0%)	0 (0%)	0:00
02/05/2024	11:00 am - 12:00 pm	0 (0%)	0 (0%)	0:00
02/05/2024	12:00 pm - 1:00 pm	0 (0%)	0 (0%)	0:00
02/05/2024	1:00 pm - 2:00 pm	0 (0%)	0 (0%)	0:00
02/05/2024	2:00 pm - 3:00 pm	0 (0%)	0 (0%)	0:00
02/05/2024	3:00 pm - 4:00 pm	0 (0%)	0 (0%)	0:00
02/05/2024	4:00 pm - 5:00 pm	0 (0%)	0 (0%)	0:00

ABANDONED CALLS SUMMARY

Reports for business group `REV`

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Report Title: Abandoned Calls Summary

Report Type: Abandoned Calls Summary

Select Data: All queues

Schedule: One Off

Send to:

Data range

Period: 02/04/2024 - 02/08/2024

Start of day: 7 am : 00

End of day: 5 pm : 00

M T W T F S S

- The Abandoned Calls Summary report provides an overview of abandoned calls per queue.
- This report displays activity for up to 1 year and any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Abandoned Calls Summary

Queue	Calls Abandoned	Calls Rejected	Average Abandon Time
REV LAROSE	80 (10.9%)	0 (0%)	0:28
REV GONZALES MAIN	175 (13.5%)	0 (0%)	1:08

AGENT STATUS SUMMARY

Reports for business group `REV`

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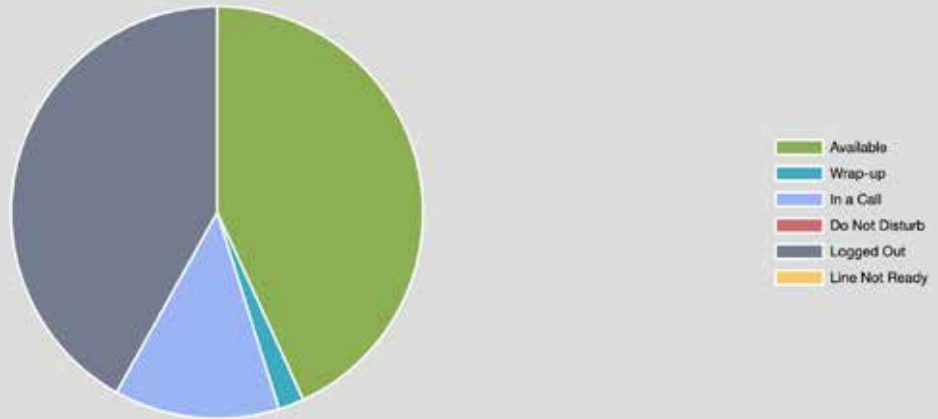
Save

Cancel

Report Title:	Agent Status Summary	Data range	
Report Type:	Agent Status Summary	Period:	02/03/2024 <input type="checkbox"/> - 02/07/2024 <input type="checkbox"/>
Select Data:	BRADY THOMAS <input type="text"/>	Start of day:	7 am <input type="text"/> : 00 <input type="text"/>
Schedule:	One Off <input type="text"/>	End of day:	5 pm <input type="text"/> : 00 <input type="text"/>
Send to:	<input type="text"/>	<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S	

- The Agent Status Summary report shows the proportion of time the selected agent spends in each state.
- Activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6:00) America/Central.

Agent Status Summary



Agent Status Summary

Agent State	Time in State	Time in State
Available	17:15:24	43.1%
Wrap-up	48:00	2%
In a Call	5:11:31	13%
Do Not Disturb	0:00	0%
Logged Out	16:45:04	41.9%
Line Not Ready	0:00	0%

AGENT SUMMARY

Reports for business group `REV`

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Report Title:

Report Type:

Select Data:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Agent Summary report shows activity for all agents broken down by queue membership.
- Agent activity that is not related to a specific queue is not included here, for example outgoing or direct-dialed calls.
- Where an Agent has not been active in a Queue, that Agent / Queue combination is not shown.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 53 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Agent Summary

