



Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide

For Unified Contact Center Enterprise and Hosted and Unified ICM

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Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide: For Unified Contact Center Enterprise and Hosted and Unified ICM
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Preface

- ▶ [About this guide](#)
- ▶ [Document conventions](#)
- ▶ [Other learning resources](#)

Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact center and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- ▶ Cisco Unified Web Interaction Manager (Unified WIM)
- ▶ Cisco Unified E-Mail Interaction Manager (Unified EIM)

About this guide

Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide introduces you to the Reports Console and helps you understand how to use it to accomplish your reporting and analysis tasks.

This guide is for installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).



Note: Fields and columns in Cisco Interaction Manager reports are to be interpreted differently from those in Unified CCE reports. While this guide provides the interpretation of columns in Cisco Interaction Manager reports, refer to Cisco Contact Center documentation for interpretation of columns in Unified CCE reports.

Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis. Or the title of a published document.
Bold	Labels of items on the user interface, such as buttons, boxes, and lists. Or text that must be typed by the user.
<code>Monospace</code>	The name of a file or folder, a database table column or value, or a command.
<i>Variable</i>	User-specific text; varies from one user or installation to another.


Document conventions

Other learning resources

Various learning tools are available within the product, as well as on the product CD and our web site. You can also request formal end-user or technical training.

Online help

The product includes topic-based as well as context-sensitive help.

Use	To view
 Help button	Topics in <i>Cisco Unified Web and E-Mail Interaction Manager Help</i> ; the Help button appears in the console toolbar on every screen.
F1 keypad button	Context-sensitive information about the item selected on the screen.

Online help options

Document set

The Cisco Unified Web and E-Mail Interaction Manager documentation is available in the `Documents` folder on the product CD. It includes the following documents:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager System Requirements*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Installation Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Browser Settings Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Administration Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Agent Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Knowledge Base Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Supervision Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager System Console User's Guide*
- ▶ *Cisco Unified Web and E-Mail Interaction Manager Tools Console User's Guide*

The latest versions of all Cisco documentation can be found online at <http://www.cisco.com>

- ▶ All Unified EIM documentation can be found online at http://www.cisco.com/en/US/products/ps7236/tsd_products_support_series_home.html
- ▶ All Unified WIM documentation can be found online at http://www.cisco.com/en/US/products/ps7233/tsd_products_support_series_home.html
- ▶ In particular, Release Notes for these products can be found at http://www.cisco.com/en/US/products/ps7236/prod_release_notes_list.html
- ▶ For general access to Cisco Voice and Unified Communications documentation, go to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

1

Console basics

- ▶ [Key terms](#)
- ▶ [Available templates](#)

Good customer interaction metrics and analytics mean competitive advantage for the entire company. Cisco Interaction Manager has a console specially for working with reports. Cisco Unified Web and E-Mail Interaction Manager Reports Console User's Guide contains templates to help you create reports to:

- ▶ Monitor service levels and response cycles to ensure customer satisfaction.
- ▶ Evaluate contact center operations and tune them for greater efficiency.
- ▶ Understand service activity volume trends in the contact center.
- ▶ Forecast workload and staffing requirements.
- ▶ Evaluate the performance of agents in your team and, if you are an agent, your own performance.
- ▶ Gain business insight from service interactions by analyzing the kinds of problems being reported.
- ▶ Analyze knowledge base and web template usage.
- ▶ View comprehensive information about your team members.

In this chapter, we look at reports basics—key concepts, how many templates, and where are they found.

Key terms

Reports Console

A management console, the Reports Console is designed specially for managers, supervisors, and business analysts to track and analyze various aspects of their operations.

Agent Console

A service console, the Agent Console is the workspace of customer service agents. Three of the Agent Performance report templates—Agent Availability for Chat, Agent Efficiency, and Agent Login Summary—are available in this console for agents to evaluate their own performance.

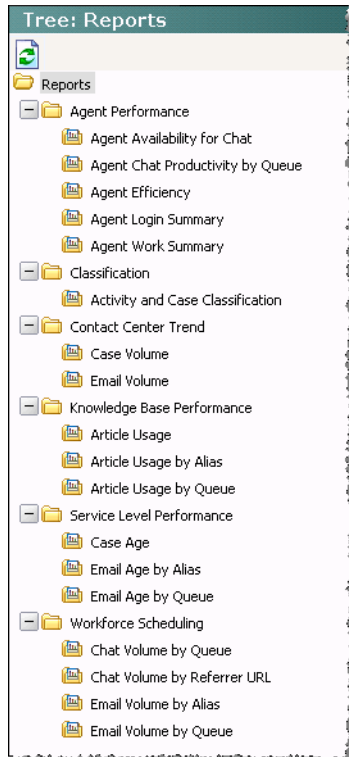
Report

A report contains historical data, recorded by the system, about a particular facet of your service organization.

Reports are created from templates—all templates are available in the Reports Console, and three of them are also available in the Agent Console. While creating the report, you specify the time period and business objects to be covered by the report. You can save a report and run it later or scheduled it to run automatically. Report results are displayed in your web browser, and can be saved as PDF or Excel sheets. Reports can also be distributed as email attachments.

Report template

A report is created from a template. The console contains 18 types of report templates, grouped by function into six sets. You can create any number of reports from a template. And, though you can delete reports, you will not be able to delete templates—so you don't run the risk of losing a template.



Folders in the Reports tree

Available templates

The report templates are:

- 1. Agent Performance**
 - a. Agent Availability for Chat
 - b. Agent Chat Productivity by Queue
 - c. Agent Efficiency
 - d. Agent Login Summary
 - e. Agent Work Summary
- 2. Classification**
 - f. Activity and Case Classification
- 3. Contact Center Trend**
 - g. Case Volume

h. Email Volume

4. Knowledge Base Performance

i. Article Usage

j. Article Usage by Alias

k. Article Usage by Queue

5. Service Level Performance

l. Case Age

m. Email Age by Alias

n. Email Age by Queue

6. Workforce Scheduling

o. Chat Volume by Queue

p. Chat Volume by Referrer URL

q. Email Volume by Alias

r. Email Volume by Queue

Working with reports

- ▶ [About reports](#)
- ▶ [Creating reports](#)
- ▶ [Deleting reports](#)
- ▶ [Managing history of reports](#)
- ▶ [Scheduling reports](#)
- ▶ [Sending notifications](#)
- ▶ [Setting permissions on reports](#)

In this chapter we will work on how to create and run the reports. Most of the options available for configuring reports using the different templates are same, except for some reports.

About reports

Cisco Interaction Manager reports can be used in two consoles.

- ▶ **Reports Console:** All report templates are available in this console, which is designed specially for managers, supervisors, and business analysts.
- ▶ **Agent Console:** Three of the agent performance report templates—Agent Availability for Chat, Agent Efficiency, and Agent Login Summary—are also available in this console to enable agents to evaluate their own performance.

In Reports Console

A highly specialized workspace for managers, supervisors, and business analysts, the Reports Console contains all the tools you need to measure performance and gain business insight from service interactions.

In this console, you can:

- ▶ Create reports based on templates.
- ▶ Save reports for later use, or schedule them to run at a specified time.
- ▶ Run saved reports.
- ▶ View report results; most reports have more than one level of information.
- ▶ Save results in Adobe Acrobat (.pdf) or Microsoft Excel (.xls) files for future use.

In Agent Console


In the Agent Console, agents can:

- ▶ Run Agent Availability for Chat, Agent Efficiency, and Agent Login Summary reports to measure their own performance.
- ▶ View report results; most reports have more than one level of information.
- ▶ Save results in Adobe Acrobat (.pdf) or Microsoft Excel (.xls) files.

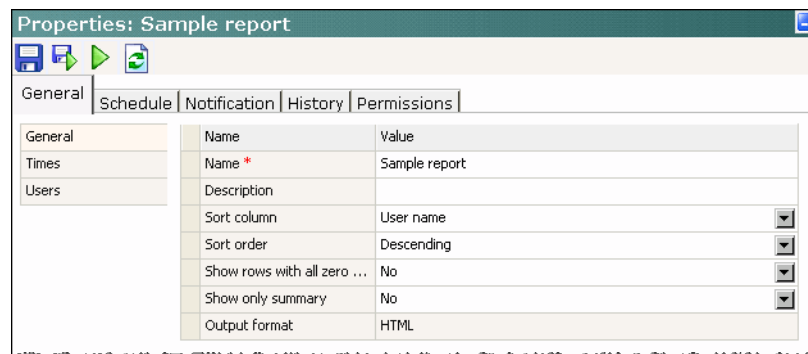
Creating reports

Using the reports templates you can create as many reports criteria as you want. The options available for configuring a report are different for different templates. In this section, we will provide a comprehensive overview of the different options available for different reports.

To create a report:

1. Select the report template using which you want to create a new report.
2. In the List pane toolbar, click the **New**  button.

The Properties pane refreshes to show the properties of the new report.



General	Name	Value
General	Name *	Sample report
Times	Description	
Users	Sort column	User name
	Sort order	Descending
	Show rows with all zero ...	No
	Show only summary	No
	Output format	HTML

Set general properties

3. In the Properties pane, go to the General tab, and in the General section, provide the following details.



Note: The options available in the General section can vary depending on the report template you are using to creating the report. This section explains all the options available in different templates.

- **Name:** Type a name for the report.
 - **Description:** Type a brief description.
 - **Sort column:** From the dropdown list select the sort column for the report. The options available can vary depending on the report template you are using to create the report.
 - **Sort order:** From the dropdown list select the sort order. The options available are descending and ascending.
 - **Show rows with all zero values:** With this option you can decide if you want to see the rows which have all the values as zero. The available options are yes and no.
 - **Show only summary:** With this option you can decide if you want to see the full report or just the summary. Generating a drilldown takes time, so if you don't want to go into the details, you can run the report just with the summary. The available options are yes and no. By default **No** is selected.
 - **Output format:** The output format for all reports is HTML. This field can't be edited.
4. Next, on the General tab, go to the Times section. You can run the report for absolute time range or relative time range.



Note: The options available in the Times section can vary depending on the report template you are using to creating the report. This section explains all the options available in different templates.

Properties: Sample report

General | Schedule | Notification | History | Permissions

General Specify either an absolute or a relative time range for the report.

Times

Users

Report on Activity that occurred between the following times:

Name	Time	Date
Start	12:00 AM	3/30/2007
End	12:00 AM	3/30/2007
Time zone	(GMT-07:00) Mountain Standard ...	

Report on activity that occurred between the period prior to the report being run.




Relative to the time that the report is run, report over the previous Days

Specify the length of time segments.

Length of time: Day

Set time properties

Select one of the following options.


- **Absolute time range:** To see a report for activities between specified dates and times, select the **Report on Activity that occurred between the following times** option. Then, specify the start time and date and end time and date. Finally from the dropdown list, select the time zone.
 - **Relative time range:** Select the **Report on activity that occurred between the period prior to the report began** option. Next, in the **Relative to the time that the report is run, report over the previous** option, specify the time for which you want to run the report. The options available are hours, days, weeks, months, quarters, and years.
 - This is the best option to use when you are scheduling reports.
 - In some reports there is an option to select the length of time segment. For example, you are running a report for 10 days from 07/15/2005 12:00 AM to 07/25/2005, you can set the report to be divided in time segment of two days.
5. In the General tab, in addition to setting the general and times properties, you have to select the objects for which you want to run the report. The availability of this option depends on the report template you are using. The objects available can be users, queues, aliases, departments etc. For example, for the Agent Efficiency report, you need to select the users, and for the Email Volume by Queue report, you need to select the queues.
 6. Click the **Save**  button to save the report. If you don't want to save the report and just want to run it, click the **Run**  button. And, if you want to save and run the report, then click the **Save and Run**  button.

Deleting reports

You can delete only those reports for which you have delete permissions.

To delete a report:


1. Select a report from the List pane. You can select multiple reports for deletion.

2. In the List pane toolbar, click the **Delete**  button.
3. A message appears asking to confirm the deletion. Click **Yes** to delete the selected reports.

Running saved reports

You can run the reports saved earlier.


To run saved reports

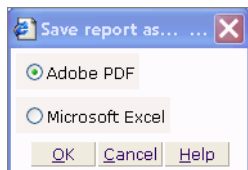
1. From the List pane, select a report.
2. In the List pane or Properties pane toolbar, click the **Run**  button.

Saving report outputs

You can save the report output on your local machine for future reference.

To save a report output

1. Click the **Save as**  button.
2. In the Save report as window, select the format in which you want to save the report and click the **OK** button. The options available are Adobe Acrobat PDF and Microsoft Excel.



Save the report output

3. Save the report on your local machine.

Managing history of reports

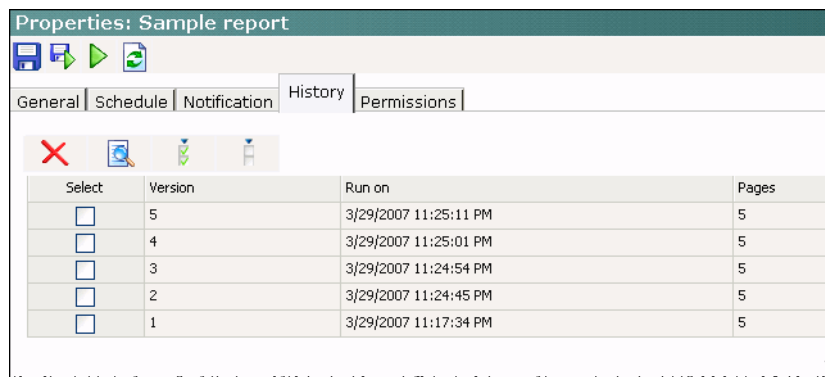
Viewing history of reports

Every time a report is run, a version of the report is created. These versions are available for viewing in the Properties pane, in the History tab.


To view the versions of the report:

1. From the List pane select a report.

2. In the Properties pane, go to the History tab. In the History tab you can see all the versions of the report listed in descending order, the date and time at which the report was run, and the number of pages of the report.




View the versions of the report

3. Select the version of the report you want to view. You can select multiple versions at a time.
4. In the History tab toolbar, click the **View version**  button. It opens the selected version of the report.

Deleting history of reports

If you don't want to keep any version of the report, you can delete it.

To delete a versions of the report

1. Select the version of the report you want to delete. You can select multiple versions at a time.
2. In the History tab toolbar, click the **Delete**  button.
3. A message appears asking to confirm the deletion. Click **Yes** to delete the selected versions.

