



Com.X IP PBX

Call Center Analyser

(& Operator Panel and User HUD)

Features, Benefits

&

Use Cases

Version 1.0, 2 November 2015

Document History

Version	Date	Description of Changes
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1 Introduction

1.1 Overall Advantages

This document is intended for sales specialists to understand the key marketable features and benefits of the Com.X Call Centre Analyser.

Topics addressed here reflect the basic needs and frequently asked questions of Call Center Administrator looking for visibility to improve the call centre service provided via their Com.X IP PBX.

The different metrics that can be used to analyse call centre call flows at various operational levels will be described in this document.

For example, in order to measure the efficacy of teams of call centre agents working under a 'support' queue, the administrator can analyse graphs of all the calls that have been answered versus the number that have been abandoned over a defined period. See Answered vs. Abandoned calls for queue 600 below. At a more detailed level, many other metrics are presentable such as "Agent Availability", "Agent Session and Pause Durations", "Pause Detail" and many more can be used to monitor the efficacy individual agents within your call centre.

Metric data that would normally have to be collated manually is now merged into one unified source that can automatically generate multiple different graph types from which to properly interpret that data. The metric data itself can be exported either as pdf or spreadsheet format and be used in higher level reporting.

The Call Center Analyser includes an exhaustive set of auto-generated charts and graphs which are selectable for view or email based reporting. However, the user may create their own set of customised reports as their own needs may demand.

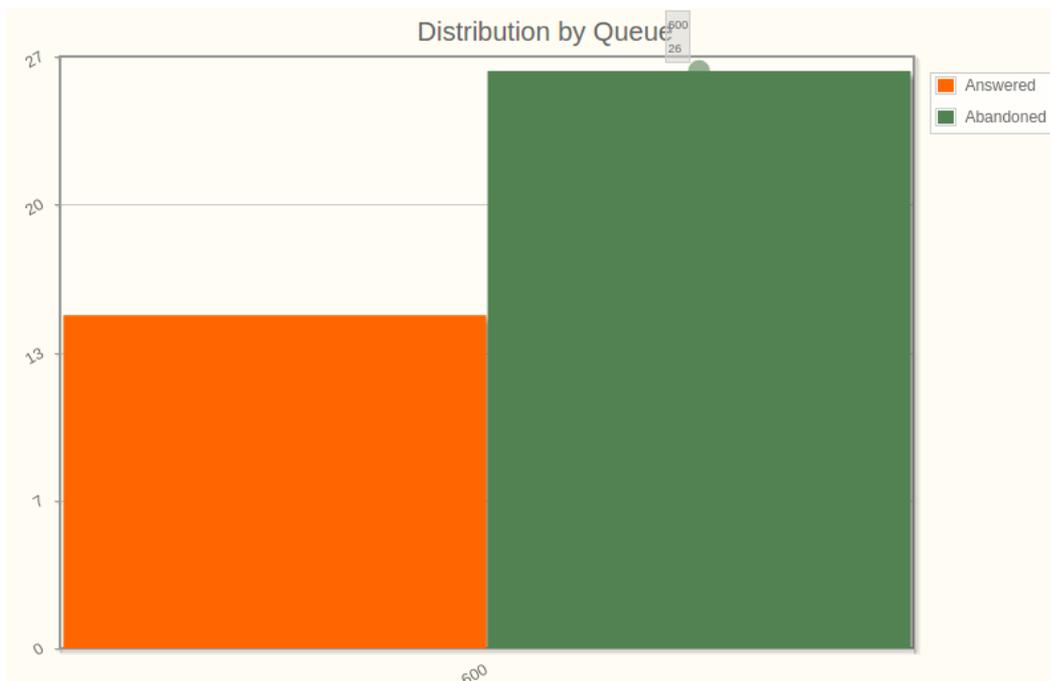


Figure 1: Answered vs. Abandoned calls for queue 600



1.2 Scope of this document

This document is presents the functionality and feature set available within the Com.X Call Centre Analyser.

1.3 Limitations of the Call Centre Analyser

The Call Center Analyser only monitors statistics that can be obtained from call centre queues and individual agents in terms of both long term reporting (via database generated graphs) and real time analysis (immediate queue and agent status).

It is not, however, intended to be used as a replacement for any TMS (Telephone Management System) and does not any valid call rate tables to be used for call billing purposes.

1.4 Scoping the Call Center Analyser

The Call Center Analyser can be enabled to run on the Com.X PBX via application of a license to the Com.X device.

Each Call Center licence supports a total number of valid agents / seats and runs on a specific Com.X device, as identified by its serial number.

Ordering information	
Part number	Agents
CCA-5GNT	5
CCA-10GNT	10
CCA-15GNT	15
CCA-20GNT	20
CCA-25GNT	25
CCA-30GNT	30

Figure 2: Call Center license types

When selecting a Com.X model with Call Center Analyser facilities for a client, consideration should focus firstly on the maximum number of call center agents required, then select a Com.X model which can support the total quantity of agnet calls PLUS any additional trunk calls for general business use. Refer to figure 3 below.

Com.X model	Concurrent calls	Qty Call Center Agents						
		0 to 5	6 to 10	11 to 15	16 to 20	21 to 25	26 to 30	30+
Com.X5 (Lite)	4	4 (max)						
Com.X5 - MC	8		8 (max)					
Com.X5 - MB	16			16 (max)				
Com.X10	30						30 (max)	
Com.X10 (turbo)	60							
Com.X20	360							

Figure 3: Scoping a Call Center Analyser



1.5 Basic Call Centre Components

The call centre can be operated by and reported on by two web based software modules. As presented in the diagram below, these are (1) The Call Centre Analyser and (2) the Operator panel.

The Call Centre Analyser provides reporting on various types of default or customisable metrics. The operator panel shows current status of call centre agents and the queues they work in. It also allows calls to be answered, transferred, originated, recorded and ended, using simple clicks of a mouse.

