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SonataSuite Stats



Measure the performance for
your Call Center
queues and agents

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Introduction

Sonata Suite is a group of applications that are integrated with VitalPBX, here is a list of the different applications available on the Sonata Suite:

- Switchboard
- Call Accounting System
- Recording Management System
- **Call Center Reports (Stats)**
- Dialer

Sonata Stats

Sonata Stats is an application through which you can generate reports that portray all the activity within your Call Center in VitalPBX.

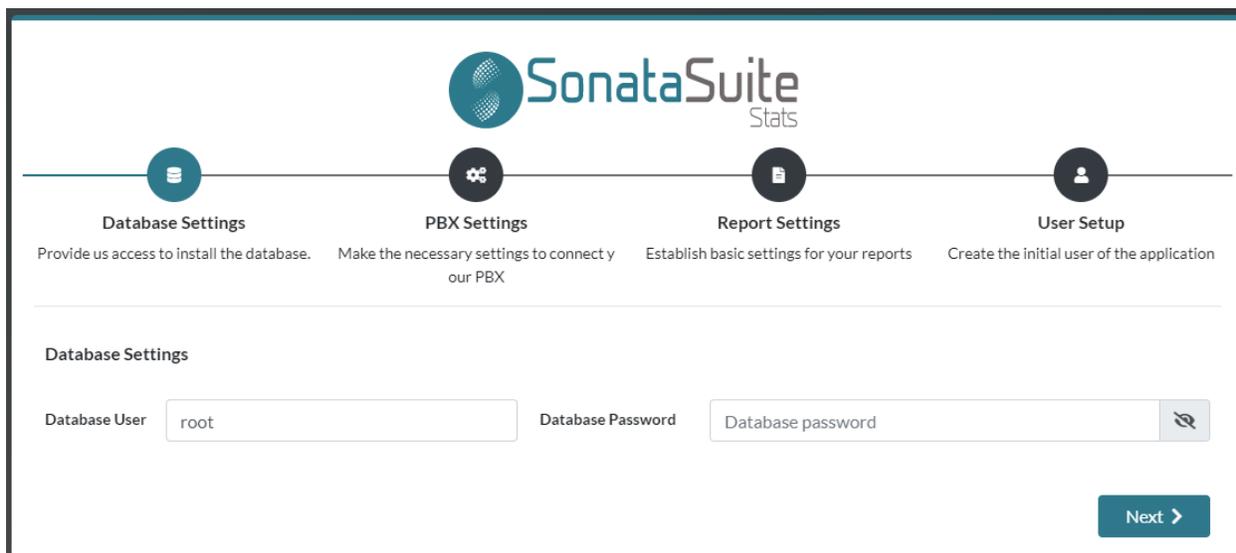
1.- Installation

Sonata Stats is designed for VitalPBX 3.0 and onward. To install Sonata Stats you will first need to go to the Add-ons module in VitalPBX, check online for the latest list of add-ons, and press the install button next to Sonata Stats. This process might take a couple of minutes. Once installed, we will move to the application by pressing the name for Sonata Stats on the add-on menu.

Now, we will see the configuration wizard to finalize the installation.

a.- Database Settings:

- **Database User**, MySQL user, if we are on the same server you can leave the root user without any password, else, you would need to create a MariaDB user to be able to access remotely.
- **Database Password**, If we are on the same server as the root user, typically, there is no password. If we are accessing remotely, we must create the username and password through MariaDB.



The screenshot shows the 'Database Settings' step of the Sonata Suite Stats configuration wizard. At the top, the 'Sonata Suite Stats' logo is displayed. Below it, a progress bar indicates four steps: Database Settings (current), PBX Settings, Report Settings, and User Setup. The 'Database Settings' section includes two input fields: 'Database User' with the value 'root' and 'Database Password' with the value 'Database password'. A 'Next >' button is located at the bottom right of the form.

b.- PBX Settings:

- **Host**, if we have installed on the same server, it is recommended to input **'localhost'**, else you would need to input the host or remote IP Address.
- **Port**, if our server has a valid certificate and all the requests are redirected to https, you must configure the port 443 and turn on the **'Secure'** option. If we do not have HTTPS enabled, we input port 80. If you are going to access the server remotely, remember to open those ports on the firewall.
- **App key**, If Sonata Stats is on the same server as VitalPBX, it is not necessary to configure the App Key since we would obtain it automatically. If Sonata Stats is installed on a remote server different to where VitalPBX is, it is necessary to generate the App Key in VitalPBX. To do this, you would need to go to VitalPBX then Admin > Admin > Application Keys, and generate a new one, copy it, and paste it here.
- **Secure**, indicates that this is a secure connection with HTTPS, usually this option is selected when using port 443.

The screenshot shows the 'PBX Settings' step in the Sonata Suite Stats installation wizard. At the top, there is a progress bar with four steps: Database Settings, PBX Settings (current), Report Settings, and User Setup. Below the progress bar, the 'PBX Settings' section contains the following fields and options:

- Host:** A text input field containing 'localhost' with a green checkmark to its right.
- Port:** A text input field containing '443'.
- App Key:** A text input field with the placeholder text 'Enter app key'. To its right are two icons: a key with a slash through it and a refresh icon.
- Secure:** A toggle switch that is currently turned on (blue).

Below the App Key field, there is a small note: 'Required when the application will be installed on a separate server from your PBX'. At the bottom right of the form, there are two buttons: a red 'Previous' button and a blue 'Next' button.

c.- Report Settings:

- **Company Name**, Name of the company to be shown on the Report Headers when they are exported as a PDF file.
- **Timezone**, Timezone to use at the moment to evaluate the date and time.
- **PDF Paper Size**, the paper size to use on the reports that are exported as a PDF file.

Sonata Suite Stats

Database Settings | PBX Settings | **Report Settings** | User Setup

Provide us access to install the database. | Make the necessary settings to connect your PBX | Establish basic settings for your reports | Create the initial user of the application

Report Settings

Company Name: Timezone:

PDF Paper Size:

[Previous](#) [Next](#)

d.- User Setup

- **Full Name**, Full name of the administrator user in Sonata Stats.
- **Admin User**, Administrator username in Sonata Stats.
- **Password & Password Confirmation**, Administrator Password.

Sonata Suite Stats

Database Settings | PBX Settings | Report Settings | **User Setup**

Provide us access to install the database. | Make the necessary settings to connect your PBX | Establish basic settings for your reports | Create the initial user of the application

User Setup

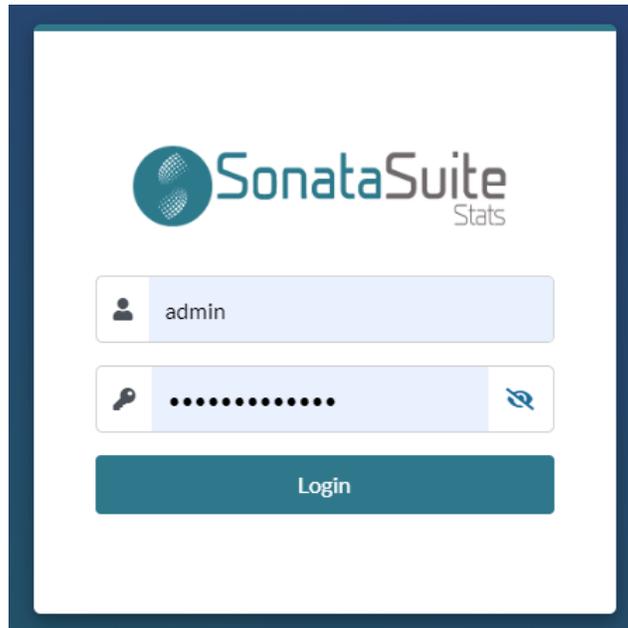
Full Name: Admin User:

Password: Password Confirmation:

The password is valid | Passwords match

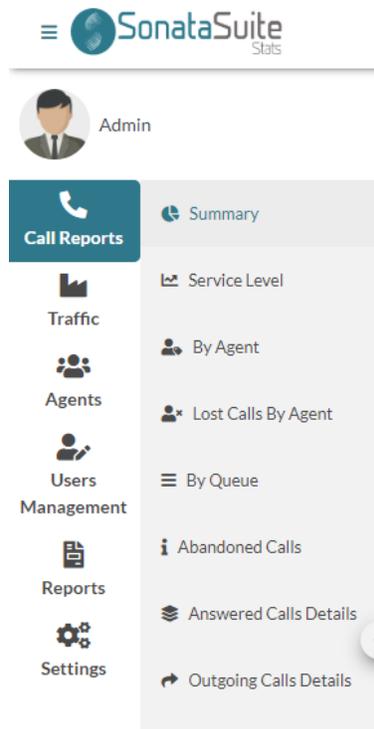
[Previous](#) [Create User](#)

e.- Enter the username and password previously created.



The screenshot shows the login interface for Sonata Suite Stats. At the top center is the logo, which consists of a teal circular icon with a white grid pattern followed by the text 'SonataSuite' in a large teal font and 'Stats' in a smaller teal font below it. Below the logo are two light blue input fields. The first field contains the text 'admin' and has a small person icon on the left. The second field contains a series of black dots representing a masked password and has a key icon on the left and a teal eye icon on the right to toggle visibility. Below these fields is a solid teal button with the word 'Login' in white text.

2.- Navigation Menu



On the Navigation Menu, we got the following options.

- **Call Reports**, Here, we can see all the calls taking into account the queues and agents:
 - **Summary**, Shows the total of Answered Calls, Abandoned Calls, and the SLA (Service Level).
 - **Service Level**, Shows the Service Level in a graph form and more specific.
 - **By Agent**, Shows the detail of the calls by agent. How many calls were answered and not answered by each agent, average by call, and the duration of every call.
 - **Lost Calls By Agent**, Here, we show a list of the calls that were not answered by each agent and the different events for each call, for example, how much times did it spend ringing and if it was answered by another agent. It is important to notice that Lost Calls are not Abandoned Calls. Lost Calls did not necessarily left the queue.
 - **By Queue**, Shows a list of all the queues and the total of attended calls, abandoned calls, hold times, and more. You can see the detail for each call in the queue.
 - **Abandoned Calls**, Shows the detail of all the abandoned calls and the causes for the abandon. For example, the caller hung up, hold time timed out, and many other forms that the caller left the queue.
 - **Answered Calls Details**, Shows a list of all the attended calls and the events the occurred for each call. These events are for example, the call

- enters the queue, it connects with an agent, the call is ended by the agent.
 - **Outgoing Calls Details**, Shows the detail of all the outgoing calls made by each agent.
- **Traffic**, Here, we show reports for the call distribution considering the hours, days, days of the week, and month:
 - **By Hour**, with this report we can evaluate the hours with the highest traffic on our Call Center. We can see a graph portraying this behavior.
 - **By Day**, Shows the total number of calls by day in a graph form, and also provides information such as, answered calls, abandoned calls, average call time, among many others.
 - **By Day Of Week**, Shows the total number of calls by the day of the week in graph form. As well as the answered calls, abandoned calls, average call time, among others.
 - **By Month**, Shows the total number of calls per month in graph form, as well as the answered calls, abandoned calls, and average per call, among others.
 - **Lost Calls By Hour**, Shows a summary of the lost calls by agent per hour.
- **Agents**, Here, we can obtain varied information from our agents:
 - **Session Details**, Session Detail per agent. Here, you can see how many times they logged into a queue, average session duration, pauses, average pause time, among others.
 - **Availability**, Shows the availability of each agent. Here, you can see how many agents are evaluated, how much time they were in conversation, pause time, on hold, and available.
 - **Pauses**, It shows detailed and summarized report of all the pauses of each agent in each queue.
 - **Session By Hour**, Shows the total time in session by hour for each agent.
 - **By Hour**, Here, we can see how many agents are available depending on the day and time. It also shows the list of agents that were available at those times.
- **User Management**, Here, we create the system users with their respective privileges.
 - **Roles**, Are privileges that will be assigned to the different users.
 - **Users**, Here, we create the users with the role previously created.
- **Reports**, Here, we configure some parameters used at the moment of generating the reports. Here, it is also possible to create automatic reports that are generated on specified date and time.
 - **Shift**, It is possible to create specific work shifts, for example, if we have three (3) shifts on our Call Center, and let's say one of them is from 08:00 to 17:00, we can create that shift and apply it to any of the reports we saw previously.
 - **Email Templates**, Since it is possible to create reports to be sent automatically by email, here, you would be able to create the templates for the email to send with each report.

- **Report Builder**, Here, we create the report that we wish to send through email automatically on a specified date and time.
- **Report Scheduler**, Here, we program the date, time, and repeat period to send the report built previously with the email template selected.
- **Settings**, On this section we configure various settings:
 - **Email Settings**, With this form you can configure the parameters needed for the email client to send the automatic reports.
 - **Report Settings**, With this form you can configure the general parameters for the reports, such as the report headers, company logo, among others.
 - **PBX Settings**, On this form you can configure the connection to the host from where we are going to obtain the information.

3.- Report Parameters

Before we begin to generate reports, you must know the different options to apply at the moment of generating them.

3.1.- Queues

Here, we select the Queues to include on the generation of the report. By only clicking on the Queues field, a dialog will be shown from which you will be able to select the Queues to include on the report. If we desire to include all of the Queues, all you have to do is click on the **'add all'** option.

