Sample Reports for Interaction Reporter

Interactive Intelligence Customer Interaction Center® (CIC)

2015 R2

February 9, 2015

Abstract

Interaction Reporter is an IC Business Manager module that allows you to generate predefined reports. With Interaction Reporter, you can easily navigate, generate, and view IC reports. Depending on the report, Interaction Reporter uses the ActiveReports 6 or Crystal Reports reporting runtime. This document includes examples of actual reports, generated by Interaction Reporter.
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<th>Page</th>
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<td>Queue Period Statistics Wrap-up Code Summary Report</td>
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<td>Copyright and Trademark Information</td>
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<td>Copyright and Trademark Information</td>
<td>132</td>
</tr>
<tr>
<td>Index</td>
<td>135</td>
</tr>
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</table>
Sample Reports for Interaction Reporter

Introduction

Interaction Reporter is an IC Business Manager module that allows you to generate predefined reports. With Interaction Reporter, you can easily navigate, generate, and view IC reports.

This document includes examples of actual reports, generated by Interaction Reporter.

For more information, see About Sample Reports for Interaction Reporter.

About Sample Reports for Interaction Reporter

Interaction Reporter, is an IC Business Manager module that allows you to generate pre-defined reports. Depending on the report, Interaction Reporter uses the ActiveReports 6 or Crystal Reports reporting runtime. Reports are organized in the Navigation Pane by category. The report categories include:

- Analyzer Reports
- Dialer Reports
- Interaction Optimizer
- Line Reports
- Queue Reports
- Interaction Quality Manager Reports
- Tracker Reports
- User Reports
- Wrap-Up Codes
- Account Code - Supervisor
- Agent Queue Activation
- Call - Supervisor
- Director
- DNIS
- General Administrative
- Interaction Feedback
- IVR
- Queue / Wrap-up

Sample Reports are examples of actual reports that have been generated by Interaction Reporter. The sample reports illustrate the report designs and the content of each report type, based on ActiveReports 6 or Crystal Reports.

This document contains examples of Interaction Reporter reports, listed in the order they appear in the Interaction Reporter Navigation Pane, in IC Business Manager.
Analyzer Reports

Analyzer Reports

The Analyzer Reports provide information on contact center management for agent and customer interactions.

Analyzer Scoring Detail Report

The Analyzer Scoring Detail Report provides historical Analyzer scoring data on agent and customer cumulative scores for contact center management. The report provides insight into predominance of agent positive and negative keywords compared to customer positive and negative keywords.

The information in the Scoring Detail report is displayed by interval and workgroup and includes:

- The sum of positive customer scores for the interaction
- The sum of negative customer scores for the interaction
- The sum of positive agent scores for the interaction
- The sum of negative customer scores for the interaction
- The total sum of customer scores for the interaction
- The total sum of agent scores for the interaction
- The total sum of customer and agent scores for the interaction

Sample Report
Sample Reports for Interaction Reporter
Dialer Reports

The Dialer Reports display detailed information on Agent success on Dialer calls and Dialing algorithm statistics.

Agent Success Results Report

The Agent Success Results report displays detailed information about an Agent's success on Dialer calls that were routed to the agent. The details are displayed by the Site ID and Campaign name, by agent, for the specified date and period of time for a connected call.

The information in this report is displayed by Agent and includes:

- Difference From Average (DFA) for the number of Dialer Calls
- Percentage of Right party Contacts (RPC) related to total dialed calls
- Percentage of successes related to number of Right Party Contacts
- Total Results per Right Party Contacts
- Total results per successes

Sample Report

Agent Success Results

<table>
<thead>
<tr>
<th>Site ID</th>
<th>Call History Report</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Call History report displays detailed information for all dialing results from call history. The report includes many parameters for specific reporting results. The information in this report includes:</td>
</tr>
<tr>
<td></td>
<td>• Campaign name</td>
</tr>
<tr>
<td></td>
<td>• Phone number</td>
</tr>
<tr>
<td></td>
<td>• Call Date</td>
</tr>
</tbody>
</table>
Sample Reports for Interaction Reporter

- Remote Answer time
- Message Play time
- Connected Agent time
- Agent name
- Call disconnected time
- Call duration
- Abandon OR Contacted
- Category
- Wrap-up code

Sample report

Campaign Disposition Summary Report

The Campaign Disposition Summary Report is an analysis of call dispositions, by Agent-assigned dispositions and Dialer-assigned dispositions, with wrap-up category and wrap-up code breakdown.

The detailed statistics for disposition by Category and Wrap-up Code are:
Category

- Category
- Number of calls
- Calls percentage of total
- Call Length Total
- Call Length Average
- Call length percentage of total

Wrap-up Code

- Category
- Wrap-up code
- Number of calls
- Calls percentage of total
- Calls percentage of category
- Call Length total
- Call length average
- Call length percentage of total
- Call length percentage of category

Sample report
Campaign Statistics Report

The Campaign Statistics Report displays detailed Dialing algorithm statistics. The statistics are reported to the interval level of detail, including record and agent counts, pace, and Campaign events.

The detailed statistics include:

- Date and Time range
- Count of numbers to dial after filters have been applied
- Count of numbers to redial after a recycle operation
- Total number of Agents for the time interval
- Number of agents idle for the time interval
- Percentage of agents idle for the time interval
- Number of Non-Dialer agents
- Percent of Non-Dialer agents
- Pace Dialer is placing calls. A negative number means Dialer is placing fewer calls than expected, in order to keep agents busy.
• Base number of calls per agent (CPA)
• Adjusted number of calls per agent
• Number of Dialed calls in time interval
• Penetration rate based on filter size--dialed calls divided by filter size
• Percentage of Contacts dialed
• Percentage of Right Party Contacts
• Percentage of Abandoned Dials
• Percentage of Abandoned Contacts

Sample Report

<table>
<thead>
<tr>
<th>Data/Time Range</th>
<th>Contact Records</th>
<th>Agents</th>
<th>CPA</th>
<th>Filter</th>
<th>Recycle</th>
<th>Idle %</th>
<th>NDR</th>
<th>%NDR</th>
<th>Place</th>
<th>Pen Rth</th>
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<th>%Contacts</th>
<th>%Dails</th>
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Events in Date/Time Range

<table>
<thead>
<tr>
<th>Date/Time Range</th>
<th>Event</th>
<th>Mode</th>
<th>Contact Records</th>
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Sample Reports for Interaction Reporter

### Campaigns

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<th>Mode</th>
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</table>

4/24/2013 4:35 PM  Dealer Reports  Campaign Statistics  Page 2 of 2
Sample Reports for Interaction Reporter

Campaign Success Results Report

The Campaign Success Results Report displays a campaign analysis by interval, including: Agent, Dials, Contacts, Successes, Right Party Contacts (RPC), and actual results.

The detailed statistics include:

- Site ID
- Campaign
- Day
- Time
- Agents
- Number of dials
Sample Reports for Interaction Reporter

- Number of contacts
- Contacts percentage of dials
- Number of Right Party Contacts (RPC)
- RPC percentage of dials
- RPC percentage of Contacts
- Number of successes
- Successes percentage of dials
- Successes percentage of Right Party Contacts (RPC)
- Number of results
- Results per RPC
- Results per agent
- Number of Abandons
- Abandons percentage of dials
- Abandons percentage of detects
- Abandons percentage of contacts

Sample report
**Call Analysis Report**

The Call Analysis report displays a breakdown of call analysis results in summary, by hour of day, and by detailed result.

The information in this report includes:

- Call Analysis result
- Number of dials
- Hour
- Dials
- Live Voice count
- Live voice percentage
- Answering machine count
- Answering machine percentage
- Fax count
- Fax percentage
- SIT (Special Information Tones) count
Sample Reports for Interaction Reporter

- SIT percentage
- Failure count
- Failure percentage
- Unknown count
- Unknown percentage
- Percentage of total dials

Sample report

Agent Utilization Report

The Agent Utilization report displays time usage information by agent across all campaigns, including: talk, ACW, non-Dialer, idle, break, preview.

The information in this report includes:
• Agent ID
• Logged in time
• Number of calls
• Average talk time for Dialer calls
• Total talk time for Dialer calls
• Talk time percentage for Dialer calls
• Average wrap-up time for Dialer calls
• Total wrap-up time for Dialer calls
• Wrap-up time percentage for Dialer calls
• Number of inbound calls
• Average number of inbound calls
• Total number of inbound calls
• Percentage of inbound calls
• Number of manual dialed calls
• Average number of manual dialed calls
• Total number of manual dialed calls
• Percentage of manual dialed calls
• Total idle time
• Percentage of idle time
• DND and break time total
• DND and break time percentage

Sample Report
Agent Disposition Summary Report

The Agent Disposition Summary report displays detailed information about agent-assigned call dispositions, with an analysis of call counts and call lengths by disposition.

The information in this report is displayed by Agent and includes:

- Campaign name
- Dialer site
- Category
- Category code
• Number of calls
• Percentage of total calls
• Percentage of calls in category
• Total call length
• Average call length
• Percentage of total call length
• Percentage of call length in category

Sample Report
### Agent Disposition Summary

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<th>Category code</th>
<th>#</th>
<th>% Total</th>
<th>% Category</th>
<th>% Total</th>
<th>% Category</th>
<th>% Total</th>
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Date Time: 7/18/2012 12:00:00 AM - 7/20/2012 11:59:59 PM
Campaign: campaign8.3
Dialer Site: CustomerSite
Agent Utilization by Campaign Report

The Agent Utilization by Campaign report displays time usage information for agents, by campaign, on Dialer-related tasks. The report includes statistics on tasks such as: logged-in time, connected/talk time, and wrap-up time.

The information in this report is displayed by Campaign and Agent, and includes:

- Campaign name
- Agent
- Logged-in time
- Number of calls
- Average Connected/Talk time
- Total Connected/Talk time
- Percentage Connected/Talk time
- Average Wrap-up time
- Total Wrap-up time
- Percentage Wrap-up time
- Average Preview time
- Total Preview time
- Percentage Preview time

Sample Report
Interaction Optimizer Reports

Interaction Optimizer Reports present information on agents’ and workgroups’ schedule adherence and conformance.

Schedule Adherence and Conformance Detail Report

The Schedule Adherence and Conformance Detail report displays detailed information on an agent's adherence and conformance by date.

The report details are grouped by Workgroups and Agents. The report details include:

- Date
- Adherence percentage by date
Sample Reports for Interaction Reporter

- Conformance percentage by date
- Agent name
- Adherence percentage by agent
- Conformance percentage by agent
- Scheduled time
- Scheduled duration
- Scheduled activity
- Actual time
- Actual duration
- Actual activity
- Exceptions

Sample Report

Schedule Adherence and Conformance Detail Report
### Schedule Adherence and Conformance Detail

**Date Range:** 2/9/2014 - 2/10/2014  
**Time Zone:** Selected (UTC-05:00) Eastern Time (US & Canada)  
Local (UTC-06:00) Central Time (US & Canada)  
**Group By:** Date  
**Scheduling Unit:** ReportingSU

Number of minutes to automatically excuse: 5 minutes  
Treat all activities other than ACD as being equivalent: No  
Activities counting toward conformance: ACD; Non-ACD

#### 2/10/2014

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<th>ReportingAgent1</th>
<th>Adherence: 92.31%</th>
<th>Conformance: 94.94%</th>
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<td></td>
</tr>
<tr>
<td><strong>ACTUAL</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Time</strong></td>
<td><strong>Duration</strong></td>
<td><strong>Activity</strong></td>
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<tr>
<td>8:00 AM - 8:30 AM</td>
<td>1:30:00</td>
<td>ACD</td>
</tr>
<tr>
<td>9:30 AM - 9:45 AM</td>
<td>0:15:00</td>
<td>Break</td>
</tr>
<tr>
<td>9:45 AM - 12:00 PM</td>
<td>2:15:00</td>
<td>ACD</td>
</tr>
<tr>
<td>12:00 PM - 1:00 PM</td>
<td>1:00:00</td>
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</tr>
<tr>
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<td>1:30:00</td>
<td>ACD</td>
</tr>
<tr>
<td>2:30 PM - 2:45 PM</td>
<td>0:15:00</td>
<td>Break</td>
</tr>
<tr>
<td>2:45 PM - 5:00 PM</td>
<td>2:15:00</td>
<td>ACD</td>
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<td><strong>Time</strong></td>
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<td>ACD</td>
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<tr>
<td>9:30 AM - 9:45 AM</td>
<td>0:15:00</td>
<td>Break</td>
</tr>
<tr>
<td>9:45 AM - 12:00 PM</td>
<td>2:15:00</td>
<td>ACD</td>
</tr>
</tbody>
</table>

* = Spans Midnight  
= Exception

#### 4/3/2014 2:02 PM

**Interaction Optimizer**  
**Schedule Adherence and Conformance Detail**  
Page 1 of 0
**Schedule Adherence and Conformance Summary Report**

The Schedule Adherence and Conformance Summary report displays a summary chart on agents' adherence and conformance by date.

