# VOCALCOM Hermès.Net

## Advanced Reporting Definitions

| Version | Date | Author |
|---------|------|--------|
| 1.0.0 | 5/22/2006 11:33:00 AM | Frank Vanholst |
| | | |

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# 1. MAPPING BETWEEN ONDATA TABLES AND REPORTING MODULE

## 1.1. ODCalls table

Named **Calls** throughout this document.

This table is used by the system to store alls the calls performed by the ACD (completed or not).

| ODCalls | Reporting | Description (from OnData help file) |
|---|---|---|
| CallUniversalTime | UTime | Call creation universal time |
| CallUniversalTimeString | UTimeString | Call creation universal time in format YYYYMMDDHHmmss |
| Indice | INDICE | Contact identifier (i.e. identifier from the call file) |
| Duration | DUREE | Total duration of the call |
| WaitDuration | DUREE_ATT | Total time spent in waiting queue |
| LastAgent | ID_TV | Last agent handling the call |
| LastQueue | Groupe | Last queue linked with the call |
| Overflow | DEBORDE | Specify the overflow type that was used if overflow was activated |
| Closed | FERMETURE | Greater than 0 when the campaign is closed |
| ANI | TEL_2 | Caller identification |
| LastTransfer | TRANSFERT | Last transfer destination |
| RerouteDuration | REROUT | Total rerouting duration |
| DNIS | DID | Dialed phone number |
| FirstCampaign | DNIS | First campaign linked with the call |
| CallStatusGroup | CallStatusGroup | Call qualification group selected |
| CallStatusNum | CallStatusNum | Call qualification code selected |
| CallStatusDetail | CallStatusDetail | Call qualification detail selected |
| ConvDuration | Online | Total conversation time |
| WrapupDuration | Wrapup | Total wrapup time |
| CustomerID | CustomerID | Customer identification |
| CallType | 1/2/3 | Type of call (inbound, outbound...) |

## 1.2. CallTypes table

| CallType | Description |
|---|---|
| 0 | Undefined |
| 1 | Inbound call |
| 2 | Outbound call |
| 3 | Manual call |
| 4 | Consultation call |
| 5 | Rerouting call |
| 6 | Internal call |
| 7 | Callback |
| 8 | Email |
| 9 | Cbackmail |
| 10 | Voicemail |
| 21 | Internal manual call |
| 22 | Internal consultation call |

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| 30 | Personal call |
|----|---------------|

### 1.3. ODActions table

Named **Actions** throughout this document.

This table contains information about agent's actions and calls details.

| ODActions | Reporting | Description |
|-----------|-----------|-------------|
| ActionUniversalTime | UTime | Action start time (universal) |
| ActionUniversalTimeString | UTimeString | Action start time (universal, format YYYYMMDDHHmmss) |
| CAST(dbo.ODActions.OriginatorID as INT) | Ident | Action originator identifier |
| DBO.ODActions.Duration/100 | Duree | Duration of the action (sec) |
| State | Etat | State |
| OriginatorType | OriginatorType (=A) | Action originator type |
| CustomerID | CustomerID | Customer identification |

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## 2. INBOUND CALLS REPORTING

8 reports are proposed by the Reporting interface 3.1.2 :
1. Campaigns Overview
2. Campaigns report
3. Calls distribution report
4. Waiting time report
5. Call status report
6. Call status by agent report
7. Call status distribution report
8. Call status by agent distribution report

Reports 1 to 4 are described with details in this section.

Reports 5 to 8 are based on the same standard report but with other filters. Only the main information about each report is mentioned and technical information about fields and formulas used can be found in the Report 5 description.

### 2.1. Campaigns Overview

This report gives you an overview of inbound calls and their status, within the frame of selected campaigns in a defined time period.

**Used filters:**

Calls.AdminId    {?AdminID}

Lost Time    {?Lost} : the duration below which the call is accounted for in lost or abandoned calls.

Ignorable wait    {?IgnorableWait} : maximum duration of queuing time below which calls are considered as immediately answered (ie. If Ignorable wait = 5 seconds, the calls answered with a waiting time of maximum 5 seconds are considered as calls treated immediately).

**Illustration**

| Campaign | Calls | Closed | Overflow | Rerouted | Lost | IVR | Abandon | Completed | Transferred | Avg talk | Avg wait | Avg aband |
|----------|-------|--------|----------|----------|------|-----|---------|-----------|-------------|----------|----------|-----------|
| 2787 | 429 | 3 | 22 | 19 | 98 | 23 | 260 | 0 | | 1:24 | 36 | 40 |
| | | 0.7% | 0.9% | 5.1% | 4.4% | 22.8% | 5.4% | 60.6% | 0.0% | | | |
| 2788 | 7 | 0 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 0.0% | 0.0% | 0.0% | 28.6% | 71.4% | 0.0% | 0.0% | 0.0% | | | |
| 2789 | 42 | 0 | 0 | 0 | 7 | 3 | 4 | 28 | 0 | 45 | 20 | 18 |
| | | 0.0% | 0.0% | 0.0% | 16.7% | 7.1% | 9.5% | 66.7% | 0.0% | | | |
| Total | 478 | 3 | 4 | 22 | 28 | 106 | 27 | 288 | 0 | 1:20 | 34 | 37 |

| Report column title | Definition | Description |
|---------------------|------------|-------------|
| Calls | Sum(@IsAcall) | all calls arriving at the Call Center |
| Closed | Sum(@IsClosed) | calls that arrived at the Call Center outside opening hours |
| Overflow | Sum(@IsOverflow) | calls that are redirected to the overflow procedure |
| Rerouted | Sum(@IsRerouted) | calls redirected to another destination |
| Lost | Sum(@IsLost) | calls that arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter |
| IVR | Sum(@IsLostInIVR) | calls that are redirected to the IVR and hung up |
| Abandon | Sum(@IsAbandon) | calls that are not lost, that have arrived during opening hours, which are not |

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| | | redirected to the overflow procedure and not treated by an agent |
|---|---|---|
| Completed | Sum(@IsAnsweredWithoutTransf) | calls that are not lost and treated by an agent (not transferred) |
| Transferred | Sum(@IsAnsweredWithTransfer) | calls that are transferred from one agent to another |
| Avg talk | Sum(@AvgConvDuration) | average conversation time |
| Avg wait | Sum(@AvgAnsweredWaitDuration) | average waiting time |
| Avg aband | Sum(@AvgAbandonWaitDuration) | average waiting before abandon time |

| Internal title | Internal definition |
|---|---|
| @IsAcall | if isnull({Calls.INDICE}) or isnull({Calls.DATE})<br>then 0<br>else 1 |
| @IsClosed | if {@IsACall}=1 and {Calls.FERMETURE}>0<br>then 1<br>else 0 |
| @IsOverflow | if {@IsACall}=1 and {@IsClosed}=0 and {Calls.DEBORDE}>=1<br>then 1<br>else 0 |
| @IsRerouted | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {Calls.REROUT}>"" and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @IsLost | if {@IsACall}=1 and {Calls.DUREE}<{?Lost} and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @IsLostInIVR | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsLost}=0 and {@IsRerouted}=0 and {Calls.DUREE_ATT}<1 and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @IsAbandon | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsOverflow}= 0 and {@IsLostInIVR}=0 and {Calls.ID_TV}<1 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @IsAnsweredWithoutTransf | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {Calls.TRANSFERT}=""<br>then 1<br>else 0 |
| @IsAnsweredWithTransfer | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {Calls.TRANSFERT}>""<br>then 1<br>else 0 |
| @ConvDuration | if {@IsAnsweredWithoutTransf}=1 or {@IsAnsweredWithTransfer}=1<br>then<br>    if {Calls.Online}=0<br>    then ({Calls.DUREE}-{Calls.DUREE_ATT})<br>    else {Calls.Online}<br>else 0 |
| @AvgConvDuration | if (Sum ({@IsAnsweredWithoutTransf}, {Calls.DNIS})+Sum ({@IsAnsweredWithTransfer}, {Calls.DNIS}))=0<br>then "0" |

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| | |
|---|---|
| | else FormatDuration (Sum ({@ConvDuration},{Calls.DNIS})/(Sum ({@IsAnsweredWithoutTransf}, {Calls.DNIS})+Sum ({@IsAnsweredWithTransfer}, {Calls.DNIS})),false) |
| @IsAnsweredWithWait | if ({@IsAnsweredWithoutTransf}=1 or {@IsAnsweredWithTransfer}=1) and {@IsAbandoned}=0 and {Calls.DUREE_ATT}>{?IgnorableWait} then 1 else 0 |
| @AnsweredWaitDuration | if {@IsAnsweredWithWait}=1 then {Calls.DUREE_ATT} else 0 |
| @AvgAnsweredWaitDuration | if Sum ({@IsAnsweredWithWait}, {Calls.DNIS})=0 then "0" else FormatDuration (sum({@AnsweredWaitDuration},{Calls.DNIS})/Sum ({@IsAnsweredWithWait}, {Calls.DNIS}),false) |
| @AbandonWaitDuration | if {@IsAbandoned}=1 then {Calls.DUREE_ATT} else 0 |
| @AvgAbandonWaitDuration | if Sum ({@IsAbandoned}, {Calls.DNIS}) = 0 then "0" else FormatDuration (Sum ({@AbandonWaitDuration}, {Calls.DNIS})/Sum ({@IsAbandoned}, {Calls.DNIS}),false) |

### 2.2. Campaigns Report

This report gives an overview of inbound calls and their status, within the framework of selected campaigns in a defined time period.
The report is divided into three frames:

**The graphical distribution of call results.**
**The list of call durations classified by results.**
**The ratio of calls in comparison to the defined service level.**

**Used Filters:**
Calls.AdminId   {?AdminID}

**Remark :**
Calls not closed by agent and not redirected to the overflow or rerouted, get to 3 different categories :
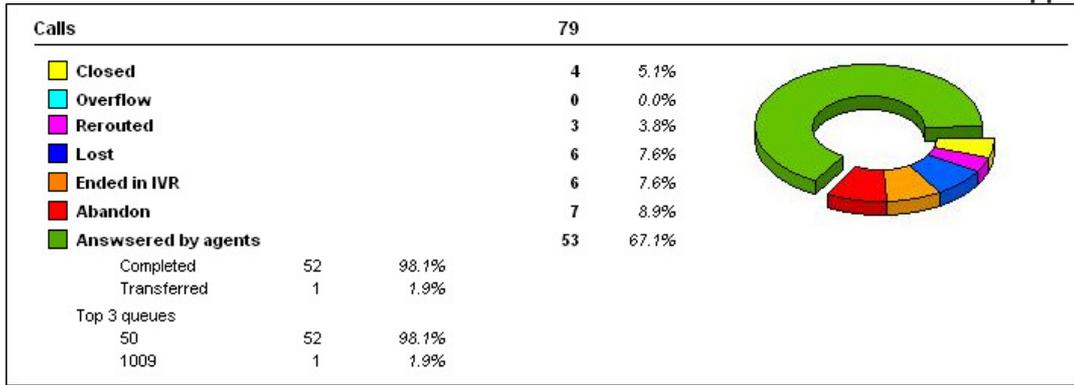  - if the handling duration is less than the **Lost time** value, the call gets to the **Lost** category.
  - else, if the call was hanged up in the waiting queue, it gets to the **Abandon** category.
  - else, if it was hanged up during IVR handling, it gets to the **Ended in IVR** category.

**Calls**

**Illustration**

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| Calls | | 79 | |
|---|---|---|---|
| ☐ Closed | | 4 | 5.1% |
| ☐ Overflow | | 0 | 0.0% |
| ☐ Rerouted | | 3 | 3.8% |
| ☐ Lost | | 6 | 7.6% |
| ☐ Ended in IVR | | 6 | 7.6% |
| ☐ Abandon | | 7 | 8.9% |
| ☐ Answsered by agents | | 53 | 67.1% |
| Completed | 52 | 98.1% | |
| Transferred | 1 | 1.9% | |
| Top 3 queues | | | |
| 50 | 52 | 98.1% | |
| 1009 | 1 | 1.9% | |

| Report column title | Definition | Description |
|---|---|---|
| Closed | Sum(@IsClosed) | calls that arrived at the Call Center outside opening hours |
| Overflow | Sum(@IsOverflow) | calls that are redirected to the overflow procedure |
| Rerouted | Sum(@IsRerouted) | calls that are redirected by the IVR to another destination |
| Lost | Sum(@IsLost) | calls that arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter |
| Ended in IVR | Sum(@IsLostInIVR) | calls that are redirected to the IVR and hung up |
| Abandon | Sum(@IsAbandoned) | calls that are not lost, that arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent |
| Answered by agents | Sum(@IsAnswered) | calls that are treated by an agent (completed and transferred) |
| Answered by agents Completed | Sum(@IsAnsweredWithoutTransfer) | calls that are not lost and treated by an agent (not transferred) |
| Answered by agents Transferred | Sum(@IsAnsweredWithTransfer) | calls that are transferred by one agent to another |
| Top 3 queues | | this part allows viewing the 3 most used queues linked to the campaign (an agent personal queue will be notified by the agent id) |

| Internal title | Internal definition |
|---|---|
| @IsACall | if isnull({Calls.INDICE}) or isnull({Calls.DATE}) or {Calls.DNIS}='0' then 0 else 1 |
| @IsClosed | if {@IsACall}=1 and {Calls.FERMETURE}>0 then 1 else 0 |
| @PerClosing | FormatPercentage(Sum ({@IsClosed}, {Calls.DNIS}) , Sum ({@IsACall}, {Calls.DNIS})) |
| @IsClosedWithRerout | if {@IsClosed}=1 and {Calls.REROUT}>"" then 1 else 0 |

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| | |
|---|---|
| @PerClosedWithRerout | FormatPercentage(Sum ({@IsClosedWithRerout}, {Calls.DNIS}) , Sum ({@IsClosed}, {Calls.DNIS})) |
| @IsClosedWithOverflow | if {@IsClosed}=1 and {Calls.DEBORDE}>0<br>then 1<br>else 0 |
| @PerClosedWithOverflow | FormatPercentage(Sum ({@IsClosedWithOverflow}, {Calls.DNIS}) , Sum ({@IsClosed}, {Calls.DNIS})) |
| @OtherClosed | Sum ({@IsClosed}, {Calls.DNIS}) - Sum ({@IsClosedWithRerout}, {Calls.DNIS}) - Sum ({@IsClosedWithOverflow}, {Calls.DNIS}) |
| @PerOtherClosed | formatpercentage({@OtherClosed},Sum ({@IsClosed}, {Calls.DNIS})) |
| @IsOverflow | if {@IsACall}=1 and {@IsClosed}=0 and {Calls.DEBORDE}>=1<br>then 1<br>else 0 |
| @PerOverflow | formatpercentage(Sum ({@IsOverflow}, {Calls.DNIS}),Sum ({@IsACall}, {Calls.DNIS})) |
| @IsOverflowWithAgent | if {@IsOverflow}=1 and {Calls.ID_TV}>0<br>then 1<br>else 0 |
| @PerOverflowWithAgent | FormatPercentage (Sum ({@IsOverflowWithAgent}, {Calls.DNIS}),Sum ({@IsOverflow}, {Calls.DNIS})) |
| @IsOverflowWithRerout | if {@IsOverflow}=1 and {Calls.REROUT}>""<br>then 1<br>else 0 |
| @PerOverflowWithRerout | FormatPercentage (Sum ({@IsOverflowWithRerout}, {Calls.DNIS}),Sum ({@IsOverflow}, {Calls.DNIS})) |
| @OtherOverflow | Sum ({@IsOverflow}, {Calls.DNIS})-Sum ({@IsOverflowWithAgent}, {Calls.DNIS})-Sum ({@IsOverflowWithRerout}, {Calls.DNIS}) |
| @PerOverflowOther | formatpercentage({@OtherOverflow},Sum ({@IsOverflow}, {Calls.DNIS})) |
| @IsRerouted | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {Calls.REROUT}>"" and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @PerRerout | formatpercentage(Sum ({@IsRerouted}, {Calls.DNIS}),Sum ({@IsACall}, {Calls.DNIS})) |
| @IsLost | if {@IsACall}=1 and {Calls.DUREE}<{?Lost} and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @PerLost | FormatPercentage(Sum ({@IsLost}, {Calls.DNIS}) , Sum ({@IsACall}, {Calls.DNIS})) |
| @IsLostInIVR | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsLost}=0 and {@IsRerouted}=0 and {Calls.DUREE_ATT}<1 and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @PerLostInIVR | FormatPercentage(Sum ({@IsLostInIVR}, {Calls.DNIS}) , Sum ({@IsACall}, {Calls.DNIS})) |
| @IsAbandoned | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsOverflow}= 0 and {@IsLostInIVR}=0 and {Calls.ID_TV}<1 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @PerAbandoned | FormatPercentage (Sum ({@IsAbandoned}, {Calls.DNIS}),Sum ({@IsACall}, {Calls.DNIS})) |
| @IsAnwered | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 |