Agent	Queue	Min Call Duration	Average Call Duration	Max Call Duration	Average Altering Time	Total Calls Offered	Total Calls Answered
Joselyn Sparrow	REV Gonzales Main	0:00	2:18	30:26	0:06	205.2	1760 (85.8%)
Helen Kelly	REV Gonzales Main	0:00	1:58	12:27	0:06	799	506 (63.3%)
Brady Thomas	REV Gonzales Main	0:00	2:03	24:58	0:07	1803	1207 (66.9%)
Clerks Office	REV Gonzales Main	0:00	1:44	14:21	0:06	1224	894 (73%)
Milla Wells	REV Gonzales Main	0:00	2:02	16:22	0:08	2888	1192 (41.3%)
Kelce Taylor	REV Gonzales Main	0:00	2:12	20:24	0:05	1580	1346 (85.2%)

ALL AGENTS STATUS SUMMARIES

Reports for business group `REV`

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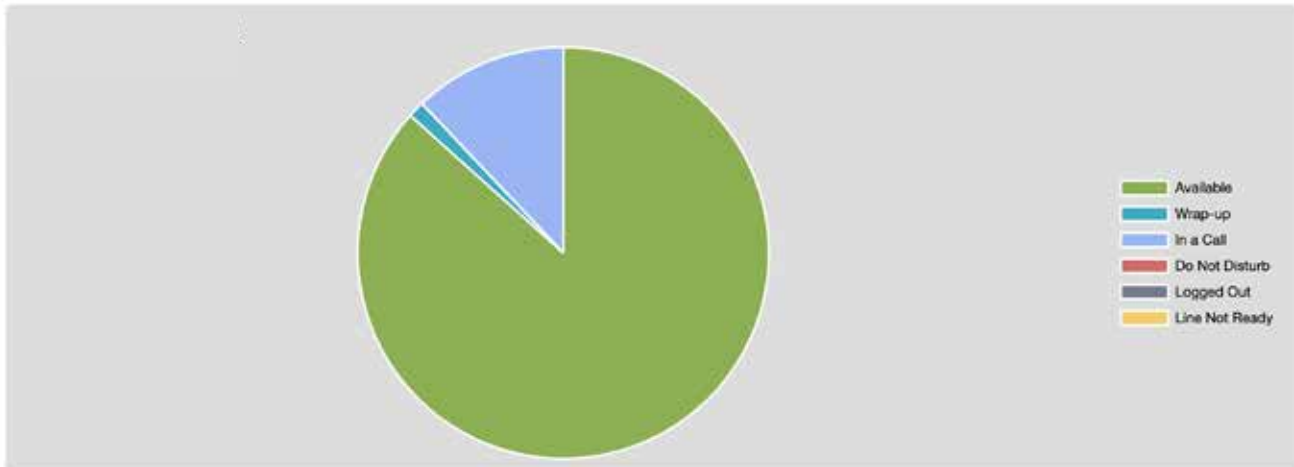
Save

Cancel

Report Title:	<input type="text" value="All Agents Status Summaries"/>	Data range	
Report Type:	<input type="text" value="All Agents Status Summaries"/>	Period:	<input type="text" value="02/02/2024"/> - <input type="text" value="02/06/2024"/>
Select Data:	<input type="text" value="All agents"/>	Start of day:	<input type="text" value="7 am"/> : <input type="text" value="00"/>
Schedule:	<input type="text" value="One Off"/>	End of day:	<input type="text" value="5 pm"/> : <input type="text" value="00"/>
Send to:	<input type="text"/>	<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S	

- The All Agents Status Summaries report shows the proportion of time each agent spends in each state.
- Activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

All Agents Status Summaries



Agent State	Time in State	Time in State
Available	34:39:25	86.6%
Wrap-up	31:00	1.3%
In a Call	4:49:36	12.1%
Do Not Disturb	0:00	0%
Logged Out	0:00	0%
Line Not Ready	0:00	0%