The report summary includes:

- Agent's name
- Adherence percentage by date
- Conformance percentage by date

**Sample Report**

**Schedule Adherence and Conformance Summary Report**

![Graph showing adherence and conformance summary](image)

**Actual vs. Forecast Historical Analysis Report**

This report displays the offered interactions, completed interactions, ACD talk time, and Number ACW for actual and forecasted volumes.

**Sample Report**
Headcount Summary: Scheduled vs. Forecasted Report

This report displays the summary of scheduled and forecasted headcount reported in 15-minute intervals for a given schedule.

Sample Report
Sample Reports for Interaction Reporter

Individual Schedule Detail Report

The Individual Schedule Detail report is an Interaction Optimizer scheduling report. It shows the work activities of the Interaction Optimizer published schedule for an individual. Use this report to view planned activities for an individual's work load based on an Interaction Optimizer schedule generated for anticipated workload. This report shows start and stop times for each activity, and includes Total and Paid hours.

Sample Report
The Individual Schedule Summary report is an Interaction Optimizer scheduling report. It shows the totals for scheduled activities for an individual based on an Interaction Optimizer published schedule. Use this report to view a summary of planned activities for an individual's projected workload. This report summarizes the total amount of time for each activity per day, and it includes Total and Paid hours.

**Sample Report**
Sample Reports for Interaction Reporter

## Individual Schedule Summary

**Schedule**

- **Start Date**: 01/01/2006 - 01/31/2006
- **Username**: JohnS
- **Schedule**: Test Schedule

### Schedule (Graph) Report

The Schedule (Graph) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a graph of individuals' start and end times—in 15 minute intervals—of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a graph format.

### Sample Report

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<th>Tuesday 7/2/06</th>
<th>Wednesday 7/3/06</th>
<th>Thursday 7/4/06</th>
<th>Friday 7/5/06</th>
<th>Saturday 7/6/06</th>
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<td>08:00:00</td>
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<td>08:00:00</td>
</tr>
</tbody>
</table>

Weekly paid hours: 40:00:00
Schedule (Graph) All Schedules: Published and not Published Report

This report displays a graph of published and not published scheduled activities in intervals of 15 minutes for selected users.

Sample Report
**Schedule (List) Report**

The Schedule Report (List) is based on the published employee schedules generated by Interaction Optimizer. This report lists individuals’ start and end times of planned work shift activities, for a specified date and time range. Use this report to view the details of planned work shift activities for a group of individuals.

**Sample Report**
# Schedule Report (List)

**Schedule Range:** 5/18/2006 12:00:00 AM 5/18/2006 12:00:00 AM

**User:** TestAgent

**Date/Time Range:** 5/20/2006 6:00:00 PM 8:00:00 PM

## Test Schedule

### Published (Local Time): 6:00:00 PM 8:00:00 PM

**Monday, July 10, 2006**

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<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
<tr>
<td>09:00</td>
<td>27</td>
<td>TestAgent (ACD)</td>
</tr>
</tbody>
</table>

**Schedule (Text Based) All Schedules: Published and not Published Report**

This report displays a text-based graph, for non-graphical printers, of published and not published scheduled activities in intervals of 15 minutes for selected users.

**Sample Report**

---

32
**Schedule (Text based) Report**

The Schedule (text based) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a text-based graph of individuals' start and end times—in 15 minute intervals—of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a text-based graph format. This graph can be printed in color or black and white.

**Sample Report**
**Sample Reports for Interaction Reporter**

**Schedule Unit Detail Report**

This report displays detailed Interaction Optimizer Schedule Unit information.

**Sample Report**
Sample Reports for Interaction Reporter

Time Off Request by Agent Report

This report displays the time off request by Agent, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Sample Report
Sample Reports for Interaction Reporter

---

### Optimizer Time Off Request Report By Agent

**Date Time Range:** 1/5/2008 5:00.00AM to 2/14/2008 4:59.59AM

**Agents:** 1 to 222

<table>
<thead>
<tr>
<th>Agent</th>
<th>Request Date</th>
<th>Request Type</th>
<th>Request State</th>
<th>Time Off Duration</th>
<th>Paid Time Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark.Liggett</td>
<td>4/24/2007</td>
<td>Full Day</td>
<td>Approved</td>
<td>08:00.00</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>4/27/2007</td>
<td>Full Day</td>
<td>Approved</td>
<td>08:00.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Mimi.Nguyen</td>
<td>8/31/2007</td>
<td>Full Day</td>
<td>Approved</td>
<td>08:00.00</td>
<td>Yes</td>
</tr>
</tbody>
</table>

---

### Optimizer Time Off Request by Scheduling Unit Report

This report displays the time off requests by scheduling unit, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates if the request is Paid Time Off.

**Sample Report**

---

### Interaction Process Automation Reports

#### Interaction Process Automation Reports

Interaction Process Automation Reports present information about your organization’s business processes, compiling and displaying information on those tasks that flow through your defined business processes.

#### Process Detail Report

The Process Detail report displays detailed information on the States of specific business processes. The details are grouped by Process and Process ID, and displayed by process State, for the specified period of time.

The report details for the process include:

- Process name
- Process ID
- Dynamic Details associated with the process
- Total work time on all agent tasks for the process
- States associated with the process
- Date and time the state started
- Date and time the state ended
- Duration of time the process was in the state
- Due date and time assigned to user to complete the task
- User or queue assigned to the task
- Pick up date and time the task was accepted by the agent
- Length of time agent worked on the task
- Notes related to the instance of the process
- Interactions related to the instance of the process

**Sample Report**

![Process Detail](image)

**Work Items Report**

The Work Items report displays detailed information on Work Items performed for a process. The information is grouped by user and then by Work Item, and includes Dynamic Details related to Work Items.

The detailed information in the report includes:

- Process name
Sample Reports for Interaction Reporter

- Total Duration of time for all Work Items for the process
- Total Work Time agents spent on all Work Items
- Dynamic Details associated with the Work Item
- Process ID
- Date and time the Work Item started
- Date and time the Work Item ended
- Duration of time for the instance of the Work Item
- Date and Time the instance of the Work Item was picked up by the agent
- Length of time an agent spent working on the instance of the Work Item
- Agent or queue assigned to complete a Work Item
- Work Item name
- Average amount of time the user or queue users spent working on the picked-up tasks associated with the Work Item
- Average duration of all the tasks associated with the Work Item

Sample Report

![Sample Report](image)

**Process Summary Report**
The Process Summary report displays information on your business processes sorted by Date/Time and Status. The statistics are displayed by Process name and are summarized by Process ID for each instance.

The summarized statistics include:

- Dynamic Details associated with the process
- Duration of time the instance of the process ran
- Status of the instance of the process and reason for the status, if available
- Date and Time the instance of the process began
- Date and Time the instance of the process ended
- Agent or process that launched the instance of the process
- Version of the instance of the process

Sample Report

**Process Summary**

**By Date Time and Status**

**Testing/Process_4.0** (Executions: 567 Avg. duration: 19:12:44:21)

<table>
<thead>
<tr>
<th>Process ID</th>
<th>Details</th>
<th>Duration (in minutes)</th>
<th>Status/Reason</th>
<th>Start Date</th>
<th>End Date</th>
<th>Launched by</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>10857</td>
<td>Automation, IC-8555</td>
<td>00:09:58</td>
<td>Completed</td>
<td>7/28/2011 8:02:18 AM</td>
<td>7/28/2011 8:03:39 AM</td>
<td>Jason Abbot 1</td>
<td></td>
</tr>
<tr>
<td>38172</td>
<td>Initial, IC-00057</td>
<td>00:00:11</td>
<td>Completed</td>
<td>7/29/2011 1:45:50 PM</td>
<td>7/29/2011 2:41:12 PM</td>
<td>Jason Abbot 6</td>
<td></td>
</tr>
<tr>
<td>38173</td>
<td>Initial, IC-00057</td>
<td>00:00:12</td>
<td>Completed</td>
<td>7/29/2011 1:46:34 PM</td>
<td>7/29/2011 2:42:34 PM</td>
<td>Jason Abbot 6</td>
<td></td>
</tr>
<tr>
<td>30210</td>
<td>Initial, IC-76460</td>
<td>00:00:30</td>
<td>Cancelled Forget IC</td>
<td>8/1/2011 12:40:10 PM</td>
<td>8/1/2011 12:40:10 PM</td>
<td>Zachary Carter 6</td>
<td></td>
</tr>
</tbody>
</table>

Sample Report

**Process Summary**

**Line Reports**

The Line Reports display detailed statistics for lines and line groups.

**Line Detail Report**

The Line Detail Report displays detailed line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:
Sample Reports for Interaction Reporter

- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Percentage of outbound calls blocked on a line

Sample report

<table>
<thead>
<tr>
<th>Week</th>
<th>Line</th>
<th>Average number of lines available</th>
<th>Duration in use</th>
<th>Max usage duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Avg Call Duration</th>
<th>% Out blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>12/26/2019</td>
<td>1</td>
<td>12:04:03</td>
<td>00:00:14</td>
<td>0,99%</td>
<td>1</td>
<td>100,00%</td>
<td>00:00:14</td>
<td>0,00%</td>
</tr>
<tr>
<td>December</td>
<td>12/20/2019</td>
<td>1</td>
<td>12:04:03</td>
<td>00:00:14</td>
<td>0,99%</td>
<td>1</td>
<td>100,00%</td>
<td>00:00:14</td>
<td>0,00%</td>
</tr>
<tr>
<td>Week 2</td>
<td>12/20/2019</td>
<td>1</td>
<td>12:04:03</td>
<td>00:00:14</td>
<td>0,99%</td>
<td>1</td>
<td>100,00%</td>
<td>00:00:14</td>
<td>0,00%</td>
</tr>
<tr>
<td>Week 3</td>
<td>12/24/2019</td>
<td>1</td>
<td>12:04:03</td>
<td>00:00:14</td>
<td>0,99%</td>
<td>1</td>
<td>100,00%</td>
<td>00:00:14</td>
<td>0,00%</td>
</tr>
</tbody>
</table>

Sample report

40
<table>
<thead>
<tr>
<th>Time</th>
<th>Avg Lines Available</th>
<th>Duration per Line</th>
<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Avg Call Duration</th>
<th>% Out Blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/30/2010 10:30 PM</td>
<td>5</td>
<td>08:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 11:00 AM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 12:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 1:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 2:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 3:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 4:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 5:00 PM</td>
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<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 6:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 7:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
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<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 9:00 PM</td>
<td>1</td>
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<td>00:00-00</td>
<td>0.00%</td>
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<td>12/30/2010 10:00 PM</td>
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<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
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<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 11:00 PM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 12:00 AM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
<tr>
<td>12/30/2010 1:00 AM</td>
<td>1</td>
<td>00:00-00</td>
<td>02:00-00</td>
<td>00:00-00</td>
<td>0.00%</td>
<td>0</td>
<td>00:00-00</td>
<td>0.02%</td>
</tr>
</tbody>
</table>

Sample Reports for Interaction Reporter
## Sample Reports for Interaction Reporter

<table>
<thead>
<tr>
<th>Date</th>
<th>Time Zone</th>
<th>Average Lines Available</th>
<th>Duration per Line</th>
<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Calls Out %</th>
<th>Average Call Duration</th>
<th>% Out Broken</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/20/2019</td>
<td>12:00 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>12:30 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>1:00 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>1:30 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>2:00 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>2:30 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
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<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>3:00 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
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<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>12/20/2019</td>
<td>3:30 PM</td>
<td>00:30:00</td>
<td>02:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
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</tr>
</tbody>
</table>

### Line: UDB Reg

<table>
<thead>
<tr>
<th>Line</th>
<th>Time Zone</th>
<th>Average Lines Available</th>
<th>Duration per Line</th>
<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Calls Out %</th>
<th>Average Call Duration</th>
<th>% Out Broken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1:12 PM</td>
<td>00:30:54</td>
<td>02:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
</tr>
</tbody>
</table>

### Week 23/24

<table>
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<th>Duration per Line</th>
<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Calls Out %</th>
<th>Average Call Duration</th>
<th>% Out Broken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1:12 PM</td>
<td>00:30:54</td>
<td>02:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
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### Week 24/25

