

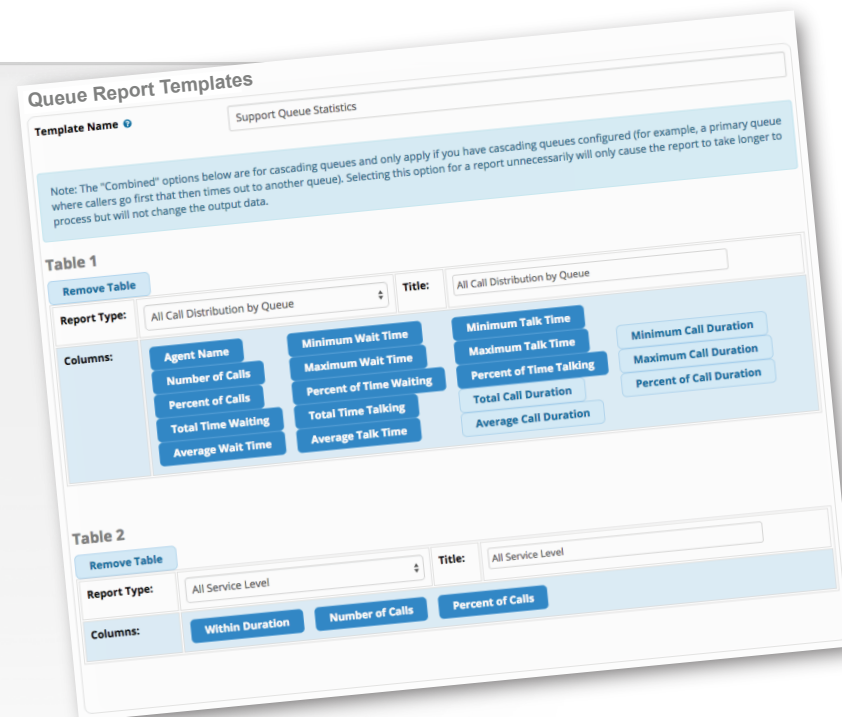
If you use ACD/Queues, you need Queue Reports to help you make the most of your time! With Queue Reports, you are given insight into each and every one of your queues. Queue Reports gives you full control over what data is displayed for each type of report. It allows you to build custom templates for quick reporting. Each report type, such as "All Call Distribution by Queue," has a list of columns that can be checked and unchecked for on-the-fly view customization.

If you use automatic call distribution (queues), you need Queue Reports to help you make the most of your time! Queue Reports is an advanced reporting module that lets administrators keep an eye on every aspect of their queues. With Queue Reports, you are given insight into each and every one of your queues. Queue Reports gives you control over what data is displayed for each type of report. It allows you to build custom templates for quick reporting. Each report type, such as "All Call Distribution by Queue" has a list of columns that can be checked or unchecked for on-the-fly view customization.

Queue Reports is divided into two sections: Templates and Reports. Templates allows you to select the specific information that you would like to view in the report and then save it. Reports allows you to run your template against any or all of your agents and/or queues.

## Features

- ▶ See call distribution by agent, queue, day of the week or even down to the hour
- ▶ View the average call time and average hold times
- ▶ View service call thresholds
- ▶ See the reason calls are being disconnected (whether the customer or agent is hanging up first, or if the call was abandoned)



**Queue Report Templates**

Template Name: Support Queue Statistics

Note: The "Combined" options below are for cascading queues and only apply if you have cascading queues configured (for example, a primary queue where callers go first that then times out to another queue). Selecting this option for a report unnecessarily will only cause the report to take longer to process but will not change the output data.

**Table 1**

Remove Table

Report Type: All Call Distribution by Queue

Title: All Call Distribution by Queue

Columns:

- Agent Name
- Number of Calls
- Percent of Calls
- Total Time Waiting
- Average Wait Time
- Minimum Wait Time
- Maximum Wait Time
- Percent of Time Waiting
- Total Time Talking
- Average Talk Time
- Minimum Talk Time
- Maximum Talk Time
- Percent of Time Talking
- Total Call Duration
- Average Call Duration
- Minimum Call Duration
- Maximum Call Duration
- Percent of Call Duration

**Table 2**

Remove Table

Report Type: All Service Level

Title: All Service Level

Columns:

- Within Duration
- Number of Calls
- Percent of Calls