



Contact Center Anywhere: Reporting Overview

Reporting Overview

There are several Standard reports that are available to run from the CCA interface. The list below shows some of the most commonly used reports in a call center.

- **Workgroup Segment**
- **Workgroup Interval Time**
- **Interaction Outcome by Workgroup**
- **Daily User Performance**
- **User Status Duration**
- **Agent Information**
- **Login by User**

Reporting Overview

Workgroup Segment Report

A report showing overall metrics for your Contact Center, excluding agent-based metrics.

Key stats reported include:

- Service Level (Grade of Service)
- Average Speed to Answer (ASA)
- Average Talk, Handle (Talk + Wrap-Up) and Hold Times
- Longest Wait to Answer Time

Workgroup Segments >> ESC AST

Report Includes Workgroup: ESC AST 1

Segment Events	TOTAL	%	Abandoned Interval	TOTAL	%	Agent Answered Interval	TOTAL	%
Agent Answered	284	82.56%	Under 2 min 0 sec	30	54.55%	Below Threshold 1	276	97.18%
Abandoned	55	15.99%	2 min 1 sec to 4 min 0 sec	11	20.00%	Below Threshold 2	8	2.82%
Callback Calls	0	0.00%	4 min 1 sec to 6 min 0 sec	9	16.36%	Greater than Threshold 2	0	0.00%
Voicemail	0	0.00%	6 min 1 sec to 8 min 0 sec	5	9.09%			
Other Workgroups	0	0.00%	Over 8 min 0 sec	0	0.00%			
No Answer	5	1.45%						
Other Events	0	0.00%						
Total Segments Received	344	100%	Total Segments Abandoned	55	100%	Total Segments Answered by Agent	284	100%

Media Type Segments Received	TOTAL	%	Agent Segment Processing	TOTAL
Workgroup Calls	344	100.00%	Average Speed of Answer	0:04:42
Workgroup Voicemail	0	0.00%	Average Talk Time	0:11:34
Callback	0	0.00%	Average Wrap Up Time	0:00:18
Web Callback	0	0.00%	Average Handle Time per Segment	0:11:52
Chat	0	0.00%	Average Hold Time	0:02:50
Workgroup Email	0	0.00%		
Workgroup Fax	0	0.00%		
Total Segments Received	344	100%		

Summary	TOTAL
Total Segments Received	344
Total Segments Answered by Agent	284
Number of Times Segments Went to Hold	66
Duration of Handled Segments	56:11:35
Total Wait To Answer Time	22:15:39
Shortest Wait to Answer Time	0:00:02
Longest Wait to Answer Time	0:11:36
Average Ring Time	0:00:05
Average Time to Abandoned	0:02:35
OverFlow In	0
OverFlow Out	0
Transferred In	24

Reporting Overview

Workgroup Interval Time Report

A report showing call volume on an interval level. Typically used to analyze your call distribution patterns throughout a day or set of days.

Key stats reported include:

- Calls Answered and Abandoned by Interval
- Service Level by Interval

Workgroup Interval

from 08/25/2011 at 00:00:00
to 08/25/2011 at 23:59:59

Time >> ESC AST

Report Includes Workgroup: ESC AST 1, Workgroup Calls,

Interval	Agent Answered			Abandoned		Agent Answered	Service Performance Level
	Below Threshold 1	Below Threshold 2	Greater than Threshold 2	Above Threshold 1	Total		
08:00-08:30	0	10	3	1	1	13	0.00%
08:30-09:00	0	8	0	0	0	8	0.00%
09:00-09:30	0	20	0	0	0	20	0.00%
09:30-10:00	0	21	3	1	2	24	0.00%
10:00-10:30	0	1	20	2	6	21	0.00%
10:30-11:00	0	0	21	1	2	21	0.00%
11:00-11:30	0	4	12	2	9	16	0.00%
11:30-12:00	0	11	4	0	0	15	0.00%
12:00-12:30	0	1	12	2	4	13	0.00%
12:30-13:00	0	2	10	1	3	12	0.00%
13:00-13:30	0	1	15	2	6	16	0.00%
13:30-14:00	0	0	16	2	6	16	0.00%
14:00-14:30	0	1	17	2	5	18	0.00%
14:30-15:00	0	0	17	2	5	17	0.00%
15:00-15:30	0	0	18	2	4	18	0.00%
15:30-16:00	0	1	13	0	0	14	0.00%
16:00-16:30	0	11	6	1	1	17	0.00%
16:30-17:00	0	5	0	1	1	5	0.00%
17:00-17:30	0	0	0	0	0	0	0.00%
17:30-18:00	0	0	0	0	0	0	0.00%
Total	0	97	187	22	55	284	0.00%