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<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Calls Out %</th>
<th>Average Call Duration</th>
<th>% Out Broken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1:12 PM</td>
<td>00:30:54</td>
<td>02:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
</tr>
</tbody>
</table>

### Week 25/26

<table>
<thead>
<tr>
<th>Line</th>
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<th>Duration per Line</th>
<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Calls Out %</th>
<th>Average Call Duration</th>
<th>% Out Broken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1:12 PM</td>
<td>00:30:54</td>
<td>02:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
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</tr>
</tbody>
</table>

### Week 26/27

<table>
<thead>
<tr>
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<th>Max Audit Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Calls Out %</th>
<th>Average Call Duration</th>
<th>% Out Broken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1:12 PM</td>
<td>00:30:54</td>
<td>02:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
<td>00:30:51</td>
</tr>
<tr>
<td>Date</td>
<td>Time</td>
<td>Start Time</td>
<td>End Time</td>
<td>Duration</td>
<td>Min. Audit</td>
<td>Duration</td>
<td>Min. Inter</td>
<td>Total Calls</td>
<td>Calls Out</td>
<td>%</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>------------</td>
<td>----------</td>
<td>----------</td>
<td>------------</td>
<td>----------</td>
<td>------------</td>
<td>-------------</td>
<td>------------</td>
<td>------</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
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<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
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<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
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<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
<tr>
<td>12/30/2019</td>
<td>12:30 AM</td>
<td>12:30:00</td>
<td>12:40:00</td>
<td>0:10</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
</tbody>
</table>
The Line Group Detail Report displays detailed statistics of line groups. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum calls entered
- Percentage of all busy
- Percentage of outbound calls blocked

Sample Report
<table>
<thead>
<tr>
<th>Group ID</th>
<th>Group Description</th>
<th>Outbound</th>
<th>Inbound</th>
<th>Avg Lines Available</th>
<th>Max Assigned Lines</th>
<th>Minutes</th>
<th>% Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Avg Call Duration</th>
<th>Max Calls Entered</th>
<th>% All Busy</th>
<th>% Call Blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/03/2014 12:00 AM to 1:00 PM</td>
<td>12:00 AM to 1:00 PM</td>
<td>40</td>
<td>24</td>
<td>6.32%</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>69.00%</td>
<td>0:00:00</td>
<td>1</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>09/03/2014 1:00 PM to 2:00 PM</td>
<td>1:00 PM to 2:00 PM</td>
<td>40</td>
<td>24</td>
<td>6.32%</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>69.00%</td>
<td>0:00:00</td>
<td>1</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
Line Group Summary Report

The Line Group Summary Report displays a summary of line group statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum call entered
- Percentage all busy
- Percentage of outbound calls blocked

Sample Report
Line Summary Report

The Line Summary Report displays a summary of line statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Percentage of outbound calls blocked

Sample Report

<table>
<thead>
<tr>
<th>Group</th>
<th>Site</th>
<th>Duration</th>
<th>Utilization</th>
<th>%</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Utilization %</th>
<th>% Out</th>
<th>% All Busy</th>
<th>% Calls Blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>1</td>
<td>4:30:21</td>
<td>60:00:00</td>
<td>24.04%</td>
<td>12</td>
<td>12</td>
<td>169,000</td>
<td>30:00:00</td>
<td>6.00%</td>
<td>0.49%</td>
</tr>
<tr>
<td>Proxy</td>
<td>1</td>
<td>4:30:21</td>
<td>60:00:00</td>
<td>24.04%</td>
<td>12</td>
<td>12</td>
<td>169,000</td>
<td>30:00:00</td>
<td>6.00%</td>
<td>0.49%</td>
</tr>
</tbody>
</table>
### Sample Reports for Interaction Reporter

#### (Graph) Calls Entered Line Group by Hour Report

This graph shows the number of inbound and outbound calls attempted on each line group for every hour of a specified day.

This graph can be used to evaluate calling volumes throughout the day on each line group. Each line group's call volume is plotted for each hour to allow system administrators to see line traffic at a glance. Call attempts are evaluated versus actual connected calls to give a true picture of line group activity.

#### Sample Report

<table>
<thead>
<tr>
<th>Day</th>
<th>Average Lines Available</th>
<th>Max Avail Duration</th>
<th>Utilization</th>
<th>Total Calls</th>
<th>Calls Out</th>
<th>Avg Call Duration</th>
<th>% Out Blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line</td>
<td>1-4</td>
<td>8:31:44 AM</td>
<td>8:21:13 PM</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>8.00%</td>
<td>12</td>
</tr>
<tr>
<td>Line</td>
<td>2-5</td>
<td>4:21:34 PM</td>
<td>4:21:34 PM</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>8.00%</td>
<td>12</td>
</tr>
<tr>
<td>Line</td>
<td>6-9</td>
<td>12:34:58</td>
<td>12:34:58</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>8.00%</td>
<td>12</td>
</tr>
<tr>
<td>Line</td>
<td>10-13</td>
<td>5:00:00 PM</td>
<td>5:00:00 PM</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>8.00%</td>
<td>12</td>
</tr>
<tr>
<td>Line</td>
<td>14-17</td>
<td>1:00:00 PM</td>
<td>1:00:00 PM</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>8.00%</td>
<td>12</td>
</tr>
<tr>
<td>Line</td>
<td>18-21</td>
<td>12:00:00 PM</td>
<td>12:00:00 PM</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>8.00%</td>
<td>12</td>
</tr>
</tbody>
</table>

---

18/7/2019 6:10 PM

10/31/2019

Line Reports

Line Summary

Page 1 of 1
**Sample Reports for Interaction Reporter**

**Sample Report**

**Calls Entered Line Group by Hour**

This graph shows the number of inbound call attempts per hour for each line group during an interval you specify. This includes all inbound calls that reached a Connected state (that is, connected to the IC server, not necessarily Client_Connected where an agent answered a call).

**Sample Report**
Sample Reports for Interaction Reporter

(Graph) Calls Inbound Entered Line Group by Hour

This graph shows all inbound entered line group calls by hour. IC sorts the inbound calls by blocked line group name.

Sample Report

(Graph) Calls Outbound Blocked Line Group by Hour Report

This graph shows all outbound blocked line group calls by hour. IC sorts the outbound calls by blocked line group name.

(Graph) Calls Outbound Blocked Line Group by Hour

<table>
<thead>
<tr>
<th>Line Group</th>
<th>Hour</th>
<th>Calls Outbound Blocked by Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analog</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Outbound</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Chart not printed because all data points were zero. (0)
This graph shows the number of outbound call attempts per hour for each line group (LineGroupID), during an interval you specify. Outbound call attempts include all calls (for example, wrong or invalid numbers, and busy calls).

**Sample Report**

**Graph** Calls Outbound Line Group by Hour

This report gives line group usage in terms of Erlang or CCS (see below). These numbers can be used with Erlang calculators to determine if the proper number of lines is available to handle the call utilization.

Simply defined, an Erlang is the total line usage divided by the number of seconds available on one line in one hour (for example, one Erlang is equal to one full hour of conversation).

**Sample Report**
Sample Reports for Interaction Reporter

(Graph) Erlang Study

Line Groups: A
Site ID Range: 0
Date Time Range: 02/00 12:00:00AM To 02/00 11:59:59PM
Activity Time Range: 12:00:00AM To 11:59:59PM

(Graph) Percent All Lines Busy by Hour Report

This report graphs the percentage of all lines busy in a particular line group. This graph only shows times when all lines in the line group are busy with activity and additional calls could not be placed in the line group. You can use this graph to evaluate line traffic distribution and the need for line resources.

(Graph) Percent Line Group Busy by Hour Report

This graph plots the percent of report line groups that were busy by hour during the hours included in the specified date and time range. Use this graph to evaluate line traffic distribution and the need for line resources.

Sample Report
Sample Reports for Interaction Reporter

**Line Activity by Hour Report**

This report evaluates call activity on the lines in a line group on an hourly basis. It shows LineID, start time, duration, utilization, and out of service time. Because this report generates a large amount of data, you should limit your view to a specific line group for a short duration.

**Sample Report**

<table>
<thead>
<tr>
<th>Line Group</th>
<th>Hour</th>
<th>Percent Busy by Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analog</td>
<td>8:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>9:00</td>
<td>0.02</td>
</tr>
<tr>
<td></td>
<td>10:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>11:00</td>
<td>0.02</td>
</tr>
<tr>
<td></td>
<td>12:00</td>
<td>0.02</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>14:00</td>
<td>0.00</td>
</tr>
<tr>
<td>Totals:</td>
<td></td>
<td>0.07</td>
</tr>
<tr>
<td>Outbound</td>
<td>8:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>9:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>10:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>11:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>12:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>14:00</td>
<td>0.00</td>
</tr>
<tr>
<td>Totals:</td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

*Chart not printed because all data points were zero.*

**Sample Report**

<table>
<thead>
<tr>
<th>Line Group All Trunks Busy for Interval by Day Report</th>
<th>Duration per Call</th>
<th>Utilization</th>
<th>Avg Call Duration</th>
<th>Calls Out</th>
<th>% Calls Out</th>
<th>% Blocked</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 10, 201</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

*Graph* Percent Line Group Busy by Hour

**Line Activity by Hour Report**

This report evaluates call activity on the lines in a line group on an hourly basis. It shows LineID, start time, duration, utilization, and out of service time. Because this report generates a large amount of data, you should limit your view to a specific line group for a short duration.

**Sample Report**

<table>
<thead>
<tr>
<th>Line Group</th>
<th>Hour</th>
<th>Percent Busy by Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analog</td>
<td>8:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>9:00</td>
<td>0.02</td>
</tr>
<tr>
<td></td>
<td>10:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>11:00</td>
<td>0.02</td>
</tr>
<tr>
<td></td>
<td>12:00</td>
<td>0.02</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>14:00</td>
<td>0.00</td>
</tr>
<tr>
<td>Totals:</td>
<td></td>
<td>0.07</td>
</tr>
<tr>
<td>Outbound</td>
<td>8:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>9:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>10:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>11:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>12:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>14:00</td>
<td>0.00</td>
</tr>
<tr>
<td>Totals:</td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

*Chart not printed because all data points were zero.*
This report shows all intervals a report line group had when all lines were busy. Use this report to evaluate line traffic distribution and the need for line resources.

Sample Report

**Line Group All Trunks Busy for Interval by Day**

This report shows all intervals a report line group had when all lines were busy. Use this report to evaluate line traffic distribution and the need for line resources.

**Sample Report**

**Line Group Identification Report**

This report shows the line group membership and the line configuration information to assist configuration management and problem resolution.

**Sample Report**

**Line Group Least Used Trunks by Day Report**

This report shows the least used lines for each reporting line group for a specified day. It displays the Line Group ID, Description, Line ID, and the number of calls received on a particular line.
Sample Report

Queue Reports

The Queue Reports display detailed statistics on Distribution Queues.

Queue Detail Report

The Queue Detail Report displays detailed statistics on Workgroup Queues. The statistics are reported to the interval level of detail. These statistics are grouped and summarized by site, queue, media type, skill (optional), and day. Data for Answered and Abandons is summarized per service levels on each media type.

The detailed statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

Sample Report
Queue Service Level Report

The Queue Service Level Report displays the summary and details of the configured service levels, up to 12, in an absolute or cumulative view, with a percentage option. The Summary View includes Answered and Abandoned interactions across all intervals. The Detail View includes Answered and Abandoned interactions per interval, with chart data for each interval.

The summarized statistics include:

- Workgroup
- Media Type
- Service Levels
- Answered Service Level
- Answered Total
- Abandoned Service Levels
- Abandoned Total
Sample Report

Queue Service Level Report

Date/Time Range: 5/6/2013 12:00:00 AM - 5/6/2013 11:59:59 PM
Interval Config: Daily (showing empty intervals)
Service Level Format: Partial Sum
Workgroup: latitude support
Media Type: Call
Show Detail: True
Target Service Level Calculation: Target answered/Total answered

Summary

<table>
<thead>
<tr>
<th>Call</th>
<th>SL1</th>
<th>SL2</th>
<th>SL3</th>
<th>SL4</th>
<th>SL5</th>
<th>SL6</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answered</td>
<td>180</td>
<td>30</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>242</td>
</tr>
<tr>
<td>Abandoned</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
</tr>
</tbody>
</table>

Answered Calls

Interval

1/6/2013 10:38 AM
Queue Summary Report

The Queue Summary Report displays summarized statistical data on Workgroup Queues. These statistics are grouped and summarized by site, media type, and interval. The report also displays a chart for Interactions Distributions and Service Level.

