

Report Selection

When logged into Asternic you will have the option to chose a subset of your Agents and Queues to run a report. Also a date range and a time frame. There are some shortcuts to select a data range, like 'This Week', 'Last month', 'Yesterday', etc.

The screenshot shows the 'Report Selection' interface of the Asternic Call Center Stats 2 application. At the top is a navigation bar with tabs: Home, Distribution, Answered, Unanswered, Agent, Search, and Setup. A 'Logout' link is on the far right. Below the navigation bar, the interface is divided into several sections. On the left, there's a 'Select' dropdown menu currently set to 'Queue'. Below this is a 'Select Date Range' section with 'Shortcuts' (Yesterday, Today, This week, This month, Last three months) and 'Start Date' and 'End Date' pickers set to 25 July 2016. A 'Display Report' button is at the bottom left. On the right, there's a 'Select Agents' section with an 'Available' list and a 'Selected' list. The 'Selected' list contains: Andy Fisher, B.Obama, Boris G., Daniel L., David Hasehoff, Dolores Umbridge, Harry Crimson, J.R.R.T, and John Gomez. Below this is a 'Select Time Frame' section with 'From' and 'To' pickers set to 00:00 and 23:59 hours respectively. At the bottom of the interface, a status bar shows 'Page parsed in 0.0427 seconds Licensed to Asternic Demo' on the left and 'ASTERNIC Call Center Stats 2' on the right.

Once your selection is done you can run the report by clicking the "Display Report" button. If you have lots of data, it might take some time to bring you the first result, and you will be able to navigate to different reports by selecting their appropriate Tab in the web interface

Distribution Tab

This section will show reports that includes all calls (answered or not) for the selected time period/agent/queues, grouped by different metrics, mostly time derivatives (day,hour).

Answered Tab

This section will show only Answered calls in the system. Answered calls are constituted by two main dispositions:

- COMPLETECALLER (caller hanged up the call first)
- COMPLETEAGENT (agent hanged up the call first).
- TRANSFER (agent transferred the call somewhere else). In most systems, transfers are not logged. Look at the TRANSFER section at the end of this guide for an explanation/solutions.

Unanswered Tab

This section will show only Unanswered calls in the system. Unanswered calls are constituted by several dispositions.

The most important is

- ABANDON, that means that a caller hanged up, possibly tired of waiting, before being connected to an agent.

There are other dispositions that counts towards unanswered calls:

- EXITWITHTIMEOUT, that means the maximum configured wait time in the queue was reached, and the call was diverted to the failover destination.
- EXITWITHKEY, means that the caller exited the queue by pressing some digit
- EXITEMPTY, means that the caller was diverted because there were no available agents to take the call

Agent Tab

You will see reports showing Agent activity and session times. Including pauses and activity details.

Search Tab

It lets you perform a search over calls on the system based on some fields, like date ranges, agent, call duration, uniqueid, etc.

Realtime Tab

It will show your queues and agents real time state. It will refresh every few seconds.

Distribution Reports Description

Distribution reports show all received queue calls: answered, unanswered, abandoned and transferred. There are several reports grouped in a particular way, mostly by time periods: month, week, day, hour, day of week, etc, and also for other fields like Queue, URL or DID.

You will find some calculated columns that involves answered/unanswered calls like SLA (Service Level Agreement), and the number of logins and logouts.

If you enable outbound tracking to get outbound reporting, and configure the call_flow parameter in Setup/Preferences, then you will find separated outbound reports.

If you do not see Transfer counters, please refer to the Transfer section in this guide for an explanation and possible solution.

Distribution Summary

A brief look at the number of calls in the system:

Total Calls

Number of Received Calls:	52 calls
Number of Answered Calls:	46 calls
Number of Unanswered Calls:	1 calls
Number of Abandoned Calls:	2 calls
Number of Transferred Calls:	3 calls
Unanswered Rate:	1.92 %
Abandon Rate:	3.85 %
Number of Agent Logins:	0
Number of Agent Logoffs:	0

Number of received calls

Will show the total number of calls received in the selected queues for the selected time period.

Number of answered calls

Will show the number of calls that were connected to an agent/representative

Number of unanswered calls

Will show the number of calls that were not connected to an agent/representative and exited the queue for a configurable reason like a timeout being reached

Number of abandoned calls

Will show the number of calls that were not connected to an agent/representative and exited the queue because the caller hung up the call



Number of transferred calls

Will show the number of calls that were connected to an agent and then transferred out. See the transfers section on this guide if you are not seeing transfers logged.

Distribution by Queue

This report will show distribution of answered,unanswered,abandoned and transferred calls, grouped by Queue.

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Distribution by Queue														 	
Queue	Received	Answered	Unanswered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA		
2000	1348	1297	1	50	0	0	0	00:00:09	00:02:54	2	96.22 %	3.78 %	95.1 %		
2003	79	68	6	5	0	63	60	00:00:26	00:04:10	2	86.08 %	13.92 %	84.81 %		
2005	115	88	10	8	9	64	61	00:00:25	00:04:25	2	76.52 %	15.65 %	76.52 %		
2006	157	127	22	5	3	64	61	00:00:31	00:04:50	2	80.89 %	17.2 %	80.89 %		
2007	6	4	0	2	0	0	0	00:00:11	00:02:04	1	66.67 %	33.33 %	66.67 %		
2009	39	31	0	8	0	0	0	00:01:58	00:04:30	1	79.49 %	20.51 %	71.79 %		
Total	2219	2056	39	110	14	502	498	00:00:17	00:03:24	4	92.65 %	6.71 %	90.85 %		

GROUP FIELD : QUEUE

Received

Total number of calls received in that Queue (Sum of answered,unanswered,abandoned, and transferred calls). Expressed in units.

