



# Agent reporting

V2.2



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# INTRODUCTION

ACD reporting displays call statistics that relate to the ACD agents. It is only available with the Advanced Supervisor license. An ACD agent is a premium extension that is usually used in high level call centers, and monitors the agents' activities and statuses e.g. "Sign-in", "Sign-out", "Wrap Up" and "Not-Available". "Not-Available" states can be used with specific tags such as "On A Break", "With A Customer" and "In A Meeting". These tags provide more detailed information on what the agent is currently doing. All of these non-call related statuses can be advantageous to successfully measuring and monitoring staff in a formal call center environment.

The largest cost associated with running a call center is undoubtedly staffing. These call center reporting and call management tools are crucial in ensuring that all human resources within a company are effectively managed.



## Scenario Example

If it costs \$30,000 per year to employ a call center agent (excluding training, recruitment, holidays and numerous other ancillary costs), a mere 5% performance improvement would represent \$1,500 value. These call management and call center reporting tools typically produce double digit percentage improvements when deployed effectively and start to provide those efficiencies immediately.

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## What does "ACD" Mean?

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The term stands for Automatic Call Distribution and describes a process where calls are systematically distributed to members of a call handling team in a way that evenly distributes the workload. The core function of the early ACD systems was to distribute the call traffic among the available staff members but, shortly after deploying such a process, questions arose as to the effectiveness of the process and how further improvements could be achieved. Enter the Management Information System or M.I.S. – this reporting in its purest description is an A.C.D. – M.I.S.

# PRE-REQUISITES FOR MANAGING ACD

## Pre-Requisites

### Advanced Reporting

All agents should have at least a monitored user licences, optional ACD Agent License, and Supervisors need Supervisor Licenses to access reporting.

### Unavailable Codes

These are separate to the Default Guard time and Unavailable settings, and are configured within the telephony platform.

### Phone Softkeys

These should be programmed on compatible handsets only.

**Calls in a queue are typically ordered by wait time, with the longest waiting calls prioritised to the top of the queue. Calls can be reordered by a supervisor and calls that were offered to an agent and bounced are always prioritised to the top of the queue. In addition, a call may be transferred by a supervisor or an agent from one call center to another, in which case the wait time of a call can be preserved by policy.**

**This new functionality will introduce status updates for the agent within the Call Queue Group. Five status updates for the agent are available.**

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## Status Updates For ACD Agents

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1. Sign-In
2. Sign-Out
3. Available
4. Unavailable (With Codes)
5. Wrap-Up

This will allow supervisors to allocate which queues to join as well as introduce unavailable codes.

# ACD REPORTING

## Available Reports

1. ACD Agent List
2. ACD/DND Activity Log
3. ACD Agent BLF
4. ACD N/A Code Usage

### 1. ACD Agent List

The ACD Agent List shows you the performance of your ACD agents. It displays a list of all ACD agents with call statistics displayed against them e.g. "Time On Duty", "Available" and various non-call related statistics e.g. "Not Available" and "Wrap Up Times". "Not-Available" codes are available with varioustags such as "On A Break", "With A Customer", "In Meeting" and "On Vacation".

**With this report, the supervisor also has the ability to control ACD agent states in real time.**



#### Scenario Example

An ACD agent has left for lunch but has forgotten to sign out. The supervisor has the ability to sign out that ACD agent to avoid deteriorating the service level metric for that group and also set their state to "Not Available – At Lunch" so that this can be displayed in real time and the associated time spent "At Lunch" is measured.

S	AGENT ▲	EXT (ACD)	DESCRIPTION	ACTIVE	ADV	IN ANS	IN	OUT ANS	OUT	ACD STATE	IN STATE FOR	ON DUTY FOR
	01293229113	3000	Rod Trotter	0	0	0	0	0	0	Avail	10:37:35	10:37:35
	01293229114	3001	Derek Trotter	0	0	0	1	0	0	Break	00:00:21	10:37:35
	01293229115	3002	Albert Trotter	0	0	0	0	0	0	W/U	00:01:12	00:01:21
					0	0	1	0	0			

⚠ In the ACD agent list you can gather information based on various different ACD statuses.