Scheduling reports

Once you have created a criteria for running the report you can schedule it to run automatically in future. The reports runs automatically on the scheduled times, and using the **Notification** tab you can send the run reports to the concerned people. While scheduling the report you can also specify the time range for which the schedule should be effective.



Important: If you are creating a new report, the **Schedule** tab becomes available only after you save the criteria set for running the report.

To schedule a report

1. In the List pane, select a report.
2. In the Properties pane, go to the Schedule tab and provide the following details.

- **Select when the report should run:** By default **On demand (unscheduled)** is selected. You can select from one of the following options.
 - **On demand (unscheduled)**
 - **Every *n* days**
 - **Daily**
 - **Weekly, *on a specified day***
 - **Monthly, *on a specified day***

The screenshot shows the 'Properties: Sample report' dialog box with the 'Schedule' tab selected. The 'General' tab is also visible. The 'Schedule' section includes the following options and settings:

- On demand (unscheduled)
- Every Days
- Daily
- Weekly, every Sunday
- Monthly, every 1 st Day of the month

On the days that the report runs:

- Run the report once at 12:00 AM
- Run the report every hours starting at 12:00 AM

Select the duration that this schedule will be in effect.

Start date: 3/29/2007

End date: 3/24/2009

Schedule a report

- **On the days that the report runs:** Specify the time at which the report should run on the scheduled date. The following options are available.
 - **Run the report once at *the specified time***
 - **Run the report every *n* hours starting at *the specified time***
- **Select the duration when this schedule will be in effect:** Specify a start date and end date for the schedule to run.
 - **Start date:** Specify the date when the report schedule will get effective.
 - **End date:** Specify the date when the report schedule will get ineffective.

For example: You schedule a report to run every four days at 7 PM from 6/23/2005 to 7/23/2005. This report will run automatically on every fourth day at 7 PM from 6/23/2005 to 7/23/2005.


Sending notifications

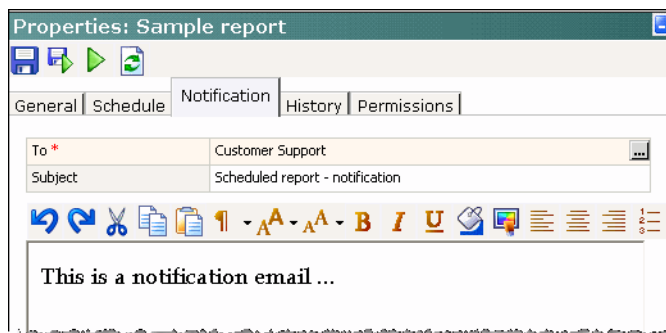
For the scheduled reports, a notification can be sent out to the concerned people that a report has been run. You can send notification to internal users and also to external email addresses. Along with the notification the attached report is also sent.



Important: Notification is sent only for scheduled reports.

To send a notification

1. In the List pane, select a report.
2. In the Properties pane, go to the Notification tab and provide the following details.
 - **To:** In the field, click the **Assistance**  button. In the Address Book window that appears select the internal users in the Recipients tab. In the **Selected** recipients list, specify if you want to send an internal message, an email, or both of them. If you want to send the report to some external email addresses, then provide the email addresses in the External Email Address tab.
 - **Subject:** Type a subject for the notification.
 - **Text box:** Type a message in the text box. You can use the text box toolbar to edit the text.



Set the notification properties

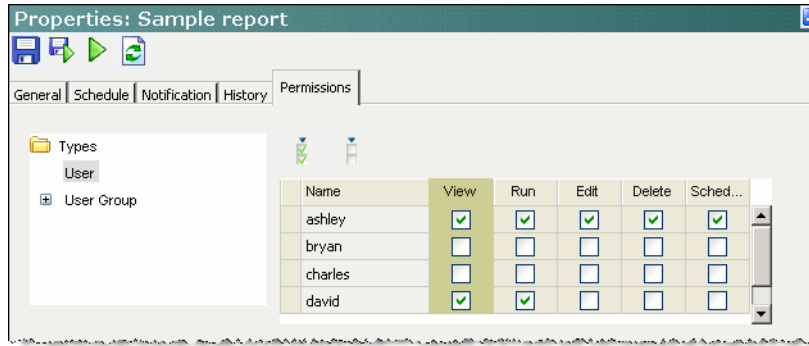
3. Click the **Save**  button.

Setting permissions on reports

You can give permissions to other users and user groups to view, run, edit, delete, or schedule the reports created by you.

To give permissions

1. In the List pane select the report on which you want to give permissions.
2. In the Properties pane, go to the Permissions tab.




Give permissions to users

- a. From **Types** select the users and user groups to whom you want to give permissions on the reports.
- b. Select the permissions you want to give to the users and user groups. You can give the following permissions.

- View
- Run
- Edit
- Delete
- Schedule

When permissions are given to a user group, all the users in that user group get those permissions automatically. Also, permissions can be given only to the users and user groups who have the appropriate actions assigned to them.

You can give permissions to the users in two ways.

- You can give each permission to each user individually.
- You can use the **Select all**  button to give a permission to all the users at one time.

For example: You have to give view permission to all the users. Instead of selecting the permission for each user you can select the permission, and use the **Select all** button to give permission to all the users.

- c. Click the **Save**  button.

3 Agent performance reports

- ▶ [Agent Availability for Chat report](#)
- ▶ [Agent Chat Productivity by Queue report](#)
- ▶ [Agent Efficiency report](#)
- ▶ [Agent Login Summary report](#)
- ▶ [Agent Work Summary report](#)

Agent performance reports are designed to help you track, analyze, and improve agent performance.

Cisco Interaction Manager contains templates for five types of agent performance reports:

1. Agent Availability for Chat
2. Agent Chat Productivity by Queue
3. Agent Efficiency
4. Agent Login Summary
5. Agent Work Summary

Agent Availability for Chat report



Important: This template is available only if your installation includes Cisco Unified Web Interaction Manager.

This report provides data about the length of time the chat agents are available to receive chats during the time in which they are logged in. This report helps managers to understand how much of the total logged in time of agents is used to service chats.

This report has two levels:

- ▶ **Level 1:** Displays data for all selected agents for the reporting time period.
- ▶ **Level 2:** Displays the time interval wise break up of the report for the selected user. To drilldown to this level of report, click on the user name.

Level 1

Level 1 displays the following information.

- ▶ **User name:** User names of the agents for whom report is run.
- ▶ **Time**
 - **Logged On:** Total time for which agent was logged into the application.
 - **Available For Chat:** Time for which agent was available for servicing chats. This is the time for which the agent's availability indicator shows him available for chats.
 - **Not Available For Chat:** Time for which agent was logged in the application, but was unavailable for chats.

`Time not available for chat = Time logged on - Time available for chat`

- ▶ **Percentage Availability For Chat:** Out of the total logged in time, percentage of time the agent was available for chats.

`Percentage availability for chat = Time availability for chat (in seconds) / Time logged on (in seconds) *100`

Report Name: Agent Availability - June and July
Time Frame: 06/01/2006 12:00:00 AM to 08/01/2006 12:00:00 AM
Description:
Sort Order: Ascending
Template Name: Agent Availability For Chat
Time Increment: Day
Sort By: User Name

User Name	Chats Serviced	Time			Percentage Availability For Chat
		Logged On	Available For Chat	Not Available For Chat	
Department: Customer Support					
Adrienne	40	20:16:45	00:50:27	19:26:18	4.15
John	2	04:44:46	00:00:00	04:44:46	0.00
Thomas	196	92:55:23	04:24:15	88:31:08	4.74
Department: Marketing					
Jimmy	12	02:15:45	00:29:08	01:46:37	21.46
Department: Service					
janovick	47	15:39:48	01:30:57	14:08:51	9.68
tcolon	0	01:32:24	00:00:00	01:32:24	0.00
twilliams	6	01:14:15	00:18:31	00:55:44	24.94

Level 1 of a sample Agent Availability for Chat report

Level 2

Level 2 displays the time interval wise break up of the report for the selected user. To drilldown to this level of report, click on the user name.

User Name: Thomas
From: 07/07/2006 12:00:00 AM
Department: Customer Support
To: 07/20/2006 12:00:00 AM

Interval Start	Chats Serviced	Time			Percentage Availability For Chat
		Logged On	Available For Chat	Not Available For Chat	
07/19/2006	17	08:23:29	01:19:20	07:04:09	16.00
07/18/2006	36	10:57:06	00:05:13	10:51:53	1.00
07/17/2006	12	04:14:15	00:52:02	03:22:13	20.00
07/15/2006	13	03:03:09	00:00:00	03:03:09	0.00
07/14/2006	48	04:04:39	00:02:39	04:02:00	1.00
07/13/2006	41	07:03:01	00:04:27	06:58:34	1.00
07/12/2006	2	04:18:30	00:00:00	04:18:30	0.00
07/11/2006	7	02:42:22	01:37:31	01:04:51	60.00
Total	176	44:46:31	04:01:12	40:45:19	8.98

Level 2 of a sample Agent Availability for Chat report

Agent Chat Productivity by Queue report



Important: This template is available only if your installation includes Cisco Unified Web Interaction Manager.

This report gives details about the volume of chats handled by agents in each queue and the time taken for handling chats. This report will help supervisors to understand the productivity of agents, identify agents who are highly productive and focus training efforts on agents who are not productive.

This report has four levels.

- ▶ **Level 1:** Displays data for all selected agents for the reporting time period.

- ▶ **Level 2:** Displays the time interval wise break up of the report. To drilldown to this level of report, click on the queue name.
- ▶ **Level 3:** Displays details of all activities for the selected time interval.
- ▶ **Level 4:** Displays details of the selected activity. The objective is to help the supervisor examine the chat transcript of any specific activity.

Level 1

Level 1 displays the following information.

- ▶ **Queue:** Name of the queue for which the selected users have worked during the reporting time period.
- ▶ **Chats serviced:**
 - **Assign:** Number of chats, which were directly assigned to the agent by the system from an entry point. Assignment can happen either by Push or Pull.
 - **Transfer:** Number of chats that were transferred to the agent. This includes only those chats that were transferred from one agent to another. If an agent transfers a chat to a queue or department, and another agent is assigned that chat, this chat will not be counted in transferred chats activity. It will be counted in the assigned chats.
 - **Conference:** Number of chats in which the agent was conferenced.
 - **Total:** Total number of chats serviced by the agent.

$$\text{Total} = \text{Assign} + \text{Transfer} + \text{Conference}$$
- ▶ **Average time:**
 - **Work:** Work time is defined as the time agent spends in servicing chat activities. This is not the time for which the chat stays in the agents inbox, but the time for which the agent works on the activity. For example, the agent is servicing two chats at a time, and both the activity stays in the agent's inbox for 10 minutes and the time for which the agent has serviced each of the chat is five minutes, the work time for each activity will be five minutes. This does not include the chats in the **Completed** or **Monitor** folders. Total work time is the sum of all work times for all chat activities serviced by the agent for the queue in the reporting time period.

$$\text{Average work time} = \text{Total work time} / \text{Total chats serviced}$$
 - **Wrap:** Wrap time for a chat activity is defined as the time agent spends in doing post chat work after the customer has exited the chat. This is the time the agents focus is on a chat in the **Current** folder (not completed or monitor folders), after the customer exits the chat and before the agent completes the activity. Total wrap time is the sum of all wrap times for chat activities serviced by the agent for the queue. If the agent leaves the chat before the customer exits the chat, the wrap time for the activity is zero.

$$\text{Average wrap time} = \text{Total wrap time} / \text{Total chats serviced}$$
 - **Handle:** Average handle time for all the chat activities worked on.

$$\text{Average Handle Time} = (\text{Total work time} + \text{Total wrap time}) / \text{Total chats serviced}$$

Report Name: Agent Chat Productivity by Queue report	Timeframe: 03/01/2006 12:00:00 AM to 10/01/2006 12:00:00 AM
Template Name: Agent Chat Productivity By Queue	Sort By: User Name
Description:	Sort Order: Ascending
User list: Brian Menke, Tim Mathew	

Queue	Chats serviced				Average time		
	Assign	Transfer	Conference	Total	Work	Wrap	Handle
User Name: Brian Menke		Manager:			Department: Customer Support		
Exception_Queue_Customer Support	158	0	0	158	00:02:47	00:02:22	00:05:09
Order status	41	1	0	42	00:10:17	00:00:32	00:10:50
Total	199	1	0	200	00:04:21	00:01:59	00:06:21
User Name: Tim Mathew		Manager:			Department: Customer Support		
Exception_Queue_Customer Support	25	2	0	27	00:02:56	00:03:12	00:06:08
Order status	13	0	0	13	00:06:56	00:00:50	00:07:46
Total	38	2	0	40	00:04:14	00:02:26	00:06:40

Level 1 of a sample Chat Productivity by Queue report

Level 2

Level 2 displays the time interval wise break up of the report. To drill down to this level of report, click on the queue name.

User Name: Brian Menke	Manager:
Department: Customer Support	Queue: Exception_Queue_Customer Support
From: 03/01/2006 12:00:00 AM	To: 10/01/2006 12:00:00 AM

Interval Start	Chats serviced				Average time		
	Assign	Transfer	Conference	Total	Work	Wrap	Handle
07/16/2006	48	0	0	48	00:03:22	00:02:17	00:05:40
07/02/2006	110	0	0	110	00:02:31	00:02:24	00:04:55
Total	158	0	0	158	00:02:47	00:02:22	00:05:09

Level 2 of a sample Chat Productivity by Queue report

Level 3

Level 3 displays the following information.

- ▶ **Activity ID:** Activity ID of the chat.
- ▶ **Activity Start:** Date and time when activity was created.



Important: In case of chats that have still not been completed, all fields, except for Activity ID and Activity Start, will be blank.

- ▶ **Activity End:** Date and time when the chat activity was completed.
- ▶ **Wait Time:** Time between activity creation and start of service i.e. when activity status changed to **Assigned - In progress** the first time.

Wait time = Service start time - Activity creation time

- ▶ **Chat Duration:** Duration of the chat. The chat duration includes the wait time, actual time that an agent spent chatting with the customer, and the wrap-up time after customer left the session.

Chat duration = Activity completion time - Activity creation time

- ▶ **Abandoned/ Serviced:** This field will display **N/A** if the chat was ended, i.e. the agent completed the chat or the customer exited the chat. If the chat is not ended at the reporting time, the column will be blank.
- ▶ **Completed By:** If the chat is serviced and completed by the agent, this column shows the user name of the agent who completed the activity. If the agent clicks the **Leave** button and leaves the chat, before the customer exited from the session, or if the chat gets abandoned, this column shows the value **System**.

