| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| **Agent Status / Time on Status** | **Agents: Time on status** | |
| Available Time / Available Time % | Waiting Time / Waiting % | |
| Handling Time % | Processing transactions Time / % | |
| Wrap Up Time / Wrap Up Time % | Post processing Time / % | |
| Working Offline Time / Working Offline Time % | Working offline Time / % | |
| Offering Time | Transaction offered Time / % | |
| Offering Time % | | |
| On Break Time / On Break Time % | Break Time / % | |
| Busy Time / Busy Time % | Total time processing + post processing transaction Time / % | |
| Logged In Time | Logged in Time | |
| **Agent Status / Login Time** | **Agents: Login time** | |
| Login Time | Login | |
| Logout Time | Logout | |
| Logged In Time | Time logged in | |
| **Agent Interactions / Summary** | **Agents: Transactions / Agents: Transactions per media / Agents: Transactions per media per queue / Agents: Transactions per media per channel per queue** | |
| Start by selecting the necessary dimensions (Agent + Media + Queue + Channel) & metrics in the customization window | | |
| Accepted | Total # accepted | |
| Rejected | Total # rejected | |
| Presented | Total # presented | |
| Accepted % | % accepted | |
| Rejected % | % rejected | |
| Average Handling Time | Average time processing transaction | |
| Average Wrap Up Time | Average time on post processing | |
| Processing Time | Average time processing + post processing | |
| Abandoned | Total # abandoned | |
| Abandoned % | % abandoned | |
| Handling Time | | |
| Wrap Up Time | | |
| Busy Time | | |
| Average Hold Time | | |
| Transfers Initiated % | | |
| Alerting | | |
| Average Speed To Answer | | |
| Blind Transfer To Agent | | |
| Blind Transfer To Queue | | |
| Blind Transfers Initiated | | |
| Blind Transfer Received | | |
| Hold | | |
| Hold time | | |
| Longest Hold Time | | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Longest Offering Time | | |
| Offering Time | | |
| Reject Timeout | | |
| Transfers Initiated | | |
| Transfers Received | | |
| Warm Transfers Completed | | |
| Warm Transfers Received | | |
| **Agent Interactions / Handling and Wrap Up** | **Agents: Processing and post processing times / Agents: Processing and post processing times per media / Agents: Processing and post processing times per media per queue / Agents: Processing and post processing times per media per channel per queue** | |
| Start by selecting the necessary dimensions (Agent + Media + Queue + Channel) & metrics in the customization window | | |
| Handling Time | Total time processing transaction | |
| Average Handling Time | Average time processing transaction | |
| Wrap Up Time | Total time on post processing | |
| Average Wrap Up Time | Average time on post processing | |
| Processing Time | Total time processing + post processing transaction | |
| Average Processing Time | Average time processing + post processing | |
| Offering Time | | |
| Processing Time | | |
| Average Offering Time | | |
| Average Processing Time | | |
| **Agent Interactions / Call Summary** | **Agents: Other transactions analysis** | |
| Start by selecting the necessary dimensions (Agent + Group) & metrics in the customization window | | |
| Direct Inbound | Number of calls direct access | |
| Direct Outbound | | |
| Hold | Number of calls put on hold | |
| | Number of calls outbound | |
| Internal Calls | Number of calls internal | |
| Conferences Established | Conference initiated | |
| Conferences Received | Conference received | |
| Transfers Initiated | Transfer initiated | |
| Transfers Received | Transfer received | |
| Direct Inbound Time | Duration of direct access | |
| Direct Outbound Time | | |
| Hold time | Duration of hold time | |
| Not available | Duration of outbound calls | |