Queues

15 queues selected ☰

Select queues (15)
×

Add all <input style="width: 100%; border: 1px solid #ccc;" type="text" value="Search queue"/>	Remove all
505 - DANGEROUS AUTO +	500 - SUPER AUTO -
506 - DANGEROUS HOME +	501 - SUPER HEALTH -
507 - DANGEROUS HEALTH +	502 - SUPER HOME -
508 - THE OAK AUTO +	503 - SAFE AUTO -
509 - BEER AUTO +	504 - SAFE HEALTH -
510 - BEER HEALTH +	517 - INTERNATIONAL TECHNICAL -
511 - REMOTE ASSISTANCE +	518 - INTERNATIONAL HEALTH -
512 - REMOTE AUTO +	520 - UNITY INSURANCE -
513 - FOREIGN AUTO +	521 - FOLLOW UP -
514 - SUPPLIERS +	522 - EXTRA HOME -
515 - ROBLE BREWERY +	523 - AIRPAK -
516 - EXTRA AUTO +	524 - FLEXY-AUTOS -

Close

3.2.- Agents

Here, you can select the Agents to be included on the report. Simply by clicking on the Agents field, you will be shown the following dialog through which you can select the Agents to include on the report.

Agents

14 agents selected ☰

Select agents (14)
✕

Add all	Search agent	Remove all
Bette Davis - 2002	+	Gregory Peck - 2009
Leonardo DiCaprio - 2011	+	James Stewart - 2044
Cate Blanchett - 2012	+	Steve McQueen - 2045
Marilyn Monroe - 2042	+	Bruce Lee - 2046
Spencer Tracy - 2022	+	Shah Rukh Khan - 2027
Audrey Hepburn - 2021	+	Morgan Freeman - 2047
Kate Winslet - 2026	+	Judy Garland - 2048
Viola Davis - 2035	+	Grace Kelly - 2049
Sophia Loren - 2036	+	Johnny Depp - 2050
Cary Grant - 2038	+	Greta Garbo - 2051
Vivien Leigh - 2039	+	Juie Andrews - 2052
Laurence Olivier - 2043	+	Halle Berry - 2053

Close

3.3.- Date

Here, we configure the Date and Time Range to use to generate the reports, when clicking on the field, we will be shown a calendar with multiple options.

Date

 2020-05-09 00:00 - 2020-05-09 23:59

We have some range templates that can facilitate the selection:

- **Today**, we evaluate the calls for the current day.
- **Yesterday**, we evaluate the calls for the day prior.
- **This week**, we evaluate the calls for the current week starting from Monday, or the day you have defined as your week start.
- **Last week**, we evaluate the calls for the week prior starting from Monday, or the day you have defined as your week start.
- **This month**, we evaluate the calls for the current month.
- **Last month**, we evaluate the calls for the month prior.
- **This year**, we evaluate the calls for the current year.
- **Last year**, we evaluate the calls for the year prior.
- **Custom**, We can also select a custom date and time range by selecting the days on the calendar.

Date

 2020-08-01 00:00 - 2020-08-31 23:59

Today	<	Sep 2020							>
Yesterday	W	Mo	Tu	We	Th	Fr	Sa	Su	
This week	36	31	1	2	3	4	5	6	
Last week	37	7	8	9	10	11	12	13	
This month	38	14	15	16	17	18	19	20	
Last month	39	21	22	23	24	25	26	27	
This year	40	28	29	30	1	2	3	4	
Last year	41	5	6	7	8	9	10	11	

00 : 00 23 : 59

2020-08-01 00:00:00 - 2020-08-31 23:59:00 Cancel Apply

3.4.- Shifts (Optional)

In Call Centers, is it by norm to have work shifts, for example:

- Shift 1: 08:00 AM through 04:00 PM
- Shift 2: 04:00 PM through 12:00 PM
- Shift 3: 12:00 PM through 08:00 AM

In Sonata Stats it is possible to create these shifts, so that they are taken into account at the moment of generating the report. If we do not select a shift, the 24 hours of the day will be taken into account.

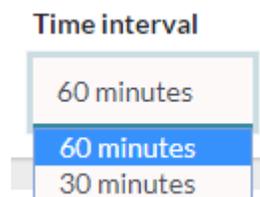
3.5.- Filters

Some Reports will also possess an additional option to filter information. We can see than on these reports a button with three dots is added. When you press this button, some additional data will appear to configure on the filter. Each one of these inputs will be explained coming up.



3.6.- Time Interval

In some reports we find the Time Interval option. This parameter is used so that you can see the report with the selected interval.



3.7.- Max session allowed (hours)

A very important piece of information to take into account is that sometimes, the evaluated period does not include certain events. For example, the login of an agent to their queues, since they might have done so outside of the selected time frame. For this we got the **Max Session Allowed (hours)** parameter. Its default value is seven (7), this indicates that if the login/logout that completes the event is not found the maximum session time for the agent it would be of 7 hours. This tends to happen when we evaluate short periods lower than 24 hours.

3.8.- Max pause allowed (minutes)

In some occasions, orphan events may be found, for example, an **Un-Pause** event that would precede a **Pause** event, for these cases we would use the **Max Pause Allowed (minutes)**. This is the maximum amount of time for a pause to apply in the case of orphan events. The default value is 15 minutes.

3.9.- Export Data

All of the reports have the option to be exported in various formats, here are the available options:

-  PDF, exports the report in PDF format using the predetermined parameters.
-  Excel, exports the report in Excel format.
-  CSV, exports the report in CSV format, this can be read by Excel or any other text editor.

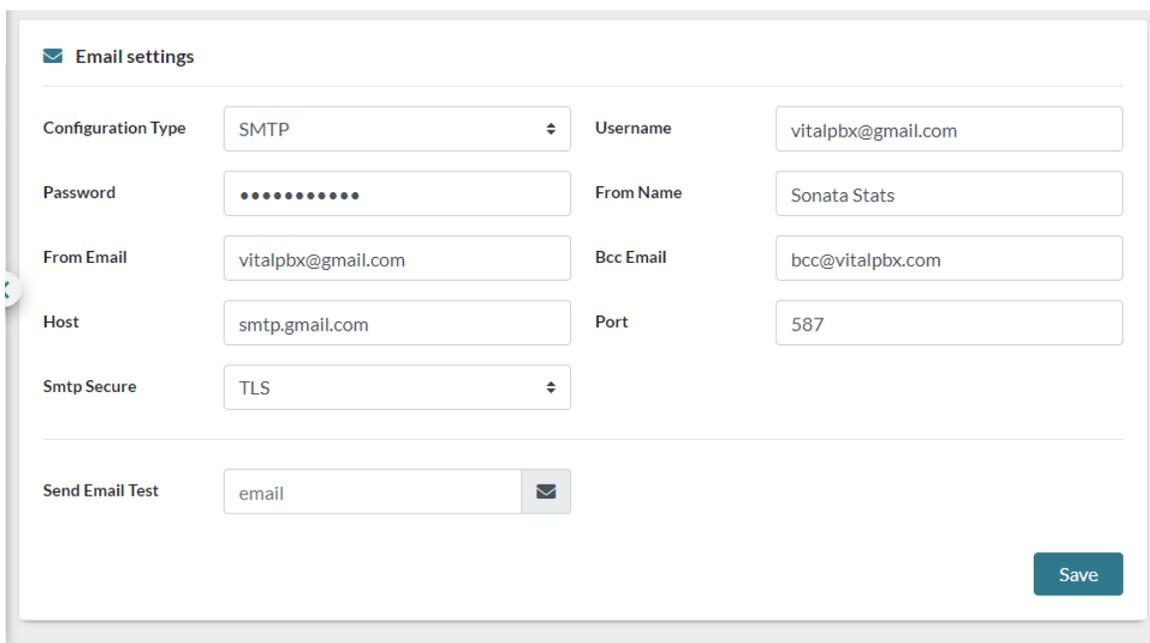
4.- Settings

On this section we can configure the following parameters.

- **Email Settings** configure the email account to use.
- **Report Settings**, parameters to configure report formats and other features.
- **PBX Settings**, connection configuration to connect to the PBX.

4.1.- Email Settings

On this module, you can configure the parameters for the email account where you will send the emails with the automatic reports.



The screenshot shows the 'Email settings' configuration form. It includes the following fields and values:

Field	Value
Configuration Type	SMTP
Username	vitalpbx@gmail.com
Password
From Name	Sonata Stats
From Email	vitalpbx@gmail.com
Bcc Email	bcc@vitalpbx.com
Host	smtp.gmail.com
Port	587
Smtplib Secure	TLS
Send Email Test	email

A 'Save' button is located at the bottom right of the form.

The information needed to configure the account is the following:

- **Username**, Username to register to the email server.
- **Password**, Password for the email account to register on the email server.
- **From Name**, Name used to send the email.
- **From Email**, Email address from the email is sent.
- **Bcc Email**, If you desire to send a Blind Copy to another email address, you configure it here.
- **Host**, Address of the server we are registering to.
- **Port**, Port used to send the emails.
- **Smtplib Secure**, Here we have two options, verify the one your server uses:
 - SSL
 - TLS
- **Send Email Test**, you can send a test email to verify that the account has been configured correctly, you must add the email you wish to send the test to and then click on the envelope icon .

4.2.- Report Settings

On this module you can configure the general system parameters, like headers, logos, and others.

Report Settings

Company Name: VitalPBX LLC Timezone: America/Managua

PDF Paper Size: Letter Week Starts On: Monday

PDF Footer: PDF footer Memory limit (MB) 300

Company logo

Set your Logo

Remove Change

Service Level Default Filters

Initial Period: 10 Interval: 10 Max Period: 120

Call Wait Limit: 0 Call Talk Limit: 0

Agent Session Default Filters

Max Session Allowed (Hours): 7 Max Pause Allowed (Minutes): 15

Save

The fields you can configure here are the following:

- **Company Name**, The name for the company to be shown on the report header for the reports that are exported as PDF.
- **Timezone**, The timezone to use when selecting the date and time for a report.
- **PDF Paper Size**, The size of the paper to use when the reports are exported to PDF.
- **Week Starts On**, Here, you can select the day where your week starts on. This is useful when we have to select reports using the **This Week or Last Week templates**.
- **PDF Footer**, The text that we wish to appear on the footer of the page when we export to PDF.
- **Week Starts On**, día en que se considera que comienza la semana, esto es muy útil para cuando al momento de seleccionar la fecha la opción de **This week** o **Last week**.
- **Memory Limit (MB)**, this sets the maximum amount of memory in bytes that a script is allowed to allocate. This helps prevent poorly written scripts for eating up all available memory on a server. Note that to have no memory limit, set this directive to -1. Some processes require more memory resources (especially if you have a lot of data to process), increase memory if reporting delays.

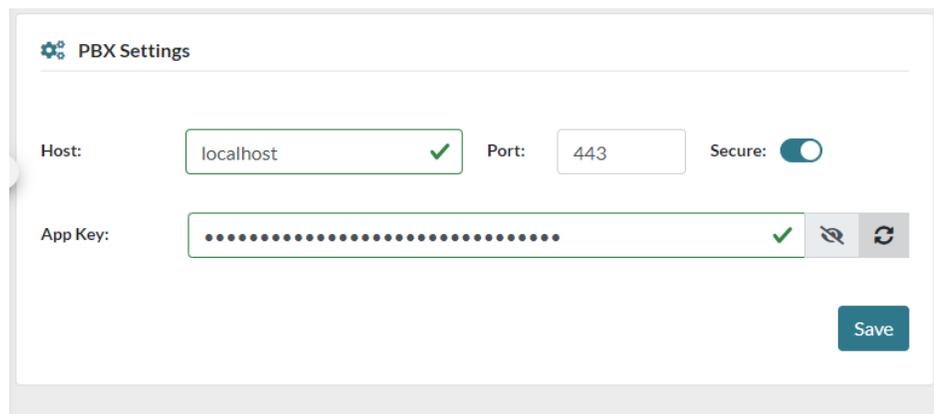
- **Company Logo**, The company logo that will appear on the reports when they are exported to PDF.

We also have the ability to configure the defaults for the filters to apply on the reports, the options are:

- **Initial Period**, Initial period to get reports for SLA (Service Level). This parameter indicates the first piece of information to get.
- **Interval**, Time interval to the data for SLA (Service Level). Every one of this interval data shown.
- **Max Period**, Maximum period to show data for SLA (Service Level). All of the data obtained after this value will be indicated with a **'value+'**, if the value is 80 for example, it will be shown as 80+.

4.3.- PBX Settings

On this form, we configure the connection with the host where we are getting the information from.



The screenshot shows a web form titled "PBX Settings". It includes the following fields and controls:

- Host:** A text input field containing "localhost" with a green checkmark to its right.
- Port:** A text input field containing "443".
- Secure:** A toggle switch that is currently turned on (blue).
- App Key:** A text input field containing a series of dots, with a green checkmark to its right and two small icons (a key and a refresh symbol) to its left.
- Save:** A blue button located at the bottom right of the form.