Activity ID	Activity Start	Activity End	Wait Time	Chat Duration	Abandoned/ Serviced	Completed By
1000	07/10/2006 03:32:35 PM	07/10/2006 04:08:02 PM	00:00:18	00:35:27	N/A	Brian Menke
1001	07/10/2006 04:06:03 PM	07/11/2006 05:25:32 PM	00:00:34	25:19:29	N/A	system
1002	07/10/2006 04:07:20 PM	07/10/2006 04:43:31 PM	00:01:25	00:36:11	N/A	Brian Menke
1003	07/11/2006 11:12:49 AM	07/11/2006 11:14:29 AM	00:00:10	00:01:40	N/A	Brian Menke
1005	07/11/2006 11:16:49 AM	07/11/2006 05:25:32 PM	00:00:09	06:08:43	N/A	system
1006	07/11/2006 11:20:05 AM	07/11/2006 11:23:13 AM	00:01:21	00:03:07	N/A	Brian Menke
1007	07/11/2006 11:24:36 AM	07/11/2006 05:25:32 PM	00:00:20	06:00:55	N/A	system
1008	07/11/2006 11:37:51 AM	07/11/2006 11:42:39 AM	00:04:40	00:04:48	N/A	Brian Menke
1010	07/11/2006 11:45:02 AM	07/11/2006 05:25:32 PM	00:00:06	05:40:29	N/A	system
1141	07/12/2006 11:54:03 AM	07/12/2006 12:07:00 PM	00:00:08	00:12:57	N/A	system
1143	07/12/2006 12:14:30 PM	07/12/2006 12:15:13 PM	00:00:07	00:00:44	N/A	Brian Menke

Level 3 of a sample Chat Productivity by Queue report

Level 4

Level 4 displays the following information.



Important: Level 4 drilldown is not available for chats that have not been completed.

- ▶ **Chat Transcript:**
 - **Time Stamp:** Time at which the chat message was sent.
 - **Chat By:** Name of the agent or the customer who sent the message. For the messages generated by the system the column shows the value **System**. For example, the message, *A representative will be with you in about a minute*, is a system generated message.
 - **Message:** Message sent.
- ▶ **Notes:**
 - **Time Stamp:** Time when the note was created.
 - **Created By:** User name of the user who created the note.
 - **Notes:** Content of the note.
- ▶ **General Attributes:**
 - **Activity ID:** Activity ID of the chat.
 - **Case ID:** Case ID of the chat.
 - **Type:** Type of activity will be **Chat**.
 - **Mode:** Mode will be **Inbound**.
 - **Sub Type:** Sub type will be **General**.
 - **Date Created:** Date and time when the activity was created.
 - **Waiting Time:** Time for which the customer waited before being serviced.

- **Activity Duration:** Duration of the activity.
- **Subject:** This is the first message sent by the customer.
- **Priority:** Priority of the activity.
- **Queue Name:** Name of the original queue where the activity got routed to for the first time.
- **Referrer Name:** Name of the referrer URL.
- **Customer Name:** Full name of the customer i.e. first name, middle name, and last name.
- **Email address:** Email address of the customer, to which the transcript was sent. If no transcript was sent, this column will show the last updated email address of the customer.
- **Follow-up email sent (Y/N):** This column shows whether chat transcript was emailed to the customer.
- **Customer OS / Browser details:** Customer's browser details.
- **Category:** Categories assigned to the activity.
- **Resolution code:** Resolution codes assigned to the activity.

Chat Transcript		
Time Stamp	Chat By	Message
08/11/2006 08:30:34 AM	John Doe	I need some help with filling out a new loan application
08/11/2006 08:30:34 AM	System	[An agent will be with you shortly.]
08/11/2006 08:30:38 AM	System	[You are now chatting with Brian Menke.]
08/11/2006 08:33:39 AM	Brian Menke	Sure, I can help you with that. What kind of loan are you looking at?
08/11/2006 08:33:48 AM	John Doe	I need a student loan
08/11/2006 08:34:39 AM	Brian Menke	[Item sent - http://www.egain.com]
08/11/2006 08:34:59 AM	Brian Menke	Then please check out this page
08/11/2006 08:35:23 AM	Brian Menke	[Item sent - eService software: email response management, self-service, chat, knowledge management eGain]
08/11/2006 08:36:06 AM	Brian Menke	[Item sent - eGain Customer service innovation]
08/11/2006 08:37:24 AM	John Doe	Okay, that gives me all the information I need. Thanks!
08/11/2006 08:37:34 AM	Brian Menke	You are welcome!
08/11/2006 08:37:37 AM	System	[Customer John Doe has left the session]
08/11/2006 08:47:29 AM	System	[Agent Brian Menke has closed the session]

Level 4 of a sample Chat Productivity by Queue report

Agent Efficiency report

Managers and supervisors can use this report to measure the efficiency of agents in handling the activities and cases assigned to them.

Agents can generate the report from the Agent Console as part of My Reports.

Report Name: Agent Efficiency report **Time Frame:** 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM
Template Name: Agent Efficiency **Sort By:** User name
Description: **Sort Order:** Descending
User List: Jessica, Adrienne, John, Thomas

User Name	Activities					Cases						
	Open At Start	In	Moved Out By Users	Moved Out By Rules	Completed	Open At End	Open At Start	Offered	Closed	Reopened	Percentage Closed	Percentage Reopened
Manager: Ron						Department: Customer Support						
Jessica	13	466	63	6	409	1	19	355	320	34	85.56	10.62
Total	13	466	63	6	409	1	19	355	320	34	85.56	10.62
Manager: Jessica						Department: Customer Support						
Adrienne	18	1877	48	19	1771	66	15	1046	975	48	91.89	4.92
John	77	5335	129	282	294	6	82	5071	308	2	5.98	0.65
Thomas	10	2994	93	11	2885	11	15	1533	1466	295	94.70	20.12
Total	105	10206	270	312	4950	83	112	7650	2749	345	35.42	12.55
Grand Total	118	10672	333	318	5359	84	131	8005	3069	379	37.72	12.35

A sample Agent Efficiency report

Level 1

This report has only one level, and displays the following information.

- ▶ **User Name:** User names of the agents.
- ▶ **Activities:** Activities include emails, phone, tasks, or custom activities that exist in the system.
 - **Open at Start:** Number of open activities in the agent's inbox at the start of the reporting period.
 - **Activities In:** Number of new activities that came to the agent's inbox. This column takes into account the activities assigned by workflows, transferred in manually or by alarm workflows, pulled by the agent, and composed by the agent.
 - **Moved Out By Users:** Activities manually transferred out by the agent or pulled by other users.
 - **Moved Out By rules:** Activities moved out by rules. This column counts the activities moved out of the agent's inbox by auto pushback and alarm rules.
 - **Completed:** Activities completed by the agent.
 - **Open at end:** Number of open activities in the agent's inbox, at the end of the reporting period.

$$\text{Activities open at end} = (\text{Activities open at start} + \text{Activities in}) - (\text{Activities moved out by users} + \text{Activities moved out by rules} + \text{Activities completed by users} + \text{Activities completed by rules})$$
- ▶ **Cases:** If a case has more than one activity in it, the report counts each activity individually, but counts the case only once. For example, if a case has three activities, the report will show three activities and one case.
 - **Open at start:** At the start of the reporting period, the number of open cases that are already assigned to the agent. A case gets assigned to an agent when the activity that belongs to that case is assigned to the agent.
 - **Offered:** Cases offered to the agent during the reporting time period. When an agent is assigned an activity, the case to which that activity belongs, gets offered to the agent. Cases created by composing activities are also counted in this column.
 - **Closed:** Cases closed by the agent.
 - **Reopened:** Out of the cases closed by the agent in the reporting period, the number of cases that were reopened by the time the report is run.

For example: You run a report on 15 September for the time period of 1 August to 30 August.

- A case was opened on 27th August, closed on 28th August, and then reopened on 29th August.
- A case was opened on 2nd August, closed on 4th August, and then reopened and closed on 6th August.
- A case was opened on 27th August, closed on 28th August, and then reopened on 5th September.

All the above mentioned cases will get reported as reopened.

- **Percentage closed:** Out of the cases that were open at start and the cases offered, the percentage of cases closed by the agent.

$$\text{Percentage closed} = (\text{Cases closed} / (\text{Cases at start} + \text{Cases offered})) * 100$$

- **Percentage reopened:** Out of the cases closed, the percentage of cases that were reopened by the time the report was run.

$$\text{Percentage reopened} = (\text{Cases reopened} / \text{Cases closed}) * 100$$

Agent Login Summary report

You can use this report to measure the productivity of agents by comparing the number of activities worked on by agents during the period they were logged in to Cisco Interaction Manager. Agents can generate the report from Agent Console to evaluate their own work.

This report has four levels.

- ▶ **Level 1:** Displays data for all the selected agents for the reporting time period.
- ▶ **Level 2:** Allows you to drill down to the details of a specific user and see the activity type break up for the user.
- ▶ **Level3:** Displays the time interval wise break up of the report for the selected user and activity type.
- ▶ **Level 4:** Displays the login details of the agent. To see this report click the **Logged On Time** of the agent.

Level 1

Level 1 displays the following information.

- ▶ **User Name:** User name of the agent.
- ▶ **# Activities Worked On:** Number of distinct activities worked on by the agent. For example, the agent composes an email and does save draft, then comes back to the email after one hour works on it and sends it out to the customer. In this case he has worked on the same activity twice so this will be counted as one activity only. Also, if the agent replies to an email, and for some reason after one hour sends another reply to the same email, this will also be counted as only one activity.
- ▶ **Average Time (hh:mm:ss):**
 - **Work:** Average time spent on working on an activity. This is not the time for which an activity stays in the agents inbox, but the time for which the agent works on an activity. For example an activity stays in the agent's inbox for 15 minutes and the time for which the agent has clicked on the activity is five minutes, the work time for the activity will be five minutes.

$$\text{Average work time} = \text{Total time spent on working the activities} / \text{Number of distinct activities worked on}$$

For example, an agent works on Activity1 for five minutes, then works on Activity2 for five minutes and then works on Activity1 for five minutes. The average work time will be $5+5+5/2$, because the agent has worked on two distinct activities.

- **Wrap:** Average wrap time for all the activities worked on. As wrap time is not considered for email activities, its value is always zero.
- **Handle:** Average handle time for all the activities worked on. As the wrap time for email activities is always zero, the work time and handle time will be the same.

Average handle time = Total work time + Total wrap time / Number of distinct activities worked on

▶ Time (hh:mm:ss):

- **Cumulative Handle Time:** The total handle time for all the activities worked on by the user.

▶ **Logged On Time:** Total time the agent was logged in to the application.

Report Name:	Agent Login Summary report	Template Name:	Agent Login Summary
Time Frame:	01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM	Time Increment:	Quarter
Description:		Sort By:	User name
Sort Order:	Descending		

User Name	Activities Worked On	Average Time(hh:mm:ss)			Time(hh:mm:ss)	
		Work	Wrap	Handle	Cumulative Handle	Logged On
Manager: Ron		Department: Customer Support				
Jessica	608	00:43:10	00:00:00	00:43:10	437:31:41	1763:50:16
Manager: Jessica		Department: Customer Support				
Adrienne	2070	02:31:23	00:00:00	02:31:23	5222:56:36	4492:08:48
John	941	00:04:19	00:00:00	00:04:19	67:47:41	320:10:44
Thomas	3646	00:43:40	00:00:00	00:43:40	2653:55:22	3149:36:36

Level 1 of a sample Agent Login Summary report

Level 2

In the level 1 report, click a user name to view a Level 2 report for that user.

User Name: Jessica	Manager: Ron	Department: Customer Support	
From: 01/01/2005 12:00:00 AM	To: 10/01/2006 12:00:00 AM	Time Logged On: 1763:50:16	

Activity Type	Activities Worked On	Average Time(hh:mm:ss)			Time(hh:mm:ss)
		Work	Wrap	Handle	Cumulative Handle
Chat	0	00:00:00	00:00:00	00:00:00	00:00:00
Email	590	00:43:09	00:00:00	00:43:09	424:26:11
Phone	7	01:40:04	00:00:00	01:40:04	11:40:33
Task	7	00:09:33	00:00:00	00:09:33	01:06:55
Web Activity	4	00:04:30	00:00:00	00:04:30	00:18:02
Total	608	00:43:10	00:00:00	00:43:10	437:31:41

Level 2 of a sample Agent Login Summary report

Level 3

In the level 2 report, click an activity type to view a level 3 report for the user.

User Name: Jessica	Manager: Ron	Department: Customer Support
From: 01/01/2005 12:00:00 AM	To: 10/01/2006 12:00:00 AM	Time Increment: Quarter
Activity Type: Email		

Interval Start	Activities Worked On	Average Time (hh:mm:ss)			Time (hh:mm:ss)	
		Work	Wrap	Handle	Cumulative Handle	Logged On
07/01/2006 12:00:00 AM	14	00:36:06	00:00:00	00:36:06	08:25:27	69:05:43
01/01/2006 12:00:00 AM	70	00:39:38	00:00:00	00:39:38	46:14:30	543:52:37
07/01/2005 12:00:00 AM	189	01:13:03	00:00:00	01:13:03	230:08:04	623:53:10
01/01/2005 12:00:00 AM	319	00:26:15	00:00:00	00:26:15	139:38:10	526:58:46
Summary	590	00:43:09	00:00:00	00:43:09	424:26:11	1763:50:16

Level 3 of a sample Agent Login Summary report

Level 4

Level 4 displays the following information.

- ▶ **Login Time:** Date and time of login.
- ▶ **Logout Time:** Date and time of logout.
- ▶ **Reason:** Reason for logout. The reasons for logout can be one of the following.
 - **Logout:** Agent clicks the **Logout** button and logs out of the application.
 - **Timeout:** Agent doesn't logout of the application but his login is timed out because of inactivity. In this case the Logged on time will also include the inactive time.
 - **Forced Logout:** Some one else logged in with the same user name and the agent is forced to logout.
- ▶ **Time Logged On:** Time for which the agent was logged on.

