Exony Call Reports Job Aid

This document provides a map for the reports and data elements that are available. To find a report that contains a specific data element, locate the data element along the left hand column.

Reports

You can access the following reports in **Exony Call Reports**:

Inbound Call Detail History	Call Detail History reports provides information about each individual inbound and outbound call within your office.
Outbound Call Detail History	These reports show the following for inbound or outbound calls for the dates you select: • Phone extension that received the call • Number the call came from • Date and Time the call was received • Ring Time • Talk Time • Total Duration (sum of ring time and talk time)
HT-Call Type Summary Daily **HT-Call Type Summary Interval** **HT-Call Type Summary Monthly**	**Call Type Summary** reports show the call activity in the office for the call types that are defined in the call flow. The different call types represent different points in the call flow that can be reached by an incoming call. The counts for the call types are incremented and the metrics are calculated when calls reach that point in the call flow. The metrics include: • total number of calls • how many calls were handled • how many were abandoned • average time to abandon This report is available in daily, monthly, and half-hour intervals, which can be helpful when comparing trends and looking for outliers.
HT-Daily Abandoned Intervals by Call Type **HT-Monthly Abandoned Intervals by Call Type**	**Abandoned Intervals by Call Type** reports are used to assess abandoned inbound call activity. They provide the data necessary to analyze inbound call activity and customer tolerance. The different call types represent different points in the call flow that can be reached by an incoming call. The counts for the call types are incremented and the metrics are calculated when calls reach that point in the call flow. Some questions that may be answered from this report are: • How long is a customer willing to wait in queue? • Are some types of calls abandoned more frequently or sooner than other types of calls? A high abandon rate may represent lost opportunities for sales or retention. A customer's decision to abandon the call is influenced by their expectations such as, willingness to wait, who is paying for the call, or time available. This report is available for daily and monthly reporting.
HT-Daily Answered Intervals by Call Type **HT-Monthly Answered Intervals by Call Type**	**Answered Intervals by Call Type** reports are also used to evaluate the customer experience. They provide data to assess how calls were answered. The different call types represent different points in the call flow that can be reached by an incoming call. The counts for the call types are incremented and the metrics are calculated when calls reach that point in the call flow. Some questions that can be answered from this report are: • What is the wait time before a call is answered? • Are some types of calls answered faster than other types of calls? • Does staffing need to be adjusted? The **Answered Intervals by Call Type** reports are available for **Daily** and **Monthly** reporting.

HT-Daily Call Activity by Skill Group with Drilldown	The **HT-Daily Call Activity by Skill Group with Drilldown** report allows the user to see very specific and detailed information about skill groups defined for the office. The skill groups represent groupings of agent team members that the agent has decided to use for his office call flow. Agent team members belong to at least one, and possibly more than one, skill group. This report looks at metrics for the individual skill groups in the office and the user can drill down to the metrics for the agent team members that belong to the skill group, and then drilldown further to the half hour intervals for that team member as a member of the skill group. The metrics include: ⋆ Number of inbound calls ⋆ Number of outbound calls ⋆ Average talk time for inbound and outbound calls ⋆ Amount of time the team members are in a Not Ready state ⋆ Amount of time the team members are Logged On ⋆ Number of calls that were redirected to another team member or skill group because of no answer (RONA)
HT-Daily Call Activity by Agent Team Member with Drilldown	The **HT-Daily Call Activity by Agent Team Member with Drilldown** report summarizes call activity information for individual agent team members. Agents can "drill down" from the summary level to see the skill groups the call activity occurred in, and the active half hours for the calls.
RT-Agent State Pie Chart by Skill Group	The **RT-Agent State Pie Chart by Skill Group** chart displays a graphical snapshot of how many agent team members are in each of the SFCTI call states at a given point in time. The snapshot is updated every 20 seconds. The possible SFCTI call states include: ⋆ Ready ⋆ Talking ⋆ Not Ready ⋆ After Call Work ⋆ Logout ⋆ Busy Other
RT-Call Type Current Half Hour and today	The **RT-Call Type Current Half Hour and Today** shows call activity and metrics about the different call types. The call activity is presented in three snapshots: a given point in time (**Calls Now**), the past 30 minutes (**Current Half Hour**), and midnight to the current time (**Today**). The different call types represent different points in the call flow that can be reached by an incoming call. The counts for the call types are incremented and the metrics are calculated when calls reach that point in the call flow. The snapshot is updated every 10 to 60 seconds, based on the value selected for the interval slider in the parameter field. Some of the metrics include: ⋆ Number of calls in queue at the point in time ⋆ Duration of the longest call in queue at the point in time ⋆ Number of calls connected to an agent team member at the point in time ⋆ Number of calls offered during the current half hour and current day ⋆ Number of calls answered during the current half hour and current day ⋆ Number of calls abandoned during the current half hour and current day ⋆ Average speed of answer ⋆ Average handle time
RT-Skill Group and Agent Team Member Status	The **RT-Skill Group and Agent Team Member Status** report displays a snapshot of the skill group metrics at a given point in time. The skill groups represent groupings of agent team members that the agent has decided to use for his office call flow. Agent team members belong to at least one, and possibly more than one, skill group. The snapshot for the individual skill groups is updated every 10 to 60 seconds based on the value selected for the interval slider in the parameter field. The metrics in the report include: ⋆ Number of calls waiting in queue for the skill group ⋆ Amount of time the longest call has been waiting ⋆ Number of agent team members logged into the skill group ⋆ Number of agent team members in the Ready state to take calls ⋆ Number of agent team members who are busy on calls in another skill group