(GMT-06:00/DST+01:00) Central
Standard Time; CST

Generated on 08/26/2011 at
02:53:46 PM

Reporting Overview

Interaction Outcome by Workgroup Report

A report showing total outcome tallies for a given period for your Contact Center. An outcome can be considered a “reason” for why the person called.

Key stats reported include:

- Total number of each Outcome
- The total time spent handling calls by Outcome
- The average time spent handling calls by Outcome

Interaction Outcome by Workgroup



Date(s): 08/26/2011 - 08/26/2011

Workgroups(s): RC Call Back; RC-lowa; RC-Rock; RC-SP-Overflow

	Date	Outcome	Total Time of Interaction	Count of Interactions	Average Interaction Duration
RC Call Back			00:59:24	3	00:19:48
Interaction Type		Callback	00:59:24	3	00:19:48
	08/26/2011		00:59:24	3	00:19:48
		Address	00:59:24	3	00:19:48
RC-lowa			00:12:02	3	00:04:00
Interaction Type		Workgroup Call	00:12:02	3	00:04:00
	08/26/2011		00:12:02	3	00:04:00
		Address	00:02:58	1	00:02:58
		Earned Income	00:06:58	1	00:06:58
		Other change	00:02:06	1	00:02:06
RC-Rock			06:23:39	70	00:05:28
Interaction Type		Workgroup Call	06:23:39	70	00:05:28
	08/26/2011		06:23:39	70	00:05:28
		Address	01:50:05	17	00:06:28
		Child Care auth	00:16:14	4	00:04:03
		Earned Income	01:12:31	10	00:07:15
		Earned income	00:07:37	1	00:07:37
		Expense	00:06:32	2	00:03:16
		Household	00:14:03	2	00:07:01
		Other change	02:12:52	31	00:04:17
		Unearned	00:23:45	3	00:07:55
RC-SP-Overflow			00:22:49	3	00:07:36
Interaction Type		Workgroup Call	00:22:49	3	00:07:36
	08/26/2011		00:22:49	3	00:07:36
		Earned Income	00:11:09	1	00:11:09
		Household	00:06:43	1	00:06:43
		Other change	00:04:57	1	00:04:57

Reporting Overview

Daily User Performance Report

A comprehensive report showing agent-specific metrics. Typically used to track agent performance while using CCA.

Key stats reported include:

- Call Counts (# ACD calls answered, refused; # Outbound calls, # Internal calls, etc.)
- Talk Time totals (Total time spent talking, on hold, in wrap up)
- Talk Time averages (Averages of time spent talking, on hold, in wrap up)

Daily User Performance



Date(s): 08/25/2011 - 08/25/2011

Users: Jones, Jordan; Jones, Lori; Kasprzak, Inge; Moore, Tiffany; Person, Lakeisha; Phillips, Shantay; White, Niaisha; Young, Valencia