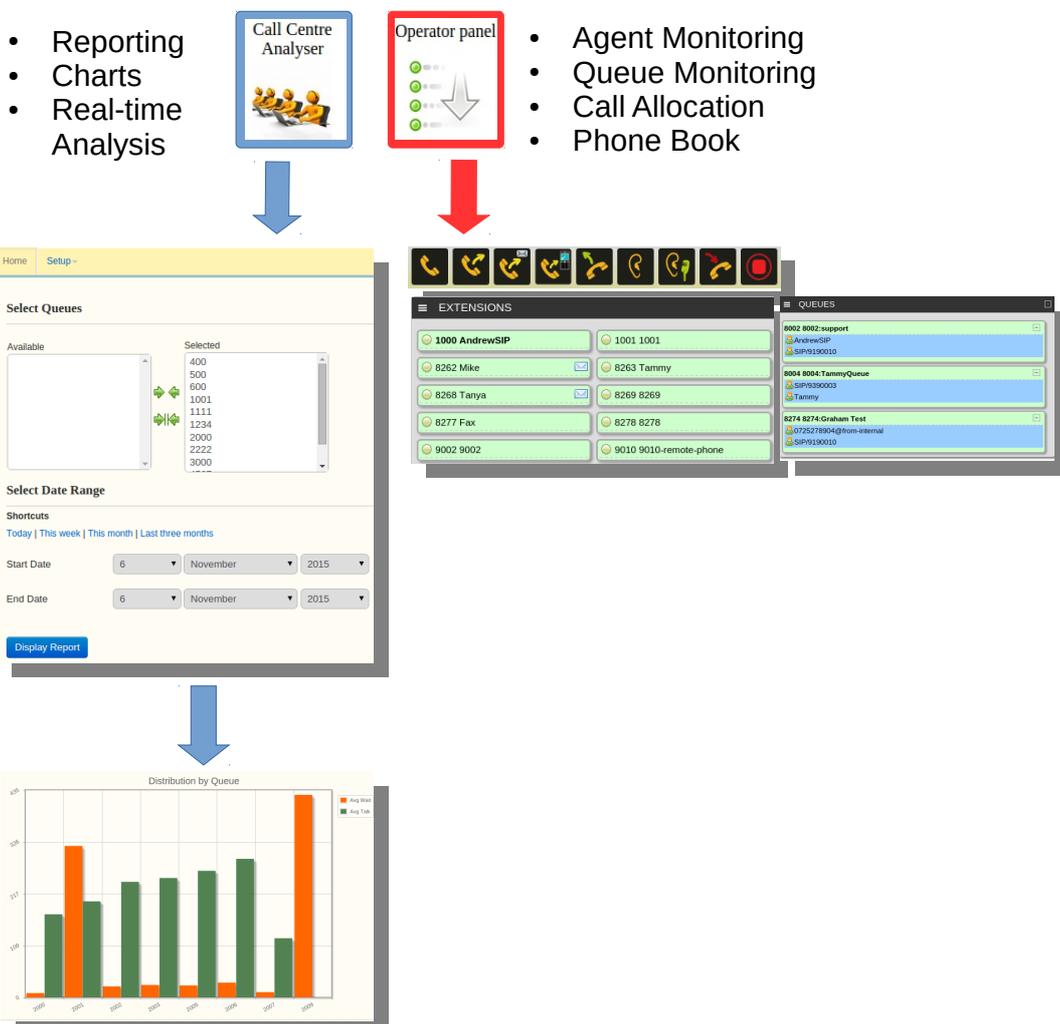


Figure 4: Major Software Components



1.6 Typical PBX Call Center Setup

An example scenario for a call centre would be as follows:

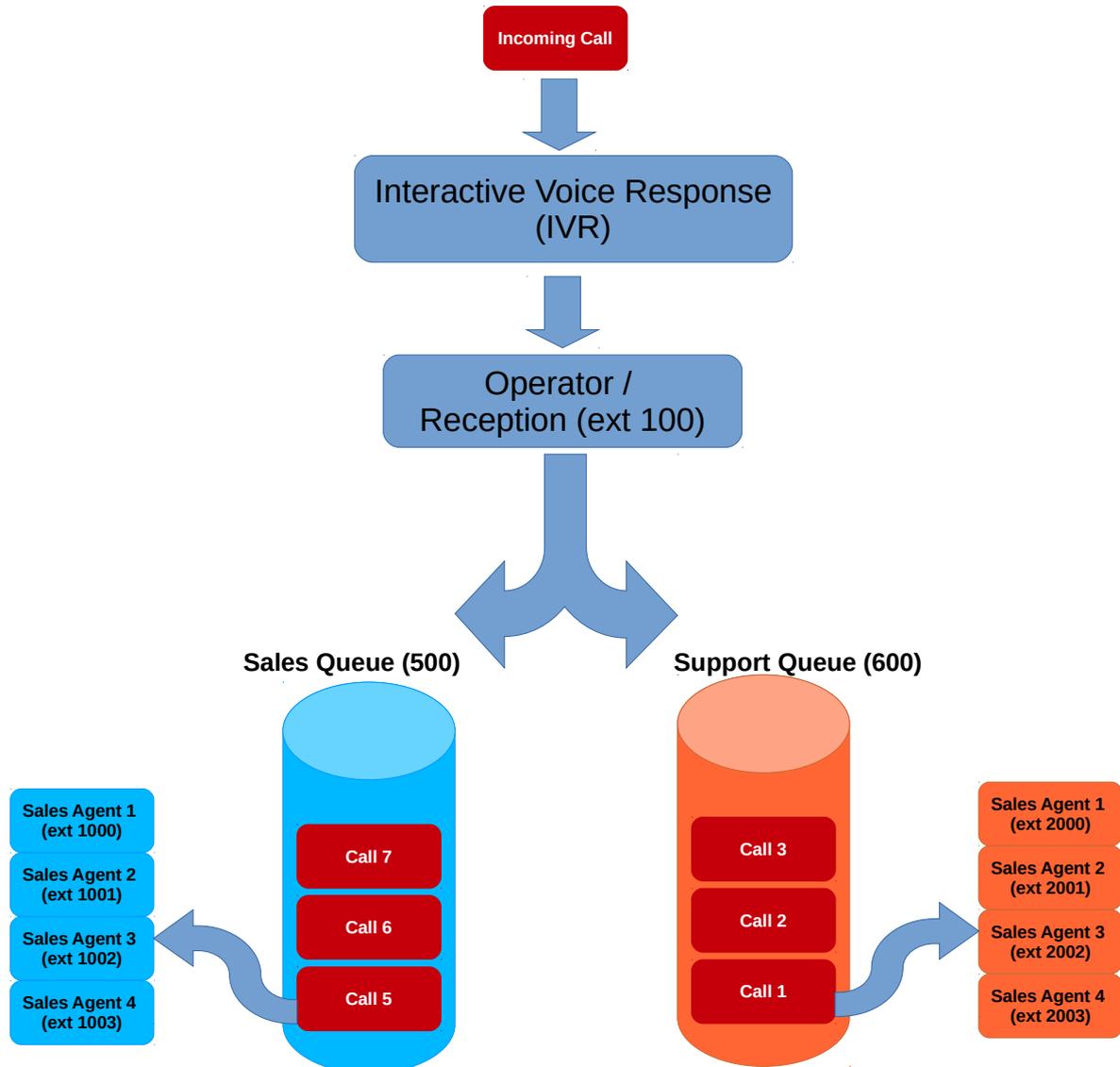


Figure 5: Typical PBX Call Centre Configuration

1.7 Call Centre Benefits Overview

The Call Center Analyser interface is presented intuitively presenting the most coarse grained elements (Distribution tab) on the left flowing towards the finer grained attributed (Agent tab) on the right.

A real time view of all call queues and agent statuses can be viewed with the real time tab. If a specific call needs to be found then the search tab can be used with a range of different search criteria including: CallerID, Agent, UniqueID etc.

