



# Call Type Reporting

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## Call Type Activity

Call type is the highest level reporting entity. Call type reports provide the most insight into call treatment and a caller's overall experience with the system.

A call type is a category of incoming call, and is used to select a routing script for a call. Administrators can create call types that correlate to the type of service the caller wants, and can change the call type during a routing script to direct the call to a new routing script or to gather report metrics for different legs or transactions. For example, your system may have call types configured for the following situations:

- Transfers and conferences, to direct the call to a different routing script and gather call type report metrics for transfers and conferences.
- Individual transactions in CVP Self-Service and Information Gathering applications, to be able to report on those transactions.
- Queuing, to separate Information Gathering and queue metrics. For example, you might change the call type when a call completes an Information Gathering script and enters a queue.
- CVP Ring No Answer (RONA), to direct calls to a routing script designed for this situation, and to use call type reports to see how calls that experience CVP RONA are eventually handled.
- Supervisor and Emergency Assist, to direct the assistance request to a routing script that assigns the request to the team's primary or secondary supervisor, and to use call type reports to view data about supervisor assistance requests.

Key call type metrics include the following:

- Average speed of answer.
- Number of calls received and handled.
- Number of calls that abandoned while en-route to CVP, at CVP, while en-route to an agent, or while being offered to an agent.
- How long callers waited in queue.

- Number of calls queued for an available agent.
- Whether service level objectives are being met.
- Number of transfers and conferences.
- Number of calls that were given the busy, ring, default-routed, or network-routed treatment.
- Number of calls that encountered an error.
- Number of calls that have a bad label.
- Number of calls that re-routed on no answer from the agent's phone.

## How Call Errors Affect Call Type Reporting

The way call errors increment the database depends on the following conditions:

- Calls that abandon en route to the Packaged CCE/CVP scripts are calls that abandon in the network while they are being sent to the VRU. An example of this condition is if a call abandons while it is sent to the VRU from a CTI Route point in Unified Communications Manager. These calls increment the ErrorCount column in the Call\_Type tables.

If the caller abandons within the Abandon Wait Time, calls that abandon en route to CVP might be counted as short calls, instead of as errors.

- Calls that abandon en route to agents are calls that encounter an error when the call is at the agent desktop. This call is counted as part of the AgentErrorCount in the Call\_Type tables.

The Calls Error field in call type reports is a calculated field that combines both error columns. For example, the Calls Error field in the Call Type Historical All Fields report is derived from  $\text{Call\_Type\_Interval.IncompleteCalls} + \text{Call\_Type\_Interval.AgentErrorCount}$ .

## How Calls That Experience CVP Ring No Answer Affect Call Type Reporting

The CVP Ring No Answer feature ensures that when an agent does not answer a call after a specified number of seconds, the call is taken away from the agent and re-assigned to another agent or requeued. The original agent is made Not Ready.

You can configure the routing script to handle CVP Ring No Answer situations in two ways: the script can change the call type when the call is requeued, or the script can continue to use the same call type. The manner in which you script for CVP Ring No Answer affects the report data that you see, as follows:

- If you change the call type, then CallsOffered, CallsRequeued, and OverflowOut are updated for the initial call type. CallsOffered and fields related to the completion of the call, such as CallsHandled, are incremented for the second call type.

Using two call types enables you to identify CVP Ring No Answer occurrences in call type reports. For example, if you create a specific call type for use in Ring No Answer situations, then you can see whether calls are redirecting by monitoring the calls offered to that call type. You can also see whether the FlowOut field is incremented for other call types.

- If you do not change the call type, CallsOffered and fields related to the completion of the call, such as CallsHandled, are incremented. FlowOut is not incremented. You need to use agent or skill group reports to view a count of CVP Ring No Answer calls; you cannot tell from call type reports whether calls are experiencing CVP Ring No Answer.



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**Note** Because the Unified CVP application performs a requery to redirect the call to a different agent or skill group instead of branching to another script, the CallsRONA field is not incremented for the call type.

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