Date	Status Time				Call Counts						Talktime (Total)					Talktime (Average)						
	Login Time	Avail Time	Busy Time	Break Time	In Calls	Out Calls	ACD Calls	Refused Calls	Internal Calls	Internal Calls	In Talk Time	Out Talk Time	ACD Talk Time	ACD Hold Time	ACD Wrap Time	Total Handle time	In Talk Time	Out Talk Time	ACD Talk Time	ACD Hold Time	ACD Wrap Time	Avg Handle Time
Jones, Jordan																						
08/25/2011	08:25:23	00:06:32	06:35:51	01:45:10	0	5	48	0	0	0	00:00:00	00:28:25	05:35:49	01:22:57	00:15:50	05:51:39	00:00:00	00:05:41	00:06:59	00:03:11	00:00:19	00:07:19
	08:25:23	00:06:32	06:35:51	01:45:10	0	5	48	0	0	0	00:00:00	00:28:25	05:35:49	01:22:57	00:15:50	05:51:39	00:00:00	00:05:41	00:06:59	00:03:11	00:00:19	00:07:19
Jones, Jordan:																						
Jones, Lori																						
08/25/2011	09:21:11	00:00:00	08:21:46	00:59:25	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	09:21:11	00:00:00	08:21:46	00:59:25	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Jones, Lori:																						
Kasprzak, Inge																						
08/25/2011	08:42:07	00:19:35	07:23:19	01:01:36	0	0	48	0	0	0	00:00:00	00:00:00	05:52:21	01:06:10	00:15:30	06:07:51	00:00:00	00:00:00	00:07:20	00:02:32	00:00:19	00:07:39
	08:42:07	00:19:35	07:23:19	01:01:36	0	0	48	0	0	0	00:00:00	00:00:00	05:52:21	01:06:10	00:15:30	06:07:51	00:00:00	00:00:00	00:07:20	00:02:32	00:00:19	00:07:39
Kasprzak, Inge:																						
Moore, Tiffany																						
08/25/2011	08:09:39	00:04:51	06:36:48	01:33:54	0	2	52	5	0	0	00:00:00	00:05:57	02:51:08	00:58:57	00:17:07	03:08:15	00:00:00	00:02:58	00:03:17	00:02:40	00:00:19	00:03:37
	08:09:39	00:04:51	06:36:48	01:33:54	0	2	52	5	0	0	00:00:00	00:05:57	02:51:08	00:58:57	00:17:07	03:08:15	00:00:00	00:02:58	00:03:17	00:02:40	00:00:19	00:03:37
Moore, Tiffany:																						
Person, Lakeisha																						
08/25/2011	07:57:46	00:03:24	06:14:04	01:41:19	0	3	27	4	0	0	00:00:00	00:15:27	02:44:28	01:03:03	00:09:00	02:53:28	00:00:00	00:05:09	00:06:05	00:04:51	00:00:20	00:06:25
	07:57:46	00:03:24	06:14:04	01:41:19	0	3	27	4	0	0	00:00:00	00:15:27	02:44:28	01:03:03	00:09:00	02:53:28	00:00:00	00:05:09	00:06:05	00:04:51	00:00:20	00:06:25
Person, Lakeisha:																						
Phillips, Shantay																						
08/25/2011	08:10:57	00:10:35	06:58:54	01:00:51	0	12	37	1	0	0	00:00:00	00:56:39	06:01:53	00:30:36	00:09:21	06:11:14	00:00:00	00:04:43	00:09:46	00:02:33	00:00:15	00:10:02
	08:10:57	00:10:35	06:58:54	01:00:51	0	12	37	1	0	0	00:00:00	00:56:39	06:01:53	00:30:36	00:09:21	06:11:14	00:00:00	00:04:43	00:09:46	00:02:33	00:00:15	00:10:02
Phillips, Shantay:																						
White, Niaisha																						
08/25/2011	07:12:22	00:03:44	05:56:21	01:15:35	0	0	43	1	0	0	00:00:00	00:00:00	03:26:43	00:02:17	00:14:20	03:41:03	00:00:00	00:00:00	00:04:48	00:01:08	00:00:20	00:05:08
	07:12:22	00:03:44	05:56:21	01:15:35	0	0	43	1	0	0	00:00:00	00:00:00	03:26:43	00:02:17	00:14:20	03:41:03	00:00:00	00:00:00	00:04:48	00:01:08	00:00:20	00:05:08
White, Niaisha:																						
Young, Valencia																						
08/25/2011	08:14:38	00:09:09	06:31:33	01:34:38	0	7	36	0	0	0	00:00:00	00:35:44	03:11:13	01:13:05	00:09:10	03:20:23	00:00:00	00:05:06	00:05:18	00:07:18	00:00:15	00:05:33
	08:14:38	00:09:09	06:31:33	01:34:38	0	7	36	0	0	0	00:00:00	00:35:44	03:11:13	01:13:05	00:09:10	03:20:23	00:00:00	00:05:06	00:05:18	00:07:18	00:00:15	00:05:33
Young, Valencia: Grand																						
	66:14:03	00:57:50	54:38:36	10:52:28	0	29	291	11	0	0	00:00:00	02:22:12	29:43:35	06:17:05	01:30:18	31:13:53	00:00:00	00:04:54	00:06:07	00:03:23	00:00:18	00:06:26