**You also have the option for an overview of the groups that agent is signed into.**



#### Add Fields: ACD Group Names

Show the groups the agents are assigned to. You can hover over the column to see the group name.

If you wish to add fields in this report, it is advised to choose the fields from the Status Related counts.

Useful fields to add are N/A Code and N/A Description.

## 2. ACD/DND Activity Log Report

The ACD/DND Activity Log is a historical list that shows the activity of your team. The historic list displays "Sign-in", "Sign-out" and other ACD status change instances that are performed by ACD agents during a selected period of time. All ACD agent activities are monitored not just from the moment agents come on duty but also from when they are active.



### Scenario Example

An agent disputes that they have not been paid from 8.30am on Monday morning when they arrived at work. But in reality they did not sign in to start receiving calls until 9.15am. Therefore, since the agent did not sign in until 9.15am they will not get paid for those 45 minutes.

S	ENTRY TIME	SIGNIN CNT	CHG TIME	DEVICE	DEVICE NAME	AGENT	AGENT NAME	STATE CHG	DND	SUM STATE
⏰	24/12/2019 00:00:40	3	11:37:06	01293229113	Rod Trotter	01293229113	Rod Trotter	S/In	Off	Avail
⏰	24/12/2019 00:00:40	3	11:37:06	01293229113	Rod Trotter	01293229113	Rod Trotter	S/In	Off	Avail
⏰	24/12/2019 00:00:40	3	11:37:06	01293229113	Rod Trotter	01293229113	Rod Trotter	S/In	Off	Avail
👤	24/12/2019 00:00:40	3	14:32:07	01293229113	Rod Trotter	01293229113	Rod Trotter	Avail	Off	Avail
⏰	24/12/2019 00:00:40	4	10:04:24	01293229114	Derek Trotter	01293229114	Derek Trotter	S/In	Off	Avail
⏰	24/12/2019 00:00:40	4	10:04:24	01293229114	Derek Trotter	01293229114	Derek Trotter	S/In	Off	Avail
⏰	24/12/2019 00:00:40	4	10:04:24	01293229114	Derek Trotter	01293229114	Derek Trotter	S/In	Off	Avail
⏰	24/12/2019 00:00:40	4	10:04:24	01293229114	Derek Trotter	01293229114	Derek Trotter	S/In	Off	Avail
👤	24/12/2019 00:00:40	4	14:28:56	01293229114	Derek Trotter	01293229114	Derek Trotter	Avail	Off	Avail
🔔	24/12/2019 09:21:17	4	09:21:17	01293229114	Derek Trotter	01293229114	Derek Trotter	Alrt(Call)/O	Off	Alert/O
👤	24/12/2019 09:21:28	4	09:21:28	01293229114	Derek Trotter	01293229114	Derek Trotter	Avail	Off	Avail
⏰	24/12/2019 10:36:54	1	10:36:54	01293229115	Albert Trotter	01293229115	Albert Trotter	S/In	Off	Avail
⏰	24/12/2019 10:36:54	2	10:36:54	01293229115	Albert Trotter	01293229115	Albert Trotter	S/In	Off	Avail
⏰	24/12/2019 10:36:54	3	10:36:54	01293229115	Albert Trotter	01293229115	Albert Trotter	S/In	Off	Avail
⏰	24/12/2019 10:37:03	3	10:37:03	01293229115	Albert Trotter	01293229115	Albert Trotter	W/U	Off	W/U
⊖	24/12/2019 10:37:54	4	10:37:54	01293229114	Derek Trotter	01293229114	Derek Trotter	Break	Off	Break

This is the change log created from the activity of the agents during the course of that day focusing on ACD and DND status.

## 3. ACD Agent BLF

👤 Albert Trotter

⊖ Derek Trotter

⊖ Rod Trotter

👤 Test O/C ACD Agent 1100...