The option we have here are:

- **Host**, if the Sonata Stats is installed on the same server where VitalPBX is installed, we recommend using 'localhost.'
- **Port**, depending whether or not we are using HTTPS or not, we would choose the port we are going to use, usually 80 (HTTP) or 443 (HTTPS).
- **Secure**, indicates whether you are using a secure connection (HTTPS) or not, usually when using this option, you are using port 443.
- **App Key**, if Sonata Stats is on the same server as VitalPBX, it is not necessary to configure the APP key, since it is automatically generated. If Sonata Stats is installed on a server different to where VitalPBX is installed on, you would need to create the APP Key. You can do this from VitalPBX under Admin > Admin > Application Keys, create a new one, copy it and paste it on Sonata Stats.

5.- Reports Settings

In reports you can configure the following options.

- **Shifts**, create and edit shifts.
- **Email Templates**, create and edit email templates.
- **Report Builder**, create the profiles for the automatic reports.
- **Report Scheduler**, schedule the time, date, and intervals to send the automatic emails.

5.1.- Shifts

It is possible to create work shifts, for example, if our Call Center has three shifts and one of them is from 08:00 through 17:00, here we can create that shift so we can apply it to any of our reports.

DAY	AM											PM												
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
SUNDAY																								
MONDAY																								
TUESDAY																								
WEDNESDAY																								
THURSDAY																								
FRIDAY																								
SATURDAY																								

To create a shift we will need to configure the following options:

- **Shift Name**, A name that will allow us to remember the shift.
- **Set Shift Days And Hours**, Select by pressing on the grid the hours and days to include on the shift.

5.2.- Email Templates

On this module, we can create the different templates to use when send the automatic emails. This template will be used when we configure the date and time to send the report by email on the **Report Scheduler**.

The options that you can use to configure the Email Template are:

- **Title**, The name to identify the template.
- **Subject**, The subject used so that the receiver can identify the email received.
- **Email Content**, Content for the email to send. Here, it is possible to add a number of variables. The available variables are:
 - `{{ $user }}`, it is substituted by the name of the sender.
 - `{{ $to }}`, it is substituted by the email address the email is sent to.
 - `{{ $report_name }}`, it is substituted by the name of the report sent.
 - `{{ $repeat_mode }}`, it is substituted by the repeat period.
 - `{{ $startdate }}`, it is substituted by the start date for the automatic emails.
 - `{{ $link_to_report }}`, it is substituted by the link to view the report online.

5.3.-Report Builder

This module allows you to create profiles of different reports to send automatically.

The options you can configure so you build your report are the following:

- **Title**, Title of the report. This title will be used to identify this report at the moment of creating the **Report Schedule**.
- **Report**, type of report that we wish to send automatically.
- **Shift**, Used if you wish to apply a shift to the report, you selected the desired shift.
- **Queues**, Queues to include on the report.
- **Agents**, Agents to include on the report.
- **Format**, Format in which you want to send the report. This can be in PDF, Excel, or CSV.
- **Period**, Date range for the report. Here, it is very important to take into consideration when selecting any option that is not 'custom,' this date will be validated by the date the report is being sent on. When using the custom option, the start date and end date will be used the first time the report is sent, however, if the scheduling on the **Report Scheduler** in **repeat mode** we choose weekly, these dates will have a week added, and so on depending on the **repeat mode** we select.

5.4.- Report Scheduler

Here, we will schedule the date, time, and period through which a previously built report will be sent.

The screenshot shows a 'Create' form for a Report Scheduler. The form has the following fields and options:

- Description**: A text input field containing 'description'.
- Report**: A dropdown menu with 'Select a report' as the placeholder.
- To**: A text input field containing 'your-email@domain.com'.
- Start Date**: A date picker showing 'vie., 24 de abr. de 2020 1' with a close button.
- Repeat Mode**: A dropdown menu with 'daily' as the selected option.
- Every**: A text input field containing '1' and a 'day' button.
- Email Template**: A dropdown menu with 'Select an email template' as the placeholder. Below it, a red error message says 'This field is required'.
- Enabled**: A toggle switch that is currently turned off.
- Create**: A blue button at the bottom right.

These are the options you have to configure for the automatic reports:

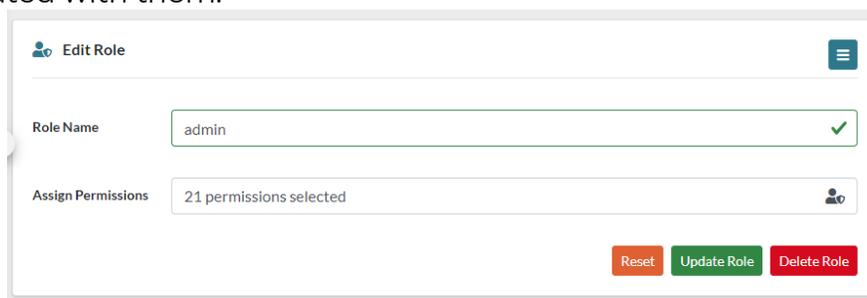
- **Description**, a brief description to identify the report schedule.
- **Report**, report to be sent, previously created in **Report Builder**.
- **To**, email to which we are going to send the report.
- **Start Date**, date and time we wish to start sending the reports.
- **Repeat Mode**, the interval in which we want to send the reports.
- **Every**, how often we wish to apply the **Repeat Mode**, for example, if we wish to send it weekly, but being every two weeks, here we can input 2.
- **Weekdays**, this option only appears if we have set the **Repeat Mode weekly**. Here, we select the days of the week we wish to perform the task.
- **Email Template**, we select a previously created email template.
- **Enabled**, Enable or disable the scheduled sending, This option is useful since it lets us stop the task without having to delete it completely.

6.- Users Management

When we enter to Sonata Stats for the first time, we use the admin user we created through the installation wizard. To create new users, it is necessary to go to Users Management > Users, but first we recommend for you to create the role with the permissions for this new user.

6.1.- Roles

Roles are permissions that a user will have. Each user can have one or more roles associated with them.

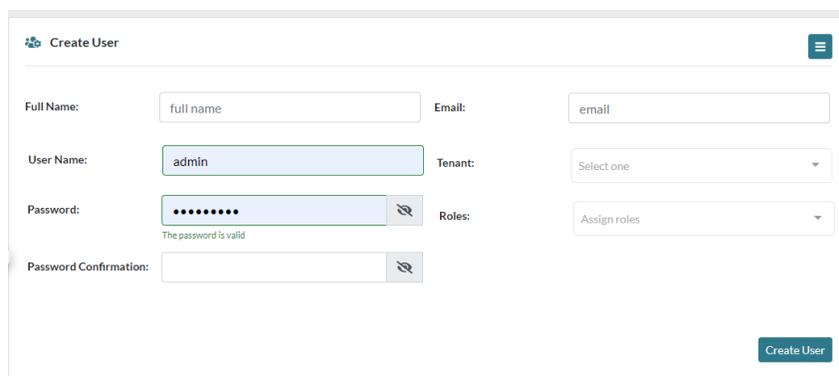


The information to take into account when creating a role is:

- **Role Name**, short name to identify the role.
- **Assign Permissions**, permissions associated with this role.

6.2.- Users

On this form we will proceed to create the system users.



The available options are as follows:

- **Full Name**, User's full name for descriptive purposes.
- **Email**, User Email.
- **User Name**, username required for the moment of login.
- **Tenant**, the tenant with which this user is associated with.
- **Roles**, the role created for this user.
- **Password y Password Confirmation**, password used to log in to the system.

7.- Reports

Sonata Stats has a variety of reports grouped under three categories:

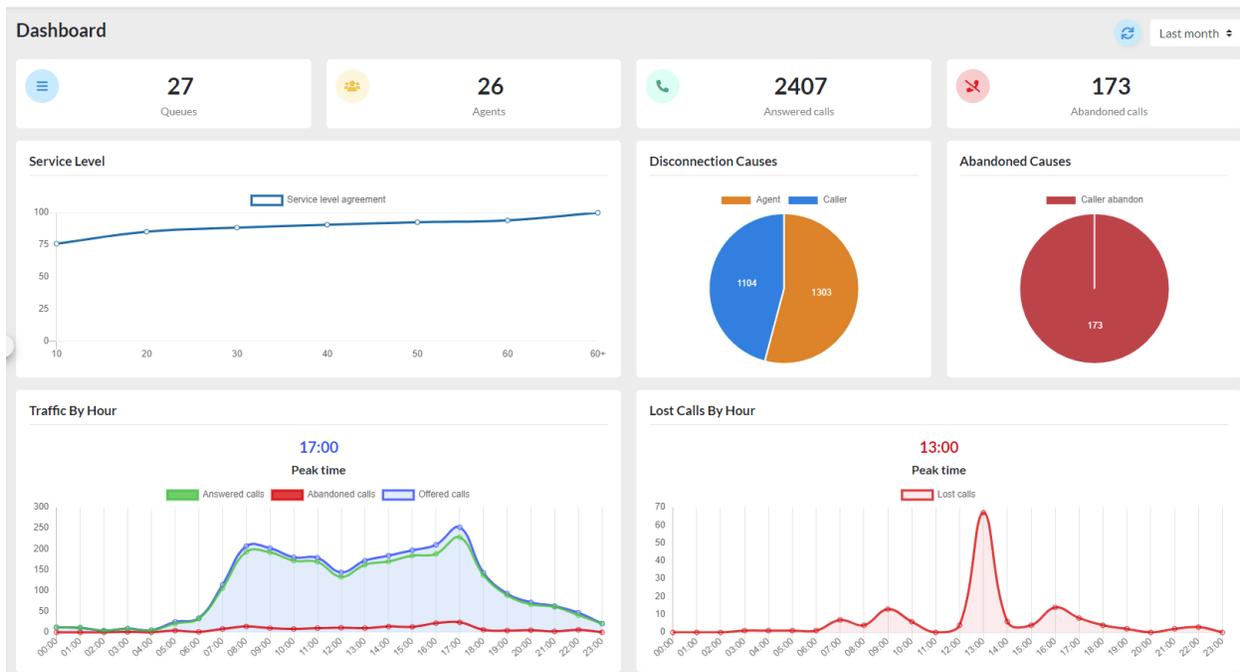
- **Call Reports**, Here, we can see all of the calls taking into account the queues and agents:
 - **Summary**, Shows the total of Answered Calls, Abandoned Calls, and the SLA (Service Level).
 - **Service Level**, Shows the Service Level in a graph form and more specific.
 - **By Agent**, Shows the detail of the calls by agent. How many calls were answered and not answered by each agent, average by call, and the duration of every call.
 - **Lost Calls By Agent**, Here, we show a list of the calls that were not answered by each agent and the different events for each call, for example, how much times did it spend ringing and if it was answered by another agent. It is important to notice that Lost Calls are not Abandoned Calls. Lost Calls did not necessarily left the queue.
 - **By Queue**, Shows a list of all the queues and the total of attended calls, abandoned calls, hold times, and more. You can see the detail for each call in the queue.
 - **Abandoned Calls**, Shows the detail of all the abandoned calls and the causes for the abandon. For example, the caller hung up, hold time timed out, and many other forms that the caller left the queue.
 - **Answered Calls Details**, Shows a list of all the attended calls and the events the occurred for each call. These events are for example, the call enters the queue, it connects with an agent, the call is ended by the agent.
 - **Outgoing Calls Details**, Shows the detail of all the outgoing calls made by each agent.
- **Traffic**, Here, we show reports for the call distribution taking into account the hours, days, days of the week, and month:
 - **By Hour**, With this report we can evaluate the hours with the highest traffic on our Call Center. We can see a graph portraying this behavior.
 - **By Day**, Shows the total number of calls by day in a graph form, and also provides information such as, answered calls, abandoned calls, average call time, among many others.
 - **By Day Of Week**, Shows the total number of calls by the day of the week in graph form. As well as the answered calls, abandoned calls, average call time, among others.
 - **By Month**, Shows the total number of calls per month in graph form, as well as the answered calls, abandoned calls, and average per call, among others.
 - **Lost Calls By Hour**, Shows a summary of the lost calls by agent per hour.
- **Agents**, Here, we can obtain varied information from our agents:

- **Session Details**, Session Detail per agent. Here, you can see how many times they logged into a queue, average session duration, pauses, average pause time, among others.
- **Availability**, Shows the availability of each agent. Here, you can see how many agents are evaluated, how much time they were in conversation, pause time, on hold, and available.
- **Pauses**, It shows detailed and summarized report of all the pauses of each agent in each queue.
- **Session By Hour**, Shows the total time in session by hour for each agent.
- **By Hour**, Here, we can see how many agents are available depending on the day and time. It also shows the list of agents that were available at those times.

7.1.- Call Reports

Here, we will find summarized and detailed reports by calls, taking into account Queues and Agents.

7.1.1.- Dashboard



7.1.2.- Summary

Summarized report where in one screen we can see the total number of Answered and Abandoned Calls, as well as the SLA (Service Level)

Here, you can see the selected Queues, and the total of Answered and Abandoned calls, as well as the disconnection causes.

Call Reports Summary

Queues Considered	500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 520 521 522 523 524 525 526 527
Total Calls Processed	2,407 answered / 173 abandoned
Percent	93.29% answered / 6.71% abandoned
Disconnection Causes	1,303 by Agent (54.13%) / 1,104 by Caller (45.87%)

We can also see the Service Level in 10 second intervals. These intervals can be configured under Settings > Report Settings.