Answered

Calls answered for that Queue. Expressed in units.

Unanswered

Calls unanswered for that Queue. Expressed in units.

Abandoned

Calls abandoned by the Caller whitin that Queue. Expressed in units.

Transferred

Calls transferred whitin that Queue. Expressed in units.

Logins

Agent Logins whitin that Queue. Expressed in units.

Logoff

Agent Logoff whitin that Queue. Expressed in units.

Avg Wait

Average Wait Time for all calls within that Queue. Expressed in time.

Avg Talk

Average Talk Time for all calls answered in that Queue. Expressed in time.

Max Callers

Maximum amount of simultaneous callers waiting in the Queue within that Queue. Expressed in units.

% Answ

Percentage of answered calls. Expressed in percent.

% Unansw

Percentage of unanswered calls. Expressed in percent.

SLA

Service Level Agreement. Expressed in percent. The default formula (that can be changed via Setup/Designer if you wish) is this:

$$\text{round}((\text{ANSWERED_SLA} / \text{RECEIVED}) * 100, 2)$$

The formula counts all calls answered before the configured sla_answered setting in Setup/Preferences, against all received calls on that group.

Distribution by Month

This report will show distribution of answered,unanswered,abandoned and transferred calls, grouped by Month.

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Distribution per Month													
Month	Received	Answered	Unanswered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
2012-01	415	388	8	19	0	60	68	00:00:19	00:03:30	2	93.49 %	6.51 %	90.84 %
2012-02	686	639	7	40	0	107	104	00:00:15	00:03:09	2	93.15 %	6.85 %	91.84 %
2012-03	1118	1029	24	51	14	335	326	00:00:17	00:03:31	4	92.04 %	6.71 %	90.25 %
Total	2219	2056	39	110	14	502	498	00:00:17	00:03:24	4	92.65 %	6.71 %	90.85 %

GROUP FIELD : MONTH

Received

Total number of calls received in that Month (Sum of answered,unanswered,abandoned, and transferred calls). Expressed in units.

Answered

Calls answered for that Month. Expressed in units.

Unanswered

Calls unanswered for that Month. Expressed in units.

Abandoned

Calls abandoned by the Caller whitin that Month. Expressed in units.

Transferred

Calls transferred whitin that Month. Expressed in units.

Logins

Agent Logins whitin that Month. Expressed in units.

Logoff

Agent Logoff whitin that Month. Expressed in units.

Avg Wait

Average Wait Time for all calls within that Month. Expressed in time.

Avg Talk

Average Talk Time for all calls answered in that Month. Expressed in time.

Max Callers

Maximum amount of simultaneous callers waiting in the Queue within that Month. Expressed in units.

% Answ

Percentage of answered calls. Expressed in percent.

% Unansw

Percentage of unanswered calls. Expressed in percent.

SLA

Service Level Agreement. Expressed in percent. The default formula (that can be changed via Setup/Designer if you wish) is this:

$$\text{round}((\text{ANSWERED_SLA} / \text{RECEIVED}) * 100, 2)$$

The formula counts all calls answered before the configured sla_answered setting in Setup/Preferences, against all received calls on that group.

Distribution per Week

This report will show distribution of answered,unanswered,abandoned and transferred calls, grouped by Week. The first column will show the week number for the year. Week numbering mode can be changed via Setup/Preferences, see the administrator guide for an explanation on week modes.

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Distribution per Week														
Week	Received	Answered	Unanswered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA	
Week 02	78	73	2	3	0	9	15	00:00:13	00:04:19	1	93.59 %	6.41 %	91.03 %	
Week 03	147	133	6	8	0	23	25	00:00:19	00:03:23	1	90.48 %	9.52 %	87.07 %	
Week 04	137	132	0	5	0	19	18	00:00:23	00:03:05	2	96.35 %	3.65 %	94.89 %	
Week 05	151	146	0	5	0	27	27	00:00:16	00:03:09	1	96.69 %	3.31 %	93.38 %	
Week 06	147	140	1	6	0	25	25	00:00:09	00:02:56	2	95.24 %	4.76 %	95.24 %	
Week 07	142	131	1	10	0	18	17	00:00:10	00:02:48	2	92.25 %	7.75 %	90.85 %	
Week 08	160	143	5	12	0	23	25	00:00:15	00:03:32	2	89.38 %	10.63 %	88.75 %	
Week 09	248	232	0	16	0	43	41	00:00:20	00:03:36	2	93.55 %	6.45 %	91.94 %	
Week 10	200	190	1	9	0	33	34	00:00:15	00:02:51	1	95 %	5 %	94 %	
Week 11	339	315	5	15	4	57	51	00:00:20	00:03:33	4	92.92 %	5.9 %	90.27 %	
Week 12	225	202	7	12	4	128	132	00:00:16	00:03:31	2	89.78 %	8.44 %	87.56 %	
Week 13	245	219	11	9	6	97	88	00:00:20	00:03:57	2	89.39 %	8.16 %	88.16 %	
Total	2219	2056	39	110	14	502	498	00:00:17	00:03:24	4	92.65 %	6.71 %	90.85 %	

GROUP FIELD : WEEK

Received

Total number of calls received in that Week (Sum of answered,unanswered,abandoned, and transferred calls). Expressed in units.

Answered

Calls answered for that Week. Expressed in units.

Unanswered

Calls unanswered for that Week. Expressed in units.

Abandoned

Calls abandoned by the Caller within that Week. Expressed in units.

Transferred

Calls transferred within that Week. Expressed in units.