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| | |
|---|---|
| | then 1<br>else 0 |
| @PerAnswered | FormatPercentage(Sum ({@IsAnswered}, {Calls.DNIS}) , Sum ({@IsACall}, {Calls.DNIS})) |
| @IsAnweredWithoutTransfer | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {Calls.TRANSFERT}=""<br>then 1<br>else 0 |
| @PerAnsweredWithoutTransfer | FormatPercentage(Sum ({@IsAnsweredWithoutTransf}, {Calls.DNIS}) , Sum ({@IsAnswered}, {Calls.DNIS})) |
| @IsAnsweredWithTransfer | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {@IsReroutedbyAgent}=0 and {Calls.TRANSFERT}>""<br>then 1<br>else 0 |
| @PerAnsweredWithTransfer | FormatPercentage(Sum ({@IsAnsweredWithTransfer}, {Calls.DNIS}) , Sum ({@IsAnswered}, {Calls.DNIS})) |
| @IsReroutedByAgent | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {Calls.REROUT}>"" and {Calls.ID_TV}>0<br>then 1<br>else 0 |
| @IsAnsweredWithRerout | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {@IsReroutedbyAgent}=1 and {Calls.TRANSFERT}>""<br>then 1<br>else 0 |
| @PerAnsweredWithRerout | FormatPercentage(Sum ({@IsAnsweredWithRerout}, {Calls.DNIS}) , Sum ({@IsAnswered}, {Calls.DNIS})) |
| @CountFirstGroup | Global numberVar CountFirstGroup<br>if (GroupName ({@IsAnsweredGroup}))=totext(NthMostFrequent (1, {@IsAnsweredGroup}, {Calls.DNIS}))<br>then CountFirstGroup:=Sum ({@IsAnswered}, {@IsAnsweredGroup}); |
| @PerCountFirstGroup | FormatPercentage ({@CountFirstGroup},Sum ({@IsAnswered}, {Calls.DNIS})) |
| @IsAnsweredGroup | if {@IsAnswered}=1<br>then {Calls.GROUPE}<br>else 0 |
| @CountSecGroup | Global NumberVar CountSecGroup;<br>if (GroupName ({@IsAnsweredGroup}))=totext(NthMostFrequent (2, {@IsAnsweredGroup}, {Calls.DNIS}))<br>then CountSecGroup:=Sum ({@IsAnswered}, {@IsAnsweredGroup}); |
| @PerCountSecGroup | FormatPercentage ({@CountSecGroup},Sum ({@IsAnswered}, {Calls.DNIS})) |
| @CountThirdGroup | Global NumberVar CountThirdGroup;<br>if (GroupName ({@IsAnsweredGroup}))=totext(NthMostFrequent (3, {@IsAnsweredGroup}, {Calls.DNIS}))<br>then CountThirdGroup:=Sum ({@IsAnswered}, {@IsAnsweredGroup}); |
| @PerCountThirdGroup | FormatPercentage ({@CountThirdGroup},Sum ({@IsAnswered}, {Calls.DNIS})) |
| @CountFourthGroup | Global NumberVar CountFourthGroup;<br>if (GroupName ({@IsAnsweredGroup}))=totext(NthMostFrequent (4, {@IsAnsweredGroup}, {Calls.DNIS}))<br>then CountFourthGroup:=Sum ({@IsAnswered}, {@IsAnsweredGroup}); |

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| | |
|---|---|
| @PerCountFourthGroup | FormatPercentage ({@CountFourthGroup},Sum ({@IsAnswered}, {Calls.DNIS})) |
| @CountOtherGroup | Sum ({@IsAnswered}, {Calls.DNIS})-{@CountFirstGroup}-{@CountFourthGroup}-{@CountSecGroup}-{@CountThirdGroup} |
| @PerCountOtherGroup | FormatPercentage ({@CountOtherGroup},Sum ({@IsAnswered}, {Calls.DNIS})) |

## Times

**Illustration**
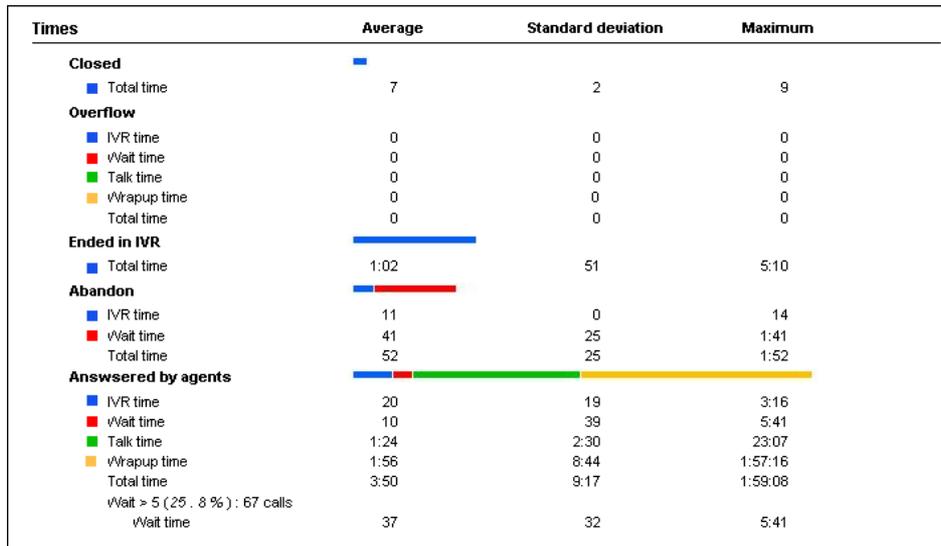


The various call results are presented vertically:
> **Closed**
> **Overflow**
> **Ended in IVR**
> **Abandon**
> **Answered by agents**

For each result, the call durations (in seconds) are detailed by steps:
> **IVR time**
> **Wait time**
> **Talk time**
> **Wrap-up time**

**Remark :**

The Standard Deviation gives the dispersion of values around the average.

Example : Average duration of calls ended in IVR is 1 min 02 seconds. The standard deviation is 51 seconds : We can consider that calls did have durations between 1:02 seconds ± 51 sec (results are dispersed between 0:11 sec and 1:53 sec.)

"Standard deviation" and "Maximum" use the same filtering.

| Report column title | Definition |
|---|---|
| Closed | |
|     Closed time Avg | @AvgClosedTotalDuration |
| Overflow | |
|     IVR time | @AvgOverflowIVRDuration |
|     Wait time | @AvgOverflowWaitDuration |
|     Talk time | @AvgOverflowOnlinDuration |

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| | |
|---|---|
| Wrapup time | @AvgOverflowWrapupDuration |
| Total time | @AvgOverflowTotalDuration |
| Ended in IVR | |
| Total time | @AvgIVRTotalDuration |
| Abandon | |
| IVR time | @AvgAbandonIVRDuration |
| Wait time | @AvgAbandonWaitDuration |
| Total time | @AvgAbandonTotalDuration |
| Answered by agents | |
| IVR time | @AvgAnsweredIVRDuration |
| Wait time | @AvgAnsweredWaitDuration |
| Talk time | @AvgAnsweredOnlineDuration |
| Reroute time | @AvgAnsweredRerouteDuration |
| Wrapup time | @AvgAnsweredWrapupDuration |
| Total time | @AvgAnsweredTotalDuration |
| Wait time > x sec | @AvgAnsweredWithWaitWaitDuration |

| Internal title | Internal definition |
|---|---|
| @AvgClosedTotalDuration | if Sum ({@IsClosed}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@closedTotalDuration}, {Calls.DNIS})/Sum ({@Isclosed}, {Calls.DNIS})) |
| @closedTotalDuration | if {@IsClosed}=1<br>then {Calls.DUREE}<br>else 0 |
| @AvgOverflowIVRDuration | {@AvgOverflowTotalDuration}-{@AvgOverflowWaitDuration}-{@AvgOverflowOnlineDuration}-{@AvgOverflowWrapupDuration} |
| @AvgOverflowTotalDuration | if Sum ({@IsOverflow}, {Calls.DNIS}) = 0<br>then 0<br>else round((Sum ({@OverflowTotalDuration}, {Calls.DNIS}))/Sum ({@IsOverflow}, {Calls.DNIS})) |
| @AvgOverflowWaitDuration | if Sum ({@IsOverflow}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@OverflowWaitDuration}, {Calls.DNIS})/Sum ({@IsOverflow}, {Calls.DNIS})) |
| @AvgOverflowOnlineDuration | if Sum ({@IsOverflow}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@OverflowOnlineDuration}, {Calls.DNIS})/Sum ({@IsOverflow}, {Calls.DNIS}) |
| @AvgOverflowWrapupDuration | if Sum ({@IsOverflow}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@OverflowWrapupDuration}, {Calls.DNIS})/Sum ({@IsOverflow}, {Calls.DNIS})) |
| @OverflowTotalDuration | if {@IsOverflow}=1<br>then ({Calls.DUREE} + {Calls.Wrapup})<br>else 0 |
| @OverflowWaitDuration | if {@IsOverflow}=1<br>then {Calls.DUREE_ATT}<br>else 0 |
| @OverflowOnlineDuration | if {@IsOverflow}=1<br>then<br>     if {Calls.Online}>0<br>     then {Calls.Online}<br>     else 0//{Calls.DUREE}-{Calls.DUREE_ATT}<br>else 0 |
| @OverflowWrapupDuration | if {@IsOverflow}=1<br>then {Calls.Wrapup} |

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| | |
|---|---|
| | else 0 |
| @AvgIVRTotalDuration | if Sum ({@Islostinivr}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@ivrTotalDuration}, {Calls.DNIS})/Sum ({@Islostinivr}, {Calls.DNIS})) |
| @AvgAbandonIVRDuration | {@AvgAbandonTotalDuration}-{@AvgAbandonWaitDuration} |
| @AvgAbandonWaitDuration | if Sum ({@IsAbandoned}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@AbandonWaitDuration}, {Calls.DNIS})/Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @AbandonWaitDuration | if {@IsAbandoned}=1<br>then {Calls.DUREE_ATT}<br>else 0 |
| @AvgAbandonTotalDuration | if Sum ({@IsAbandoned}, {Calls.DNIS}) = 0<br>then 0<br>else round(Sum ({@AbandonTotalDuration}, {Calls.DNIS})/Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @AbandonTotalDuration | if {@IsAbandoned}=1<br>then {Calls.DUREE}<br>else 0 |
| @AvgAnsweredIVRDuration | {@AvgAnsweredTotalDuration}-{@AvgAnsweredOnlineDuration}-<br>{@AvgAnsweredWaitDuration}-{@AvgAnsweredWrapupDuration}-<br>{@AvgAnsweredReroutDuration} |
| @AvgAnsweredTotalDuration | if Sum ({@IsAnswered}, {Calls.DNIS})=0<br>then 0<br>else round( (Sum ({@AnsweredTotalDuration},{Calls.DNIS}) )/Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AnsweredTotalDuration | if {@IsAnswered}=1<br>then {Calls.DUREE}+{Calls.Wrapup}<br>else 0 |
| @IsAnswered | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and<br>{@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0<br>and {@IsRerouted}=0<br>then 1<br>else 0 |
| @AvgAnsweredOnlineDuration | if Sum ({@IsAnswered}, {Calls.DNIS})=0<br>then 0<br>else round(Sum ({@AnsweredOnlineDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AnsweredOnlineDuration | if {@IsAnswered}=1<br>then<br>    if {Calls.Online}=0<br>    then ({Calls.DUREE}-{Calls.DUREE_ATT})<br>    else {Calls.Online}<br>else 0 |
| @AvgAnsweredWaitDuration | if Sum ({@IsAnswered}, {Calls.DNIS})=0<br>then 0<br>else round(Sum ({@AnsweredWaitDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AnsweredWaitDuration | if {@IsAnswered}=1<br>then {Calls.DUREE_ATT}<br>else 0 |
| @AvgAnsweredWrapupDuration | if Sum ({@IsAnswered}, {Calls.DNIS})=0<br>then 0<br>else round(Sum ({@AnsweredWrapupDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AnsweredWrapupDuration | if {@IsAnswered}=1<br>then {Calls.Wrapup}<br>else 0 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| @AvgAnsweredReroutDuration | if Sum ({@IsAnswered}, {Calls.DNIS})=0<br>then 0<br>else round(Sum ({@AnsweredReroutDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AnsweredReroutDuration | if ({@IsAnswered}=1 and {Calls.REROUT}>"")<br>then ToNumber({Calls.REROUT})<br>else 0 |
| @AvgAnsweredWithWaitWaitDuration | if Sum ({@IsAnsweredWithWait}, {Calls.DNIS})=0<br>then "0"<br>else FormatDuration (round(sum({@AnsweredWithWaitWaitDuration},{Calls.DNIS})/Sum ({@IsAnsweredWithWait}, {Calls.DNIS})),false) |
| @IsAnsweredWithWait | if ({@IsAnswered}=1) and {@IsAbandoned}=0 and {Calls.DUREE_ATT}>{?IgnorableWait}<br>then 1<br>else 0 |
| @AnsweredWithWaitWaitDuration | if {@IsAnsweredWithWait}=1<br>then {Calls.DUREE_ATT}<br>else 0 |
| @PerAnsweredWithWait | FormatPercentage(Sum ({@Isansweredwithwait}, {Calls.DNIS}) , Sum ({@Isanswered}, {Calls.DNIS})) |
| @Isansweredwithwait | if ({@IsAnswered}=1) and {@IsAbandoned}=0 and {Calls.DUREE_ATT}>{?IgnorableWait}<br>then 1<br>else 0 |

## Service Levels

**Illustration**



For the calls Answered by agents:
> The quantity and percentage of calls per report at the defined service level (comparison of queuing time)

For Abandon, overflow and agents:
> The quantity and percentage of calls per report at the defined service level (comparison of queuing time)

| Report column title | Definition |
|---|---|
| Answered by agents | |
|     Wait <= SL | Sum(@IsAnsweredInferiorToSL |
|     Wait > SL | Sum(@AnsweredSuperiorSLTotal |
| Abandon, overflow and agents | |
|     Wait <= SL | Sum(@IsGlobalInferiorToSL |
|     Wait > SL | Sum(@GlobalSuperiorSLTotal) |

| Internal title | Internal definition |
|---|---|
| @ServiceQuality | Round (FormatPercentage (Sum({@IsAnswered}, {Calls.DNIS}) + Sum({@IsRerouted}, {Calls.DNIS}), Sum({@IsACall}, {Calls.DNIS}) - Sum({@IsClosed}, {Calls.DNIS}) - Sum({@IsLost}, {Calls.DNIS}) - Sum({@IsLostInIVR}, {Calls.DNIS}) )) |
| @IsAnsweredInferiorToSL | if {@IsAnswered}=1 and {Calls.DUREE_ATT}<={?SL} |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| | then 1<br>else 0 |
| @PerAnsweredInfSL | FormatPercentage (Sum ({@IsAnsweredInferiorToSL}, {Calls.DNIS}),Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AnsweredSuperiorSLTotal | Sum ({@IsAnswered}, {Calls.DNIS})-Sum ({@IsAnsweredInferiorToSL}, {Calls.DNIS}) |
| @PerAnsweredSupSL | FormatPercentage ({@AnsweredSuperiorSLTotal},Sum ({@IsAnswered}, {Calls.DNIS})) |
| @IsGlobalInferiorToSL | if ( {@IsAbandoned}=1 or {@IsAnswered}=1 or {@IsOverflow}=1 ) and {Calls.DUREE_ATT}<={?SL}<br>then 1<br>else 0 |
| @PerGlobalInfSL | FormatPercentage (Sum ({@IsGlobalInferiorToSL}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})+Sum ({@IsOverflow}, {Calls.DNIS})+Sum ({@IsAnswered}, {Calls.DNIS})) |
| @GlobalSuperiorSLTotal | Sum ({@IsAbandoned}, {Calls.DNIS})+Sum ({@IsAnswered}, {Calls.DNIS})+Sum ({@IsOverflow}, {Calls.DNIS})-Sum ({@IsGlobalInferiorToSL}, {Calls.DNIS}) |
| @PerGlobalSupSL | FormatPercentage ({@GlobalSuperiorSLTotal},Sum ({@IsAnswered}, {Calls.DNIS})+Sum ({@IsOverflow}, {Calls.DNIS})+Sum ({@IsAbandoned}, {Calls.DNIS})) |

## 2.3. Calls Distribution Report
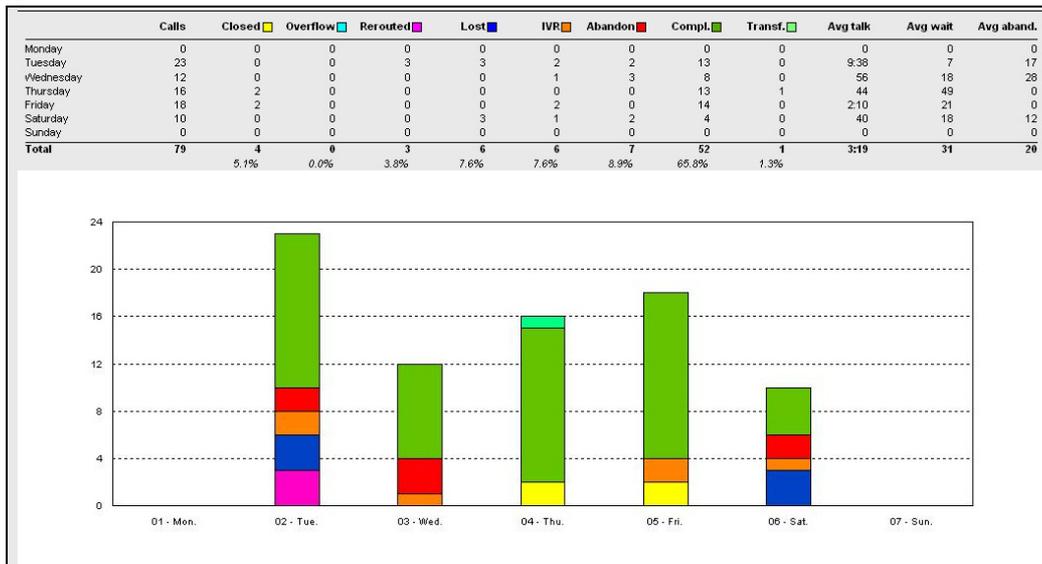
This report gives an overview of inbound calls and their status, in the frame of selected campaigns in a defined time period.