CALLS BY DAY

Reports for business group 'REV'

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Report Title:

Report Type:

Select Data:

Data range

Period: -

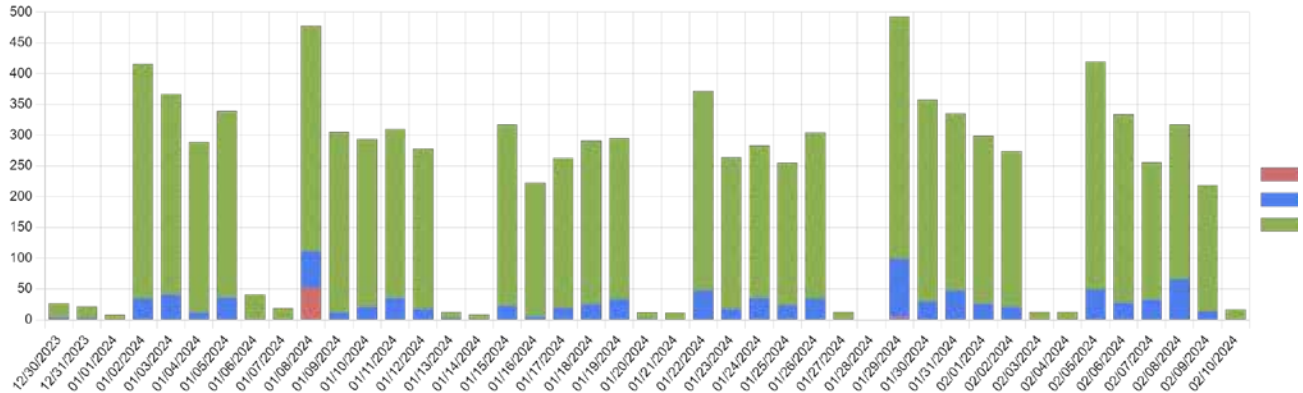
Start of day: :

End of day: :

M T W T F S S

- The Calls by Day report shows a summary of the call activity for all queues by day.
- Only calls that arrive via queues will be included, for example outgoing or direct-dialed calls are not displayed.
- Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in UTC.

Calls by Day



Calls by Day

Date	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected
12/30/2023	27	23 (85.2%)	4 (14.8%)	0 (0%)
12/31/2023	22	19 (86.4%)	3 (13.6%)	0 (0%)
01/01/2024	8	8 (100%)	0 (0%)	0 (0%)
01/02/2024	416	381 (91.6%)	35 (8.4%)	0 (0%)
01/03/2024	367	326 (88.8%)	41 (11.2%)	0 (0%)
01/04/2024	289	277 (95.8%)	12 (4.2%)	0 (0%)
01/05/2024	339	302 (89.1%)	37 (10.9%)	0 (0%)
01/06/2024	41	40 (97.6%)	1 (2.4%)	0 (0%)
01/07/2024	19	19 (100%)	0 (0%)	0 (0%)