Logins

Agent Logins within that Week. Expressed in units.

Logoff

Agent Logoff within that Week. Expressed in units.

Avg Wait

Average Wait Time for all calls within that Week. Expressed in time.

Avg Talk

Average Talk Time for all calls answered in that Week. Expressed in time.

Max Callers

Maximum amount of simultaneous callers waiting in the Queue within that Week. Expressed in units.

% Answ

Percentage of answered calls. Expressed in percent.

% Unansw

Percentage of unanswered calls. Expressed in percent.

SLA

Service Level Agreement. Expressed in percent. The default formula (that can be changed via Setup/Designer if you wish) is this:

$$\text{round}((\text{ANSWERED_SLA} / \text{RECEIVED}) * 100, 2)$$

The formula counts all calls answered before the configured sla_answered setting in Setup/Preferences, against all received calls on that group.

Distribution per Day

This report will show distribution of answered,unanswered,abandoned and transferred calls, grouped by Day.

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Distribution per Day												
Date	Received	Answered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
20-03-2012	38	36	2	0	29	31	00:00:13	00:03:00	1	94.74 %	5.26 %	94.74 %
21-03-2012	59	54	2	1	25	25	00:00:14	00:03:19	2	91.53 %	6.78 %	91.53 %
22-03-2012	44	38	2	0	25	19	00:00:20	00:03:15	2	86.36 %	13.64 %	84.09 %
23-03-2012	37	34	2	1	25	21	00:00:14	00:04:19	1	91.89 %	5.41 %	86.49 %
24-03-2012	2	1	1	0	8	16	00:00:05	00:00:20	1	50 %	50 %	50 %
26-03-2012	41	39	1	0	22	15	00:00:18	00:04:43	1	95.12 %	4.88 %	92.68 %
27-03-2012	81	73	3	1	29	35	00:00:19	00:04:04	2	90.12 %	8.64 %	88.89 %
Total	302	275	13	3	163	162	00:00:17	00:03:46	2	91.06 %	7.95 %	89.4 %

GROUP FIELD : DAY

This report is grouped by day, you can click on each value to see the detailed information on a drop-down list.

Received

Total number of calls received in that Day (Sum of answered,unanswered,abandoned, and transferred calls). Expressed in units.

Answered

Calls answered for that Day. Expressed in units.

Unanswered

Calls unanswered for that Day. Expressed in units.

Abandoned

Calls abandoned by the Caller whitin that Day. Expressed in units.

Transferred

Calls transferred whitin that Day. Expressed in units.

Logins

Agent Logins whitin that Day. Expressed in units.

Logoff

Agent Logoff whitin that Day. Expressed in units.

Avg Wait

Average Wait Time for all calls within that Day. Expressed in time.

Avg Talk

Average Talk Time for all calls answered in that Day. Expressed in time.

Max Callers

Maximum amount of simultaneous callers waiting in the Queue within that Day. Expressed in units.

% Answ

Percentage of answered calls. Expressed in percent.

% Unansw

Percentage of unanswered calls. Expressed in percent.

SLA

Service Level Agreement. Expressed in percent. The default formula (that can be changed via Setup/Designer if you wish) is this:

round((ANSWERED_SL A / RECEIVED) * 100 , 2)

The formula counts all calls answered before the configured sla_answered setting in Setup/Preferences, against all received calls on that group.

Distribution per Hour

This report will show distribution of answered,unanswered,abandoned and transferred calls, grouped by Hour.

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Distribution per Hour																
Hour	Received	Answered	Unanswered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA	AHT		
00:00 - 00:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
01:00 - 01:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
02:00 - 02:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
03:00 - 03:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
04:00 - 04:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
05:00 - 05:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
06:00 - 06:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
07:00 - 07:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
08:00 - 08:59	1	1	0	0	0	13	0	00:00:24	00:04:01	1	100 %	0 %	100 %	00:04:25		
09:00 - 09:59	16	13	3	0	0	19	6	00:00:31	00:02:58	1	81.25 %	18.75 %	81.25 %	00:03:18		
10:00 - 10:59	35	30	3	1	1	17	12	00:00:19	00:03:28	2	85.71 %	11.43 %	85.71 %	00:03:46		
11:00 - 11:59	31	29	1	1	0	26	5	00:00:20	00:03:35	1	93.55 %	6.45 %	90.32 %	00:03:52		
12:00 - 12:59	43	42	0	1	0	22	16	00:00:15	00:03:33	1	97.67 %	2.33 %	97.67 %	00:03:48		
13:00 - 13:59	40	36	0	2	2	13	21	00:00:12	00:03:02	1	90 %	5 %	90 %	00:03:17		
14:00 - 14:59	36	32	3	1	0	12	11	00:00:18	00:04:09	1	88.89 %	11.11 %	88.89 %	00:04:24		
15:00 - 15:59	44	39	1	4	0	24	25	00:00:16	00:04:49	2	88.64 %	11.36 %	86.36 %	00:05:01		
16:00 - 16:59	29	28	0	1	0	4	4	00:00:10	00:03:43	1	96.55 %	3.45 %	96.55 %	00:03:54		
17:00 - 17:59	15	14	0	1	0	0	4	00:00:16	00:05:03	1	93.33 %	6.67 %	86.67 %	00:05:21		
18:00 - 18:59	8	7	0	1	0	13	22	00:00:21	00:03:34	1	87.5 %	12.5 %	62.5 %	00:03:58		
19:00 - 19:59	4	4	0	0	0	0	20	00:00:10	00:02:22	1	100 %	0 %	100 %	00:02:32		
20:00 - 20:59	0	0	0	0	0	0	16	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
21:00 - 21:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
22:00 - 22:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
23:00 - 23:59	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	00:00:00		
Total	302	275	11	13	3	163	162	00:00:17	00:03:46	2	91.06 %	7.95 %	89.4 %	00:04:02		

GROUP FIELD : HOUR

Received

Total number of calls received in that Hour (Sum of answered,unanswered,abandoned, and transferred calls). Expressed in units.