User Name: Jessica	Manager: Ron	Department: Customer Support
From: 01/01/2005 12:00:00 AM	To: 10/01/2006 12:00:00 AM	Time Logged On: 1763:50:16

Login Time	Logout Time	Reason	Time Logged On
09/22/2006 04:46:57 PM	09/22/2006 06:52:53 PM	Logout	02:05:56
09/19/2006 11:49:47 AM	09/19/2006 12:45:08 PM	Logout	00:55:21
09/15/2006 05:24:31 PM	09/15/2006 05:26:30 PM	Logout	00:01:59
09/13/2006 11:36:53 AM	09/13/2006 11:39:06 AM	Logout	00:02:13
09/07/2006 04:05:37 PM	09/07/2006 04:27:19 PM	Logout	00:21:42
09/06/2006 11:35:58 AM	09/06/2006 11:38:39 AM	Logout	00:02:41
09/05/2006 03:24:13 PM	09/05/2006 11:24:13 PM	Logout	08:00:00
08/30/2006 11:32:24 AM	08/30/2006 06:04:20 PM	Logout	06:31:56
08/30/2006 11:22:49 AM	08/30/2006 11:24:06 AM	Logout	00:01:17
08/24/2006 10:27:23 AM	08/24/2006 10:28:41 AM	Logout	00:01:18
08/23/2006 09:20:25 PM	08/23/2006 09:25:58 PM	Logout	00:05:34

Level 4 of a sample Agent Login Summary report

Agent Work Summary report

This report gives you an in-depth understanding of the rate of processing of activities by agents.

A note about turnaround time

An activity assigned to agent is considered to be turned around by the agent once the agent performs any of the following actions manually on that activity send, send and complete, complete and transfer.

Turnaround time for an activity is the time measured from the point the activity got assigned to the agent, till the point it was turned around by the agent. This can be measured in business hours or the 24 hour format.

Average turn around time is the total turnaround time (for all the turned around activities) divided by the number of activities turned around.

Note that the number of activities turned around is not displayed in the report.

It can happen that an activity which is turned around by the agent (say by transferring to a queue) is reassigned to him. If the agent turns it around a second time (say by completing), the number of activities turned around for the agent is two i.e. same activity can be turned around more than once by the same agent.

Action by rules to move an activity out of agent inbox (auto pushback/transfer by alarm workflows) are not considered in counting turned around activities.

If agent1 composes an activity and assigns it to agent2. Agent2 completes the activity. In this case this activity is considered as turned around by agent2, but is not considered as a turned around activity for agent1.

With this report you can also calculate the percentage of activities that meet a specific turnaround time. For example: While configuring the report you specify the turnaround time for email to be one hour. The column, percentage meeting turn around time, in the report will show the percentage of emails that were turned around in one hour.

This report has three levels.

- ▶ **Level 1:** Displays data for all selected agents for the reporting time period.
- ▶ **Level 2:** Allows you to drill down to the details of a specific user and see the activity type break up for the user.
- ▶ **Level 3:** Displays the time interval wise break up of the report for the selected user and activity type.

Level 1

Level 1 displays the following information.

- ▶ **User Name:** User name of the agent.
- ▶ **Activities:**
 - **Open at Start:** Number of open activities in the agent's inbox at the start of the reporting period.
 - **Assigned:** Number of activities which were assigned to the agent during the reporting period. This column counts activities assigned to agent by inbound or transfer workflows, and the activities transferred manually to the agent.
 - **Pulled:** Number of activities pulled by the agent.
 - **Worked On:** Number of activities worked on by the agent.
 - **Composed:** Number of activities composed by the agent.
 - **Replied:** Number of replies sent by the agent.
 - **Completed:** Number of activities completed by the agent.
 - **Transferred to:**
 - **Users:** Number of activities transferred to other agents.
 - **Queues:** Number of activities transferred to queues.

- **Departments:** Number of activities transferred to departments.
- **Moved by Rules:** Activities moved out by rules. This column counts activities moved out of the agent's inbox by auto pushback and alarm rules.
- **Open at end:** Activities assigned to the user that are open at the end of the report.
- **Average Turnaround Time:** Average turnaround time is calculated as total turnaround time divided by the number of activities turned around. For more details, see "A note about turnaround time" on page 33.

Average turnaround time = Total turnaround time / Total number of activities turned around

- **Percentage Meeting Turnaround Time:** Out of all the activities that were turned around, percentage of activities that met the specified turnaround time. For more details, see "A note about turnaround time" on page 33.

Percentage meeting turnaround time = Activities meeting turnaround time / Total activities turned around * 100

Report Name:	Work summary	Time Frame:	07/23/2006 12:00:00 AM to 10/08/2006 12:00:00 AM									
Template Name:	Agent Work Summary	Time Increment:	Week									
Description:		Turnaround Time:	1:00									
Sort By:	User name	Turnaround Time In:	24 hours									
Sort Order:	Descending											

User Name	Activities											Average Turnaround Time	Percentage Meeting Turnaround		
	Open At Start	Assigned	Pulled	Worked On	Composed	Replied	Completed	Transferred To			Moved			Open At End	
								Users	Queues	Departments	By Rules				
Manager:															
Thomas	56	33	32	113	74	34	59	28	8		0	0	91	86:22:11	52.94
John	0	0	0	1	1	0	0	0	0		0	0	1	00:00:00	0.00
Adrienne	17	5	15	12	4	2	0	6	1		0	1	31	00:00:00	0.00

Level 1 of a sample Agent Work Summary report

Level 2

In the level 1 report, click a user name to view a Level 2 report for that user.

User Name:	Thomas	Manager:		Department:	Customer Support
From:	07/23/2006 12:00:00 AM	To:	10/08/2006 12:00:00 AM		
Turnaround Time:	1:00	Turnaround Time In:	24 hours		

Activity Type	Activities											Average Turnaround Time	Percentage Meeting Turnaround		
	Open At Start	Assigned	Pulled	Worked On	Composed	Replied	Completed	Transferred To			Moved			Open At End	
								Users	Queues	Departments	By Rules				
CallTrack	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A
Chat	51	1	3	0	0	0	3	0	0		0	0	52	00:00:00	0.00
Email	1	25	8	35	8	8	11	2	4		0	0	25	110:44:56	57.14
Email orders	0	3	0	5	5	0	5	3	0		0	0	0	00:05:23	100.00
Phone	0	0	0	0	0	0	0	0	0		0	0	0	00:00:00	0.00
Phone call	0	0	0	0	0	0	0	0	0		0	0	0	N/A	N/A
Phone orders	3	1	19	54	44	21	27	18	2		0	0	11	N/A	N/A
Phone Support	0	0	0	0	0	0	0	0	0		0	0	0	N/A	N/A
Return calls	0	0	1	11	10	5	9	0	0		0	0	2	N/A	N/A
Task	1	3	1	8	7	0	4	5	2		0	0	1	00:12:38	80.00
Web Activity	0	0	0	0	0	0	0	0	0		0	0	0	00:00:00	0.00
Total	56	33	32	113	74	34	59	28	8		0	0	91	86:22:11	52.94

Level 2 of a sample Agent Work Summary report

Level 3

- ▶ In the level 2 report, click an activity type to view a Level 3 report for the user.

User Name:	Thomas	Manager:		Department:	Customer Support
From:	07/23/2006 12:00:00 AM	To:	10/08/2006 12:00:00 AM	Time Increment:	Week
Activity Type:	Email	Turnaround Time:	1:00	Turnaround Time In:	24 hours

Interval Start	Open At Start	Activities											Average Turnaround Time	Percentage Meeting Turnaround	
		Assigned	Pulled	Worked On	Composed	Replied	Completed	Transferred To			Moved	Open At End			
								Users	Queues	Departments	By Rules				
10/01/2006	25	0	0	0	0	0	0	0	0	0	0	0	25	00:00:00	0.00
09/17/2006	25	0	0	2	0	2	0	0	0	0	0	0	25	1522:26:14	0.00
09/03/2006	25	0	0	1	0	0	0	0	0	0	0	0	25	00:00:00	0.00
08/20/2006	15	8	0	20	3	2	1	0	0	0	0	0	25	19:22:24	0.00
08/06/2006	5	12	0	14	0	2	2	0	0	0	0	0	15	00:15:07	100.00
07/23/2006	1	5	8	12	5	2	8	2	4	0	0	0	5	00:49:01	60.00
Summary	1	25	8	35	8	8	11	2	4	0	0	0	25	110:44:56	57.14

Level 3 of a sample Agent Work Summary report

4 Classification reports

- ▶ [Activity and Case Classification report](#)

Classification reports are useful for identifying customer service trends in the contact center.

Cisco Interaction Manager contains one template for classification reports:

- ▶ Activity and Case Classification report

Activity and Case Classification report

This report helps in identifying the types of issues faced by the customers based on classifications. Managers can identify the issues that come repeatedly and are critical.

On the basis of this information the management can take following steps.

- ▶ Train the staff to deal with issues.
- ▶ Articles with solution of the problem can be put on the self-service web site so that the customers can use them. This will reduce the load on the contact center.
- ▶ If some critical issue is identified, then efforts can be put to resolve it.

Level 1

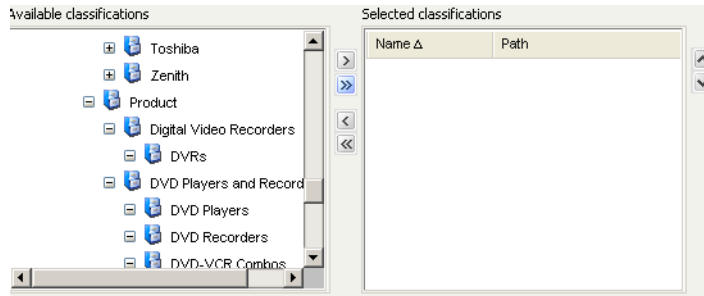
This report has only one level, and displays the following information.

Report Name: Activity and Case Classification report	Time Frame: 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM			
Description:	Template Name: Activity and Case Classifications			
Classification	Activities Classified	Cases Classified		Percentage Cases Classified
		New	Existing	
Department: Customer Support				
Categories				
Mail-->Retriever	124	118	0	24.13
Mail-->Dispatcher	37	35	1	7.36
Mail-->Reports	101	94	1	19.43
Mail-->Others	222	208	2	42.94
Support Renewals	41	40	0	8.18
User requests	1	1	0	0.20
Summary	515	485	4	

A sample Activity and Case Classification report

- ▶ **Classification:** Names of categories and resolution codes. If a report is run for a classification, which has sub-classifications, then the report shows both classifications and sub-classifications.

For example: In the window below, if Digital video recorders is selected, the report will be run for Digital Video Recorders and its sub-classification DVRs.



Sample classification

- ▶ **Activities Classified:** Number of activities classified.
- ▶ **Cases Classified:** A case cannot be classified on its own, but when an activity associated with a case is assigned a classification, the case is also assigned that classification.
 - **New:** Number of new cases which got this classification. New case means the case created in reporting time period.
 - **Existing:** Number of existing cases which got this classification. Existing case means the case created before the reporting time period.
- ▶ **Percentage Cases Classified:** Percentage of cases classified in a category or resolution code.

$$\text{Percentage cases classified} = \frac{\text{Cases classified (New + Existing)}}{\text{Summary cases classified (New + Existing)}} * 100$$

Important things to note

Let us try to understand the values in the **Activities classified** and **Cases classified** columns.

Classification	Activities classified	Cases Classified Existing	Percentage Cases Classified
Laptops	10	10	50
HP	5	5	50
Printers	10	10	100
Cartridge	5	5	100
Summary	15	15	

In the table above:

5 activities get classified as Laptops and HP

5 activities get classified as HP and Printers

5 activities get classified as Cartridges

Let us try to understand the values in the columns **Activities classified** and **Cases classified** and the row **Summary:**

1. When the agents assigns category Laptop and HP to an activity, HP count goes up by one and Laptop count will go up by two in the Activities classified and Cases Classified column.

- Five activities gets classified as HP and Laptops and five activities get classified as HP. The count of HP will increase +5 and count of Laptop will increase +10, as the activities classified as HP will also get classified as Laptop.
2. The Summary column shows the total number of distinct activities.
 - Total number of distinct activities is 15.
 3. If an activity gets classified and then declassified, within a reporting time period then the activity is not shown in the report.
 4. If a case is already classified before the time period and no classification happens in the reporting time period, then this case is not shown in the report.
 5. If activity in a case is assigned category A before the reporting time period, and during the reporting time period another activity in the case is assigned category B, then Case and Activity count will be incremented for category B only.



Contact center trend reports

- ▶ [Case Volume report](#)
- ▶ [Email Volume report](#)

Contact center trend reports help managers identify the volume of requests handled by the contact center.

The contact center trend reports templates are:

1. Case volume
2. Email volume

Case Volume report

This report provides managers information about the rate of creation of cases in each department and case closure rate. Managers can keep track of case resolution time and service levels for case management using this report.

This report has one level.

Report Name: Case Volume report	Time Frame: 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM
Template Name: Case Volume	Time Increment: Quarter
Description:	Service Level: System
Sort Order: Descending	Sort By: Date
Department List: Customer Support	

Date	Cases			Percentage Within Service Level	Average	
	New	Closed	Reopened		Resolution Time	Activity per Case
Department: Customer Support						
July-2006	3920	4161	262	81.46	217:55:28	2.39
January-2006	6521	7129	497	77.77	297:31:38	2.70
July-2005	6505	5889	569	76.73	191:34:05	3.02
January-2005	5964	5545	576	78.25	117:26:14	3.40
Total	22910	22724	1904	78.32	213:40:01	2.89

A sample Case Volume report

Level 1

It displays the following information.

- ▶ **Date:** Displays the date for each day within the reporting time period.
- ▶ **Cases:**
 - **New:** Number of new cases created in the department. A case belongs to a department, if the first activity of the case belongs to the department. For example, Activity1 comes in Department1 and a new case is associated to the activity. Activity2 belonging to the same case comes in department1 and is transferred to Department2. The case will belong to Department1 although an activity of the case belongs to Department2.
 - **Closed:** Number of cases closed in the department.
 - **Reopened:** Out of the cases closed by the agent in the reporting period, the number of cases that were reopened in the reporting period. If a case is closed and reopened multiple times in a time period, each of those close and reopen events get reported, if they fall within the reporting time period.

For example: You run a report on 15 September for the time period of 1 August to 30 August.

- A case was opened on 27th August and closed on 28th August and reopened on 29th August.
- A case was opened on 2nd August and closed on 4th August and reopened on 6th August and closed on 7th August.