👤 Test O/C ACD Agent 1101...

👤 Test O/C ACD Agent 1102...

👤 Test O/C ACD Agent 1103...

👤 Test O/C ACD Agent 1104...

👤 Test O/C ACD Agent 1201...

👤 Test O/C ACD Agent 1202...

👤 Test O/C ACD Agent 1203...

Statistic	Value
ACD State Icon	👤
ACD Agent Name	Albert Trotter
Inbound Calls	0
Outbound Calls	0
ACD State Description	W/U
Time In State For	00:31:07
Time On Duty (Current)	00:31:16
Device ID At	01293229115
Total Talk Time	00:00:00
Call's Telephone No (Remote)	
Call's Type/Direction	

The ACD Agent BLF allows you to monitor the status of your colleagues in order to better manage calls with your ACD Queue Team. This is available with the Advanced supervisor license. This report displays a list of all ACD agent identities in a summary icon view beyond the call state e.g.availability, busy on an ACD delivered call, busy on a non- ACD call, in "Wrap Up" or "Not Available".

This report can be used to predict when an agent is likely to become available based on the average time they have spent in states such as "Call Time". Additionally, this can be used by ACD agents for call and agent state control to "Sign In", "Sign Out" and enter other ACD states.

#### 4. ACD N/A Code Usage Report

The ACD Not-Available Code Usage report is a list of "Not Available" codes which are specified by ACD agents when they change to a "Not-Available" state.

It is possible to create a number of custom "Not-Available" codes that enable each customer to choose the different states that an agent is permitted to enter when they decide to not be available to handle calls. Typically, most call center tools have the ability to support "Not-Available" codes;

These states can be activated by the supervisor through the ACD Agent List as well as through the ACD Agent BLF.

N/A CODE ▲	DESCRIPTION	MIN TIME	AVG TIME	MAX TIME	TOT TIME	NOW	HISTORIC
[None Entered]		00:00:03	00:01:05	00:05:50	02:42:47	0	148
Break	On Break	00:00:03	00:01:09	00:04:42	00:57:05	0	49
ChatA	Alternative Chat Handling	00:00:02	00:01:02	00:05:13	01:29:36	0	86
Customer	With Customer	00:00:02	00:00:56	00:04:00	01:15:58	0	81
E-MailA	Alternative E-Mail Handling	00:00:02	00:01:04	00:04:18	01:16:27	0	71
Lunch	Out To Lunch	00:00:02	00:01:00	00:05:13	00:56:52	0	56
Meeting	In Meeting	00:00:01	00:00:52	00:03:36	01:15:38	0	86
Out	Out Of The Office	00:00:02	00:01:02	00:04:54	01:18:47	0	76
<b>SMS</b>	<b>Handling SMS messages</b>	<b>00:00:06</b>	<b>00:01:09</b>	<b>00:09:51</b>	<b>01:24:57</b>	<b>1</b>	<b>73</b>
Training	Receiving Training	00:00:01	00:01:07	00:04:48	01:18:51	0	70
WrapUpA	Alternative Wrap-Up	00:00:05	00:01:09	00:03:51	01:17:31	0	67
		<b>00:00:01</b>	<b>00:01:03</b>	<b>00:09:51</b>	<b>15:14:29</b>	<b>1</b>	<b>863</b>

When running this report in real time, it shows the current status of all the unavailable codes in use.

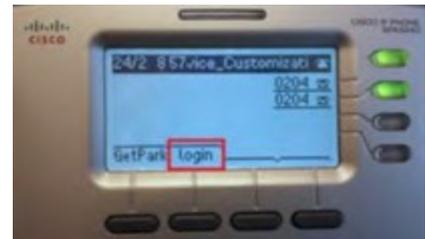
# AGENT STATE MANAGEMENT

## From The Phone

### Cisco SPA504G

#### Login

When the user is not logged in, the "login" soft key will appear in position 10. If they press this once, they will log in.