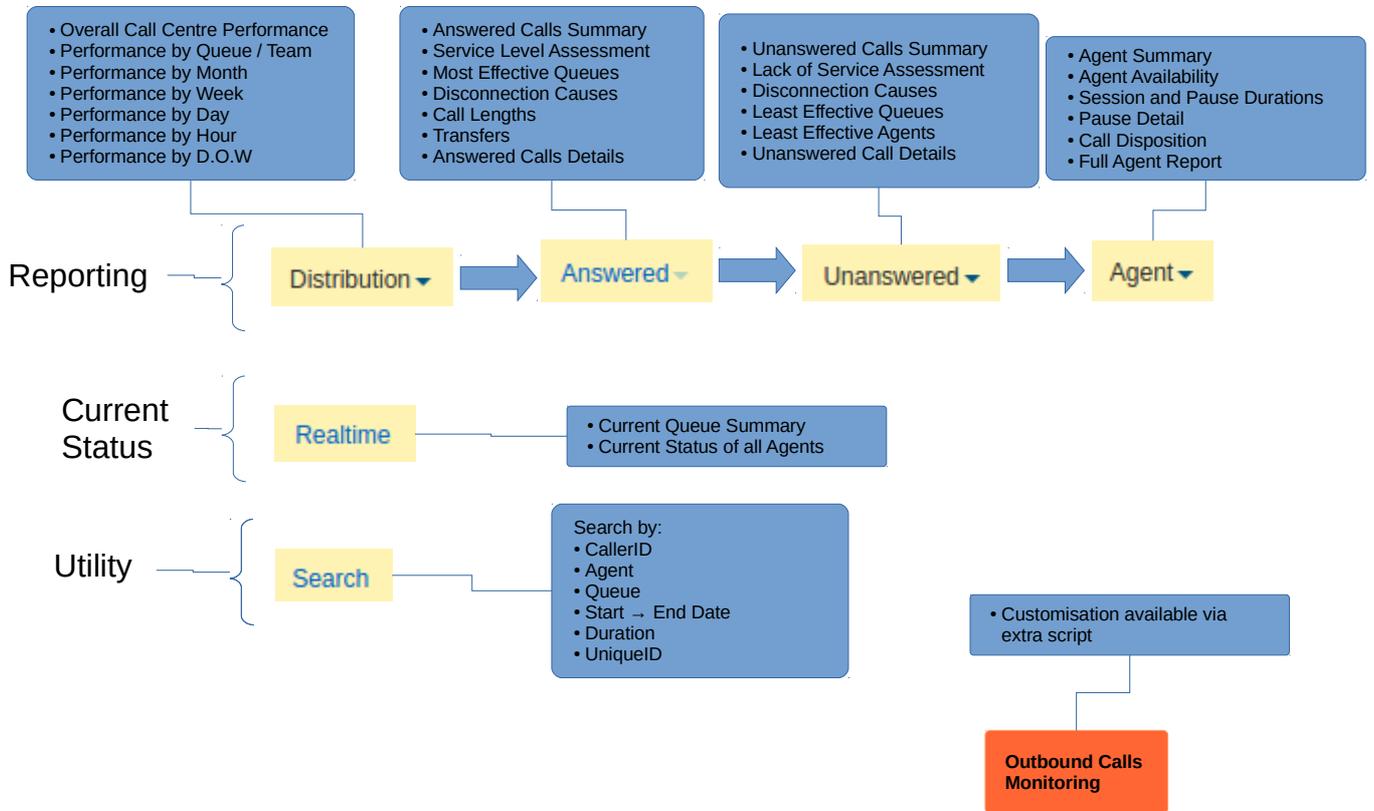


Figure 6: Call Centre Analyser Benefits Overview



2 Operator Panel & User HUD overview

The operator panel & user heads-up display (HUD) allows a supervisor to directly view and manipulate both queues and individual agents/extensions working within a queue based call centre environment. The following list of features provides transparency and ease of use:

- Queue Status
- Agent Status
- Answering calls waiting in a queue
- Allocating waiting calls in a queue to different agents
- Move agents into different queues dynamically
- Pause/Unpause an agent extension
- Phone Book (Uploaded manually or via CSV file)
- Messenger Service (IM or Chat)

2.1 Command Bar



Figure 7: Operator Command Bar

Button	Description
	Dial: Using the dial key pad (<input type="text" value="Dial"/>) the user can dial out. An internal call can also be generated by selecting an individual agent (which then highlights in blue) and clicking this button.
	Transfer: An user is able to transfer an active call in which they are involved, by selecting the target extension, while a call is active, and clicking on the “transfer” feature button.
	Transfer to mailbox: Similar to transferring to another user only this transfers to the user's voice mailbox.
	Transfer to mobile: This button will initiate a call to an external number.



	Call Pickup: The user can answer a call by clicking on a ringing agent extension (highlights in blue) and clicking this button.
	Listen: A supervisor can listen in on any call taking place within the call centre. First select ongoing call and then click this button.
	Listen and Whisper: This allows a user to both listen and speak directly to the agent handling the call without being heard by the caller.
	Hang up: Select an ongoing call and click this button to end that call.
	Record call: This button will start or stop recording on an ongoing call.

2.2 Phone Book Management

Phone book or business directory entries can be added manually or imported from a central business directory / contact list.



The PBX user or call center agent can click the HUD phone book, search for contact and may enact “click to call” to the selected contact on any listed contact number available.

In this case, the agent's phone extension rings first. Once answered, the Com.X PBX dials the contact's selected number.



	<input type="checkbox"/>	FIRST NAME	LAST NAME	PHONE 1	PHONE 2	COMPANY	PICTURE
	<input type="checkbox"/>	another	one	1001	1001	Queen	
	<input type="checkbox"/>	Joe	Soap	1002	1002	TestCompany	
	<input type="checkbox"/>	Andrew	Test	217008272	2170085423	far South Networks	
	<input type="checkbox"/>	Matthew	test	217008261		FSN	

PAGE : 1 OF 1 . TOTAL RECORDS FOUND: 4

Figure 8: Phonebook menu

2.3 Agent Management

The operator panel allows the user to view the activity status of all users and call centre agents in real time. This view allows individual agents and their calls to be monitored and manipulated via the set of “Command buttons” listed above. These being Dial, Transfer, Pick up, Hang up, Listen, Wisper, Record.

2.3.1 Adding/removing dynamic agents

Any SIP extension can be added or removed from a queue by the supervisor. Simply click on the status indicator of the extension and select the “add to queue” option.

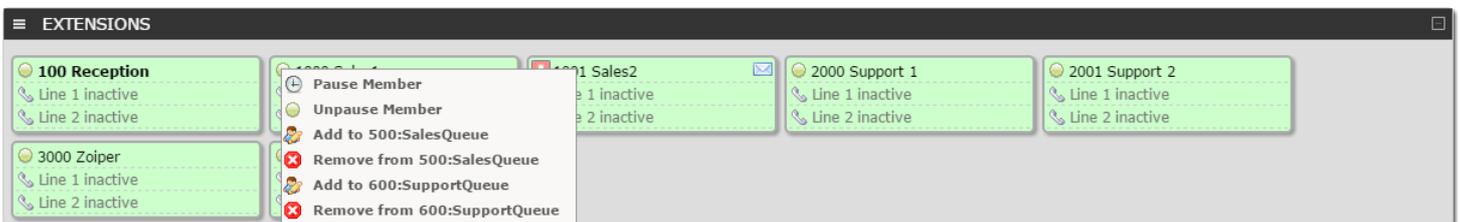


Figure 9: Managing Agents

Individual agents can be:

- Paused / Unpaused
- Added / Removed from existing queues



2.4 Queue Management

The queue view allows the user to view and manipulate calls within each queue.

2.4.1 Picking up a call from a queue

Any user logged into their operator panel and pick up a call from within a queue.

The user need not be an agent of the queue and can select an individual call from within the queue, based on the calling number, simply by selecting the queued call and clicking “Pickup Call”..



