

Competella Statistics

User Guide, v. 2.21

October 2020

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Version history

Date	Version	Comment
2015-02-22	1.0	Initial documentation
2015-05-05	1.1	Missed Calls log added to logs. Reflects changes up to WebManagement version 1.5.23.
2016-07-05	2.0	Draft, new and changed Metrics, new grouping of statistics
2016-10-26	2.1	Added examples to Agents available in Queue. Added Metrics Transferred from Queue, Queued Calls – Number
2016-10-28	2.2	Added metrics Agent Consult Calls – Number, Agent Consult Calls – Time
2016-11-03	2.3	Added sections Callback Metrics Explained and Appendix 4 – Call log columns.
2016-12-13	2.4	Added metrics: Agents Available in Queue – Time, Agents Connected to the system – Time, Agents paused - Time
2017-05-02	2.5	Improved description for outgoing call metrics.
2017-05-09	2.6	Added info on Agents Paused - Number.
2017-07-05	2.7	Added info on mail statistics.
2017-09-25	2.8	Clarification on Agent Offered Calls
2017-10-09	2.9	Clarification on All Calls. Added Appendix 5 – FAQ.
2017-11-27	2.10	Added Appendix 6, Web Api
2017-12-07	2.11	Added more information about super user and claims.
2018-02-16	2.12	Added info about a new filter, transferred to.
2018-03-29	2.13	FutureAdded info about: In R2.5, For multi tenant systems you can use Powershell to configure the Schedules
2018-04-25	2.14	FutureAdded info about: In R2.5, Two new metrics described: Agents status – Number and Agents status – Time.
2018-08-28	2.15	Web Callback Requests - Number, Callback Calls – Number
2018-12-11	2.16	Added metric: Callback talking – Time.
2018-12-14	2.17	New section “Chat statistics explained”
2019-09-17	2.18	Added AgentUri parameter to web api.

2019-12-05	2.19	Added section Ava statistics explained
2020-02-20	2.20	6 new metrics added: Agent Wrap Up Calls Incoming - Time Agent Wrap Up Calls Incoming - Number Agent Wrap Up Calls Outgoing - Time Agent Wrap Up Calls Outgoing - Number Agent Wrap Up Calls Callback - Time Agent Wrap Up Calls Callback - Number
2020-10-14	2.21	Added example to illustrate Agent connected to the system

Introduction

This user guide describes how to use the Competella Statistics.

Audience: Managers and users that has interest of viewing statistics from the Competella System.

Requirements to run the system: Complete Competella system installed, + WebManagement module installed through a separate setup-kit.

In this user guide we use the term "agent" for the person controlling the switchboard. When we describe user interfaces, we use **bold** to refer to elements in the user interface.

Start and login

You can access the Statistics by browsing to the Competella server at this address:

[http://\[your_url_to_the_competella_server\]/WebManagement](http://[your_url_to_the_competella_server]/WebManagement).

The login screen will be displayed:

Please Sign in

The screenshot shows a login form with the following elements:

- A text input field labeled "Username".
- A text input field labeled "Password".
- A checkbox labeled "Remember me".
- A blue button labeled "Sign in".

Figure 1

Enter your **Username** and **Password**. To gain access to the statistics your user must have the role **Admin** or **SuperUser**, user-roles is controlled in the web-application **Directory Manager**.

If you check the box **Remember me**, the system will keep you logged until you manually click on **log off**. If you simply closed the web browser window when you don't want to use the statistics anymore, the system will automatically log you in next time you visit the statistics.

Overview of the User interface

There can be several submenus available to you after login, depending on your role in the system. You can find the statistics under the menu choice called **Statistics & Logs**. (FIGURE 2) Below that you have 9 submenus(if all functions are enabled by license and claims):

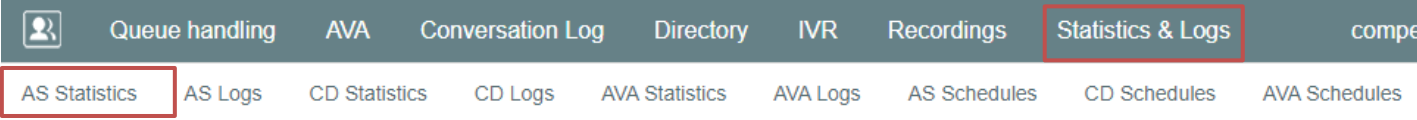


Figure 2

Filters – common interface

The upper part of the User interface (FIGURE 3) is the same regardless if you choice **Statistics** or **Logs**. You get a dropdown menu (1) in the top with the available reports. If you choose a new report in the dropdown, that report will be loaded in the user interface. On the first row below you get a group of settings named **Filter** (2).

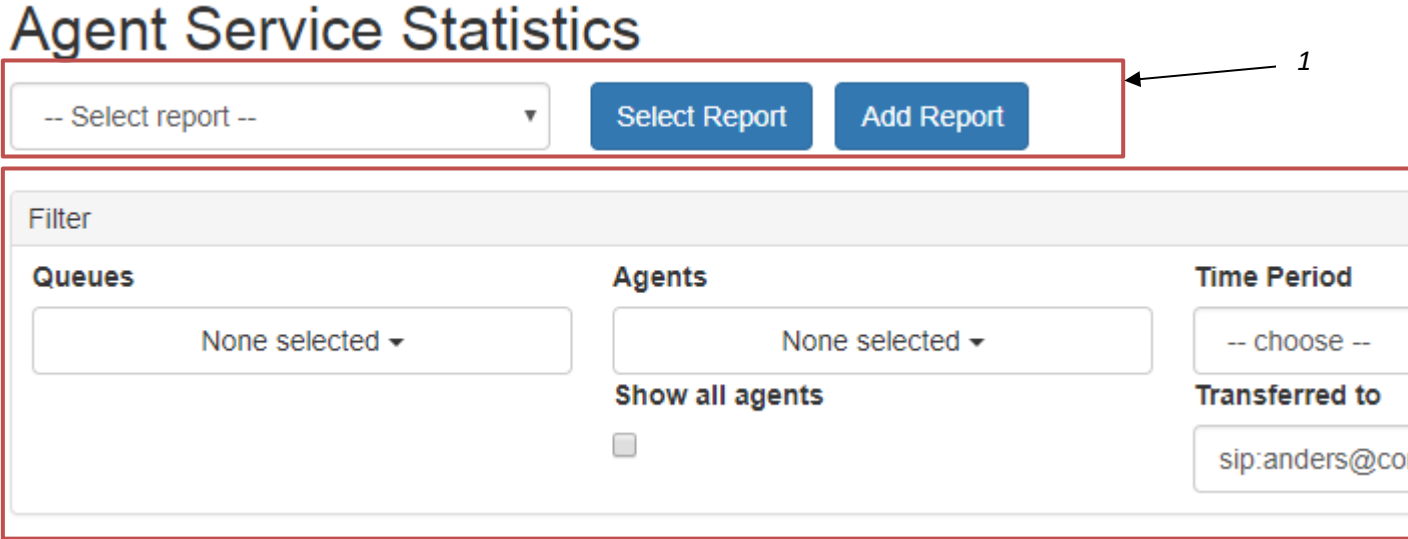


Figure 3

These are used to filter out the data that you want in your report. Starting from the left side you have **Queues** and **Answered by Agents**. (FIGURE 4) These dropdowns have checkboxes (1) in them when you expand them, this enables you to select more than one choice at the time. The Statistics is aggregated for all the choices you make here, if you filter by two queues, their data is added up so that the average number of calls is likely twice as high.

Agents can be filtered both by individual **agents** or **Agents groups** (2). If you choice agent groups all the agents in that group is added in the report data, and all their combined data is displayed, so you easily can answer questions like “how many calls has this agent group answered”.

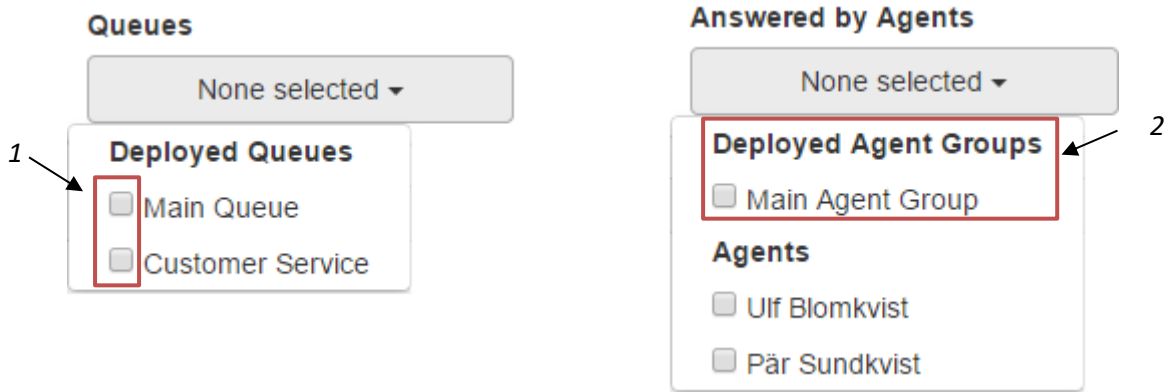


Figure 4

In the R2 version of the Competella system, there is an added feature of multiple configurations for Queues and Agent Groups. In this case an additional choice is available “old Queues” and “old agent groups”.

