Wave Call Center Reports

The Contact Center Reporter allows you to run detailed reports on Wave call activity and phone usage. By carefully tracking the relevant call activity, you can quickly identify how effectively your phone system is being used by agents, queues, or trunks.

With the Contact Center Reporter, you can report on queue call activity and non-queue call activity, as well as analyze general system data such as general user and trunk usage. You can configure each report to show information over any time period, from a single day to months or even years.

Remember, all of these reports are embedded, on one server. Your business should expect to have this type of information and data. Your business deserves it. Vertical delivers this business intelligence without compromise.

Included without adding the Call Center Reporter Enhanced App, which will provide the balance of the reports

Activity History by Agent

The Activity History by Agent report displays a row for every change in agent state, and how long the agent spent in each state, for all the queues to which the agent belongs.

Activity History by Queue

The Activity History by Queue report shows a row for every change in agent state, and how long each agent in the queue spent in each state.

Agent by Queue and Skill Configuration

The Agent by Queue and Skill Configuration data report lists each agent, showing which queues he or she belongs to and which skills he or she possesses. There are no report options for this report.

Agent Performance by Skill
The Agent Performance by Skill report provides summary data showing how each agent in a queue performed in a given period by skill. This report allows setting various thresholds on Report Options tab in Excel that are colored on the Report and Data tabs if those values exceed the thresholds you specify.

Agent Call Trends
The Agent Call Trends report displays the number of inbound and outbound calls an agent handled, with the average talk time for each category.

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Agent Performance Trends by Queue

The Agent Performance Trends by Queue report shows the same data as the Agent Performance Trends by Queue, but for an agent's performance within a specific queue. Only the agent's calls from that queue are used for the report.

Agent State Summary

The Agent State Summary report shows how much time an agent spent in each state, with separate displays for each queue to which the agent belonged.

Agent State Summary by Queue

The Agent State Summary by Queue report shows how much time each agent in a queue spent in each state.

Average Wait Time and Call Volume by Time of Day

The Average Wait Time and Call Volume by Time of Day report tracks a queue's volume of inbound calls, and the average time that callers waited on hold, according to time of day.

Contact Center Queue Information

The Contact Center Queue Information report shows general information about each queue in your system, including a list of agents and their current settings. Use this report to get a snapshot of a queue's setup without using the Administrator.

Call Distribution by Skill and Agent

The Call Distribution by Skill and Agent report provides a summary of how many calls were answered per agent and per skill. In the Options dialog box you can select one or many agents, one or many skills, and the report period. This report allows setting various thresholds on the Report Options tab in Excel that are colored on the Report and Data tabs if those values exceed the thresholds you specify.

Call Distribution by Skill and Queue

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Call Log*

The Call Log report shows all the information that appears in the Call Log for a user or a queue, in a spreadsheet form that is easy to sort or filter. Using Microsoft Excel's drop-down filtering tools, you can filter by any column to see just the calls you want.

Call Result by Skill

The Call Result by Skill report shows comparative call results for all calls with skill requirements. In the Report Options dialog box you can select which skills to report on, and which queues to include in the totals, in addition to the report period. This report allows setting various thresholds on the Report Options tab in Excel that are colored on the Report and Data tabs if those values exceed the thresholds you specify.

Call Summary

This report shows the total number of calls and the average duration of calls placed from a workgroup or from all users in total. You can choose whether the report shows internal or external calls.

Call Transfer*

This report shows how many calls a user or queue transferred to whom.

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Call Trends
The Call Trends report tracks the number of calls agents made and the length of time agents spent on each call.

Call Volume by Account Code
The Call Volume by Account Code report shows the number of inbound and outbound calls made using that account code, and the total talk time.

Call Volume by Identified Caller
The Call Volume by Identified Caller report tracks number of calls and talk time from identified contacts.