Figure 10: Pickup particular calls in a queue.

2.4.2 Listen and Whisper

The supervisor can actively review and support their call center agents using the “Listen and Whisper” feature. The listen and whisper feature allows the supervisor to listen in on a call in which they are not involved.

The supervisor is audible only to the internal extension or agent and not to the external party. To listen and whisper, select the local extension involved in the call (note, the blue outline within the figure below) and click the “Listen and Whisper” feature button.



Figure 11: The Listen and whisper menu

2.4.3 Chat or Instant Messaging

The operator panel allows agents to message each other or the supervisor by clicking their status indicator, and selecting Chat.

Logged on users will receive messages instantly.

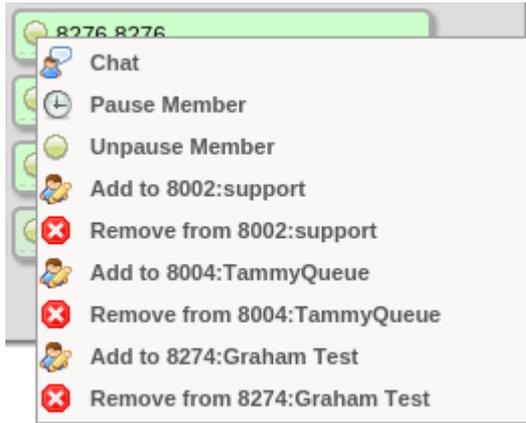


Figure 12: Supervisor view for Chat and Queue management



3 Call Center Analyser overview

3.1 Call Distribution Analytics

3.1.1 Distribution Summary

The distribution summary provides a view of general queue activity over a specified time period.

Distribution Summary	
Queue:	600, 500
Start Date:	2013-11-02
End Date:	2015-11-02
Hour Range:	00:00 - 23:59
Period:	731 days

Figure 13: Distribution Summary showing monitored queues and time periods

3.1.2 Total Calls

The total calls table provides the supervisor with a summary of all call characteristics through the call centre over the specified time period.

If, for example, the abandoned rate is high the supervisor can view distribution per week, day or hour and drill down to identify specific queues or general time periods where call center operation require optimisation.

Total Calls	
Number of Received Calls:	107 calls
Number of Answered Calls:	37 calls
Number of Unanswered Calls:	0 calls
Number of Abandoned Calls:	70 calls
Number of Transferred Calls:	0 calls
Unanswered Rate:	0.00 %
Abandon Rate:	65.42 %
Number of Agent Logins:	0
Number of Agent Logoffs:	0

Table 1: Total Calls Distribution Break Down

Field	Description
Number of Unanswered Calls	The number of times an incoming call was left to ring without any entity (either IVR, Reception or agent) in the system answering it.
Number of Abandoned Calls	The number of times calls were answered by the system but were left in a waiting queue without being handled.



Unanswered Rate	The percentage of total calls that were left to ring and were not answered by any entity in the PBX system.
Abandoned Rate	The percentage of total calls that were left in a queue and then abandoned by the caller.

3.1.3 Distribution by Queue

There are two complimentary sets of metrics that can be visualised to gauge the comparative performance of any number of different monitored queues. Namely, these are, “Answered vs. Abandoned calls” (See Answered vs Abandoned calls for support and sales queues (secs) below)

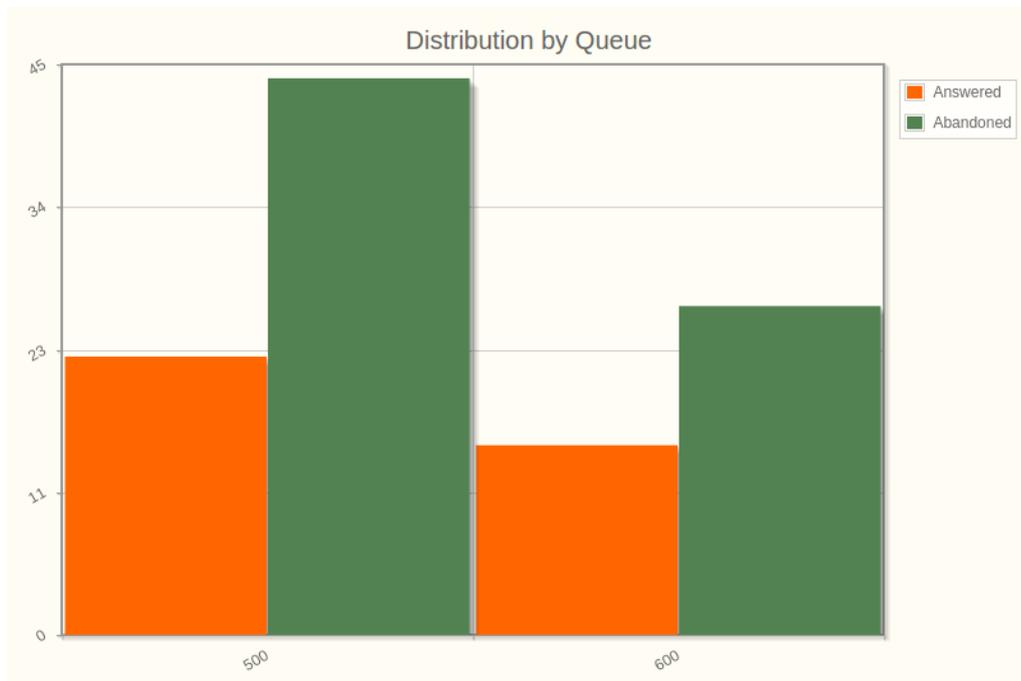


Figure 14: Answered vs Abandoned calls for support and sales queues (secs)

and the second is “Average Talk time vs. Average Wait time”. Both of these analytics are self explanatory.

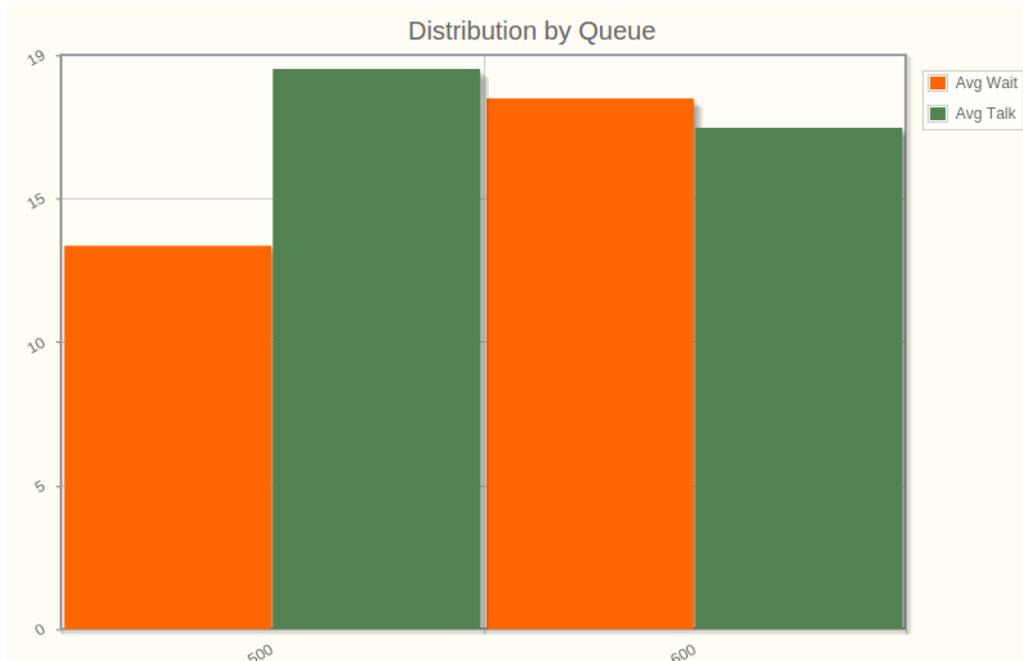


Figure 15: Average talk vs. Average Wait time for sales and support queues (secs)

3.1.1 Distribution by “Time Period”

Call distribution metrics are available on a per Month, Week, Day and Hourly basis. Metric data is presented in clear graphical format or table formats.