You can also add filters on **Time Periods** or **Specific Dates**. (FIGURE 5) If you choose Time Periods=Last week (1) you will be able to execute the report several time, for example once a week, without having to change the Date settings, it will always show you the data for **Last week**. You can use the **specific Dates** when you want to look at any irregular intervals or carry out a specific analysis. Please note that if you save a report with specific dates, the dates won't be updated automatically when you execute that report at a later date.

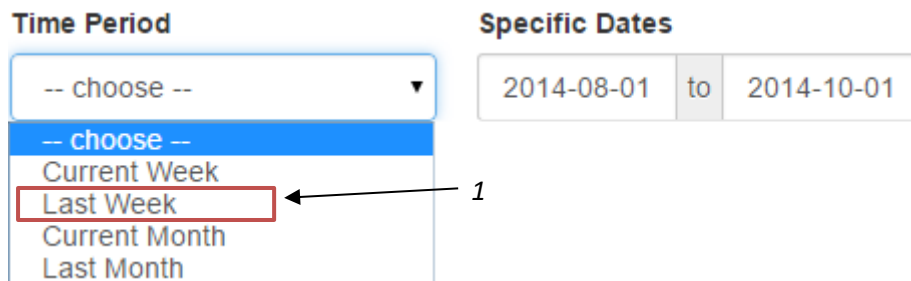


Figure 5

If you enter only a startdate the end-date will default to Tomorrow. If you specify only an end-date, the startdate will default to first of January previous year. These default values will not be filled into the textboxes above, they are only present on the server-side.

You can also add a transfer destination filter in the **Transferred to** text box. (FIGURE 3)

You can use sip address or phone number but not queue names. Use *(star) for wildcard and ,(comma) for adding many addresses.

Statistics – grouping and exclusions

In **Statistics** you have the possibility to specify how you would like to group your report, as well as specifying more filters and some data you would like to exclude from the report. (Figure 6)

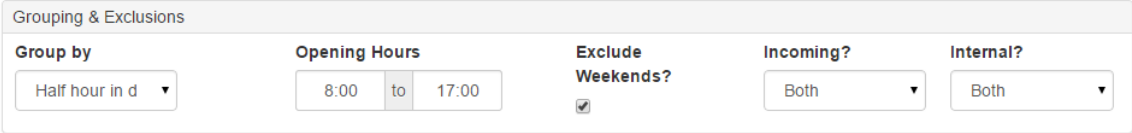


Figure 6

Group By

Going from left to right you first have the choices for **Group By**. Here you can switch from three main choices: **Timeline**, **Workload Peak Analysis** or **KPI analysis**.

Group by

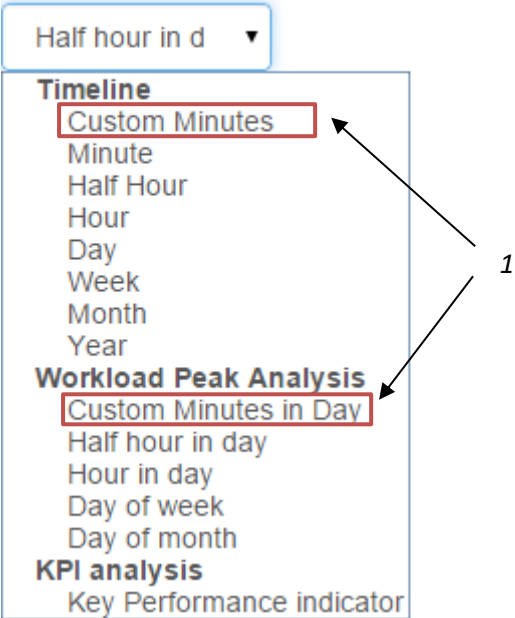


Figure 7

When you choose **Timeline** the data is presented as a timeline and it will be aggregated on the period you choose. If you choose **Half Hour** and have **Time Period=Last Week** you will see the data in half hour periods from Monday last week to Sunday last week.

Workload Peak Analysis on the other hand is designed to analyze the workload peak during the period. So if you would choose **Half hour in day** and have **Time Period=Last Week** then you will see the data in half hour periods during a day, with all the data from Monday to Sunday last week aggregated into one day. This is useful if you want to figure out how you should staff your Agents in regard to the workload the System is getting. Can answer questions like “how many agents must I have working during lunch hour”?

KPI analysis is a special kind of aggregation designed to meet your KPI goals. Many companies have KPI goals like “We must answer 80% of all the call within 30seconds”. With **KPI analysis** you can specify your **interval** (1) in seconds (FIGURE 8), a value of 5 will get you intervals between 0-4s, 5-9s, 10-14s, 15-19s etc. After refreshing you get a graph (FIGURE 9) which tells you that 80%

of the calls is answered within 14seconds. With KPI analysis you can only specify one metric to measure, in this example it is Number of answered calls.

Group by **Interval**

Key Performa ▾ 5 1

Figure 8

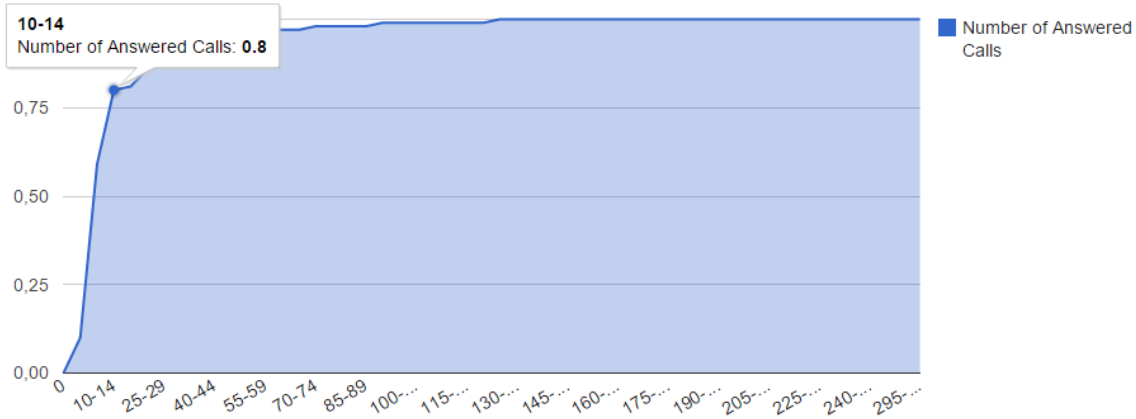


Figure 9

If you choose **Custom minutes** or **Custom minutes in day** (1) in the Group By dropdown (FIGURE 7) then an extra dropdown shows up next to the dropdown, this allows you to specify your own custom minute interval that you would like to group your data by.

Time Exclusions

You have the possibility to exclude calls in regards to **opening hours** and **weekends**. (FIGURE 10) Statistics shows data for all calls regardless of the opening hours defined in the queues themselves. It is sometimes valuable to see how many calls that come outside of opening hours of queues. If you specify **opening hours** here in the statistics, all calls outside of these opening hours will be excluded. Weekends is also excluded by default, but you have the possibility to include them by unchecking the **Exclude weekends** checkbox.

Opening Hours 8:00 to 17:00

Exclude Weekends?

Figure 10

Type of Calls

You can differentiate between different types of calls (FIGURE 11). There are exclusion filters for both **Incoming** and **Internal** calls. In the **incoming** dropdown you can choose Only incoming calls, Other or Both. **Other** in this case means that the call is outgoing, a call placed by an agent in the "B" side of the Competella Multimedia Attendant. The outgoing calls can be either internal or external, incoming calls is mostly External.

The Competella system can be configured how to recognize if a calls is internal. This is done by a System Administrator in the **Competella Application Suite Client**. It is sometimes challenging to setup rules that capture all internal calls and not any of the external calls. The Capture rules is based on identifying addresses to where the calls are made, and proper recognizing can turn out to be difficult.

The most common setting here is **Incoming=Only Incoming calls** and **Internal=Other**, which should give you answers to questions like “How many incoming external calls do we have”?

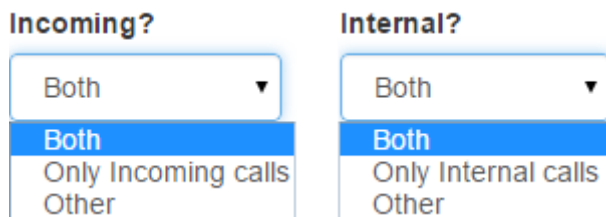


Figure 11

Adding metrics to reports

After deciding what to filter and exclude, and what type of grouping you need, it’s time to add some metrics to the report. (FIGURE 12) The Metrics is hidden by default, but can be expanded by clicking on the link **Metrics Selector** (1). When expanded you see six columns of dropdowns that corresponds to 6 different metrics. You can add between 1-6 metrics to your report.