#### Logout

Once logged in, the "log out" and "agents" soft keys will appear in positions 11 and 12 respectively. By pressing the "agents" soft key the user will be able to change his state (Available, Unavailable, Wrap-Up).

The users will be able to change the soft keys position through the device customisation page.



### Polycom VVXs

#### Login

When the user is not logged in, the "ASignIn" soft key will appear in the last position (or first available position) automatically.

Press "ASignIn" to login as an agent.



#### Logout

If the user is logged in, then "Unavailable" and "ASignOut" soft keys will appear in the last (or first available) positions.

#### Wrap up

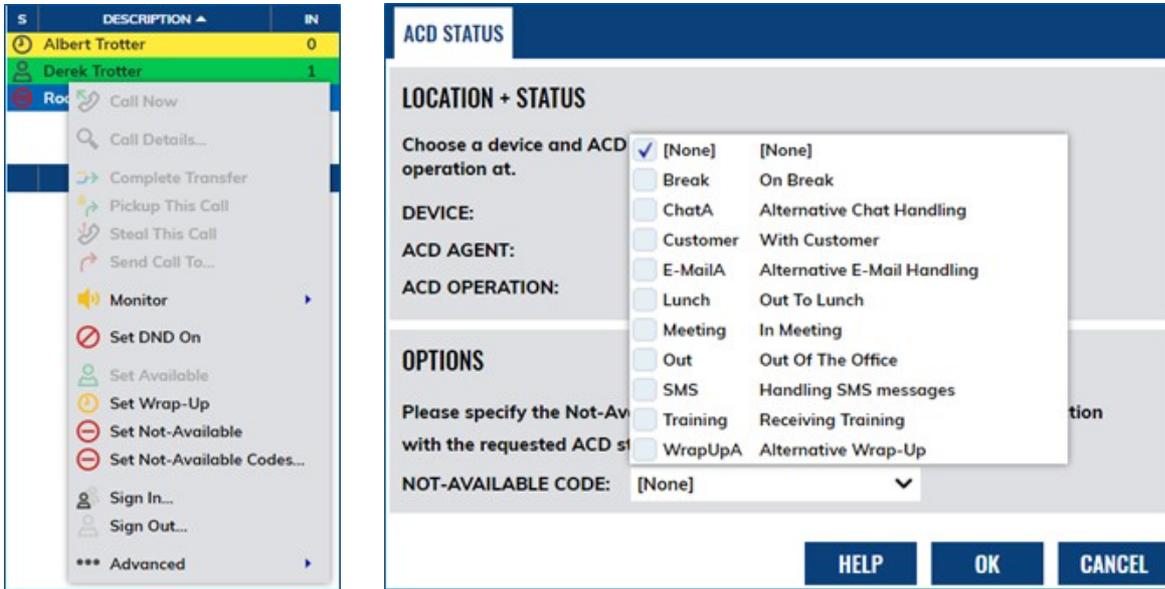
In order to change the agent state on a Polycom VVX device, you have to go to the main menu -> Settings -> Features -> ACD -> Agent State.

The soft key positions cannot be altered on the VVX range.



## Through Web Interface

Agents and supervisors are able to change their status using the Call Control available within reporting. A supervisor can force the changes to the agents they manage.



From the ACD Agent List, there is an option to change the status of an agent, with the option to assign a specific state. This will be company dependent for when a specific unavailable code needs to be selected.

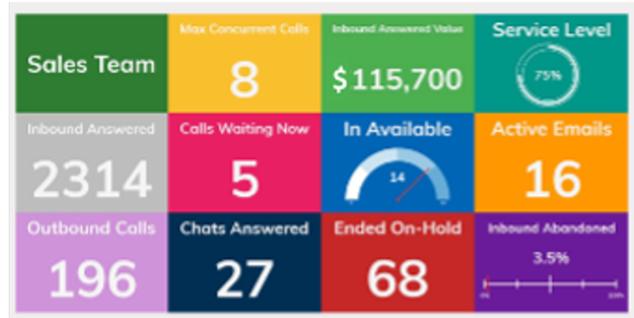
After setting your ACD operation, you can choose to select the not available code.