The summarized statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

Sample Report

Queue Summary Report

Summary by Media Type (Call)

<table>
<thead>
<tr>
<th>Media Type</th>
<th>Service Levels</th>
<th>Answered</th>
<th>Abandoned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call</td>
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</tbody>
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Data for up to 6 configured Service Levels for Answered and Abandons
## Sample Reports for Interaction Reporter

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<th>Time</th>
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<th>ABC</th>
<th>%ANS</th>
<th>%ABC</th>
<th>LVL</th>
<th>AVG TALK</th>
<th>AVG HOLD</th>
<th>AVG ACW</th>
<th>AVG HAND</th>
<th>FLOW</th>
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</table>
(Graph) Abandoned Call Profile Report

This graph plots the number of abandoned calls during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. You may also define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. This graph sorts abandoned calls by queue name and includes a summary graph page named Grand Total Sum All Queues.

Sample Report
Sample Reports for Interaction Reporter

(Graph) Abandoned Call Profile Report
This graph plots the number of answered calls during each specified interval of a specified date range. An answered call occurs when a call is alerting on a queue and the agent picks-up the call.

This graph sorts answered calls by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

Sample Report
(Graph) Profile of Average Speed of Answer Report

This graph plots the average speed to answer time of calls during each specified interval of a specified date range. The speed to answer time is the time a call is alerting on a queue until an agent picks-up the call. The graph sorts the average speed to answer time by queue name.

Sample Report
Sample Reports for Interaction Reporter

(Graph) Profile of Calls Abandoned in 1st Service Level Report

This graph plots the number of abandoned calls in the 1st service level during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. Also, you may define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts abandoned calls in the 1st service level by queue name and includes a summary graph page named Grand Total Sum All Queues.

Sample Report
(Graph) Profile of Calls Answered in 1st Service Level Report

This graph plots the number of answered calls in the 1st service level during each specified interval of a specified date range. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts answered calls in the 1st service level by queue name and includes a summary graph page named Grand Total Sum All Queues.

Sample Report
**Sample Reports for Interaction Reporter**

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**Profile of Calls Entering ACD Report**

This graph plots the number of ACD calls entering a queue during each specified interval of a specified date range. An entered call occurs when a call enters a queue regardless if it is answered, goes to voice mail, and so on.

This graph sorts the number of ACD calls entering a queue by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

**Sample Report**
(Graph) Profile of Maximum Wait to Answer Report

This graph plots the maximum wait to answer time of calls during each specified interval of a specified date range. The wait to answer time is the time a call is alerting on a queue until an agent picks-up the call.

This graph sorts the maximum wait to answer time by queue name and includes a summary graph page named Grand Total Sum All Queues.

Sample Report
Interaction Quality Manager Reports

Interaction Quality Manager Reports

The Interaction Quality Manager Reports display detailed information on quality scoring and calibration details.

Calibration Details Report

The Calibration Details Report displays a detailed assessment of the quality of any interaction. The report can be grouped by Scorer or Scored individuals.

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
  - Recording ID
  - Variance
- Interaction ID
- Total Talk
- Total Hold
- Wrap-up Code
- Scorer
- Total Score
- Critical Score
- Non-Critical Score
- Pass/Fail
- Rank

- Scoring User
  - Scored User
  - Variance
  - Recording ID
  - Total Score
  - Critical Score
  - Non-Critical Score
  - Pass/Fail
  - Rank
  - Interaction ID
  - Total Talk
  - Total Hold
  - Wrap-up Code

**Sample Report**

**Calibration Details by Scored User**
Calibration Details by Scoring User
**Calibration Question Group Details Report**

The Calibration Question Group Details Report aggregates scores across all the scorecards for a question group and identifies anomalies in the responses.

The detailed information in the report includes:

- Interaction ID Key
- Recording ID
- Questionnaire Name
- Group Name
- Question Type
- Results
- Question Sequence ID
- High Score
- Low Score
- Score Variance
Sample Reports for Interaction Reporter

- Number Scored
- Comments

Sample Report

Calibration Question Group Details

Calibration Question Group Details in a Graph
The Calibration Recording Summary Report aggregates scores across all the scorecards for a specific questionnaire and identifies anomalies in the responses.

The detailed information in the report includes:

- Questionnaire Directory
- Questionnaire Name
- Questionnaire Notes
Sample Reports for Interaction Reporter

- Media Type
- Recorded Date
- Recording ID
- Interaction ID Key
- Initiation Policy
- Recording Length
- Direction
- Number of Scorecards
- Average Score
- Median Score
- Highest Score
- Lowest Score
- Score Variance

Sample report
Quality Scoring Details Report

The Quality Scoring Details Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile
Sample Reports for Interaction Reporter

- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

Sample Report

Quality Scoring Details Report

![Quality Scoring Details Report](image)

Deleted Recording Audit by Date Report

The Deleted Recording Audit by Date report is an Interaction Recorder report that displays deleted recordings by Date and Time the Recording was deleted, and then by User ID.
Deleted Recording Audit by Date

Date/Time to report on: 10/11/2007 00:00:00 - 10/11/2007 23:59:59
User ID(s): l-zzz

<table>
<thead>
<tr>
<th>Time [Local]</th>
<th>IC UserID</th>
<th>Recording ID</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/19/2007</td>
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<td></td>
<td></td>
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<tr>
<td>3:28:34 PM</td>
<td>rachelaendik</td>
<td>(k9k95battle)&lt;&gt;j&lt;&gt;0</td>
<td></td>
</tr>
<tr>
<td>4/13/2007</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>1:50:51 PM</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(vy.0n&amp;i=2u2,=g1</td>
<td></td>
</tr>
<tr>
<td>5/18/2007</td>
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</tr>
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<td></td>
</tr>
<tr>
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<td>u(6@=621)1[pw@/@go]2</td>
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</tr>
</tbody>
</table>

Deleted Recording Audit by User Report

The Deleted Recording Audit by User report is an Interaction Recorder report that displays deleted recordings by User and then by Date/Time the recording was deleted.

Sample Report
Sample Reports for Interaction Reporter

Deleted Recording Audit by User

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<tr>
<th>Deleted on:</th>
<th>Recording ID</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
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</table>

Recorder Questionnaire Detail Report

This report provides detailed information about each questionnaire included in the range. It enables supervisors and managers to analyze all of the questions, score ranges, types of questions, weights and other possible values available in a questionnaire. Since the Questionnaire Builder application does not provide a way to view all of these details on one page, this report provides the best way to analyze all of the questionnaire information in a consolidated format.

Sample Report
Recorder Scoring Summary Report

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Sample Report
## Recorder Scoring Summary

**Questionnaire Range or List:** 1-22249-2

**User Range or List:** 1-22249-2

**Date/Time Range or List:** 07/02/2004 16:53:14 - 08/02/2004 16:53:14

<table>
<thead>
<tr>
<th>No.</th>
<th>Questionnaire Range or List</th>
<th>User</th>
<th>Questionnaire Score</th>
<th>Scored</th>
<th>Recording Date</th>
<th>Mode</th>
<th>Score</th>
<th>Presence</th>
<th>Rank</th>
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</thead>
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<td>120</td>
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<td>User2</td>
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<td>EMAIL</td>
<td>200</td>
<td>1</td>
<td>Executive</td>
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<td>User3</td>
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<td>CALL</td>
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#### Intro 1

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<th>Mode</th>
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<th>Presence</th>
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<td>0</td>
<td>User2</td>
<td>0</td>
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<td>CALL</td>
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<td>0</td>
<td>User3</td>
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<td>User5</td>
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</table>

**Quality Monitoring**

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<th>Mode</th>
<th>Score</th>
<th>Presence</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>0</td>
<td>User1</td>
<td>22</td>
<td>07/02/2004 11:00:00 AM</td>
<td>CALL</td>
<td>95</td>
<td>95</td>
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<td>CALL</td>
<td>109</td>
<td>109</td>
<td>Excellent</td>
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</table>

### Recorder User Scoring Summary Report

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each user name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

#### Sample Report
## Sample Reports for Interaction Reporter

### Tracker Reports

**Tracker Individual Detail Report**

This report displays an individual's detailed information, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

**Sample Report**

<table>
<thead>
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<th>IC User</th>
<th>Questionnaire Min Score</th>
<th>Questionnaire Max Score</th>
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<th>Title</th>
<th>Recording Date</th>
<th>Method</th>
<th>Score</th>
<th>Recordable</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
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<td>2</td>
<td>Mike 1</td>
<td>Call</td>
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<td>0</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>2</td>
<td>Mike 1</td>
<td>Voice</td>
<td>07/02/2004 16:53:14</td>
<td>CALL</td>
<td>0</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>JaneM</td>
<td>0</td>
<td>2</td>
<td>Jane 1</td>
<td>Call</td>
<td>07/02/2004 16:53:14</td>
<td>CALL</td>
<td>1</td>
<td>Yes</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>2</td>
<td>Jane 1</td>
<td>Voice</td>
<td>07/02/2004 16:53:14</td>
<td>CALL</td>
<td>0</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>2</td>
<td>Jane 1</td>
<td>Call</td>
<td>07/02/2004 16:53:14</td>
<td>CALL</td>
<td>0</td>
<td>No</td>
<td>0</td>
</tr>
</tbody>
</table>
Tracker Individual Detail Report

Sorted By: Lastname and Firstname

Name: Ethane

Individual Details:

<table>
<thead>
<tr>
<th>Type</th>
<th>Organization</th>
<th>Location</th>
<th>IC User Name</th>
<th>TITLE</th>
<th>Middlename</th>
<th>Gender</th>
<th>Active</th>
<th>Application ID</th>
<th>Site ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>auto111</td>
<td>Panorails/Rex</td>
<td>auto113</td>
<td>Mr</td>
<td>auto114</td>
<td>Male</td>
<td>Yes</td>
<td>8219</td>
<td>201</td>
</tr>
<tr>
<td>Business 2</td>
<td>auto111</td>
<td></td>
<td>auto113</td>
<td>Mr</td>
<td>auto114</td>
<td>Male</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td>auto111</td>
<td></td>
<td>auto113</td>
<td>Mr</td>
<td>auto114</td>
<td>Male</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home 2</td>
<td>auto111</td>
<td></td>
<td>auto113</td>
<td>Mr</td>
<td>auto114</td>
<td>Male</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address Type</th>
<th>Business</th>
<th>Business 2</th>
<th>Home</th>
<th>Home 2</th>
<th>Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: +15043330901</td>
<td>+15043330002</td>
<td>+15043330001</td>
<td>+15043330004</td>
<td>+15043330005</td>
<td></td>
</tr>
<tr>
<td>Email: loan111</td>
<td>loan112</td>
<td>loan113</td>
<td>loan114</td>
<td>loan115</td>
<td></td>
</tr>
<tr>
<td>Fax: +15043330901</td>
<td>+15043330002</td>
<td>+15043330001</td>
<td>+15043330004</td>
<td>+15043330005</td>
<td></td>
</tr>
<tr>
<td>Mobile: +15043330901</td>
<td>+15043330001</td>
<td>+15043330001</td>
<td>+15043330103</td>
<td>+15043331005</td>
<td></td>
</tr>
<tr>
<td>Uid: <a href="http://www.nff.com">www.nff.com</a></td>
<td><a href="http://www.nff.com">www.nff.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Address:

Business: 1201 George Street
Home: 800 Alabama Ave
Shipping: 700 South Carolina Ave
Billing: 600 Tennessee Ave

City: Miami
State: FL
Postal Code: 33220
Country: United States

Remarks:
This is test data.

Tracker Individual Summary Report

This report displays interactions between a user and individuals from a specific location or organization.

Sample Report
Tracker Individual Summary
Sorted By: Lastname and Fristname

Last Name Range and Discrete: 1-222; 9
First Name Range and Discrete: 1-222; 9
Organization Range and Discrete: 1-222; 9
Default IPAddress Range and Discrete: 1-222; 9
Organization Type Range and Discrete: 1-222; 9
Active Range and Discrete (Non:Yes=1): 0-1
Application ID Range and Discrete: 1-222; 9
Site ID Range and Discrete: 0-9999

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Organization</th>
<th>Type</th>
<th>Street Address</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>COUNTRY</th>
<th>IPAddress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aken</td>
<td>Dico</td>
<td>ICUser</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Delcon</td>
<td>Bruno</td>
<td>ICUser</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dog</td>
<td>Dreepy</td>
<td>ICUser</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Ebert</td>
<td>Bernard</td>
<td>Customer</td>
<td>900 Trump Ave</td>
<td>Avon Park</td>
<td>IL</td>
<td>60965</td>
<td>United States</td>
<td>+19542300001</td>
<td></td>
</tr>
<tr>
<td>Osler</td>
<td>Daily</td>
<td>ICUser</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Rabert</td>
<td>Nathan</td>
<td>Customer</td>
<td>900 Trump Ave</td>
<td>Ellem Junction</td>
<td>RI</td>
<td>44035</td>
<td>United States</td>
<td>+19542300001</td>
<td></td>
</tr>
</tbody>
</table>

Total Individuals: 6

Tracker Interaction Segment Detail by IC User Report

This report displays detailed interactions by IC User.