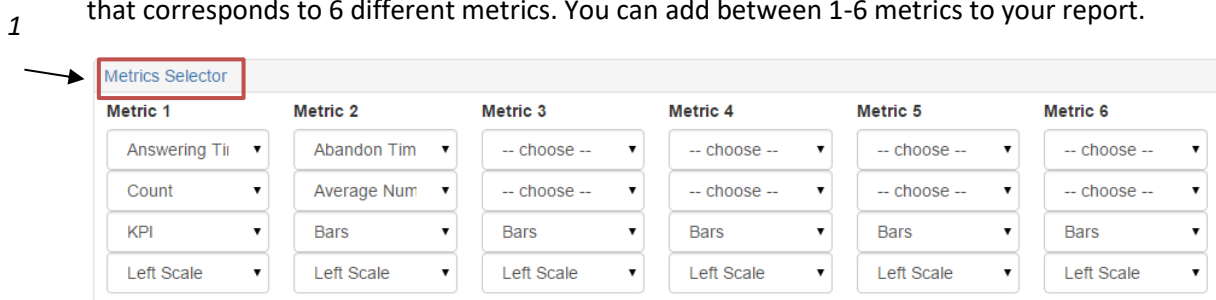


Figure 12

If we go through the dropdown for Metric 1 from top to bottom we first have the actual metric values that you can choose from. (FIGURE 13). The metrics is grouped in three different groups: **Call Metrics**, **Agent Metrics** and **Period Metrics**. The naming is almost self explanatory. Call Metrics is metrics that measure time in a call, from the customers point of view if you like. Agent Metric measure time from the agents point of view and Period Metrics is metrics that measure activities during a certain periods, disregarding if any calls came in during that period or not.

Important!

The Agent Metrics name starts with Agent.

Please note that you can’t use Call Metrics in a report where you have grouped by agent or using the agent filter. Call Metrics are only for “queue reports”, not “agent reports”. But you can have always have agent metrics in the report.

Metric 1

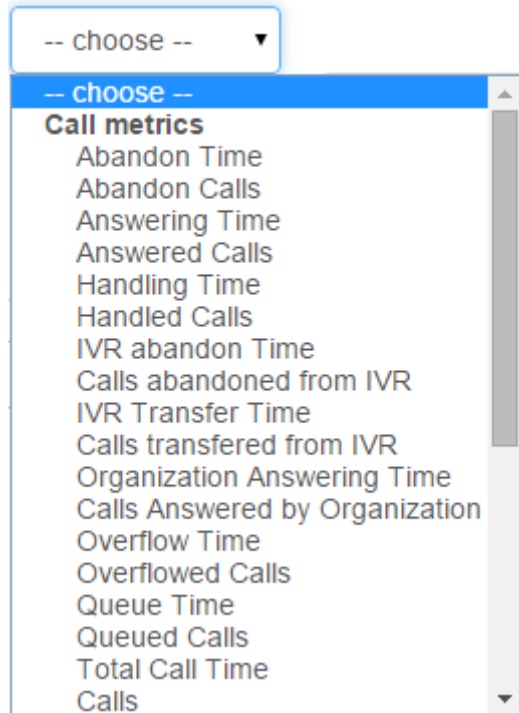


Figure 13

The exact calculation of each metric is explained under the section “Metrics Explained”, but here is an overview. All measurements of time is in seconds, rounded to 2 decimals.

Metrics	CCD	Answers the question?
Abandoned Calls –Time	Y	How long does it take before the customers hangs up if no one answers?
Abandoned Calls – Number	Y	How many calls where abandoned?
All Calls – Time	N	How long does it take from the start of a call to the end, no matter how the call ended?
All Calls – Number	Y	How many incoming and outgoing calls came into the Competella system?
Callback Requests – Time	N	
Callback Requests – Number	N	
Incoming Answering Calls – Time	Y	How long does it take before any agent answers the call?
Incoming Answered Calls – Number	Y	How many calls were answered?
Incoming Calls – Time		
Incoming Calls – Number		
IVR Abandoned Calls – Time	Y	How long does it take for the customer to hang up inside the IVR?
IVR Abandoned Calls – Number	Y	How many calls were abandoned inside if IVR?
IVR Transferring Calls – Time	Y	How long does it take for the IVR to transfer the customer to a Queue or Agent?
IVR Transferred Calls – Number	Y	How many calls were transferred from IVR to a Queue or Agent?
Outgoing Calls – Time		
Outgoing Calls – Number		

Overflowed Calls – Time	Y	How long does it take for a call to be overflowed in a queue?
Overflowed Calls – Number	Y	How many calls were overflowed?
Queue Closed Calls – Number		
Queued Calls – Time	Y	How long does it take from the start of the call until an agent picks up? If the customer hangs up, queue time is 0, and abandon time is recorded.
Queued Mails – Time		
Mails – Number		
Transferred to Queue – Number		How many calls were transferred from other queue? This metrics is measured on the queue that receives the transferred call.
Transferring Answered Calls – Time	N	How long does it take for a transferred call to be answered?
Transferred Answered Calls – Number	N	How many calls were transferred and answered?
QoS		
Agent Answering Calls - Time	Y	How long is the response time for the agent/agents? From Call offered to the call answered.
Agent Answered Calls – Number	Y	How many calls were answered by this agent/agents?
Agent Callback Answering Calls – Time		
Agent Callback Answered Calls – Number		
Agent Callback Destination Answering – Time		
Agent Callback Destination Answered Calls – Number		
Agent Offering Calls – Time	Y	For how long is calls offered to an agent/agents? Time is recorded even if the call timed out and is offered to another agent.
Agent Offered Calls – Number	Y	How many calls were offered to this agent/agents? Note that the same call can be offered to the same agent more than once.
Agent Outgoing Calls – Time	N	For how long is an agent/agents busy in outgoing calls?
Agent Outgoing Calls - Number	N	How many outgoing calls were made by this agent/agents?
Agent Consult Calls – Time	N	
Agent Consult Calls - Number	N	
Agent Queued Mails - Time	N	
Agent Read Mail - Number	N	
Incoming Talking – Time	N	
Outgoing Talking – Time	N	
Outgoing Answered Calls – Number	N	
Talking – Time	N	
Agents Connected to the system - Number	Y	How many agents were connected to the system?
Agent paused - Number	N	How many agents were made by this agent/agents?

Agent Available in Queue - Number	Y	How many agents were connected to a queue?
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The next choice is to specify how the metric should be aggregated. (FIGURE 14) Depending on which metric you have chosen, there will be different aggregation choices for you here.

You have the possibility of aggregate the data with your normal aggregating functions such as **Average, Sum, Minimum and Maximum value**. With Average, minimum and maximum you can quickly get a grip of the extreme values in the data, for example the maximum call length during a day. If you add Standard Deviation or Variance you could find out what the more “normal” call length is, and what values fall outside of that. Find out more on Standard Deviation on Wikipedia: http://en.wikipedia.org/wiki/Standard_deviation

With **Total number of** and **Average number of** you will get the Count of the data, the number of instances of calls that satisfy your filters. If you for example choose **Answered Calls** as metric, and choose **Average number of** as aggregation, you get the answer to the question: “*What is the average number of calls that is answered during my selected period*”.

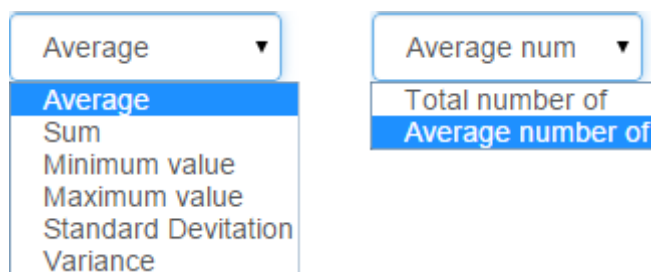


Figure 14

Formulas used for average values:

Average Time: Normal average formula: Total Time / Number of items where Time not equals null.

Average Number of: Number of items where value not equals null / number of days that can be found among the items

Next is the type of graph display you would like to have (FIGURE 15), note that this is only relevant if you choose the graph output format. (SEE OUTPUT FORMAT). You can choose between **line, Bars** or **Area**-Graphs. You can mix graph output so that one metric is displayed as a bar-graph and another one as a line-graph. The last choice, **KPI**, is associated to the KPI-style of reports and should only be used when you select **Group By=Key Performance Indicator**, it will show a special kind of graph which accumulates all the data, as seen in FIGURE 9.

