



Telax Contact Center Reports

Aggregate data into actionable insights

Where are my agents spending the majority of their time? What is my call abandon rate? Are my agents meeting the service levels? Now you can answer these questions and more with our reports reporting tool. With hundreds of reports at your fingertips, you will have access to vital contact center metrics, performance data and other KPIs that you need to assess and review in order to make informed decisions.



Standard Reports

Report Name	Description
Flash Report	Overview of all call center activities
IVR Overall (with split)	Summary of IVR activity for a user-specified time period
Call Distribution	An hour by hour summary of call statistics by queue for a user-specified time period
Call Management Analysis	A breakdown of threshold adherence by queue. It shows unique calls queued
Calls Origination	Summary of calls by region for each IVR for a user-specified time period
Hourly Statistics	Number of calls queued, answered, not answered and voicemails for every hour of the day, also average talk time and average wrap-up time for each corresponding hour
IVR Checkpoints	Number of calls reaching pre-determined IVR functions for a user-specified time period
IVR Checkpoints with sum	Number of calls reaching pre-determined IVR functions for a user-specified time period
After-hours Calls	Detail of calls received outside of regular office hours for a user-specified time period
Dial out attempts	List of all dial outs
Dial out calls	List of all dial outs scheduled or not
Unanswered calls	List of calls that were queued once and never answered by either a live agent or voicemail
Voicemail Analysis	Number of Voicemails received per queue for a user-specified time period
Post Call Survey	A tabular report that must be exported to XLS, columns represent the questions asked in the survey, rows represent a survey participant, and with the cell represents the numerical response



Standard Reports

Report Name	Description
Abandoned Calls	List of all abandoned calls including the date and time, ANI, and caller's wait time before abandoning
Active emails	List of emails that are currently waiting in queue
Call Distribution (with chats and mails)	Total answered and abandoned calls by queue for each hour of the day
Complete Call and Email detail records	Combines all calls and emails into a CDR style layout displaying the source, destination, time in and time out of each queued object as well as non-queued objects
Complete email detail records	All emails in a CDR style layout displaying the source, destination, time in and time out of each queued object as well as non-queued objects
Daily peak call volume	Graphical representation of the call peak per day across a user-defined number of days
Do Not Call List	List of telephone numbers that should not be dialed
IVR Overall	Summary of all calls received into an IVR both during business hours and after hours, with queue level details
IVR Overall Report by Region	Summary of all calls received into an IVR both during business hours and after hours, with queue level details for a user-defined region
List of hosted DIDs	DIDs ported to the platform for enhanced stats and call recording without queuing calls reaching the hosted DIDs, typically used in conjunction with the Telax Insight service
Service Level	List of totals number of calls answered or abandoned within and outside of the Acceptable Waiting Time
Voicemail Analysis with details	Details of the queuing time and wait time of all calls that went to voicemail



Standard Reports

Report Name	Description
Volume of calls	List of total calls queued, successfully answered and abandoned, by month for any given year. Includes bar graph comparing months and breakdown by queue for each months
SWAT - Confirmation	List of calls delivered
SWAT - Users per group	Shows the users for each SWAT groups

Queue Reports

Report Name	Description
Queue Productivity by 30 min intervals	Queue activity in 30 minute intervals for a user-specified time period
Queue Productivity by 30 min with chat and emails	Queue activity in 30 minute intervals for a user-specified time period including voice calls, queued webchats and queued emails
Daily Queue Productivity	Daily statistics of queue activity for a user-specified time period
Weekly Queue Productivity	Daily statistics of queue activity grouped by week for a user-specified time period
Monthly Queue Productivity	Monthly Queue Productivity statistics of queue activity grouped by month for a user-specified time period
Yearly Queue Productivity	Monthly statistics of queue activity for a user-specified time period
Queued Calls Distribution	A chart display of calls per hour per queue



Queue Reports

Report Name	Description
Outbound Queuing	List of total outbound calls made through from queues via the Scheduled Dial out feature
Individual Callback Stats	Details of Callbacks including queuing date and time, and callback attempt/completion date and time
Calls Dequeued	List of total call that are de-queued and reason for de-queuing
Daily Queue Productivity with chats and emails	Daily statistics of queue activity for a user-specified time period including chat and email queues
Daily Queue Summary	Similar to "Monthly Queue Summary" but separated per day
General Queue Stats	Average speed to answer and agent talk time by day
Missed Callbacks	Detail of callbacks that expired without completion
Monthly Queue Productivity with chats and emails	Monthly Queue Productivity statistics of queue activity grouped by month for a user-specified time period including voice calls, webchats and queued emails
Monthly Queue Summary	Monthly statistics of queue activity for a user-specified time period including agent talk time statistics
Queue Callback Stats	Totals Callback statistics
Weekly Queue Productivity with chats and emails	Weekly statistics of queue activity for a user-specified time period including chat and email queues
Yearly Queue Productivity with chats and emails	Yearly statistics of queue activity for a user-specified time period including chat and email queues