Sample Report
### Tracker Interaction Segment Detail by IC User Report

**Sample Report**

This report displays a detailed segment summary report for the IC Current User.
## Tracker Interaction Segment Summary by IC User Report

### Sample Report

This report displays a location's detailed information.

### Tracker Location Detail Report

This report displays a location's detailed information.
### Tracker Location Detail

<table>
<thead>
<tr>
<th>Location Range and Discrete</th>
<th>Organization Range and Discrete</th>
<th>Default Address Range and Discrete</th>
<th>Address Type</th>
<th>Business</th>
<th>Business 2</th>
<th>Active</th>
<th>Application ID</th>
<th>Site ID Range and Discrete</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-xxxx ; 'x'</td>
<td>1-xxxx ; 'x'</td>
<td>1-xxx ; 'x'</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0-9999</td>
</tr>
<tr>
<td>City Range and Discrete</td>
<td>State Range and Discrete</td>
<td>Postal Code Range and Discrete</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-xxxx ; 'x'</td>
<td>1-xxxx ; 'x'</td>
<td>1-xxx ; 'x'</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Location**: Deerfield Beach

**Type**

<table>
<thead>
<tr>
<th>Internal</th>
<th>Display</th>
<th>Active</th>
<th>Application ID</th>
<th>Site ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>-</td>
<td>201</td>
</tr>
</tbody>
</table>

**Address Type**

<table>
<thead>
<tr>
<th>Address Type</th>
<th>Business</th>
<th>Business 2</th>
<th>Active</th>
<th>Application ID</th>
<th>Site ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>URL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Address**

<table>
<thead>
<tr>
<th>Address Type</th>
<th>Street</th>
<th>CITY</th>
<th>STATE</th>
<th>Postal Code</th>
<th>COUNTRY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shipping</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Billing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Remarks**

- 

---

**Tracker Location Summary Report**

This report displays a location summary.

**Sample Report**
Tracker Location Summary

<table>
<thead>
<tr>
<th>Location</th>
<th>Type</th>
<th>Organization</th>
<th>Street Address</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>COUNTRY</th>
<th>UAddress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deerfield Beach</td>
<td>Internal</td>
<td>Ohio</td>
<td>167 N. South St</td>
<td>Hollywood</td>
<td>FL</td>
<td>33024</td>
<td>United States</td>
<td>+19544490001</td>
</tr>
<tr>
<td>Panorama Pines</td>
<td>Customer</td>
<td>Bed Buy</td>
<td>121 Utah Ave</td>
<td>Fort Lauderdale</td>
<td>FL</td>
<td>33301</td>
<td>United States</td>
<td>+19544490001</td>
</tr>
<tr>
<td>Savannah</td>
<td>Customer</td>
<td>Bed Buy</td>
<td>125 Washington St</td>
<td>Hollywood</td>
<td>FL</td>
<td>33024</td>
<td>United States</td>
<td>+19544490001</td>
</tr>
<tr>
<td>Savannah</td>
<td>Customer</td>
<td>Court City</td>
<td>125 Bush St</td>
<td>Hollywood</td>
<td>FL</td>
<td>33024</td>
<td>United States</td>
<td>+19544490001</td>
</tr>
</tbody>
</table>

Total Locations: 5

Product Version: 2.1
Archive File: ImplementationSummary.rpt
Archive Version: 81

Tracker Organization Details Report

This report displays an organization's detailed information.

Sample Report
**Tracker Organization Summary Report**

This report displays an organization summary.

**Sample Report**
User Reports

User Reports

The User Reports display detailed information about user availability, user interactions, and fax interactions.

Fax Detail Report

The Fax Detail Report displays detailed data for fax interactions for the specified date and period of time. This report includes:

- Processing Date and time
- Fax Direction
- Envelope
- Fax ID
- Remote Number
- Remote CSId
- Duration of the fax transmission
- Number of Pages in the fax transmission
- Transmission Speed for the fax

The report also displays information on the Total Inbound and Total Outbound fax transmissions including:
Sample Reports for Interaction Reporter

- Succeeded fax transmissions
- Failed fax transmissions
- Total fax transmissions
- Duration of fax transmissions
- Average duration of fax transmissions

Sample Report

Fax Summary Report

The Fax Summary report displays a summarized view of statistics for each user on the Total Inbound and Total Outbound fax transmissions within the specified period of time. The report statistics include:

- Number of Succeeded fax transmissions
- Number of Failed fax transmissions
- Total number of fax transmissions
- Total Duration of fax transmissions

Fax Detail

<table>
<thead>
<tr>
<th>Time</th>
<th>User</th>
<th>Fax ID</th>
<th>Source</th>
<th>Destination</th>
<th>Duration</th>
<th>Pages</th>
<th>Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/22/11 9:42 AM</td>
<td>201111001</td>
<td>201111000</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
<tr>
<td>2/22/11 7:30 AM</td>
<td>201100001</td>
<td>201100002</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
<tr>
<td>2/22/11 4:29 AM</td>
<td>201100003</td>
<td>201100004</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
<tr>
<td>2/22/11 16:38 PM</td>
<td>201100005</td>
<td>201100006</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
<tr>
<td>2/22/11 11:03 AM</td>
<td>201100007</td>
<td>201100008</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
<tr>
<td>2/22/11 12:06 PM</td>
<td>201100009</td>
<td>201100010</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
<tr>
<td>2/22/11 6:43 AM</td>
<td>201100011</td>
<td>201100012</td>
<td>Inbound</td>
<td>-</td>
<td>00:00:07</td>
<td>0</td>
<td>2400</td>
</tr>
</tbody>
</table>
- Average duration of fax transmissions

**Sample Report**

**Fax Summary**

<table>
<thead>
<tr>
<th></th>
<th>Succeeded</th>
<th>Failed</th>
<th>Total</th>
<th>Duration</th>
<th>Ave Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Floors</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>00:00:18</td>
<td>00:00:26</td>
</tr>
<tr>
<td>Total Calls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>00:00:18</td>
<td>00:00:26</td>
</tr>
</tbody>
</table>

**User Availability Detail Report**

The User Availability Detail report displays information about users in two tables, per user per day, and includes an Overall Summary Duration graph.

- The first table, for each user, displays a summary grouped by status and shows the duration and frequency for each status.
- The second table, for each user, displays detailed information on the changes of states per day, within the specified date and time range.

**Sample Report**
User Availability Summary Report

The User Availability Summary report displays the following information for a user:

- A pie chart that summarizes the user’s ACD vs. Non ACD durations for the Date and Time period of the report
- A comparative chart of the summary of time in the Status groups: Available, Break, Follow Up, Unavailable, and Training
- A table displaying the user’s first logon time of the day and the total daily durations for: Logged In, Non ACD, DND, ACW, Available status, Break status, Follow Up status, Unavailable status, and Training status
User Call Detail Report

The User Call Detail report displays detailed data for each agent on interactions—calls, e-mails, and chats—for the specified date and period of time.

The information in this report is displayed for each user, by day, including:

- Initiated time
- Connected time
- Media type—call, e-mail, chat
- Direction—Intercom, Inbound, Outbound
- Type—Intercom or External
- Remote Number
- Remote Name
- Duration
Sample Reports for Interaction Reporter

- Hold Time
- Account Code

Sample Report

<table>
<thead>
<tr>
<th>Date/Time Connected</th>
<th>Media</th>
<th>Direction</th>
<th>Type</th>
<th>Remote Number</th>
<th>Remote Name</th>
<th>Duration</th>
<th>Hold Time</th>
<th>Account Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/24/2019 12:09:16</td>
<td>Chat</td>
<td>Inbound</td>
<td>Intercom</td>
<td>-</td>
<td>Yamaha Admin</td>
<td>00:00:45</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>9/26/2019 12:12:33</td>
<td>Email</td>
<td>Inbound</td>
<td>General</td>
<td>-</td>
<td>Yamaha Admin</td>
<td>00:00:52</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>9/27/2019 11:39:21</td>
<td>Chat</td>
<td>Inbound</td>
<td>Intercom</td>
<td>-</td>
<td>Yamaha Admin</td>
<td>00:00:27</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

User Call Detail

<table>
<thead>
<tr>
<th>Date/Time Connected</th>
<th>Media</th>
<th>Direction</th>
<th>Type</th>
<th>Remote Number</th>
<th>Remote Name</th>
<th>Duration</th>
<th>Hold Time</th>
<th>Account Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/24/2019 12:09:16</td>
<td>Chat</td>
<td>Inbound</td>
<td>Intercom</td>
<td>-</td>
<td>Yamaha Admin</td>
<td>00:00:45</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>9/26/2019 12:12:33</td>
<td>Email</td>
<td>Inbound</td>
<td>General</td>
<td>-</td>
<td>Yamaha Admin</td>
<td>00:00:52</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>9/27/2019 11:39:21</td>
<td>Chat</td>
<td>Inbound</td>
<td>Intercom</td>
<td>-</td>
<td>Yamaha Admin</td>
<td>00:00:27</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>
User Call Summary Report

The User Call Summary report displays summarized interaction data for each agent within the specified period of time. The summarized data is displayed in a table and a pie chart.

The table displays the information for each user, by day, including:

- Number, duration, and average duration of interactions—calls, chats, and e-mails
- Number, duration, average duration, and call type—External or Intercom—for Inbound interactions
- Number, duration, average duration, and call type—External or Intercom—for Outbound interactions

The pie chart displays a comparison of percentages of the types of interactions for the user within the specified period of time, by:

- Inbound/External
- Inbound/Intercom
- Outbound/Intercom
- Outbound/External

Sample Report
### User Call Summary

**Date/Time Connected:** 7/1/2018 12:00:00 AM - 7/2/2018 11:59:59 PM (This Year)

**Media Type:** ~AJh

**Folder Admin**

<table>
<thead>
<tr>
<th>Count</th>
<th>Duration Avg.</th>
<th>Inbound Count</th>
<th>Duration Avg.</th>
<th>External</th>
<th>Intercom</th>
<th>Count</th>
<th>Duration Avg.</th>
<th>External</th>
<th>Intercom</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>00:01:10 00:00:35</td>
<td>0 00:00:30 00:00:40</td>
<td>0 0 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5/24/2018</td>
<td>3 00:06:45</td>
<td>6 00:00:30 00:00:00</td>
<td>0 0 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5/25/2018</td>
<td>3 00:06:37</td>
<td>6 00:00:30 00:00:00</td>
<td>0 0 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

---

Page 1 of 2
User Productivity Detail Report

The User Productivity Detail Report displays detailed agent statistics, including:

- The number of interactions offered
- The number and percentage of interactions answered
- The number and percentage of interactions abandoned
- The number and percentage of flow outs
- The duration and average for talk time
- The duration and average for hold time
- The duration and average for ACW time
- The duration and average for handle time

Sample Report
The User Productivity Summary Report displays summarized statistics related to users for the specified Date and Time. The summarized data is displayed in tables and a graph.

The **Summaries Per User** table displays a statistical summary of counts, percentages, and durations for each user, including:

- The number of interactions Offered
- The number and percentage of interactions Answered
- The number and percentage of interactions Abandoned
- The number and percentage of Flow Outs
- The Duration and Average for Talk Time
- The Duration and Average for Hold Time
- The Duration and Average for ACW Time
- The Duration and Average for Handle Time

This table also displays the Grand Totals of these statistics.

The **Summaries Per User and Queue** table displays all the statistical information from the **Summaries Per User** table with the addition of agent queue statistics, including Totals.

**Sample Report**
The Fax Envelope Detail report shows all detailed activity of a specified envelope ID, including direction, time, remote number, fax ID, envelope ID, and call ID.