Answered

Calls answered for that Hour. Expressed in units.

Unanswered

Calls unanswered for that Hour. Expressed in units.

Abandoned

Calls abandoned by the Caller within that Hour. Expressed in units.

Transferred

Calls transferred within that Hour. Expressed in units.

Logins

Agent Logins within that Hour. Expressed in units.

Logoff

Agent Logoff within that Hour. Expressed in units.

Avg Wait

Average Wait Time for all calls within that Hour. Expressed in time.

Avg Talk

Average Talk Time for all calls answered in that Hour. Expressed in time.

Max Callers

Maximum amount of simultaneous callers waiting in the Queue within that Hour. Expressed in units.

% Answ

Percentage of answered calls. Expressed in percent.

% Unansw

Percentage of unanswered calls. Expressed in percent.

SLA

Service Level Agreement. Expressed in percent. The default formula (that can be changed via Setup/Designer if you wish) is this:

$$\text{round}((\text{ANSWERED_SLA} / \text{RECEIVED}) * 100, 2)$$

The formula counts all calls answered before the configured sla_answered setting in Setup/Preferences, against all received calls on that group.

Distribution per Day of Week

This report will show distribution of answered,unanswered,abandoned and transferred calls, grouped by Day of Week (monday, tuesday, etc).

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Distribution per Day of Week														
Day	Received	Answered	Unanswered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA	
Sunday	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %	
Monday	41	39	1	1	0	22	15	00:00:18	00:04:43	1	95.12 %	4.88 %	92.68 %	
Tuesday	119	109	4	5	1	58	66	00:00:17	00:03:43	2	91.6 %	7.56 %	90.76 %	
Wednesday	59	54	2	2	1	25	25	00:00:14	00:03:19	2	91.53 %	6.78 %	91.53 %	
Thursday	44	38	4	2	0	25	19	00:00:20	00:03:15	2	86.36 %	13.64 %	84.09 %	
Friday	37	34	0	2	1	25	21	00:00:14	00:04:19	1	91.89 %	5.41 %	86.49 %	
Saturday	2	1	0	1	0	8	16	00:00:05	00:00:20	1	50 %	50 %	50 %	
Total	302	275	11	13	3	163	162	00:00:17	00:03:46	2	91.06 %	7.95 %	89.4 %	

GROUP FIELD : WEEK DAY

Received

Total number of calls received in that Week Day (Sum of answered,unanswered,abandoned, and transferred calls). Expressed in units.

Answered

Calls answered for that Week Day. Expressed in units.

Unanswered

Calls unanswered for that Week Day. Expressed in units.

Abandoned

Calls abandoned by the Caller whitin that Week Day. Expressed in units.

Transferred

Calls transferred whitin that Week Day. Expressed in units.

Logins

Agent Logins whitin that Week Day. Expressed in units.

Logoff

Agent Logoff whitin that Week Day. Expressed in units.

Avg Wait

Average Wait Time for all calls within that Week Day. Expressed in time.

Avg Talk

Average Talk Time for all calls answered in that Week Day. Expressed in time.

Max Callers

Maximum amount of simultaneous callers waiting in the Queue within that Week Day. Expressed in units.

% Answ

Percentage of answered calls. Expressed in percent.

% Unansw

Percentage of unanswered calls. Expressed in percent.

SLA

Service Level Agreement. Expressed in percent. The default formula (that can be changed via Setup/Designer if you wish) is this:

round((ANSWERED_SLA / RECEIVED)*100,2)

The formula counts all calls answered before the configured sla_answered setting in Setup/Preferences, against all received calls on that group.

Distribution Detailed

Here is a detailed report for all individual calls and events for the selected queues/agents and time range. While the previous reports were grouped by some particular value, in this one you see individual calls with no group being performed. You can search by number using the little hourglass icon. Also, as the report will be large, result will be paginated, you can click the page buttons to browse through all results.

Detailed Distribution Report								
Date	Queue	Agent	Number	Event	Wait Time	Talk Time	URL	Actions
20-03-2012 08:25:16	ventas	SIP/1345		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 08:25:16	2003	SIP/1345		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 08:25:16	2005	SIP/1345		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 08:25:16	2006	SIP/1345		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 08:39:31	ventas	SIP/1345	7345421200	Complete by Caller	00:00:24	00:04:01		
20-03-2012 09:18:22	ventas	SIP/1345	8656909698	Complete by Caller	00:00:40	00:01:36		
20-03-2012 09:54:11	ventas	David Hasehoff	5408852431	Complete by Caller	00:00:09	00:04:18		
20-03-2012 10:18:36	ventas	SIP/1345	4042613474	Complete by Caller	00:00:25	00:05:34		
20-03-2012 11:03:48	2005	SIP/1345	6107814694	Complete by Caller	00:00:25	00:00:37		
20-03-2012 11:04:43	2000	Dolores Umbridge	8888352216	Complete by Caller	00:00:02	00:00:29		
20-03-2012 11:19:51	ventas	Agent/1912		REMOVEDMEMBER	00:00:00	00:00:00		
20-03-2012 11:20:23	ventas	SIP/1342		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 11:20:23	2003	SIP/1342		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 11:20:23	2005	SIP/1342		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 11:20:23	2006	SIP/1342		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 11:20:30	2000	Regina Spek	7186483628	Complete by Caller	00:00:29	00:01:21		
20-03-2012 11:21:48	2000	NONE	4157621722	Abandoned	00:00:17	00:00:17		
20-03-2012 11:25:18	ventas	Сухомлинова Анна Сергеевна		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 11:25:18	2003	Сухомлинова Анна Сергеевна		ADDMEMBER	00:00:00	00:00:00		
20-03-2012 11:25:18	2005	Сухомлинова Анна Сергеевна		ADDMEMBER	00:00:00	00:00:00		
« < 1 2 3 4 5 6 7 8 9 10 11 to 21 > »								

Clicking on the date value in the first column will show the individual call detail and its flow from the moment that arrives into the queue until hungup.