## Wallboards

This wallboard displays real time statistics in large individual tiles whereby each statistic can have a specifically configured alarm. This Advanced wallboard differs from the Basic wallboard variant by additionally supporting the display of ACD specific statistics such as "Busy", "Not-Available", "Wrap-Up", "Sign In" etc.

The N/A fields when added here provide a real time count of live status. This is very useful in call center environments and there is an option to include the total time against these statuses.

If wrap-up time is set to make the agent unavailable after a call is completed, this will be indicated on the wallboard accordingly.



## ACD Not-Available Codes

This setting is used to specify up to ten ACD Not-Available reason codes.

# ADDITIONAL ACD STATISTICS

Below is a list of additional real time and cumulative ACD statistics that is available within Advanced Reporting. These statistics can be utilised across all the above reports but can also be added to other reports e.g. the Hunt Group List. The Hunt Group List is available with Advanced Reporting without requiring the addition of ACD agents. However when ACD agents are added, the Hunt Group List becomes even more valuable because it displays how many agents are in the different states with each group. This displays the number of agents that are signed into the group and the duration they spend in states e.g. "Wrap Up", "Available" and "Not-Available".

Real-Time ACD Statistics	Cumulative ACD Statistics
Current Time On Duty	Logged In At
Total Time On Duty	Logged Out At
Time In Status	Last Log Out
Agents Logged In	Time In Available
Agents Available	Time In Busy
Agents Busy	Time In Not Available 3
Agents Not Available 3	Time In Alerting
Agents Alerting	Time In DND 1,2,4
Agents DND 1,2,4	Time In Wrap-Up 2
Agents Wrap-Up 2	Tot N/A Code None 1,2,3,o
Agents N/A Code None 1,2,3,o	Tot N/A Code Other 1,2,3,o
Agents N/A Code Other	Tot N/A Code 01 1,2,3,o Tot N/A Code
Agents N/A Code 01 1,2,3,o Agents N/A Code 02	Tot N/A Code 10
Agents N/A Code 10	Tot Handling Time
Not-Available Usage Count 1,2,3,o	Avg Time In Available
	Avg Time In Busy
	Avg Time In Not Available 3
	Avg Time In Alerting
	Avg Time In DND 1,2,4
	Avg Time In Wrap-Up 2
	Avg N/A Code None 1,2,3,o
	Avg N/A Code Other 1,2,3,o
	Avg N/A Code 01 1,2,3,o Avg N/A Code
	Avg N/A Code 10
	Avg Handling Time
	Min Not-Available Time 1,2,3,o
	Max Not-Available Time 1,2,3,o
	Not-Available Usage Count

# IMPORTANT REMINDERS

The "Advanced Call" statistic is incremented whenever a call is offered to an agent within a hunt group or call center queue but the call is answered by another agent. This will also show in reports of agents who are not using their status control correctly.

If adding an agent into a queue, you can add that device to the "Agent(s):" filtering option within the Filter tab for reporting purposes.



## Tip

A strongly recommended alternative to doing this is to filter the corresponding report using the ACD Hunt Group device itself within the "Device(s):" option. The report automatically displays the members of that hunt group against the report you are creating. This saves you selecting individuals out of a long list.

**^ CONFIGURATION SYNCHRONISATION**

TYPE ON TELEPHONY SERVER:

ENTERPRISE OR PROVIDER ID:

PERFORM SYNCHRONISATION NOW:

RETRIEVE ALL EXTENSIONS / AGENTS:  **(WARNING: AFFECTS MONTHLY BILLING)**

[↗](#) Hover over any of the items to see the description of what is being reported

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## Get in touch

You can find out more at <http://www.tpx.com>

or contact our team who will be happy to help:

 (877) 611-8722