Agent Reports

Report Name	Description
Agent Activity by 30 mins intervals	Specific agent activity in 30 minute intervals
Daily Agent Activity	Specific agent activity per day
Weekly Agent Activity	Specific agent activity grouped by week
Monthly Agent Activity	Specific agent activity grouped by month
Yearly Agent Activity	Specific agent activity grouped by year
Agent Performance	Key agent-performance metrics in a user-specified time period
Agent Utilization	Agent activities while logged in for a user-specified time period
Agent Utilization Total Average	Average time spend in available statuses
Agent Status Trace	Logging activities of each agent for a user-specified time period
Agent login-logout time	List of login and logout times for each agent session
Agent Login-Logout Time with computer name	List of login and logout times for each agent session and identifies the name of the computer used to login to the CCA
Agent Performance with emails	Key agent-performance metrics in a user-specified time period including emails
Agent permissions	List of current agent security details including role, feature access and queue access

Agent Reports

Report Name	Description
Concurrent sessions by team	List of total logins per 30 min by Team
Daily Agent Activity (Agent full name)	Specific agent activity per day with the agent's full name
Daily Agent Activity (with chats and emails)	Specific agent activity per day including chat and email queues
Daily Agent Activity (with missed calls)	Daily agent activity including missed calls
List of agents	List of active agents
Monthly Agent Activity with chats and emails	Specific agent activity per month including chat and email queues
Weekly Agent Activity with chats and emails	Specific agent activity per week including chat and email queues
Yearly Agent Activity with chats and emails	Specific agent activity per year including chat and email queues
Agent Configuration	Detailed List of each agent profile configuration including username, thresholds, permissions, skills etc.
Agent Skillset	Definition of skillsets and agents, team-based skill set assignments and special agent settings



Call Tracking Reports

Report Name	Description
Call Tracking - with grouping	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions
Call Tracking - without grouping	Detail of every call handled for a user-specified time period with call dispositions
Notes Tracking	Comprehensive list of all notes made by agents for a user-specified time period
Subjects Tracking by territory	A summary of call dispositions for a user-specified time-period
Subjects Tracking per DNIS	A summary of call dispositions by DNIS for a user-specified time-period
Outbound Call Tracking	Comprehensive list of outbound calls with Classification data
Outbound call tracking with notes	Comprehensive list of outbound calls with Classification data
Outbound Call Tracking without Grouping	Comprehensive outbound call list with Client Type data from Classifications
Outbound Call Tracking no callbacks	Detailed outbound call list with Classification data excluding Callbacks
Call tracking with grouping with sub-subjects	Detailed outbound call list with Classification data grouped by Caller Type and Subject
Notes tracking with sub-subjects	Detailed inbound call list with agent notes
Scheduled outbound call tracking without grouping	List of total scheduled outbound calls with Caller Type and Subject

Call Tracking Reports

Report Name	Description
Call Tracking (all fields)	Comprehensive inbound call report with all Classification fields
Call Tracking Summary Inbound/Outbound	List of total inbound and outbound calls sorted by Classification data including calls with no data
Inbound Call Tracking Summary	List of total Inbound calls sorted by Classification data.
Inbound-Outbound Calls Tracking	List of total Inbound and outbound calls sorted by Classification data
Inbound/Outbound Call Tracking with grouping	List of total Inbound and outbound calls sorted by Caller Type and Subject
Notes tracking with emails	Comprehensive list of inbound calls and emails with agent notes
Outbound Call Tracking with grouping	List of total outbound calls by Caller Type and Subject
Subject Tracking	List of total inbound calls sorted by Subject and inbound path

Billing Reports

Report Name	Description
Complete Call Detail Records	Call by call details of all calls for a user-specified time period
Daily Concurrent Sessions Peak	Maximum of concurrent sessions



Billing Reports

Report Name	Description
Dial out Billing	Outbound call details including LD costs
Inbound Billing	Inbound call details including inbound TFN costs
Second Leg Billing	Charges related to calls made to the agents from the queue
Total of calls per DNIS	Daily summary of all calls by DNIS for a user-specified time period

Workforce Management Reports

Report Name	Description
Agent Forecasting	Shows how many agents you should have staffed on any given day for each one hour interval
Agent Schedule	<p>Lists of your agents and their schedule for one day or a range of days. It will also show the lunch, breaks or events that the agent is scheduled for one day or a range of days</p> <p>The report shows the name of the agent, team and the event they are scheduled for, the start time and end time of their shift, description and location if specified and the total minutes</p>
Event	Shows the different events scheduled for one day or a range of days. It reflect the start time, end time, agent scheduled for that event, their team name and total minutes of the event
Queue Schedule	This report shows which agents are scheduled by queue on one day or a range of days. Its shows their agent name, start time and end time of their shift or event and total minutes