Here is an example:

20-03-2012 11:03:48	2005	SIP/1345	6107814694	Complete by Caller	00:00:25	00:00:37			
Date	Queue	Event	Agent	Info 1	Info 2	Info 3	Info 4	Info 5	Seconds
20-03-2012 11:03:23	2005	DID	NONE	4408					0
20-03-2012 11:03:23	2005	ENTERQUEUE	NONE		6107814694	1			0
20-03-2012 11:03:30	2005	RINGNOANSWER	SIP/1345	6000					7
20-03-2012 11:03:48	2005	CONNECT	SIP/1345	25	1332252222.192	2			25
20-03-2012 11:04:25	2005	COMPLETECALLER	SIP/1345	25	37	1			62

There are some columns named Info1, Info2, Info3, Info4 and Info5 on the detailed report that you can mouse over each value and it will popup an inline help with the exact field description. Take note that these columns changes depending on the EVENT reported.

The Event column contains the actual EVENT logged by the Asterisk system in their logs. Each interaction with the queue will generate a specific event, from ENTERQUEUE when the call enters a queue, to an intermediate CONNECT event when the call is answered by an agent, and final dispositions like COMPLETECALLER. Here is a list of common events you might find:

ENTERQUEUE

A caller entered the queue. Three parameters are also written: the URL (if specified) in the Info 1 field and the caller ID of the caller on the Info 2 field, and the original position where the call has landed in the Info 3 field.

CONNECT

The caller was connected to an agent.

ABANDON

The caller abandoned their position in the queue. The position is the caller's position in the queue when they hungup, the origposition is the original position the caller was when they first entered the queue, and the waittime is how long the call had been waiting in the queue at the time of disconnect.

COMPLETECALLER

The caller was connected to an agent, and the call was terminated normally by the *caller*. The caller's hold time and the length of the call are both recorded. The caller's original position in the queue is recorded in origposition.

COMPLETEAGENT

The caller was connected to an agent, and the call was terminated normally by the *agent*. The caller's hold time and the length of the call are both recorded. The caller's original position in the queue is recorded in origposition.

EXITEMPTY

The caller was exited from the queue forcefully because the queue had no reachable members and it's configured to do that to callers when there are no reachable members. The position is the caller's position in the queue when they hungup, the origposition is the original position the caller was when they first entered the queue, and the waittime is how long the call had been waiting in the queue at the time of disconnect.

EXITWITHKEY

The caller elected to use a menu key to exit the queue. The key and the caller's position in the queue are recorded.

EXITWITHTIMEOUT

The caller was on hold too long and the timeout expired.

RINGNOANSWER

The timeout value for ringing the queue member was exceeded. A single parameter will also be written indicating the amount of time the member's extension rang in the Info 1 field.

TRANSFER

Caller was transferred to a different extension. Context and extension are recorded. The caller's hold time and the length of the call are both recorded. PLEASE remember that transfers performed by SIP UA's by way of a reinvoke may not always be caught by Asterisk and trigger off this event. The only way to be 100% sure that you will get this event when a transfer is performed by a queue member is to use the built-in transfer functionality of Asterisk.

Answered Reports Description

Answered reports will show only calls that have been Answered: that means calls that entered the queue and were connected to an Agent/Representative. As this calls are connected to a specific Agent, then you will see a report for Answered by Agent. That is something you cannot have in unanswered calls, because an unanswered call cannot be blamed into a particular agent (as there might be more than one agent in a queue).

Service Level

This report shows the calls answered within different ringing times. Each new row will include the number of calls from the previous row, the difference from one row to the next is shown in the Delta column, while Count will show the sum of calls up to that point.

Service Level			
Answer	Count	Delta	%
within 20 seconds	206	+206	74.10 %
within 40 seconds	260	+54	93.53 %
within 60 seconds	273	+13	98.20 %
within 80 seconds	277	+4	99.64 %
within 100 seconds	278	+1	100.00 %
within 120 seconds	278	+0	100.00 %
within 140 seconds	278	+0	100.00 %
within 160 seconds	278	+0	100.00 %
within 180 seconds	278	+0	100.00 %
within 200+ seconds	278	+0	100.00 %
Total	278		

GROUP FIELD : Answered within XX seconds

Pressing on each value in the first column will expand the data (drill down) and show all the calls that conform that group.

Count

Amount of calls expressed in units.

Delta

Number of calls added from the previous row.

%

Percentage that represent the Count field information.

Answered By Queue

Answered by Queue			
Queue	Received	% Calls	Test
2000	133	47.84 %	0
ventas	53	19.06 %	0
2003	22	7.91 %	0
2005	41	14.75 %	0
2006	23	8.27 %	0
2009	6	2.16 %	0
Total	278	100.00 %	

GROUP FIELD : Queue

Pressing on each queue in the first column will show all the detailed data.

Received

Amounts of calls received and answered in that queue.

% Calls

Representative percent over the 100% of total answered calls.