- A case was opened on 27th August closed on 28th August and reopened on 5th September.

Except for the case that got reopened on fifth September all other cases will get counted in this report.

- **Percentage Within Service Level:** Out of the cases that got closed in the reporting time period, percentage of cases that were closed within the service level.

▶ **Average:**

- **Resolution time:** Average resolution time for the cases closed in business or 24 hours format.
- **Activity per Case:** Average number of activities per case that have been closed.



Important: For the percentage and average columns, the number of cases closed will mean the number of cases, which got closed in the time period and never got opened till the time the report is run.

Email Volume report

Managers and supervisors can use this report to understand the daily volume of email activities coming in and going out of the service organization over the reporting period, and the moving average for the specified number of days. This report allows executive management to spot trends in email volumes over a period of time.

A note about moving average

For example, if you are calculating the moving average for received emails for the reporting period from August 10 to August 30, and the number of days for which you are calculating moving average is five days. The moving average column for received emails for August 15 will be the total number of incoming emails from August 10 to August 14 divided by five. Likewise, the moving average for August 16 will be the total number of incoming emails from August 11 to August 15 divided by five.

The report has only one level.

Level 1

Level 1 displays the following information.

- ▶ **Date:** Displays the date for each day within the reporting time period.
- ▶ Received Emails:
 - **#:** Number of incoming emails for the alias.
 - **Moving Avg.:** Moving average for the number of incoming emails.

Report Name: Email Volume report **Time Frame:** 09/25/2006 12:00:00 AM to 09/29/2006 12:00:00 AM
Template Name: Email Volume **Sort By:** Date
Description: **Sort Order:** Ascending
Avg over last: 5 Days
Alias List: Support@company.com

Date	Received Emails		Outgoing Emails					
	#	Moving Avg.	Compose		Manual Reply		Auto Reply	
	#	Moving Avg.	#	Moving Avg.	#	Moving Avg.	#	Moving Avg.
Alias: Support@company.com			Department: Customer Support					
09/25/2006 12:00:00 AM	116	29.4	2	1.0	14	15.4	0	0.0
09/26/2006 12:00:00 AM	54	43.0	1	1.4	31	11.4	0	0.0
09/27/2006 12:00:00 AM	67	45.2	2	1.0	18	14.0	0	0.0
09/28/2006 12:00:00 AM	127	51.2	2	1.2	15	14.2	0	0.0
Total	364		7		78		0	
Grand Total	364		7		78		0	

A sample Email Volume report

▶ **Compose:**

- **#:** Number of composed emails for the alias. The emails have to be sent out by dispatcher, for this column to be incremented.
- **Moving Avg.:** Moving average for the number of composed email activities. For more details, see “A note about moving average” on page 43.

▶ **Outgoing Emails:**

○ **Manual Replies:**

- **#:** Number of manual email replies for the alias. The emails have to be sent out by dispatcher, for this column to be incremented.
- **Moving Avg.:** Moving average for the number of manual email replies. For more details, see “A note about moving average” on page 43.

○ **Auto Replies:**

- **#:** Number of automatic email replies for the alias. The emails have to be sent out by dispatcher, for this column to be incremented.
- **Moving Avg.:** Moving average for the number of automatic email replies. For more details, see “A note about moving average” on page 43.



Knowledge base performance reports

- ▶ [Article Usage report](#)
- ▶ [Article Usage by Alias report](#)
- ▶ [Article Usage by Queue report](#)

KB performance reports are used to measure the usage and effectiveness of the KB. They also help administrators identify frequently used articles, which can then be published on the self-service web site to reduce customer contact volume.

The KB performance reports templates are:

1. Article Usage
2. Article Usage by Alias
3. Article Usage by Queue

Article Usage report

This report shows the usage of KB articles in assisted interactions. Supervisors use the report to identify most frequently used articles and the channels which use them.

The report has one level.

Level 1

Level 1 displays the following information.

- ▶ **Knowledge Base:** Folders and sub-folders selected for the report. They are grouped by department.
- ▶ **Usage by Rules:**
 - **Count:** Number of KB articles used by rules in auto replies.
 - **%:** Out all the articles used in the reporting period, the percentage of articles used by rules.
- ▶ **Usage by Agents:** Usage of articles in various types of activities like email, task, phone etc.
 - **Email:**
 - **Count:** Number of KB articles used in emails by agents.
 - **%:** Out all the articles used in the reporting period, percentage of articles used in emails by agents.

Report Name:		Article Usage report		Time Frame:		01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM		Template Name:		Article Usage		
Description:												
Knowledge Base	Usage by Rules		Usage by Agents						Total			
	Count	%	Email		Task		Phone		Other		Count	%
			Count	%	Count	%	Count	%	Count	%	Count	%
Department: Customer Support												
Auto Ack	11677	98.31	201	1.69	0	0.00	0	0.00	0	0.00	11878	100.00
Generic AutoAck	0		1	1.69	0	0.00	0	0.00	0	0.00	1	
Support Freeform AutoAck	6066		34	1.69	0	0.00	0	0.00	0	0.00	6100	
PeteSupport	41		1	1.69	0	0.00	0	0.00	0	0.00	42	
Asiapac_autoack	473		6	1.69	0	0.00	0	0.00	0	0.00	479	
KnowledgeSupport AutoAck	403		0	0.00	0	0.00	0	0.00	0	0.00	403	
Asiapac_CaseClose	0		20	1.69	0	0.00	0	0.00	0	0.00	20	
NA_CaseClose	2		123	1.69	0	0.00	0	0.00	0	0.00	125	
IT	1347		0	0.00	0	0.00	0	0.00	0	0.00	1347	
network	731		0	0.00	0	0.00	0	0.00	0	0.00	731	

A sample Article Usage report

- **Task:**
 - **Count:** Number of KB articles used in tasks by agents.

- **%:** Out all the articles used in the reporting period, percentage of articles used in tasks by agents.
- **Phone:**
 - **Count:** Number of KB articles used in phone calls by agents.
 - **%:** Out all the articles used in the reporting period, percentage of articles used in phone calls by agents.
- **Other:**
 - **Count:** Number of KB articles used in other activities by agents.
 - **%:** Out all the articles used in the reporting period, percentage of articles used in other activities by agents.
- ▶ **Total:**
 - **Count:** Total number of articles used.
 - **%:** Out all the articles used in the reporting period, percentage of articles used by agents.

Article Usage by Alias report

This report shows the usage of KB articles in email interactions for each alias. Supervisors can use the report to identify most frequently used articles.

The report has one level.

Report Name: Article Usage by Alias report		Time Frame: 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM					
Description:		Template Name: Article Usage By Alias					
Alias List: All							
Knowledge Base	Usage by Rules		Usage by Agents		Total		
	Count	%	Count	%	Count	%	
Department: Customer Support							
Auto Ack	11675	0.00	201	0.00	11876	100.00	
Generic AutoAck	0		1		1		
Support Freeform AutoAck	6066		34		6100		
PeteSupport	41		1		42		
Asiapac_autoack	473		6		479		
KnowledgeSupport AutAck	403		0		403		
Asiapac_CaseClose	0		20		20		
NA_CaseClose	0		123		123		
IT	1347		0		1347		
network	731		0		731		

A sample Article Usage by Alias report

Level 1

Level 1 displays the following information:

- ▶ **Knowledge Base:** Folders and sub-folders selected for the report. They are grouped by department.
- ▶ **Usage by Rules:**
 - **Count:** Number of KB articles used by rules in auto replies.
 - **%:** Out all the articles used in the reporting period, the percentage of articles used by rules.
- ▶ **Usage by Agents:**
 - **Count:** Number of KB articles used in emails by agents.

- **%:** Out all the articles used in the reporting period, percentage of articles used in emails by agents.
- ▶ **Total:**
 - **Count:** Total number of articles used.
 - **%:** Out all the articles used in the reporting period, percentage of articles used by the alias.

Article Usage by Queue report

This report shows the usage of KB articles for each channel, in each queue. Supervisors use the report to identify most frequently used articles. After the articles are identified, they can be placed on the self-service channel to reduce customer contact volume.

This report has only one level.

Report Name: Article Usage by Queue report		Time Frame: 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM											
Description:		Template Name: Article Usage By Queue											
Queue List: All													
Knowledge Base	Usage by Rules		Usage by Agents								Total		
	Count	%	Email		Task		Phone		Other		Count	%	
Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Department: Customer Support													
Greetings	0	0.00	8040	100.00	0	0.00	0	0.00	0	0.00	8040	100.00	
eGain Greeting	0		8040		0		0		0		8040		
Signatures	0	0.00	15115	99.99	0	0.00	1	0.01	0	0.00	15116	100.00	
Bridget's signature	0		0		0		0		0		0		
DSsig	0		1		0		0		0		1		
vegas	0		23		0		0		0		23		
bridgetVegas	0		0		0		0		0		0		
V7 - Signature	0		11956		0		1		0		11957		
v7 - Signature Knowledge Support	0		42		0		0		0		42		
V7 - Signature_new	0		2949		0		0		0		2949		
Asiapac Signature	0		144		0		0		0		144		

A sample Article Usage by Queue report

Level 1

Level 1 displays the following information:

- ▶ **Knowledge Base:** Folders and sub-folders selected for the report. They are grouped by department.
- ▶ **Usage by Rules:**
 - **Count:** Number of KB articles used by rules in auto replies.
 - **%:** Out all the articles used in the reporting period, the percentage of articles used by rules.
- ▶ **Usage by Agents:** Usage of articles in various types of activities like email, task, phone etc.
 - **Email:**
 - **Count:** Number of KB articles used in emails by agents.
 - **%:** Out all the articles used in the reporting period, percentage of articles used in emails by agents.
 - **Task:**
 - **Count:** Number of KB articles used in tasks by agents.
 - **%:** Out all the articles used in the reporting period, percentage of articles used in tasks by agents.
 - **Phone:**

- **Count:** Number of KB articles used in phone calls by agents.
- **%:** Out all the articles used in the reporting period, percentage of articles used in phone calls by agents.
- **Other:**
 - **Count:** Number of KB articles used in other activities by agents.
 - **%:** Out all the articles used in the reporting period, percentage of articles used in other activities by agents.
- ▶ **Total:**
 - **Count:** Total number of articles used.
 - **%:** Out all the articles used in the reporting period, percentage of articles used by queue.



Service level performance reports

- ▶ [Notes](#)
- ▶ [Case Age report](#)
- ▶ [Email Age by Alias report](#)
- ▶ [Email Age by Queue report](#)

Service level performance reports provide information about the aging of activities and cases in the system.

The **Service level performance** report templates are:

1. Case Age
2. Email Age by Alias
3. Email Age by Queue

Notes

Age buckets

With the service level performance reports you can tell the age of the cases and emails in the system. There are different age buckets provided by the system to know the age. Using these age buckets you can find out the cases and emails that belong to different ages. For example, you can run a report to see the number of cases which have an age of 8 to 12 hours or 12 to 16 hours.

There are 36 age buckets available in the system, and at a time you can run a report with maximum 12 age buckets.

Calculating age

The age of the cases and emails can be calculated either by using the business calendar hours or 24 hours.

For example, a new case is opened in the system at 9 pm and the department in which it came has the business calendar set with the 9 am to 5pm time. And you run a report at 9.30 am that morning.

- ▶ If you are calculating the age using 24 hours the age of the case will be 12 hours and 30 minutes.
- ▶ If you are calculating the age using business hours calendar the age of the case will be 30 minutes.

Case Age report

This report is used to calculate the distribution of case resolution time. You can use the report results to improve case resolution time.

It tells about the number of open cases in the system and their age. Managers can track issues, which are aging beyond limits set by the service organization and take effective action.

This report has one level, and gives the following information.

Report Name: Case Age report	Sort By: Department Name
Template Name: Case Age	Sort Order: Descending
Description:	Report Run On: 10/11/2006 07:57:59 PM (GMT +05:30)
Age In: 24 hours	
Department List: Service, Marketing, Customer Support	

Department	Cases		Age					
	Open	Average Age (hh:mm)	1+ Days	2+ Days	3+ Days	1+ Weeks	2+ Weeks	30+ Days
Service	597	1567:00	597	597	597	597	597	594
Marketing	81	1590:58	81	81	81	81	81	81
Customer Support	230	890:58	230	230	230	230	230	230
Total	908	1397:53	908	908	908	908	908	905

A sample Case Age report

Level 1

Level 1 displays the following information.

- ▶ **Department:** Names of the departments for which the report is run.
- ▶ **Cases:**
 - **Open:** Number of open cases in the department. A case belongs to a department, if the first activity of the case belongs to the department. For example, Activity1 comes in Department1 and a new case is associated with the activity. Activity2 belonging to the same case comes in department1 and is transferred to Department2. In this case the case will belong to Department1 although an activity of the case belongs to Department2.
 - **Average Age (hh:mm):** Average age of open cases in business hours or 24 hours.
- ▶ **Calendar Age:** Number of open cases that belong to the specified age range. The case age is calculated in business calendar hours or 24 hours, depending on what has been specified while running the report. The number of columns in this section vary, depending on the number of age buckets selected for the report.

Email Age by Alias report

This report is used as a planning aid by supervisors and resource schedulers. This report will provide the age of open email activities for each alias. This will help users to track activities which are aging beyond the limits set by the service organization and take effective action.

This report has one level.

Level 1

Level 1 displays the following information.

- ▶ **Alias:** Lists the aliases selected for running the report.
- ▶ **Email:**
 - **Open:** Number of emails open at the time the report is run.

- **Average Age (hh:mm):** Average age of open email activities. The email age is calculated in business calendar hours or 24 hours depending on what has been specified while running the report. For more details, see “Notes” on page 51.
- ▶ **Age:** Number of open emails that belong to the specified age range. The email age is calculated in business calendar hours or 24 hours depending on what has been specified while running the report. The number of columns in this section vary, depending on the number of age buckets selected for the report. For more details, see “Notes” on page 51.

Report Name:	Email Age by Alias report	Sort By:	Alias
Template Name:	Email Age By Alias	Sort Order:	Descending
Description:		Report Run On:	10/11/2006 08:17:07 PM (GMT +05:30)
Age In:	24 hours		
Alias List:	asiasupport@company.com, Support@company.com, sysreq@company.com		

Alias	Email		Age					
	Open	Average Age (hh:mm)	4-5 Days	5-6 Days	1+ Weeks	1-2 Weeks	2-3 Weeks	3-4 Weeks
Department: Customer Support								
sysreq@company.com	81	4362:00	0	0	80	1	1	0
Support@company.com	563	2902:24	11	11	460	46	44	46
asiasupport@company.com	65	1281:32	1	3	49	11	3	3
Total	709	2920:34	12	14	589	58	48	49

A sample Email Age by Alias report

Email Age by Queue report

This report is used as a planning aid by supervisors and resource schedulers. It provides an accurate picture of the age of open email activities in the queue. This helps to track queues in which activities are aging beyond the limits set by the service organization, and take effective action.