**Used Filters:**
Calls.AdminId: {?AdminID}

**Illustration**



| Report column title | Definition |
|---|---|
| Calls | Sum(@IsACall) |
| Closed | Sum(@IsClosed) |
| Overflow | Sum(@IsOverflow) |
| Rerouted | Sum(@IsRerouted) |
| Lost | Sum(@IsLost) |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| IVR | Sum(@IsLostInIVR) |
| Abandon | Sum(@IsAbandoned) |
| Compl. | Sum(@IsAnsweredWithoutTransfer) |
| Transf | Sum(@IsAnsweredWithTransfer) |
| Avg.talk | @AvgConvDuration |
| Avg.wait | @ AvgAnsweredWaitDuration |
| Avg aband | @ AvgAbandonWaitDuration |

| Internal title | Internal definition |
|---|---|
| @IsACall | if isnull({Calls.INDICE}) or isnull({Calls.DATE})<br>then 0<br>else 1 |
| @IsClosed | if {@IsACall}=1 and  {Calls.FERMETURE}>0<br>then 1<br>else 0 |
| @IsOverflow | if {@IsACall}=1 and {@IsClosed}=0 and {Calls.DEBORDE}>=1<br>then 1<br>else 0 |
| @IsRerouted | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {Calls.REROUT}>"" and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @IsLost | if {@IsACall}=1 and {Calls.DUREE}<{?Lost} and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @IsLostInIVR | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsLost}=0 and {@IsRerouted}=0 and {Calls.DUREE_ATT}<1 and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @IsAbandoned | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsOverflow}= 0 and {@IsLostInIVR}=0 and {Calls.ID_TV}<1 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @IsAnsweredWithoutTransfer | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {Calls.TRANSFERT}=""<br>then 1<br>else 0 |
| @IsAnsweredWithTransfer | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {Calls.TRANSFERT}>""<br>then 1<br>else 0 |
| @AvgConvDuration | if (Sum ({@IsAnsweredWithoutTransf}, {@ExtraDNIS})+Sum ({@IsAnsweredWithTransfer}, {@ExtraDNIS}))=0<br>then "0"<br>else FormatDuration (Sum ({@ConvDuration},{@ExtraDNIS})/(Sum ({@IsAnsweredWithoutTransf}, {@ExtraDNIS})+Sum ({@IsAnsweredWithTransfer}, {@ExtraDNIS})),false) |
| @ExtraDNIS | if {Calls.DNIS}= "-1"<br>then "Manual calls"<br>else {Calls.DNIS} |
| @AvgAnsweredWaitDuration | if Sum ({@IsAnsweredWithWait}, {@ExtraDNIS})=0<br>then "0"<br>else FormatDuration |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| | (sum({@AnsweredWaitDuration},{@ExtraDNIS})/Sum ({@IsAnsweredWithWait}, {@ExtraDNIS}),false) |
| @IsAnsweredWithWait | if ({@IsAnsweredWithoutTransf}=1 or {@IsAnsweredWithTransfer}=1) and {@IsAbandoned}=0 and {Calls.DUREE_ATT}>{?IgnorableWait} then 1 else 0 |
| @AvgAbandonWaitDuration | if Sum ({@IsAbandoned}, {@ExtraDNIS}) = 0 then "0" else FormatDuration (Sum ({@AbandonWaitDuration}, {@ExtraDNIS})/Sum ({@IsAbandoned}, {@ExtraDNIS}),false) |
| @ConvDuration | if {@IsAnsweredWithoutTransf}=1 or {@IsAnsweredWithTransfer}=1 then if {Calls.Online}=0 then ({Calls.DUREE}-{Calls.DUREE_ATT}) else {Calls.Online} else 0 |

### 2.4. Waiting Times

This report gives an overview of the waiting time of inbound calls based on their status, in the frame of selected campaigns in a defined time period.

The **Show graphics** option: this list can be used to select the graphic that you want to see: the first (red bars), the second (blue shapes), or both of them.

The report is divided into several frames.

General :The distribution of calls based on their result.

IVR Duration, Wait Duration and Calls Duration : The average, minimum and maximum values of duration of calls redirected to the IVR, waiting time and talk time.

A graph of the distribution of the number of calls ended in the IVR, abandoned and handled by agents during the specified time period.

**General**

**Illustration**

| Calls | Closed | Overflow | Rerouted | Lost | Ended IVR | Abandon | Handled |
|---|---|---|---|---|---|---|---|
| 122 | 3 | 5 | 3 | 0 | 24 | 20 | 67 |
| | 2.5% | 4.1% | 2.5% | 0.0% | 19.7% | 16.4% | 54.9% |

| Report column title | Definition |
|---|---|
| Calls | Sum(@IsACall) |
| Closed | Sum(@IsClosed) |
| Overflow | Sum(@IsOverflow) |
| Rerouted | Sum(@IsRerouted) |
| Lost | Sum(@IsLost) |
| Ended IVR | Sum(@IsLostInIVR) |
| Abandon | Sum(@IsAbandoned) |
| Handled | Sum(@IsAnswered) |

| Internal title | Internal definition |
|---|---|
| @IsACall | if isnull({Calls.INDICE}) or {Calls.INDICE}<0 or isnull({Calls.DATE}) or |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| | {Calls.DNIS}="0"<br>then 0<br>else 1 |
| @IsClosed | if {@IsACall}=1 and  {Calls.FERMETURE}>0<br>then 1<br>else 0 |
| @IsOverflow | if {@IsACall}=1 and {@IsClosed}=0 and {Calls.DEBORDE}>=1<br>then 1<br>else 0 |
| @IsRerouted | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {Calls.REROUT}>"" and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @IsLost | if {@IsACall}=1 and {Calls.DUREE}<{?Lost} and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @IsLostInIVR | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsLost}=0 and {@IsRerouted}=0 and {Calls.DUREE_ATT}<1 and {Calls.ID_TV}<1<br>then 1<br>else 0 |
| @IsAbandoned | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsOverflow}= 0 and {@IsLostInIVR}=0 and {Calls.ID_TV}<1 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @IsAnswered | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0<br>then 1<br>else 0 |
| @PerClosingDNIS | FormatPercentage(Sum ({@IsClosed},{Calls.DNIS}) , Sum ({@IsACall},{Calls.DNIS})) |
| @PerOverflowByDNIS | formatpercentage(Sum ({@IsOverflow},{Calls.DNIS}),Sum ({@IsACall},{Calls.DNIS})) |
| @PerReroutByDNIS | formatpercentage(Sum ({@IsRerouted},{Calls.DNIS}),Sum ({@IsACall},{Calls.DNIS})) |
| @PerLostByDNIS | FormatPercentage(Sum ({@IsLost},{Calls.DNIS}) , Sum ({@IsACall},{Calls.DNIS})) |
| @PerLostInIVRByDNIS | FormatPercentage(Sum ({@IsLostInIVR},{Calls.DNIS}) , Sum ({@IsACall},{Calls.DNIS})) |
| @PerAbandonedDNIS | FormatPercentage (Sum ({@IsAbandoned},{Calls.DNIS}),Sum ({@IsACall},{Calls.DNIS})) |
| @PerAnsweredDNIS | FormatPercentage(Sum ({@IsAnswered},{Calls.DNIS}) , Sum ({@IsACall},{Calls.DNIS})) |

**IVR Duration**

**Illustration**

| IVR Duration | |
|---|---|
| Maximum | 2:00 |
| Minimum | 5 |
| Average | 13 |

| | | |
|---|---|---|
| Advanced Reporting Definitions<br>Author : Frank Vanholst | Page 18 of 50 | VOCALCOM® |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| Report column title | Definition |
|---|---|
| Maximum | @MaxIVRDurationByDNIS |
| Minimum | @ MinIVRDurationByDNIS |
| Average | @ AvgIVRDuartionByDNIS |

| Internal title | Internal definition |
|---|---|
| @MaxIVRDurationByDNIS | FormatDuration (Maximum ({@IVRDuration},{Calls.DNIS}),false) |
| @IVRDuration: | if {@IsACall}=1 and {@IsLost}=0<br>then<br>    if {Calls.DUREE}-{Calls.DUREE_ATT}-{Calls.Online}>0<br>    then {Calls.DUREE}-{Calls.DUREE_ATT}-{Calls.Online}<br>    else 0<br>else 0 |
| @MinIVRDurationByDNIS | if 5000000=Minimum ({@IVRDurationformin},{Calls.DNIS})<br>then "0"<br>else FormatDuration (Minimum ({@IVRDurationformin},{Calls.DNIS}),false) |
| I@VRDurationformin | if {@IsACall}=1 and {@IsLost}=0<br>then<br>    if {Calls.DUREE}-{Calls.DUREE_ATT}-{Calls.Online} > 0<br>    then {Calls.DUREE}-{Calls.DUREE_ATT}-{Calls.Online}<br>    else 5000000<br>else 5000000 |
| @AvgIVRDuartionByDNIS | if Sum ({@IsACallWithIVR},{Calls.DNIS})<=0<br>then "0"<br>else FormatDuration (Round(Sum ({@IVRDuration},{Calls.DNIS})/(Sum ({@IsACallWithIVR},{Calls.DNIS}) )),false) |
| @IsACallWithIVR | if {@IVRDuration} > 0<br>then 1<br>else 0 |

## Wait Duration

**Illustration**



| Report column title | Definition |
|---|---|
| Maximum | @ MaxWaitDurationByDNIS |
| Minimum | @ minWaitDurationByDNIS |
| Average | @ AvgWaitDurationByDNIS |

| Internal title | Internal definition |
|---|---|
| @MaxWaitDurationByDNIS | FormatDuration (Maximum ({@WaitDuration},{Calls.DNIS}),false) |
| WaitDuration | if {@IsACall}=1 and {Calls.DUREE_ATT}>0 and {@IsLost}=0<br>then {Calls.DUREE_ATT}<br>else 0 |
| @minWaitDurationByDNIS | if 5000000=Minimum ({@WaitDurationForMin},{Calls.DNIS})<br>then "0"<br>else FormatDuration (Minimum |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| | ({@WaitDurationForMin},{Calls.DNIS}),false) |
| WaitDurationForMin | if {@IsACall}=1 and {Calls.DUREE_ATT}>0 and {@IsLost}=0<br>then {Calls.DUREE_ATT}<br>else 5000000 |
| @AvgWaitDurationByDNIS | if Sum ({@IsACallWithWait},{Calls.DNIS})-Sum ({@IsLost},{Calls.DNIS})<=0<br>then "0"<br>else FormatDuration (Round(Sum ({@WaitDuration},{Calls.DNIS})/(Sum ({@IsACallWithWait},{Calls.DNIS}) - Sum ({@IsLost},{Calls.DNIS}) )),false) |
| @IsACallWithWait | if {@IsACall}=1 and {Calls.DUREE_ATT}>0<br>then 1<br>else 0 |

## Calls Duration

**Illustration**

| Calls duration | |
|---|---|
| Maximum | 6:11 |
| Minimum | 5 |
| Average | 48 |

| Report column title | Definition |
|---|---|
| Maximum | @ MaxCallDurationDNIS |
| Minimum | @ MinCallDurationDNIS |
| Average | @ AvgCallDurationDNIS |

| Internal title | Internal Definition |
|---|---|
| @MaxCallDurationDNIS | FormatDuration (Maximum ({@CallDuration},{Calls.DNIS})),false) |
| @CallDuration | if {@IsACall}=1<br>then {Calls.DUREE}<br>else 0 |
| @MinCallDurationDNIS | if 5000000=Minimum ({@CallDurationForMin},{Calls.DNIS})<br>then "0"<br>else FormatDuration (Minimum ({@CallDurationForMin},{Calls.DNIS})),false) |
| @CallDurationForMin | if {@IsACall}=1 and {@IsLost}=0<br>then<br>    if {Calls.DUREE} > 0<br>    then {Calls.DUREE}<br>    else 5000000<br>else 5000000 |
| @AvgCallDurationDNIS | if Sum({@IsACall},{Calls.DNIS})-Sum ({@IsLost},{Calls.DNIS})<=0<br>then "0"<br>else FormatDuration (Round(Sum ({@CallDuration},{Calls.DNIS}) / (Sum({@IsACall},{Calls.DNIS}) - Sum ({@IsLost},{Calls.DNIS}))),false) |

## Distribution Lost in IVR

**Illustration**

| | | |
|---|---|---|
| Advanced Reporting Definitions<br>Author : Frank Vanholst | Page 20 of 50 | VOCALCOM® |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

