

Call Centre Performance by Group - Definitions

Call Style	Description
Calls Offered	Calls Answered + Calls Abandoned + Calls Overflowed from Group
Direct To Group	(Calls Offered) - Calls Transferred into Group
Transferred Into Group	Calls that are transferred to the group and are answered by an agent E.g. Call from an AA or manually transferred from an extension to the group answered by an agent in the group
Answered	Calls ringing agents within the group that have been answered before any overflow timer has matured
Abandoned	Calls that have rung agents in the group but the caller has terminated (hung-up) the call before an agent has answered. Note calls that overflow from the group do not increment the abandoned call count
Calls Overflowed from Group	Any calls that have rung at the group but have exceeded the overflow timer

Name: Call Centre Performance by Group
 Date Range: For Yesterday: 29/07/2014
 Days of Week Reported on:
 All/Ind/Group: Individual
 Cost Filter: False
 Cost Filter From:
 Cost Filter To:
 Duration Filter: False
 Duration Filter From (sec):
 Duration Filter To (sec):
 RingTime Filter From (sec):
 RingTime Filter To (sec):

Call Centre Performance by Group

For Yesterday: 29/07/2014

Date Generated: 30/07/2014

Group Number	Group Description	Calls Offered	Direct To Group	Transferred Into Group	Answered	Abandon	% Calls Abd	Calls Overflowed from Group	SLA - calls answered within -	Total	Average	Longest	Wait Time	Talk Time	Hold Time	Wrapup Time	Handle Time	Wait Time
									< 20 secs	< 40 secs	< 60 secs	Queue Time	Wait Time					
601	Group 601	347	263	84	288	28	8.86	31	94.44	98.61	99.65	01:53:12	00:00:11	00:02:32	00:00:00	00:00:00	00:16:01	00:01:13
602	Group 602	43	39	4	34	9	20.93	0	100	100	100	00:30:31	00:00:16	00:01:42	00:00:00	00:05:58	00:05:02	00:00:09
603	Group 603	68	51	17	42	14	25	12	92.86	100	100	00:15:44	00:00:15	00:04:20	00:00:00	00:00:00	00:00:00	00:00:33
604	Group 604	15	15	0	8	7	46.67	0	75	87.5	100	00:10:40	00:00:38	00:01:53	00:00:00	00:00:00	00:00:00	00:00:54
605	Group 605	105	85	20	30	36	54.55	39	83.33	93.33	100	00:12:19	00:00:44	00:01:39	00:00:00	00:05:58	00:05:26	00:00:55
606	Group 606	104	41	63	87	15	14.71	2	93.1	97.7	100	00:17:53	00:00:13	00:00:59	00:00:00	00:00:00	00:00:59	00:00:59
607	Group 607	1	1	0	1	0	0	0	100	100	100	00:00:29	00:00:05	00:01:27	00:00:00	00:00:00	00:01:27	00:00:05
608	Group 608	166	149	17	32	81	71.68	53	90.63	93.75	96.88	00:11:45	00:00:58	00:02:15	00:00:00	00:01:10	00:02:24	00:01:58
609	Group 609	39	38	1	19	20	51.28	0	89.47	100	100	00:16:27	00:00:44	00:01:16	00:00:00	00:05:58	00:07:15	00:00:32
610	Group 610	12	12	0	0	12	100	0	0	0	0	00:00:00	00:04:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
611	Group 611	35	35	0	0	35	100	0	0	0	0	00:00:00	00:00:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
612	Group 612	6	5	1	2	4	66.67	0	100	100	100	00:01:59	00:00:56	00:00:59	00:00:00	00:00:00	00:00:59	00:00:08
613	Group 613	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
614	Group 614	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
615	Group 615	0	0	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Totals:		941	734	207	543	261	32.46	137	93.19	97.97	99.63	03:50:59	00:00:28	00:02:15	00:00:00	00:31:45	00:13:50	