This report has one level.

Report Name:	Email Age by Queue report	Sort By:	Queue Name
Template Name:	Email Age By Queue	Sort Order:	Descending
Description:		Report Run On:	10/11/2006 08:21:42 PM (GMT +05:30)
Age In:	24 hours		
Queue List:	All		

Queue	Email		Age					
	Open	Average Age (hh:mm)	1+ Weeks	2+ Weeks	30+ Days	3+ Days	1+ Days	2+ Days
Department: Customer Support								
Customer Service	429	1693:11	352	307	207	388	405	393
Asiapac	64	1258:48	48	37	31	54	61	57
Total	493	1636:47	400	344	238	442	466	450

A sample Email Age by Queue report

Level 1

Level 1 displays the following information.

- ▶ **Queue:** Names of the queues for which report is run.
- ▶ **Email:**
 - **Open:** Number of email activities which are open, at the time the report is run.

- **Average Age (hh:mm):** Average age of open activities in queue, in business or 24 hours. “Notes” on page 51.
- ▶ **Age:** Number of open emails that belong to the specified age range. The email age is calculated in business calendar hours or 24 hours, depending on what has been specified while running the report. The number of columns in this section vary, depending on the number of age buckets selected for the report. For more details, see “Notes” on page 51.

Workforce scheduling reports

- ▶ [A note about service level and response time](#)
- ▶ [Chat Volume by Queue Report](#)
- ▶ [Chat Volume by Referrer URL](#)
- ▶ [Email Volume by Alias report](#)
- ▶ [Email Volume by Queue report](#)

Supervisors, administrators, and other resource planners generate workforce scheduling reports.

These reports provide information on email processing such as daily email arrival and handling rates, percentage of email responses meeting service levels, and age distribution of responded emails. Resource planners can use this information to base decisions on switching agents between queues at different times to meet required service levels.

The workforce scheduling report templates are:

1. Chat Volume by Queue
2. Chat Volume by Referrer URL
3. Email Volume by Alias
4. Email Volume by Queue

A note about service level and response time

While configuring workforce scheduling reports, you can either specify a service level, or you can use the system service level for computing the emails that were responded with in service level. If you use the system service level, then the response time is also measured using the work times specified at the system level. But, if you specify a service level while configuring the reports, then you have to specify if you want to calculate the response time using 24 hours or business hours calendar.

In these report you can also specify a service level and calculate the percentage of emails that met the specified service level.



Important: For chat activities, service level cannot be set at system level. You have to specify the service level while configuring the reports.

Chat Volume by Queue Report



Important: This template is available only if your installation includes Cisco Unified Web Interaction Manager.

This report measures the rate at which chat activities come into a queue, the rate at which they are assigned to the agents, and the percentage of activities in the queue that meet service levels. For resource schedulers, this gives a good indication of the specific queues where the service standards are not satisfactory.

This report has four levels:

- ▶ **Level 1:** Displays the information for the queues selected for the report.
- ▶ **Level 2:** Displays the information for each queue split into the time segment selected while running the report.
- ▶ **Level 3:** Displays details of all chat activities for the selected time interval.

- ▶ **Level 4:** Displays the details of the selected chat activity.

Level 1

Level 1 displays the following information.

- ▶ **Queue:** Names of the queues selected for the report.
- ▶ **Incoming Chats:** Total number of chat activities routed to the queue. For an activity to be counted, it should be created within the specified time frame, but need not be completed in that time frame. But, for the activity to get reported it should be completed at the time the report is run. The report includes only the chats routed from entry points and not the transferred or conferenced chats. This column also includes the chats completed by agents servicing a different queue, and the chats completed by supervisors from the **My Monitor** node.

`Incoming Chats = Serviced chats + Abandoned chats`

For example, if a chat gets created at 3:55PM and completed at 4:05PM, it gets reported for the time frame 3:30 - 4PM and not for the time frame 4 - 4:30PM. If a chat gets created at 4:25 PM, and the report is run at 4:30 PM, but the chat activity is not completed yet, it doesn't get reported.

- ▶ **Abandoned Chats:**
 - **#:** Out of all completed chats that were created within the specified time frame, the number of chats that were abandoned even before getting serviced at least once i.e. the customer left before the activity status got changed to Assigned - In Progress the first time.
 - **Average Wait Time:** Average waiting time for customers who abandoned the chat.

`Average wait time = Sum of wait times / Number of abandoned chats in the time frame`

`Wait time = Customer exit time - Activity creation time`

- **# Beyond SL:** Out of all completed chats that were created within the specified time frame, the number of chats that were abandoned after waiting for longer than the service level cutoff time. For more details, see "A note about service level and response time" on page 56.

For example: While configuring the report you set the service level as two minutes and a chat waits in the queue for three minutes and it gets abandoned, it will be counted in this column.

- ▶ **Serviced Chats:**
 - **#:** Out of all completed chats that were created within the specified time frame, the number of chats that were serviced at least once i.e. their activity status was changed to Assigned - In Progress at least once. For an activity to be counted, it should be created within the specified time frame, but need not be completed in that time frame. But, for the activity to get reported it should be completed at the time the report is run.
 - **Average Wait Time:** Out of all completed chats that were created within the specified time frame, the average waiting time for customers who had the chat session.

`Average wait time = Sum of wait times / Number of serviced chats in the time frame`

`Wait time = Service start time - Activity creation time`

Service start time refers to the time when activity status got changed to Assigned - In Progress the first time.

- **Average Chat Duration:** Out of all completed chats that were created within the specified time frame, the average chat duration for all serviced activities.

Average chat duration = Sum of chat durations / Number of serviced chats in the time frame

Chat Duration = Activity completion time - Activity creation time

- **% Closed By Agent:** Out of all chats that were serviced and completed within the specified time frame, percentage of activities completed by an agent. This column does not include the activities completed by the customer or system.

% closed by agent = Chats completed by agents / Total serviced chats * 100

For Example: Assume there are 10 serviced chats, out of them there are:

- Two chats where the agent clicks the **Leave** button while the customer is still in the session, and the customer completes the activity at a later point of time.
- Three chats where the agent clicks the **Complete** button (from the Current or My Monitor folder) while the customer is still in the session.
- Five chats where the customer clicks the **Exit** button and the agent completes the activity (from the Current or My Monitor folder) at a later point of time.

% Closed by agent = (3 + 5) / 10 * 100 = 80%

- **# Within SL:** Out of all the completed chats that were created within the specified time frame, the number of chats that were serviced within the service level cutoff time. For more details, see “A note about service level and response time” on page 56.

For example, while configuring the report you set the service level as two minutes. Any chat, which waits in the queue for less than two minutes before getting serviced, is counted in this column.

- **% Within SL:** The value in this field can vary based on the way you configure your report criteria. While calculating the percentage within service level, you can either include or exclude the abandoned chats.

% within SL = Chats serviced within SL / Total number of chats * 100

If you exclude abandoned chats from the service level computation:

- **% within Service Level:** Out of all serviced and completed chats that were created within the specified time frame, percentage of chats serviced within the service level.

If you include abandoned chats in the service level computation:

- **% within Service Level:** Out of all incoming chats that were created within the specified time frame, percentage of chats serviced within service level.

For Example, there are total 20 incoming chats. Out of them 10 are abandoned and 10 are serviced. Out of the 10 serviced chats, five are serviced within the service level. And, out of the 10 abandoned chats, eight are abandoned beyond the service level.

The % within service level is calculated as:

- Do not Include abandoned chats in service level: % within SL = 5/10 * 100
- Include abandoned chats in service level: % within SL = 5/20 * 100

Report Name: Chat Volume by Queue report **Time Frame:** 02/01/2006 12:00:00 AM to 09/01/2006 12:00:00 AM
Template Name: Chat Volume By Queue **Time Increment:** Week
Description: **Service Level:** 2 Minutes
Sort Order: Ascending **Sort By:** Queue Name
Queue List: Service Queue, Order status, Sales Queue, Support Queue, Marketing Queue

Queue	Incoming Chats	Abandoned Chats			Serviced Chats					
		#	Average Wait Time	# Beyond SL	#	Average Wait Time	Average Chat Duration	% Closed By Agent	# Within SL	% Within SL
Department: Cash Pro Customer Service										
Service Queue	3	1	00:01:08	0	2	00:00:48	00:05:14	100.00	2	66.67
Total	3	1	00:01:08	0	2	00:00:48	00:05:14	100.00	2	66.67
Department: Customer Support										
Order status	63	10	00:04:01	3	53	00:00:57	00:28:11	84.91	48	76.19
Total	63	10	00:04:01	3	53	00:00:57	00:28:11	84.91	48	76.19
Department: Gateway Customer Service										
Support Queue	3	0	00:00:00	0	3	00:00:22	00:07:00	0.00	3	100.00
Total	3	0	00:00:00	0	3	00:00:22	00:07:00	0.00	3	100.00
Grand Total	69	11	00:03:45	3	58	00:00:55	00:26:17	0.00	53	76.81

Level 1 of a sample Chat Volume by Queue report

Level 2

Level 2 displays the information for each queue split into the time segment selected while running the report.

Queue: Order status		Department: Customer Support				Service Level: 2 Minutes				
From: 02/01/2006 12:00:00 AM		To: 09/01/2006 12:00:00 AM				Time Increment: Week				
Interval Start	Incoming Chats	Abandoned Chats			Serviced Chats					
		#	Average Wait Time	# Beyond SL	#	Average Wait Time	Average Chat Duration	% closed By Agent	# Within SL	% Within SL
08/13/2006	4	0	00:00:00	0	4	00:01:02	01:09:51	75.00	4	100.00
07/16/2006	55	9	00:04:23	3	46	00:00:59	00:26:13	84.78	41	74.55
07/02/2006	4	1	00:00:43	0	3	00:00:08	00:02:42	100.00	3	75.00
Total	63	10	00:04:01	3	53	00:00:57	00:28:11	84.91	48	76.19

Level 2 of a sample Chat Volume by Queue report

Level 3

Level 3 displays the following information.

- ▶ **Activity ID:** Activity ID of the chat.
- ▶ **Activity Start:** Date and time when the activity was created.
- ▶ **Activity End:** Date and time when the activity was completed.
- ▶ **Wait Time:** Time between activity creation and start of service i.e. when activity status changes to Assigned - In progress the first time.

$$\text{Wait time} = \text{Service start time} - \text{Activity creation time}$$

- ▶ **Chat Duration:** Duration of the chat. It includes the wait time, actual time that an agent spent chatting with the customer, and the wrap-up time after customer left the session.

$$\text{Chat Duration} = \text{Activity completion time} - \text{Activity creation time}$$

- ▶ **Abandoned/ Serviced:** In this column you get to know whether the chat was abandoned or serviced. And if the chat was serviced, was it serviced within service level or not. The possible values for this column are, serviced within SL, serviced beyond SL, or abandoned.
- ▶ **Completed By:** If the agent completes the chat, this column shows the user name of the agent. If the agent clicks the **Leave** button and leaves the chat before the customer exits from the session, or if the chat gets abandoned, this column shows the value **System**.

Activity ID	Activity Start	Activity End	Wait Time	Chat Duration	Abandoned/ Serviced	Completed By
1462	07/18/2006 11:54:05 AM	07/18/2006 12:18:16 PM	00:00:04	00:24:12	Serviced Within SL	Gagan
1463	07/18/2006 11:55:41 AM	07/18/2006 12:18:20 PM	00:01:23	00:22:40	Serviced Within SL	Gagan
1464	07/18/2006 11:56:01 AM	07/18/2006 11:58:22 AM	00:02:20	00:02:21	Serviced Beyond SL	Gagan
1465	07/18/2006 11:56:56 AM	07/18/2006 12:18:18 PM	00:01:22	00:21:22	Serviced Within SL	Gagan
1467	07/18/2006 12:29:12 PM	07/18/2006 12:31:34 PM	00:00:20	00:02:22	Serviced Within SL	Gagan
1468	07/18/2006 12:33:34 PM	07/18/2006 12:34:18 PM	00:00:44	00:00:44	Abandoned	system
1469	07/18/2006 12:35:13 PM	07/18/2006 12:43:43 PM	00:05:11	00:08:30	Serviced Beyond SL	Gagan
1470	07/18/2006 12:36:46 PM	07/18/2006 12:37:02 PM	00:00:16	00:00:16	Abandoned	system
1471	07/18/2006 12:39:02 PM	07/18/2006 12:39:11 PM	00:00:08	00:00:09	Abandoned	system
1472	07/18/2006 12:44:14 PM	07/18/2006 01:59:26 PM	00:00:20	01:15:12	Serviced Within SL	system
1473	07/18/2006 02:24:19 PM	07/18/2006 02:35:44 PM	00:00:34	00:11:25	Serviced Within SL	Gagan

Level 3 of a sample Chat Volume by Queue report

Level 4

Level 4 displays the following information:

- ▶ **Chat Transcript:**
 - **Time Stamp:** Time at which the chat message was sent.
 - **Chat By:** Name of the agent or the customer who sent the message. For a system generated message, the column shows the value **System**. For example, the message, *A representative will be with you in about a minute*, is a system generated message.
 - **Message:** Content of the message sent by the customer or agent.

Time Stamp	Chat By	Message
08/11/2006 08:30:34 AM	John Doe	I need some help with filling out a new loan application
08/11/2006 08:30:34 AM	System	[An agent will be with you shortly.]
08/11/2006 08:30:38 AM	System	[You are now chatting with Brian Menke.]
08/11/2006 08:33:39 AM	Brian Menke	Sure, I can help you with that. What kind of loan are you looking at?
08/11/2006 08:33:48 AM	John Doe	I need a student loan
08/11/2006 08:34:39 AM	Brian Menke	[Item sent - http://www.company.com/loans]
08/11/2006 08:34:59 AM	Brian Menke	Then please check out this page
08/11/2006 08:35:23 AM	Brian Menke	[Item sent - All about loans]
08/11/2006 08:36:06 AM	Brian Menke	[Item sent - More about student loans]
08/11/2006 08:37:24 AM	John Doe	Okay, that gives me all the information I need. Thanks!
08/11/2006 08:37:34 AM	Brian Menke	You are welcome!
08/11/2006 08:37:37 AM	System	[Customer John Doe has left the session]
08/11/2006 08:47:29 AM	System	[Agent Brian Menke has closed the session]

Level 4 of a sample Chat Volume by Queue report

- ▶ **Notes:**
 - **Time Stamp:** Date and time when note was created.
 - **Created By:** User name of the user who created the note.