Workforce Management Reports

Report Name	Description
Vacation	This reports shows how much vacation allotted an agent has along with how much they have booked and how much is remaining
Vacation Limits	Lists the maximum number of hours that can be booked on any given day and how many actual hours have been booked for any given day

Custom Reports Available

Report Name	Description
Daily Queue Productivity by IVR	Daily statistics of queue activity for a user-specified time period sorted by IVR.
Queue Productivity in 30 min interval with AWT	Daily statistics of queue activity for a user-specified time period with adjustable AWT
Weekly Agent Activity 2	Weekly Agent details with calls not answered
Calls during lunch hours	Shows calls during lunch hours
Short duration calls after transfer	Shows calls with short duration after transfer
Activity Report (5 min base)	List of total calls handled within and after five minutes
Afterhours Calls with DNIS name	Call details for after-hours calls including DNIS
Agent Activity - with Missed Calls	Total Agent activity for reporting period with missed calls

Custom Reports Available

Report Name	Description
Agent Performance with time tracking	Key agent-performance metrics in a user-specified time period including totals per status
Agent Session Termination	Shows information about sessions terminated by the system
Agent Utilization Average per day	List of Agent's average time spent in all statuses
Call Tracking Report	Customized call tracking report
Call tracking with grouping with DNIS name	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions including DNIS name
Call Tracking without grouping with DNIS name	Detail of every call handled for a user-specified time period with call dispositions including DNIS name
Call Volume and Staffing (Chart)	Chart of calls queued, transferred and agents logged-in by half hour intervals
Click-to-dial Details	Click-to-Dial totals with time information
Complete Call Details	Shows CDRs marking the abandoned calls
Custom Call Distribution	Shows total calls answered and abandoned by queue in hour intervals
Custom Call Distribution 2	Shows total calls answered and abandoned by queue with adjustable intervals
Custom Call Tracking	Comprehensive call details with Classification data and survey data
Custom Call Volume Report	Shows total calls per hour with duration bar graph

Custom Reports Available

Report Name	Description
Outgoing Calls	Shows outbound calls with talk time statistics
Queue Productivity Totals	Shows queue productivity totals not divided by time frame
Daily Agent Activity with percentages	Shows specific agent activity per day with percentage spent in each status
Daily Agent Productivity by Queue	List of agent call totals by queue
Daily Agent Transfer	List of agent transfer totals including direct inbound and outbound to 3rd parties and queues
Daily Agent Transfer by Queue	Shows agent transfer totals by queue transferred to not including DID transfers
Daily Call Tracking	Summary of the call tracking categories by queue
Daily Queue Report	Daily queue totals with service level percentages for 30, 60, and 130 seconds
Daily Queue Report with callbacks	Daily queue totals with service level percentages for 30, 60, and 130 seconds including callbacks
Daily Queue Specific Agent Utilization	Shows call totals including callbacks and transfers by agent, queue and day
DNIS Listing	List of active DNISs and IVR
First call resolution	For each call subject, shows how many calls were transferred by the agents and how many were finished with the first agent



Custom Reports Available

Report Name	Description
Full Call Details	Includes second's parameter to filter calls within timeframe
Hourly Call Log	Shows call details by agent per hour
Outbound calling call analysis	Shows total long distance minutes by region
Outbound Calls	Comprehensive outbound call list including duration and connection result
Queue Productivity with DNIS name	Queue Productivity totals not divided by time frame with DNIS name
Queue Productivity with Handle Time	Daily statistics of queue activity for a user-specified time period including chat and email queues and handle time
Queue Summary	Queue totals by queue and hour intervals with abandoned times and handle times
Requested Callbacks Details	Callback details including queue and result
Talk Time Report	Shows totals calls in preset talk time intervals: 0-3, 3-10, 10-30, 30+ (in minutes)
Total of calls transferred per DID	Summary of calls transferred to each DID
Transfers made to a specific DID	Details of calls transferred to a specific DID
Unanswered Calls with DNIS name	Comprehensive unanswered call list with DNIS name
Weekly Department Report	Daily queue statistics by Team, including queue breakdown and subject tracking totals
Call Tracking by Agent	Custom report showing call tracking information sorted by agent





About Telax

Telax Hosted Contact Center provides the capabilities to create a world-class customer care and service desk operation. By leveraging cloud computing, Telax delivers an advanced contact center solution with more functionality than traditional hardware at a fraction of the cost. Telax clients get a customizable, easy-to-use solution that includes responsive, full-service support and no long-term contracts. The simplicity delivered by Telax Hosted Call Center enables clients like Best Buy, Johnson & Johnson, CI Investments, Health Canada and the GSA, to provide the best service to their customers, valuable business intelligence to their executives, and a user friendly solution for their agents. The result is a better customer experience today and a better organization tomorrow. And Everybody's Happy.™



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