Reporting Overview

User Status Duration Report

A report showing the various states that an agent has been in (including talk, work, and break modes). Typically used to track agent's time usage throughout a period of time, and adherence to their schedule.

Key stats reported include:

- The total time spent in the various states of CCA, including break and work modes
- The Percent of time spent out of the time period in each type of mode

User Status Duration



Date(s): 08/26/2011 - 08/26/2011

Users: Boss, David; Carpenter, Eric; Castro, Ismael; Chen, Janet; Danforth, Catherine; Edmond, Hassan; Hanson, Emily...

User	Date	Status	Duration	ACD Status	% of Total
Boss, David	08/26/2011	Available	00:08:55	Available	1.7%
Boss, David	08/26/2011	On Break	00:00:10	On Break	0.0%
Boss, David	08/26/2011	Wrap up	00:10:12	Busy	2.0%
Boss, David	08/26/2011	ACD Call	04:14:25	Busy	49.5%
Boss, David	08/26/2011	New Outbound Call	00:58:19	Busy	11.3%
Boss, David	08/26/2011	Busy	00:30:30	Busy	5.9%
Boss, David	08/26/2011	*On Break	00:30:45	On Break	6.0%
Boss, David	08/26/2011	After Call Work	01:47:44	Busy	21.0%
Boss, David	08/26/2011	System Issue	00:04:21	Busy	0.8%
Boss, David	08/26/2011	Personal	00:08:36	On Break	1.7%
Boss, David	08/26/2011	First Login:	08/26/2011 08:34 AM	Total Busy:	07:45:31
		Last Logout:	08/26/2011 05:07 PM	Total Available:	00:08:55
		Total At Work Time:	08:33:57	Total On Break:	00:39:31
Carpenter, Eric	08/26/2011	Available	00:11:12	Available	2.3%
Carpenter, Eric	08/26/2011	On Break	00:33:05	On Break	6.7%
Carpenter, Eric	08/26/2011	Wrap up	00:09:56	Busy	2.0%
Carpenter, Eric	08/26/2011	ACD Call	02:24:20	Busy	29.1%
Carpenter, Eric	08/26/2011	New Outbound Call	00:19:46	Busy	4.0%
Carpenter, Eric	08/26/2011	Busy	00:06:59	Busy	1.4%
Carpenter, Eric	08/26/2011	Lunch	00:29:29	On Break	5.9%
Carpenter, Eric	08/26/2011	Application Processing (Busy)	00:00:03	Busy	0.0%
Carpenter, Eric	08/26/2011	Training (Busy)	00:01:39	Busy	0.3%
Carpenter, Eric	08/26/2011	After Call Work	03:15:35	Busy	39.4%
Carpenter, Eric	08/26/2011	Personal	00:44:32	On Break	9.0%
Carpenter, Eric	08/26/2011	First Login:	08/26/2011 08:12 AM	Total Busy:	06:18:18
		Last Logout:	08/26/2011 04:29 PM	Total Available:	00:11:12
		Total At Work Time:	08:16:36	Total On Break:	01:47:06

Reporting Overview

Agent Information Report

A report showing agent information that has been set up in their CCA profile.