CALLS BY QUEUE

Reports for business group `REV`

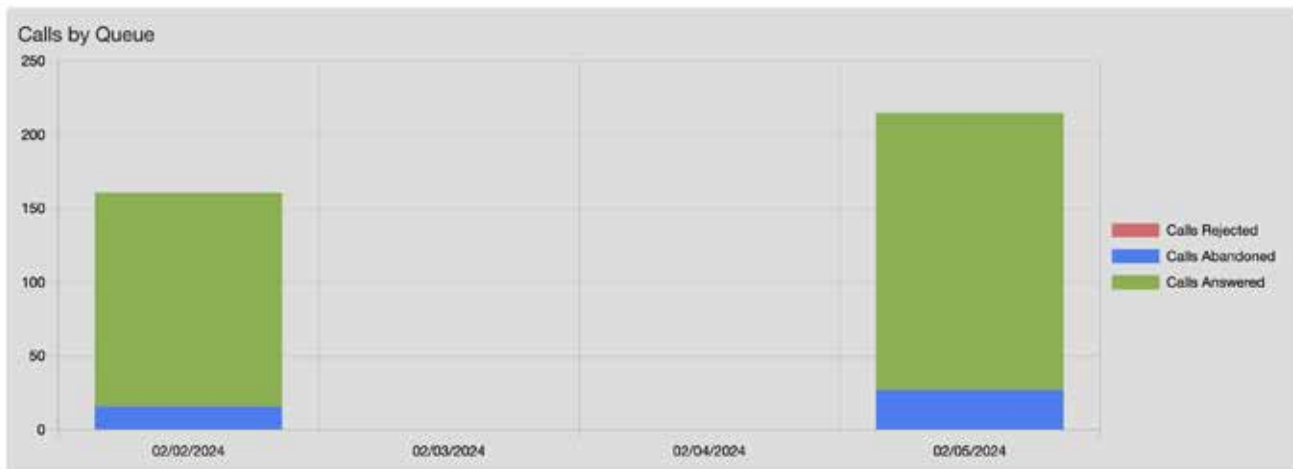
Send Feedback

Save

Cancel

Report Title:	Calls by Queue	Data range	
Report Type:	Calls by Queue	Period:	02/01/2024 - 02/05/2024
Select Data:	REV GONZALES MAIN 4300	Start of day:	7 am : 00
Schedule:	One Off	End of day:	5 pm : 00
Send to:		<div style="display: flex; justify-content: space-around; width: 100%;"> M T W T F S S </div>	

- The Calls by Queue report shows a summary of the call activity for the selected queue by day.
- Only calls that arrive via the selected queue will be included, for example outgoing or direct-dialed calls are not displayed.
- Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6:00) America/Central.



Calls by Queue

Date	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected
02/02/2024	161	145 (90.1%)	16 (9.9%)	0 (0%)
02/03/2024	0	0 (0%)	0 (0%)	0 (0%)
02/04/2024	0	0 (0%)	0 (0%)	0 (0%)
02/05/2024	215	188 (87.4%)	27 (12.6%)	0 (0%)

CALL DETAIL BY AGENT

Reports for business group `REV`

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Report Title:	Call Detail by Agent	Data range	
Report Type:	Call Detail by Agent	Period:	01/31/2024 - 02/04/2024
Select Data:	REV LAROSE (985) 693-0123	Start of day:	7 am : 00
Schedule:	One Off	End of day:	5 pm : 00
Send to:		<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S	

- The Call Detail by Agent report shows details for all calls involving the selected agent.
- The selected agent can be involved at any point through the duration of the call.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 34 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Date	Direction	Source	Intermediate Destinations	Destination	Altering Time	Duration	Account Code
01/31/2024 8:03:16 am	outbound	9856930775		*96	0:03	unconnected	
01/31/2024 8:04:54 am	internal	REV LAROSE 0123	REV GONZALES MAIN 4300	MILLA WELLS	0:22	1:14	
01/31/2024 8:05:58 am	internal	REV GONZALES MAIN 4300		REV LAROSE 0123	0:04	1:15	
01/31/2024 8:19:41 am	internal	REV GONZALES MAIN 4300		REV LAROSE 0123	0:05	2:00	
01/31/2024 8:24:24 am	internal	MILLA WELLS		REV LAROSE 0123	0:07	5:13	
01/31/2024 8:24:27 am	inbound	9856930775	REV LAROSE 0123	9856930777	0:03	3:31	
01/31/2024 08:32:43 am	inbound	REV GONZALES MAIN 4300		REV LAROSE 0123	0:08	1:18	

CALL DURATION SUMMARY

Reports for business group `REV`

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Report Title:

Report Type:

Select Data:

Data range

Period: -

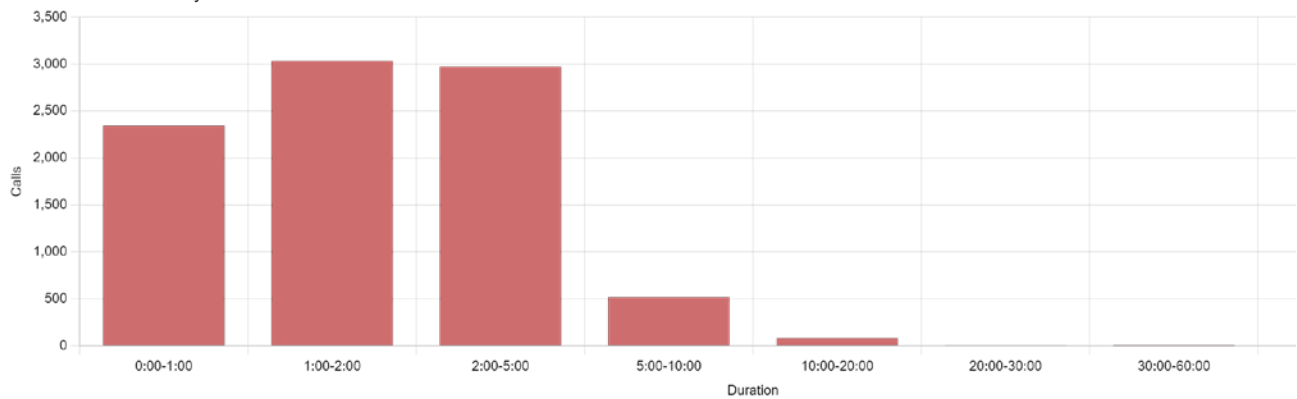
Start of day: :

End of day: :

M T W T F S S

- The Call Duration Summary report displays the distribution of incoming call durations for the selected queue.
- Only calls that arrive via the selected queue will be included, for example outgoing or direct-dialed calls are not displayed.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 53 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6:00) America/Central.

Call Duration Summary



Call Duration Summary

Duration	Calls	Total Duration
0:00-1:00	2346 (26.2%)	19:42:43
1:00-2:00	3034 (33.9%)	75:27:25
2:00-5:00	2974 (33.2%)	147:44:12
5:00-10:00	518 (5.8%)	57:07:32
10:00-20:00	83 (0.9%)	17:18:43
20:00-30:00	7 (0.1%)	2:39:46
30:00-60:00	1 (0%)	30:26
60:00+	0 (0%)	0:00

CALL LOG

Reports for business group `REV`

Send Feedback

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Cancel

Report Title:	Call Log	Data range	
Report Type:	Call Log	Period:	01/30/2024 <input type="checkbox"/> - 02/03/2024 <input type="checkbox"/>
Select Data:	All queues <input type="button" value="v"/>	Start of day:	7 am <input type="button" value="v"/> : 00 <input type="button" value="v"/>
Schedule:	One Off <input type="button" value="v"/>	End of day:	5 pm <input type="button" value="v"/> : 00 <input type="button" value="v"/>
Send to:		<input type="button" value="M"/> <input type="button" value="T"/> <input type="button" value="W"/> <input type="button" value="T"/> <input type="button" value="F"/> <input type="button" value="S"/> <input type="button" value="S"/>	

- The Call Log report shows details for all calls.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 34 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Date	Direction	Source	Intermediate Destinations	Destination	Altering Time	Duration	Account Code
01/31/2024 8:03:16 am	outbound	9856930775		*96	0:03	unconnected	
01/31/2024 8:04:54 am	internal	REV LAROSE 0123	REV GONZALES MAIN 4300	MILLA WELLS	0:22	1:14	
01/31/2024 8:05:58 am	internal	REV GONZALES MAIN 4300		REV LAROSE 0123	0:04	1:15	
01/31/2024 8:19:41 am	internal	REV GONZALES MAIN 4300		REV LAROSE 0123	0:05	2:00	
01/31/2024 8:24:24 am	internal	MILLA WELLS		REV LAROSE 0123	0:07	5:13	
01/31/2024 8:24:27 am	inbound	9856930775	REV LAROSE 0123	9856930777	0:03	3:31	
01/31/2024 08:32:43 am	inbound	REV GONZALES MAIN 4300		REV LAROSE 0123	0:08	1:18	