Service Level Call Type: All

Waiting Time (Seconds)	Number Calls	Delta	Percent
10	1960	0	75.97%
20	2199	+ 239	85.23%
30	2281	+ 82	88.41%
40	2338	+ 57	90.62%
50	2391	+ 53	92.67%
60	2427	+ 36	94.07%

Now, we see a summary of the Answered Calls, Average Call Time, Waiting Time, and additional information.

Answered Calls

Answered calls	2407
Average calls length	00:02:29
Min calls length	00:00:00
Max calls length	00:21:01
Total calls length	99:54:17
Average calls waiting time	00:00:13
Min waiting time	00:00:03
Max waiting time	00:04:27
Total waiting time	08:41:59

Answered Calls

We can also see a summary of the abandoned calls with the information of average waiting time and other additional data.

Abandoned Calls

Abandoned calls	173
Average calls waiting time	00:00:46
Min waiting time	00:00:00
Max waiting time	00:03:05
Total waiting time	02:14:02

Abandoned calls

7.1.3.- Service Level

In every Call Center, the Service Level (SLA) is one of the most important reports since a good SLA will guarantee us a good Customer Service. On this report it is possible to create filters to have specific parameters for the Service Level. The available options are the following:

More filters ×

SLA: initial period

SLA: max period

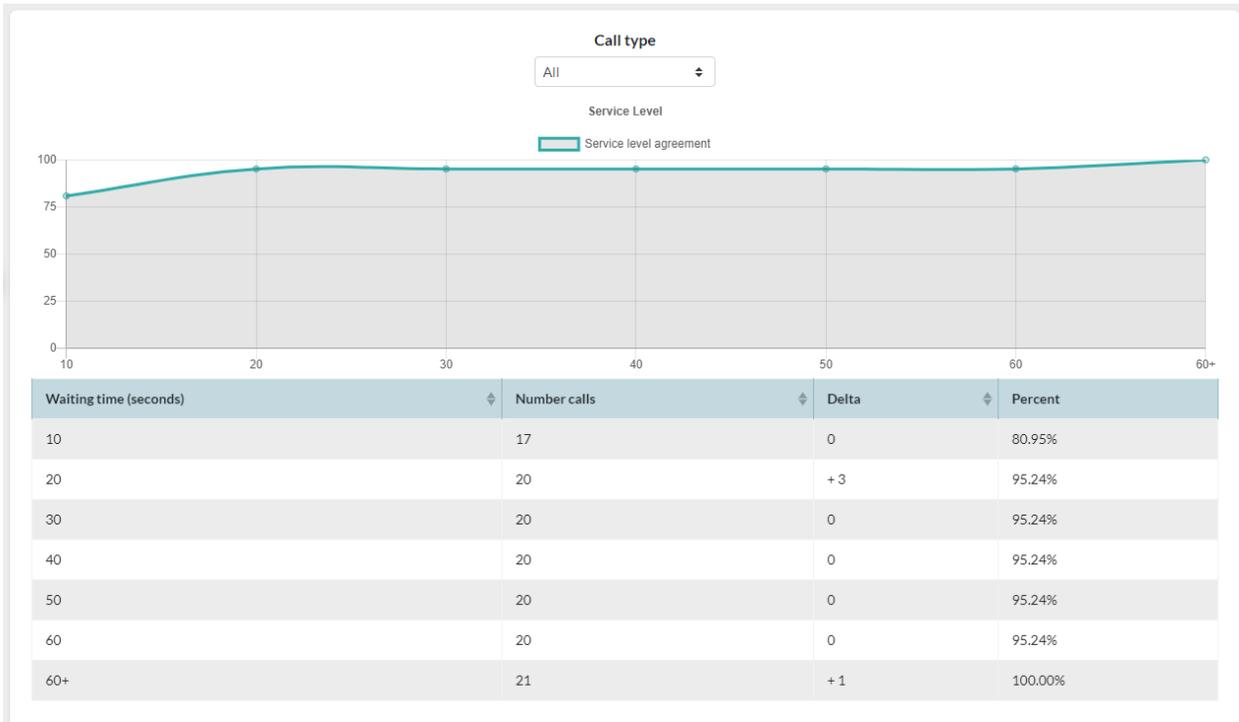
SLA: interval

Short Call Wait Limit

Short Call Talk Limit

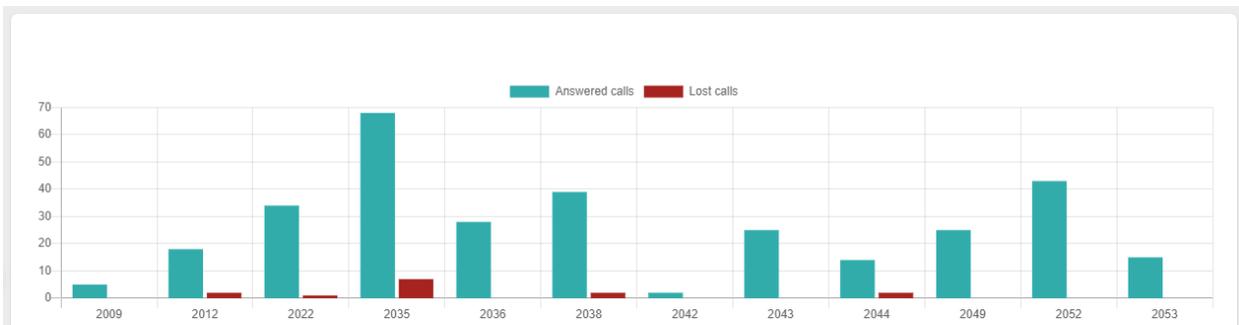
- **SLA: initial period**, from which second we wish to show the SLA, traditionally, it is shown from the 10th second.
- **SLA: max period**, Up to which number of seconds you wish to measure the SLA, by default this is 90 seconds.
- **SLA: interval**, the interval to measure the SLA, meaning how often we wish to see information from the SLA. We recommend between 5 and 10 seconds.
- **Short Call Wait Limit**, the minimum Call Wait time to consider a call as valid. Many times the callers hang up the calls too fast and this could affect the statistics of our Call Center.
- **Short Call Talk Limit**, the Minimum Call Time to consider the call as valid. In some occasions, the calls hang up the call as soon as the agent answers. This could affect the statistics of our Call Center.

Below, you can see a graph where you can observe the Service Level (SLA) behavior over time.



7.1.4.- By Agents

These are summarized and detailed reports for the answered and lost calls by agent. Below, you can see a graph reflecting this information.



You can also see a detailed table with the following information:

- **Answered Calls**, total number of calls answered by the agent.
- **Answered Calls %**, call percentage of the answered calls with respect to all of the selected agents.
- **Avg Call Time**, average duration of the answered calls.
- **Lost Calls**, total number of calls not answered by an agent.

- **Lost Calls %**, percentage of the calls not answered with respect to all the selected agents.
- **Total Call Time**, duration of all the answered calls.

Agent	Answered calls	Answered calls %	Avg call time	Lost calls	Lost calls %	Total call time
+2009 Gregory Peck	64	2.66%	00:02:37	0	0.00%	02:47:42
+2012 Cate Blanchett	132	5.48%	00:02:37	4	2.70%	05:45:34
+2022 Spencer Tracy	269	11.18%	00:02:22	1	0.68%	10:38:33
+2027 Shah Rukh Khan	3	0.12%	00:01:03	1	0.68%	00:03:11
+2035 Viola Davis	376	15.62%	00:02:19	28	18.92%	14:32:09
+2036 Sophia Loren	225	9.35%	00:02:03	0	0.00%	07:44:36
+2038 Cary Grant	226	9.39%	00:02:48	72	48.65%	10:35:22
+2042 Marilyn Monroe	9	0.37%	00:03:20	0	0.00%	00:30:07
+2043 Laurence Olivier	220	9.14%	00:02:34	11	7.43%	09:26:58
+2044 James Stewart	134	5.57%	00:02:24	7	4.73%	05:23:00
+2049 Grace Kelly	147	6.11%	00:02:47	7	4.73%	06:51:19
+2052 Juiie Andrews	369	15.33%	00:02:46	15	10.14%	17:03:42
+2053 Halle Berry	233	9.68%	00:02:11	2	1.35%	08:32:04
Total	2407	100.00%	00:31:51	148	100.01%	99:54:17

It is possible to see Call Details for the calls by each agent, by pressing the plus (+) symbol that is in front of the agent number.

Agent	Answered calls	Answered calls %	Avg call time	Lost calls	Lost calls %	Total call time
-2022 Spencer Tracy	34	10.76%	00:02:49	1	7.14%	01:36:14

[PDF](#) [Excel](#) [CSV](#)

Total Records: 6
 All Answered Lost

Date	Queue	Caller	Hold time	Duration	Disconnection	Event	Position
2020-08-08 21:55:08	517 - INTERNATIONAL TECHNICAL	50325376640	00:00:05	00:00:30	Agent	COMPLETEAGENT	1
2020-08-10 07:22:09	501 - SUPER HEALTH	86889418	00:00:06	00:00:30	Caller	COMPLETECALLER	1
2020-08-10 10:22:03	518 - INTERNATIONAL HEALTH	50322187800	00:01:17	00:09:05	Caller	COMPLETECALLER	1
2020-08-10 15:45:41	501 - SUPER HEALTH	22556900	00:00:13	00:03:27	Agent	COMPLETEAGENT	1
2020-08-12 16:40:30	527 - FUNERAL BEER	89029250	00:00:07	00:01:45	Agent	COMPLETEAGENT	1
2020-08-14 17:26:18	501 - SUPER HEALTH	87969332	00:00:15	00:06:11	Caller	COMPLETECALLER	1

« ◀ 1 ▶ »

7.1.5.- Lost Calls By Agents

On this report, we can see detailed information of calls not answered by an agent, with the following information:

- **Date**, date and time for the call.
- **Queue**, queue through which the call entered.
- **Agent**, the agent that did not answer the call. Here, we got to notice that even if the agent did not answer the call, the call could have been answered by another agent. See the note after the image below.
- **Caller**, number that called the Call Center.

148 lost calls

Date	Queue	Agent	Caller
2020-08-08 04:35:13	505 - DANGEROUS AUTO	2038 - Cary Grant	86791806
2020-08-08 16:21:15	509 - BEER AUTO	2035 - Viola Davis	22558484
2020-08-08 16:57:12	510 - BEER HEALTH	2044 - James Stewart	22558484
2020-08-08 16:57:43	509 - BEER AUTO	2049 - Grace Kelly	22558461
2020-08-08 17:18:07	514 - SUPPLIERS	2035 - Viola Davis	88458845
2020-08-08 18:27:49	509 - BEER AUTO	2035 - Viola Davis	22558484
2020-08-08 18:35:35	514 - SUPPLIERS	2035 - Viola Davis	76625142
2020-08-08 18:35:56	514 - SUPPLIERS	2035 - Viola Davis	76625142
2020-08-08 19:23:09	509 - BEER AUTO	2044 - James Stewart	22558484
2020-08-08 19:51:54	500 - SUPER AUTO	2044 - James Stewart	84456834

If we observe well, each call has an icon on the last column. When you press this icon, we can investigate the whole trace of the call and where it ended. Given the possibility that in the end, it was answered by another agent or even the same agent. Below, you can see an example where agent 2044 did not answer the call, but the call was then answered by the agent 2036.

2020-08-08 16:57:12	510 - BEER HEALTH	2044 - James Stewart	22558484
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Track Caller in the rest of the day.

Date	Agent	Event	Duration
2020-08-08 16:57:12	-	ENTERQUEUE	00:00:00
2020-08-08 16:57:12	2044 - James Stewart	RINGNOANSWER	00:00:00
2020-08-08 16:57:36	2036 - Sophia Loren	CONNECT	00:00:24
2020-08-08 16:58:23	2036 - Sophia Loren	COMPLETECALLER	00:00:47

7.1.6.- By Queue

On the reports by Queue, we can get a summary of all the activity in each queue with the following information:

- **Queue**, Call Queue.
- **Answered Calls**, total number of calls answered by the agents.
- **Abandoned Calls**, total number of calls not tended by the agents and left the Queue.
- **Offered Calls**, total number of calls that entered the Queue.
- **Max Callers**, maximum position of a caller waiting in Queue, lower is better.
- **Answered %**, percentage of answered calls with respect to the calls that entered Queue.
- **Abandoned %**, percentage of calls not tended to with respect to the calls that entered Queue.
- **Avg Calls Length**, average duration of answered calls.
- **Total Calls Length**, total duration of answered calls.
- **Avg Calls Waiting Time**, average wait time.
- **Total Waiting Time**, sum of all wait times in a Queue.
- **Service Level**, Service Level with respect to the value entered when creating the Queue in VitalPBX.