| Internal Calls Time | Duration of internal calls | |
| Conference Time | Duration of conferences | |
| Conferences | | |
| Conferences Established Time | | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Consultations Established | | |
| Conferences Received Time | | |
| Average Hold Time | | |
| Blind Transfers Initiated | | |
| Blind Transfer Received | | |
| Warm Transfers Completed | | |
| Warm Transfers Received | | |
| Average Direct Inbound Time | | |
| Average Direct Outbound Time | | |
| Blind Transfer To Agent | | |
| Blind Transfer To Queue | | |
| Internal Calls Initiated | | |
| Internal Calls Received | | |
| Longest Hold Time | | |
| Transfers Initiated | | |
| Transfers Received | | |
| **Detailed Reports / Interactions** | **Agents: Detailed accepted transactions activity** | |
| Start by selecting the necessary columns & metrics.<br>Search by using the available search bar: Label is Handled | | |
| *Not available* | Agent Subtotals available in report | |
| Transaction ID | Transaction | |
| Origination | Origination | |
| Customer | Customer | |
| Case Number | Case Number | |
| Offering Action Time | Accept time | |
| Handling Duration | Total time processing transaction | |
| Wrap-up Duration | Total time on post processing | |
| Processing Duration | Total time processing + post processing transaction | |
| *Not available as separate metrics but transfers & conferences are already included in the interaction's lifecycle* | From transfer | |
| *Not available as separate metrics but transfers & conferences are already included in the interaction's lifecycle* | From conference | |
| **Detailed Reports / Interactions** | **Agents: Detailed Outbound call activity** | |
| **Agent Interactions / By Wrap up Code** | **Agents: Transactions grouped by wrap up codes** | |
| Start by selecting the necessary columns & metrics. | | |
| Count | # | |
| *Not available* | % | |
| Time | Time | |
| Start by selecting the necessary columns & metrics.<br>Search by using the available search bar: Direction is Outbound | | |
| *Not available* | Agent & Day Subtotals available in report | |
| Destination | Destination | |
| Creation Time | Call Start Time | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Transaction ID | Transaction | |
| Outbound Phone Code | Dial Code | |
| Outbound Phone Code Text | Dial Text | |
| Recording Filenames | Recording Filename | |
| Interaction Duration | Call Duration | |
| Hold Duration | Hold Max | |
| Hold | Hold Count | |
| *Not available* | Post Dial Delay Leg 1 | |
| *Not available* | Post Dial Delay Leg 2 | |
| | Answer Time Leg 1 | |
| | Answer Time Leg 2 | |
| *Not available* | SIP Call ID Leg 1 | |
| *Not available* | SIP Call ID Leg 2 | |
| **Detailed Reports / Agent Status Change** | **Agents: Status change details** | |
| Start by selecting the necessary columns & metrics. | | |
| Status | Status | |
| Time | Time | |
| Status Code | Reason Code | |
| Status Code Text | Reason Text | |
| Transaction ID | Transaction | |
| Status Code List | | |
| Status Code List ID | | |
| Status Code Short Code | | |
| Status Code ID | | |
| Interaction ID | | |
| **Detailed Reports / Interactions** | **Agents: Detailed accepted transactions with wrap up codes** | |
| Start by selecting the necessary columns & metrics.<br>Search by using the available search bar: Label is Handled | | |
| Transaction ID | Transaction | |
| Wrap Up Code | Wrap Up Code | |
| Wrap Up Code Text | Wrap Up Text | |
| Origination | Origination | |
| Customer | Customer | |
| Offering Action Time | Accept time | |
| Handling Duration | Total time processing transaction | |
| Wrap-up Duration | Total time on post processing | |
| Processing Duration | Total time processing + post processing transaction | |