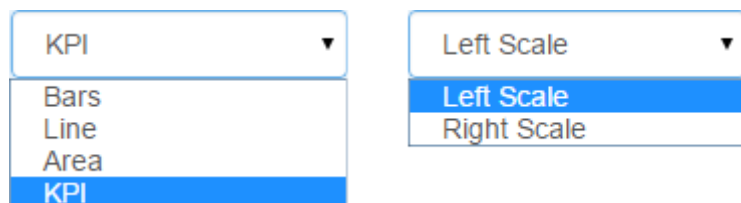


Figure 15

The last choice (FIGURE 15) is whether you would like to render the metric data in the **left scale** or the **right scale** of the Graph. If you mix several types of metric values in one graph, it can sometimes be hard to display them in the scale. Just set the metric that is significantly higher or lower than the rest in the right scale and refresh the report, and it will look much better.

Output format

If you change any of the settings and would like to refresh the report output (FIGURE 16), click on the **Refresh** (1) button, just above the report data.

You can have the report output in several formats, **Graph**, **List** or **Excel** (2). **Graph**, which requires a working internet connection is only available in **Statistics**, **List** and **Excel** is available in both **Statistics** and **Logs**.



Figure 16

Statistic reports

A detailed description of the reports that Competella provides with the installation of the statistics module will soon be available.

Log reports

Currently there is three available reports as log-output. (FIGURE 17) You can access them by choosing **Logs** (1) from the Statistics and Logs submenu and then choosing either report from the dropdown (2).

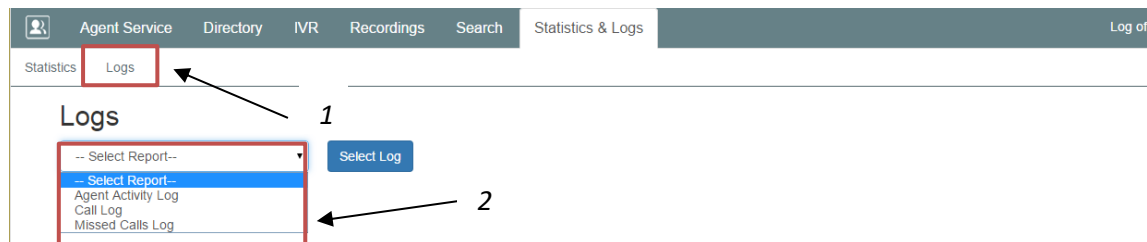


Figure 17

The filters described earlier in FILTERS – COMMON INTERFACE is applicable to both the log reports and is not described in detail here.

Agent Activity log

When you select the **Agent Activity Log** you an extra section below the Filters popup up. Here you can select which Activities you would like to see in the report. There are three available activities, **Agent Connected**, **Agent Paus Time** and **Queue Availability**. These activities are all presented in start-stop periods. If any of the periods overlap midnight, the period is then split up into two periods.

Select Activities to display in log

Activities

Agent Connected, Agent Paus

Time Periods

- Agent Connected
- Agent Paus Time
- Queue Availability

Refresh

Figure 18

If you add more than one activity you can see them both as separate rows in the output, distinguishable by the column **PeriodType** which contains the activity name. (FIGURE 19). Below you see an example of the agent **Ulf Blomkvist** being logged in to the system (**AgentAvailability**) between 08:01:20 to 08:59:15 and then taking a 6 minute break (**AgentPausTime**) before being available again between 09:05:10 and 12:07:00. The Excel output has the same columns as the list output below.

Agent	Queue	Period start	Period End	PeriodType
sip:ulf.blomkvist@competella.com		2014-10-01 08:01:20	2014-10-01 08:59:15	AgentAvailability
sip:ulf.blomkvist@competella.com		2014-10-01 08:59:15	2014-10-01 09:05:10	AgentPauseTime
sip:ulf.blomkvist@competella.com		2014-10-01 09:05:10	2014-10-01 12:07:00	AgentAvailability

Figure 19

Call log

The call log contains information about the calls made to the system. If you choose list output (FIGURE 20) you get a quick glance of the data with just 100 rows of information with a few column such as the **Call Start Time**, **Call Origin**, **Call To** etc.

Call start Time	Call Origin	Call to	Incoming?	Call to Queue?
2014-08-11 08:02:22	sip:anonymous@competella.com:user=phone	sip:Queue1@competella.local	True	True
2014-08-11 08:02:37	+46709999999	sip:Queue1@competella.local	True	True
2014-08-11 08:11:26	sip:anonymous@competella.com:user=phone	sip:Queue1@competella.local	True	True

Figure 20

If you choose the excel output you get more information about each call. (FIGURE 21) Here you can see all the call metrics, such as **Answering Time**, **Queue Time**, **Handling Time** etc. Since the log data can consist of many rows, it's recommended that you use the Excel output.

Call start Time	Call Origin	Call to	Incoming?	Call to Queue?	Total Call Time	Answering Time	Organization Answering Time	IVR Transfer Time	Queue Time	Abandon Time	Overflow Time	IVR abandon Time	Handling Time
2014-08-11 08:02:22	sip:anonymous@competella.com	sip:Queue1@competella.local	True	True	112,47	9,72			96,27				76,2
2014-08-11 08:02:37	+46709999999	sip:Queue1@competella.local	True	True	238,27	13,2			141				97,27
2014-08-11 08:11:26	sip:anonymous@competella.com	sip:Queue1@competella.local	True	True	148,29	11,51			33,93				114,37

Figure 21

dfdfsd

Missed Calls log

The missed Calls log contains the same information as the calls log, but it is filtered to contain only calls that has an abandoned time greater than 0 seconds. If the call has an abandoned time, it is generally not answered and is considered "missed".

This report is useful if you want to follow up on all the abandoned calls and take action on them.

Customizing Reports

Saving your own report definitions

The Statistics module comes with a set of predefined reports that you cannot change, but you are free to use them and save them under a different name. You can change any of the available settings and then click on the **Save** button in the upper right corner (FIGURE 22Figure 16). You can also delete any of your own reports, but not the reports provided by Competella. Note that reports must have a unique name.



Figure 22

Roles, Templates and Reports

There are different access to the reports and templates for different roles (Admin and SuperUser), see below table.

Header	Create, edit and delete	Visible	Description
System Templates		Admin	Visible for all tenants, created at installation
Admin Reports	Admin	Admin	visible for one tenant for the admin
SuperUser Templates	Admin	Admin, SuperUser	created by admin and visible for all tenants, should be called custom system template
SuperUser Reports	Admin, SuperUser	Admin, SuperUser	Only the SuperUsers that is creator. created by superuser and not visible for other superusers. But visible for system admin

About superuser, claims and queue filter:

super user for statistics default claims are CanSeeStatistics,CanSeeLogs, but not CanEditTemplate and Statistics_SeeAllAgentGroups

Super user can create reports with data for users in his group, but can normally not create a template

The system admin should have Statistics_SeeAllAgentGroups claim.

If you have claim Statistics_SeeAllAgentGroups you **can** see all agents for the tenant, not only your groups

If you have claim Statistics_SeeAllAgentGroups you can see IVR Queues for the tenant.

If you have claim Statistics_SeeAllAgentGroups you can see all templates without tenantid and all reports on the current tenant.

If you have claim Statistics_SeeAllAgentGroups then if you create a report and not check template then is it an admin Reports

If you have claim `Statistics_SeeAllAgentGroups` then if you create a report and check template then is it an Super user template

Custom Excel Templates

You have the ability to alter the Excel Template that is used to render each report to the Excel output format (FIGURE 23), you can achieve this by clicking on **Edit Excel Template** (3) after switching the output format to Excel.



Figure 23

Then you get a popup window (FIGURE 24) with some instructions and an option to **upload a file** (1) from your computer to be used as an Excel Template in the active report. The best way to design your own Excel Template is to first execute the report and choose the output as Excel. Then you can add your own formulas in row 2, in Column H-Z. When you are done creating custom formulas, then you save the file to your disk, and then upload the same file in the popup window and press the **Save** button. Your formulas will then be copied from row 2 to all the rows in the report Excel file whenever you decides to execute the report.