DAILY TRAFFIC

Reports for business group `REV`

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Report Title:

Report Type:

Select Data:

Data range

Period: -

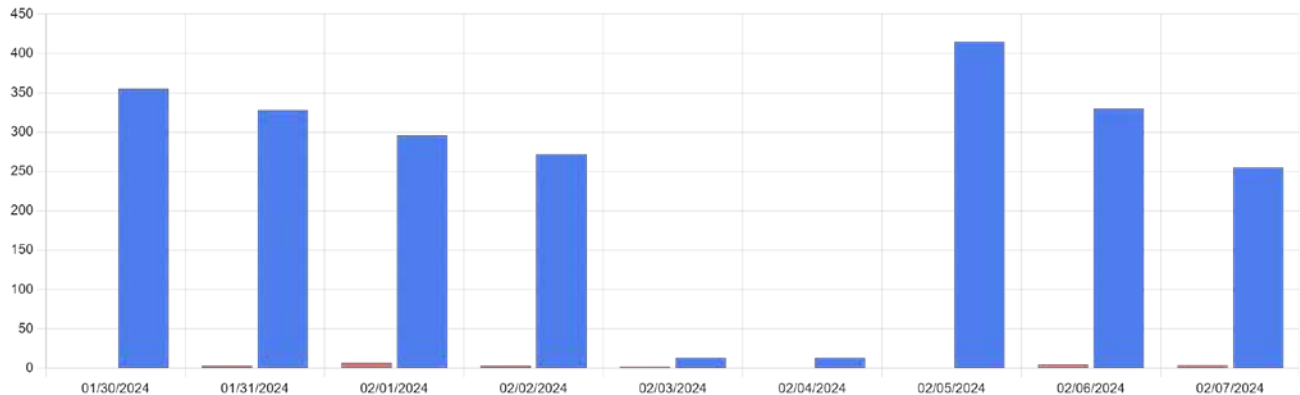
Start of day: :

End of day: :

M T W T F S S

- The Daily Traffic report displays a summary of the call activity level per day.
- Only calls that arrive via queues will be included, for example outgoing or direct-dialed calls are not displayed.
- This report displays activity for up to a month and any activity from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Daily Traffic



Daily Traffic

Date	AM Call Count	PM Call Count	Peak Hour	Peak Hour Call Count	AM Total Call Duration	PM Total Call Duration
01/30/2024	0	355	2:00 pm - 3:00 pm	49	0:00	10:18:06
01/31/2024	3	328	2:00 pm - 3:00 pm	72	2:50	9:36:30
02/01/2024	7	296	2:00 pm - 3:00 pm	50	5:00	9:29:33
02/02/2024	3	272	2:00 pm - 3:00 pm	54	5:58	8:02:10
02/03/2024	2	13	5:00 pm - 6:00 pm	4	6:40	14:16

FREQUENT CALLER SUMMARY

Reports for business group `REV`

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Cancel

Report Title:	Frequent Caller Summary	Data range	
Report Type:	Frequent Caller Summary	Period:	01/29/2024 <input type="calendar"/> - 02/02/2024 <input type="calendar"/>
Select Data:	REV GONZALES MAIN 4300 <input type="dropdown"/>	Start of day:	7 am <input type="dropdown"/> : 00 <input type="dropdown"/>
Schedule:	One Off <input type="dropdown"/>	End of day:	5 pm <input type="dropdown"/> : 00 <input type="dropdown"/>
Send to:	<input type="text"/>	<input type="checkbox"/> M <input type="checkbox"/> T <input checked="" type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S	

- The Frequent Caller Summary report provides an overview of the most frequent callers within the selected queues.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 34 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Frequent Caller Summary

