

# Abacus Group - Queue Reports

The Contact Center Option has 7 reports available:

- [Real-time Console](#) - A real-time view of all queues showing calls waiting, hold time, and agents' status.
- [Queue Performance](#) - A historic metrics report searchable by date, showing metrics by queue.
- [Agent Performance](#) - A historic metrics report searchable by date, showing metrics by agent.
- [Agent Events](#) - A historic metrics report searchable by date and by agent, showing agent activity by session.
- [Queue Call Activity](#) - A call log report showing calls by date, by queue, and by agent.
- [Answer/Abandon Report](#) - A historic metrics report searchable by date, by queue, or by agent, showing metrics of answered or abandoned calls.
- [Queue Summary by Number](#) - A historic metrics report, searchable by date, by phone number, and by queue, showing metrics of calls inbound to specified phone numbers and queues.

## Realtime Console Report

The Realtime Console shows the current status of all queues and all agents. The report refreshes every 30 seconds (by default) to always display the most recent call center information. The refresh rate can be changed to 60 seconds or never (no refresh).

### Queue Status

- **Queue** - Shows the name of the queue.
- **Calls Waiting** - Shows number of calls currently waiting on hold in the queue.
- **Longest Hold** - Shows amount of time of caller who has been waiting the longest.
- **Agents Logged In** - Shows the number of agents who are logged in and available to take calls from this queue.
- **Avg. Hold Time** - Shows average amount of hold time of the callers currently waiting on hold in this queue.

### Agent Status

- **Agent** - Shows the agent's name.
- **Status** - Shows the agent's current status (Logged In, Paused, or Logged Out).

**Call Count** - Shows the number of calls that the agent has answered.

# Queue Performance Report

A historic metrics report searchable by date, showing metrics by queue.

- **Queue Name** - The name of the queue.
- **Calls Offered** - The number of callers who entered the queue during the searched date range. Includes calls that were not answered.
- **Calls Answered** - The number of calls that were answered by agents during the searched date range.
- **Aban. < 30s.** - The number of callers who hung up within 30 seconds of entering the queue, before their call was answered by an agent.
- **Aban. ≥ 30s.** - The number of callers who hung up after 30 seconds of entering the queue, before their call was answered by an agent.
- **Aban. %** - The percentage of the number of abandoned calls vs. the number of offered calls.
- **Calls Transf.** - The number of calls that were answered by an agent, and the agent transferred the call elsewhere.
- **Answered %** - The percentage of the number of calls answered vs. the number of offered calls.
- **Avg. Hold Time** - The average time that a caller waited on hold before their call was answered by an agent.
- **Avg. Abandon Time** - The average time that a caller waited on hold before they hung up without their call being answered by an agent.
- **Total Call Time** - The total amount of time talking to an agent for all calls that entered the queue over the searched date range. This includes hold time after the call was initially answered by the agent.
- **Avg. Call Time** - The average amount of time talking to an agent for all calls that entered the queue over the searched date range. This includes hold time after the call was initially answered by the agent.
- **Total Timeouts** - The total number of callers who waited in the queue, whose call was not answered until the queue timed out.

# Agent Performance Report

A historic metrics report searchable by date, showing metrics by agent.

- **Agent** - The name of the agent.
- **ACD Calls Answered** - The number of queue calls answered by the agent.
- **Non-ACD Calls Answered** - The number of non-queue calls the agent answered from their phone while logged into the queue(s).
- **Outbound Calls** - The number of outbound calls that the agent made from their phone while logged into the queue(s).
- **Outbound Call Time** - The total time of outbound calls that the agent made from their phone while logged into the queue(s).
- **Shift Time** - The total time that an agent was logged into the queue(s).
- **ACD Call Time** - The total time that an agent was on the phone with a queued caller. This includes hold time after the call was initially answered by the agent.
- **Non-ACD Call Time** - The total time that an agent was on any non-queued calls, while logged into the queue(s).
- **Non-ACD Inbound** - The total number of inbound non-queue calls received by an agent, while logged into the queue(s).
- **Total Hold Time** - The total amount of time that the caller was on hold before being picked up by an agent.
- **Pause Time** - The total amount of time that the agent spent in "Paused" mode.
- **Pause Count** - The total number of times that the agent activated "Paused" mode.
- **Total Idle Time** - The total amount of time that an agent was idle - logged in, not paused, and not on an active queue call.

# Agent Events Report

A historic metrics report searchable by date and by agent showing agent activity by session.

- **Login** - The date and time at which the agent logged in of the queue(s).
- **Logout** - The date and time at which the agent logged out of the queue(s).
- **Shift Time** - The total time that the agent was logged in during this shift.
- **Idle Time** - The total amount of time that an agent was idle - logged in, not paused, and not on an active queue call.
- **Calls Answered** - The total number of queue calls that the agent answered during this shift.
- **Total Call Time** - The total amount of time that the agent was on an active queue call during this shift. Includes hold time after the agent initially picked up the call.
- **Total Hold Time** - The total amount of time that the caller was on hold before being picked up by an agent.
- **Non-ACD Inbound Time** - The total amount of time of inbound non-queue calls that the agent recieved from their phone while logged into the queue(s) during this shift.
- **Non-ACD Inbound Calls** - The total number of inbound non-queue calls that the agent recieved from their phone while logged into the queue(s) during this shift.
- **Outbound Time** - The total amount of outbound calling time that the agent made from their phone while logged into the queue(s) during this shift.
- **Outbound Calls** - The number of outbound calls that the agent made from their phone while logged into the queue(s) during this shift.
- **Pause Time** - The total amount of time that the agent spent in the "Paused" mode during this shift.
- **Pause Count** - The total number of times that the agent activated the "Paused" mode during this shift.

