

Contact Center Anywhere

Quick Reference Guide-Reading the Workgroup Statistics Supervisor View

Last Updated: 1/4/12

1. **Queued Interactions:** Number of interactions currently waiting in the workgroup, including callbacks and voicemails.
2. **ASA Calls [Avg. Speed of Answer]:** average time from when a call enters the workgroup until the time it is answered by an agent
(Total Answer Time) / (Total Answered)
3. **Max Wait Call:** total wait for the call waiting the longest in the workgroup, does not include voicemails.
4. **Available agents:** Total agents, assigned to the workgroup, who are in “available” status.
5. **Logged in Agents:** Total agents currently logged into CCA assigned to the workgroup. This includes agents who may not be taking calls [“On break” or “Application Processing”]. It also includes supervisors and administrators.
6. **Total Interactions:** Total interactions offered to the workgroup today. This includes conference calls, transfers, etc.
7. **Answered Current:** Total calls being answered from this workgroup at this time.
8. **Answered Total:** Total calls answered from this workgroup today.
9. **Abandoned:** Total calls abandoned by the customer before being answered by an agent today
10. **Out Transferred:** Total calls transferred from this workgroup to another workgroup/agent today.
11. **In transferred:** Total calls transferred into this workgroup from another workgroup.
12. **ATT Calls:** Average talk time. Average amount of time from an agent answering a call to disconnecting the same call.
13. **Average Handle Time:** (Total Talk Time + Total Wrap Time) / (Total Answered)

Workgroup	Queued Interactions	ASA Calls	Max Wait Call	Available Agents	Logged In Agents	Total Interactions	Answered Current	Answered Total	Abandoned	Out Transferred	In Transferred	ATT Calls (...)	AHT Call...
C07.General	19	0:13:32	0:24:44	0	12	848	5	236	559	0	0	0:05:52	0:06:10
C09.General	11	0:09:57	0:08:05	1	33	1181	5	424	525	19	1	0:05:43	0:05:55
C07.Spanish	1	0:13:57	0:08:00	0	8	21	0	5	15	0	0	0:03:38	0:03:58
C01.EBD	4	0:07:36	0:07:50	0	17	265	1	134	87	2	29	0:06:46	0:07:02
C01.General	17	0:13:41	0:07:42	0	23	2136	8	760	852	24	18	0:05:27	0:05:42

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Quick Reference Guide-Reading the Agents Supervisor View

Last Updated: 1/4/12

1. **Department:** Consortium the Agent is assigned to
2. **Status in workgroup:** CCA's view of whether or not an agent is available for a call, typically "On Break", "Busy", or "Available"
3. **Status Duration:** The amount of time an agent has been in their current "status in workgroup"
4. **Status Selected:** The status selected by the agent.
5. **Status Selected Duration:** The amount of time an agent has been in their current "Status Selected"
6. **No Answer Total:** The number of times CCA has offered a call to an agent and the agent has not picked up the call.
7. **Interactions Total:** Total interactions offered to the agent.

User	Agent	Department	Status in Workgroup	Status Duration	Status Selected	Status Selected Durati...	No Answer Total	Interactions Total
Bohlman, Deborah	Bohlman, Deborah	C01.Moraine.Lakes	Busy	0:01:29	After Call Work	0:01:29	5	18
Bovee, Kris	Bovee, Kris	C01.Moraine.Lakes	Busy	0:00:13	Selecting Outcome	0:00:13	0	6
Fellers, Barbara	Fellers, Barbara	C01.Moraine.Lakes	Busy	0:04:01	After Call Work	0:04:01	2	10
Mallinger, Michele	Mallinger, Michele	C01.Moraine.Lakes	Busy	0:31:57	Application Processing	0:31:57	3	19
Newby, Eileen	Newby, Eileen	C01.Moraine.Lakes	On Break	2:39:52	Supervising	2:39:52	0	0