

# 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

Revision #1

Created 25 March 2024 14:37:42 by Robert Alexander

Updated 25 March 2024 20:34:49 by Robert Alexander