Queue	Answered calls	Abandoned calls	Offered calls	Max callers	Answered %	Abandoned %	Avg Call Length	Total Call Length	Avg Call Waiting Time	Total Waiting Time	SLA target	Service level
+514 SUPPLIERS	973	74	1047	1	92.93%	7.07%	00:02:01	32:43:58	00:00:14	04:20:38	30	86.53%
+500 SUPER AUTO	275	25	300	1	91.67%	8.33%	00:02:34	11:47:40	00:00:14	01:13:41	30	83.67%
+509 BEER AUTO	767	50	817	1	93.88%	6.12%	00:02:49	36:08:43	00:00:13	03:09:31	30	86.78%
+505 DANGEROUS AUTO	156	9	165	1	94.55%	5.45%	00:02:53	07:32:16	00:00:14	00:39:16	30	84.85%
+502 SUPER HOME	6	0	6	1	100.00%	0.00%	00:03:58	00:23:50	00:00:08	00:00:49	30	100.00%
+510 BEER HEALTH	123	8	131	1	93.89%	6.11%	00:02:59	06:08:46	00:00:21	00:47:27	30	77.86%
+517 INTERNATIONAL TECHNICAL	6	1	7	1	85.71%	14.29%	00:03:10	00:19:00	00:00:32	00:03:47	30	85.71%
+507 DANGEROUS HEALTH	66	5	71	1	92.96%	7.04%	00:02:49	03:06:22	00:00:27	00:32:26	30	78.87%
+501 SUPER HEALTH	19	0	19	1	100.00%	0.00%	00:02:07	00:40:24	00:00:12	00:03:52	30	89.47%
+526 VALUE PHARMACY	1	0	1	1	100.00%	0.00%	00:06:16	00:06:16	00:00:07	00:00:07	30	100.00%
+527 FUNERAL BEER	5	0	5	1	100.00%	0.00%	00:02:09	00:10:47	00:00:13	00:01:09	30	80.00%
+525 TRAVEL INSURANCE	2	0	2	1	100.00%	0.00%	00:09:40	00:19:21	00:00:06	00:00:12	30	100.00%
+506 DANGEROUS HOME	5	1	6	1	83.33%	16.67%	00:03:08	00:15:43	00:00:16	00:01:40	30	83.33%
+518 INTERNATIONAL HEALTH	2	0	2	1	100.00%	0.00%	00:05:31	00:11:02	00:00:41	00:01:22	30	50.00%
+508 THE OAK AUTO	1	0	1	1	100.00%	0.00%	00:00:09	00:00:09	00:00:04	00:00:04	30	100.00%
Total	2407	173	2580	1.0	93.29%	6.71%	00:52:13	99:54:17	00:04:02	10:56:01		85.80%

It is possible to see a call detail of the calls in each queue, by pressing the plus (+) symbol in front of the queue number.

Queue	Answered calls	Abandoned calls	Offered calls	Max callers	Answered %	Abandoned %	Avg Call Length	Total Call Length	Avg Call Waiting Time	Total Waiting Time	SLA target	Service level
514 - SUPPLIERS	973	74	1047	1	92.93%	7.07%	00:02:01	32:43:58	00:00:14	04:20:38	30	86.53%

Date	Queue	Hold time	Duration	Position	Disconnection	Event	Agent	Caller
+ 2020-08-08 05:21:01	514 - SUPPLIERS	00:00:09	00:02:27	1	Caller	COMPLETECALLER	2038 - Cary Grant	82310703
+ 2020-08-08 05:54:55	514 - SUPPLIERS	00:00:08	00:05:10	1	Caller	COMPLETECALLER	2038 - Cary Grant	82310703
+ 2020-08-08 06:08:26	514 - SUPPLIERS	00:00:09	00:02:52	1	Agent	COMPLETEAGENT	2038 - Cary Grant	85352513
+ 2020-08-08 06:15:03	514 - SUPPLIERS	00:00:07	00:02:59	1	Caller	COMPLETECALLER	2038 - Cary Grant	88647514
+ 2020-08-08 08:24:18	514 - SUPPLIERS	00:00:05	00:00:12	1	Agent	COMPLETEAGENT	2036 - Sophia Loren	88496929
+ 2020-08-08 08:25:55	514 - SUPPLIERS	00:00:05	00:02:23	1	Agent	COMPLETEAGENT	2044 - James Stewart	58291732
+ 2020-08-08 08:28:58	514 - SUPPLIERS	00:00:05	00:01:43	1	Caller	COMPLETECALLER	2044 - James Stewart	88887190
+ 2020-08-08 08:29:20	514 - SUPPLIERS	00:00:21	00:01:49	2	Agent	COMPLETEAGENT	2036 - Sophia Loren	87718048
+ 2020-08-08 08:31:45	514 - SUPPLIERS	00:00:05	00:00:16	1	Agent	COMPLETEAGENT	2044 - James Stewart	88983413
+ 2020-08-08 08:34:04	514 - SUPPLIERS	00:00:04	00:00:59	1	Agent	COMPLETEAGENT	2044 - James Stewart	88496929

It is possible to see a detail of the events of each call by pressing the plus (+) symbol in front of the date.

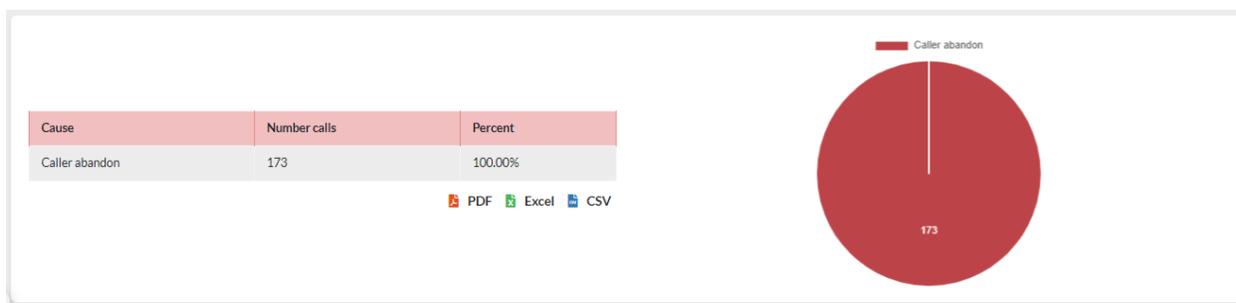
Date	Queue	Hold time	Duration	Position	Disconnection	Event	Agent	Caller
+ 2020-08-08 05:21:01	514 - SUPPLIERS	00:00:09	00:02:27	1	Caller	COMPLETECALLER	2038 - Cary Grant	82310703

Call events				
Date	Duration	Event	Agent	
2020-08-08 05:18:25	00:00:00	ENTERQUEUE	NONE	
2020-08-08 05:18:34	00:00:09	CONNECT	2038 - Cary Grant	
2020-08-08 05:21:01	00:02:27	COMPLETECALLER	2038 - Cary Grant	

7.1.7.- Abandoned Calls

This is a detailed report for the abandoned calls on the Queues and their respective cause. Below, you can see a graph, we got to take into account that the possible causes for abandoned calls are the following:

- **Caller Abandoned**, means that the caller did not want to continue waiting in Queue, and hung up.
- **Exit With Timeout**, means that the caller waited the maximum timeout time configured on the Queue, and Queue sent the call to its final destination.
- **Exit With Key**, means that the caller pressed a key to leave the Queue and take an alternative to their query. This happens when you configure an IVR with a message letting the caller know they can leave the Queue at any time to go elsewhere.
- **Exit With Empty**, means that when the caller entered Queue there were no agents available and their call was rejected.



Next, we will see a table with the details of the abandoned calls with the following information:

- **Date**, date and time of the abandoned call.
- **Queue**, Queue where the call was abandoned.
- **Caller**, caller's phone number.
- **Position**, caller's position when they abandoned the call.
- **Disconnection**, cause for abandon from the caller.
- **Wait**, time the caller was waiting on Queue.

Sort -- none -- Asc Per Page 10

Abandoned Calls (173) PDF Excel CSV

Date	Queue	Caller	Position	Disconnection	Wait
+2020-08-08 08:49:00	509 - BEER AUTO	22558484	1	Caller abandon	00:00:16
+2020-08-08 10:45:13	500 - SUPER AUTO	89441630	1	Caller abandon	00:00:10
+2020-08-08 11:10:07	507 - DANGEROUS HEALTH	81607866	1	Caller abandon	00:00:38
+2020-08-08 11:19:05	509 - BEER AUTO	22558484	1	Caller abandon	00:00:03
+2020-08-08 14:32:32	507 - DANGEROUS HEALTH	88858250	1	Caller abandon	00:01:19
+2020-08-08 15:42:40	509 - BEER AUTO	22558484	1	Caller abandon	00:01:01
+2020-08-08 16:06:21	500 - SUPER AUTO	83536963	1	Caller abandon	00:00:11
+2020-08-08 16:58:31	509 - BEER AUTO	22558461	1	Caller abandon	00:01:17
+2020-08-08 18:02:20	505 - DANGEROUS AUTO	81183988	1	Caller abandon	00:00:05
+2020-08-08 18:10:43	509 - BEER AUTO	22558484	2	Caller abandon	00:00:50

Sonata Stats - 2020

« 1 2 3 4 ... »

It is possible to see the detail of the events for the abandoned calls by pressing the plus (+) symbol in front of the date.

Date	Queue	Caller	Position	Disconnection	Wait
-2020-08-08 08:49:00	509 - BEER AUTO	22558484	1	Caller abandon	00:00:16

Call Events

Date	Duration	Event	Agent
2020-08-08 08:48:44	00:00:00	ENTERQUEUE	NONE
2020-08-08 08:49:00	00:00:16	ABANDON	NONE

It is also possible to see if this call was answered later the same day by pressing the phone icon (📞) that is to the right of each call.

Abandoned Call Tracking					
Agent	Date	Event	Duration	Queue	
2035 - Viola Davis	2020-08-08 10:50:03	COMPLETEAGENT	00:04:15	500 - SUPER AUTO	
+ 2020-08-08 11:10:07	507 - DANGEROUS HEALTH	81607866	1	Caller abandon	00:00:38 
+ 2020-08-08 11:19:05	509 - BEER AUTO	22558484	1	Caller abandon	00:00:03 
+ 2020-08-08 14:32:32	507 - DANGEROUS HEALTH	88858250	1	Caller abandon	00:01:19 
+ 2020-08-08 15:42:40	509 - BEER AUTO	22558484	1	Caller abandon	00:01:01 
+ 2020-08-08 16:06:21	500 - SUPER AUTO	83536963	1	Caller abandon	00:00:11 
+ 2020-08-08 16:58:31	509 - BEER AUTO	22558461	1	Caller abandon	00:01:17 
+ 2020-08-08 18:02:20	505 - DANGEROUS AUTO	81183988	1	Caller abandon	00:00:05 
+ 2020-08-08 18:10:43	509 - BEER AUTO	22558484	2	Caller abandon	00:00:50 

7.1.8.- Answered Calls Details

This is a detailed report of the calls entering each Queue, with the possibility of seeing all of the events related to the call with the following information:

- **Date**, date and time of the call.
- **Queue**, queue through which the call entered.
- **Caller**, caller’s phone number.
- **Position**, caller’s position when the call was tended to.
- **Disconnected By**, who released the call, the agent or the caller.
- **Wait**, wait time before the call was tended to.
- **Duration**, total call duration.
- **Agent**, agent that tended the call.

Sort --none-- Per Page 10

Date	Queue	Caller	Position	Disconnected by	Wait	Duration	Agent
+ 2020-08-08 04:40:39	505 - DANGEROUS AUTO	86791806	1	Caller	00:00:37	00:05:04	2038 - Cary Grant
+ 2020-08-08 04:47:11	500 - SUPER AUTO	86791806	1	Caller	00:00:09	00:02:39	2038 - Cary Grant
+ 2020-08-08 05:21:01	514 - SUPPLIERS	82310703	1	Caller	00:00:09	00:02:27	2038 - Cary Grant
+ 2020-08-08 05:54:55	514 - SUPPLIERS	82310703	1	Caller	00:00:08	00:05:10	2038 - Cary Grant
+ 2020-08-08 06:08:26	514 - SUPPLIERS	85352513	1	Agent	00:00:09	00:02:52	2038 - Cary Grant
+ 2020-08-08 06:15:03	514 - SUPPLIERS	88647514	1	Caller	00:00:07	00:02:59	2038 - Cary Grant
+ 2020-08-08 07:06:39	500 - SUPER AUTO	89454141	1	Agent	00:00:11	00:03:57	2035 - Viola Davis
+ 2020-08-08 07:08:57	509 - BEER AUTO	22558484	1	Caller	00:00:07	00:06:07	2049 - Grace Kelly
+ 2020-08-08 07:23:03	509 - BEER AUTO	22558484	1	Caller	00:00:06	00:01:37	2049 - Grace Kelly
+ 2020-08-08 07:39:32	509 - BEER AUTO	22558484	1	Agent	00:00:08	00:02:03	2035 - Viola Davis

Sonata Stats - 2020

< < 1 2 3 4 ... > >

It is possible to see a detail of the events for each call by pressing the Plus (+) symbol located in front of the date.

Date	Queue	Caller	Position	Disconnected by	Wait	Duration	Agent
2020-08-08 04:40:39	505 - DANGEROUS AUTO	86791806	1	Caller	00:00:37	00:05:04	2038 - Cary Grant

Call events

Date	Duration	Event	Agent
2020-08-08 04:34:58	00:00:00	ENTERQUEUE	NONE
2020-08-08 04:35:13	00:00:15	RINGNOANSWER	2038 - Cary Grant
2020-08-08 04:35:35	00:00:37	CONNECT	2038 - Cary Grant
2020-08-08 04:40:39	00:05:04	COMPLETECALLER	2038 - Cary Grant

7.1.9.- Outgoing Calls Details

Here, we can see a detailed report from all of the outgoing calls by the agents. The information we can see is the following:

- **Date**, date and time of the call.
- **Agent**, agent that made the call.
- **Destination**, number dialed by the agent.
- **Disposition**, type of disposition for the call.
- **Duration**, call duration.
- **Wait Time**, ring time before the call was answered.
- **Trunk**, trunk through which the call was made.