In their analysis, call center supervisors use the tables to “drill down” into specific time periods and identify call flow problem areas specific to time periods, queues or individual agents.

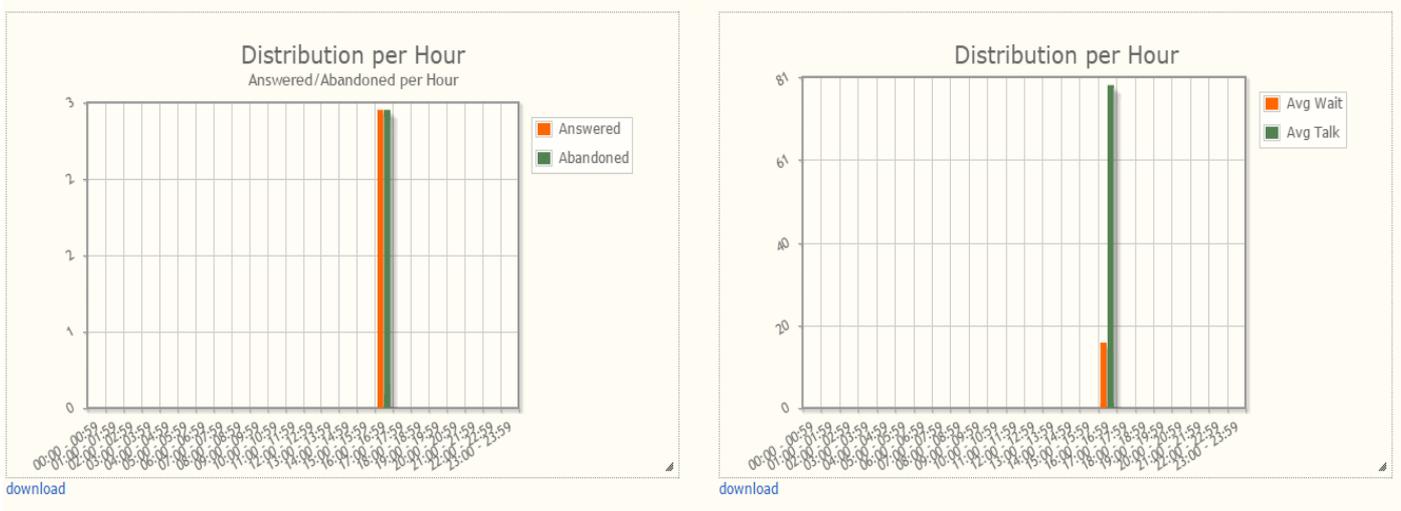


Figure 16: Distribution per Hour



Distribution per Day of Week													
Day	Received	Answered	Unanswered	Abandoned	Transferred	Logins	Logoff	Avg Wait	Avg Talk	Max Callers	% Answ	% Unansw	SLA
Sunday	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %
Monday	6	3	0	3	0	0	0	00:00:16	00:01:19	1	50 %	50 %	50 %
Agent	Date	Queue	Number	Event	Wait Time	Talk Time	Actions						
NONE	09-11-2015 16:33:00	600	5531164	Abandoned	00:00:44								
NONE	09-11-2015 16:36:01	500	5531164	Abandoned	00:00:18								
NONE	09-11-2015 16:36:51	500	5531164	Abandoned	00:00:15								
Agent/1001	09-11-2015 16:39:07	500	5531164	Complete by Caller	00:00:12	00:02:34							
Agent/2001	09-11-2015 16:47:23	600	5531164	Complete by Agent	00:00:08	00:00:12							
Agent/2001	09-11-2015 16:48:05	600	5531164	Complete by Caller	00:00:04	00:01:13							
Tuesday	0	0	0	0	0	0	0	00:00:00	00:00:00	0	0 %	0 %	0 %

Table 2: Distribution per Week



3.2 Answered Calls Analytics

3.2.1 Total Answered Calls

The answered calls summary below provides the total number of calls answered during the specified period as well as a number of subcategories such as average wait time to offer a more detailed assessment.

Total Answered Calls	
Answered Calls	37 calls
Transferred Calls	0 calls
Avg Talk:	00:00:19
Total Duration:	00:11:29
Avg Wait:	00:00:07

Table 3: Total Answered Calls Break Down

3.2.2 Service Level

The service level metric provides the supervisor with an overview of how quickly his/her call centre agents take to answer incoming calls during the specified analytic period.

This graph provides the supervisor with the distribution of answered calls times for each queue.

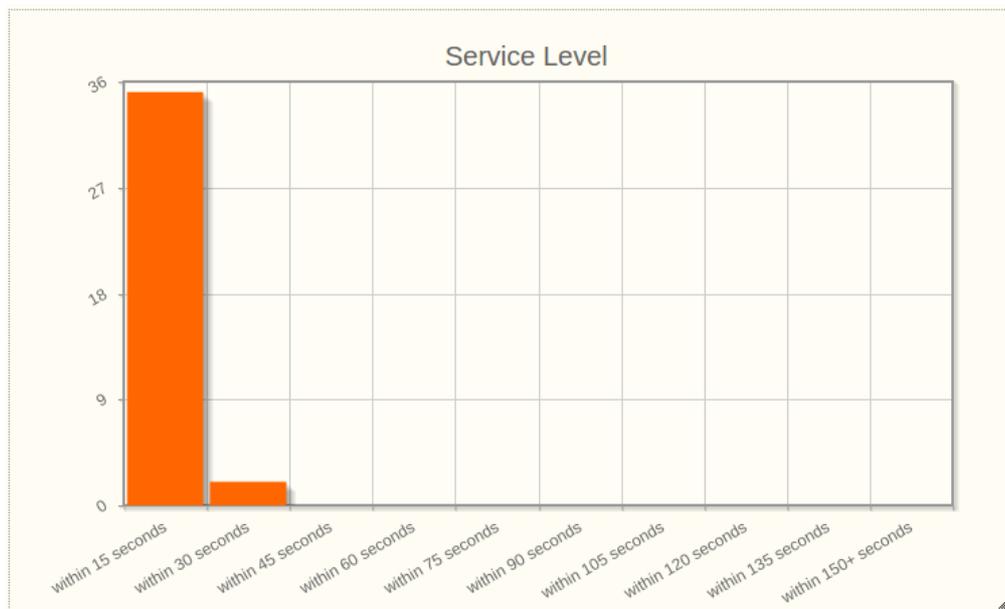


Figure 17: Service Level Chart



3.2.3 Answered by Queue

By viewing the “answered by queue” chart the supervisor can visually gauge the comparative performance of all selected queues. In the example below queue 500 has answered 22 calls whereas queue 600 has only answered 15.