Answered By Agent

Answered by Agent										
Agent	Received	Completed	Transferred	% Calls	Talk Time	% Talk Time	Avg Talk Time	Wait Time	Avg Wait Time	Max Wait Time
John	6	6	0	2.16 %	00:22:26	2.13 %	00:03:44	00:01:49	00:00:18	00:00:22
David Hasehoff	1	1	0	0.36 %	00:04:18	0.41 %	00:04:18	00:00:09	00:00:09	00:00:09
Dolores Umbridge	67	67	0	24.10 %	03:16:04	18.65 %	00:02:55	00:11:48	00:00:10	00:01:04
John Gomez	1	1	0	0.36 %	00:04:59	0.47 %	00:04:59	00:00:36	00:00:36	00:00:36
John Stanley	3	3	0	1.08 %	00:28:09	2.68 %	00:09:23	00:02:17	00:00:45	00:00:57
Regina Spek	41	41	0	14.75 %	02:38:20	15.06 %	00:03:51	00:06:31	00:00:09	00:00:29
Сухотлинова Анна Сергеевна	34	33	1	12.23 %	02:13:21	12.68 %	00:03:55	00:08:52	00:00:15	00:00:55
SIP/1342	36	36	0	12.95 %	02:43:41	15.57 %	00:04:32	00:08:33	00:00:14	00:01:00
SIP/1345	35	35	0	12.59 %	02:07:22	12.11 %	00:03:38	00:10:42	00:00:18	00:00:58
SIP/1349	9	9	0	3.24 %	00:31:18	2.98 %	00:03:28	00:02:53	00:00:19	00:01:01
SIP/1716	16	14	2	5.76 %	01:10:13	6.68 %	00:04:23	00:07:37	00:00:28	00:01:07
Sylvia Portland	25	25	0	8.99 %	01:28:02	8.37 %	00:03:31	00:04:34	00:00:10	00:01:23
Travis Spencer	4	4	0	1.44 %	00:23:14	2.21 %	00:05:48	00:00:30	00:00:07	00:00:09
Total	278	275	3	100.00 %	17:31:27	100.00 %	00:03:46	01:06:51	00:00:14	00:01:23

GROUP FIELD : Agent

Pressing on each agent in the first column will show all the detailed data for it.

Received

Amount of calls received for that agent.

Completed

Amount of calls answered for that agent.

Transferred

Amount of calls transferred from that agent.

% Calls

Representative percent of answered calls for that agent over the total answered.

Talk Time

Total time the agent has been talking.

% Talk Time

Representative percent of talk time for that agent over the total talked time.

Avg Talk Time

Average talk time per call for the agent.

Ring Time

Total amount of ringing time in this agent.

Wait Time

Total amount of time the callers waited for being answered by the agent.

Avg Wait Time

Average time the callers waited to talk with the agent.

Max Wait Time

Maximum wait time a caller needed to wait for being answered by the agent.

Disconnection Cause

Disconnection Cause		
Event	Received	% Calls
Complete by Caller	275	98.92 %
Transfer	3	1.08 %
Total	278	100.00 %

GROUP FIELD : Event

This column will show the latest event fired by the answered call. Most are Completed by Caller, Completed by Agent, Transfer. Pressing on the grouped field will show you calls details for it.

Received

Amount of calls finished with the event.

% Calls

Percent for the total answered calls.

Answered by Call Length

Answered by Call Length										
Duration	Received	Completed	Transferred	% Calls	Talk Time	% Talk Time	Avg Talk Time	Wait Time	Avg Wait Time	Max Wait Time
within 20 seconds	10	10	0	3.60 %	00:02:14	0.21 %	00:00:13	00:01:22	00:00:08	00:00:28
within 40 seconds	19	18	1	6.83 %	00:09:40	0.92 %	00:00:30	00:03:04	00:00:09	00:00:25
within 60 seconds	22	22	0	7.91 %	00:18:14	1.73 %	00:00:49	00:06:16	00:00:17	00:00:51
within 80 seconds	25	25	0	8.99 %	00:29:42	2.82 %	00:01:11	00:06:50	00:00:16	00:01:03
within 100 seconds	28	28	0	10.07 %	00:42:23	4.03 %	00:01:30	00:06:22	00:00:13	00:00:48
within 120 seconds	25	24	1	8.99 %	00:45:26	4.32 %	00:01:49	00:06:20	00:00:15	00:01:01
within 140 seconds	10	10	0	3.60 %	00:21:27	2.04 %	00:02:08	00:01:16	00:00:07	00:00:26
within 160 seconds	16	16	0	5.76 %	00:40:18	3.83 %	00:02:31	00:04:31	00:00:16	00:01:04
within 180 seconds	6	6	0	2.16 %	00:17:13	1.64 %	00:02:52	00:00:41	00:00:06	00:00:09
within 200+ seconds	117	116	1	42.09 %	13:44:50	78.45 %	00:07:02	00:30:09	00:00:15	00:01:23
Total	278	275	3	100.00 %	17:31:27	100.00 %	00:03:46	01:06:51	00:00:14	00:01:23

GROUP FIELD : Duration

How long was the call duration. Pressing on the data in the first column will show in detail the calls grouped in that row.

Received

Calls received within that duration.

Completed

Calls Completed within that duration.

Transferred

Calls Transferred within that duration.

% Calls

Percent data for the calls over the total answered calls.

Talk Time

Total time the agent has been talking.

% Talk Time

Percent information about the agent time talking.

Avg Talk Time

Average talk time per call for the agent.

Wait Time

Total amount of time callers has been waiting to be answered.

Avg Wait Time

Average time the callers needed to wait till being answered.