Number of calls ended in IVR during the specified time period (0,00 call(s) ended in IVR after 8.00)
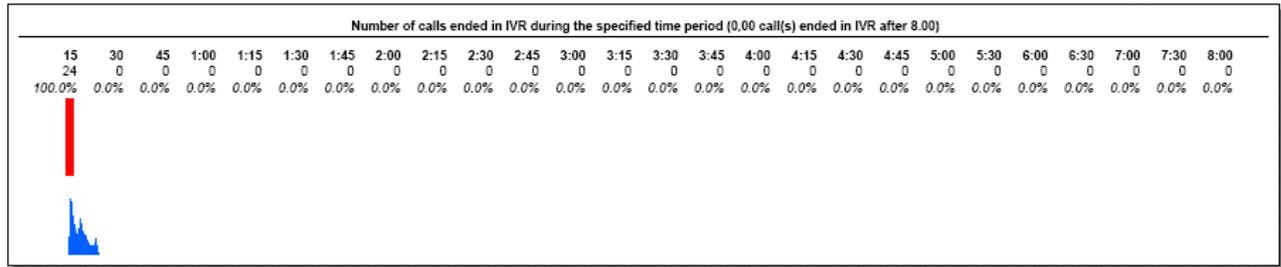
| 15 | 30 | 45 | 1:00 | 1:15 | 1:30 | 1:45 | 2:00 | 2:15 | 2:30 | 2:45 | 3:00 | 3:15 | 3:30 | 3:45 | 4:00 | 4:15 | 4:30 | 4:45 | 5:00 | 5:30 | 6:00 | 6:30 | 7:00 | 7:30 | 8:00 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 24 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

| Report column title | Definition |
|---|---|
| 15 | @IsLostIVR15 |
| 30 | @IsLostIVR30 |
| 45 | @IsLostIVR45 |
| 1:00 | @IsLostIVR60 |
| 1:15 | @IsLostIVR75 |
| 1:30 | @IsLostIVR90 |
| 1:45 | @IsLostIVR105 |
| 2:00 | @IsLostIVR120 |
| 2:15 | @IsLostIVR135 |
| 2:30 | @IsLostIVR150 |
| 2:45 | @IsLostIVR165 |
| 3:00 | @IsLostIVR180 |
| 3:15 | @IsLostIVR195 |
| 3:30 | @IsLostIVR210 |
| 3:45 | @IsLostIVR225 |
| 4:00 | @IsLostIVR240 |
| 4:15 | @IsLostIVR255 |
| 4:30 | @IsLostIVR270 |
| 4:45 | @IsLostIVR285 |
| 5:00 | @IsLostIVR300 |
| 5:30 | @IsLostIVR330 |
| 6:00 | @IsLostIVR360 |
| 6:30 | @IsLostIVR390 |
| 7:00 | @IsLostIVR420 |
| 7:30 | @IsLostIVR450 |
| 8:00 | @IsLostIVR480 |

| Internal title | Internal definition |
|---|---|
| @FormLostIVR480DNIS | Sum ({@LostInIVRGreater480},{Calls.DNIS}) |
| @LostInIVRGreater480 | if {@IsLostInIVR}=1 and {Calls.DUREE}>=480 then 1 else 0 |
| @IsLostIVR15 | if {@IsLostInIVR}=1 and {Calls.DUREE}<15 then 1 else 0 |
| @IsLostIVR30 | if {@IsLostInIVR}=1 and {Calls.DUREE}<30 and {Calls.DUREE}>= 15 then 1 else 0 |
| @IsLostIVR45 | if {@IsLostInIVR}=1 and {Calls.DUREE}<45 and {Calls.DUREE}>=30 then 1 else 0 |
| @IsLostIVR60 | if {@IsLostInIVR}=1 and {Calls.DUREE}<60 and {Calls.DUREE}>=45 then 1 else 0 |
| @IsLostIVR75 | if {@IsLostInIVR}=1 and {Calls.DUREE}<75 and {Calls.DUREE}>=60 then 1 else 0 |
| @IsLostIVR90 | if {@IsLostInIVR}=1 and {Calls.DUREE}<90 and {Calls.DUREE}>=75 then 1 else 0 |
| @IsLostIVR105 | if {@IsLostInIVR}=1 cand {Calls.DUREE}<105 and {Calls.DUREE}>=90 then 1 else 0 |
| @IsLostIVR120 | if {@IsLostInIVR}=1 and {Calls.DUREE}<120 and {Calls.DUREE}>=105 then 1 else 0 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| @IsLostIVR135 | if {@IsLostInIVR}=1 and {Calls.DUREE}<135 and {Calls.DUREE}>=120 then 1 else 0 |
| @IsLostIVR150 | if {@IsLostInIVR}=1 and {Calls.DUREE}<150 and {Calls.DUREE}>=135 then 1 else 0 |
| @IsLostIVR165 | if {@IsLostInIVR}=1 and {Calls.DUREE}<165 and {Calls.DUREE}>=150 then 1 else 0 |
| @IsLostIVR180 | if {@IsLostInIVR}=1 and {Calls.DUREE}<180 and {Calls.DUREE}>= 165 then 1 else 0 |
| @IsLostIVR195 | if {@IsLostInIVR}=1 and {Calls.DUREE}<195 and {Calls.DUREE}>=180 then 1 else 0 |
| @IsLostIVR210 | if {@IsLostInIVR}=1 and {Calls.DUREE}<210 and {Calls.DUREE}>=195 then 1 else 0 |
| @IsLostIVR225 | if {@IsLostInIVR}=1 and {Calls.DUREE}<225 and {Calls.DUREE}>=210 then 1 else 0 |
| @IsLostIVR240 | if {@IsLostInIVR}=1 and {Calls.DUREE}<240 and {Calls.DUREE}>=225 then 1 else 0 |
| @IsLostIVR255 | if {@IsLostInIVR}=1 and {Calls.DUREE}<255  and {Calls.DUREE}>= 240 then 1 else 0 |
| @IsLostIVR270 | if {@IsLostInIVR}=1 and {Calls.DUREE}<270 and {Calls.DUREE}>=255 then 1 else 0 |
| @IsLostIVR285 | if {@IsLostInIVR}=1 and {Calls.DUREE}<285 and {Calls.DUREE}>=270 then 1 else 0 |
| @IsLostIVR300 | if {@IsLostInIVR}=1 and {Calls.DUREE}<300 and {Calls.DUREE}>=285 then 1 else 0 |
| @IsLostIVR330 | if {@IsLostInIVR}=1 and {Calls.DUREE}<330 and {Calls.DUREE}>=300 then 1 else 0 |
| @IsLostIVR360 | if {@IsLostInIVR}=1 and {Calls.DUREE}<360 and {Calls.DUREE}>=330 then 1 else 0 |
| @IsLostIVR390 | if {@IsLostInIVR}=1 and {Calls.DUREE}<390 and {Calls.DUREE}>=360 then 1 else 0 |
| @IsLostIVR420 | if {@IsLostInIVR}=1 and {Calls.DUREE}<420 and {Calls.DUREE}>=390 then 1 else 0 |
| @IsLostIVR450 | if {@IsLostInIVR}=1 and {Calls.DUREE}<450 and {Calls.DUREE}>=420 then 1 else 0 |
| @IsLostIVR480 | if {@IsLostInIVR}=1 and {Calls.DUREE}<480 and {Calls.DUREE}>=450 then 1 else 0 |
| @PerLost15 | formatpercentage(Sum ({@IsLostInIVR15}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost30 | formatpercentage(Sum ({@IsLostInIVR30}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost45 | formatpercentage(Sum ({@IsLostInIVR45}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost60 | formatpercentage(Sum ({@IsLostInIVR60}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost75 | formatpercentage(Sum ({@IsLostInIVR75}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost90 | formatpercentage(Sum ({@IsLostInIVR90}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost105 | formatpercentage(Sum ({@IsLostInIVR105}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost120 | formatpercentage(Sum ({@IsLostInIVR120}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost135 | formatpercentage(Sum ({@IsLostInIVR135}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost150 | formatpercentage(Sum ({@IsLostInIVR150}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost165 | formatpercentage(Sum ({@IsLostInIVR165}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

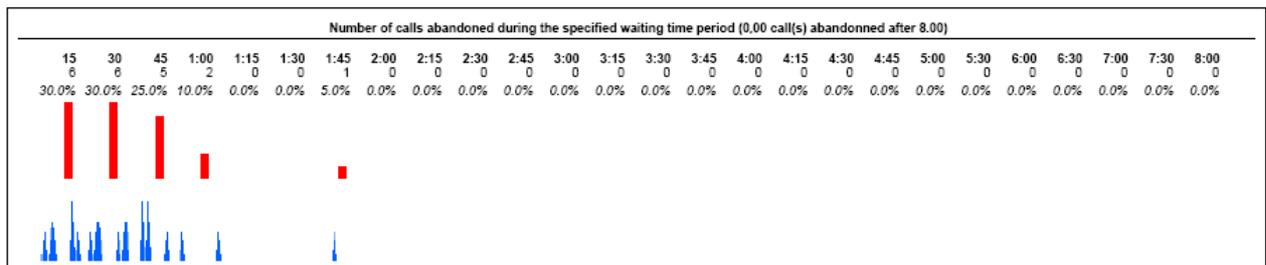| | |
|---|---|
| @PerLost180 | formatpercentage(Sum ({@IsLostInIVR180}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost195 | formatpercentage(Sum ({@IsLostInIVR195}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost210 | formatpercentage(Sum ({@IsLostInIVR210}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost225 | formatpercentage(Sum ({@IsLostInIVR225}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost240 | formatpercentage(Sum ({@IsLostInIVR240}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost255 | formatpercentage(Sum ({@IsLostInIVR255}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost270 | formatpercentage(Sum ({@IsLostInIVR270}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost285 | formatpercentage(Sum ({@IsLostInIVR285}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost300 | formatpercentage(Sum ({@IsLostInIVR300}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost330 | formatpercentage(Sum ({@IsLostInIVR330}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost360 | formatpercentage(Sum ({@IsLostInIVR360}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost390 | formatpercentage(Sum ({@IsLostInIVR390}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost420 | formatpercentage(Sum ({@IsLostInIVR420}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost450 | formatpercentage(Sum ({@IsLostInIVR450}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |
| @PerLost480 | formatpercentage(Sum ({@IsLostInIVR480}, {Calls.DNIS}),Sum ({@IsLostInIVR}, {Calls.DNIS})) |

## Distribution Abandoned

**Illustration**

Number of calls abandoned during the specified waiting time period (0,00 call(s) abandonned after 8.00)

| 15 | 30 | 45 | 1:00 | 1:15 | 1:30 | 1:45 | 2:00 | 2:15 | 2:30 | 2:45 | 3:00 | 3:15 | 3:30 | 3:45 | 4:00 | 4:15 | 4:30 | 4:45 | 5:00 | 5:30 | 6:00 | 6:30 | 7:00 | 7:30 | 8:00 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6 | 6 | 5 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30.0% | 30.0% | 25.0% | 10.0% | 0.0% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

| | |
|---|---|
| @FormAbGreater480DNIS | Sum ({@AbGreater480},{Calls.DNIS}) |
| @AbGreater480 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}>=480 then 1 else 0 |
| @Ab15 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<15 then 1 else 0 |
| @Ab15 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<15 then 1 else 0 |
| @Ab30 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<30 and {Calls.DUREE_ATT}>= 15 then 1 else 0 |
| @Ab45 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<45 and {Calls.DUREE_ATT}>=30 then 1 else 0 |
| @Ab60 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<60 and {Calls.DUREE_ATT}>=45 then 1 else 0 |
| @Ab75 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<75 and {Calls.DUREE_ATT}>=60 then 1 else 0 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

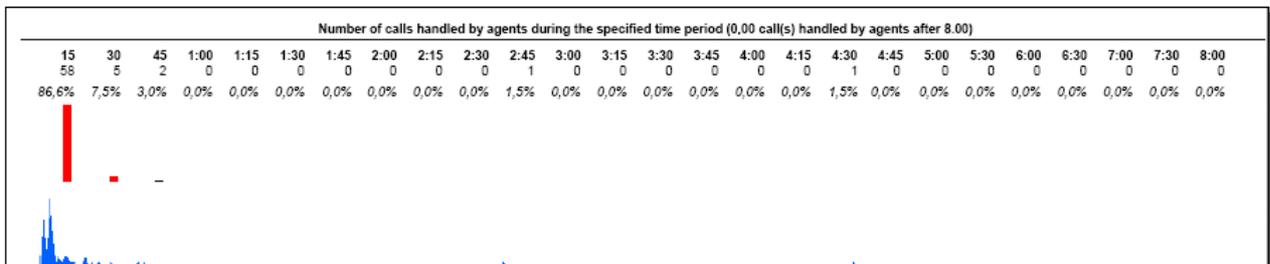| | |
|---|---|
| @Ab90 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<90 and {Calls.DUREE_ATT}>=75 then 1 else 0 |
| @Ab105 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<105 and {Calls.DUREE_ATT}>=90 then 1 else 0 |
| @Ab120 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<120 and {Calls.DUREE_ATT}>=105 then 1 else 0 |
| @Ab135 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<135 and {Calls.DUREE_ATT}>=120 then 1 else 0 |
| @Ab150 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<150 and {Calls.DUREE_ATT}>=135 then 1 else 0 |
| @Ab165 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<165 and {Calls.DUREE_ATT}>=150 then 1 else 0 |
| @Ab180 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<180 and {Calls.DUREE_ATT}>= 165 then 1 else 0 |
| @Ab195 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<195 and {Calls.DUREE_ATT}>=180 then 1 else 0 |
| @Ab210 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<210 and {Calls.DUREE_ATT}>=195 then 1 else 0 |
| @Ab225 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<225 and {Calls.DUREE_ATT}>=210 then 1 else 0 |
| @Ab240 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<240 and {Calls.DUREE_ATT}>=225 then 1 else 0 |
| @Ab255 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<255  and {Calls.DUREE_ATT}>= 240 then 1 else 0 |
| @Ab270 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<270 and {Calls.DUREE_ATT}>=255 then 1 else 0 |
| @Ab285 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<285 and {Calls.DUREE_ATT}>=270 then 1 else 0 |
| @Ab300 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<300 and {Calls.DUREE_ATT}>=285 then 1 else 0 |
| @Ab330 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<330 and {Calls.DUREE_ATT}>=300 then 1 else 0 |
| @Ab360 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<360 and {Calls.DUREE_ATT}>=330 then 1 else 0 |
| @Ab390 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<390 and {Calls.DUREE_ATT}>=360 then 1 else 0 |
| @Ab420 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<420 and {Calls.DUREE_ATT}>=390 then 1 else 0 |
| @Ab450 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<450 and {Calls.DUREE_ATT}>=420 then 1 else 0 |
| @Ab480 | if {@IsAbandoned}=1 and {Calls.DUREE_ATT}<480 and {Calls.DUREE_ATT}>=450 then 1 else 0 |
| @PerAb15 | formatpercentage(Sum ({@Ab15}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb30 | formatpercentage(Sum ({@Ab30}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb45 | formatpercentage(Sum ({@Ab45}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb60 | formatpercentage(Sum ({@Ab60}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb75 | formatpercentage(Sum ({@Ab75}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb90 | formatpercentage(Sum ({@Ab90}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb105 | formatpercentage(Sum ({@Ab105}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb120 | formatpercentage(Sum ({@Ab120}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| @PerAb135 | formatpercentage(Sum ({@Ab135}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb150 | formatpercentage(Sum ({@Ab150}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb165 | formatpercentage(Sum ({@Ab165}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb180 | formatpercentage(Sum ({@Ab180}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb195 | formatpercentage(Sum ({@Ab195}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb210 | formatpercentage(Sum ({@Ab210}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb225 | formatpercentage(Sum ({@Ab225}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb240 | formatpercentage(Sum ({@Ab240}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb255 | formatpercentage(Sum ({@Ab255}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb270 | formatpercentage(Sum ({@Ab270}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb285 | formatpercentage(Sum ({@Ab285}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb300 | formatpercentage(Sum ({@Ab300}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb330 | formatpercentage(Sum ({@Ab330}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb360 | formatpercentage(Sum ({@Ab360}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb390 | formatpercentage(Sum ({@Ab390}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb420 | formatpercentage(Sum ({@Ab420}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb450 | formatpercentage(Sum ({@Ab450}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |
| @PerAb480 | formatpercentage(Sum ({@Ab480}, {Calls.DNIS}),Sum ({@IsAbandoned}, {Calls.DNIS})) |

## Distribution Answered

**Illustration**



Number of calls handled by agents during the specified time period (0,00 call(s) handled by agents after 8.00)

| 15 | 30 | 45 | 1:00 | 1:15 | 1:30 | 1:45 | 2:00 | 2:15 | 2:30 | 2:45 | 3:00 | 3:15 | 3:30 | 3:45 | 4:00 | 4:15 | 4:30 | 4:45 | 5:00 | 5:30 | 6:00 | 6:30 | 7:00 | 7:30 | 8:00 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 58 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 86,6% | 7,5% | 3,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 1,5% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 1,5% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% | 0,0% |