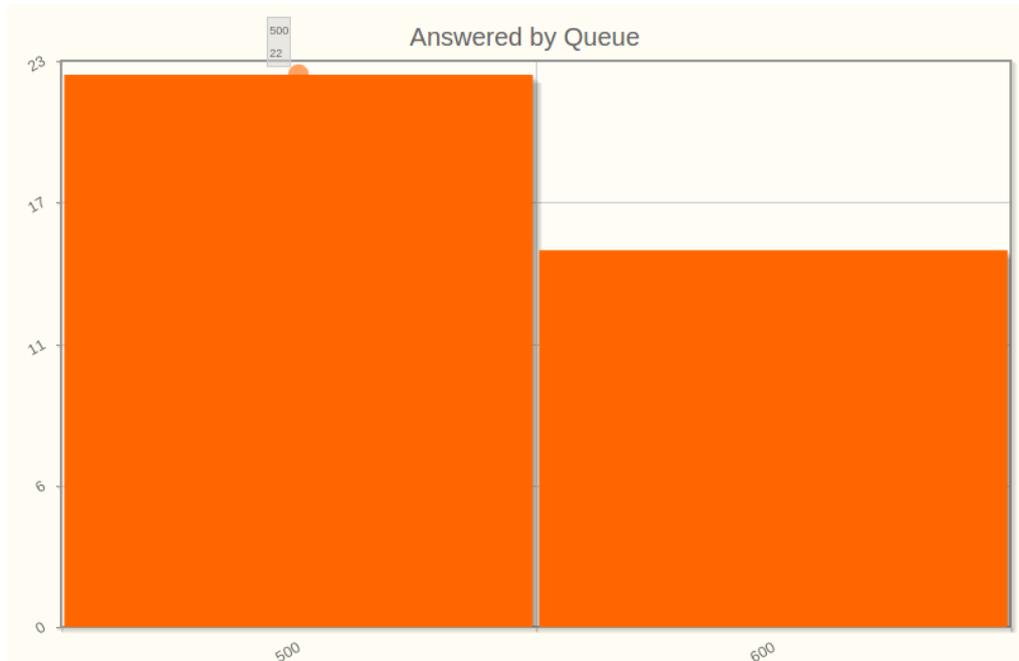


Figure 18: Answered Calls by Queue

3.2.4 Answered by Agent

3.2.4.1 Number of Calls per Agent

Here the number of calls that each individual agent handled can be seen easily. In the example below 'Agent/1000' (agent with extension number 1000) has handled 22 calls whereas 'Agent/1001' as managed 15.

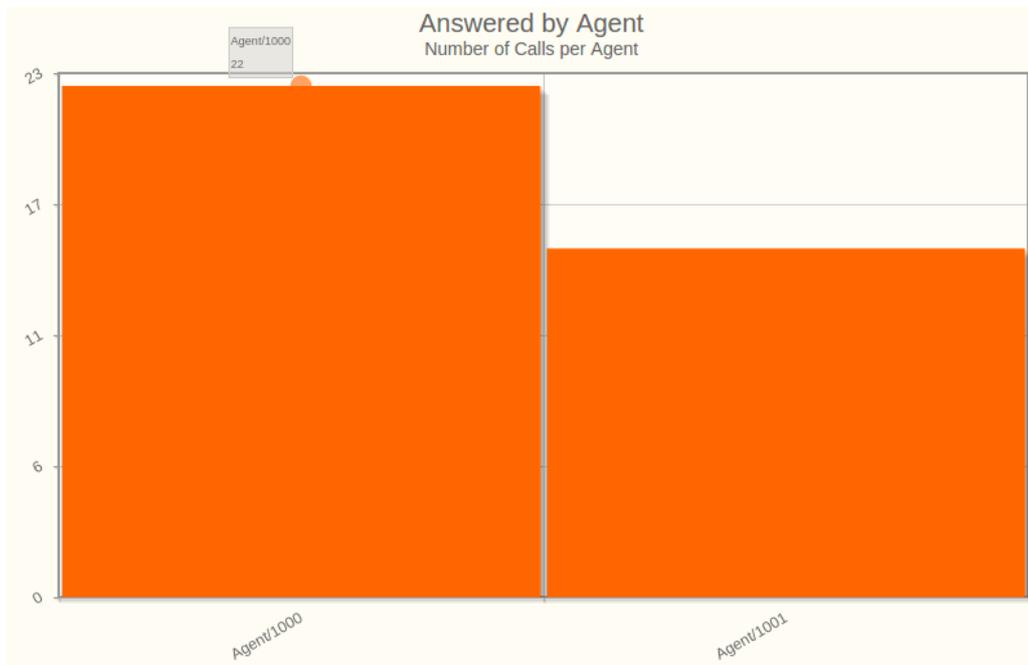


Figure 19: Number of Calls per Agent

3.2.4.2 Total Answered Time per Agent

The total time each agent has spent (in seconds) in an active call state is presented.

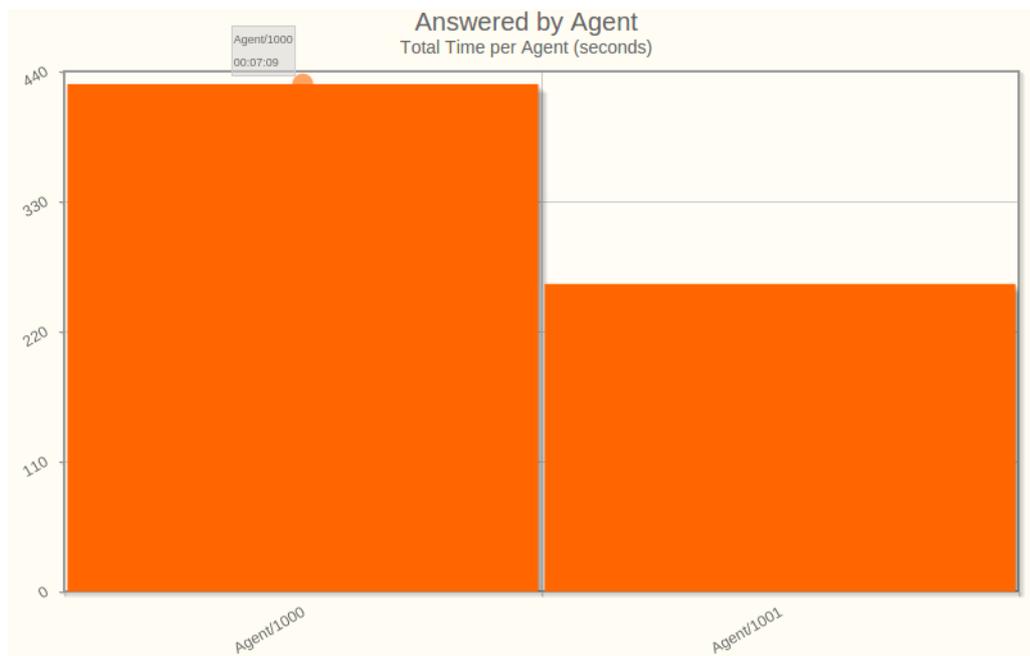


Figure 20: Total Answered Time per Agent (seconds)



3.2.5 Disconnection Cause

The disconnection cause chart presents the relationship between total calls completed by the agent or by the caller over the specified time period.