Caller Ranking	Source	Calls Received	Calls Abandoned	Total Queuing Time	Total Duration
1	9856930123	14	4	12:34	30:21
2	9856320123	9	4	8:08	10:20
3	9856930775	8	2	11:13	11:06
4	9856934567	8	3	1:18	21:17
5	9856930767	7	5	5:05	2:02
6	9856930776	7	1	0:39	11:49
7	9856931234	6	2	6:57	5:40
8	9856933444	6	0	5:01	6:30
9	9856935650	6	3	0:17	4:31
10	9856935655	6	1	0:41	9:11

HOURLY USAGE

Reports for business group `REV`

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Report Title:

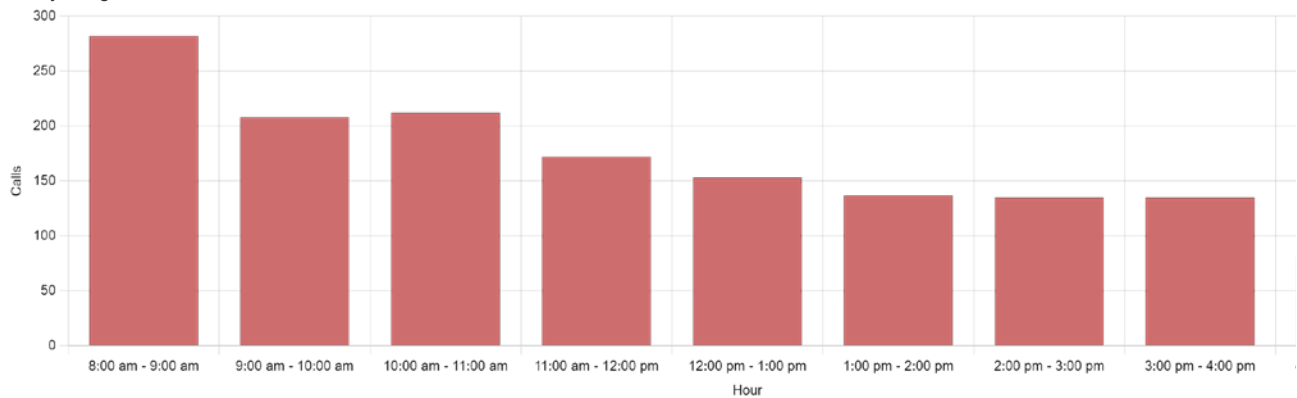
Report Type:

Select Data:

Data range
 Period: -
 Start of day: :
 End of day: :
 M T W T F S S

- The Hourly Usage report displays a summary of the call activity level per hour.
- Only calls that arrive via the selected queue will be included, for example outgoing or direct-dialed calls are not displayed.
- This report displays activity for up to 32 days and any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Hourly Usage



Hourly Usage

Hour	Calls
8:00 am - 9:00 am	282
9:00 am - 10:00 am	208
10:00 am - 11:00 am	212
11:00 am - 12:00 pm	172
12:00 pm - 1:00 pm	153
1:00 pm - 2:00 pm	137
2:00 pm - 3:00 pm	135
3:00 pm - 4:00 pm	135
4:00 pm - 5:00 pm	81

INBOUND SUMMARY

Reports for business group `REV`

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Cancel

Report Title:	<input type="text" value="Inbound Summary"/>	Data range	
Report Type:	<input type="text" value="Inbound Summary"/>	Period:	<input type="text" value="01/28/2024"/> - <input type="text" value="02/01/2024"/>
Select Data:	<input type="text" value="All queues"/>	Start of day:	<input type="text" value="7 am"/> : <input type="text" value="00"/>
Schedule:	<input type="text" value="One Off"/>	End of day:	<input type="text" value="5 pm"/> : <input type="text" value="00"/>
Send to:	<input type="text"/>	<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S	

- The Inbound Summary report shows activity for each Pilot number.
- Activity that doesn't relate to incoming calls via pilot numbers, originating from outside the Business Group, is not shown here.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 34 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Inbound Summary