Outgoing Calls (3675) Sort: --none-- Asc Per Page: 10

Date	Agent	Extension	Destination	Disposition	Duration	Wait time	Trunk
2020-08-07 18:04:02	2043 - Laurence Oliver	2043	084315482	ANSWERED	00:00:36	00:00:17	4
2020-08-07 18:04:59	2043 - Laurence Oliver	2043	08552678	ANSWERED	00:00:39	00:00:13	3
2020-08-07 18:07:15	2043 - Laurence Oliver	2043	084315482	ANSWERED	00:00:49	00:00:16	4
2020-08-07 18:13:07	2043 - Laurence Oliver	2043	089881362	ANSWERED	00:00:05	00:00:05	3
2020-08-07 18:13:19	2043 - Laurence Oliver	2043	089881362	ANSWERED	00:00:07	00:00:05	3
2020-08-07 18:13:32	2043 - Laurence Oliver	2043	089881362	ANSWERED	00:00:14	00:00:32	3
2020-08-07 18:14:20	2043 - Laurence Oliver	2043	089881362	ANSWERED	00:00:11	00:00:28	3
2020-08-07 18:15:05	2043 - Laurence Oliver	2043	077325721	ANSWERED	00:00:15	00:00:16	3
2020-08-07 18:21:12	2035 - Viola Davis	2035	018004040	ANSWERED	00:00:14	00:00:00	1
2020-08-07 18:26:45	2009 - Gregory Peck	2009	086760256	ANSWERED	00:02:44	00:00:15	3

Sonata Stats - 2020

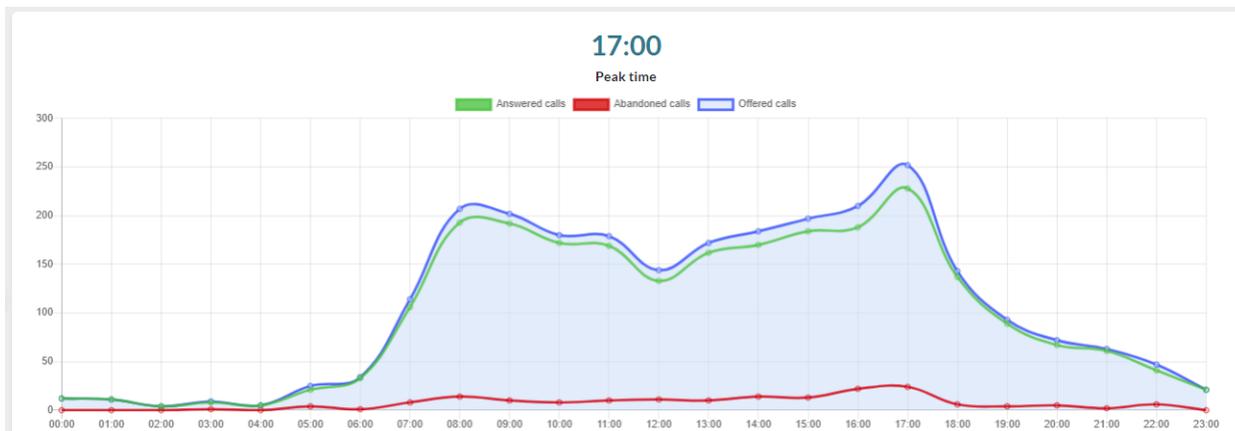
« ‹ 1 2 3 4 … › »

7.2.- Traffic

In Traffic Reports we can find reports that have to do with calls depending on their date, month, day of the week, or hour.

7.2.1.- By Hour

On this report, we can observe in graph form the hours with peak time of traffic on the Call Center. This information is very useful, since it helps us take decisions to know how many agents we need depending on the time. It is also possible to divide this report in half hour increments.



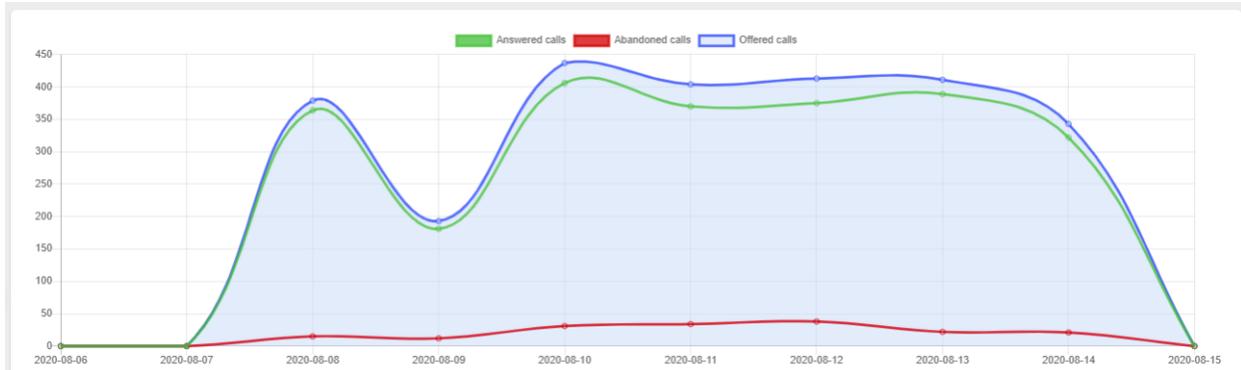
We can also see a table below the graph with the following information:

- **Hour**, Hour to evaluate the information.
- **Offered Calls**, number of calls that entered Queue.
- **Answered Calls**, number of answered calls.
- **Abandoned Calls**, number of abandoned calls.
- **Answered Calls %**, percentage of calls answered on this time frame
- **Avg Call Call Time**, average call duration by call.

Hour	Offered calls	Answered calls	Abandoned calls	Answered calls %	Avg call time	Min call time	Max call time
00:00	12	12	0	100.00%	00:03:23	00:00:31	00:08:16
01:00	11	11	0	100.00%	00:02:02	00:00:17	00:05:22
02:00	4	4	0	100.00%	00:03:34	00:01:13	00:05:18
03:00	9	8	1	88.89%	00:01:11	00:00:11	00:02:28
04:00	5	5	0	100.00%	00:02:46	00:00:44	00:05:04
05:00	25	21	4	84.00%	00:02:21	00:00:14	00:06:37
06:00	34	33	1	97.06%	00:02:16	00:00:02	00:05:08
07:00	114	106	8	92.98%	00:02:15	00:00:01	00:06:07
08:00	207	193	14	93.24%	00:02:22	00:00:02	00:09:45
09:00	202	192	10	95.05%	00:02:40	00:00:00	00:17:46
10:00	180	172	8	95.56%	00:02:36	00:00:01	00:18:26

7.2.2.- Day

On this report we can get the calls offered (calls that entered the Queue), Answered Calls, and Abandoned calls totaled for the day.



We can also see a table below the graph with the following information:

- **Day**, Date to show the information from.
- **Offered Calls**, total number of calls that entered Queue.
- **Answered Calls**, total number of calls answered by the agents.
- **Abandoned Calls**, total number of calls not tended to, and left the Queue.
- **Answered Calls %**, percentage of calls answered with respect to the calls that entered Queue.
- **Avg Call Time**, average call time of answered calls.
- **Min Call Time**, minimum duration of the answered calls.
- **Max Call Time**, maximum duration of the answered calls.
- **Avg Call Wait Time**, average Call Wait Time for all the calls.
- **Min Call Wait Time**, minimum Call Wait Time for all the calls.
- **Max Call Wait Time**, maximum Call Wait Time for all the calls.
- **Abandoned Calls %**, percentage of the abandoned calls.
- **Avg Abandoned Call Wait Time**, average Call Wait Time duration of abandoned calls.
- **Min Abandoned Call Wait Time**, minimum Call Wait Time when a call is abandoned.
- **Max Abandoned Call Wait Time**, maximum Call Wait Time when a call is abandoned.

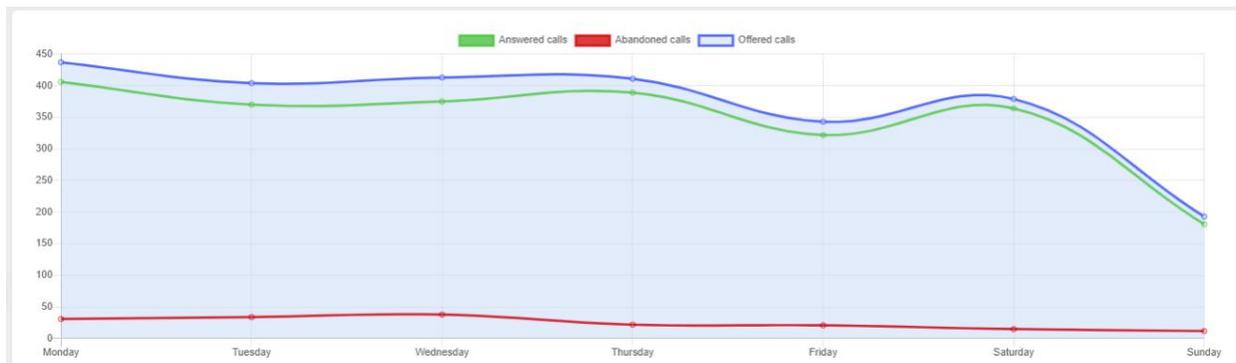
Day	Offered calls	Answered calls	Abandoned calls	Answered calls %	Avg call time	Min call time	Max call time	Avg call wait time	Min call wait time
2020-08-06	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2020-08-07	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2020-08-08	379	364	15	96.04%	00:02:27	00:00:00	00:12:10	00:00:12	00:00:04
2020-08-09	193	181	12	93.78%	00:02:09	00:00:01	00:08:16	00:00:10	00:00:04
2020-08-10	437	406	31	92.91%	00:02:39	00:00:00	00:17:46	00:00:15	00:00:04
2020-08-11	404	370	34	91.58%	00:02:37	00:00:02	00:13:31	00:00:15	00:00:04
2020-08-12	413	375	38	90.80%	00:02:35	00:00:02	00:21:01	00:00:13	00:00:04
2020-08-13	411	389	22	94.65%	00:02:32	00:00:00	00:13:48	00:00:10	00:00:04

On every table where there is a lot of information to show, you will find a pair of arrows indicating there is more information to either side.

7.2.3.- Day Of Week

On this report, we can get the offered calls (calls that entered the Queue), Answered Calls, and Abandoned Calls totaled by the day of the week.

This information is very important, since it helps us observe which day of the week there is more or less traffic, and so assign more or less agents.



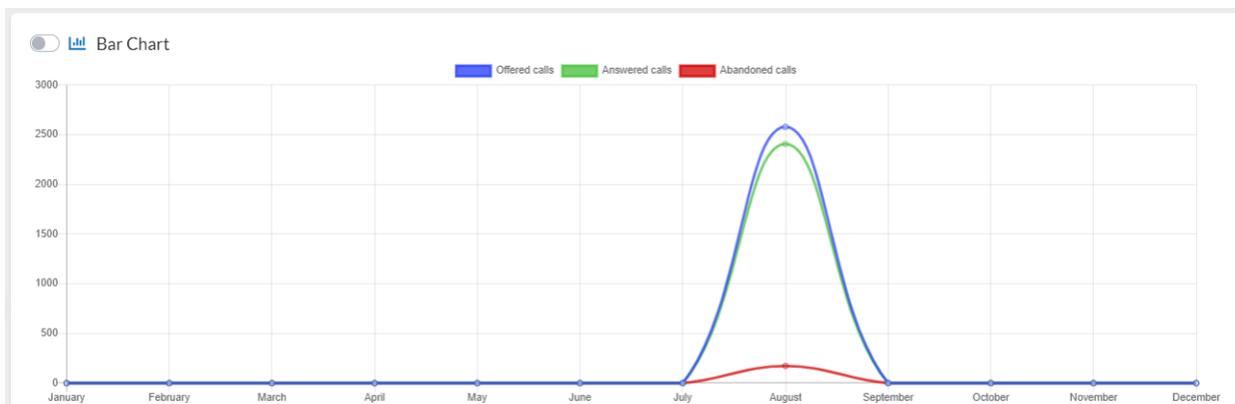
Below the graph we can also see a table with information summarized by the day of the week with the following information:

- **Day**, day of the week to show information from.
- **Offered Calls**, total number of calls that entered Queue.
- **Answered Calls**, total number of calls answered by the agents.
- **Abandoned Calls**, total number of calls not tended to, and left the Queue.
- **Answered Calls %**, percentage of calls answered with respect to the calls that entered Queue.
- **Avg Call Time**, average call time of answered calls.
- **Min Call Time**, minimum duration of the answered calls.
- **Max Call Time**, maximum duration of the answered calls.
- **Avg Call Wait Time**, average Call Wait Time for all the calls.
- **Min Call Wait Time**, minimum Call Wait Time for all the calls.
- **Max Call Wait Time**, maximum Call Wait Time for all the calls.
- **Abandoned Calls %**, percentage of the abandoned calls.
- **Avg Abandoned Call Wait Time**, average Call Wait Time duration of abandoned calls.
- **Min Abandoned Call Wait Time**, minimum Call Wait Time when a call is abandoned.
- **Max Abandoned Call Wait Time**, maximum Call Wait Time when a call is abandoned.