| | |
|---|---|
| @IsAnsweredByAgent | if {@IsACall}=1 and {Calls.ID_TV}>0 then 1 else 0 |
| @FormAnsGreater480DNIS | Sum ({@AnsGreater480},{Calls.DNIS}) |
| @AnsGreater480 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}>=480 then 1 else 0 |
| @Ans15 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<15 then 1 else 0 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| @Ans30 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<30 and {Calls.DUREE_ATT}>= 15 then 1 else 0 |
| @Ans45 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<45 and {Calls.DUREE_ATT}>=30 then 1 else 0 |
| @Ans60 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<60 and {Calls.DUREE_ATT}>=45 then 1 else 0 |
| @Ans75 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<75 and {Calls.DUREE_ATT}>=60 then 1 else 0 |
| @Ans90 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<90 and {Calls.DUREE_ATT}>=75 then 1 else 0 |
| @Ans105 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<105 and {Calls.DUREE_ATT}>=90 then 1 else 0 |
| @Ans120 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<120 and {Calls.DUREE_ATT}>=105 then 1 else 0 |
| @Ans135 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<135 and {Calls.DUREE_ATT}>=120 then 1 else 0 |
| @Ans150 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<150 and {Calls.DUREE_ATT}>=135 then 1 else 0 |
| @Ans165 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<165 and {Calls.DUREE_ATT}>=150 then 1 else 0 |
| @Ans180 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<180 and {Calls.DUREE_ATT}>= 165 then 1 else 0 |
| @Ans195 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<195 and {Calls.DUREE_ATT}>=180 then 1 else 0 |
| @Ans210 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<210 and {Calls.DUREE_ATT}>=195 then 1 else 0 |
| @Ans225 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<225 and {Calls.DUREE_ATT}>=210 then 1 else 0 |
| @Ans240 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<240 and {Calls.DUREE_ATT}>=225 then 1 else 0 |
| @Ans255 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<255  and {Calls.DUREE_ATT}>= 240 then 1 else 0 |
| @Ans270 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<270 and {Calls.DUREE_ATT}>=255 then 1 else 0 |
| @Ans285 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<285 and {Calls.DUREE_ATT}>=270 then 1 else 0 |
| @Ans300 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<300 and {Calls.DUREE_ATT}>=285 then 1 else 0 |
| @Ans330 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<330 and {Calls.DUREE_ATT}>=300 then 1 else 0 |
| @Ans360 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<360 and {Calls.DUREE_ATT}>=330 then 1 else 0 |
| @Ans390 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<390 and {Calls.DUREE_ATT}>=360 then 1 else 0 |
| @Ans420 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<420 and {Calls.DUREE_ATT}>=390 then 1 else 0 |
| @Ans450 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<450 and {Calls.DUREE_ATT}>=420 then 1 else 0 |
| @Ans480 | if {@IsAnsweredByAgent}=1 and {Calls.DUREE_ATT}<480 and {Calls.DUREE_ATT}>=450 then 1 else 0 |
| @PerAns15 | formatpercentage(Sum ({@Ans15}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns30 | formatpercentage(Sum ({@Ans30}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns45 | formatpercentage(Sum ({@Ans45}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns60 | formatpercentage(Sum ({@Ans60}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| @PerAns75 | formatpercentage(Sum ({@Ans75}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns90 | formatpercentage(Sum ({@Ans90}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns105 | formatpercentage(Sum ({@Ans105}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns120 | formatpercentage(Sum ({@Ans120}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns135 | formatpercentage(Sum ({@Ans135}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns150 | formatpercentage(Sum ({@Ans150}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns165 | formatpercentage(Sum ({@Ans165}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns180 | formatpercentage(Sum ({@Ans180}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns195 | formatpercentage(Sum ({@Ans195}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns210 | formatpercentage(Sum ({@Ans210}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns225 | formatpercentage(Sum ({@Ans225}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns240 | formatpercentage(Sum ({@Ans240}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns255 | formatpercentage(Sum ({@Ans255}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns270 | formatpercentage(Sum ({@Ans270}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns285 | formatpercentage(Sum ({@Ans285}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns300 | formatpercentage(Sum ({@Ans300}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns330 | formatpercentage(Sum ({@Ans330}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns360 | formatpercentage(Sum ({@Ans360}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns390 | formatpercentage(Sum ({@Ans390}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns420 | formatpercentage(Sum ({@Ans420}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns450 | formatpercentage(Sum ({@Ans450}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |
| @PerAns480 | formatpercentage(Sum ({@Ans480}, {Calls.DNIS}),Sum ({@IsAnsweredByAgent}, {Calls.DNIS})) |

### 2.5. Calls Status (qualification) Report

This report gives an overview of the number of calls, the duration of the communications, the wrap-up and handling of inbound calls based on their qualification, for campaigns and agents selected, in a defined time period (detailed by campaign).

The next Calls Qualification report uses the same standard report but with other filters.

**Used filters:**

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

Calls.AdminId: {?AdminID}

(({Calls.STATUS}>0 and {Calls.STATUS}<90 ) or {?DontShowStandard}=0) and ((not isnull({Calls.STATUS}) and {Calls.STATUS}>0) or {?IncludeOnlyQualif}=0) : you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

## Qualifications

Occurrences and percentage of calls, average duration of calls,
Wrap-up and handling,
estimates of the profits,
graphic representations of occurrences
   by qualification
   and by type of qualification (positive, argued).

**Illustration**

| Qualifications | Occurences | Percentages | | Online | Avg. Wrap. | Hand. | Profits | Occurences graph |
|---|---|---|---|---|---|---|---|---|
| **Positive** | | | | | | | | |
| Interested | 6 | 10.7% | | 1:22 | 17:22 | 18:43 | 0.00€ | |
| —requests info | 6 | 10.7% | 100.0% | 1:22 | 17:22 | 18:43 | 0.00€ | |
| | 6 | 10.7% | | 1:22 | 17:22 | 18:43 | 0.00€ | |
| | | | | | | | | |
| **Argued (and not positive)** | | | | | | | | |
| Not Interested | 2 | 3.6% | | 21 | 11:45 | 12:06 | 0.00€ | |
| —Finished call | 2 | 3.6% | 100.0% | 21 | 11:45 | 12:06 | 0.00€ | |
| | 2 | 3.6% | | 21 | 11:45 | 12:06 | 0.00€ | |
| | | | | | | | | |
| **Not argued (and not positive)** | | | | | | | | |
| busy | 11 | 19.6% | | 32 | 5:29 | 6:01 | 0.00€ | |
| wrong number | 3 | 5.4% | | 34 | 1:51 | 2:26 | 0.00€ | |
| absent | 1 | 1.8% | | 28 | 1:13 | 1:41 | 0.00€ | |
| personal callback | 2 | 3.6% | | 1:01 | 13 | 1:14 | 0.00€ | |
| callback | 2 | 3.6% | | 1:04 | 5:08 | 6:12 | 0.00€ | |
| | 19 | 33.9% | | 38 | 4:06 | 4:44 | 0.00€ | |
| | | | | | | | | |
| **Others** | | | | | | | | |
| Not qualified | 8 | 14.3% | | 2:26 | 7:21 | 9:46 | 0.00 | |
| Unknown status (1) | 19 | 33.9% | | 7:11 | 2:57 | 10:08 | | |
| Unknown status (2) | 1 | 1.8% | | 1:01 | 5:43 | 6:44 | | |
| Unknown status (3) | 1 | 1.8% | | 36 | 28 | 1:04 | | |
| | 29 | 51.8% | | 5:26 | 4:10 | 9:36 | 0.00 | |
| | | | | | | | | |
| **Total** | 56 | 100.0% | | 3:11 | 5:50 | 9:01 | 0.00€ | |

For each value in @PosArg (Positive, Argued, Not argues, Others) the following fields are shown

| Report column title | Definition |
|---|---|
| Occurences | Sum(@IsAnswered) |
| Percentages | @PerDetails |
| Online | @AvgOnlineDurationByStatus |
| Avg.Wrap | @ AvgWrapupDurationByStatus |
| Hand. | @ AvgHandlingDurationByStatus |
| Profits | Sum(@Profits) |

If a qualification has any details than the following fields are shown:

| Report column title | Definition |
|---|---|
| Occurences | Sum(@IsAnswered) |
| Percentages | @PerDetails |
| | @PerDetailInStatus |
| Online | @AvgOnlineDurationByDetail |
| Avg.Wrap | @ AvgWrapupDurationByDetail |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| Hand. | @ AvgHandlingDurationByDetail |
| Profits | Sum(@Profits) |

## Ratios

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argue).

**Illustration**

| Ratios | Occurences |
|---|---|
| Positive / Argued | 75.0% |
| Positive / All | 10.7% |
| Argued / All | 14.3% |

| Report column title | Definition |
|---|---|
| Positive/Argued | @RatioPositiveArgued |
| Positive/All | @RatioPositiveTotal |
| Argued/All | @RatioArguedTotal |

## Time costs

Total duration of communications and handling by type of qualification (positive, argued and not qualified)

**Illustration**

| Time costs | Online duration | Handling duration |
|---|---|---|
| Positive | 29:45 | 1:24:09 |
| Argued | 22:19 | 1:03:07 |
| Call | 3:11 | 9:01 |

| Report column title | Definition |
|---|---|
| Positive online duration | @OnlineByPositive |
| Positive hand. Duration | @HandledByPositive |
| Argued online duration | @OnlineByArgued |
| Argued hand. Duration | @HandledByArgues |
| Call online duration | @OnlineByAnswered |
| Argued online duration | @HandledByAnswered |

| Internal title | Internal definition |
|---|---|
| @IsAnswered | if {Calls.STATUS}>0 or {Calls.ID_TV}>0 or ({@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsLostInIVR}=0 and {@IsAbandoned}=0 and {@IsOverflow}=0 and {@IsRerouted}=0) then 1 else 0 |
| @IsACall | if isnull({Calls.INDICE}) or isnull({Calls.DATE}) then 0 else 1 |
| @IsClosed | if {@IsACall}=1 and {Calls.FERMETURE}>0 then 1 else 0 |
| @IsLost | if {@IsACall}=1 and {Calls.DUREE}<{?Lost} and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsRerouted}=0 and {Calls.DNIS}>"0" |

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| | |
|---|---|
| | then 1<br>else 0 |
| @IsLostInIVR | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {@IsLost}=0 and {@IsRerouted}=0 and {Calls.DUREE_ATT}<1 and {Calls.ID_TV}<1 and {Calls.DNIS}>"0"<br>then 1<br>else 0 |
| @IsAbandoned | if {@IsACall}=1 and {@IsClosed}=0 and {@IsLost}=0 and {@IsOverflow}= 0 and {@IsLostInIVR}=0 and {Calls.ID_TV}<1 and {@IsRerouted}=0 and {Calls.DNIS}>"0"<br>then 1<br>else 0 |
| @IsOverflow | if {@IsACall}=1 and {@IsClosed}=0 and {Calls.DEBORDE}>=1 and {Calls.DNIS}>"0"<br>then 1<br>else 0 |
| @IsRerouted | if {@IsACall}=1 and {@IsClosed}=0 and {@IsOverflow}=0 and {Calls.REROUT}>""<br>then 1<br>else 0 |
| @PerStatus | FormatPercentage (Sum ({@IsAnswered}, {Calls.Lib_STATUS}),Sum ({@IsAnswered}, {Calls.DNIS})) |
| @AvgOnlineDurationByStatus | if Sum ({@IsAnswered}, {Calls.lib_STATUS})> 0<br>then<br>FormatDuration(Round(Sum({@OnlineDuration},{Calls.lib_STATUS})/ Sum ({@IsAnswered}, {Calls.lib_STATUS})),false)<br>else "0" |
| @OnLineDuration | if {@IsAnswered}=1<br>then<br>     if {Calls.Online}=0<br>     then ({Calls.DUREE}-{Calls.DUREE_ATT})<br>     else {Calls.Online}<br>else 0 |
| @AvgWrapupDurationByStatus | if Sum ({@IsAnswered}, {Calls.lib_STATUS}) > 0<br>then<br>FormatDuration(Round(Sum({@WrapupDuration},{Calls.lib_STATUS})/Sum ({@IsAnswered}, {Calls.lib_STATUS})),false)<br>else "0" |
| @WrapupDuration | if {@IsAnswered}=1<br>then {Calls.Wrapup}<br>else 0 |
| @AvgHandlingDurationByStatus | if Sum ({@IsAnswered}, {Calls.lib_STATUS})> 0<br>then<br>FormatDuration(Round(Sum({@HandlingDuration},{Calls.lib_STATUS})/Sum ({@IsAnswered}, {Calls.lib_STATUS})),false)<br>else "0" |
| @HandlingDuration | {@WrapupDuration}+{@OnlineDuration} |
| @Profits | if {@IsAnswered}=1<br>then {Calls.Profits}<br>else 0 |
| @PerDetails | FormatPercentage (Sum ({@IsAnswered}, {Calls.LIB_DETAIL}),Sum ({@IsAnswered}, {Calls.DNIS})) |
| @PerDetailsInStatus | FormatPercentage (Sum ({@IsAnswered}, {Calls.LIB_DETAIL}),Sum ({@IsAnswered}, {Calls.lib_STATUS})) |
| @AvgOnlineDurationByDetail | if Sum ({@IsAnswered}, {Calls.LIB_DETAIL})> 0<br>then<br>FormatDuration(Round(Sum({@OnlineDuration},{Calls.LIB_DETAIL})/Sum ({@IsAnswered}, {Calls.LIB_DETAIL})),false)<br>else "0" |

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| | |
|---|---|
| @AvgWrapupDurationByDetail | if Sum ({@IsAnswered}, {Calls.LIB_DETAIL}) > 0<br>then<br>FormatDuration(Round(Sum({@WrapupDuration},{Calls.LIB_DETAIL})/Sum ({@IsAnswered}, {Calls.LIB_DETAIL})),false)<br>else "0" |
| @AvgHandlingDurationByDetail | if Sum ({@IsAnswered}, {Calls.LIB_DETAIL})> 0<br>then<br>FormatDuration(Round(Sum({@HandlingDuration},{Calls.LIB_DETAIL})/Sum ({@IsAnswered}, {Calls.LIB_DETAIL})),false)<br>else "0" |
| @PerPosArg | FormatPercentage (Sum ({@IsAnswered}, {@PosArg}),Sum ({@IsAnswered}, {Calls.DNIS})) |
| @PosArg | if {Calls.Positive}=1<br>then "Positive"<br>else if {Calls.Argued}=1<br>    then "Argued"<br>     else "NotArgued" |
| @AvgOnlineDurationByPosArg | if Sum ({@IsAnswered}, {@PosArg})> 0<br>then<br>FormatDuration(Round(Sum({@OnlineDuration},{@PosArg})/Sum ({@IsAnswered}, {@PosArg})),false)<br>else "0" |
| @AvgWrapupDurationByPosArg | if Sum ({@IsAnswered}, {@PosArg}) > 0<br>then<br>FormatDuration(Round(Sum({@WrapupDuration},{@PosArg})/Sum ({@IsAnswered}, {@PosArg})),false)<br>else "0" |
| @AvgHandlingDurationByPosArg | if Sum ({@IsAnswered}, {@PosArg})> 0 then<br>FormatDuration(Round(Sum({@HandlingDuration},{@PosArg})/Sum ({@IsAnswered}, {@PosArg})),false) else "0" |
| @AvgOnlineDurations | if Sum ({@IsAnswered}, {Calls.DNIS}) > 0 then<br>FormatDuration(Round(Sum({@OnlineDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})),false) else "0" |
| @AvgWrapupdurations | if Sum ({@IsAnswered}, {Calls.DNIS}) > 0 then<br>FormatDuration(Round(Sum({@WrapupDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})),false) else "0" |
| @AvgHandlingDurations | if Sum ({@IsAnswered}, {Calls.DNIS}) > 0 then<br>FormatDuration(Round(Sum({@HandlingDuration},{Calls.DNIS})/Sum ({@IsAnswered}, {Calls.DNIS})),false) else "0" |
| @RatioPositiveArgued | formatpercentage(sum({@IsAnsweredPositive},{Calls.DNIS}),(sum({@IsAnsweredArgued},{Calls.DNIS}) + sum({@IsAnsweredPositive},{Calls.DNIS}))) |
| @IsAnsweredPositive | if {@IsAnswered}=1 and {Calls.Positive}=1 then 1 else 0 |
| @IsAnsweredArgued | if {@IsAnswered}=1 and {Calls.Argued}=1 and {@IsAnsweredPositive}=0 then 1 else 0 |
| @RatioPositiveTotal | formatpercentage(Sum ({@IsAnsweredPositive}, {Calls.DNIS}),Sum ({@IsAnswered}, {Calls.DNIS})) |
| @RatioArguedTotal | formatpercentage(Sum ({@IsAnsweredArgued}, {Calls.DNIS}) + Sum ({@IsAnsweredPositive}, {Calls.DNIS}),Sum ({@IsAnswered}, {Calls.DNIS})) |
| @OnlineByPositive | formatduration(formatpercentage(Sum({@OnlineDuration},{Calls.DNIS}),Sum({@IsAnsweredPositive},{Calls.DNIS}))/100,false) |
| @OnlineByArgued | formatduration(formatpercentage(Sum({@OnlineDuration},{Calls.DNIS}),Sum({@IsAnsweredArgued},{Calls.DNIS})+Sum({@IsAnsweredPositive},{Calls.DNIS}))/100,false) |
| @OnlineByAnswered | formatduration(formatpercentage(Sum({@OnlineDuration},{Calls.DNIS}),Sum({@IsAnswered},{Calls.DNIS}))/100,false) |
| @HandledByPositive | Formatduration(formatpercentage(Sum({@HandlingDuration},{Calls. |

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| | |
|---|---|
| | DNIS}),Sum({@IsAnsweredPositive},{Calls.DNIS}))/100,false) |
| @HandledByArgues | Formatduration(formatpercentage(Sum({@HandlingDuration},{Calls.DNIS}),Sum({@IsAnsweredPositive},{Calls.DNIS})+Sum({@IsAnsweredArgued},{Calls.DNIS}))/100,false) |
| @HandledByAnswered | formatduration(formatpercentage(Sum({@OnlineDuration},{Calls.DNIS}),Sum({@IsAnswered},{Calls.DNIS}))/100,false) |

## Remark on "other" class

"Others" in Qualifications are records in the call table who don't have a matching call qualification.

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## 3. OUTBOUND CALLS REPORTING

5 reports are proposed by the Reporting interface 3.1.2 :
1. Call file progress report
2. Call status report
3. Call qualifications by agent report
4. Call status distribution report
5. Call status by agent distribution report

Report 1 is described with details in this section.