| Not available as separate metrics but transfers & conferences are already included in the interaction's lifecycle | From transfer | |
| Not available as separate metrics but transfers & conferences are already included in the interaction's lifecycle | From conference | |
| Recording Filenames | Recording Filename | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Agent Notes | Notes | |
| **Detailed Reports / Interactions** | **Detailed outbound transactions with wrap up codes** | |
| Start by selecting the necessary columns & metrics. Search by using the available search bar: Direction is Outbound | | |
| Destination | Destination | |
| Creation Time | Call Start Time | |
| Busy Duration | Call Duration | |
| Wrap Up Code | Wrap Up Code | |
| Wrap Up Code Text | Wrap Up Text | |
| Outbound Phone Code | Dial Code | |
| Outbound Phone Code Text | Dial Text | |
| Recording Filenames | Recording Filename | |
| Agent Notes | Notes | |
| **Agent Status / By Status Code** | **Agents: Time on Break/Offline with status codes** | |
| Status | Status | |
| Status Code | Status Time | |
| Time % | Status % | |
| Initiated By | | |
| Count | | |
| Logged In Time | | |
| **Agent Status / Time on Status** | **Groups: Time on status** | |
| Start by selecting the necessary dimensions (Group and/or Agent) & metrics in the customization window | | |
| Available Time | Waiting Time | |
| Handling Time | Processing transactions Time | |
| Wrap Up Time | Post processing Time | |
| Working Offline Time | Working offline Time | |
| Offering Time | Transaction offered Time | |
| Offering Time % | | |
| On Break Time | Break Time | |
| Busy Time | Total time processing + post processing transaction Time | |
| Logged In Time | Logged in Time | |
| Available Time % | | |
| Handling Time % | | |
| Wrap Up Time % | | |
| Working Offline Time % | | |
| On Break Time % | | |
| Busy Time % | | |
| **Queue Interactions / Summary** | **Media: Transactions** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel) & metrics in the customization window | | |
| Entered | # entered | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Accepted | # accepted | |
| Accepted in SLA | Answered in SLA | |
| Accepted in SLA % | Answered in SLA % | |
| Average Wait Before Accept Time | Average waiting time for accepted transactions | |
| Longest Wait Before Accept Time | Longest waiting time before accepted | |
| Handling Time | Total time processing transaction | |
| Wrap Up Time | Total time on post processing | |
| Busy Time | Total time processing + post processing transaction | |
| Average Handling Time | Average time processing transaction | |
| Average Wrap Up Time | Average time on post processing | |
| New in Queue | | |
| Waiting in Queue | | |
| Total Time Waiting In Queue | | |
| Diverted | | |
| Total Abandoned | | |
| Total Time To Abandon | | |
| Longest Abandon Time | | |
| Average Abandon Time | | |
| SLA % | | |
| Longest Wait Time | | |
| Handling Time | | |
| Average Handling Time | | |
| Processing Time | | |
| Busy Time | | |
| Accepted % | | |
| Average Busy Time | | |
| Average Processing Time | | |
| Average Wait Time | | |
| Total Abandoned % | | |
| **Queue Interactions / Abandoned** | **Media: Abandoned transactions** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel) & metrics in the customization window | | |
| Entered | # entered | |
| Accepted | # accepted | |
| Abandoned | Abandoned # | |
| Abandoned % | Abandoned % | |
| Average Abandon Time | Average time to abandonment | |
| Longest Abandon Time | Longest waiting time before abandoned | |
| < 5s | <5s # | |
| < 5s % | <5s % | |
| 5s — 10s | 5s < < 10s # | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| 5s — 10s % | 5s < < 10s % | |
| 10s — 20s | 10s < < 20s # | |
| 10s — 20s % | 10s < < 20s % | |
| 20s — 30s | 20s < < 30s # | |
| 20s — 30s % | 20s < < 30s % | |