After you have uploaded your Excelfile, you can download it from the same popup window, by clicking on the link **Click here to open it in Excel for editing.** (2)

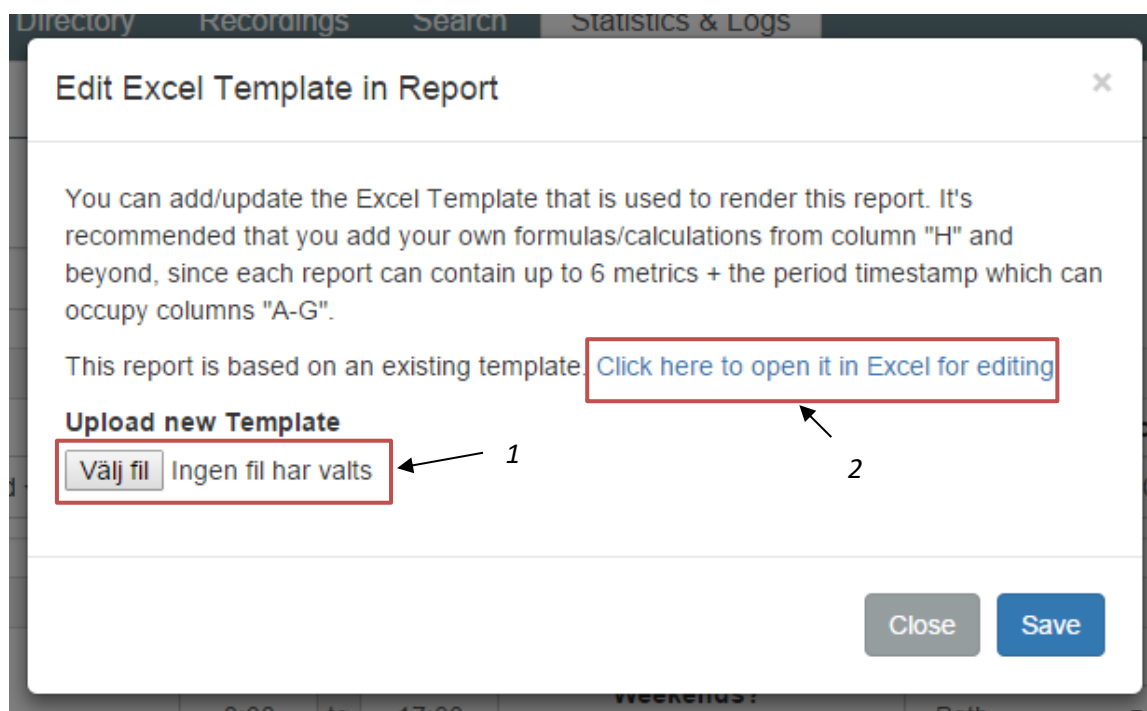


Figure 24

Integration - third party reporting tools

If saving your own reports and/or customizing the Excel Template is not enough for you, Competella also provides two Database Views for integration. Through these views you can connect any third party reporting Tools like SAP Crystal Reports or Microsoft Reporting Services. These views are called *Statistics Integration Calls View* and *Statistics Integration Periods View*.

The first contains information about calls and their metrics, and the last contains information about when agents is connected to the system or individual queues and when they are paused.

Scheduling reports

NOTE: The new menu choices AS Schedules and CD Schedules are visible you have license for Statistics scheduling. But you need to do the following to make it visible instantly after the license installation; go to IIS Manager and do a recycle on CompetellaConfigPool and the log out and log in again.

For multi tenant systems you can use Powershell to configure the Schedules license for each tenant. See Competella Statistics Processes Installation Guide for more information on this.

This functionality was added in version 1.8.1.11649. There are two new menu options as seen in (FIGURE 25), Agent Server Schedules and Call Distributor Schedules.

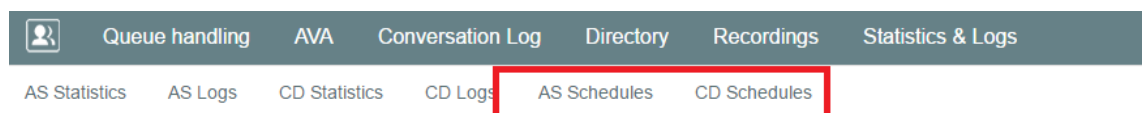


Figure 25

If you click on AS Schedules, you will see the schedules page as in (FIGURE 26)

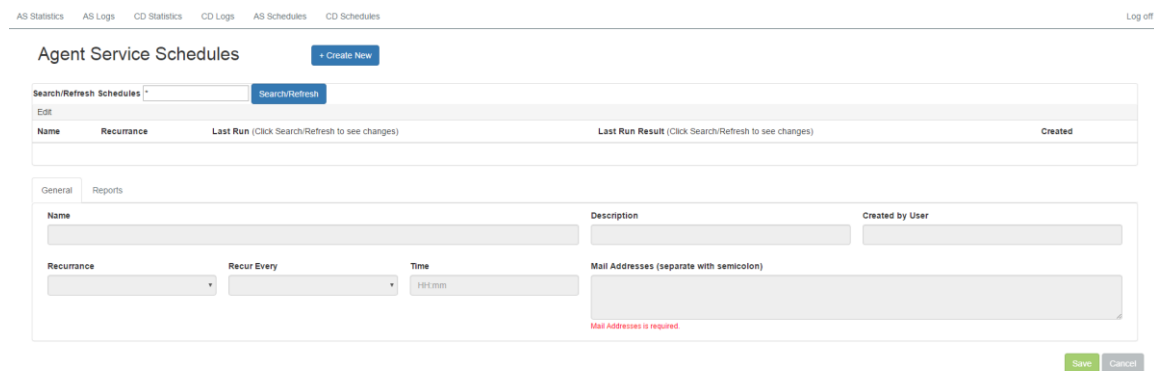


Figure 26

Click on the “+ Create New” button to create a new schedule.

The following fields can be configured on the General tab:

Name	The name must be unique within AS schedules. The name will be used in the subject of the mail.
Description	The description will be used in the body of the mail.
Recurrence	Choose an interval for when you want the reports to be sent.
Recur Every	Choose an interval for when you want the reports to be sent.
Time	The time of the day should the reports be sent. For example 14:30.

Mail Addresses	A list of mail addresses that should receive the mails, for example john.doe@contoso.com ; karl.nilsson@contoso.com
----------------	--

The following fields can be configured on the Reports tab

Select report	Choose a report that you want to send and then click on the add button.
---------------	---

The process StatisticsScheduler will look for schedules that are due for execution and send a mail for each schedule and update the Last Run and Last Run Result fields. Click on the "Search/Refresh" button to see if the mails has been sent.

Appendix 1 – Metrics Description

The statistics in the Competella Management Tools is based on the *metrics* that Competella provides. These *metrics* is measurements of time, in milliseconds, between one or more “actions” in the Competella system. Actions is logged in the system during the normal execution of the system. Examples of actions is *NewIncomingCall* or *CallTerminated*. The metrics can calculate time between *from* and *to* one or more actions. There are metrics of three types, Agent Metrics, Call Metrics and Period Metrics. Many metrics are available as measurements of time and as a number (counter). The number metrics is calculated by counting the number of calls with a measured time value.

Callback metrics explained

Callbacks consist of two different calls.

Call 1:

First the caller makes callback request and then that call is terminated. This corresponds to the metric: *Callback Requests – Time*. This can also be done from the web, then it is metric *Web Callback Requests - Number*

Call 2:

Then after a while the callback is offered to agents. This corresponds to the metric *Callback Calls – Number*. Then after a while the callback is offered and answered by an agent. This corresponds to the metric: *Agent Callback Answering Calls – Time*.

If no agent is answering, the callback service will stop trying and make a retry later, then *Callback Calls – Number* will be incremented.

The initial caller will be called. The call to the initial caller here corresponds to the Metric: *Agent Callback Destination Answering – Time*

Ava statistics explained

AVA Statistics

ava

Filter

Time Period **Specific Dates** to

Grouping & Exclusions

Group by Reason/KeyChoice **Group by Period** **Opening Ho**

Metrics Selector 1

Metric 1	Metric 2	Metric 3
<input type="button" value="Calls - Time"/>	<input type="button" value="Calls - Number"/>	<input type="button" value="-- choose --"/>
<input type="button" value="Total Time"/>	<input type="button" value="Number of"/>	<input type="button" value="Bars"/>
<input type="button" value="Bars"/>	<input type="button" value="Bars"/>	<input type="button" value="Left Scale"/>
<input type="button" value="Left Scale"/>	<input type="button" value="Left Scale"/>	

Metrics Selector 2

Metrics Selector 3

This data comes from the Ava process, and it doesn't have any info about queues and agents.

The grouping & Exclusion section is also different here.

Group by Reason/KeyChoice

Reason is for example lunch, which means the user had lunch when somebody called. Keychoice is the choice that the caller made in the Ava, for example queue or voicemail

There are only two metrics:

Calls- Number

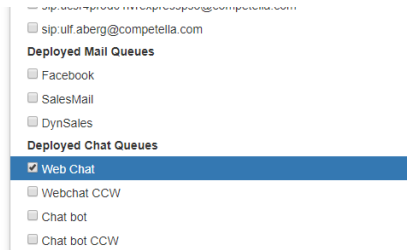
How many calls that was transferred to the Ava.

Calls -Time

How long time the user was interacting with the Ava.