Max Wait Time

The maximun time a caller waited to be answered.

Transfers

Transfers		
Agent	To	Count
Ursula Le G.	s@macro-dial-one	1
J.R.R.T	s@macro-dial-one	1
Martha T.	s@macro-dial	1

Agent

Agent that has been started the transfer process.

















To

Destination extension/channel for the transfer.

Count

Amount of transfer made from the agent to the destination.

Answered Calls Detail

Answered Calls Detail								
Date	Queue	Agent	Number	Event	Ring Time	Wait Time	Talk Time	Actions
12-03-2015 09:08:44	2005	Martha T.	8109643351	Complete by Caller	00:00:02	00:00:36	00:01:24	 
12-03-2015 09:31:02	2005	Martha T.	8133003798	Complete by Caller	00:00:02	00:00:25	00:00:44	 
12-03-2015 09:38:41	2005	Martha T.	2394384640	Complete by Caller	00:00:05	00:00:08	00:01:41	 
12-03-2015 09:39:11	2005	Ursula Le G.	8133003798	Complete by Caller	00:00:05	00:00:08	00:02:51	 
12-03-2015 09:43:19	2005	Martin Leite	8109643351	Complete by Caller	00:00:04	00:00:07	00:01:18	 
12-03-2015 09:53:04	2005	Martha T.	2394384640	Complete by Caller	00:00:05	00:00:09	00:04:06	 
12-03-2015 10:07:51	2000	Dolores Umbridge	5404835277	Complete by Caller	00:00:04	00:00:06	00:02:52	 
12-03-2015 10:17:26	2005	Ursula Le G.	8133003798	Complete by Caller	00:00:01	00:00:24	00:06:20	 
12-03-2015 10:20:55	2000	Sylvia Portland	7275479854	Complete by Caller	00:00:06	00:00:06	00:03:30	 
12-03-2015 10:22:01	2006	Martha T.	2394384640	Complete by Caller	00:00:03	00:00:03	00:03:26	 

GROUP FIELD : Date

Pressing on each row data in the first column will show the detailed call.

Queue

Queue involved in the call.

Agent

Agent that answered the call.

Number

Identification number the caller is calling from.

Event

Latest event received for that call.

Ring Time

Amount of time the call were ringing on the Agent.

Wait Time

Amount of time the caller were waiting for being answered.

Talk Time

Amount of conversation time.

Actions

If recordings are configured, you will see 2 icons there for listening the conversation or downloading it directly.

Unanswered Reports Description

The unanswered section will show different reports for calls that were not connected to an agent. There are two main distinctions in unanswered calls:

ABANDONED

Abandoned calls are the ones where the caller hangs up before being connected to an agent/representative. So, whenever the caller hangs up before being answered, an ABANDON will be registered.



UNANSWERED

Unanswered calls in the other hand, are calls that exited the queue *without the caller hanging up*. That means that caller is still on the system, but the call exited the queue for some configurable reason, like a timeout being reached, because a digit was pressed, because the queue is empty, etc. Those reasons for a call exiting a queue without the user hanging up are always configured in your backend.

These are the dispositions that counts towards unanswered calls:

- EXITWITHTIMEOUT, that means the maximum configured wait time in the queue was reached, and the call was diverted to the failover destination.
- EXITWITHKEY, means that the caller exited the queue by pressing some digit
- EXITEMPTY, means that the caller was diverted because there were no available agents to take the call

Service Level

<div> <div>Service Level</div> <div>   </div> </div>			
Abandoned	Count	Delta	%
within 15 seconds	13	+13	31.71 %
within 30 seconds	15	+2	36.59 %
within 45 seconds	16	+1	39.02 %
within 60 seconds	22	+6	53.66 %
within 75 seconds	27	+5	65.85 %
within 90 seconds	29	+2	70.73 %
within 105 seconds	29	+0	70.73 %
within 120 seconds	29	+0	70.73 %
within 135 seconds	33	+4	80.49 %
within 150+ seconds	41	+8	100.00 %
Total	41		

Abandoned

Will show the group field for service level, separating calls in wait time intervals.

Count

The number of calls abandoned/unanswered in that wait time interval.



Delta

Difference in number of calls from current row compared to the previous one.

%

Percentage of abandoned calls in that wait time interval.

Disconnection Cause

<div> <div>Disconnection Cause</div> <div>   </div> </div>		
Event	Total	% Calls
Abandoned	23	56.10 %
Timed Out	18	43.90 %
Total	41	100.00 %

GROUP FIELD : Event

The final disposition of the call, to show if it was abandoned or unanswered by any of the unanswered dispositions like timeout, exit with key, etc.

Total

Number of calls terminated with that disposition.

% Calls

Percentage of calls for that particular disconnection cause.

Unanswered Calls by Queue

This report will show all unanswered calls grouped by Queue.

Unanswered Calls by Queue				
Queue	Total	Abandoned	Unanswered	% Calls
2000	12	12	0	29.27 %
2001	2	2	0	4.88 %
2002	5	5	0	12.20 %
2005	9	1	8	21.95 %
2006	12	2	10	29.27 %
2009	1	1	0	2.44 %
Total	41	23	18	100.00 %

GROUP FIELD : Queue

The queue where the call exited the queue application.

Total

Total number of not connected calls on that queue, including both abandoned and unansnwered.

Abandoned

Number of abandoned calls. (user hanged up)

Unanswered

Number of unanswered calls. (call existed the queue without the user hanging up, like timeouts).

% Calls

Percentage of calls considering the total number of unanswered calls as the universe.

Unanswered Calls Detail

This report will show the detailed unanswered calls, one by one. Clicking on the date column will drill down the data and will show the individual events that correspond to that particular call.