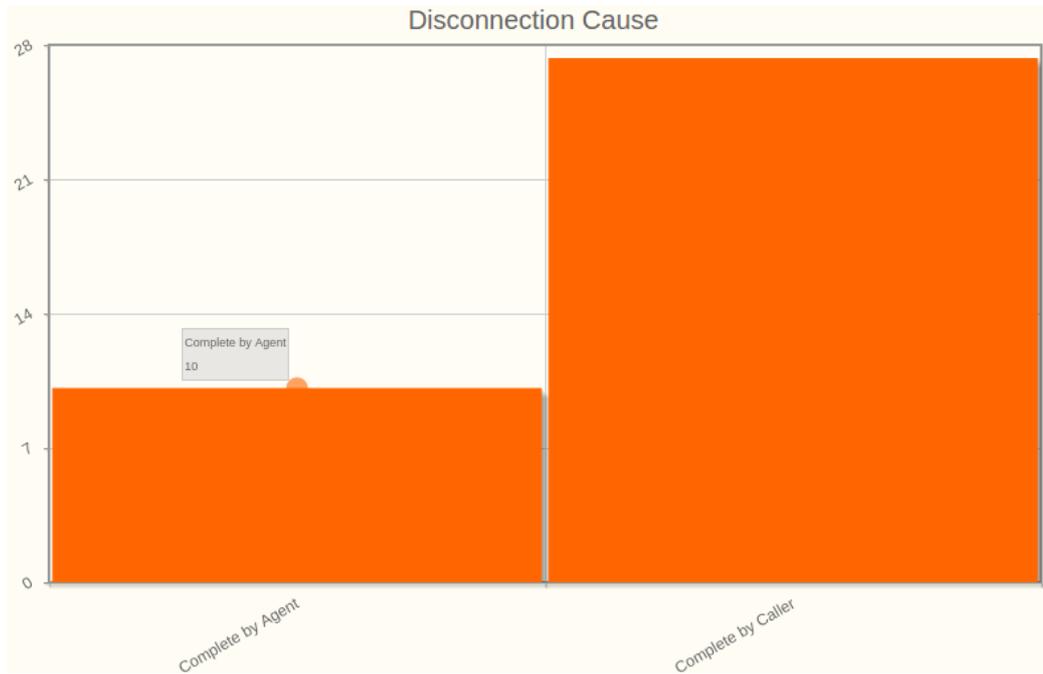


Figure 21: Disconnection Causes



3.3 Unanswered Call Analytics

3.3.1 Total Unanswered Calls

The following table provides an overall break down of the total number of incompleting calls, abandoned calls, unanswered calls, abandon average wait before disconnection, abandon average queue position at disconnection and abandon average queue start position.

Total Unanswered Calls	
Incompleted Calls:	71 calls
Abandoned Calls:	71 calls
Unanswered Calls:	0 calls
Abandon Avg Wait Before Disconnection:	00:00:20
Abandon Avg Queue Position at Disconnection:	1
Abandon Avg Queue Start Position:	1

Table 4: Total Unanswered Calls

Field	Description
Incompleted Calls	The total sum of all abandoned and unanswered calls.
Abandoned Calls	Calls that were answered by the PBX, transferred to a queue where the caller waited until disconnection.
Unanswered Calls	Calls that were left to ring and hangup. I.e. calls that were not answered by any entity within the PBX system (agents, queues, interactive voice response (IVR) etc.)
Abandon Avg Wait Before Disconnection	The average amount of time that a caller spent waiting before either disconnecting themselves or being disconnected.
Abandon Avg Queue Position at Disconnection	The average queue position that a caller was at when disconnection occurred.
Abandon Avg Queue Start Position	The average position in a queue at which a caller began waiting before abandoning the call.



3.3.1 Service Level

The service level graph shows various time 'bins'/slots at which different numbers of calls were abandoned.

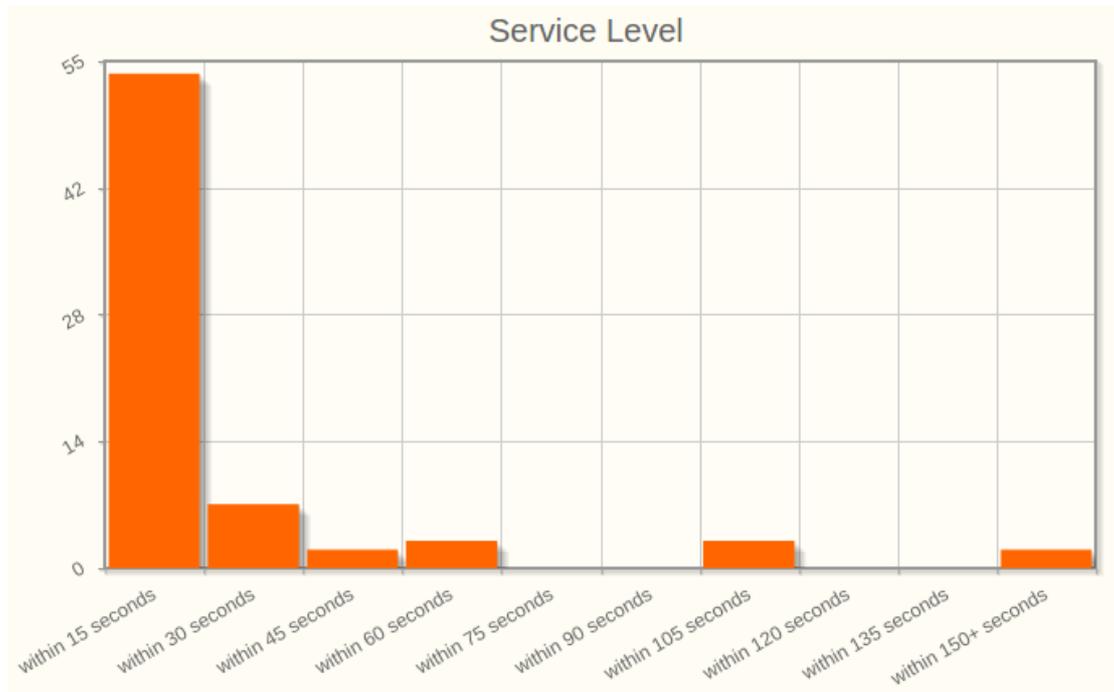


Figure 22: Service Level graphs

As usual, all metrics are available in table format, which allow the supervisor to “drill down” and extract more specific event details, as shown in the graphic below.