Chat statistics explained

You can select your chat queue in the queue filter:



The following columns in the call log are applicable for chat:

(The related statistics metrics can be used the statistics page)

All Calls – Time (total time of chat)

Queued Calls – Time (queue time of chat)

Incoming Calls – Time (total time of chat)

Calling/Answering Agent

Calling/Answering Agent Time

Incoming Talking - Time

Talking - Time (Time chatted, excluding the queue time)

Abandoned Calls – Time (Time waited before leaving chat when no answer)

Call Metrics

The type *call metric* means it's focuses on the customer-experience and measures time on the call, regardless of how many agents where involved in the call. The best example of differences between call metrics and agent metrics can be found if you compare *Agent Answering to Answering time*

Abandoned Calls –Time

Measures the time from a call comes in to queue to the call is terminated by the caller before it has been answered by and agent or the call has been transferred to another queue.

Also see IVR Abandoned Calls.

Abandoned Calls – Number

Measures the number of Abandoned Calls.

All Calls – Time

Measures the time for all calls.

All Calls – Number

Measures the number of All Calls. Includes all types of calls except for mail.

IVR calls results in one call when transferred to the agent service. In this case it contains metrics for both agent service and IVR.

IVR calls results in two calls when transferred to the CCD. One call with IVR metrics and another one with CCD metrics.

See also appendix 5.

Callback Requests – Time

See also Callback metrics.

Measures the time from a call comes in to the IVR or the Queue, to the call is terminated after a call back has been initiated by the caller (press option to request a Call Back).

Callback Requests – Number

See also Callback metrics.

Measures the number of Callback Requests.

Incoming Answering Calls - Time

Measures the time from a call is offered to an Agent to the call is answered by an Agent. The call can be offered to agent 1, and if he/she doesn't pick up during a certain amount of time, the system will offer it to another available agent 2, who answers the call. If that's the case, this metric is calculated from the offer to agent 1 to the call is answered by agent 2.

Incoming Answered Calls - Number

Measures the number of all Incoming Answered Calls.

Incoming Calls – Time

Measures the time from a call comes in to the IVR or Queue to the call is terminated by any reason.

Incoming Calls – Number

Measures the number of all Incoming Calls.

IVR Abandoned Calls – Time

Measures the time from a call comes in to IVR to the call is terminated by the caller before it has been transferred or terminated by the IVR.

If a call is transferred by the IVR, answered by an agent, transferred back to IVR and terminated inside the IVR, it will not be included in this metric.

IVR Abandoned Calls – Number

Measures the number of IVR Abandoned Calls.

IVR Transferring Calls – Time

Measures the time from a call comes in to the IVR to the call has been transferred by the IVR or terminated by the IVR.

IVR Transferred Calls – Number

Measures the number of IVR Transferred Calls.

Outgoing Calls – Time

Measure the time from a call has been initiated by and agent to the call is terminated by any reason. See Outgoing Calls – Number for more info about which calls are included.

Outgoing Calls – Number

Measures the number of Outgoing Calls. Includes Agent Outgoing Calls – Number and Agent Consult Calls - Number. Does not include Agent Callback Answered Calls - Number and Agent Callback Destination Answered Calls - Number.

Overflowed Calls – Time

Measures the time from a call comes in to the queue to the call has been handled as overflowed. There can be several reasons why a call is overflowed, but it's not possible to distinguish between them here in the statistics.

Overflowed Calls – Number

Measures the number of Overflowed Calls.

Queue Closed Calls – Number

Measures the number of calls that has come in to the Queue when the Queue is closed.

Queued Calls – Time

Measures the time from a call comes in to the queue to any agent answers the call.

Queued Calls – Number

Measures the number of calls that has come in to the queue and then been answered.

Mails – Number

Measures the number of Mails that has been sent to the mailbox/queue. The received time is used as start time in the log page and for the period column in the report.

Transferred to Queue – Number

Measures the number of Calls that has been transferred from an Agent to a Queue. The Metrics will be measured on the receiving Queue.

Transferred from Queue – Number

Measures the number of Calls that has been transferred from Queue. The Metrics will be measured on the dispatching Queue. The number/address that the call was to transferred to is written in the “Transferred to” field of the log file.

Transferring Answered Calls – Time

This measures the time it takes from the moment the attendant has done a *blind transfer* to someone, to the moment that that person answers the call.

Transferred Answered Calls – Number

Measures the number of Transferring Answered Calls.

QoS

This Metrics is calculated as:

$$\text{QoS} = (\text{Answered calls with Queue Time} < 30 \text{ seconds}) / (\text{Answered Calls} + \text{Abandoned Calls} - (\text{Calls where AbandonedTime} < 15 \text{ seconds}))$$

Callbacks and IVR time are not included in the calculation.

Setting QoS parameters

This feature is available if you have from Web Management 1.8.1.11714 , AgentService 4.3.224.0 and CompetellaUCServer2013R2-133Setup or later.

You can use the Powershell command `Set-CtllaIncomingQueue` to set the values `30(QoSAnsweredBeforeTimeLimit)` and `15(QoSAbandonedBeforeTimeLimit)` in the formula.

Example script:

```
Import-Module competella
#check identities of queues:
Get-CtllaIncomingQueue -Tenant shared

#set limit for one queue:
Set-CtllaIncomingQueue -Tenant shared -Identity 3f7abf53-02b0-4508-b40a-997cb2aea517 -QoSAnsweredBeforeTimeLimit 30 -Force
Set-CtllaIncomingQueue -Tenant shared -Identity 3f7abf53-02b0-4508-b40a-997cb2aea517 -QoSAbandonedBeforeTimeLimit 10 -Force
```

Web Callback Requests – Number

Number of callback requests done from the web. Callback requests can also be done by calling to the switchboard, see metric Callback requests - Number

Callback Calls – Number

Number of times that a retry has been made from the callback service to startup the callback offering the callback to the agents.

Agent Metrics

An *Agent Metric* means it measures time in relation to a specific agent, not in relation to the call itself.

Agent Answering Calls – Time

Measures the time from and agent has been offered a call to the agent answers the call. For the total answering time, see the metric *answering time* below.

Agent Answered Calls – Number

Measures the number of times the call has been answered by different agents. In the case of recall, the call can be answered many times by different agents. If the same agent answer the call more than once, this is still counted only once. If two agents answers the call then the call is counted twice. Therefore Agent Answered Calls – Number can be higher than Incoming Answered calls – Number.

Recall is when a call has been answered by an agent and then transferred to somebody that doesn't answer, then the call comes back in the recall queue and is in first place offered to the agent that did the transfer. If the agent does not answer the recall then it will be offered to another agent.

Agent Callback Answering Calls – Time

See also Callback metrics.

Measures the time from a Callback call has been offered to an agent, to the call has been answered by an agent and a Callback call is initiated.

Agent Callback Answered Calls – Number

See also Callback metrics.

Measures the number of Agent Callback Answered Calls (calls with a time value in Agent Callback Answered Calls –Time).

Agent Callback Destination Answering – Time

See also Callback metrics.

From a Call Back call is initiated to the called person is answering.

Agent Callback Destination Answered Calls – Number

See also Callback metrics.

Measures the number of Agent Callback Destination Answered Calls (calls with a time value in Agent Callback Destination Answered Calls –Time).

Agent Offering Calls – Time

For how long are calls offered to an agent/agents? Time is recorded even if the call timed out and is offered to another agent.

Agent Offered Calls – Number

How many calls were offered to this agent/agents? Note that the same call can be offered to the same agent more than once.

Offered Callbacks (Agent Callback Answering Calls – Time) are included.

Agent Outgoing Calls – Time

For how long is an agent/agents busy in outgoing calls? Agent Consult Calls are not included.

Agent Outgoing Calls – Number

How many outgoing calls were made by this agent/agents? Agent Consult Calls are not included.

Agent Consult Calls – Time

For how long is an agent/agents busy in outgoing calls on B-side?

Calls on B-side is an outgoing call that the agent makes while having an incoming call connected.

Agent Consult Calls – Number

How many outgoing calls on B-side were made by this agent/agents?

Calls on B-side is an outgoing call that the agent makes while having an incoming call connected.

Agent Queued Mails – Time

The time it takes from when mail is received until it is read by an agent.

Agent Read Mail – Number

The number of mails that an agent has read/opened. There are no statistics on outgoing mail, only incoming. The time when the agent opens the mail is used for the period column in the report.

Mails – Number and Agent Read Mail – Number will be different for a certain period. For example, if the mail comes at a Saturday and is read on a Monday, then it will be reported on different days.

Incoming Talking – Time

Time measured from an agent answers the call, to the moment the agent makes a *blind transfer* to someone inside (or outside) the organization. If the Agent calls someone on the *B-side* to

make sure the person is available, and then connects the *A-side* with the *B-side* that *handling time* is not measured by this metric.

Outgoing Talking – Time

Time measured from and Agent makes and outgoing call and that the called destination has answered until the call with the Agent is terminated. Agent Consult Calls is also included. Callback talking - Time is not included.

Callback Talking – Time

Time measured from and Agent makes an outgoing callback and that the called destination has answered until the call with the Agent is terminated.

Outgoing Answered Calls – Number

The number of Agent Outgoing Calls and Agent Consult Calls that have been answered.

