



AGENT REPORTING GUIDE

INSIDE...

Introduction	3
What does “ACD” Mean?	3
ACD Reporting	4
ACD Agent List	4
ACD/DND Activity Log Report	4
ACD Agent BLF	5
ACD N/A Code Usage Report	6
Agent State Management	6
From the Phone	6
Through the Portal	7
Wallboards	7
ACD Not-Available Codes	8
Additional ACD Statistics	9
Real-Time ACD Statistics	9
Cumulative ACD Statistics	9
Important Reminders	10

Call Reporting Agent Reporting

Introduction

The ACD Agent Add-On is a premium upgrade for Call Reporting - Advanced customers that pulls in Call Center Agents' activities and statuses, such as "Sign-in", "Sign-out", "Wrap Up" and "Not-Available," into the Call Reporting platform. "Not-Available" states associated with specific tags such as "On A Break", "With A Customer" and "In A Meeting" will also pull in those clarification tags, providing 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 a \$1500 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, quickly covering the additional cost per agent.

What does "ACD" mean?

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 reporting!

Calls in a queue are typically ordered by wait time, with the longest waiting calls prioritized to the top of the queue. Calls can be reordered by a supervisor and calls that were offered to an agent, then bounced, are always prioritized 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.

The ACD Agent Add-On will introduce status updates for the agent within the Call Queue Group. Five status updates for the agent are available.

Status updates for ACD agents

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

Supervisors will be able to allocate which queues to join as well as introduce unavailable codes.

Call Reporting Agent Reporting

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. This report is similar to the Extension List that is available within Basic Reporting, however, 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 various tags 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 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.

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	Airt(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

The ACD Agent BLF allows you to monitor the status of your agents 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”.

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	

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.

Call Reporting Agent Reporting

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 within the UCx Call Center that are made available to each agent to select from when they decide to not be available to handle calls. 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
SMS	Handling SMS messages	00:00:06	00:01:09	00:09:51	01:24:57	1	73
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
		00:00:01	00:01:03	00:09:51	15:14:29	1	863

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: Poly VVX

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 Poly VVX device, you have to go to the main **Menu > Settings > Features > ACD > Agent State**.

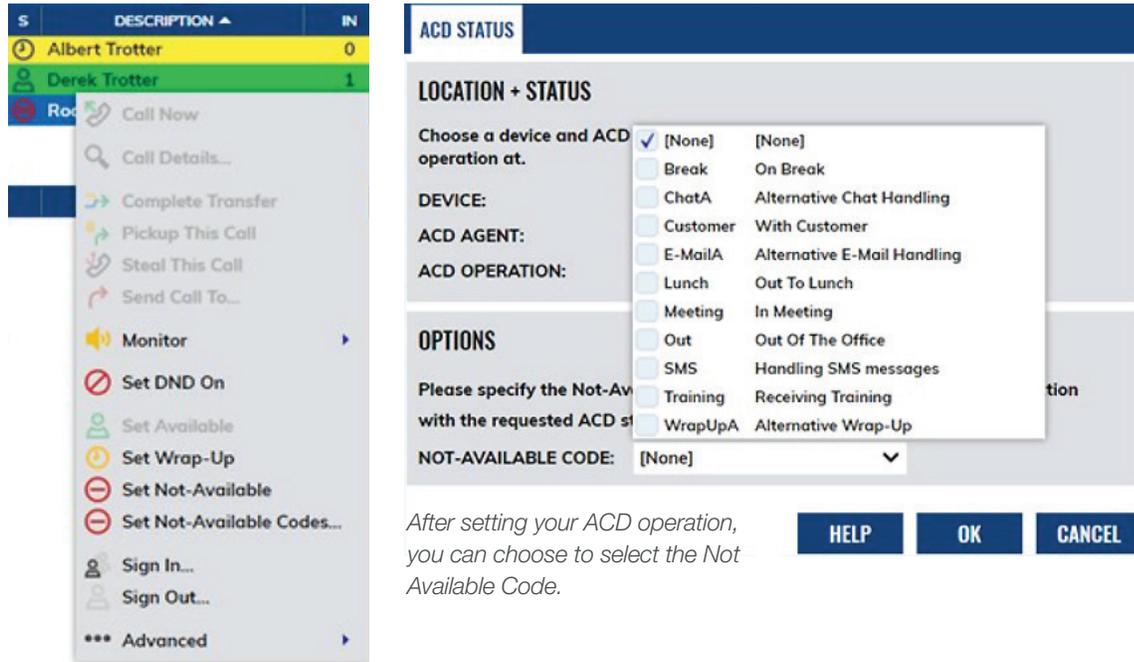
The soft key positions cannot be altered on the VVX range.