# Queue Call Activity Report

A call log report showing calls by date, by queue, and by agent.

- **Date/Time** - Date and time that the call entered the queue.
- **From** - The Caller ID number of the caller.
- **Duration** - The total amount of time of the call, from the time it entered the queue until the time the call was completed.
- **Hold Time** - The total amount of hold time that the caller waited in the queue. Does not include hold time after the agent initially answered the call.
- **On Call Time** - The total amount of time of the call, from the time an agent answered until the time the call was completed.
- **Queue** - The queue which the call entered.
- **Agent** - The agent that answered the call. Abandoned calls show "N/A".
- **Tally Code** - Shows the Tally Code that has been assigned to this call. See below for more information about Tally Codes.

## Tally Codes

The Tally Code column of this report shows the Tally Code that has been assigned to this call. If no Tally Code has been assigned to the call, then a "(Set Code)" hyperlink appears in this column. To assign a Tally Code to this call, click the hyperlink. A small dialog window will open, displaying the currently configured Tally Codes. Choose a Tally Code, and click the link representing that code. The Tally Code will be saved to the call record, the dialog window will close, and the new Tally Code will display in this column.

If it is necessary to change the Tally Code, you can do so at any time by again clicking on the hyperlink and selecting a different Tally Code.

# Answer Abandon Report

This report displays the metrics for answered and abandoned calls for a given day, broken down into intervals (every 60, 30, or 15 minutes). The report can display data for the entire calendar day, or be narrowed down to a time range. The report also has the ability to display metrics by queue or by agent.

## Search Criteria

- **Date** - Select the date for which you'd like to view data.
- **Type** - Select if you'd like to display the entire calendar day, or only data between a start time and end time.
- **Range** - If you've selected "Hour Range" for "Type", select the start and end times between which you'd like to view data.
- **Interval** - The report will be broken down to show data in intervals. Select 15, 30, or 60 minutes.
- **Report Type** - Select whether you'd like to view data by agent or by queue.
  - *By Queue* - You can show the data for a given queue, or for all queues.
  - *By Agent* - You can show the data for a given agent, but not all agents. Select "All Queues" if you'd like to display all data.

## Metrics By Queue

- **Time** - The report is broken down into blocks of time. The time listed here is the beginning of the current block of time.
- **Total Calls** - The total number of calls that entered a queue during the current block of time.
- **Calls Answered** - The total number of calls that were answered by an agent during the current block of time.
- **Max Hold Time** - The maximum amount of time that a caller waited on hold in the queue before speaking with an agent during the current block of time.
- **Abandoned < 60s.** - The total number of calls that were abandoned in less than 60 seconds during the current block of time.
- **Abandoned < 60s. %** - The percentage of the number of calls abandoned in less than 60 seconds vs. the number of calls that entered the queue, during the current block of time.
- **Abandoned ≥ 60s.** - The total number of calls that were abandoned in 60 seconds or more during the current block of time.
- **Abandoned ≥ 60s.%** - The percentage of the number of calls abandoned in 60 seconds or more vs. the number of calls that entered the queue, during the current block of time.

- **Longest Abandoned** - The longest amount of time that a caller waited in the queue before hanging up unanswered, during the current block of time.
- **Abandoned Count** - The total number of abandoned calls during the current block of time.

## Metrics by Agent

- **Time** - The report is broken down into blocks of time. The time listed here is the beginning of the current block of time.
- **Total Calls** - The total number of calls that were offered to the agent during the current block of time.
- **Calls Answered** - The total number of calls that were answered by an agent during the current block of time.

**Max Hold Time** - The maximum amount of time that a caller waited on hold in the queue before speaking with an agent during the current block of time.

# Queue Summary Number Report

A call log report showing calls by incoming dialed phone number, by queue. The report is searchable by date, by phone number, and by queue. Each row displays the statistics for inbound calls to the indicated phone number that entered the indicated queue.

- **Number Dialed** - The phone number that the caller dialed to enter the PBX system.
- **Queue** - The name of the queue that the caller was serviced by.
- **Calls Offered** - The total number of calls to enter this queue from this phone number during the specified date range.
- **Calls Answered** - The total number of calls answered by this queue from this phone number during the specified date range.
- **Calls Abandoned** - The total of calls abandoned in this queue from this phone number during the specified date range.
- **Avg Hold Time** - The average amount of time that a caller waited on hold in the queue before the call was answered.
- **Avg Call Time** - The average amount of time that a caller spoke with an agent after the call was answered.