Key stats reported include:

- The agent Username
- The agent E-mail address
- The agent Workgroup assignments
- The agent Skills, and their weighting

Agent Information
 Report >> ESC Agent Information

Report Includes Users supervised by: Malcheski, JoanM

Last Name	First Name	Username	Phone	Extension	E-mail	Workgroups	Skills	Account Standing
Atkinson	Mary	matkinson	1-	88930	MaryC.Atkinson@Wisconsin.gov	ESC App Status 1	ESC AST 1	50 Active
						ESC AST 1	ESC App Status 1	90
						ESC Basic 1	ESC Basic 1	70
						ESC Changes 1	ESC Changes 1	90
						ESC Default 1	ESC Default 1	90
						ESC FS Appts 1	ESC FS Appts 1	30
						ESC Renewals Appointments 1	ESC Renewals Appointments 1	30
						MiIES AHS 1		
Bagley	Trista	tbagley	1-	88768	trista.bagley@wisconsin.gov	ESC Changes 1	ESC Changes 1	70 Active
						ESC Intake 1	ESC Intake 1	90
						ESC Ongoing 1	ESC Ongoing 1	90
							MiIES AHS 1	90
Boss	David	dboss	1-	64814	david.boss@wisconsin.gov	ESC App Status 1	ESC AST 1	50 Active
						ESC AST 1	ESC App Status 1	90
						ESC Basic 1	ESC Basic 1	70
						ESC Changes 1	ESC Changes 1	90
						ESC Default 1	ESC Default 1	90
						ESC FS Appts 1	ESC FS Appts 1	30
						ESC Renewals Appointments 1	ESC Renewals Appointments 1	30
						MiIES AHS 1		
Brown	Sharmecia	sbrown	1-	88994	Sharmecia.Brown@Wisconsin.gov	ESC App Status 1	ESC AST 1	50 Active
						ESC AST 1	ESC App Status 1	90
						ESC Basic 1	ESC Basic 1	70
						ESC Changes 1	ESC Changes 1	90
						ESC Default 1	ESC Default 1	90
						ESC FS Appts 1	ESC FS Appts 1	30
						ESC Renewals Appointments 1	ESC Renewals Appointments 1	30
						MiIES AHS 1		

Reporting Overview

Login by User Report

A report showing agent's Login Date, Time, and Total Time Logged In to CCA.

Key stats reported include:

- The agent Username
- Login Date
- Login Time
- Total Time Logged In to CCA

Login by User >> ESC and MiES ESS

Report Includes Users supervised by: Malcheski, JoanM

Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
matkinson	Atkinson	Mary		0:00:00	0:00:00	0:00:00
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
tbagley	Bagley	Trista	8/25/2011	8:27:26 AM	8:38:14	8:38:14
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
dboss	Boss	David	8/25/2011	8:22:58 AM	8:40:07	8:40:07
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
sbrown	Brown	Sharmecia		0:00:00	0:00:00	0:00:00
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
vebrown	Brown	Vernon		0:00:00	0:00:00	0:00:00
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
ecarpenter	Carpenter	Eric	8/25/2011	8:06:50 AM	8:26:16	8:26:16
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
icastro	Castro	Ismael	8/25/2011	8:31:42 AM	3:48:25	3:48:25
icastro	Castro	Ismael	8/25/2011	12:32:40 PM	2:48:10	6:36:35
icastro	Castro	Ismael	8/25/2011	3:23:41 PM	1:01:37	7:38:12
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
jchen	Chen	Janet	8/25/2011	8:16:25 AM	8:22:57	8:22:57
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
DClincy	Clincy	Dana		0:00:00	0:00:00	0:00:00
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
JCogshall	Cogshall	Jason		0:00:00	0:00:00	0:00:00
Username	Last Name	First Name	Login Date	Login Time	Duration	Total Time Logged In
dcolbert	Colbert	Darnesha	8/25/2011	8:07:21 AM	5:06:48	5:06:48
dcolbert	Colbert	Darnesha	8/25/2011	3:04:45 PM	1:23:01	6:29:49