Talking – Time

Talking – Time = Incoming Talking – Time + Outgoing Talking – Time + Callback Talking - Time

Agent Wrap Up Calls – Time

The time that the agent has spent on automatic wrap up after call, regardless of type of call.

Agent Wrap Up Calls – Number

How many calls that to agent with automatic wrap up, regardless of type of call.

Agent Wrap Up Calls Incoming – Time

The time that the agent has spent on automatic wrap up after **Incoming** call.

Agent Wrap Up Calls Incoming – Number

How many calls that to agent with automatic wrap up after **Incoming** call.

Agent Wrap Up Calls Outgoing – Time

The time that the agent has spent on automatic wrap up after **Outgoing** call.

Agent Wrap Up Calls Outgoing – Number

How many calls that to agent with automatic wrap up after **Outgoing** call.

Agent Wrap Up Calls Callback– Time

The time that the agent has spent on automatic wrap up after **Callback** call.

Agent Wrap Up Calls Callback – Number

How many calls that to agent with automatic wrap up after **Callback** call.

Period Metrics

This is a metric of type *Period Metric*, which means instead of storing the value in milliseconds, it stored its data as a start and end-time. This type of metric is more common in the log view rather than in the statistics view.

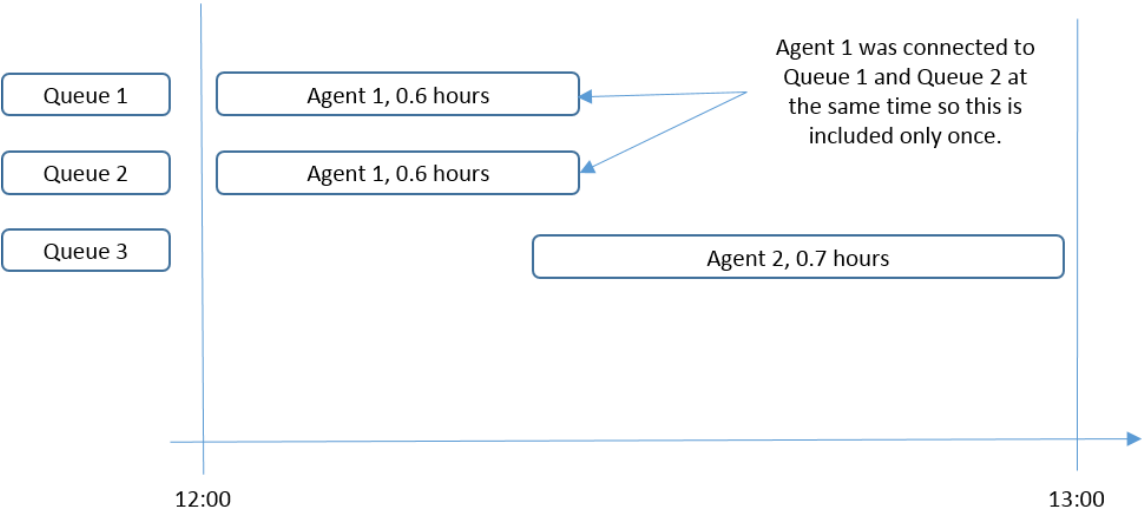
Agents Available in Queue - Number

This metric tries to identify the periods when a specific agent is available to a specific queue. An agent can make himself available to a queue by *connecting* and *disconnecting* to a queue. The start time is when the agent is connected to the queue, and the end time is when the agent is disconnected. If the agent logs out of the Competella system as a whole, he/she is also disconnected from the queues. Agent *pause* time is not included the metric. The *Queue Availability* period is broken up in smaller periods that does not include the paus time.

The basic rule for counting agents is that the agent is counted as 1 if he has been connected the whole period. The period can be for example hour if Group by Period is set to Hour. If an agent has been connected 50% of the period, then this is counted as 0.5 agents.

Example 1

Now we take an example which is a little bit more advanced. In the example below Agent 1 has been connected to Queue 1 and Queue 2. Agent 2 has been connected to Queue 3. But they have only been connected to a part of the period so the result is not 3 agents. You can see the result in the picture below:



In this example Agents Available in Queue is $0.6 + 0.7 = 1.3$ agents. Agent 1 was connected to Queue 1 and Queue 2 at the same time so this is included only once.

Example 2

The agents Henry Eskilson and Anders Andersson have been connected to three queues. The agent activity log looks like this:

Agent	Queue	Period start	Period end
Henry Eskilson	Incoming1	2016-10-20 12:16:00	2016-10-20 12:35:00
Henry Eskilson	Incoming2	2016-10-20 12:16:00	2016-10-20 12:35:00
Anders Andersson	Incoming3	2016-10-20 12:00:00	2016-10-20 13:00:00

Then we create a report like this:

The screenshot shows a report configuration interface with three main sections:

- Filter:** Includes dropdowns for 'Queues' (None selected) and 'Agents' (None selected), a 'Time P' dropdown (Last), and a 'Show all agents' button.
- Grouping & Exclusions:** Includes a 'Group by Queue/Agent' dropdown (-- choose --), a 'Group by Period' dropdown (Hour), and an 'Opening Hours' field (12:00 to 13:00).
- Metrics Selector 1:** A grid of dropdowns for Metric 1, Metric 2, Metric 3, and Metric 4. Metric 1 is set to 'Agents Available in Queue - Number'. Other metrics are set to '-- choose --'. The chart type is set to 'Bars' and the scale is 'Left'.

Average Number of Agents Available in Queue is calculated like this:

Time connected: Henry 19 and Anders Andersson 60 minutes (If an agent is connected to more than one queue at the same time then this is counted only once)

Number of minutes in the period=60(The group by period is in this example set to Hour)

Average Number of Agents Available in Queue: $(19 + 60)/60 = 1,32$

Agents Available in Queue – Time

This metric is almost like Agents Available in Queue – Number, but the instead measures the time. In Example 1 in Agents Available in Queue – Number, the total time $0,6 + 0,7 = 1,3$ hours.

The average time is $(0,6 + 0,7) / 2 = 0,65$ hours.

Agents Connected to the system - Number

The start-time of this metric is when an agent connects/logs on to the Competella system. The end-time is when the agent Disconnects/logs off the system. Note that an agent *can* be connected to the system, but *not* participating in any queues.

The Agent can also be *paused* during the course of a connected period. The period is then broken up in smaller periods that does not include the pause time. See example below.

Agents Connected to the system - Time

This metric is almost like Agents Connected to the system – Number, but the instead measures the time.

Example:

An agent has the following status changes

	connected to the system	paused
08:00 – logs in as available		
	yes	no
09:00 – goes into pause mode		
	no	yes
10:00 – returns to available		
	yes	no
11:00 – takes a call		
	yes	no
11:20 – call finishes, agent available		
	yes	no
12:00 – logs out		
	no	no
13:00 – logs in, available		
	yes	no
15:00 – logs out		

time

For this agent, this metric is the sum of the periods when the agent is logged in, subtracted by the paused periods – and the periods are 08:00-09:00, 10:00-12:00, and 13:00-15:00. In total, the agent is connected to the system for 5 hours. The total time when an agent is *logged in* does not have a metric – if required, it can be obtained as the sum of the time when she is *connected to the system* and *paused*.

Agents paused - Number

The start time for this metric is whenever an agent *pauses*, and the end time is when that same agent *resumes*. This could be used to identify periods during a day when many agents is pausing at the same time. Wrap-up time is not included. If an agent picks calls and talks when paused, the time will still counted as paused.

Agents paused - Time

This metric is almost like Agents paused - Number, but the instead measures the time.

Agents status - Number

Metrics Selector 1

Metric 1

Agent status - Number ▼

Average Number of ▼

CoffeeBreak ▼

Bars ▼

Left Scale ▼

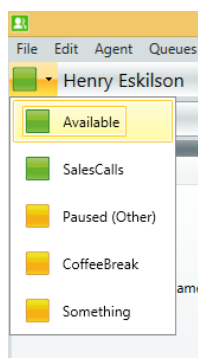
This metric is similar to Agents paused – Number. But the difference is that you can choose one status text, for example CoffeeBreak. These statuses can be configured from Powershell with these commands

```
Get-CtllaAgentAvailability  
New-CtllaAgentAvailability  
Remove-CtllaAgentAvailability  
Set-CtllaAgentAvailability
```

Example:

```
New-CtllaAgentAvailability -Status paused -Text Meeting -Tenant a4c0c94f-46df-48b4-9b3c-897ebbbe4de1
```