Unanswered Calls Detail									
Date	Queue	Number	Event	Start Position	End Position	Wait Time			
12-01-2015 10:54:47	2000	7141444545	Abandoned	1	1	00:00:06			
12-01-2015 13:42:02	2006	8455674876	Timed Out	1	1	00:02:07			
12-01-2015 15:48:46	2000	7274986519	Abandoned	1	1	00:00:01			
12-01-2015 17:03:49	2000	5034571231	Abandoned	1	1	00:00:01			
12-02-2015 11:21:48	2000	4157621722	Abandoned	1	1	00:00:17			
12-02-2015 13:54:10	2000	5105345050	Abandoned	1	1	00:00:27			
12-03-2015 09:59:56	2006	2108453335	Timed Out	1	1	00:02:09			
12-03-2015 14:42:07	2005	4086442141	Timed Out	1	1	00:01:00			
12-03-2015 15:57:46	2002	8888352216	Abandoned	1	1	00:00:50			

Date

Date/Time for the call. Click to drill down.

Queue

Queue for the call.

Number

Callerid of the caller.

Event

Final disposition event logged.

Start Position

Where in the queue the caller started.

End Position

Where in the queue the caller ended.

Wait Time

Wait time for the call

Agent Report Description

Agent Availability

Agent Availability											
Agent	Session Time	Pause Time	Talk Time	Idle Time	% Session Time	Calls	Fails	AHT	RINGCANCEL		
Boris G.	243:59:08	00:00:00	02:00:31	241:58:37	9 %	21	0	342	0		
David Hasehoff	243:37:13	00:00:00	00:16:37	243:20:36	9 %	4	0	267	0		
Dolores Umbridge	244:44:35	00:00:00	04:38:09	240:06:26	9 %	93	0	189	0		
Harry Crimson	00:-51:-37	00:00:00	00:20:53	-1:-12:-30	0 %	3	0	500	0		
J.R.R.T	242:30:48	00:00:00	03:06:10	239:24:38	9 %	50	0	228	0		
John Gomez	71:25:02	00:00:00	00:14:38	71:10:24	2 %	6	0	167	0		
John Stanley	169:26:29	00:00:00	00:28:09	168:58:20	6 %	3	0	609	0		

GROUP FIELD : Agent

Session Time

Total time for the session. A session begins when a login or add event is found (session start), and ends when the logoff or remove event is found (session end). If there is no session start or end events in the sample data, then Asterisk will 'compute' a value, starting a session from the beginning of the day, and finishing it at the end of the date.

Pause Time

Total time the agent was in paused state.

Talk Time

Total talk time for the agent. Take into account that Asterisk does not deduct held times from this. If an agent answers a call and puts a caller on hold for 1 minute, that minute will still count as talk time.

Idle Time

This is the calculated session time minus the talk time. Any moment the agent was in session, but not on the phone will count as idle time.

% Session Time

Percentage of session time taking into account the universe of other agents in the same report.

Calls

Number of Calls taken by that agent

Fails

Fails counts the number of RINGNOANSWER events in the queue_log file (when an agent phone rings but fails to answer the call, so it goes to next agent).


AHT



AHT is Average Handling Time: average for talk time + wrap up time (wrap up time must be configured in setup/preferences with keyword 'wrap_up'). Value is expressed in seconds.

RINGCANCEL

RINGCANCEL is when the RINGNOANSWER events comes *before* the configured ring time per agent, meaning that the agent rejected the call in his phone. For this to work you must setup the ring time in setup/preference via keyword 'ringnoanswer_timeout_ms' (specified in milliseconds, like 15000 for 15 seconds).

Agent Session and Pause Durations

 Agent Session and Pause Durations



Agent	Sessions	Avg. Session	Pauses	Avg. Paused	% Paused	Pauses per Session
Boris G.	1	243:59:08	0	00:00:00	0	0
David Hasehof	1	243:37:13	0	00:00:00	0	0
Dolores Umbridge	1	244:44:35	0	00:00:00	0	0
Harry Crimson	1	00:-51:-37	0	00:00:00	0	0
J.R.R.T	1	242:30:48	0	00:00:00	0	0
John Gomez	1	71:25:02	0	00:00:00	0	0
John Stanley	1	169:26:29	0	00:00:00	0	0

GROUP FIELD : Agent

Sessions

Avg. Session

Pauses

Avg. Paused

% Paused

Pauses per Session

--

Pause Detail

Agent

Pauses

Time

Call Disposition by Agent

Agent

Complete by Caller

Complete by Agent

Transfer

Failed to Answer Call

Full Agent Report

Date

Queue

Agent

Event

Time

Transfers

Asterisk has issues detecting transfers for queue delivered calls. So, depending on your Asterisk version, the way your queue members are configured and the way they perform the transfer, then you might have TRANSFER events logged into the queue_log file or not.

Unfortunately, the most common case is that you won't have those events logged. As such, if they are not logged, then transfer counts in Asterisk will be empty/at zero.

If you have queue members of type 'Local/xx@yy/n' then the event TRANSFER is never logged into the queue_log file. By default, FreePBX uses that kind of queue members, hence it does not log those events.

In order for Transfers to be logged, you must use queue members with native devices (like SIP/1234) instead of the proxy Local channel, and you must also perform the transfer using the builtin transfer feature codes and not the transfer button on your phone, as in the later case, the most usual outcome is again a missing TRANSFER event in queue_log.

You can change queue member types in FreePBX by prepending an 'S' for SIP before the agent number in the queue configuration. However that change might break some other functionality/features for queue handling, so use it with extra care.