Sample Report

**Fax Envelope Detail**

<table>
<thead>
<tr>
<th>Date Time Range:</th>
<th>11/7/2004 00:00:00 - 11/7/2004 23:59:59</th>
</tr>
</thead>
<tbody>
<tr>
<td>Envelope Range:</td>
<td>-2147483648-2147483647</td>
</tr>
<tr>
<td>Shift Time Range:</td>
<td>00:00:00 - 23:59:59</td>
</tr>
<tr>
<td>Site ID Range:</td>
<td>0-999</td>
</tr>
<tr>
<td>Success Flag:</td>
<td>S</td>
</tr>
</tbody>
</table>

**Site ID:**

<table>
<thead>
<tr>
<th>Fax Envelope ID:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time</td>
<td></td>
</tr>
<tr>
<td>Fax ID</td>
<td></td>
</tr>
<tr>
<td>Call ID Key</td>
<td></td>
</tr>
<tr>
<td>DIRECTION</td>
<td></td>
</tr>
<tr>
<td>Success/Failure</td>
<td></td>
</tr>
<tr>
<td>Remote Number</td>
<td></td>
</tr>
<tr>
<td>Failure Type</td>
<td></td>
</tr>
</tbody>
</table>

- Number of Faxes:
- Avg. Duration (min:sec):
- Number Out Faxes:
- Avg. Outbound Duration:
- Number Incoming Faxes:
- Avg. Inbound Duration:

**Fax Failure Detail Report**

The Fax Failure Detail report shows detail of the fax failure activity by date, direction, and envelope ID, with status being defined as failed transmission. This report is limited to failure information, since fax failures may have issues that need to be addressed.

Sample Report
Fax Failure Summary Report

The Fax Failure Summary report shows a summary of the fax failure activity for each envelope ID. This report displays the last failure for each envelope ID, and is limited to failure information, since fax failures may have issues that need to be addressed.

Sample Report

Wrap Up Codes Report

The Wrap Up Codes Report displays statistics for completed interactions summarized by group.

Wrap Up Codes Report
The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Total Interactions
- Total Duration
- Average Duration
- Number of Outbound Interactions
- Outbound Duration
- Average Outbound Duration
- Number of Inbound Interactions
- Inbound Duration
- Average Inbound Duration
- Optional Interaction Details for Date and Total Duration

Sample Report
The Account Codes Call Detail by Date Report displays interactions (calls and chats only) and the account code information for one or more users for a given time period. The report is designed to help a supervisor determine which account codes were used on a particular day, and to review the information regarding their interactions for a specific date range. Supervisors may use account codes for billing purposes for long distance calls, for example.

Sample Report
Account Code Call Detail by Date

| Date Time Range: 8/4/2000 12:00:00AM - 2/17/2001 11:59:59PM |
| Account Code Range: 0 - 9999999999 |
| Site ID Range: 0 - 99999 |

Account Code: 16
Customer Name: N/A

<table>
<thead>
<tr>
<th>Time</th>
<th>User</th>
<th>In/Out</th>
<th>Remote Number</th>
<th>Remote Name</th>
<th>Call Duration</th>
<th>Hold Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:57:33AM</td>
<td>Maurice</td>
<td>Outbound</td>
<td>(765) 733-1365</td>
<td>Alexandria IN</td>
<td>00:52</td>
<td>00:03</td>
</tr>
<tr>
<td>9:15:31AM</td>
<td>ChrisH</td>
<td>Inbound</td>
<td>(317) 686-9621</td>
<td>Fisher IN</td>
<td>00:30</td>
<td>00:01</td>
</tr>
<tr>
<td>9:38:58AM</td>
<td>AnitaM</td>
<td>Outbound</td>
<td>(317) 733-9315</td>
<td>Kim Travin</td>
<td>00:49</td>
<td>00:03</td>
</tr>
<tr>
<td>10:02:15AM</td>
<td>MarkS</td>
<td>Outbound</td>
<td>(317) 934-9314</td>
<td>Regal</td>
<td>00:02</td>
<td>00:03</td>
</tr>
<tr>
<td>2:29:13AM</td>
<td>RobL</td>
<td>Inbound</td>
<td>N/A</td>
<td>Barbaran, Mark</td>
<td>00:03</td>
<td>00:00</td>
</tr>
<tr>
<td>2:44:12PM</td>
<td>ShellyH</td>
<td>Inbound</td>
<td>(205) 823-7082</td>
<td>External Call</td>
<td>01:07</td>
<td>00:03</td>
</tr>
<tr>
<td>3:39:36AM</td>
<td>PaulA</td>
<td>Outbound</td>
<td>(317) 788-3683</td>
<td>Indianapolis IN</td>
<td>01:11</td>
<td>00:09</td>
</tr>
<tr>
<td>9:57:06AM</td>
<td>LeeC</td>
<td>Outbound</td>
<td>(317) 606-9003</td>
<td>Cancel IN</td>
<td>00:40</td>
<td>00:03</td>
</tr>
<tr>
<td>10:12:25AM</td>
<td>JeffF</td>
<td>Inbound</td>
<td>NODID**</td>
<td>External Call</td>
<td>01:01</td>
<td>00:03</td>
</tr>
</tbody>
</table>

Account Code Call Detail by User Report

The Account Codes Call Detail by User Report displays all activity for a particular account code by user based on a selected range of users. The report is designed to help a supervisor determine what account code was used on an interaction, and to review the information regarding users' interactions for a specific date range.

Sample Report
Account Code Call Detail by User

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>In/Out</th>
<th>Remote Number</th>
<th>Remote Name</th>
<th>Call Duration</th>
<th>Hold Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/06/2000 01:41:32PM</td>
<td>Outbound</td>
<td>(317) 819-2430</td>
<td>Carmel IN</td>
<td>00:15</td>
<td>00:00</td>
</tr>
<tr>
<td>8/06/2000 04:16:20PM</td>
<td>Outbound</td>
<td>(773) 920-1440</td>
<td>Chicago IL</td>
<td>01:08</td>
<td>00:00</td>
</tr>
</tbody>
</table>

**Account Code:** 1

**Customer Name:**

**User:** MarkG

**Extension:** 8377

**Number of Calls:** 2

**Avg. Duration (hh:mm:ss):** 00:51

**Number Out Calls:** 2

**Avg. Outbound Duration:** 00:51

**Number Incoming Calls:** 0

**Avg. Inbound Duration:** 00:00

---

**Account Code:** 10

**Customer Name:**

**User:** MarkG

**Extension:** 8377

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>In/Out</th>
<th>Remote Number</th>
<th>Remote Name</th>
<th>Call Duration</th>
<th>Hold Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/06/2000 11:12:54AM</td>
<td>Outbound</td>
<td>(317) 819-6057</td>
<td>Indianapolis IN</td>
<td>00:15</td>
<td>00:00</td>
</tr>
</tbody>
</table>

**Number of Calls:** 1

**Avg. Duration (hh:mm:ss):** 00:15

**Number Out Calls:** 1

**Avg. Outbound Duration:** 00:15

**Number Incoming Calls:** 0

**Avg. Inbound Duration:** 00:00

---

**Account Code Call Summary by Date Report**

The Account Codes Call Summary by Date Report displays an interaction summary for each date including the number of interactions, total duration, and average duration. This supervisor report is designed to help a user determine what account codes were used on based on a summary of the user's interactions for a specific date range.

**Sample Report**
The Account Codes Call Summary by User Report, which is a Supervisor version of the Account Code Call Summary for Current User Report, displays all activity for a particular account code by user as specified in the range of users, then by date. The account code is subtotaled by user and then by account code. The report is designed to help a supervisor determine what account codes were used based on a summary of the users’ interactions for a specific date range.

Sample Report

### Account Code Call Summary by Date

<table>
<thead>
<tr>
<th>User</th>
<th>Total Calls</th>
<th>Total Duration</th>
<th>Avg Duration</th>
<th>Outbound Calls</th>
<th>Outbound Duration</th>
<th>Avg Out Duration</th>
<th>Inbound Calls</th>
<th>Inbound Duration</th>
<th>Avg In Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>1</td>
<td>00:42</td>
<td>00:42</td>
<td>1</td>
<td>00:42</td>
<td>00:42</td>
<td>0</td>
<td>00:00</td>
<td>00:00</td>
</tr>
</tbody>
</table>

### Account Code Call Summary by User

The Account Codes Call Summary by User Report displays all activity for a particular account code by user as specified in the range of users, then by date. The account code is subtotaled by user and then by account code. The report is designed to help a supervisor determine what account codes were used based on a summary of the users’ interactions for a specific date range.

**Sample Report**

### Account Code Call Summary by User

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Calls</th>
<th>Total Duration</th>
<th>Avg Duration</th>
<th>Outbound Calls</th>
<th>Outbound Duration</th>
<th>Avg Out Duration</th>
<th>Inbound Calls</th>
<th>Inbound Duration</th>
<th>Avg In Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/1/00</td>
<td>1</td>
<td>00:48</td>
<td>00:48</td>
<td>1</td>
<td>00:48</td>
<td>00:48</td>
<td>0</td>
<td>00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>8/3/00</td>
<td>1</td>
<td>00:48</td>
<td>00:48</td>
<td>1</td>
<td>00:48</td>
<td>00:48</td>
<td>0</td>
<td>00:00</td>
<td>00:00</td>
</tr>
</tbody>
</table>

### User: AlanS

**Number of Calls:** 2  
**Avg. Duration (hh:mm:ss):** 00:48  
**Avg. Outbound Duration:** 00:48  
**Avg. Inbound Duration:** 00:37

### User: AndyN

**Number of Calls:** 4  
**Avg. Duration (hh:mm:ss):** 00:00  
**Avg. Outbound Duration:** 00:22:27  
**Avg. Inbound Duration:** 01:32
Sample Reports for Interaction Reporter

Agent Queue Activation

**Queue Activation by Agent Report**

This report lists each agent in the specified range who have been activated or deactivated in an ACD or Custom workgroup queue during the given time period. Agents who have not been activated or deactivated during that time do not appear in this report. For each agent listed, the report shows the date and time of the change, the name of the workgroup and whether or not that workgroup has a queue, if the agent was activated or deactivated in the queue, and by whom.

**Sample Report**

**Queue Activation by Agent**

<table>
<thead>
<tr>
<th>Date Time Range:</th>
<th>11/17/2004 00:00 - 11/17/2005 00:00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Time Range:</td>
<td>00:00 - 23:59:59</td>
</tr>
<tr>
<td>Site ID Range:</td>
<td>0-99</td>
</tr>
<tr>
<td>Agent Range:</td>
<td>1232</td>
</tr>
<tr>
<td>Workgroup Range:</td>
<td>1232</td>
</tr>
</tbody>
</table>

Site ID:

Agent:

<table>
<thead>
<tr>
<th>Date Time</th>
<th>Workgroup</th>
<th>New Queue?</th>
<th>Activated</th>
<th>By Whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Product Version: 2.3.1
Archive Name: AgentQueueActivation.rpt
Archive Version: 1

Agent Activation by Workgroup Report

This report lists the specified (ACD and Custom) workgroup queue(s) and all of the agents who were activated or deactivated in that queue during the given period. Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

**Sample Report**
Sample Reports for Interaction Reporter

**Agent Activation by Workgroup**

Date Time Range: 11/11/2004 00:00:00 - 11/11/2004 23:59:59
Activity Time Range: 00:00:00 - 23:59:59
Site ID Range: 0-999
Agent Range: 1-999
Workgroup Range: 1-999

---

**Call - Supervisor**

*(Graph) Area Code Report*

This graph shows all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 1 graph. The Area Code graph provides managers with regional calling patterns. By using this report, you can determine the distribution of calls to various area codes.

**Sample Report**
(Graph) Calls Processed User Comparison Report

This graph shows the number of inbound and outbound calls and inbound chats (all chats have an inbound direction) processed by each user for a given time period. IC sorts the calls and chats by local user IDs and dates.

Use this report to compare and evaluate the volume of inbound calls each agent processes in the specified time range.

Sample Report
(Graph) Calls Processed User Comparison

Users: A
Date Time Range: 8/3/2000 12:00:00AM To: 8/3/2000 11:59:59PM
Site ID Range: 0 To: 999

(Graph) Incoming Calls by User Report

This graph shows the number of inbound calls and chats associated with each user specified in the range. This report does not include system-owned calls.

Sample Report

(Graph) International Remote Number Logical Component One Report

This graph shows the exchanges dialed, and the duration of calls to those exchanges within the specified area codes. This is the international version of the Area Code Graph report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this graph by country code and then by exchange.
Sample Report

(Graph) International Remote Number Logical Component One

<table>
<thead>
<tr>
<th>Country Code</th>
<th>Le Codepf</th>
<th>Total Duration</th>
<th>Total Calls</th>
<th>Avg Duration</th>
</tr>
</thead>
</table>

**Country Code**: 19990  
**Codes**: 1-9888-**  
**Date Times**: 11/22/2004 00:00:00 - 11/22/2004 23:59:59  
**Site ID Range**: 0-990  
**Purpose Code Range**: 0-3, 4-9, 10-99  

Chart not printed because all data points are zero (0).