Other reports are based on the same standard report but with other filters. Only the main information about each report is mentioned and technical information about fields and formulas used can be found in the Inbound chapter.

### 3.1. CallFile Progress Report

This report allows visualizing the distribution of recordings of calls files based on their status.

Gets Data directly from the table CallFiles. This is maintained by a webservice (http://localhost/FileManager/ServiceCallFileManager.asmx?ExaminationDatabase) that is also used by the admin and the supervisor.

The report is divided into 3 frames.

**Records**
**Attempts before a record is set in state**
**Conversations before a record is set in state**

In these three reports, the files are divided in calls categories « to call » or « finished ».

The second report gives the total number of attemps (dialings) done by the system classed by final result. This number must be divided by the number of file record having the same result (this information can be found in the first table) to find the average of attemps by records.

**Remark on recycling process**

Note that recycling process will always cause abnormal results into this report : the number of attemps will increase, and not the number or physical records. The average will thus also be erroneous.

**Records**

**Illustration**

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**



| Report column title | Definition |
|---|---|
| **ToCall** | |
| Not processed (#) | @RecNotProcessed |
| Not processed (Abs) | @PercentRecNotProcessed |
| Not processed (% category) | @PercentRecCategNotProcessed |
| To call back (personal) (#) | @RecPersoCallback |
| To call back (personal) (Abs) | @PercentRecPersoCallback |
| To call back (personal) (% category) | @PercentRecCategPersoCallback |
| To call back (global) (#) | @RecGlobalCallback |
| To call back (global) (Abs) | @PercentRecGlobalCallback |
| To call back (global) (% category) | @PercentRecCategGlobalCallback |
| To retry (#) | @RecRetry |
| To retry (Abs) | @PercentRecRetry |
| To retry (% category) | @RecenRecCategRetry |
| **Finished** | |
| Excluded (#) | @RecExcluded |
| Excluded (Abs) | @PercentRecExcluded |
| Excluded (% category) | @PercentRecCategExcluded |
| Completed (#) | @RecCompleted |
| Completed (Abs) | @PercentRecCompleted |
| Completed (% category) | @PercentRecCategCompleted |
| Unreachable (#) | @RecUnreachable |
| Unreachable (Abs) | @PercentRecUnreachable |
| Unreachable (% category) | @PercentRecCategUnreachable |
| Invalid number (#) | @RecInvalidNumber |
| Invalid number (Abs) | @PercentRecInvalidNumber |
| Invalid number (% category) | @PercentRecCategInvalidNumber |

| Internal title | Internal definition |
|---|---|
| @RecFinished | @RecExcluded + @RecCompleted + @RecUnreachable + @RecInvalidNumber |
| @RecToCall | @RecNotProcessed + @RecPersoCallback + @RecGlobalCallback + @RecRetry |
| @RecTotal | @RecFinished + @RecToCall |
| ToCall | |
| @RecNotProcessed | (DATE IS NULL OR STATUS = 98) AND PRIORITE > 0 |
| @PercentRecNotProcessed | formatpercentage({CallFiles.RecNotProcessed}, {@RecTotal}) |
| @PercentRecCategNotProcessed | formatpercentage({CallFiles.RecNotProcessed}, {@RecToCall}) |
| @RecPersoCallback | PRIORITE = 0 AND RAPPEL IS NOT NULL AND RAPPEL < 'U' AND RAPPEL >= 'T' |
| @PercentRecPersoCallback | |
| @PercentRecCategPersoCallback | |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| @RecGlobalCallback | PRIORITE = 0 |
| @PercentRecGlobalCallback | |
| @PercentRecCategGlobalCallback | |
| @RecRetry | DATE IS NOT NULL AND (STATUS <> 98 OR STATUS IS NULL ) AND PRIORITE > 0 |
| @PercentRecRetry | |
| @RecenRecCategRetry | |
| @RecExcluded | PRIORITE = -10 OR PRIORITE = -11 |
| @PercentRecExcluded | |
| @PercentRecCategExcluded | |
| @RecCompleted | PRIORITE = -1 |
| @PercentRecCompleted | |
| @PercentRecCategCompleted | |
| @RecUnreachable | PRIORITE = -3 |
| @PercentRecUnreachable | |
| @PercentRecCategUnreachable | |
| @RecInvalidNumber | PRIORITE = -5 |
| @PercentRecInvalidNumber | |
| @PercentRecCategInvalidNumber | |

## Attempts before a record is set in state

**Illustration**



| Report column title | Definition |
|---|---|
| All | @AbsTotal |
| Total Finished | @Absfinished |
| Total To call | AbsToCall |
| **To call** | |
| To call back (personal) (#) | @AbsPersoCallback |
| To call back (personal) (Abs) | @PercentAbsPersoCallback |
| To call back (personal) (% Category) | @PercentAbsCategPersoCallback |
| To call back (personal) (Average) | @AvgAbsPersoCallback |
| To call back (personal) (Duration) | @DurationPersoCallback |
| To call back (personal) (Avg.dur.) | @AvgAbsPersoCallbackDuration |
| To call back (global) (#) | @AbsGlobalCallback |
| To call back (global) (Abs) | @PercentAbsGlobalCallback |
| To call back (global) (% Category) | @PercentAbsCategGlobalCallback |
| To call back (global) (Average) | @AvgAbsGlobalCallback |
| To call back (global) (Duration) | @DurationGlobalCallback |

| | |
|---|---|
| To call back (global) (Avg.dur.) | @AvgAbsGlobalCallbackDuration |
| To retry (global) (#) | @AbsRetry |
| To retry (global) (Abs) | @PercentAbsRetry |
| To retry (global) (% Category) | @PercentAbsCategRetry |
| To retry (global) (Average) | @AvgAbsRetry |
| To retry (global) (Duration) | @DurationRetry |
| To retry (global) (Avg.dur.) | @AvgAbsRetryDuration |
| **Finished** | |
| Excluded (global) (#) | @AbsExcluded |
| Excluded (global) (Abs) | @PercentAbsExcluded |
| Excluded (global) (% Category) | @PerecentAbsCategExcluded |
| Excluded (global) (Average) | @AvgAbsExcluded |
| Excluded (global) (Duration) | @DurationExcluded |
| Excluded (global) (Avg.dur.) | @AvgAbsExcludedDuration |
| Completed (global) (#) | @AbsCompleted |
| Completed (global) (Abs) | @PercentAbsCompleted |
| Completed (global) (% Category) | @PerecentAbsCategCompleted |
| Completed (global) (Average) | @AvgAbsCompleted |
| Completed (global) (Duration) | @DurationCompleted |
| Completed (global) (Avg.dur.) | @AvgAbsCompletedDuration |
| Unreachable (global) (#) | @AbsUnreachable |
| Unreachable (global) (Abs) | @PercentAbsUnreachable |
| Unreachable (global) (% Category) | @PerecentAbsCategUnreachable |
| Unreachable (global) (Average) | @AvgAbsUnreachable |
| Unreachable (global) (Duration) | @DurationUnreachable |
| Unreachable (global) (Avg.dur.) | @AvgAbsUnreachableDuration |
| Invalid number (global) (#) | @AbsInvalidNumber |
| Invalid number (global) (Abs) | @PercentAbsInvalidNumber |
| Invalid number (global) (% Category) | @PerecentAbsCategInvalidNumber |
| Invalid number (global) (Average) | @AvgAbsInvalidNumber |
| Invalid number (global) (Duration) | @DurationInvalidNumber |
| Invalid number (global) (Avg.dur.) | @AvgAbsInvalidNumberDuration |

| Internal title | Internal definition |
|---|---|
| @AbsTotal | @AbsFinished + @AbsToCall |
| @AbsFinished | @AbsExcluded + @AbsCompleted + @AbsUnreachable + @AbsInvalidNumber |
| @AbsToCall | @AbsPersoCallback + @AbsGlobalCallback + @AbsRetry |
| @AbsPersoCallback | SUM(NIVABS) WHERE WHERE PRIORITE = 0 AND RAPPEL IS NOT NULL AND RAPPEL < 'U' AND RAPPEL >= 'T' |
| @PercentAbsPersoCallback | formatpercentage({CallFiles.AbsPersoCallback}, {@AbsTotal}) |
| @PercentAbsCategPersoCallback | formatpercentage({CallFiles.AbsPersoCallback}, {@AbsToCall}) |
| @AvgAbsPersoCallback | formatpercentage({CallFiles.AbsPersoCallback}, {CallFiles.RecPersoCallback}) / 100 |
| @DurationPersoCallback | SUM(DUREE) WHERE WHERE PRIORITE = 0 AND RAPPEL IS NOT NULL AND RAPPEL < 'U' AND RAPPEL >= 'T' |
| @AvgAbsPersoCallbackDuration | formatduration(formatpercentage({CallFiles.DurationPersoCallback}, {CallFiles.AbsPersoCallback}) / 100,false) |
| @AbsGlobalCallback | SUM(NIVABS) WHERE PRIORITE = 0 |
| @PercentAbsGlobalCallback | formatpercentage({CallFiles.AbsGlobalCallback}, {@AbsTotal}) |
| @PercentAbsCategGlobalCallback | formatpercentage({CallFiles.AbsGlobalCallback}, {@AbsToCall}) |
| @AvgAbsGlobalCallback | formatpercentage({CallFiles.AbsGlobalCallback}, {CallFiles.RecGlobalCallback}) / 100 |
| @DurationGlobalCallback | SUM(DUREE) WHERE PRIORITE = 0 |

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| | |
|---|---|
| @AvgAbsGlobalCallbackDuration | formatduration(formatpercentage({CallFiles.DurationGlobalCallback}, {CallFiles.AbsGlobalCallback}) / 100,false) |
| @AbsRetry | SUM(NIVABS) WHERE DATE IS NOT NULL AND PRIORITE > 0 AND PRIORITE <> 1 |
| @PercentAbsRetry | formatpercentage({CallFiles.AbsRetry}, {@AbsTotal}) |
| @PercentAbsCategRetry | formatpercentage({CallFiles.AbsRetry}, {@AbsToCall}) |
| @AvgAbsRetry | formatpercentage({CallFiles.AbsRetry}, {CallFiles.RecRetry}) / 100 |
| @DurationRetry | SUM(DUREE) WHERE DATE IS NOT NULL AND PRIORITE > 0 AND PRIORITE <> 1 |
| @AvgAbsRetryDuration | formatduration(formatpercentage({CallFiles.DurationRetry}, {CallFiles.AbsRetry}) / 100,false) |
| @AbsExcluded | SUM(NIVABS) WHERE PRIORITE = -10 OR PRIORITE = -11 |
| @PercentAbsExcluded | formatpercentage({CallFiles.AbsExcluded}, {@AbsTotal}) |
| @PerecentAbsCategExcluded | formatpercentage({CallFiles.AbsExcluded}, {@AbsFinished}) |
| @AvgAbsExcluded | formatpercentage({CallFiles.AbsExcluded}, {CallFiles.RecExcluded}) / 100 |
| @DurationExcluded | SUM(DUREE) WHERE PRIORITE = -10 OR PRIORITE = -11 |
| @AvgAbsExcludedDuration | formatduration(formatpercentage({CallFiles.DurationExcluded}, {CallFiles.AbsExcluded}) / 100,false) |
| @AbsCompleted | SUM(NIVABS) WHERE PRIORITE = -1 |
| @PercentAbsCompleted | formatpercentage({CallFiles.AbsCompleted}, {@AbsTotal}) |
| @PerecentAbsCategCompleted | formatpercentage({CallFiles.AbsCompleted}, {@AbsFinished}) |
| @AvgAbsCompleted | formatpercentage({CallFiles.AbsCompleted}, {CallFiles.RecCompleted}) / 100 |
| @DurationCompleted | SUM(DUREE) WHERE PRIORITE = -1 |
| @AvgAbsCompletedDuration | formatduration(formatpercentage({CallFiles.DurationCompleted}, {CallFiles.AbsCompleted}) / 100,false) |
| @AbsUnreachable | SUM(NIVABS) WHERE PRIORITE = -3 |
| @PercentAbsUnreachable | formatpercentage({CallFiles.AbsUnreachable}, {@AbsTotal}) |
| @PerecentAbsCategUnreachable | formatpercentage({CallFiles.AbsUnreachable}, {@AbsFinished}) |
| @AvgAbsUnreachable | formatpercentage({CallFiles.ConvUnreachable}, {CallFiles.RecUnreachable}) / 100 |
| @DurationUnreachable | SUM(DUREE) WHERE PRIORITE = -3 |
| @AvgAbsUnreachableDuration | formatduration(formatpercentage({CallFiles.DurationUnreachable}, {CallFiles.ConvUnreachable}) / 100, false) |
| @AbsInvalidNumber | SUM(NIVABS) WHERE PRIORITE = -5 |
| @PercentAbsInvalidNumber | formatpercentage({CallFiles.AbsInvalidNumber}, {@AbsTotal}) |
| @PerecentAbsCategInvalidNumber | formatpercentage({CallFiles.AbsInvalidNumber}, {@AbsFinished}) |
| @AvgAbsInvalidNumber | formatpercentage({CallFiles.AbsInvalidNumber}, {CallFiles.RecInvalidNumber}) / 100 |
| @DurationInvalidNumber | SUM(DUREE) WHERE PRIORITE = -5 |
| @AvgAbsInvalidNumberDuration | |

## Conversation before a record is set in state

**Illustration**

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| Conversations before a record is set in state | Number | Abs. % | Category % | Average | Duration | Avg. dur. |
|---|---|---|---|---|---|---|
| **To call** | | | | | | |
| To call back (personal) | 0 | 0,0% | 0,0% | 0,0 | 0 | 0 |
| To call back (global) | 0 | 0,0% | 0,0% | 0,0 | 0 | 0 |
| To retry | 1 | 50,0% | 100,0% | 0,1 | 17:10 | 17:10 |
| | 1 | 50,0% | | 0,0 | 17:10 | 17:10 |
| **Finished** | | | | | | |
| Excluded | 0 | 0,0% | 0,0% | 0,0 | 0 | 0 |
| Completed | 1 | 50,0% | 100,0% | 0,5 | 1:03 | 1:03 |
| Unreachable | 0 | 0,0% | 0,0% | 0,0 | 0 | 0 |
| Invalid number | 0 | 0,0% | 0,0% | 0,0 | 0 | 0 |
| | 1 | 50,0% | | 0,2 | 1:03 | 1:03 |
| **All** | 2 | | | 0,1 | 18:13 | 9:06 |

| Report column title | Definition |
|---|---|
| All | @ConvTotal |
| Total Finished | @Convfinished |
| Total To call | @ConvToCall |
| **To call** | |
| To call back (personal) (#) | @ConvPersoCallback |
| To call back (personal) (Abs) | @PercentConvPersoCallback |
| To call back (personal) (% Category) | @PercentConvCategPersoCallback |
| To call back (personal) (Average) | @AvgConvPersoCallback |
| To call back (personal) (Duration) | @DurationPersoCallback |
| To call back (personal) (Avg.dur.) | @AvgConvPersoCallbackDuration |
| To call back (global) (#) | @ConvGlobalCallback |
| To call back (global) (Abs) | @PercentConvGlobalCallback |
| To call back (global) (% Category) | @PercentConvCategGlobalCallback |
| To call back (global) (Average) | @AvgConvGlobalCallback |
| To call back (global) (Duration) | @DurationGlobalCallback |
| To call back (global) (Avg.dur.) | @AvgConvGlobalCallbackDuration |
| To retry (global) (#) | @ConvRetry |
| To retry (global) (Abs) | @PercentConvRetry |
| To retry (global) (% Category) | @PercentConvCategRetry |
| To retry (global) (Average) | @AvgConvRetry |
| To retry (global) (Duration) | @DurationRetry |
| To retry (global) (Avg.dur.) | @AvgConvRetryDuration |
| **Finished** | |
| Excluded (global) (#) | @ConvExcluded |
| Excluded (global) (Abs) | @PercentConvExcluded |
| Excluded (global) (% Category) | @PerecentConvCategExcluded |
| Excluded (global) (Average) | @AvgConvExcluded |
| Excluded (global) (Duration) | @DurationExcluded |
| Excluded (global) (Avg.dur.) | @AvgConvExcludedDuration |
| Completed (global) (#) | @ConvCompleted |
| Completed (global) (Abs) | @PercentConvCompleted |
| Completed (global) (% Category) | @PerecentConvCategCompleted |
| Completed (global) (Average) | @AvgConvCompleted |
| Completed (global) (Duration) | @DurationCompleted |
| Completed (global) (Avg.dur.) | @AvgConvCompletedDuration |
| Unreachable (global) (#) | @ConvUnreachable |
| Unreachable (global) (Abs) | @PercentConvUnreachable |
| Unreachable (global) (% Category) | @PerecentConvCategUnreachable |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| Unreachable (global) (Average) | @AvgConvUnreachable |
| Unreachable (global) (Duration) | @DurationUnreachable |
| Unreachable (global) (Avg.dur.) | @AvgConvUnreachableDuration |
| Invalid number (global) (#) | @ConvInvalidNumber |
| Invalid number (global) (Abs) | @PercentConvInvalidNumber |
| Invalid number (global) (% Category) | @PerecentConvCategInvalidNumber |
| Invalid number (global) (Average) | @AvgConvInvalidNumber |
| Invalid number (global) (Duration) | @DurationInvalidNumber |
| Invalid number (global) (Avg.dur.) | @AvgConvInvalidNumberDuration |