Cumulative Calls and Average Talk Time by Agent

The Cumulative Calls and Average Talk Time By Agent tracks detailed information about specific agents in a queue, including:

- Total number of inbound calls to each agent
- Average inbound talk time for each agent, in minutes
- Total number of outbound calls from each agent
- Average outbound talk time for each agent, in minutes
- Total number of outbound calls from a queue or agent group

Custom Data
The Custom Data report shows the distribution of a custom data value for all calls to an extension over a specified time period.

Grouped Service Level*
This report shows wait time for all calls, displayed in five-second groupings. Wait time includes the amount of time that the caller waited between the extension being dialed and the user picking up, plus any time spent in a blind transfer later in the call. Note that wait time does not include time that the caller spent on hold, parked, or in a supervised transfer.

Inbound Call Outcome Trends
The Inbound Call Volume Outcome report tracks detailed information about queue call handling, including:
- Total number of inbound calls
- Number of inbound calls sent to one agent
- Number of inbound calls handled by multiple agents
- Number of inbound calls sent to voice mail
- Number of inbound calls abandoned

Inbound Call Volume Trends

The Inbound Call Volume Trends report tracks the number of calls a queue received, the length of time callers waited on hold before they spoke to one of the agents in a queue, and the longest time a caller waited for an agent.

Outbound Call Comparison*
The Outbound Call Comparison report separates your outbound calls into three categories: In-state, Toll-free, and Other. The In-state and Toll-free categories depend on your settings in the general Reporter Options dialog box. Standard long-distance calls (calls made to non-free area codes) are included under "Other."

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Outbound Calls by Phone Number*

This report counts the number and duration of outbound calls placed to a specified list of phone number prefixes. Enter the prefixes in the Number prefixes field of the Options dialog box for this report (separate prefixes with commas). If your prefixes overlap, a call can show up in more than one column. For example, if you enter a prefix of 6 and another of 617, calls beginning with 617 will be counted in both columns.

Outbound Long Distance Summary*

You can use this report to track your outbound long-distance phone traffic and estimate a phone bill for a given period. The chart displays the total number of outbound long distance calls and the duration of each. The Data tab shows the estimated cost of your long distance calls.

Queue Call History Detail

The Queue Call History Detail report shows the call history for a selected queue during the selected time period, including the skill requirements for each call.

Queue Comparison

The Queue Comparison report compares how two or more queues are currently performing relative to one another, in terms of the following properties:

- Total number of inbound calls
- Total number of handled calls
- Total number of calls sent to voicemail
- Total number of calls abandoned
- Average wait time for all calls

Queue Performance Summary by Agent

The Queue Performance Summary by Agent report lists performance information for each agent in a queue, including inbound, outbound, and internal call statistics, as well as the percentage of time spent in each agent state.

Service Level

The Service Level Report tracks wait time by percentage of callers.

Service Level by Skill

The Service Level by Skill report tracks wait time for calls with a single selected skill requirement in a single queue by showing the percentage of calls that has been answered, sent to voicemail, and abandoned as wait time progresses. The total number of calls is shown in parentheses at the bottom of the report.

Skill Assignment by Agent

The Skill Assignment by Agent report shows which agents have which skills within which queues. There is no Report Options dialog box for this report.

Trunk Performance

The Trunk Performance report tracks how many trunks are being used on a given Vertical Wave system. It can indicate whether you need to add or remove trunks from the system, and help predict future trunk performance.

Trunk Usage

The Trunk Usage report provides an easy way to report on a group of trunks, without having to specify individual trunk numbers as in the Trunk Performance Report.

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Unanswered Calls During Business Hours*

The Unanswered Calls report shows inbound calls during your Wave business hours that were not answered by a user. This includes calls that were answered by another extension type, such as a queue or an auto attendant, but never picked up by a user.

User Activity

The User Activity report reports on an user's time by activity, showing both total activity and activity by queue. The report can be run for a Contact Center agent or a normal user.

User Call Trends*

The User Call Trends report displays the number of inbound calls a user received and outbound calls the user placed, with the average talk time for each category.

Wait by Outcome

The Wait by Outcome report tracks the average wait times for calls that were handled, ended up in voice mail, or were abandoned.