Generate Reports (IntellaQueue)

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Generate Reports (IntellaQueue)

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Agent Calls

Field	Description
Agent Name	Name of the agent
Date	The date within the date range selected
Tot Login	Total amount of time the agent has been logged in
Calls In	# of inbound calls to the agent while the agent is logged in
Queue In	# of inbound queue calls only
Agent In	# of non-queue inbound calls
Avg Talk In	Average time agent is talking for inbound calls
Tot Talk In	Total time the agent is talking for inbound calls
Calls Out	# of outbound calls from agent while the agent is logged in
Dialer Out	# of dialer calls only
Agent Out	# of outbound calls only

Field	Description
Avg Talk Out	Average time agent is talking for outbound calls
Tot Talk Out	Total time agent is talking on the phone for outbound calls
Tot Calls	# of total calls
Tot Talk	Total time the agent is talking on all calls
Avg Answer	Avg amount of time it takes an agent to pick up a ringing call
Longest Wait	Max time a caller waited before getting picked up Wait times for both inbound and outbound queue calls
Tot Hold In	Total time agents put callers on hold for all queue calls
Tot Pause	Total time agents put callers on hold for all queue calls
Avg Pause	Avg time agents put callers on hold for all queue calls
Pauses	# of pauses
Missed Rings	# of calls that rang the agent who didn't pick up Ex: call rings agent's phone, gives up, next agent answers The first agent has a missed ring.

Xfer Calls	# of calls the agent received that were transferred

Agent Calls Full

Field	Description
In - Total Calls	# of all inbound calls to agent (queue and direct)
In - Agent Total	# of direct only calls (non queue calls) to agent
In - Queue Total	# of inbound queue only calls
In - Queue External	# of queue only calls from external callers
In - Queue Internal	# of queue only calls from internal extensions
Total Calls	# of total calls answered or made by the agent
In - Queue Hold Avg	Average hold time per queue only call
In - Queue Answer Avg	Average ring time per queue only call (answer speed)
Total Avg Talk	Average talk time across all calls for agent
In - Total Talk Avg	Average talk time per call for all inbound calls
In - Queue Talk Avg	Average talk time per call of queue only calls
In - Queue Wait Max	Longest time waiting until picked up queue only calls
Agent Name	Name of the agent
Date	The date within the date range selected
In - Queue Hold Total	Total hold time callers are on hold for queue only calls
Total Login	Total logged in time for the agent
Total Talk	Total talk time across all calls for agent
In - Total Talk	Total talk time across all calls for agent
In - Queue Talk Total	Total talk time of queue only calls

Field	Description
In - Agent Talk Avg	Average talk time per direct only calls to agent
In - Agent Talk Total	Total talk time of direct only calls to agent
In - Agent Ext	# of direct only calls to agent from external callers
In - Agent Int	# of direct only calls to agent from internal extensions
Out - Total Calls	# of outbound calls from agent (dialer and direct)
Out - Total Talk	Total talk time for outbound only calls

Out - Total Talk Avg	Average talk time per outbound only call
Out - Dialer Total	# of dialer only calls
Out - Dialer Talk Avg	Average talk time per dialer only calls
Out - Dialer Talk Tot	Total talk time of dialer only calls
Out - Agent Total	# of direct agent outbound only calls
Out - Agent Ext	# of direct agent outbound only calls to external numbers
Out - Agent Int	# of direct agent outbound only calls to extensions
Out - Agent Talk Avg	Average talk time per direct agent outbound only calls
Out - Agent Talk Total	Total talk time of direct agent outbound only calls
Pause Total	Total pause time for the agent across all queues (in and out)
Pause Avg	Average pause time per pause across all queues
Pause Count	# of pauses across all queues
Missed Rings	# of calls that rang the agent who didn't pick up
Xfer Calls	# of calls the agent received that were transferred

Per-Agent Per-Queue

Field	Description
Agent Name	Name of the agent
Date	The date within the date range selected
Logged In	Total time agent has been logged in for the particular queue
Queue	Queue name the agent is logged into
Tot Calls	# of calls the agent answered for the particular queue
Avg Talk	Average talk time per call for the particular queue calls
Tot Talk	Total talk time across all calls for the particular queue calls
Answer Speed	Average ring time per particular queue call

Field	Description
Longest Wait	Max time a caller waited before getting picked up for queue
Tot Hold	Total hold time callers are on hold for the particular queue
Avg Hold	Average hold time per call for the particular queue
Tot Pause	Total pause time for the agent for the particular queue Note that the grand total for the agent is multi-counted
Avg Pause	Average pause time for the agent for the particular queue
Pauses	# of pauses for the agent for the particular queue Note that the grand total for the agent is multi-counted
Missed Rings	# of calls that rang the agent who didn't pick up
Xfer Calls	# of calls agent received that were transferred to the queue

Per-Queue Per-Agent

Field	Description
Queue	Queue name all the agents are logged into
Agent Name	Name of the agent logged into the particular queue
Date	The date within the date range selected
Tot Login	Total time agent has been logged in for the particular queue
Tot Calls	# of calls the agent answered for the particular queue
Avg Talk	Average talk time per call for the particular queue calls
Tot Talk	Total talk time across all calls for the particular queue calls
Answer Speed	Average ring time per particular queue call