| Internal title | Internal definition |
|---|---|
| @ConvTotal | @ConvFinished + @ConvToCall |
| @ConvFinished | @ConvExcluded + @ConvCompleted + @ConvUnreachable + @ConvInvalidNumber |
| @ConvToCall | @ConvPersoCallback + @ConvGlobalCallback + @ConvRetry |
| @ConvPersoCallback | SUM(NBAPPELS) WHERE WHERE PRIORITE = 0 AND RAPPEL IS NOT NULL AND RAPPEL < 'U' AND RAPPEL >= 'T' |
| @PercentConvPersoCallback | formatpercentage({CallFiles.ConvPersoCallback}, {@ConvTotal}) |
| @PercentConvCategPersoCallback | formatpercentage({CallFiles.ConvPersoCallback}, {@ConvToCall}) |
| @AvgConvPersoCallback | formatpercentage({CallFiles.ConvPersoCallback}, {CallFiles.RecPersoCallback}) / 100 |
| @DurationPersoCallback | SUM(DUREE) WHERE WHERE PRIORITE = 0 AND RAPPEL IS NOT NULL AND RAPPEL < 'U' AND RAPPEL >= 'T' |
| @AvgConvPersoCallbackDuration | formatduration(formatpercentage({CallFiles.DurationPersoCallback}, {CallFiles.ConvPersoCallback}) / 100,false) |
| @ConvGlobalCallback | SUM(NBAPPELS) WHERE PRIORITE = 0 |
| @PercentConvGlobalCallback | formatpercentage({CallFiles.ConvGlobalCallback}, {@ConvTotal}) |
| @PercentConvCategGlobalCallback | formatpercentage({CallFiles.ConvGlobalCallback}, {@ConvToCall}) |
| @AvgConvGlobalCallback | formatpercentage({CallFiles.ConvGlobalCallback}, {CallFiles.RecGlobalCallback}) / 100 |
| @DurationGlobalCallback | SUM(NBAPPELS) WHERE PRIORITE = 0 |
| @AvgConvGlobalCallbackDuration | formatduration(formatpercentage({CallFiles.DurationGlobalCallback}, {CallFiles.ConvGlobalCallback}) / 100,false) |
| @ConvRetry | SUM(NBAPPELS) WHERE DATE IS NOT NULL AND PRIORITE > 0 AND PRIORITE <> 1 |
| @PercentConvRetry | formatpercentage({CallFiles.ConvRetry}, {@ConvTotal}) |
| @PercentConvCategRetry | formatpercentage({CallFiles.ConvRetry}, {@ConvToCall}) |
| @AvgConvRetry | formatpercentage({CallFiles.ConvRetry}, {CallFiles.RecRetry}) / 100 |
| @DurationRetry | SUM(DUREE) WHERE DATE IS NOT NULL AND PRIORITE > 0 AND PRIORITE <> 1 |
| @AvgConvRetryDuration | formatduration(formatpercentage({CallFiles.DurationRetry}, {CallFiles.ConvRetry}) / 100,false) |
| @ConvExcluded | SUM(NBAPPELS) WHERE PRIORITE = -10 OR PRIORITE = -11 |
| @PercentConvExcluded | formatpercentage({CallFiles.ConvExcluded}, {@ConvTotal}) |
| @PerecentConvCategExcluded | formatpercentage({CallFiles.ConvExcluded}, {@ConvFinished}) |
| @AvgConvExcluded | formatpercentage({CallFiles.ConvExcluded}, {CallFiles.RecExcluded}) / 100 |
| @DurationExcluded | SUM(DUREE) WHERE PRIORITE = -10 OR PRIORITE = -11 |
| @AvgConvExcludedDuration | formatduration(formatpercentage({CallFiles.DurationExcluded}, {CallFiles.ConvExcluded}) / 100,false) |
| @ConvCompleted | SUM(NBAPPELS) WHERE PRIORITE = -1 |
| @PercentConvCompleted | formatpercentage({CallFiles.ConvCompleted}, {@ConvTotal}) |
| @PerecentConvCategCompleted | formatpercentage({CallFiles.ConvCompleted}, {@ConvFinished}) |
| @AvgConvCompleted | formatpercentage({CallFiles.ConvCompleted}, {CallFiles.RecCompleted}) / 100 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| @DurationCompleted | SUM(DUREE) WHERE PRIORITE = -1 |
| @AvgConvCompletedDuration | formatduration(formatpercentage({CallFiles.DurationCompleted}, {CallFiles.ConvCompleted}) / 100,false) |
| @ConvUnreachable | SUM(NBAPPELS) WHERE PRIORITE = -3 |
| @PercentConvUnreachable | formatpercentage({CallFiles.ConvUnreachable}, {@ConvTotal}) |
| @PerecentConvCategUnreachable | formatpercentage({CallFiles.ConvUnreachable}, {@ConvFinished}) |
| @AvgConvUnreachable | formatpercentage({CallFiles.ConvUnreachable}, {CallFiles.RecUnreachable}) / 100 |
| @DurationUnreachable | SUM(DUREE) WHERE PRIORITE = -3 |
| @AvgConvUnreachableDuration | formatduration(formatpercentage({CallFiles.DurationUnreachable}, {CallFiles.ConvUnreachable}) / 100, false) |
| @ConvInvalidNumber | SUM(NBAPPELS) WHERE PRIORITE = -5 |
| @PercentConvInvalidNumber | formatpercentage({CallFiles.ConvInvalidNumber}, {@ConvTotal}) |
| @PerecentConvCategInvalidNumber | formatpercentage({CallFiles.ConvInvalidNumber}, {@ConvFinished}) |
| @AvgConvInvalidNumber | formatpercentage({CallFiles.ConvInvalidNumber}, {CallFiles.RecInvalidNumber}) / 100 |
| @DurationInvalidNumber | SUM(DUREE) WHERE PRIORITE = -5 |
| @AvgConvInvalidNumberDuration | |

### 3.2. Call Status (Qualifications) Report

Report based on Calls Qualification but with other filters. Please refer to the **Inbound Call Status report** to find technical information about this report, as the fields used are the same. ("Calls Status (qualification) Report" on page 27).

**Used filters:**
Calls.AdminId {?AdminID}
(({Calls.STATUS}>0 and {Calls.STATUS}<90 ) or {?DontShowStandard}=0) and ((not isnull({Calls.STATUS}) and {Calls.STATUS}>0) or {?IncludeOnlyQualif}=0)

### 3.3. Call Status (Qualifications) Distribution Report

Report based on Calls Qualification but with other filters.

**Used filters:**
Calls.AdminId: {?AdminID}
(({Calls.STATUS}>0 and {Calls.STATUS}<90 ) or {?DontShowStandard}=0) and ((not isnull({Calls.STATUS}) and {Calls.STATUS}>0) or {?IncludeOnlyQualif}=0)
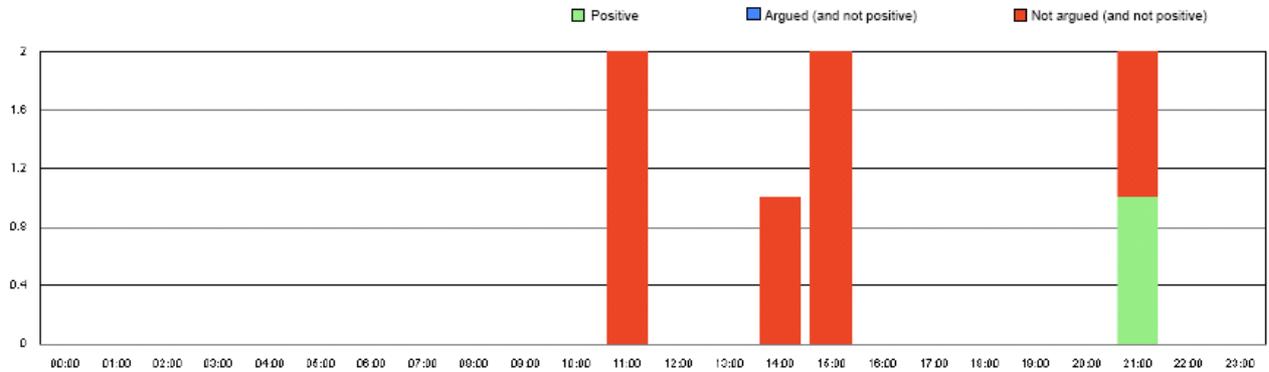
**Illustration**

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| Positive | 00h00 | 01h00 | 02h00 | 03h00 | 04h00 | 05h00 | 06h00 | 07h00 | 08h00 | 09h00 | 10h00 | 11h00 | 12h00 | 13h00 | 14h00 | 15h00 | 16h00 | 17h00 | 18h00 | 19h00 | 20h00 | 21h00 | 22h00 | 23h00 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Vente OK | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

| Not argued (and not positive) | 00h00 | 01h00 | 02h00 | 03h00 | 04h00 | 05h00 | 06h00 | 07h00 | 08h00 | 09h00 | 10h00 | 11h00 | 12h00 | 13h00 | 14h00 | 15h00 | 16h00 | 17h00 | 18h00 | 19h00 | 20h00 | 21h00 | 22h00 | 23h00 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| TEST | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| *TEST OK* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *2* | *0* | *0* | *1* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* | *0* |
| occupé | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| absent | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| répondeur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

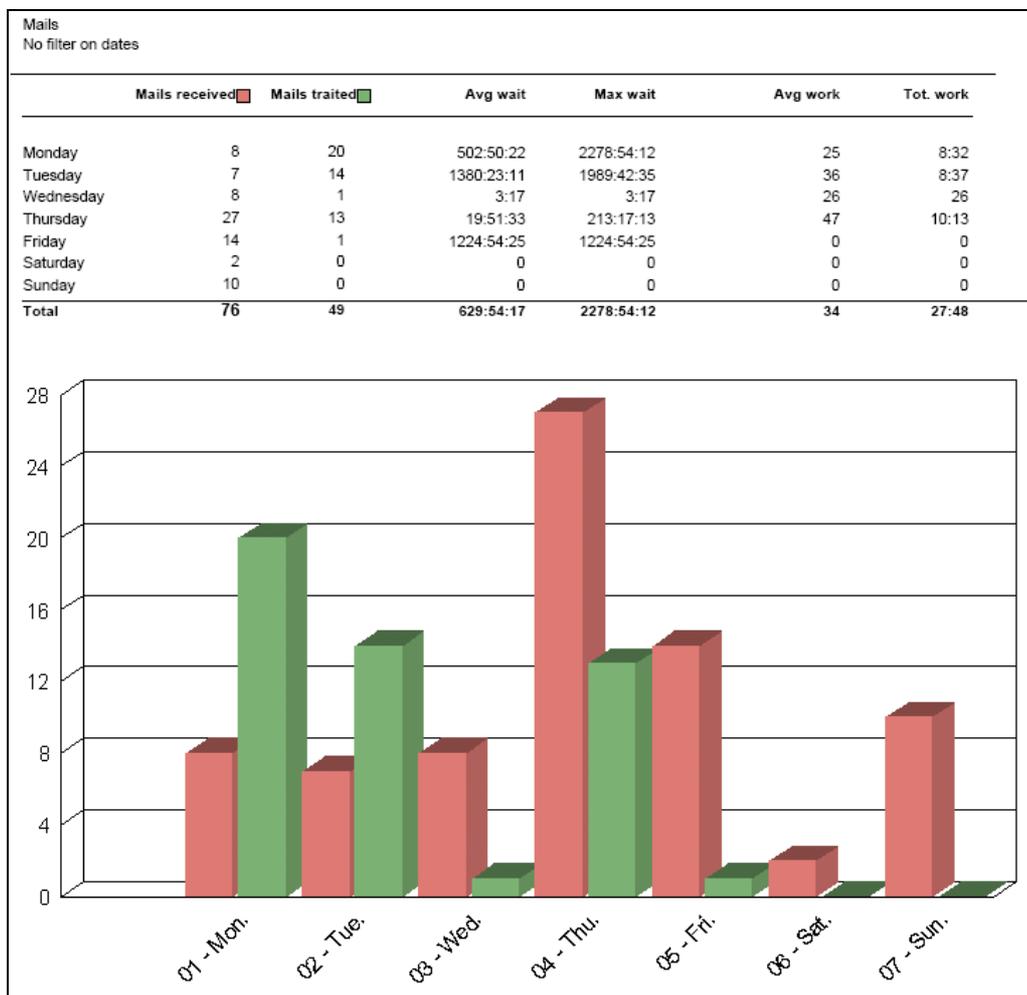| Others | 00h00 | 01h00 | 02h00 | 03h00 | 04h00 | 05h00 | 06h00 | 07h00 | 08h00 | 09h00 | 10h00 | 11h00 | 12h00 | 13h00 | 14h00 | 15h00 | 16h00 | 17h00 | 18h00 | 19h00 | 20h00 | 21h00 | 22h00 | 23h00 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Not qualified | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | | | | | | | | | | |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

## 4. E-MAILS REPORTING

5 reports are proposed by the Reporting interface 3.1.2 :
1. E-mails distribution report
2. Mail status report
3. Mail status by agent report
4. Mail status distribution report
5. Mail status by agent distribution report

**Illustration**

Mails
No filter on dates

| | Mails received | Mails traited | Avg wait | Max wait | Avg work | Tot. work |
|---|---|---|---|---|---|---|
| Monday | 8 | 20 | 502:50:22 | 2278:54:12 | 25 | 8:32 |
| Tuesday | 7 | 14 | 1380:23:11 | 1989:42:35 | 36 | 8:37 |
| Wednesday | 8 | 1 | 3:17 | 3:17 | 26 | 26 |
| Thursday | 27 | 13 | 19:51:33 | 213:17:13 | 47 | 10:13 |
| Friday | 14 | 1 | 1224:54:25 | 1224:54:25 | 0 | 0 |
| Saturday | 2 | 0 | 0 | 0 | 0 | 0 |
| Sunday | 10 | 0 | 0 | 0 | 0 | 0 |
| Total | 76 | 49 | 629:54:17 | 2278:54:12 | 34 | 27:48 |



Main fields used in the reports :

| Internal title | Internal definition |
|---|---|
| @IsReceived | if {Calls.ID_TV}=0<br>then 1<br>else 0 |
| @IsTreated | if ({Calls.ID_TV} > 0)<br>then 1<br>else 0 |
| @AvgAnsweredWaitDuration | if (Sum ({@IsTreated}, {@ExtraDNIS}) > 0)<br>then FormatDuration |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

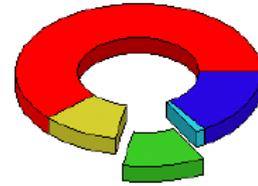| | |
|---|---|
| | (sum({@AnsweredWaitDuration},{@ExtraDNIS})/Sum ({@IsTreated}, {@ExtraDNIS}),false)<br>else '0' |
| @ExtraDNIS | if {Calls.DNIS}= "-1"<br>then "Manual calls"<br>else {Calls.DNIS} |
| @AnsweredWaitDuration | {Calls.DUREE_ATT} |
| @MaxAnsweredWaitDuration | if (Sum ({@IsTreated}, {@ExtraDNIS}) > 0)<br>then FormatDuration<br>(Maximum({@AnsweredWaitDuration},{@ExtraDNIS}),false)<br>else '0' |
| @AvgConvDuration | if (Sum ({@IsTreated}, {@ExtraDNIS}))=0<br>then "0"<br>else FormatDuration (Sum ({@ConvDuration},{@ExtraDNIS})/(Sum ({@IsTreated}, {@ExtraDNIS})),false) |
| @ConvDuratio | if {@IsTreated}=1<br>then {Calls.Online}<br>else 0 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

# 5. AGENTS ACTIVITIES

5 reports are proposed by the Reporting interface 3.1.2 :
1. Agents report
2. Activities by agent report
3. Activities by dates report
4. Agents state distribution report
5. Agents state distribution report (with e-mails)

Reports are based on agent states occurrences and duration. The first table gives the state definitions.