Report Columns

Data Element	Inbound Call Detail History	Outbound Call Detail History	HT-Call Type Summary Daily	HT-Call Type Summary Interval	HT-Call Type Summary Monthly	HT-Daily Abandoned Intervals by Call Type	HT-Daily Answered Intervals by Call Type	HT-Daily Call Activity by Agent Team Member with Drilldown	HT-Daily Call Activity by Skill Group with Drilldown	HT-Monthly Abandoned Intervals by Call Type	HT-Monthly Answered Intervals by Call Type	RT-Agent State Pie Chart by Skill Group	RT-Call Type Current Half Hour and today	RT-Skill Group and Agent Team Member Status
	Call Detail History		**Historical Reports**									**Real-Time Reports**		
% Abandoned (All)			♦	♦	♦									
Abandon Ring Time								♦	♦					
AFO/Office Name	♦	♦												
After Call Work												♦		
ASA To 30													♦	
ASA Today													♦	
Available														♦
Available Time (Per Skill Group)								♦	♦					
Avg Handle Time			♦	♦	♦									
Avg Handle Time To 30													♦	
Avg Handle Today													♦	
Avg Hold Time			♦	♦	♦									
Avg Hold Time In								♦	♦					
Avg Router Queue Aban Delay Time			♦	♦	♦									
Avg Speed to Answer			♦	♦	♦									
Avg Talk Time			♦	♦	♦									
Avg Talk Time In								♦	♦					
Avg Talk Time Out								♦	♦					
Avg Wrap Time			♦	♦	♦									
Avg Wrap Time In								♦	♦					
Busy			♦	♦	♦									
Busy/Other												♦		♦
Call Type						♦	♦			♦	♦		♦	
Calls Abandoned			♦	♦	♦	♦	♦			♦	♦			
Calls Abandoned >360						♦				♦				
Calls Abandoned 0-20						♦				♦				
Calls Abandoned 121-180						♦				♦				
Calls Abandoned 181-240						♦				♦				
Calls Abandoned 21-30						♦				♦				
Calls Abandoned 241-300						♦				♦				
Calls Abandoned 301-360						♦				♦				
Calls Abandoned 31-60						♦				♦				
Calls Abandoned 61-90						♦				♦				
Calls Abandoned 91-120						♦				♦				
Calls Abandoned To 30													♦	
Calls Abandoned Today													♦	
Calls Answered			♦	♦	♦	♦	♦			♦	♦			
Calls Answered >360							♦				♦			
Calls Answered 0-20							♦				♦			
Calls Answered 121-180							♦				♦			
Calls Answered 181-240							♦				♦			
Calls Answered 21-30							♦				♦			
Calls Answered 241-300							♦				♦			
Calls Answered 301-360							♦				♦			
Calls Answered 31-60							♦				♦			