- **Notes:** Content of the note.

▶ **General Attributes:**

- **Activity ID:** Activity ID of the chat.
- **Case ID:** Case ID of the chat.
- **Type:** Type of activity is **Chat**.
- **Mode:** Mode is **Inbound**.
- **Sub Type:** Sub type is **General**.
- **Date Created:** Date and time at which the activity was created.
- **Waiting Time:** Time for which the customer waited before being serviced.
- **Activity Duration:** Duration of the activity.
- **Subject:** This is the first message sent by the customer.
- **Priority:** Priority of the activity.
- **Queue Name:** Name of the original queue where the activity got routed to for the first time.
- **Referrer Name:** Name of the referrer URL.
- **Customer Name:** Full name of the customer i.e. first name, middle name, and last name.
- **Email address:** Email address of the customer, to which the transcript was sent. If no transcript was sent, this column will show the last updated email address of the customer.
- **Follow-up email sent (Y/N):** This column shows whether chat transcript was emailed to the customer.
- **Customer OS / Browser details:** Customer's browser details.
- **Category:** Categories assigned to the activity.
- **Resolution code:** Resolution codes assigned to the activity.

General Attributes	
Activity ID:	2481
Case ID:	2142
Type:	Chat
Mode:	Inbound
Sub Type:	General
Date Created:	08/11/2006 08:30:33 AM
Waiting Time:	00:00:05
Activity Duration:	00:16:56
Subject:	I need some help with filling out a new loan application
Priority:	0
Queue Name:	Chat Que
Referrer Name:	Others
Customer Name:	John Doe
Email address:	john@innovtech.com
Follow-up email sent (Y/N):	Yes
Customer OS / Browser details:	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)
Category:	Information Request
Resolution code:	

Level 4 of a sample Chat Volume by Queue report

Chat Volume by Referrer URL



Important: This template is available only if your installation includes Cisco Unified Web Interaction Manager.

This report displays a referrer-URL wise report of chat activity and allows managers to track the referrer URLs (sections of the website) from which Chat help was requested the most. By comparing web site logs with this report, managers and site designers can understand usage characteristics of the web site from which live help is sought. For example, if one particular section of the web site is driving most of live help traffic, it might indicate usability related issues with that section.

This report has four levels:

- ▶ **Level 1:** Displays the information for the complete reporting period for the departments selected for the report.
- ▶ **Level 2:** Displays the information for each referrer URL split into the time segment selected while running the report.
- ▶ **Level 3:** Display details of all activities for the selected time interval.
- ▶ **Level 4:** Displays details of the selected activity.

Level 1

Level 1 displays the following information.

- ▶ **Referrer Name:** Name of the referrer URL.
- ▶ **Incoming Chats:** Total number of chat activities generated from the referrer URL. For an activity to be counted, it should be created within the specified time frame, but need not be completed in that time frame. But, for the activity to get reported it should be completed at the time the report is run. The report includes only the chats routed from entry points and not the transferred or conferenced chats. This column also includes the chats completed by agents servicing a different queue, and the chats completed by supervisors from the My Monitor node.

`Incoming chats = Serviced chats + Abandoned chats`

For example, if a chat gets created at 3:55PM and completed at 4:05PM, it gets reported for the time frame 3:30 - 4PM and not for the time frame 4 - 4:30PM. If a chat gets created at 4:25 PM, and the report is run at 4:30 PM, but the chat activity is not completed yet, it doesn't get reported.

- ▶ **Abandoned Chats:**
 - **#:** Out of all completed chats that were created within the specified time frame, the number of chats that were abandoned even before getting serviced at least once i.e. the customer left before the activity status got changed to Assigned - In Progress the first time.
 - **Average Wait Time:** Average waiting time for customers who abandoned the chat.

`Average wait time = Sum of wait times / Number of abandoned chats in the time frame`

`Wait time = Customer exit time - Activity creation time`

- **# Beyond SL:** Out of all completed chats that were created within the specified time frame, the number of chats that were abandoned after waiting for longer than the service level cutoff time.

For example: While configuring the report you set the service level as two minutes and a chat waits in the queue for three minutes and it gets abandoned, it will be counted in this column.

▶ **Serviced Chats:**

- **#:** Out of all completed chats that were created within the specified time frame, the number of chats that were serviced at least once i.e. their activity status was changed to Assigned - In Progress at least once. For an activity to be counted, it should be created within the specified time frame, but need not be completed in that time frame. But, for the activity to get reported it should be completed at the time the report is run.

- **Average Wait Time:** Out of all completed chats that were created within the specified timeframe, the average waiting time for customers who had the chat session.

Average wait time = Sum of wait times / Number of serviced chats in the time frame

Wait time = Service start time - Activity creation time

Service Start time refers to the time when activity status got changed to Assigned - In Progress the first time.

- **Average Chat Duration:** Out of all completed chats that were created within the specified time frame, the average chat duration for all serviced activities.

Average chat duration = Sum of chat durations / Number of serviced chats in the time frame

Chat Duration = Activity completion time - Activity creation time

- **% Closed By Agent:** Out of all chats that were serviced and completed within the specified timeframe, percentage of activities completed by an agent. This column does not include the activities completed by the customer or system.

% closed by agent = Chats completed by agents / Total serviced chats * 100

For Example: Assume there are 10 serviced chats, out of then there are:

- Two chats where the agent clicks the **Leave** button even while the customer is still in the session, and the customer completes the activity at a later point of time.
- Three chats where the agent clicks the **Complete** button (from the Current or My Monitor folders) even while the customer is still in the session.
- Five chats where the customer clicks the **Exit** button and the agent completes the activity (from the 'Current' or 'My Monitor' folders) at a later point of time.

% Closed By Agent = (3 + 5) / 10 = 80%

- **% Within SL:** The value in this field can vary based on the way you configure your report criteria. While calculating the percentage within service level, you can either include or exclude the abandoned chats. For more details, see “A note about service level and response time” on page 56.

% within SL = Chats serviced within SL / Total number of chats * 100

If you exclude abandoned chats from the service level computation:

- **% within Service Level:** Out of all serviced and completed chats that were created within the specified time frame, percentage of chats serviced within the service level.

If you include abandoned chats in the service level computation:

- **% within Service Level:** Out of all incoming chats that were created within the specified time frame, percentage of chats serviced within service level.

For Example, there are total 20 incoming chats. Out of them 10 are abandoned and 10 are serviced. Out of the 10 serviced chats, five are serviced within the service level. And, out of the 10 abandoned chats, eight are abandoned beyond the service level.

The % within service level is calculated as:

- Do not Include abandoned chats in service level: % within SL = $5/10 * 100$
- Include abandoned chats in service level: % within SL = $5/20 * 100$

Report Name: Chat Volume by Referrer URL		Time Frame: 02/01/2006 12:00:00 AM to 09/01/2006 12:00:00 AM								
Template Name: Chat Volume By Referrer URL		Time Increment: Week								
Description:		Service Level: 2 Minutes								
Sort Order: Ascending		Sort By: Referrer Name								
Department List: Customer Support, Marketing, Products										
Referrer Name	Incoming Chats	Abandoned Chats			Serviced Chats					
		#	Average Wait Time	# Beyond SL	#	Average Wait Time	Average Chat Duration	% Closed By Agent	# Within SL	% Within SL
Department: Customer Support										
Others	257	38	00:02:44	8	219	00:00:50	00:54:09	73.52	197	76.65
Total	257	38	00:02:44	8	219	00:00:50	00:54:09	73.52	197	76.65
Department: Marketing										
Others	22	7	00:00:27	0	15	00:02:03	01:07:49	46.67	13	59.09
Total	22	7	00:00:27	0	15	00:02:03	01:07:49	46.67	13	59.09
Department: Products										
Others	5	1	00:13:41	1	4	00:01:13	03:08:55	25.00	3	60.00
Total	5	1	00:13:41	1	4	00:01:13	03:08:55	25.00	3	60.00
Grand Total	284	46	00:02:38	9	238	00:00:55	00:57:16	25.00	213	75.00

Level 1 of a sample Chat Volume by Referrer URL report

Level 2

Level 2 displays the information for each queue split into the time segment selected while running the report.

Referrer Name: Others		Department: Customer Support		Service Level: 2 Minutes						
From: 02/01/2006 12:00:00 AM		To: 09/01/2006 12:00:00 AM		Time Increment: Week						
Interval Start	Incoming Chats	Abandoned Chats			Serviced Chats					
		#	Average Wait Time	# Beyond SL	#	Average Wait Time	Average Chat Duration	% closed By Agent	# Within SL	% Within SL
08/13/2006	4	0	00:00:00	0	4	00:01:02	01:09:51	75.00	4	100.00
07/16/2006	113	16	00:05:06	5	97	00:00:58	00:43:53	83.51	86	76.11
07/02/2006	140	22	00:01:02	3	118	00:00:42	01:02:03	65.25	107	76.43
07/02/2006	22	7	00:00:27	0	15	00:02:03	01:07:49	46.67	13	59.09
08/27/2006	5	1	00:13:41	1	4	00:01:13	03:08:55	25.00	3	60.00
Total	284	46	00:02:38	9	238	00:00:55	00:57:16	71.01	213	75.00

Level 2 of a sample Chat Volume by Referrer URL report

Level 3

Level 3 displays the following information

- ▶ **Activity ID:** Activity ID of the chat.
- ▶ **Activity Start:** Date and time when activity was created.

- ▶ **Activity End:** Date and time when activity was completed.
- ▶ **Wait Time:** Time between activity creation and start of service i.e. when activity status changed to Assigned - In progress the first time.

$$\text{Wait time} = \text{Service start time} - \text{Activity creation time}$$
- ▶ **Chat Duration:** Duration of the chat. It includes the wait time, actual time that an agent spent chatting with the customer, and the wrap-up time after customer left the session.

$$\text{Chat duration} = \text{Activity completion time} - \text{Activity creation time}$$
- ▶ **Abandoned/ Serviced:** In this column you get to know whether the chat was abandoned or serviced. And if the chat was serviced, was it serviced within service level or not. The possible values for this column are, serviced within SL, serviced beyond SL, or abandoned.
- ▶ **Completed By:** If the agent completes the chat, this column shows the user name of the agent. If the agent clicks the **Leave** button and leaves the chat before the customer exits from the session, or if the chat gets abandoned, this column shows the value **System**.

Referrer Name: Others		Department: Customer Support		Service Level: 2 Minutes		
From: 07/16/2006 12:00:00 AM		To: 07/30/2006 12:00:00 AM				
Activity ID	Activity Start	Activity End	Wait Time	Chat Duration	Abandoned/ Serviced	Completed By
1391	07/16/2006 11:02:23 PM	07/16/2006 11:11:56 PM	00:00:20	00:09:33	Serviced Within SL	Gagan
1392	07/16/2006 11:12:40 PM	07/16/2006 11:13:57 PM	00:00:19	00:01:17	Serviced Within SL	Gagan
1393	07/16/2006 11:15:44 PM	07/16/2006 11:18:37 PM	00:00:21	00:02:53	Serviced Within SL	Gagan
1394	07/16/2006 11:23:13 PM	07/16/2006 11:29:16 PM	00:00:27	00:06:03	Serviced Within SL	Gagan
1395	07/16/2006 11:30:36 PM	07/16/2006 11:35:25 PM	00:00:16	00:04:49	Serviced Within SL	Gagan
1396	07/16/2006 11:35:44 PM	07/16/2006 11:41:54 PM	00:00:28	00:06:10	Serviced Within SL	system
1397	07/16/2006 11:42:59 PM	07/16/2006 11:47:58 PM	00:00:22	00:04:59	Serviced Within SL	Gagan
1398	07/17/2006 02:30:08 AM	07/17/2006 02:53:34 AM	00:00:19	00:23:26	Serviced Within SL	Gagan
1399	07/17/2006 02:54:54 AM	07/17/2006 02:55:06 AM	00:00:12	00:00:12	Abandoned	system

Level 3 of a sample Chat Volume by Referrer URL report

Level 4

Level 4 displays the following information:

- ▶ **Chat Transcript:**
 - **Time Stamp:** Time at which the chat message was sent.
 - **Chat By:** Name of the agent or the customer who sent the message. For a system generated message, the column shows the value **System**. For example, the message, *A representative will be with you in about a minute*, is a system generated message.
 - **Message:** Content of the message sent by the customer or agent.

Chat Transcript

Time Stamp	Chat By	Message
08/11/2006 08:30:34 AM	John Doe	I need some help with filling out a new loan application
08/11/2006 08:30:34 AM	System	[An agent will be with you shortly.]
08/11/2006 08:30:38 AM	System	[You are now chatting with Brian Menke.]
08/11/2006 08:33:39 AM	Brian Menke	Sure, I can help you with that. What kind of loan are you looking at?
08/11/2006 08:33:48 AM	John Doe	I need a student loan
08/11/2006 08:34:39 AM	Brian Menke	[Item sent - http://www.company.com/loans]
08/11/2006 08:34:59 AM	Brian Menke	Then please check out this page
08/11/2006 08:35:23 AM	Brian Menke	[Item sent - All about loans]
08/11/2006 08:36:06 AM	Brian Menke	[Item sent - More about student loans]
08/11/2006 08:37:24 AM	John Doe	Okay, that gives me all the information I need. Thanks!
08/11/2006 08:37:34 AM	Brian Menke	You are welcome!
08/11/2006 08:37:37 AM	System	[Customer John Doe has left the session]
08/11/2006 08:47:29 AM	System	[Agent Brian Menke has closed the session]

Level 4 of a sample Chat Volume by Referrer URL report

► **Notes:**

- **Time Stamp:** Date and time when note was created.
- **Created By:** User name of the user who created the note.
- **Notes:** Content of the note.