(Graph) Outgoing Calls by User Report

This graph displays the sum of outgoing calls by **user**, listed by local user IDs.

Sample Report

(Graph) Outgoing Calls by User

| User Range | 4777  
| Dth Time Range | 11/22/2004 00:00:00 - 11/22/2004 23:59:59  
| 1st D Range | 0-995  
| Purpose Code Range | 0-3, 4-9, 10-99  

Chart not printed because all data points were zero (0).

(Supervisor) Caller ID Detail Report

This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor report displays data for a range of users.

Sample Report
Sample Reports for Interaction Reporter

(Supervisor) Caller ID Detail

Date Time Range: 8/4/00 12:00:00AM to: 8/4/00 11:59:59PM
Caller ID Range: + to: zzz
User Range: D to: C
Site ID Range: 0 to: 9999

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>End User</th>
<th>Ext.</th>
<th>Hold Time</th>
<th>Call Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/4/00</td>
<td>11:24:36AM</td>
<td>DonB</td>
<td>1/1</td>
<td>00:00:00</td>
<td>.01:01</td>
</tr>
<tr>
<td>8/4/00</td>
<td>3:39:15PM</td>
<td>DonB</td>
<td>1/1</td>
<td>00:00:00</td>
<td>.01:12</td>
</tr>
</tbody>
</table>

Summary:
Caller ID Number of Calls: 2
Total Caller ID Duration (hh:mm:ss) : .02:13
Average Duration (hh:mm:ss) : .01:06

Call Details:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>End User</th>
<th>Ext.</th>
<th>Hold Time</th>
<th>Call Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/4/00</td>
<td>2:20:22PM</td>
<td>David Fuller</td>
<td>8281</td>
<td>00:00:00</td>
<td>.00:45</td>
</tr>
</tbody>
</table>

Summary:
Caller ID Number of Calls: 1
Total Caller ID Duration (hh:mm:ss) : .00:45
Average Duration (hh:mm:ss) : .00:45

Call Details:

(Supervisor) Caller ID Summary Report

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

Sample Report

(Supervisor) Caller ID Summary

User Range: A to: D
Caller ID Range: + to: zzz
Date Time Range: 8/4/00 12:00:00AM to: 8/4/00 11:59:59PM
Site ID Range: 0 to: 9999

Extension: 8396

<table>
<thead>
<tr>
<th>CallerID</th>
<th>Name</th>
<th>Total Calls</th>
<th>Total Duration (hh:mm:ss)</th>
<th>Avg Duration (hh:mm:ss)</th>
<th>Hold Time (hh:mm:ss)</th>
<th>Average Hold (hh:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(317) 205-3508</td>
<td>Indianapolis IN</td>
<td>1</td>
<td>.01:15</td>
<td>.01:15</td>
<td>00:00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>(317) 205-3537</td>
<td>Indianapolis IN</td>
<td>1</td>
<td>.10:46</td>
<td>.10:46</td>
<td>00:00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>(317) 272-0826</td>
<td>Kim Towle</td>
<td>1</td>
<td>.12:27</td>
<td>.12:27</td>
<td>00:00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>(317) 678-4090</td>
<td>Fishers IN</td>
<td>2</td>
<td>.01:46</td>
<td>.00:52</td>
<td>00:00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>(317) 673-1158</td>
<td>Zionsville IN</td>
<td>1</td>
<td>.16:34</td>
<td>.16:34</td>
<td>00:24:24</td>
<td>00:24</td>
</tr>
<tr>
<td>(614) 659-1300</td>
<td>&quot;0146591350&quot; *1304 *</td>
<td>1</td>
<td>02:03</td>
<td>02:00</td>
<td>00:00:00</td>
<td>00:00</td>
</tr>
</tbody>
</table>

Unique CallerIDs: 6
Total Duration: .44:50
Total Hold Time: .02:24

Number of CallerID Calls: 7
Average Duration: .06:24
Average Hold Time: .00:20
**Sample Reports for Interaction Reporter**

**(Supervisor) User Outbound Call Summary by Number Dialed Report**

This report summarizes dialed outbound numbers for a specific time period and the users who called them.

This Supervisor User Summary report is beneficial for professional services and environments with specific accounts. Each user’s calls to specific numbers are summarized. You can use this report to evaluate accounts and service information. This Supervisor report displays a range of users.

**Sample Report**

**(Supervisor) User Outbound Call Summary by Number Dialed**

<table>
<thead>
<tr>
<th>Dialed Number</th>
<th>Name</th>
<th>Total Calls</th>
<th>Total Duration (hh:mm:ss)</th>
<th>Avg. Duration (hh:mm:ss)</th>
<th>Hold Time (hh:mm:ss)</th>
<th>Avg. Hold (hh:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>698-0030</td>
<td>Interactive Intelligence</td>
<td>2</td>
<td>00:39</td>
<td>00:19</td>
<td>00:00</td>
<td>00:00</td>
</tr>
</tbody>
</table>

**User: administrator**

Unique Dialed Numbers: 1
Number of Calls: 2
Total Duration: 00:39
Total Hold Time: 00:00
Average Duration: 00:19
Average Hold Time: 00:00

**User: AndyN**

<table>
<thead>
<tr>
<th>Dialed Number</th>
<th>Name</th>
<th>Total Calls</th>
<th>Total Duration (hh:mm:ss)</th>
<th>Avg. Duration (hh:mm:ss)</th>
<th>Hold Time (hh:mm:ss)</th>
<th>Avg. Hold (hh:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(317) 843-0264</td>
<td>Indianapolis IN</td>
<td>1</td>
<td>02:01</td>
<td>02:01</td>
<td>00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>(317) 843-2356</td>
<td>Carmel IN</td>
<td>2</td>
<td>04:33</td>
<td>02:16</td>
<td>00:00</td>
<td>00:00</td>
</tr>
</tbody>
</table>

**Area Code/Exchange Summary Report**

This report lists all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 2 Summary. The Area Code Summary report provides managers with regional calling patterns. By using this report, management can determine the distribution of calls to various regions of the country.

**Sample Report**
Sample Reports for Interaction Reporter

Area Code/Exchange Summary

<table>
<thead>
<tr>
<th>Country</th>
<th>Area Code</th>
<th>Exchange</th>
<th>Total Duration (hh:mm:ss)</th>
<th>Total Calls</th>
<th>Avg. Duration (hh:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>201</td>
<td>281</td>
<td>:02:02</td>
<td>1</td>
<td>:02:02</td>
</tr>
<tr>
<td></td>
<td>201</td>
<td>288</td>
<td>:03:15</td>
<td>1</td>
<td>:03:15</td>
</tr>
<tr>
<td></td>
<td>201</td>
<td>750</td>
<td>:11:52</td>
<td>1</td>
<td>:11:52</td>
</tr>
<tr>
<td>201 Summary</td>
<td></td>
<td></td>
<td>:17:09</td>
<td>3</td>
<td>:05:43</td>
</tr>
<tr>
<td></td>
<td>202</td>
<td>210</td>
<td>:21:04</td>
<td>1</td>
<td>:21:04</td>
</tr>
<tr>
<td></td>
<td>202</td>
<td>232</td>
<td>:00:41</td>
<td>1</td>
<td>:00:41</td>
</tr>
<tr>
<td></td>
<td>202</td>
<td>342</td>
<td>:01:08</td>
<td>1</td>
<td>:01:08</td>
</tr>
<tr>
<td>202 Summary</td>
<td></td>
<td></td>
<td>:22:53</td>
<td>3</td>
<td>:07:37</td>
</tr>
</tbody>
</table>

Hourly Call Summary by Extension Report

Lists the number of calls and chats (incoming only) processed by each extension during each hour of a specific time period.

Analyzes call and chat volume for given time period. Each hour is broken out with numbers of calls or chats processed by each extension during each hour.

Sample Report

Dialled Number Detail Report

This report shows all outbound calls sorted by dialed number, during a specified range of dates. Managers and supervisors can use this report to review all outbound calls and to see who is servicing specific accounts.

Sample Report
International Remote Number Logical Component Two Summary Report

This report shows the exchanges dialed, and the duration of calls to those exchanges within the specified city codes. This is the international version of the Area Code report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this report by country code and then by exchange.

Sample Report

### International Remote Number Logical Component Two Summary

<table>
<thead>
<tr>
<th>Country Code Range</th>
<th>LoComp1</th>
<th>LoComp2</th>
<th>Total Duration (hh:mm:ss)</th>
<th>Total Calls</th>
<th>Avg. Duration (hh:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>317</td>
<td>222</td>
<td>:01:46</td>
<td>2</td>
<td>:00:53</td>
</tr>
<tr>
<td></td>
<td>317</td>
<td>635</td>
<td>:00:42</td>
<td>1</td>
<td>:00:42</td>
</tr>
<tr>
<td></td>
<td>317</td>
<td>715</td>
<td>:00:08</td>
<td>1</td>
<td>:00:08</td>
</tr>
</tbody>
</table>

317 Summary:

:02:36 | 4 | :06:39

### Station ID Detail Report

The Station ID Detail report shows the Station ID information by date for a selected range of stations. This report information includes call duration, end user, and hold time.

You can use these reports to monitor call activity placed or received from non-user assigned phones. For example, you could easily monitor activity on a lobby phone with these reports.

Sample Report
Station ID Summary Report

The Station ID Summary report shows the Station ID summary information by date for a selected range of stations, including call duration, call count, and average duration.

Sample Report
Director

Director Reports

The Director reports are displayed in the Interaction Reporter navigation pane when the Director product is installed. The available reports are:

- Director Queue Diagnostic Report
- Interaction Director Enterprise Group Interaction Statistics

For information on report elements, see the Interaction Director Logging and Reporting Help Documentation page, available from the Interactive Intelligence Support website at:

https://my.inin.com/products/interactiondirector40/Pages/Documentation.aspx

DNIS

DNIS Detail Report

The Call Detail by DNIS report displays a detail of inbound calls for each day in the given range. The DNIS Detail Report includes: connected date, caller ID, remote name, remote number, local user, station ID, call duration, and number of calls.

Sample Report
The Statistics Group DNIS Report displays a detail by day for the specified DNIS or DNIS range. The report is designed to give a summary report of the day’s queue activity by DNIS. This report displays the number of ACD calls, number of abandoned calls, and percentages on abandoned and answered within the first service level as configured in Interaction Administrator. This report has Flexible Fields. By default, IC displays Service Level 1 in the first flexible field.

### Sample Report

#### General Administrative

**(Superior) IA Change Notification History Report**

This report displays the history of configuration changes you make in Interaction Administrator. Use this report as an audit trail for tracking these IA changes.

**Sample Report**
(Supervisor) IC Change Notification History Report

This report displays the history of change notifications sent to the Admin Server of the Interaction Center. For example, anytime you delete or modify a user, or modify an IC Data Source, IC sends a change notification. Use this report as an audit trail for tracking these change notifications.

Sample Report
Interaction Feedback

Satisfaction Trend (Line Graph) Report

The Survey Satisfaction Trends report shows the satisfaction trend for an agent over time, by survey. The report is displayed in a line graph. This report includes data from completed surveys.

Sample Report
**Survey Scoring Detail Report**

The Survey Scoring Detail report shows the average survey score for agents during a date and time range. The report also shows survey detail by user, including survey scores, percentile, and score and weight by question. This report includes data from completed surveys.

**Sample Report**
Survey Scoring Summary Report

The Survey Scoring Summary report shows the average survey score for agents during a date and time range. It also includes a list showing Average Score and Percentile per User for the selected survey. This report includes data from completed surveys.

Sample Report
Survey vs. Quality Scores Report

This report compares survey and quality scores from Interaction Recorder for a given agent. This report includes data from completed surveys.

Sample Report
IVR

**IVR Audit Report**

The IVR Audit report provides a raw listing of each interaction in the IVR during the specified time period, sorted first by Interaction ID and then by date/time. It also lists each node or menu (Event) (e.g., IVR menu, destination, etc.) and the exit code for each. An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure, such as the caller hung up, or the call was otherwise disconnected. This report is most useful for assisting with troubleshooting problems on particular calls in the system.