| 30s — 45s | 30s < < 45s # | |
| 30s — 45s % | 30s < < 45s % | |
| 45s — 1m | 45s < < 1m # | |
| 45s — 1m % | 45s < < 1m % | |
| 1m — 2m | 1m < < 2m # | |
| 1m — 2m % | 1m < < 2m % | |
| 2m — 5m | 2m < < 5m # | |
| 2m — 5m % | 2m < < 5m # | |
| 5m — 10m | 5m < < 10m # | |
| 5m — 10m % | 5m < < 10m % | |
| > 10m | 10m > # | |
| > 10m % | 10m > % | |
| New in Queue | | |
| Waiting in Queue | | |
| Total Time Waiting In Queue | | |
| Diverted | | |
| Short Abandoned | | |
| Short Abandoned % | | |
| Total Abandoned | | |
| Total Abandoned % | | |
| Total Time To Abandon | | |
| Accepted % | | |
| Diverted % | | |
| Offering | | |
| Offering % | | |
| **Queue Interactions / Accepted - Online** | **Media: Accepted transactions - on line media** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel etc.) & metrics in the customization window | | |
| Accepted | # accepted | |
| < 5s | <5s # | |
| < 5s % | <5s % | |
| 5s — 10s | 5s < < 10s # | |
| 5s — 10s % | 5s < < 10s % | |
| 10s — 20s | 10s < < 20s # | |
| 10s — 20s % | 10s < < 20s % | |
| 20s — 30s | 20s < < 30s # | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| 20s — 30s % | 20s < < 30s % | |
| 30s — 45s | 30s < < 45s # | |
| 30s — 45s % | 30s < < 45s % | |
| 45s — 1m | 45s < < 1m # | |
| 45s — 1m % | 45s < < 1m % | |
| 1m — 2m | 1m < < 2m # | |
| 1m — 2m % | 1m < < 2m % | |
| 2m — 5m | 2m < < 5m # | |
| 2m — 5m % | 2m < < 5m # | |
| 5m — 10m | 5m < < 10m # | |
| 5m — 10m % | 5m < < 10m % | |
| > 10m | 10m > # | |
| > 10m % | 10m > % | |
| **Queue Interactions / Accepted - Offline** | **Media: Accepted transactions - off line media** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel etc.) & metrics in the customization window | | |
| Accepted | # accepted | |
| < 30m | <30m # | |
| < 30m % | <30m % | |
| 30m — 1h | 30m < < 1h # | |
| 30m — 1h % | 30m < < 1h % | |
| 1h — 1h30m | 1h < < 1h30m # | |
| 1h — 1h30m % | 1h < < 1h30m % | |
| 1h30m — 2h | 1h30m < < 2h # | |
| 1h30m — 2h % | 1h30m < < 2h % | |
| 2h — 3h | 2h < < 3h# | |
| 2h — 3h % | 2h < < 3h % | |
| 3h > | 3h ># | |
| 3h > % | 3h > % | |
| **Queue Interactions / Summary** | **Queues: Transactions** | |
| Start by selecting the necessary dimensions (Media + Queue etc.) & metrics in the customization window | | |
| Entered | # entered | |
| Accepted | # accepted | |
| Accepted in SLA | Answered in SLA # | |
| Accepted in SLA % | Answered in SLA % | |
| Average Wait Before Accept Time | Average waiting time for accepted transactions | |
| Longest Wait Before Accept Time | Longest waiting time before accepted | |
| Handling Time | Total time processing transaction | |
| Wrap Up Time | Total time on post processing | |
| Processing Time | Total time processing + post processing transaction | |
| Average Processing Time | Average time processing transaction | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Average Wrap Up Time | Average time on post processing | |
| New in Queue | | |
| Waiting in Queue | | |
| Total Time Waiting In Queue | | |
| Diverted | | |
| Total Abandoned | | |
| Total Time To Abandon | | |
| Longest Abandon Time | | |
| Average Abandon Time | | |
| SLA % | | |
| Longest Wait Time | | |
| Processing Time | | |
| Accepted % | | |
| Average Busy Time | | |
| Average Processing Time | | |
| Average Wait Time | | |
| Total Abandoned % | | |
| **Queue Interactions / Abandoned** | **Queues: Abandoned transactions** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel) & metrics in the customization window | | |
| Entered | # entered | |
| Accepted | # accepted | |
| *Not available* | # VM Left | |
| Abandoned | Abandoned # | |
| Abandoned % | Abandoned % | |
| Average Abandon Time | Average time to abandonment | |
| Longest Abandon Time | Longest waiting time before abandoned | |
| < 5s | <5s # | |
| < 5s % | <5s % | |
| 5s — 10s | 5s < < 10s # | |