Day	Offered calls	Answered calls	Abandoned calls	Answered calls %	Avg call time	Min call time	Max call time	Avg call wait time	Min call wait time
Monday	437	406	31	92.91%	00:02:39	00:00:00	00:17:46	00:00:15	00:00:04
Tuesday	404	370	34	91.58%	00:02:37	00:00:02	00:13:31	00:00:15	00:00:04
Wednesday	413	375	38	90.80%	00:02:35	00:00:02	00:21:01	00:00:13	00:00:04
Thursday	411	389	22	94.65%	00:02:32	00:00:00	00:13:48	00:00:10	00:00:04
Friday	343	322	21	93.88%	00:02:10	00:00:02	00:08:41	00:00:11	00:00:03
Saturday	379	364	15	96.04%	00:02:27	00:00:00	00:12:10	00:00:12	00:00:04
Sunday	193	181	12	93.78%	00:02:09	00:00:01	00:08:16	00:00:10	00:00:04

7.2.4.- Month

On this report, you will get the offered calls (calls that entered the Queue), Answered Calls, and Abandoned Calls totaled by month.



We will also see a table with the information summarized by day of the week with the following information:

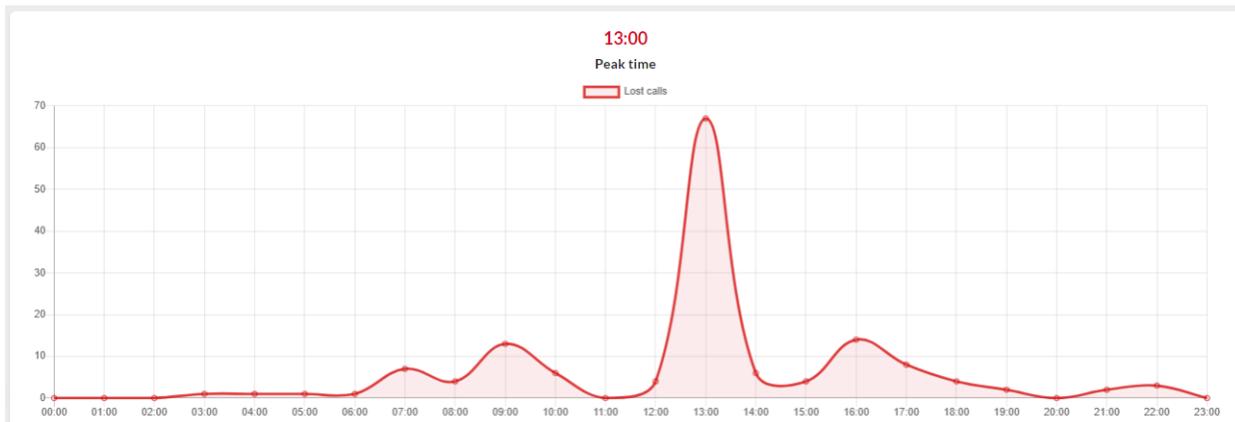
- **Month**, month to show the information from.
- **Offered Calls**, total number of calls that entered Queue.
- **Answered Calls**, total number of calls answered by the agents.
- **Abandoned Calls**, total number of calls not tended to, and left the Queue.
- **Answered Calls %**, percentage of calls answered with respect to the calls that entered Queue.
- **Avg Call Time**, average call time of answered calls.
- **Min Call Time**, minimum duration of the answered calls.
- **Max Call Time**, maximum duration of the answered calls.
- **Avg Call Wait Time**, average Call Wait Time for all the calls.
- **Min Call Wait Time**, minimum Call Wait Time for all the calls.
- **Max Call Wait Time**, maximum Call Wait Time for all the calls.
- **Abandoned Calls %**, percentage of the abandoned calls.
- **Avg Abandoned Call Wait Time**, average Call Wait Time duration of abandoned calls.
- **Min Abandoned Call Wait Time**, minimum Call Wait Time when a call is abandoned.

- **Max Abandoned Call Wait Time**, maximum Call Wait Time when a call is abandoned.

Month	Offered calls	Answered calls	Abandoned calls	Answered calls %	Avg call time	Min call time	Max call time	Avg call wait time	Min call wait time
January	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
February	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
March	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
April	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
May	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
June	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
July	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
August	2580	2407	173	93.29%	00:02:29	00:00:00	00:21:01	00:00:13	00:00:03
September	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
October	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
November	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
December	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

7.2.5.- Lost Call By Hour

On this report we can observe the total number of calls lost every hour or every 30 minutes. This report is very important to determine if we need to have more agents on a determined time.



7.3.- Agents

On agent reports, we can observe detailed information from each session for each agent, agent availability, sessions by hour, and agents registered by date and time.

A very important detail that you need to take into account, is that sometime the selected time does not include certain events, for example, the agent's registration on a Queue. For this we got the **Max Sessions Allowed (hours)** parameter, where the default value is seven (7). This will indicate us that if there is no **Login/Logout** that completes the event, the maximum session time will be of 7 hours. This usually happens when we select short periods of time less than 24 hours. In some occasions, orphan events might be found, for example, an Un-Pause without being preceded by a **Pause** event, for these cases there is the **Max Pause Allowed (minutes)**.

7.3.1.- Session Details

On this report we can see a summary, with the ability to see details for the agent's sessions.

Report Details					
Agent	Avg session time	Min session time	Max session time	Avg pause time	
+ 2009 - Gregory Peck	0d:8h:52m:19s	0d:2h:24m:17s	0d:11h:56m:41s	0d:0h:6m:29s	
+ 2012 - Cate Blanchett	0d:8h:11m:55s	0d:2h:54m:18s	0d:11h:59m:9s	0d:0h:6m:28s	
+ 2022 - Spencer Tracy	0d:19h:35m:59s	0d:0h:1m:43s	6d:11h:26m:58s	0d:0h:10m:36s	
+ 2027 - Shah Rukh Khan	0d:0h:4m:37s	0d:0h:0m:29s	0d:0h:8m:46s	0d:0h:2m:7s	
+ 2035 - Viola Davis	0d:3h:48m:21s	0d:0h:5m:0s	0d:11h:36m:48s	0d:0h:8m:18s	
+ 2036 - Sophia Loren	0d:6h:21m:36s	0d:0h:5m:14s	0d:11h:55m:5s	0d:0h:6m:16s	
+ 2038 - Cary Grant	0d:17h:25m:18s	0d:0h:10m:45s	6d:13h:17m:24s	0d:0h:10m:19s	
+ 2042 - Marilyn Monroe	0d:0h:19m:36s	0d:0h:8m:1s	0d:0h:42m:46s	0d:0h:5m:36s	
+ 2043 - Laurence Olivier	0d:6h:57m:17s	0d:0h:1m:58s	0d:12h:0m:18s	0d:0h:7m:39s	
+ 2044 - James Stewart	0d:9h:4m:34s	0d:5h:57m:27s	0d:14h:48m:51s	0d:0h:11m:24s	
+ 2048 - Judy Garland	0d:0h:26m:36s	0d:0h:0m:41s	0d:1h:23m:19s	0d:0h:0m:0s	
+ 2049 - Grace Kelly	0d:6h:20m:26s	0d:1h:0m:38s	0d:10h:52m:57s	0d:0h:14m:31s	
+ 2052 - Julie Andrews	0d:10h:1m:33s	0d:4h:12m:0s	0d:12h:3m:30s	0d:0h:5m:58s	
+ 2053 - Halle Berry	0d:12h:4m:43s	0d:12h:2m:10s	0d:12h:11m:9s	0d:0h:5m:25s	

It is possible to see a detail of the events from each agent by clicking on the plus symbol (+) that is located in front of the agent number.

Agent	Avg session time	Min session time	Max session time	Avg pause time
2009 - Gregory Peck	0d:8h:52m:19s	0d:2h:24m:17s	0d:11h:56m:41s	0d:0h:6m:29s

Queue	Sessions	Sessions time	Avg session	Pauses	Pauses time	AVG pauses	Pause %
500 - SUPER AUTO	4	1d:11h:29m:15s	0d:8h:52m:18s	10	0d:1h:4m:59s	0d:0h:6m:29s	3.05%
501 - SUPER HEALTH	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:4m:59s	0d:0h:6m:29s	3.05%
502 - SUPER HOME	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:4m:59s	0d:0h:6m:29s	3.05%
503 - SAFE AUTO	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:0s	0d:0h:6m:30s	3.05%
504 - SAFE HEALTH	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:0s	0d:0h:6m:30s	3.05%
505 - DANGEROUS AUTO	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:0s	0d:0h:6m:30s	3.05%
506 - DANGEROUS HOME	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:0s	0d:0h:6m:30s	3.05%
507 - DANGEROUS HEALTH	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:1s	0d:0h:6m:30s	3.05%
508 - THE OAK AUTO	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:1s	0d:0h:6m:30s	3.05%
509 - BEER AUTO	4	1d:11h:29m:17s	0d:8h:52m:19s	10	0d:1h:5m:1s	0d:0h:6m:30s	3.05%

The Possible events related to the agents are:

- **START SESSION**, starts session on the Queues.
- **END SESSION**, ends session on the Queues.
- **PAUSE**, changes status to paused. This event possesses information that will allow us to determine the pause reason.
- **UNPAUSE**, End of pause.

7.3.2.- Agents Availability

On this report we can see the information about the agent's availability, as well as the different task times.

On the following table, we can see how many agents were tending calls on the selected time range, as well as the average duration of all of the calls by agent.

Summary	
Agent sessions	
Numbers of agents evaluated	14
Average session time	0d:7h:49m:38s
Max session time	0d:0h:0m:0s
Min session time	0d:0h:0m:0s

Up next, we show a table with the information about the time usage for each of the agents. The information you will see is the following.

- **Agent**, agent's name and number.
- **Incoming Call Holdtime**, total hold time.

- **Incoming Call Talktime**, total talk time.
- **On Pause**, total pause time.
- **Outgoing Call Holdtime**, total hold time (or total ring time) on outgoing calls.
- **Outgoing Call Talktime**, total conversation time for outgoing calls.
- **Productivity**, the time percentage that the agent was in conversation with respect to the time in session.
- **Idle Time**, total agent session time without the total pause time and time for incoming calls.
- **Time**, total time that the agent was logged in to the system. Session Time.
- **Time %**, time percentage that the agent was registered with respect to the other selected agents.

Agent	AVG session time	AVG pause time	AVG incoming call talktime	Min incoming call talktime	Max incoming call talktime	AVG incoming call holdtime	Min incoming call holdtime	Max incoming call holdtime	AVG outgoing call talktime	Min outgoing call talktime	Max outgoing call talktime
+ 2038 Cary Grant	0d:17h:25m:18s	0d:0h:10m:19s	0d:0h:2m:5s	0d:0h:0m:0s	0d:0h:17m:30s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:47s	0d:0h:0m:0s	0d:0h:11m:0s
+ 2035 Viola Davis	0d:3h:48m:21s	0d:0h:8m:18s	0d:0h:2m:7s	0d:0h:0m:0s	0d:0h:12m:10s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:40s	0d:0h:0m:0s	0d:0h:10m:40s
+ 2022 Spencer Tracy	0d:19h:35m:59s	0d:0h:10m:36s	0d:0h:2m:20s	0d:0h:0m:0s	0d:0h:21m:1s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:1m:4s	0d:0h:0m:0s	0d:0h:10m:19s
+ 2036 Sophia Loren	0d:6h:21m:36s	0d:0h:6m:16s	0d:0h:2m:3s	0d:0h:0m:0s	0d:0h:17m:46s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:51s	0d:0h:0m:0s	0d:0h:15m:33s
+ 2044 James Stewart	0d:9h:4m:34s	0d:0h:11m:24s	0d:0h:2m:15s	0d:0h:0m:0s	0d:0h:8m:12s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:1m:5s	0d:0h:0m:0s	0d:0h:8m:33s
+ 2049 Grace Kelly	0d:6h:20m:26s	0d:0h:14m:31s	0d:0h:2m:38s	0d:0h:0m:0s	0d:0h:10m:20s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:49s	0d:0h:0m:0s	0d:0h:4m:59s
+ 2052 Julie Andrews	0d:10h:1m:33s	0d:0h:5m:58s	0d:0h:2m:37s	0d:0h:0m:0s	0d:0h:18m:26s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:1m:3s	0d:0h:0m:0s	0d:0h:10m:7s
+ 2053 Halle Berry	0d:12h:4m:43s	0d:0h:5m:25s	0d:0h:2m:10s	0d:0h:0m:0s	0d:0h:13m:31s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:39s	0d:0h:0m:0s	0d:0h:5m:19s
+ 2012 Cate Blanchett	0d:8h:11m:55s	0d:0h:6m:28s	0d:0h:2m:29s	0d:0h:0m:0s	0d:0h:8m:12s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:48s	0d:0h:0m:0s	0d:0h:6m:36s
+ 2027 Shah Rukh Khan	0d:0h:4m:37s	0d:0h:2m:7s	0d:0h:0m:47s	0d:0h:0m:0s	0d:0h:1m:44s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:29s	0d:0h:0m:29s	0d:0h:0m:29s
+ 2048 Judy Garland	0d:0h:26m:36s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:46s	0d:0h:0m:0s	0d:0h:2m:44s
+ 2009 Gregory Peck	0d:8h:52m:19s	0d:0h:6m:29s	0d:0h:2m:37s	0d:0h:0m:14s	0d:0h:13m:13s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:50s	0d:0h:0m:0s	0d:0h:7m:8s
+ 2043 Laurence Olivier	0d:6h:57m:17s	0d:0h:7m:39s	0d:0h:2m:26s	0d:0h:0m:0s	0d:0h:12m:45s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:43s	0d:0h:0m:0s	0d:0h:11m:42s
+ 2042 Marilyn Monroe	0d:0h:19m:36s	0d:0h:5m:36s	0d:0h:3m:0s	0d:0h:0m:0s	0d:0h:6m:59s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:1m:28s	0d:0h:0m:2s	0d:0h:4m:7s

7.3.3.- Agents Pauses

It shows the causes of pauses by agents in each queue, their duration in detail and a summary.

