

OPERATIONAL STATISTICS

The Agent Dashboard has a new look which now elaborates and details Operational Statistics displaying Call Center Data on a more “real-time” basis, providing immediate management view and access to Call and Agent Data real-time. The Operational Summary shows call data in 15 minute increments since the start of the day. Agent Skills Stats shows the current call load divided by individual Hunt Groups and skills. The Call Skill Stats shows the current breakdown of call information based on the general call type. Finally the Quick Stats information, which remains unchanged, shows the current status of individual Agents.

Operational Summary:

- Hold: Number of current Calls on Hold waiting to be answered.
- Active: Number of active calls during the specified time period.
- Abandon: Number of Calls Abandoned during this reporting period
- Connected: Total number of connected calls during the time period.
- Total: Total number of calls processed in total during the time period.
- Percentage Abandoned: Percentage of connected calls that were abandoned.
- Average Hold: Average time each call spent on hold before connecting to an agent.
- Average Wait Between Calls: Average time all active agents waited between each call.
- Average Talk Time: Average talk time of all connected calls.
- Average Wrap-Up Time: Average time each agent spent in Wrap-Up after each call before moving on to the next call.

Agent Skills Stats:

- Active: Current number of active calls assigned to that particular Hunt Group/skill.
- Connected: Current number of connected calls assigned to that particular Hunt Group/skill.
- Average Wait Between Calls: Average time each particular Hunt Group/skill spent between active calls.
- Average Talk Time: Average time each particular Hunt Group/skill spent talking in each active call.
- Average Wrap-Up Time: Average time each particular Hunt Group/skill spent after each active call before moving on to the next call..

Call Skill Stats:

- Skill: Type of call (Inbound, Outbound, Manual).
- Hold: Number of current Calls on Hold waiting to be answered.
- Active: Number of currently active calls.
- Abandon: Total number of Calls Abandoned.
- Connected: Total number of connected calls.
- Total: Total number of calls processed.
- Percentage Abandoned: Percentage of connected calls that were abandoned.
- Average Hold: Average time each call spent on hold before connecting to an agent.
- Average Talk Time: Average talk time of all connected calls.

Quick Stats:

- Agents-Total Agents: Total number of Agents.
- Agents-Active Agents: Total Agents logged in.
- Agents-Inactive Agents: Total Agents not logged in.
- Active Agents-Waiting: Active Agents currently waiting for calls.
- Active Agents-On Call: Active Agents currently on a call.
- Active Agents-Wrap-up: Active Agents currently in Wrap-Up status.

For further information, please contact your Sales Representative or TCN Client Support directly at (866) 745-1900.

tcn 1:06 PM
Welcome, ebay (Chandler AZ) - Jens Dunford - Time Zone: [America/Chicago](#)

► Reports List Manager Web Broadcasting Inbound User Options Contact Us User Management Agents Logout

▼ Operational Stats Current Stats Stats By Date

▼ Operational Summary Average Wait Between Calls

Time	Hold	Act.	Abd.	Conn.	Tot.	Abd%	A.H.	A.W.	A.T	A.WU
Current (Now)	1	8	1	38	2908	0.00	0	11 secs	48 secs	17 secs
Dec 10, 2012 3:00 PM	--	205	3	205	208	0.01	0	9 secs	37 secs	6 secs
Dec 10, 2012 2:45 PM	--	197	3	196	198	0.02	0	11 secs	38 secs	9 secs
Dec 10, 2012 2:30 PM	--	169	2	166	166	0.01	0	13 secs	32 secs	13 secs
Dec 10, 2012 2:15 PM	--	142	2	146	148	0.01	0	10 secs	30 secs	1 secs
Dec 10, 2012 2:00 PM	--	186	2	182	183	0.01	0	10 secs	27 secs	5 secs
Dec 10, 2012 1:45 PM	--	121	0	117	116	0.00	0	13 secs	1 mins, 44 secs	12 secs
Dec 10, 2012 1:30 PM	--	49	2	43	47	0.04	0	13 secs	49 secs	13 secs
Dec 10, 2012 1:15 PM	--	67	1	68	68	0.01	0	15 secs	45 secs	27 secs

▼ Agent Skills Stats- Current (Now) Average Call Hold Time Avg. Wrap-Up After Call

Skills	Act.	Conn.	A.W.	A.T	A.WU
Hunt Group One	0	0	0	0	0
Hunt Group Two	3	11	7 secs	32 secs	2 secs
Spanish Skill	4	19	11 secs	2 mins, 16 secs	25 secs
Advanced Accounts	1	7	12 secs	22 secs	8 secs
Training Group	0	1	12 secs	17 secs	20 secs

▼ Call Skill Stats- Current (Now)

Skills	Hold	Act.	Abd.	Tot.	A.H.	A.T.
Preview Call	1	5	0	2794	0	48 secs
Manual Call	0	0	0	8	0	54 secs
Ebay (Hunt Group), Inbound Call	0	2	1	106	0	40 secs

▼ Quick Stats All Agents Active Agents No Filtering Manage Filters In Hunt Groups

Agents

Total Agents	44
Active Agents	9
Inactive Agents	35

Active Agents

Waiting	1
On Call	8
Wrap Up	0

▼ All Agents Agent Status Icon Legend Calls On Hold: 0

▼ QJT:

Shatang Cowan	Ashley Haynes	Kimberly Hedges

▼ Ebay

Test Four	ebay17	ebay16	ebay15	ebay14	ebay13	ebay12	ebay11	Mike Fujiwara	David Walker
Crystal McCauley	ebay10	Steve Sifuentes	ebay9	ebay8	ebay7	Terrence Collins	Bradley Chandler	Jeremiah Lerma	Aaron Jackson
William Dwyer	Gerard Santora	Meredith Walker	Netonya Jones	Evelyn Crowell	Ramona White	Carlos Marrero	Jonathan Hogan	Eric Murphree	Kristine Mellenberger

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