Service Level			
Abandoned	Count	Delta	%
within 15 seconds	5	+5	62.50 %
within 30 seconds	7	+2	87.50 %
within 45 seconds	8	+1	100.00 %
within 60 seconds	8	+0	100.00 %
within 75 seconds	8	+0	100.00 %
within 90 seconds	8	+0	100.00 %

Date	Queue	Number	Event	Wait Time
03-11-2015 08:27:17	500	5531164	Abandoned	00:00:03
04-11-2015 10:06:23	500	1002	Abandoned	00:00:05
04-11-2015 10:06:30	600	1002	Abandoned	00:00:04
06-11-2015 14:38:36	500	5531164	Abandoned	00:00:09
09-11-2015 16:36:51	500	5531164	Abandoned	00:00:15

Table 5: Service Level tables



3.4 Agent Analytics

3.4.1 Agent Totals

The following table provides a high level snap shot of the call center activity over the specified time period.

Agent Totals	
Number of Agents:	2
Average Session Time:	6069:46:46
Shortest Session Time:	00:00:00
Longest Session:	6069:46:52
Total Session Time:	12139:33:33

Table 6: Agent Totals Break Down

Field	Description
Number of agents	Total number of selected agents
Average Session Time	The average time that an agent was logged in. (hh:mm:ss)
Shortest Session Time	The shortest time that any agent was logged in for. (hh:mm:ss)
Longest Session	The longest time that any particular agent was long in. (hh:mm:ss)
Total Session Time	The total session time summed over all agent log in times. (hh:mm:ss)

3.4.2 Agent Availability

This is the most effective way to gauge individual agent call activity and effectiveness over the specified time period.



Agent Availability								
Agent	Session Time	Pause Time	Talk Time	Idle Time	Avg. Session Time	Calls	Fails	AHT
Agent/1000	218:00:11	00:00:00	00:00:31	217:59:40	30 %	2	0	26
Agent/1001	165:24:51	14:24:46	00:02:57	165:21:54	23 %	2	0	99
Agent/2000	165:25:47	14:24:49	00:00:20	165:25:27	23 %	1	2	27
Agent/2001	165:27:09	14:25:24	00:02:24	165:24:45	23 %	3	2	55

Agent Session and Pause Durations						
Agent	Sessions	Avg. Session	Pauses	Avg. Paused	% Paused	Pauses per Session
Agent/1000	1	218:00:11	0	00:00:00	0	0
Agent/1001	1	165:24:51	1	14:24:46	9	1
Agent/2000	1	165:25:47	1	14:24:49	9	1
Agent/2001	1	165:27:09	1	14:25:24	9	1

Table 7: Agent Availability analytic tables

Field	Description
Agent	The agent name
Session Time	The total time the agent spent logged in. (hh:mm:ss)
Pause Time	The total time the agent spent in a paused state. I.e. on lunch, short break or scheduled meeting. (hh:mm:ss) See " Error: Reference source not found"
Talk Time	The total amount of time the agent spent
Idle Time	The total time the agent was inactive
Avg. Session Time	Percentage of the total session time handled an agent.
Calls	Total number of calls handled by an agent.
Fails	The number of unsuccessful calls handled an agent. This is when a PBX queue rings the agent's phone and the agent fails to answer.
AHT	Average Handle Time: the average time the agent took to complete a call. This includes hold time and talk time. (seconds).

3.4.3 Agent Pause Analytics

Predefined pins codes are available for each agent to utilise for defining the type of break being taken when paused form a live call queue.

Analytics are then groups accordingly for supervisor review.



3.4.3.1 Agent Pause Conditions

The table below shows the various pin codes that call centre agents can use to go into on break for lunch, a meeting, a short break (e.g. smoke break) and to unpause.

The agent need only pickup the handset and type the pin code digits in to activate the various modes tabulated below.

Pin Code	Description
*13	Lunch Break
*14	Meeting Pause
*15	Short Break Pause
*16	Unpause all of the above

If any of the above pause modes are invoked by an agent a small clock icon will appear in the agent status window under that particular agent. See “Agent Summary”.

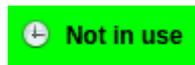


Figure 23:
Pause Icon

3.4.3.2 Pause analytics

The supervisor may then view the pause types as distributed over the specified time period. Thus allowing the supervisor to gauge agents availability and break needs over their active in service time period.

Some example table metrics are presented below.

Agent	Pauses	Time
Agent1000	1	00:00:41
Agent2001	1	06:21:46

Figure 24: Lunch Pause showing 2 agents on lunch break

Agent	Pauses	Time
Agent2000	1	06:20:58

Figure 25: Meeting Pause showing agent2000 on a meeting break



3.5 Search

3.5.1 Search Form

If you're looking for a specific call the search tab offers a convenient way of getting quick results from a number of different search criteria such as: CallerID, Agent, Queue, Over a range from start date to end date, by duration or by uniqueid for that call.

Caller ID	Agent	Queue	Start Date	End Date	Duration	Uniqueid
<input type="text"/>	>= 0	<input type="text"/>				

Search

Figure 26: The Search Form



4 Real Time “Wall Board”

Much like the operator panel in section 2, the real time tab allows the supervisor to view the immediate, real time status of all call events through that call centre.

4.1 Queue Summary

The queue summary provides live metrics such as number of agents working in that queue, the number of agents logged off, average wait time for callers, the number of calls answered, unanswered, abandoned and their average duration.

Queue Summary											Server Time 12:03	
Queue	Waiting	Agents	Logged Off	Busy	Paused	Answered	Unanswered	Abandoned	Abandon Rate	Avg Wait	Avg Duration	Max. wait time
500	0	1	0	0	0	0	0	1	100.00 %	00:00:03	00:00:00	00:00:00
600	0	1	0	0	0	0	0	0	0.00 %	00:00:00	00:00:00	00:00:00
Total	0					0	0	1	100.00 %	00:00:03	00:00:00	00:00:00

Table 8: Queue Summary showing current queue status

Field	Description
Queue	Queue Name
Waiting	The total number of calls waiting to be answered for this queue
Agents	Number of agents assigned to this queue
Logged Off	Number of logged off agents
Busy	Number of agents busy in a call
Paused	Number of paused agents
Answered	Total answered calls for this queue
Unanswered	Total unanswered calls for this queue
Abandoned	Total abandoned calls for this queue
Abandoned Rate	The rate at which calls are abandoned in this queue (%)
Avg Wait	Average time a caller waits in this queue
Avg Duration	Average duration of a call for this queue



Max. Wait time	The maximum amount of time a caller has had to wait in this queue for.
----------------	------------------------------------------------------------------------

4.2 Agent Summary

The agent summary form shows the current status of each individual agent in the call centre. It shows a real time view of what the agents are engaged in, how many calls they have answered, the duration of those calls, when they were last in a call and which queue they are allocated to.

Agent Status <input type="checkbox"/> Hide Logged off <input type="checkbox"/> Group by Queue							
Queue	Agent	State	Duration	Caller ID	Queue	Last in Call	Calls
500	Agent1000	Not in use	00:00:00			No info	0
600	Agent1001	Not in use	00:00:00			No info	0

Table 9: Agent Summary Table showing current status of all agents

Field	Description
Queue	Queue Name
Agent	Agent Name
State	The state of a particular agent: "Not in use" , 'Busy' etc.
Duration	Total duration of currently on going call.
Caller ID	The incoming caller identification.
Queue	Which queue the call is currently being handled by
Last in Call	A textual description of how long ago the agent was last in a call
Calls	Total number of calls handled by the agent within that queue



5 Further Details

5.1 External Documentation

If you would like further details on the features of this product please go to:
<http://www.asteric.net/docs/administratorguide.php>