| 5s — 10s % | 5s < < 10s % | |
| 10s — 20s | 10s < < 20s # | |
| 10s — 20s % | 10s < < 20s % | |
| 20s — 30s | 20s < < 30s # | |
| 20s — 30s % | 20s < < 30s % | |
| 30s — 45s | 30s < < 45s # | |
| 30s — 45s % | 30s < < 45s % | |
| 45s — 1m | 45s < < 1m # | |
| 45s — 1m % | 45s < < 1m % | |
| 1m — 2m | 1m < < 2m # | |
| 1m — 2m % | 1m < < 2m % | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| 2m — 5m | 2m < < 5m # | |
| 2m — 5m % | 2m < < 5m # | |
| 5m — 10m | 5m < < 10m # | |
| 5m — 10m % | 5m < < 10m % | |
| > 10m | 10m > # | |
| > 10m % | 10m > % | |
| New in Queue | | |
| Waiting in Queue | | |
| Total Time Waiting In Queue | | |
| Diverted | | |
| Short Abandoned | | |
| Short Abandoned % | | |
| Total Abandoned | | |
| Total Abandoned % | | |
| Total Time To Abandon | | |
| Accepted % | | |
| Diverted % | | |
| Offering | | |
| Offering % | | |
| **Queue Interactions / Accepted - Online** | **Queues: Accepted transactions - on line media** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel etc.) & metrics in the customization window | | |
| Accepted | # accepted | |
| < 5s | <5s # | |
| < 5s % | <5s % | |
| 5s — 10s | 5s < < 10s # | |
| 5s — 10s % | 5s < < 10s % | |
| 10s — 20s | 10s < < 20s # | |
| 10s — 20s % | 10s < < 20s % | |
| 20s — 30s | 20s < < 30s # | |
| 20s — 30s % | 20s < < 30s % | |
| 30s — 45s | 30s < < 45s # | |
| 30s — 45s % | 30s < < 45s % | |
| 45s — 1m | 45s < < 1m # | |
| 45s — 1m % | 45s < < 1m % | |
| 1m — 2m | 1m < < 2m # | |
| 1m — 2m % | 1m < < 2m % | |
| 2m — 5m | 2m < < 5m # | |
| 2m — 5m % | 2m < < 5m # | |
| 5m — 10m | 5m < < 10m # | |
| 5m — 10m % | 5m < < 10m % | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| > 10m | 10m > # | |
| > 10m % | 10m > % | |
| **Queue Interactions / Accepted - Offline** | **Queues: Accepted transactions - off line media** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel etc.) & metrics in the customization window | | |
| Accepted | # accepted | |
| < 30m | <30m # | |
| < 30m % | <30m % | |
| 30m — 1h | 30m < < 1h # | |
| 30m — 1h % | 30m < < 1h % | |
| 1h — 1h30m | 1h < < 1h30m # | |
| 1h — 1h30m % | 1h < < 1h30m % | |
| 1h30m — 2h | 1h30m < < 2h # | |
| 1h30m — 2h % | 1h30m < < 2h % | |
| 2h — 3h | 2h < < 3h# | |
| 2h — 3h % | 2h < < 3h % | |
| 3h > | 3h ># | |
| 3h > % | 3h > % | |
| **Detailed Reports / Interactions** | **Queues: Detailed entered transactions activity** | |
| Start by selecting the necessary columns & metrics. Search by using the available search bar: Label is Queued | | |
| Transaction ID | Transaction | |
| Origination | Origination | |
| Customer Name | Customer | |
| Case Number | Case Number | |
| Label is Forwarded to Callback | Web Callback | |
| Creation Time | Create time | |
| Participant | Agent (Username) | |
| Offering Action Time | Accept time | |
| Handling Duration | Total time processing transaction | |
| Wrap up Duration | Total time on post processing | |
| Busy Duration | Total time processing + post processing transaction | |
| Finished Time | Abandon time | |
| Label is Forwarded to Voicemail | Voice mail left | |
| IVR Treatment Duration | IVR Treatment Time | |
| Longest Hold Duration | Hold Max | |
| Hold | Hold Count | |
| Hold Duration | Hold Total | |
| *Not available* | Post Dial Delay Leg 1 | |
| *Not available* | Post Dial Delay Leg 2 | |
| *Not available* | Answer Time Leg 1 | |
| *Not available* | Answer Time Leg 2 | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| *Not available* | SIP Call ID Leg 1 | |
| *Not available* | SIP Call ID Leg 2 | |
| *Not available* | Inbound SIP ID | |
| **Detailed Reports / Interactions** | **Queues: Detailed accepted transactions activity** | |
| Start by selecting the necessary columns & metrics.<br>Search by using the available search bar: Label is Handled | | |
| Transaction ID | Transaction | |