**Sample Report**
IVR Audit Report

Date Time Range: 03/23/2004 10:00:00 - 03/25/2004 23:59:59

Site ID Range: 0.000
Exit Code 0 - Success; >0 - Failure

<table>
<thead>
<tr>
<th>Interaction ID</th>
<th>Date</th>
<th>Time</th>
<th>Event 1</th>
<th>Exit Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1103400002</td>
<td>3/25/2004</td>
<td>7:02 PM</td>
<td>Default Profile</td>
<td>0</td>
</tr>
<tr>
<td>1103400002</td>
<td>3/25/2004</td>
<td>7:02 PM</td>
<td>Fax Menu</td>
<td>0</td>
</tr>
<tr>
<td>1103400002</td>
<td>3/25/2004</td>
<td>7:02 PM</td>
<td>Unknown Event</td>
<td>0</td>
</tr>
<tr>
<td>1103400003</td>
<td>3/25/2004</td>
<td>7:02 PM</td>
<td>Dial Extension</td>
<td>0</td>
</tr>
<tr>
<td>1103400004</td>
<td>3/25/2004</td>
<td>7:02 PM</td>
<td>User Queue/Mark Send</td>
<td>0</td>
</tr>
<tr>
<td>1103400005</td>
<td>3/25/2004</td>
<td>7:03 PM</td>
<td>Default Profile</td>
<td>0</td>
</tr>
<tr>
<td>1103400006</td>
<td>3/25/2004</td>
<td>7:03 PM</td>
<td>Dial Extension</td>
<td>0</td>
</tr>
<tr>
<td>1103400007</td>
<td>3/25/2004</td>
<td>7:04 PM</td>
<td>User Queue/Mark Send</td>
<td>0</td>
</tr>
<tr>
<td>1103400008</td>
<td>3/25/2004</td>
<td>7:04 PM</td>
<td>Dial Extension</td>
<td>0</td>
</tr>
<tr>
<td>1103400009</td>
<td>3/25/2004</td>
<td>7:05 PM</td>
<td>User Queue/Mark Send</td>
<td>0</td>
</tr>
<tr>
<td>1103400010</td>
<td>3/25/2004</td>
<td>7:06 PM</td>
<td>Default Profile</td>
<td>0</td>
</tr>
<tr>
<td>1103400011</td>
<td>3/25/2004</td>
<td>7:06 PM</td>
<td>Dial Extension</td>
<td>0</td>
</tr>
<tr>
<td>1103400012</td>
<td>3/25/2004</td>
<td>7:06 PM</td>
<td>User Queue/Mark Send</td>
<td>0</td>
</tr>
<tr>
<td>1103400013</td>
<td>3/25/2004</td>
<td>7:07 PM</td>
<td>Default Profile</td>
<td>0</td>
</tr>
<tr>
<td>1103400014</td>
<td>3/25/2004</td>
<td>7:07 PM</td>
<td>Dial Extension</td>
<td>0</td>
</tr>
<tr>
<td>1103400015</td>
<td>3/25/2004</td>
<td>7:08 PM</td>
<td>User Queue/Mark Send</td>
<td>0</td>
</tr>
<tr>
<td>1103400016</td>
<td>3/25/2004</td>
<td>7:08 PM</td>
<td>Default Profile</td>
<td>0</td>
</tr>
<tr>
<td>1103400017</td>
<td>3/25/2004</td>
<td>7:09 PM</td>
<td>Dial Extension</td>
<td>0</td>
</tr>
</tbody>
</table>

IVR Breakdown Report

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Sample Report
Sample Reports for Interaction Reporter

**IVR Breakdown**

**Date Time Range:** 03/29/2004 15:21:33 - 03/30/2004 15:21:33

**Site ID Range:** 0-999

**Level Range:** 4

**Site ID:** 100

**Menu:** Default Profile|Default Schedule|Default Schedule

<table>
<thead>
<tr>
<th>Calls Entered</th>
<th>Daily Calls %</th>
<th>Avg Menu Duration</th>
<th>Total Time</th>
<th>% of Total</th>
<th>Repeated Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>64</td>
<td>7.22%</td>
<td>.00:02</td>
<td>.02:26</td>
<td>6.64%</td>
<td>0</td>
</tr>
<tr>
<td>203</td>
<td>22.91%</td>
<td>.00:04</td>
<td>.13:52</td>
<td>31.63%</td>
<td>0</td>
</tr>
<tr>
<td>167</td>
<td>21.11%</td>
<td>.00:03</td>
<td>.08:17</td>
<td>16.93%</td>
<td>0</td>
</tr>
<tr>
<td>164</td>
<td>17.39%</td>
<td>.00:03</td>
<td>.07:36</td>
<td>17.38%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>0.45%</td>
<td>.00:02</td>
<td>.00:06</td>
<td>0.23%</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>0.88%</td>
<td>.00:01</td>
<td>.00:07</td>
<td>0.27%</td>
<td>0</td>
</tr>
<tr>
<td>170</td>
<td>19.19%</td>
<td>.00:03</td>
<td>.08:10</td>
<td>18.63%</td>
<td>0</td>
</tr>
<tr>
<td>58</td>
<td>11.06%</td>
<td>.00:02</td>
<td>.03:10</td>
<td>7.24%</td>
<td>0</td>
</tr>
</tbody>
</table>

**Extended Menu**

<table>
<thead>
<tr>
<th>Calls Entered</th>
<th>Daily Calls %</th>
<th>Avg Menu Duration</th>
<th>Total Time</th>
<th>% of Total</th>
<th>Repeated Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>6.15%</td>
<td>.00:00</td>
<td>.00:00</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>60</td>
<td>17.53%</td>
<td>.00:00</td>
<td>.00:16</td>
<td>1.10%</td>
<td>0</td>
</tr>
<tr>
<td>82</td>
<td>21.13%</td>
<td>.00:14</td>
<td>.10:39</td>
<td>77.28%</td>
<td>1</td>
</tr>
<tr>
<td>23</td>
<td>61.33%</td>
<td>.00:03</td>
<td>.02:08</td>
<td>17.03%</td>
<td>3</td>
</tr>
</tbody>
</table>

**IVR Exit Path Report**

The IVR Exit Path report lists each menu in each application and shows the number of calls that exited the IVR (auto attendant) at that level during the specified time period. It also shows related statistics, such as what percent of abandoned calls in that period were abandoned on each menu, the average amount of time the caller spent in that menu before abandoning, the total time all callers spent in that menu during that period, and the total percentage of time callers spent in that menu.

**Sample Report**
Sample Reports for Interaction Reporter

IVR Exit Path

Date Time Range: 03/30/2004 00:00:00 - 03/30/2004 23:59:59
Site ID Range: 0-999
Level Range: 3

Site ID: 100

<table>
<thead>
<tr>
<th>Menu Exit Path</th>
<th>Calls Exited</th>
<th>% of Calls</th>
<th>Avg IVR Duration</th>
<th>Total Time</th>
<th>% Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pick Up Call</td>
<td>2</td>
<td>13%</td>
<td>.00 .00</td>
<td>.00 .00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Play Call ID</td>
<td>2</td>
<td>13%</td>
<td>.00 .00</td>
<td>.00 .00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Station Information</td>
<td>1</td>
<td>6%</td>
<td>.00 .00</td>
<td>.00 .00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Workgroup Queue</td>
<td>10</td>
<td>63%</td>
<td>.00 .00</td>
<td>.00 .00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Default Schedule</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-[Default Schedule]</td>
<td>1</td>
<td>6%</td>
<td>.00 .02</td>
<td>.00 .02</td>
<td>100.00%</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td></td>
<td>.00 .00</td>
<td>.00 .02</td>
<td></td>
</tr>
</tbody>
</table>

Default Profile/[Default Schedule]

Default Schedule

<table>
<thead>
<tr>
<th>Feature</th>
<th>Calls Exited</th>
<th>% of Calls</th>
<th>Avg IVR Duration</th>
<th>Total Time</th>
<th>% Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Profile/Default Sc</td>
<td>11</td>
<td>7%</td>
<td>.00 .05</td>
<td>.00 .51</td>
<td>52.11%</td>
</tr>
<tr>
<td>EMS Customizations</td>
<td>57</td>
<td>34%</td>
<td>.00 .04</td>
<td>.04 .09</td>
<td>26.46%</td>
</tr>
<tr>
<td>Receive Fax</td>
<td>1</td>
<td>1%</td>
<td>.00 .23</td>
<td>.00 .23</td>
<td>2.35%</td>
</tr>
<tr>
<td>Station Information</td>
<td>1</td>
<td>1%</td>
<td>.00 .05</td>
<td>.00 .05</td>
<td>0.51%</td>
</tr>
</tbody>
</table>

IVR Summary Report

The IVR Summary report provides a summary of activity in each Interaction Attendant application in the specified level. For each day in the range, it shows: the total number of calls for the application; the percentage of that number out of all calls in the system; the average duration of each call in that application; the total time of those calls in the application; and how many times those calls went through the application menu, if more than once.

Sample Report
### IVR Summary

**Date Time Range:** 06/15/2004 13:05:43 - 06/22/2004 13:05:43  
**Site ID Range:** 0-999  
**Level:** 3

<table>
<thead>
<tr>
<th>Site ID</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application:</strong></td>
<td>Error Handling: Default Schedule</td>
</tr>
<tr>
<td><strong>Error Handling: Default Schedule</strong></td>
<td>14</td>
</tr>
<tr>
<td><strong>Application:</strong></td>
<td>Error Handling: Support Open</td>
</tr>
<tr>
<td><strong>Error Handling: Support Open</strong></td>
<td>1</td>
</tr>
<tr>
<td><strong>Application:</strong></td>
<td>IR Closed</td>
</tr>
<tr>
<td><strong>IR Closed</strong></td>
<td>6</td>
</tr>
</tbody>
</table>

### IVR Summary Abandoned Report

This summary reports by date, and displays level name, interactions, aborted interactions, average aborted duration, percent aborted, repeated aborts, and percent repeated.

### Sample Report
### IVR Summary Abandoned Report

**Date/Time Range:** 03/23/2004 15:29:28 - 03/30/2004 15:29:28

**Site ID Range:** 0.999

**Level Range:** 3

<table>
<thead>
<tr>
<th>Date</th>
<th>Calls Entered</th>
<th>Calls Abandoned</th>
<th>Abandoned Duration</th>
<th>Percent Abandoned</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-03-23</td>
<td>91</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-24</td>
<td>319</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-25</td>
<td>319</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-26</td>
<td>283</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-27</td>
<td>8</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-28</td>
<td>16</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-29</td>
<td>209</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
<tr>
<td>2004-03-30</td>
<td>184</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

**Default Schedule**

<table>
<thead>
<tr>
<th>Calls Entered</th>
<th>Calls Abandoned</th>
<th>Abandoned Duration</th>
<th>Percent Abandoned</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,510</td>
<td>0</td>
<td>:00:00</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

---

**Queue/Wrap-up**

**Queue Period Statistics Agent Wrap Up Code by Queue Detail Report**

This report enables a supervisor to see the wrap-up codes and related detailed statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent in each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

**Sample Report**
**Queue Period Statistics Agent Wrap-up Code by Queue Detail**

<table>
<thead>
<tr>
<th>Date Time Range: 17/06/2006 00:00 - 17/06/2006 23:59</th>
<th>Interactive Intelligence</th>
</tr>
</thead>
</table>

**Agent Range:** 1-zzz  
**Queue Range:** 1-zzz  
**Site 10 Range:** 100

<table>
<thead>
<tr>
<th>Site ID: 160</th>
<th>aek.kumar</th>
<th>2006-10-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportEmail_AMER</td>
<td>Net Required</td>
<td>2</td>
</tr>
<tr>
<td>SupportEmail_AMER</td>
<td>2</td>
<td>01:44</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site ID: 260</th>
<th>aek.kumar</th>
<th>2006-10-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportAMER</td>
<td>Net Required</td>
<td>4</td>
</tr>
<tr>
<td>SupportAMER</td>
<td>4</td>
<td>12:18</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site ID: 360</th>
<th>aek.kumar</th>
<th>2006-10-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportEmail_AMER</td>
<td>Net Required</td>
<td>3</td>
</tr>
<tr>
<td>SupportEmail_AMER</td>
<td>3</td>
<td>20:00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site ID: 460</th>
<th>aek.kumar</th>
<th>2006-10-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportAMER</td>
<td>Net Required</td>
<td>5</td>
</tr>
<tr>
<td>SupportAMER</td>
<td>5</td>
<td>14:19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site ID: 560</th>
<th>aek.kumar</th>
<th>2006-10-06</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportEmail_AMER</td>
<td>Net Required</td>
<td>3</td>
</tr>
</tbody>
</table>

**Queue Period Statistics Wrap-up Code Summary Report**

This report enables a supervisor to see the wrap-up codes and related summary statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each
agent or each queue. A wrap-up code of "NS" means the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

**Sample Report**

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Range:</td>
<td>!--zz</td>
</tr>
<tr>
<td>Queue Range:</td>
<td>!--zz</td>
</tr>
<tr>
<td>Site ID Range:</td>
<td>100-101</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ints</th>
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