Field	Description
Longest Wait	Max time a caller waited before getting picked up for queue
Tot Hold	Total hold time callers are on hold for the particular queue
Avg Hold	Average hold time per call for the particular queue
Tot Pause	Total pause time for the agent for the particular queue
Avg Pause	Average pause time for the agent for the particular queue
Pauses	# of pauses for the agent for the particular queue
Missed Rings	# of calls that rang the agent who didn't pick up
Xfer Calls	# of calls agent received that were transferred to the queue

Per-Queue Wait Cutoffs

Field	Description
Queue	Name of the queue
Date	The date within the date range selected
# 0-30 sec	# of calls for queue for duration within 0 to 30 seconds
% 0-30 sec	% of calls for queue for duration within 0 to 30 seconds
# 31-60 sec	# of calls for queue for duration within 31 to 60 seconds
% 31-60 sec	% of calls for queue for duration within 31 to 60 seconds
# 61-120 sec	# of calls for queue for duration within 61 to 120 seconds
% 61-120 sec	% of calls for queue for duration within 61 to 120 seconds
# 121+ sec	# of calls for queue for duration of more than 121 seconds
% 121+ sec	% of calls for queue for duration of more than 121 seconds

Avg Calls Per Hour Per Day

Field	Description
Date	The date within the date range selected
Queue Name	Name of the queue
Average Active Calls Per Hour For The Day	Average # calls for each hour calls were received, for the day.

Calls Per Day Of Week

Field	Description
Day	The day of the week, Monday, Tuesday, etc
Queue Name	Name of the queue
Total Calls For Day Of Week	Total calls for each day of week. If the span is 4 weeks, then for all calls made for each day of the week are totaled. There may be certain days of the week that have many more calls than other days.

Call Volume Per Queue (partial)

Field	Description
Date	The date within the date range selected
Queue Name	Name of the queue
Tot Calls	# of calls per queue for the interval selected
Tot Answered Calls	
Avg Answer Speed	
Avg Queue Wait	
Tot Missed Rings	
Tot Duration	Total time of all calls per queue for the interval selected
Avg Duration	Average call duration per call per queue for the interval selected

Queue Busy Hour

Field	Description
Date	The date within the date range selected
Queue Name	Name of the queue
Average Active Calls	Avg calls for particular hour possibly across multiple days.

Agent Activity

Field	Description
Date	Date and time of the agent activity, either a login or a logout
Agent First Name	First name of the agent involved with the login or logout
Agent Last Name	Last name of the agent involved with the login or logout
Queue Name	Name of the queue the agent was logged in or logged out of
Login / Logout	Either login or logout noting the type of activity

Agent Logins

Field	Description
Login	Login time for the agent
Logout	Logout time for the agent
Duration	How long the agent was logged in for
Agent First Name	First name of the agent who was logged in
Agent Last Name	Last name of the agent who was logged in
Queue Name	Name of the queue the agent was logged in
Logout Reason	Why the agent was logged out of the queue

Agent Login Week (needs all info)

Field	Description
Agent Name	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Total Login	
Avg Login	

Agent Pauses (needs all info)

Field	Description
Start	
Stop	
Duration	
Agent First Name	
Agent Last Name	
Queue Name	
Status	
Start Reason	
Stop Reason	

Agent Pause Summary

Field	Description
Agent Name	Name of the agent logged
Date	The date within the date range selected
Pause Status	Various pause codes the agent has used during date range
Pause Duration	How long each pause code has been active
Avg Pause	Average pause time for the agent per individual pause
Max Pause	Longest pause time across the particular pause code
Num Pauses	# of pauses for the agent

System Summary (needs all info)

Field	Description
Date	
All Calls	
All Answered	
All Missed	
Invalid	
Forwarded	
Queue Voicemails	
Manual	
Manual Answered	
Manual Missed	
InQueue	
InQueue Answered	
InQueue Missed	
Inbound	
Inbound Answered	
Inbound Missed	
Other	
Other Answered	
Other Missed	
Queue	
Queue Answered	

Field	Description
Queue Missed	

Dialer	
Dialer Answered	
Dialer Missed	
Dialer Connected	
Dialer Unconnected	
Talk Total	
Talk Manual	
Talk InQueue	
Talk Inbound	
Talk Other	
Talk Queue	
Talk Dialer	
Avg Talk	
Avg Talk Manual	
Avg Talk InQueue	
Avg Talk Inbound	
Avg Talk Other	
Avg Talk Queue	
Avg Talk Dialer	

Executive Report (needs all info)

Field	Description
Avg Talk Dialer	
Date From	
Date To	
Incoming Calls	
Manual Calls	
Dialer Calls	
Dialer Calls Answered	
Dialer Agent Answered	
Total Calls Handled	
Voicemails	
Missed Calls	
Tot Talk Time	
Avg Talk Time	

Queue Bailout (needs all info)

Field	Description
Time	
From Num	
From Name	
Queue	
Jump	
Type	
Voicemail	
Night Mode	
DTMF	
Target	

Queue Bailout Summary (needs all info)

Field	Description
VM Total	
Queue	

Voicemail Per Hour (needs all info)

Field	Description
Hour	
Mailbox	
Num Voicemails	