| Origination | Origination | |
| Customer Name | Customer | |
| Case Number | Case Number | |
| Creation Time | Create time | |
| Participant | Agent (Username) | |
| Offering Action Time | Accept time | |
| Handling Duration | Total time processing transaction | |
| Wrap up Duration | Total time on post processing | |
| Busy Duration | Total time processing + post processing transaction | |
| **Queue Interactions / Summary** | **Channels: Transactions** | |
| Start by selecting the necessary dimensions (Media + Channel + Queue etc.) & metrics in the customization window | | |
| Entered | # entered | |
| Accepted | # accepted | |
| Accepted in SLA | Answered in SLA # | |
| Accepted in SLA % | Answered in SLA % | |
| Average Wait Before Accept Time | Average waiting time for accepted transactions | |
| Longest Wait Before Accept Time | Longest waiting time before accepted | |
| Handling Time | Total time processing transaction | |
| Wrap Up Time | Total time on post processing | |
| Busy Time | Total time processing + post processing transaction | |
| Average Handling Time | Average time processing transaction | |
| Average Wrap Up Time | Average time on post processing | |
| New in Queue | | |
| Waiting in Queue | | |
| Total Time Waiting In Queue | | |
| Diverted | | |
| Total Abandoned | | |
| Total Time To Abandon | | |
| Longest Abandon Time | | |
| Average Abandon Time | | |
| SLA % | | |
| Longest Wait Time | | |
| Processing Time | | |
| Accepted % | | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Average Busy Time | | |
| Average Processing Time | | |
| Average Wait Time | | |
| Total Abandoned % | | |
| **Queue Interactions / Abandoned** | **Channels: Abandoned transactions** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel) & metrics in the customization window | | |
| Entered | # entered | |
| Accepted | # accepted | |
| Abandoned | Abandoned # | |
| Abandoned % | Abandoned % | |
| Average Abandon Time | Average time to abandonment | |
| Longest Abandon Time | Longest waiting time before abandoned | |
| < 5s | <5s # | |
| < 5s % | <5s % | |
| 5s — 10s | 5s < < 10s # | |
| 5s — 10s % | 5s < < 10s % | |
| 10s — 20s | 10s < < 20s # | |
| 10s — 20s % | 10s < < 20s % | |
| 20s — 30s | 20s < < 30s # | |
| 20s — 30s % | 20s < < 30s % | |
| 30s — 45s | 30s < < 45s # | |
| 30s — 45s % | 30s < < 45s % | |
| 45s — 1m | 45s < < 1m # | |
| 45s — 1m % | 45s < < 1m % | |
| 1m — 2m | 1m < < 2m # | |
| 1m — 2m % | 1m < < 2m % | |
| 2m — 5m | 2m < < 5m # | |
| 2m — 5m % | 2m < < 5m # | |
| 5m — 10m | 5m < < 10m # | |
| 5m — 10m % | 5m < < 10m % | |
| > 10m | 10m > # | |
| > 10m % | 10m > % | |
| New in Queue | | |
| Waiting in Queue | | |
| Total Time Waiting In Queue | | |
| Diverted | | |
| Short Abandoned | | |
| Short Abandoned % | | |
| Total Abandoned | | |
| Total Abandoned % | | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Total Time To Abandon | | |
| Accepted % | | |
| Diverted % | | |
| Offering | | |
| Offering % | | |
| **Queue Interactions / Accepted - Online** | **Channels: Accepted transactions - on line media** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel etc.) & metrics in the customization window | | |
| Entered | # entered | |
| < 5s | <5s # | |
| < 5s % | <5s % | |
| 5s — 10s | 5s < < 10s # | |
| 5s — 10s % | 5s < < 10s % | |
| 10s — 20s | 10s < < 20s # | |
| 10s — 20s % | 10s < < 20s % | |
| 20s — 30s | 20s < < 30s # | |
| 20s — 30s % | 20s < < 30s % | |
| 30s — 45s | 30s < < 45s # | |
| 30s — 45s % | 30s < < 45s % | |
| 45s — 1m | 45s < < 1m # | |
| 45s — 1m % | 45s < < 1m % | |
| 1m — 2m | 1m < < 2m # | |
| 1m — 2m % | 1m < < 2m % | |
| 2m — 5m | 2m < < 5m # | |
| 2m — 5m % | 2m < < 5m # | |
| 5m — 10m | 5m < < 10m # | |
| 5m — 10m % | 5m < < 10m % | |
| > 10m | 10m > # | |
| > 10m % | 10m > % | |