Pilot Number	Calls Received	Calls Connected	Total Duration	Average Call Duration	Average Wait Time	Calls Abandoned	Average Abandon Time
9856930123	840	684	23:45:58	2:05	0:32	156	1:06
9856320123	1441	1242	45:43:53	2:12	0:36	199	1:04
9856930775	0	0	0:00	0:00	0:00	0	0:00
9856934567	37	35	35:00	1:00	0:04	2	0:04
9856930767	0	0	0:00	0:00	0:00	0	0:00
9856930776	0	0	0:00	0:00	0:00	0	0:00
9856931234	194	186	1:58:59	0:38	0:08	8	0:07
9856933444	0	0	0:00	0:00	0:00	0	0:00
9856935650	0	0	0:00	0:00	0:00	0	0:00

QUEUE SUMMARY

Reports for business group `REV`

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Cancel

Report Title:	<input type="text" value="Queue Summary"/>	Data range	
Report Type:	<input type="text" value="Queue Summary"/>	Period:	<input type="text" value="01/27/2024"/> - <input type="text" value="01/31/2024"/>
Select Data:	<input type="text" value="All queues"/>	Start of day:	<input type="text" value="7 am"/> : <input type="text" value="00"/>
Schedule:	<input type="text" value="One Off"/>	End of day:	<input type="text" value="5 pm"/> : <input type="text" value="00"/>
Send to:	<input type="text"/>	<input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S	

- The Queue Summary report provides an overview of all queue activity.
- This report displays activity for up to 1 year and any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Queue Summary

Queue	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected	Average Waiting Time	Average Call Duration	Average Abandon Time
REV GONZALES MAIN 4300	663	525 (79.2%)	138 (20.8%)	0 (0%)	0:45	1:56	1:11
REV LAROSE 0123	1153	985 (85.4%)	163 (14.1%)	5 (0.4%)	0:43	2:02	1:12

SHORT CALLS BY AGENT

Reports for business group `REV`

Send Feedback

Save

Cancel

Report Title:	<input type="text" value="Short Calls by Agent"/>	Data range	
Report Type:	<input type="text" value="Short Calls by Agent"/>	Period:	<input type="text" value="01/26/2024"/> - <input type="text" value="01/30/2024"/>
Select Data:	<input type="text" value="All agents"/>	Start of day:	<input type="text" value="7 am"/> : <input type="text" value="00"/>
Schedule:	<input type="text" value="One Off"/>	End of day:	<input type="text" value="5 pm"/> : <input type="text" value="00"/>
Send to:	<input type="text"/>	<input type="text" value="M"/> <input type="text" value="T"/> <input type="text" value="W"/> <input type="text" value="T"/> <input type="text" value="F"/> <input type="text" value="S"/> <input type="text" value="S"/>	

- The Short Calls by Agent report lists the number of answered calls shorter than 5 seconds grouped per agent.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 34 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

Short Calls by Agent

Agent	Short Calls
REV GONZALES MAIN 4300	0
REV LAROSE 0123	1
BRADY THOMAS	0
KELCE TAYLOR	0
MILLA WELLS	2
JOCELYN SPARROW	1

USER STATISTICS

Reports for business group `REV`

[Send Feedback](#)

Report Title:

Report Type:

Select Data:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The User Statistics report shows a summary of the activity level of all agents individually.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 53 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-6.00) America/Central.

User Statistics

Line	Direction	Total Calls	Answered Calls	Unanswered Calls	Average Altering Time	Total Call Duration	Average Call Duration
Joselyn Sparrow	inbound	593	473 (79.8%)	120 (20.2%)	0:11	18:20:12	2:19
Joselyn Sparrow	outbound	317	183 (57.7%)	134 (42.3%)	0:07	4:07:07	1:21
Brady Thomas	inbound	442	305 (69%)	137 (31%)	0:09	9:30:05	1:52
Brady Thomas	outbound	145	94 (64.8%)	51 (35.2%)	0:08	2:23:01	1:31
Kelce Taylor	inbound	417	229 (54.9%)	188 (45.1%)	0:14	8:00:17	2:05
Kelce Taylor	outbound	105	82 (78.1%)	23 (21.9%)	0:09	1:44:21	1:16



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