Call Reporting Agent Reporting

Through the Portal

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



After setting your ACD operation, you can choose to select the Not Available Code.

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.

Wallboards

This wallboard displays real-time statistics in large individual tiles whereby each stat 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.



Call Reporting Agent Reporting

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.

REPORT FILTER OTHER FIELDS ALARMS SCHEDULING TRANSITIONING ACD CODES FINANCIAL SETTINGS PRINT ADVANCED

FIELDS

(A) WAITING NOW
 (A) LONGEST WAITING NOW
 ANSWERED NOW
 OVERFLOWED OFF
 INBOUND ABANDONED
 INBOUND ANSWERED
 INBOUND CALLS
 % SERVICE LEVEL
 OUTBOUND ANSWERED
 OUTBOUND CALLS
 TOTAL TALK TIME
 AVG TALK TIME

ADD... **DISPLAY SETTINGS**

Call Counts
 Call Percentages
 Call Times
 Financial
 ACD Counts
 ACD Times
 DND Statistics
 Toll Fraud Detection
 Report Settings
 Miscellaneous
 Diagnostic Values

statistic types you can choose whether to instrument graphic.
 [Simple Text Value]
 choose the statistic's display colours when v
 Black TEXT: Black
 Busy Counts
 Not-Available Code Counts
 In ACD-DND
 In Alerting
 In Available
 In Not-Available
 In Wrap-Up
 Sign-In Count

ALARM

For certain statistics that show number or duration v when the statistic's value reaches a specified thresh
 WHEN: [No Alarm]

AUTOMATICALLY OPEN & RUN THIS REPORT WHEN SAVED

HELP OK CANCEL

ACD Not-Available Codes

This setting is used to specify up to ten ACD Not-Available reason codes. It is recommended that you set all unavailable codes directly in the UCx portal and use the "sync now" button to ensure your codes match on the reporting server.

REPORT FILTER OTHER FIELDS ALARMS SCHEDULING TRANSITIONING ACD CODES FINANCIAL SETTINGS PRINT ADVANCED

ACD NOT-AVAILABLE TIME STATISTIC VARIANTS

You can individually specify the ACD Not-Available reason code used for calculating each of the 10 different statistic variants of total & average Not-Available ACD status time. Select the 10 codes below that ACD status time statistics will be individually measured for:

NOT-AVAILABLE CODE 01: 001
 NOT-AVAILABLE CODE 02: 002
 NOT-AVAILABLE CODE 03: 003
 NOT-AVAILABLE CODE 04: 004
 NOT-AVAILABLE CODE 05: Lunch
 NOT-AVAILABLE CODE 06: Training
 NOT-AVAILABLE CODE 07: [Not Defined]
 NOT-AVAILABLE CODE 08: [Not Defined]
 NOT-AVAILABLE CODE 09: [Not Defined]
 NOT-AVAILABLE CODE 10: [Not Defined]

RESET CODES

If there are ACD Not-Available reason codes currently configured within your telephony environment and the first 10 of these are different from the current setting values shown left, then you can click the following button to default the setting values using the first ten detected codes.

RESET CODES

AUTOMATICALLY OPEN & RUN THIS REPORT WHEN SAVED

HELP OK CANCEL

Call Reporting Agent Reporting

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 used 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
Agents N/A Code 01 1,2,3,o	Tot N/A Code 10
Agents N/A Code 02	Tot Handling Time
Agents N/A Code 10	Avg Time In Available
Not-Available Usage Count 1,2,3,o	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 10
	Avg Handling Time
	Min Not-Available Time 1,2,3,o
	Max Not-Available Time 1,2,3,o
	Not-Available Usage Count

Call Reporting Agent Reporting

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.