► **General Attributes:**

- **Activity ID:** Activity ID of the chat.
- **Case ID:** Case ID of the chat.
- **Type:** Type of activity is **Chat**.
- **Mode:** Mode is **Inbound**.
- **Sub Type:** Sub type is **General**.
- **Date Created:** Date and time at which the activity was created.
- **Waiting Time:** Time for which the customer waited before being serviced.
- **Activity Duration:** Duration of the activity.
- **Subject:** This is the first message sent by the customer.
- **Priority:** Priority of the activity.
- **Queue Name:** Name of the original queue where the activity got routed to for the first time.
- **Referrer Name:** Name of the referrer URL.
- **Customer Name:** Full name of the customer i.e. first name, middle name, and last name.
- **Email address:** Email address of the customer, to which the transcript was sent. If no transcript was sent, this column will show the last updated email address of the customer.
- **Follow-up email sent (Y/N):** This column shows whether chat transcript was emailed to the customer.
- **Customer OS / Browser details:** Customer's browser details.
- **Category:** Categories assigned to the activity.
- **Resolution code:** Resolution codes assigned to the activity.

General Attributes	
Activity ID:	2481
Case ID:	2142
Type:	Chat
Mode:	Inbound
Sub Type:	General
Date Created:	08/11/2006 08:30:33 AM
Waiting Time:	00:00:05
Activity Duration:	00:16:56
Subject:	I need some help with filling out a new loan application
Priority:	0
Queue Name:	Chat Que
Referrer Name:	Others
Customer Name:	John Doe
Email address:	john@innovtech.com
Follow-up email sent (Y/N):	Yes
Customer OS / Browser details:	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)
Category:	Information Request
Resolution code:	

Level 4 of a sample Chat Volume by Referrer URL report

Email Volume by Alias report

This report is used by supervisors and resource schedulers to get pertinent information on email arrival rate, email handling rate, and percentage of emails meeting service levels. Resource planners can move resources between queues at different times to meet the service levels required from the information.

This report has two levels.

- ▶ **Level 1:** Displays the information for the complete reporting period for the aliases selected for the report.
- ▶ **Level 2:** Displays the information for each alias split into the time segment selected while running the report.

Level 1

Level 1 displays the following information.

- ▶ **Alias:** Name of the alias.
- ▶ **Email:**
 - **At Start:** Number of open email activities for the alias, at the start of the reporting period.
 - **Incoming:**
 - **New/No Case:** Number of incoming email activities for the alias, which resulted in the creation of a new case or no case.
 - **Existing Case:** Number of incoming email activities for the alias, which were associated with an existing case.
 - **Auto Ack.:** Number of auto-acknowledgements sent from the alias.

- **Auto Reply:** Number of auto-replies sent from the alias.
- **Manual Reply:** Number of manual replies sent from the alias. This column counts each email in the group reply individually. For example, if you send a group reply for five emails, the count of this column will go up by five. Forwarded or redirected emails are not counted in this column.
- **Response:** Number of responses sent from the alias. Response is the first manual email reply to an incoming email.
- **Compose:** Number of composed emails sent out from the alias.
- **Completed:** Number of completed email activities for the alias. This column counts the incoming emails, emails created from the create object node, and composed emails.
- **Assigned:** Number of emails assigned to an agent, but not completed at the end of the reporting time period. This column counts the incoming emails, emails created from the create object node, and composed emails.
- **Unassigned:** Number of emails not assigned to any agent at the end of the reporting time period. This column counts the incoming emails, emails from create object node, and composed emails.
- **Open:** Number of open emails at the end of the reporting time period. This column counts the incoming emails, emails created from the create object node, and composed emails.

► **Percentage Emails:**

- **Responded Within SL:** Out of all the email responses from the alias, percentage of responses that met specified service level. For more details, see “A note about service level and response time” on page 56.

Percentage emails responded within SL = Number of emails responded within service level / Total number of responses * 100

- **Not responded:** Out of all the email activities that are open at the end of the reporting period, percentage of email activities for which no email response has been sent. This column will consider incoming emails and emails created from the create object node.

Percentage emails not responded = Number of emails that are open in the alias and not responded / Total number of open emails * 100

For example: Let us say in the month of April 100 emails came from customers to the alias. Agents responded to 75 of them. Out of the 75, 50 were responded within five hours. So at the end of the month there are 100 open emails for the alias, of which 75 have been responded by agents.

You run the report for the month of April with a service level value of five hours.

- Percentage emails responded within SL = Number of emails responded within service level (50) / Total number of responses (75) * 100 = 66.67%
- Percentage emails not responded = Number of emails that are open in the queue and not responded (100-75) / Number of open emails (100) * 100 = 25%



Important: The values of both these fields can be 100%. See the next example for details.

Continuing with the example, let us assume that all the 75 responses were sent within five hours and completed. There are 25 open emails in the system which have not been responded.

In this case

- % emails responded within service level = No. of emails responded within service level (75) / Total number of responses (75) = 100%

- % not responded = No of emails that are open in the queue and not responded (100-75) / No of open emails (25)= 100%

► **Avg. Time:**

- **Response:** Average time taken to send the first manual reply to an email. Response time is calculated as the time from email received by the system till the time first manual response is sent out.

Response = Sum of first manual reply time / Total number of responses

- **Handle:** Average time spent by the agent working on the email. This is the time for which the agent had clicked on the activity and not the time for which the email was in the agent's inbox.

Handle = Sum of actual work time for email activities / Total number of email activities handled

Report Name: Email Volume by Alias report	Time Frame: 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM
Template Name: Email Volume By Alias	Time Increment: Quarter
Description:	Service Level: System
Sort Order: Descending	Sort By: Alias Name
Alias List: Support@company.com, asiassupport@company.com, hbshelpdesk@company.com	

Alias	Email												Percentage Emails		Average Time	
	At Start	New/No Case	Existing Case	Auto Ack.	Auto Reply	Manual Reply	Response	Compose	Completed	Assigned	Unassigned	Open	Responded Within SL	Not Responded	Response	Handle
Department: Customer Support																
support@company.com	550	8063	9619	6237	0	9683	7259	1020	18822	729	283	1012	46.27	80.33	37:54:07	01:38:13
hbshelpdesk@company.com	11	3262	53	1343	0	53	52	0	2665	2	659	661	100.00	100.00	08:55:38	00:21:58
asiassupport@company.com	30	518	581	472	0	485	359	4	1075	57	7	64	99.44	68.75	35:37:46	01:33:37
Total	591	11843	10253	8052	0	10221	7670	1024	22562	788	949	1737	49.13	88.07	37:35:57	01:30:26
Grand Total	591	11843	10253	8052	0	10221	7670	1024	22562	788	949	1737	49.13	88.07	37:35:57	01:30:26

Level 1 of a sample Email Volume by Alias report

Level 2

Click an alias address to display the Level 2 report for the alias.

Alias: Support@company.com	Department: Customer Support	Service Level: System
From: 01/01/2005 12:00:00 AM	To: 10/01/2006 12:00:00 AM	Time Increment: Quarter

Interval Start	Email												Percentage Emails		Average Time	
	At Start	New/No Case	Existing Case	Auto Ack.	Auto Reply	Manual Reply	Response	Compose	Completed	Assigned	Unassigned	Open	Responded Within SL	Not Responded	Response	Handle
July-2006	876	1478	1571	942	0	1408	1075	138	3116	729	283	1012	40.84	80.33	50:15:06	01:25:56
January-2006	758	2340	2673	1877	0	2834	2059	194	5205	592	284	876	34.73	78.35	51:27:30	01:25:36
July-2005	636	2424	2560	1861	0	2581	1973	279	5275	489	269	758	50.43	80.22	32:28:41	01:46:15
January-2005	550	1821	2815	1557	0	2860	2152	409	5226	366	270	636	56.23	86.70	23:44:05	01:31:29
Total	550	8063	9619	6237	0	9683	7259	1020	18822	729	283	1012	46.27	80.33	37:54:07	01:38:13

Level 2 of a sample Email Volume by Alias report

Email Volume by Queue report

This report tells about the email arrival rate, email handling rate, and the percentage of emails meeting service levels for a queue. It helps you gauge and schedule the resources needed to meet service levels in the various queues.

This report has two levels.

- ▶ **Level 1:** Displays the information for the complete reporting period for the queues selected for the report.
- ▶ **Level 2:** Displays the information for each queue split into the time segment selected while running the report.

Level 1

Level 1 displays the following information.

- ▶ **Queue:** Names of the queues.
- ▶ **Email:**
 - **At Start:** Number of open email activities in a queue, at the start of the reporting period.
 - **Incoming:**
 - **New/No Case:** Number of incoming email activities coming to a queue, for which new cases were created or no case was created.
 - **Existing Case:** Number of incoming email activities coming in the queue, which were associated with an existing case.
 - **Transfer In:** Number of email activities transferred to the queue. For an activity to be considered as transferred in, the destination queue should be different from the source queue. Transfer in count is incremented when a user transfers an activity from Queue 1 to Queue 2 manually or by alarm rules. The count in this column is not incremented when a user transfers assigned activity back to the original source queue. For example, if the agent pulls an activity from Queue 1 and transfers it back to Queue 1, then it is not counted in this column.
 - **Transfer Out:** Number of email activities transferred out of the queue. For an activity to be considered as transferred out, the destination queue should be different from the source queue.
 - **Auto Reply:** Number of auto-replies sent for the incoming activities in the queue.
 - **Manual Reply:** Number of manual replies sent from the queue, during the time period. This column counts the group replies, but does not count the emails forwarded or redirected.
 - **Response:** Number of responses sent from the alias. Response is the first manual email reply to the incoming email.
 - **Completed:** Number of completed email activities in the queue. The column will also count email activities that got composed, save drafted, and transferred to a queue.
 - **Assigned:** Number of email activities in the queue that are in the assigned state at the end of the reporting time period.
 - **Unassigned:** Number of email activities in the queue that are in the unassigned state, at the end of the reporting time period. The column will also count email activities that got composed, save drafted, and transferred to a queue.
 - **Open:** Number of email activities in the queue that are open at the end of the reporting time period. The column will also count email activities that got composed, save drafted, and transferred to a queue.
- ▶ **Percentage Emails:**
 - **Responded within SL:** Out of all the email responses for the queue, percentage of responses that met specified service level. For more details, see “A note about service level and response time” on page 56.
 - $$\% \text{ emails responded within service level} = \frac{\text{No of emails responded within Service level}}{\text{Total number of responses}} * 100\%$$

- **Not Responded:** Out of all the email activities that are open at the end of the reporting period, percentage of email activities for which no email response was sent.

$$\% \text{ not responded} = \frac{\text{No. of emails that are open in the queue and not responded}}{\text{No. of open emails}} * 100\%$$

For example: Let us say in the month of April 100 emails came from customers to the alias. Agents responded to 75 of them. Out of the 75, 50 were responded within five hours. So at the end of the month there are 100 open emails for the alias, of which 75 have been responded by agents.

You run the report for the month of April with a service level value of five hours.

- Percentage emails responded within SL = $\frac{\text{Number of emails responded within service level (50)}}{\text{Total number of responses (75)}} * 100 = 66.67\%$
- Percentage emails not responded = $\frac{\text{Number of emails that are open in the queue and not responded (100-75)}}{\text{Number of open emails (100)}} * 100 = 25\%$



Important: The values of both these fields can be 100%. See the next example for details.

For example, let us assume that all the 75 responses were sent within five hours and completed. There are 25 Open emails in the system which have not been responded.

In this case:

- % emails responded within service level = $\frac{\text{No. of emails responded within service level (75)}}{\text{Total number of responses (75)}} = 100\%$
- % not responded = $\frac{\text{No. of emails that are open in the queue and not responded (100-75)}}{\text{No of open emails(25)}} = 100\%$

► Avg. Time:

- **Response:** Average response time for all the email responses sent from the queue, in the reporting time period. Response time is calculated as the time between email coming in the system till the time a response is sent out by the system.

$$\text{Response} = \frac{\text{Sum of first manual reply time}}{\text{Total number of responses}}$$

- **Handle:** For the email activities coming to a queue, the average handle time for all the email activities which were worked on by agents.

$$\text{Handle} = \frac{\text{Sum of actual work time for email activities}}{\text{Total number of email activities handled}}$$

Report Name: Email Volume by Queue report	Time Frame: 01/01/2005 12:00:00 AM to 10/01/2006 12:00:00 AM
Template Name: Email Volume By Queue	Time Increment: Quarter
Description:	Service Level: System
Sort Order: Descending	Sort By: Queue Name
Queue List: All	

Queue	Email													Percentage Emails		Average Time	
	At Start	New/No Case	Existing Case	Transfer In	Transfer Out	Auto Reply	Manual Reply	Response	Completed	Assigned	Unassigned	Open	Responded Within SL	Not Responded	Response	Handle	
Department: Customer Support																	
Customer Service	156	6699	8944	71	19	0	8781	7014	15454	370	7	377	44.37	1.59	37:01:10	01:39:18	
Asiapac	22	492	564	5	2	0	475	357	1000	47	2	49	99.16	16.33	34:48:46	01:36:16	
Total	178	7191	9508	76	21	0	9256	7371	16454	417	9	426	47.02	3.29	36:54:45	01:39:07	
Grand Total	178	7191	9508	76	21	0	9256	7371	16454	417	9	426	47.02	3.29	36:54:45	01:39:07	

Level 1 of a sample Email Volume by Queue report

Level 2

Click the name of a queue to view the Level 2 report for that queue.

Queue: Customer Service				Department: Customer Support				Service Level: System								
From: 01/01/2005 12:00:00 AM				To: 10/01/2006 12:00:00 AM				Time Increment: Quarter								
Interval Start	Incoming			Email								Percentage Emails		Average Time		
	At Start	New/No Case	Existing Case	Transfer In	Transfer Out	Auto Reply	Manual Reply	Response	Completed	Assigned	Unassigned	Open	Responded Within SL	Not Responded	Response	Handle
July-2006	259	1381	1540	7	3	0	1340	1041	2807	370	7	377	39.00	1.59	48:09:10	01:20:13
January-2006	215	2029	2582	42	1	0	2687	2021	4608	251	8	259	33.40	1.93	50:39:11	01:25:29
July-2005	165	1996	2490	18	8	0	2508	1910	4446	212	3	215	48.85	0.47	31:34:25	01:50:56
January-2005	156	1293	2332	4	7	0	2246	2042	3593	157	8	165	53.77	1.21	22:56:39	01:34:55
Total	156	6699	8944	71	19	0	8781	7014	15454	370	7	377	44.37	1.59	37:01:10	01:39:18

Level 2 of a sample Email Volume by Queue report