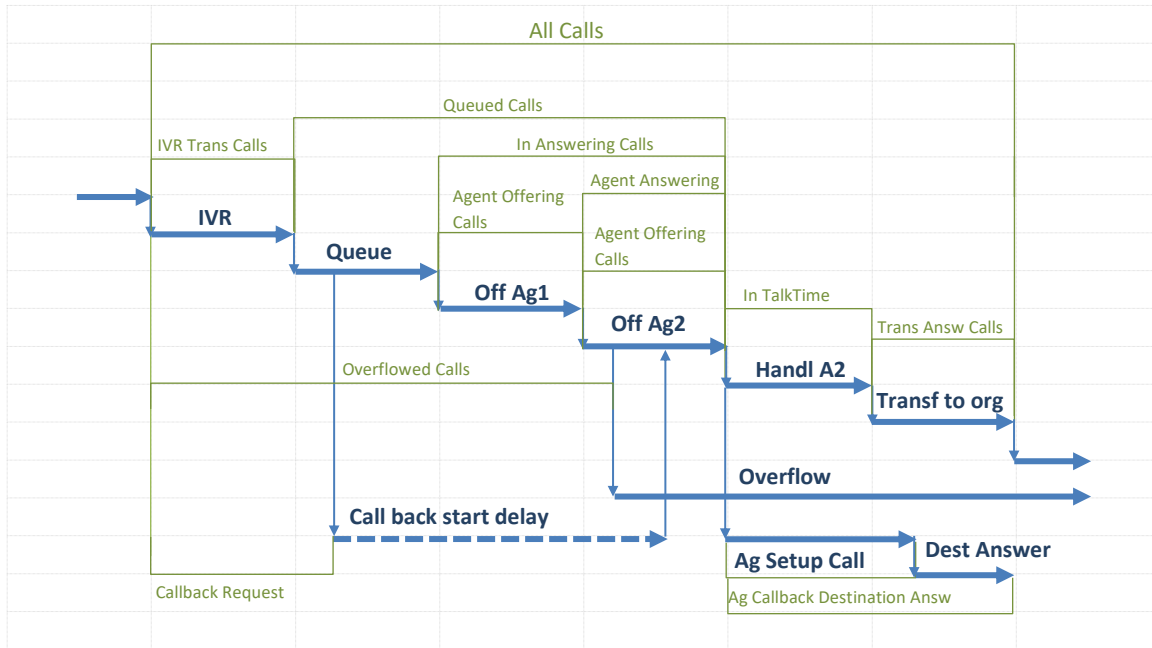
And the statuses will be selectable in MA Client:



Agents status - Time

As Agents status – Number but measuring time.

Appendix 2 – Metrics Graphics



Appendix 3 – Metrics New to Old translation

New Metrics	Old Metrics
Abandoned Calls –Time	Abandon Time
Abandoned Calls – Number	Abandon Calls
All Calls – Time	Total Call Time
All Calls – Number	Calls
Callback Requests – Time	NEW
Callback Requests – Number	NEW
Incoming Answering Calls – Time	Answering Time
Incoming Answered Calls – Number	Answered Calls
Incoming Calls – Time	NEW
Incoming Calls – Number	NEW
IVR Abandoned Calls - Time	IVR Abandon Time
IVR Abandoned Calls – Number	Calls abandoned from IVR
IVR Transferring Calls – Time	IVR Transfer Time
IVR Transferred Calls – Number	Calls transferred from IVR
Outgoing Calls – Time	NEW
Outgoing Calls – Number	NEW
Overflowed Calls - Time	Overflow Time
Overflowed Calls – Number	Overflowed Calls
Queue Closed Calls – Number	NEW
Queued Calls – Time	Queue Time
Queued Mails – Time	NEW
Mails – Number	NEW
Transferred to Queue – Number	Number of Transferred to Calls
Transferring Answered Calls – Time	Organization Answering Time
Transferred Answered Calls – Number	Calls answered by Organization
QoS	NEW
Agent Answering Calls - Time	Agent Answering
Agent Answered Calls – Number	Agent Answered calls
Agent Callback Answering Calls – Time	NEW
Agent Callback Answered Calls – Number	NEW
Agent Callback Destination Answering – Time	NEW
Agent Callback Destination Answered Calls – Number	NEW
Agent Offering Calls – Time	Agent offered Call Time
Agent Offered Calls – Number	Offered calls
Agent Outgoing Calls – Time	Agent outgoing Call Time

Agent Outgoing Calls - Number	Outgoing Calls
Agent Queued Mails – Time	NEW
Agent Read Mail – Number	NEW
Incoming Talking Calls – Time	NEW
Incoming Talked Calls – Number	NEW
Outgoing Talking Calls – Time	NEW
Outgoing Talked Calls – Number	NEW
Outgoing Answered Calls – Number	NEW
Talking Calls – Time	NEW
Talked Calls –Number	NEW
Agents Connected to the system - Number	Agents connected to the System
Agent paused – Number	Agents paused
Agent Available in Queue - Number	Agent available In queue
Queuing Calls - Time	Queue Time
Queued Calls – Number	Queued Calls
Removed see Talking Calls	Handling Time
Remove see Talked Calls	Handled Calls

Appendix 4 – Call log columns

Column Header	Description
Start Time	Start time for the call
Type	Shows which metrics have been counted on the call. For example: Incoming Answered Calls, Queued Calls, Transferred from Queue
From	Origin of call
To	Destination of call
Incoming?	True for incoming, false for outgoing
Queue	Name of the agent queue that was called or called from.
IsCallToQueue	True if call an agent service queue was called or called from. For example if the call was abandoned in the IVR then IsCallToQueue is false. If a personal queue was called then IsCallToQueue is false.
Internal?	True if call comes from a user who is imported from the AD. Then the call is within the organization.
Transferred To	The address that the call was transferred to. This is only populated when the type is Transferred From
Transferred From	The address that the call was transferred from. This is only populated when the type is Transferred From
Initial IVR address	The number/address to the IVR that was called
Initial address	The number/address in Competella that was first called. For example if you call IVRExpress and then transfer to another IVRExpress and then to Agent service, then the first IVR Express address will be used.
ExtralInfo	For consult calls, it will contain the a-number formatted like this: A-number: +345546633
Calling/Answering Agent	Sip address for the agent that answered first or called.
Agent	The name of the Calling/Answering Agent.
Incoming Answering Calls – Time	Contains the time that corresponds to metric Incoming Answering Calls – Time. If the value is not blank it will be counted on metric Incoming Answered Calls – Number. If the value is blank then the call was not an incoming answered call and will not be counted on metric Incoming Answered Calls – Number

Other columns for metrics	<p>All other columns corresponds to the metric with same naming as described on “Incoming Answering Calls – Time” above. But there is one exception:</p> <p>Outgoing Talking – Time corresponds to</p> <p>Outgoing Talking – Time and Outgoing Answered Calls – Number. The logic is that if you have talked then you have answered.</p>
Agent metrics	<p>All columns that comes after “Agent” shows data for the Calling/Answering Agent. There can be other agent data that is not visible on the call log. That can be an offer to another agent or if the call was handled by the recall queue it can be answered more than one agent. If the call has been answered by more than one agent then the call log shows data for the first agent that answered.</p> <p>You can see agent data also if you click on the Events link for a call. Then you can see all agents that were involved in the call.</p>

Appendix 5 – FAQ

How to get total number of incoming calls?	<p>If a call is transferred to a different queue, there will be a new call in the statistics. This can lead to the number of calls actually being greater than the number of individual calls in total. This is necessary in order to get the right number of calls/cases from the perspective of a single queue.</p> <p>In order to get the total number of incoming calls to the system (or to a subset of queues), take the total number of calls (“all calls”) and subtract the number of calls that have been “transferred to Queue”.</p>
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Appendix 6 – Web Api

There is a web api in the StatisticsScheduler process with input Parameters = CompanyId,ReportName, DateFrom(with time), DateTo(with time).

When calling this the report is executed with the latest data.

The result is returned on JSON format.

Example of

<http://myserver.mydomain.com/StatisticsWebApi/Statistics?ReportName=AgentReport&FromDate=2017-02-09%2000:00&ToDate=2017-02-10%2000:00&CompanyId=A4C0C94F-46DF-48B4-9B3C-897EBBBE4DE1&agentUri=sip:bella.larsen@competella.com>

All parameters are mandatory except for AgentUri

Example of result:

```
[
  {
    "Agent": "Bella Larsen",
    "AgentUri": "sip:bella.larsen@competella.com",
    "Number of Agent Outgoing Calls": null,
    "Period": "2017-02-09T13:30:00",
    "Total Time of Agents Available in Queue": 67.61,
    "Total Time of Agents connected to the system": 67.86,
    "Total Time of Agents paused": null,
    "Total Time of Outgoing Talking": null,
    "Total Time of Talking": null
  },
  {
    "Agent": "Henry Eskilson",
    "AgentUri": "sip:Henry.Eskilson@competella.com",
    "Number of Agent Outgoing Calls": null,
    "Period": "2017-02-09T09:00:00",
    "Total Time of Agents Available in Queue": 41.76,
    "Total Time of Agents connected to the system": 41.83,
    "Total Time of Agents paused": null,
    "Total Time of Outgoing Talking": null,
    "Total Time of Talking": null
  }
]
```