## 5.1. State definitions

| State | Definition |
|---|---|
| State1 | Ready (StateID: 1,98) |
| State2 | Manual Call |
| State3 | All States beginning with 3 (Pause codes) |
| State4 | |
| State5 | |
| State6 | Supervising |
| State7 | After Call |
| State8 | Alerting |
| State9 | Search |
| State10 | Online |
| State100 | Online |
| State101 | Mail / Previewing (StateID: 101, 96) |
| State102 | Automated call(StateID: 102, 97) |
| State103 | Agent-Dialing(StateID: 103, 99) |
| State104 | Agent Outbound / Agent Calling-Back(StateID: 104, 110) |
| State1000 | |

## 5.2. Agents report

**Used filters:**
Ident > 0
Actions.Indice not null
Actions.Etat >=0

**Illustration**

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**



| @IsAnAction | if not isnull({Actions.Indice}) then 1 else 0 |
|---|---|
| @IsState1 | if {Actions.Etat}=1 and {@IsAnAction}=1 then 1 else 0 |
| @State1Duration | FormatDuration (Sum({@State1Duration},{Actions.Ident}),false) |
| @State1Duration | if {@IsState1}=1 then {Actions.Duree} else 0 |
| @AvgState1Duration | if Sum({@IsState1},{Actions.Ident}) > 0 then Round(Sum({@State1Duration},{Actions.Ident})/Sum({@IsState1},{Actions.Ident})) else 0 |
| @MaxState1Duration | FormatDuration (Maximum({@State1Duration},{Actions.Ident}),false) |
| @PerState1 | FormatPercentage (Sum ({@State1Duration}, {Actions.Ident}),Sum ({@ActionDuration}, {Actions.Ident})) |
| @PerState...Handling | FormatPercentag (Sum({@State9Duration},{Actions.Ident}),Sum({@State10Duration}, {Actions.Ident})) |
| @PerStateDurationPause | FormatPercentage (Sum ({Actions.Duree}, {Actions.Etat}),Sum({@State3Duration},{Actions.Ident})) |
| @IsState2 | if {Actions.Etat}=2 and {@IsAnAction}=1 then 1 else 0 |
|  |  |
| @State2Duration | if {@IsState2}=1 then {Actions.Duree} else 0 |
| @AvgState2Duration | if Sum({@IsState2},{Actions.Ident}) > 0 then Round(Sum({@State2Duration},{Actions.Ident})/Sum({@IsState2},{Actions.Ident})) else 0 |
| @MaxState2Duration | FormatDuration (Maximum({@State2Duration},{Actions.Ident}),false) |
| @PerState2 | FormatPercentage (Sum ({@State2Duration}, {Actions.Ident}),Sum ({@ActionDuration}, {Actions.Ident})) |
| @PerState...Handling | FormatPercentag (Sum({@State9Duration},{Actions.Ident}),Sum({@State10Duration}, {Actions.Ident})) |
| @PerStateDurationPause | FormatPercentage (Sum ({Actions.Duree}, {Actions.Etat}),Sum({@State3Duration},{Actions.Ident})) |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

## Remark on Pause status

When the campaign filter for campaigns is used than there are no pause codes calculated (for next release).
When a pause code is found and the preceding action was a call for the campaign than that pause code will be shown.
For the waiting time the stored proc looks at the next event. If it is a call for the campaign than the waiting time is included in the waiting time.

### 5.3. Activities by agent Report

**Used filters:**
Ident > 0
Indice not null
Etat >= 0

For
State1
State6
State10
State7
State3

### 5.4. Activities by date Report

**Used filters:**
Calls.AdminId: {?AdminID}
Ident > 0
Indice not null
Etat >= 0

| Report column title | Definition |
|---|---|
| Waiting | Sum(@IsState1) |
| Supervision | Sum(@IsState6) |
| Online | Sum(@IsState10) |
| Wrapup | Sum(@IsState7) |
| Pause | Sum(@IsState3) |
| Login | @Login |
| Logout | @Logout |
| Total work | @WorkDuration |

| Internal title | Internal definition |
|---|---|
| @IsState1 | if {Actions.Etat}=1 and {@IsAnAction}=1<br>then 1<br>else 0 |
| @IsState6 | if {Actions.Etat}=6 and {@IsAnAction}=1<br>then 1<br>else 0 |
| @IsState10 | if ({Actions.Etat}>=100 and {Actions.Etat}<110 and {@IsAnAction}=1) or ({Actions.Etat}=2 and {@IsAnAction}=1) or ({Actions.Etat}=9 and {@IsAnAction}=1) or ({Actions.Etat}=8 and {@IsAnAction}=1) or ({Actions.Etat}=1000 and {@IsAnAction}=1)<br>then 1 |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| | else 0 |
| @IsState7 | if {Actions.Etat}=7 and {@IsAnAction}=1<br>then 1<br>else 0 |
| @IsState3 | if left(totext({Actions.Etat}),1)="3" and {@IsAnAction}=1<br>then 1<br>else 0 |
| @Login | Minimum({@TimeForLogin},{Actions.Ident}) |
| @TimeForLogin | timeVar deb := Time({Actions.Debut});<br>numberVar debsec := Second(deb) + 60*Minute(deb) + 3600*Hour(deb) -<br>{Actions.Duree}; // Verkeerd: - {Actions.Duree} zal verdwijnen<br>numberVar hours := Truncate(debsec / 3600);<br>numberVar minutes := Truncate((debsec - hours*3600) / 60);<br>numberVar seconds := debsec - hours*3600 - minutes*60;<br>if {@IsAnAction}>0 and {Actions.Duree}>0<br>then seconds + 100*minutes + 10000*hours + 1000000<br>else 9999999 |
| @Logout | Maximum({@TimeForLogout},{Actions.Ident}) |
| @TimeForLogout | if {@IsAnAction}>0 and {Actions.Duree}>=0<br>then Second ({Actions.Debut}) + 100*Minute ({Actions.Debut}) +<br>10000*Hour ({Actions.Debut}) + 2000000<br>else 1000000 |
| @WorkDuration | FormatDuration(Sum({@ActionDuration},{Actions.Ident}),false) |
| @ActionDuration | if {@IsAnAction}=1<br>then {Actions.Duree}<br>else 0 |
| @IsAnAction | if not isnull({Actions.Indice})<br>then 1<br>else 0 |

State10Duration = State10Duration + State8Duration
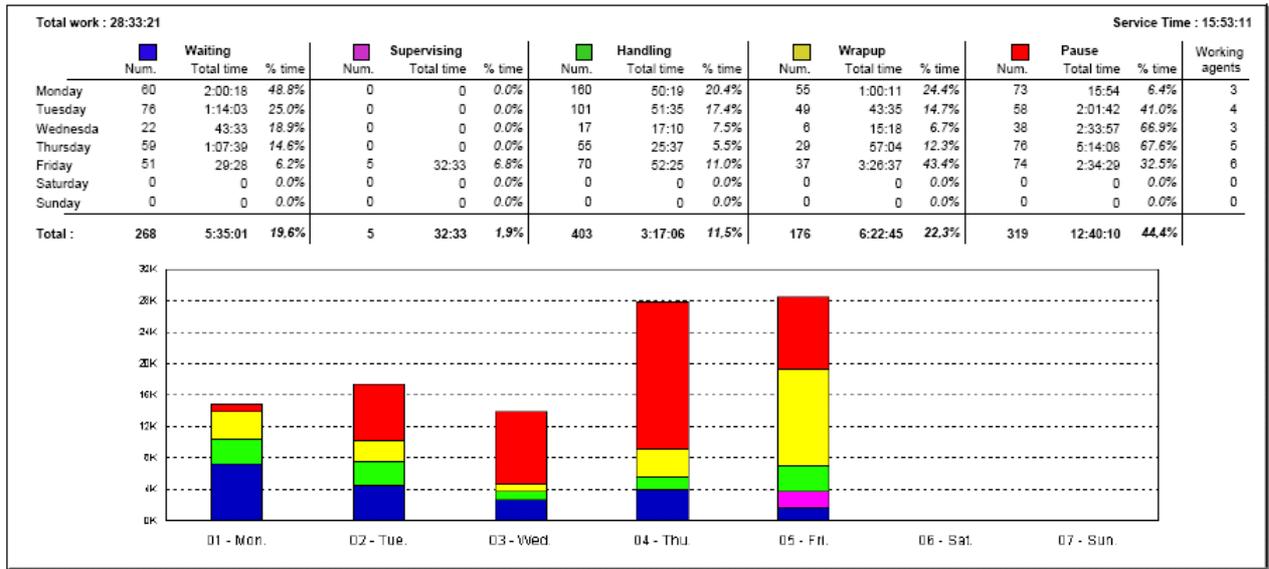
### 5.5. Agents state Distribution Report

**Used filters:**
Ident > 0
Indice not null
Etat >= 0

**Illustration**

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**



| Report column title | Definition |
|---|---|
| Total work | @Workduration |
| Waiting num | Sum(@IsState1) |
| Waiting total time | Sum(@State1Duration) |
| Waiting % time | @PerState1 |
| Supervising num | Sum(@IsState6) |
| Supervising total time | Sum(@State6Duration) |
| Supervising % time | @PerState6 |
| Online num | Sum(@IsState10) |
| Online total time | Sum(@State10Duration) |
| Online % time | @PerState10 |
| Wrapup num | Sum(@IsState7) |
| Wrapup total time | Sum(@State7Duration) |
| Wrapup % time | @PerState7 |
| Pause num | Sum(@IsState3) |
| Pause total time | Sum(@State3Duration) |
| Pause % time | @PerState3 |

| Internal title | Internal definition |
|---|---|
| @Workduration | FormatDuration(Sum({@ActionDuration},{Actions.Ident}),false) |
| @ActionDuration | if {@IsAnAction}=1<br>then {Actions.Duree}<br>else 0 |
| @IsAnAction | if not isnull({Actions.Indice})<br>then 1<br>else 0 |
| @ServiceDuration | FormatDuration(Sum({@ActionWithoutPauseDuration},{Actions.Ident}),false) |
| @ActionWithoutPauseDuration | if {@IsAnAction}=1 and {@IsState3}=0<br>then {Actions.Duree}<br>else 0 |
| @IsState1 | if {Actions.Etat}=1 and {@IsAnAction}=1<br>then 1<br>else 0 |
| @State1Duration | if {@IsState1}=1<br>then {Actions.Duree} |

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**

| | |
|---|---|
| | else 0 |
| @PerState1 | FormatPercentage (Sum ({@State1Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState6 | if {Actions.Etat}=6 and {@IsAnAction}=1<br>then 1<br>else 0 |
| @State6Duration | if {@IsState6}=1<br>then {Actions.Duree}<br>else 0 |
| @PerState6 | FormatPercentage (Sum ({@State6Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState10 | if ({Actions.Etat}>=100 and {Actions.Etat}<110 and {@IsAnAction}=1) or ({Actions.Etat}=2 and {@IsAnAction}=1) or ({Actions.Etat}=9 and {@IsAnAction}=1) or ({Actions.Etat}=1000 and {@IsAnAction}=1)<br>then 1<br>else 0 |
| @State10Duration | if {@IsState10}=1 or {@IsState8}=1<br>then {Actions.Duree}<br>else 0 |
| @PerState10 | FormatPercentage (Sum ({@State10Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState7 | if {Actions.Etat}=7 and {@IsAnAction}=1<br>then 1<br>else 0 |
| @State7Duration | if {@IsState7}=1<br>then {Actions.Duree}<br>else 0 |
| @PerState7 | FormatPercentage (Sum ({@State7Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState3 | if left(totext({Actions.Etat}),1)="3" and {@IsAnAction}=1<br>then 1<br>else 0 |
| @State3Duration | if {@IsState3}=1<br>then {Actions.Duree}<br>else 0 |
| @PerState3 | FormatPercentage (Sum ({@State3Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |

### 5.6. Agents state Distribution Report With Mail

**Used filters:**
Ident > 0
Indice not null
Etat >= 0

**Illustration**

**Erreur ! Utilisez l'onglet Accueil pour appliquer Heading 1;Titre 1 au texte que vous souhaitez faire apparaître ici.**
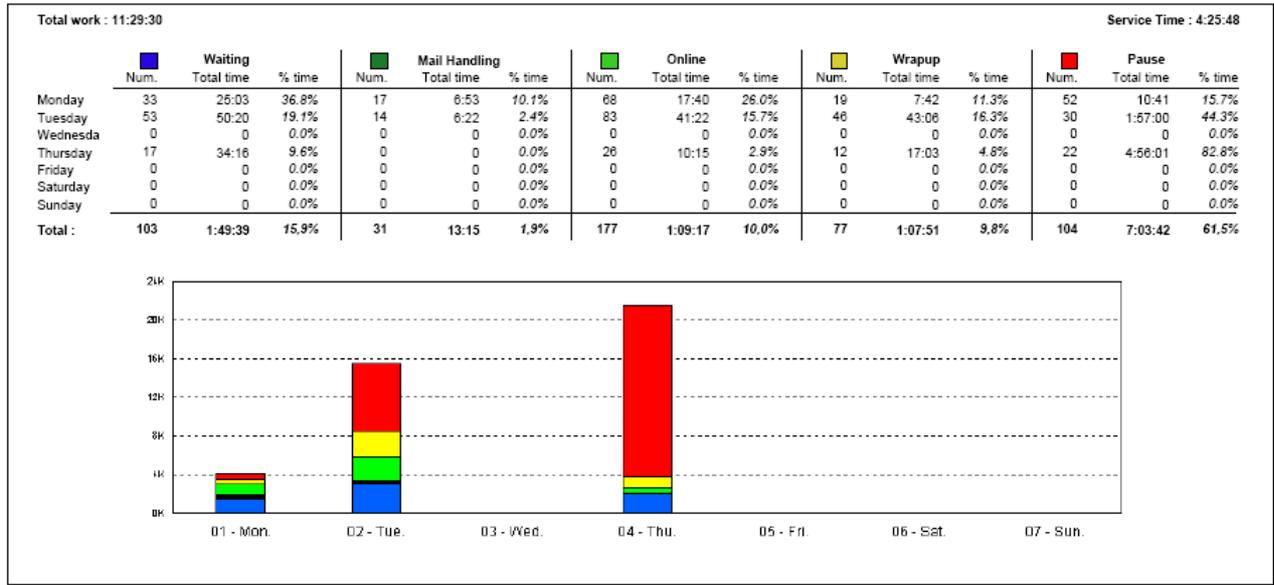


| Internal title | Internal definition |
|---|---|
| @Workduration | {@I18N_TotalWork} + " : " + FormatDuration(Sum({@ActionDuration},{Actions.Ident}),false) |
| @ActionDuration | if {@IsAnAction}=1 then {Actions.Duree} else 0 |
| @IsAnAction | if not isnull({Actions.Indice}) then 1 else 0 |
| @ServiceDuration | {@I18N_ServiceTime} + " : " + FormatDuration(Sum({@ActionWithoutPauseDuration},{Actions.Ident}),false) |
| @ActionWithoutPauseDuration | if {@IsAnAction}=1 and {@IsState3}=0 then {Actions.Duree} else 0 |
| @IsState1 | if {Actions.Etat}=1 and {@IsAnAction}=1 then 1 else 0 |
| @State1Duration | if {@IsState1}=1 then {Actions.Duree} else 0 |
| @PerState1 | FormatPercentage (Sum ({@State1Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState6 | if {Actions.Etat}=1000 and {@IsAnAction}=1 then 1 else 0 |
| @State6Duration | if {@IsState6}=1 then {Actions.Duree} else 0 |
| @PerState6 | FormatPercentage (Sum ({@State6Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState10 | if ({Actions.Etat}>=100 and {Actions.Etat}<110 and {@IsAnAction}=1) or ({Actions.Etat}=2 and {@IsAnAction}=1)  or ({Actions.Etat}=9 and {@IsAnAction}=1)  or ({Actions.Etat}=1000 and {@IsAnAction}=1)  then 1 else 0 |
| @State10Duration | if {@IsState10}=1 or {@IsState8}=1 then {Actions.Duree} else 0 |
| @PerState10 | FormatPercentage (Sum ({@State10Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState7 | if {Actions.Etat}=7 and {@IsAnAction}=1 then 1 else 0 |
| @State7Duration | if {@IsState7}=1 then {Actions.Duree} else 0 |
| @PerState7 | FormatPercentage (Sum ({@State7Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |
| @IsState3 | if left(totext({Actions.Etat}),1)="3" and {@IsAnAction}=1 then 1 else 0 |
| @State3Duration | if {@IsState3}=1 then {Actions.Duree} else 0 |
| @PerState3 | FormatPercentage (Sum ({@State3Duration}, {Actions.GROUPFIELD}),Sum ({@ActionDuration}, {Actions.GROUPFIELD})) |