| **Queue Interactions / Accepted - Offline** | **Channels: Accepted transactions - off line media** | |
| Start by selecting the necessary dimensions (Media + Queue / Channel etc.) & metrics in the customization window | | |
| Accepted | # accepted | |
| < 30m | <30m # | |
| < 30m % | <30m % | |
| 30m — 1h | 30m < < 1h # | |
| 30m — 1h % | 30m < < 1h % | |
| 1h — 1h30m | 1h < < 1h30m # | |
| 1h — 1h30m % | 1h < < 1h30m % | |
| 1h30m — 2h | 1h30m < < 2h # | |
| 1h30m — 2h % | 1h30m < < 2h % | |
| 2h — 3h | 2h < < 3h# | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| 2h — 3h % | 2h < < 3h % | |
| 3h > | 3h ># | |
| 3h > % | 3h > % | |
| **Detailed Reports / Interactions** | **Detailed transactions activity** | |
| Transaction ID | Transaction | |
| Origination | Original Transaction | |
| Media Type | Media | |
| Creation Time | Create time | |
| Direction | Direction | |
| Type | Type | |
| Channel ID | Channel | |
| Queue Name | Queue | |
| Origination | Origination | |
| Destination | Destination Original | |
| | Destination Translated | |
| Customer Name | Customer | |
| Case Number | Case Number | |
| Outbound Phone Code | Dial code | |
| Outbound Phone Code Text | Dial text | |
| Participant | Agent (Username) | |
| Offering Action Time | Accept time | |
| Handling Duration | Total time processing transaction | |
| Wrap Up Duration | Total time on post processing | |
| Processing Duration | Total time processing + post processing transaction | |
| Finished Time | Abandon time | |
| Label is Forwarded to Voicemail | Voice mail left | |
| Recording Filenames | Recording Filename | |
| IVR Treatment Duration | IVR Treatment Time | |
| *Not available as separate metrics but transfers & conferences are already included in the interaction's lifecycle* | From transfer | |
| *Not available as separate metrics but transfers & conferences are already included in the interaction's lifecycle* | From conference | |
| Longest Hold Duration | Hold Max | |
| Hold | Hold Count | |
| Hold Duration | Hold Total | |
| *Not available* | Post Dial Delay Leg 1 | |
| *Not available* | Post Dial Delay Leg 2 | |
| *Not available* | Answer Time Leg 1 | |
| *Not available* | Answer Time Leg 2 | |
| *Not available* | SIP Call ID Leg 1 | |
| *Not available* | SIP Call ID Leg 2 | |
| *Not available* | Inbound SIP ID | |

| Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|
| Agent Notes | Notes | |
| Campaign Name | Campaign Name | |
| Record ID | Campaign Record ID | |
| *Not available* | Campaign Record Status | |
| Disposition Action | Disposition Action Code | |
| External Transaction Data | External Transaction Data | |
| Wrap Up Short Code | Wrap Up Code | |
| Wrap Up Code Text | Wrap Up Text | |
| *Not available* | Wrap Up System Code | |
| *Not available* | Wrap Up System Text | |
| Labels | | |
| Customer Phone | | |
| Customer Email | | |
| Case Follow Up | | |
| Media Type | | |
| Finished Time | | |
| Outbound Phone Code List | | |
| Outbound Phone Code List ID | | |
| Outbound Phone Short Code | | |
| Outbound Phone Code ID | | |
| Assign # | | |
| Participant Type | | |
| Participant | | |
| Participant ID | | |
| Offer Time | | |
| Offer Action | | |
| Offer Action Time | | |
| Offer Duration | | |
| Handling End Time | | |
| Wrap Up End Time | | |
| Processing Duration | | |
| Warm Transfers Completed | | |
| Blind Transfer To Agent | | |
| Blind Transfer To Queue | | |
| Consultations Established | | |
| Conferences Established | | |
| Campaign ID | | |
| Wrap Up Code List | | |
| Wrap Up Code List ID | | |
| Wrap Up Short Code | | |
| Wrap Up Code ID | | |

| | Analytics for CC Report | Historical Reports (AGUI) | |
|---|---|---|---|
| | Queue Wait Duration | | |
| | Queue Time | | |
| | Interaction ID | | |
| | Original Interaction ID | | |
| | Original Transaction ID | | |