Summary of Pauses by Agents.

Agent	Avg pause time	Frequent cause	Actions
2038 - Cary Grant	0d:0h:10m:19s	WC	Show Queues (22)
2035 - Viola Davis	0d:0h:8m:18s	WC	Show Queues (22)
2022 - Spencer Tracy	0d:0h:10m:36s	Administrative	Show Queues (27)
2036 - Sophia Loren	0d:0h:6m:16s	WC	Show Queues (27)
2044 - James Stewart	0d:0h:11m:24s	WC	Show Queues (27)
2049 - Grace Kelly	0d:0h:14m:31s	WC	Show Queues (22)
2052 - Jule Andrews	0d:0h:5m:58s	Administrative	Show Queues (22)
2053 - Halle Berry	0d:0h:5m:25s	WC	Show Queues (27)
2012 - Cate Blanchett	0d:0h:6m:28s	WC	Show Queues (27)
2027 - Shah Rukh Khan	0d:0h:2m:7s	WC	Show Queues (2)
2009 - Gregory Peck	0d:0h:6m:29s	WC	Show Queues (27)
2043 - Laurence Olivier	0d:0h:7m:39s	WC	Show Queues (27)
2042 - Marilyn Monroe	0d:0h:5m:36s	Administrative	Show Queues (26)

« ◀ 1 ▶ »

Summary of pauses by Agents in each Queue

Agent	Avg pause time	Frequent cause	Actions
2027 - Shah Rukh Khan	0d:0h:2m:7s	WC	Hide

Queues				
Queue	Frequent cause	Avg pause time	Total pause time	Pauses
514 - SUPPLIERS	WC	0d:0h:2m:7s	0d:0h:2m:7s	1 Show Reasons
524 - FLEXY-AUTOS	WC	0d:0h:2m:7s	0d:0h:2m:7s	1 Show Reasons

« ◀ 1 ▶ »

Details of each pause per agent in each queue.

2027 - Shah Rukh Khan		0d:0h:2m:7s	WC	Hide	
Queues					
Queue	Frequent cause	Avg pause time	Total pause time	Pauses	
514 - SUPPLIERS	WC	0d:0h:2m:7s	0d:0h:2m:7s	1 Hide	
Reasons					
Reason	Queue	Total pause time	Avg pause time	Pauses	
WC	514 - SUPPLIERS	0d:0h:2m:7s	0d:0h:2m:7s	1 Hide	
Details					
Reason	Start time	End time	Duration		
WC	2020-08-10 09:02:48	2020-08-10 09:04:55	0d:0h:2m:7s		
<input type="button" value="«"/> <input type="button" value="<"/> <input checked="" type="button" value="1"/> <input type="button" value=">"/> <input type="button" value="»"/>					
524 - FLEXY-AUTOS		WC	0d:0h:2m:7s	0d:0h:2m:7s	1 Show Reasons
<input type="button" value="«"/> <input type="button" value="<"/> <input checked="" type="button" value="1"/> <input type="button" value=">"/> <input type="button" value="»"/>					

7.3.4.- Agents Session by Hour

On this report we sum up the total time that an agent was logged in at a time.

Agent	Queue	Hours/Session Duration (HH:MM:SS)									
		00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00
2038 - Cary Grant Total: 1d:17h:33m:27s	SUPER AUTO - 500	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s
		12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
		0d:2h:34m:10s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:4h:2m:14s	0d:4h:0m:0s	0d:3h:51m:0s	0d:3h:51m:0s	0d:3h:51m:0s
2038 - Cary Grant Total: 1d:17h:31m:44s	SUPER HOME - 502	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s
		12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
		0d:2h:34m:8s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:4h:0m:30s	0d:4h:0m:0s	0d:3h:51m:1s	0d:3h:51m:1s
2038 - Cary Grant Total: 1d:17h:31m:44s	SAFE AUTO - 503	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s
		12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
		0d:2h:34m:8s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:4h:0m:30s	0d:4h:0m:0s	0d:3h:51m:1s	0d:3h:51m:1s	0d:3h:51m:1s
2038 - Cary Grant Total: 1d:18h:23m:52s	DANGEROUS AUTO - 505	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s	0d:0h:0m:0s
		12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
		0d:2h:34m:8s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:5h:0m:0s	0d:4h:52m:38s	0d:4h:0m:0s	0d:3h:51m:1s	0d:3h:51m:1s	0d:3h:51m:1s

7.3.5.- Agents By Hour

On this report we can observe the total number of agents logged in to the system by day and time with the possibility to get a list of the agents on a determined day and time.

Day	Agents By Hour											
	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00
2020-08-08 Total (unique agents): 7	0	0	0	0	0	0	4	4	4	4	4	4
	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
	4	4	4	4	4	4	6	3	3	3	2	2
2020-08-09 Total (unique agents): 7	0	0	0	0	0	0	4	3	3	3	3	3
	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
	3	3	3	3	3	3	5	2	2	2	2	2
2020-08-10 Total (unique agents): 10	0	0	0	0	0	0	3	3	4	4	3	5
	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
	6	5	5	6	4	4	7	4	5	3	2	2
	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00

When pressing one of the circles we get the list of agents that were registered at that time and day.

Number of agents on 2020-08-08 at 12				
Agent	Queue	Start hour	End hour	Duration
2044 - James Stewart	SUPER HOME - 502	2020-08-08 06:43:02	2020-08-08 21:31:53	0d:14h:48m:51s
2049 - Grace Kelly	REMOTE AUTO - 512	2020-08-08 06:53:14	2020-08-08 13:53:54	0d:7h:0m:40s
2044 - James Stewart	DANGEROUS AUTO - 505	2020-08-08 06:43:02	2020-08-08 21:31:53	0d:14h:48m:51s
2036 - Sophia Loren	UNITY INSURANCE - 520	2020-08-08 06:33:23	2020-08-08 16:35:49	0d:10h:2m:26s
2036 - Sophia Loren	SUPER AUTO - 500	2020-08-08 06:33:23	2020-08-08 16:35:49	0d:10h:2m:26s
2035 - Viola Davis	EXTRA AUTO - 516	2020-08-08 07:08:54	2020-08-08 18:35:45	0d:11h:26m:51s
2035 - Viola Davis	ROBLE BREWERY - 515	2020-08-08 07:08:54	2020-08-08 18:35:45	0d:11h:26m:51s
2036 - Sophia Loren	EXTRA AUTO - 516	2020-08-08 06:33:23	2020-08-08 16:35:49	0d:10h:2m:26s
2049 - Grace Kelly	SUPER AUTO - 500	2020-08-08 06:53:13	2020-08-08 13:53:54	0d:7h:0m:41s
2036 - Sophia Loren	SAFE HEALTH - 504	2020-08-08 06:33:23	2020-08-08 16:35:49	0d:10h:2m:26s
2036 - Sophia Loren	BEER HEALTH - 510	2020-08-08 06:33:23	2020-08-08 16:35:49	0d:10h:2m:26s

When pressing the circle under the date it will give us the total number of agents that logged in that day.

Number of unique agents (6) on 2020-08-09		
Viola Davis 2035	Halle Berry 2053	Sophia Loren 2036
Spencer Tracy 2022	Elieth Elena Arcia 2052	Cate Blanchett 2012

A.- Formulas

Service Level

The Service Level in a call center is a key metric that measures how efficiently a call center responds to customer calls. It is generally calculated using the following formula:

$$\text{Service Level} = (\text{Number of Calls Answered Within Time Threshold} / \text{Total Number of Calls Received}) \times 100$$

$$\text{Service Level} = \left(\frac{\text{Number of Calls Answered Within Time Threshold}}{\text{Total Number of Calls Received}} \right) \times 100$$

Where:

- **Number of Calls Answered Within Time Threshold:** This is the number of calls that are answered or handled within a predefined time period. This period varies by organization, but it is commonly set at 20 or 30 seconds.
- **Total Number of Calls Received:** This is the total number of calls that come into the call center.

The service level is expressed as a percentage. For example, a service level of 80% in 20 seconds means that 80% of all incoming calls were answered within the first 20 seconds.

It's important for call centers to maintain a high service level, as it indicates a quick response to customer calls, which generally leads to higher customer satisfaction. However, it should also be balanced with other factors such as quality of service and operational efficiency.

Occupancy Level of a Call Center Agent

The occupancy rate (or occupancy level) of a Call Center Agent is a key performance indicator that measures how much time an agent spends handling calls compared to their available working time. It is calculated using the following formula:

$$\text{Occupancy Rate} = (\text{Total Handle Time} / \text{Total Available Time}) \times 100$$

$$\text{Occupancy Rate} = \left(\frac{\text{Total Handle Time}}{\text{Total Available Time}} \right) \times 100$$

Where:

- **Total Handle Time:** This includes the total time the agent spends on calls plus the time spent on after-call work (ACW), such as updating records or sending emails related to the call.

- **Total Available Time:** This is the total scheduled working time for the agent, excluding breaks and other non-working periods.

The occupancy rate is typically expressed as a percentage. A higher percentage indicates that agents are actively engaged in call-related tasks for most of their available time. It's important to maintain a balanced occupancy rate to avoid agent burnout and ensure efficient time management. Too high an occupancy rate can lead to stress and reduced service quality, while too low a rate might indicate underutilization of resources.

Abandonment Rate

The Abandonment Rate in a call center is a crucial metric that indicates the percentage of incoming calls that are ended by the caller before being connected to an agent. This metric is particularly important as it reflects customer experience and can indicate issues with call center efficiency. Here's a detailed explanation:

Abandonment Rate Formula:

$$\text{Abandonment Rate} = (\text{Number of Abandoned Calls} / \text{Total Number of Incoming Calls}) \times 100$$

$$\text{Abandonment Rate} = \left(\frac{\text{Number of Abandoned Calls}}{\text{Total Number of Incoming Calls}} \right) \times 100$$

Where:

- **Number of Abandoned Calls:** This refers to the total number of calls where the caller hangs up or disconnects the call before speaking to an agent.
- **Total Number of Incoming Calls:** This is the total number of calls received by the call center.

Key Points to Understand:

- **Indicator of Customer Satisfaction:** A high abandonment rate often indicates customer frustration due to long wait times or inefficient call handling processes.
- **Impact on Business:** Frequent call abandonment can lead to lost opportunities, dissatisfied customers, and a tarnished reputation for the business.
- **Influence of Wait Time:** Longer wait times usually result in higher abandonment rates. Monitoring and managing wait times is essential to reduce this rate.
- **Threshold Setting:** Some call centers set a specific threshold time, considering calls abandoned only if the caller hangs up after waiting longer than the threshold (e.g., 30 seconds).
- **Excludes Short Calls:** Quick hang-ups, often occurring within a few seconds (e.g., wrong number calls), are sometimes excluded from this calculation to avoid skewing the data.

- **Seasonal Variations:** Abandonment rates can vary during different times of the day or during peak seasons, indicating the need for adaptive staffing and resource allocation.
- **Improvement Strategies:** Reducing the abandonment rate can involve strategies like optimizing staffing levels, implementing callback options, or using interactive voice response (IVR) systems to manage call flow.

In summary, the abandonment rate is a vital metric in evaluating call center performance, highlighting areas for improvement in customer service and operational efficiency. Regular monitoring and analysis of this rate help in taking proactive measures to enhance the overall customer experience.

Average Handling Time (AHT)

The Average Handling Time (AHT) is a critical metric in call centers that measures the average duration taken by an agent to handle a call. This includes not just the conversation time with the caller but also the wrap-up or after-call work associated with the call. Understanding AHT is essential for managing efficiency and ensuring good customer service. Here's a detailed explanation:

Average Handling Time Formula:

$$\text{AHT} = (\text{Total Talk Time} + \text{Total Hold Time} + \text{Total After-Call Work Time}) / \text{Total Number of Calls Handled}$$

$$\text{AHT} = \frac{\text{Total Talk Time} + \text{Total Hold Time} + \text{Total After-Call Work Time}}{\text{Total Number of Calls Handled}}$$

Where:

- **Total Talk Time:** This is the cumulative time spent by agents talking to customers on calls.
- **Total Hold Time:** This includes any time during a call when a customer is put on hold.
- **Total After-Call Work Time:** This refers to the time spent by agents on work related to the call after the conversation has ended, such as updating customer records, sending follow-up emails, or entering data into a system.
- **Total Number of Calls Handled:** The total number of calls attended to by agents in a given period.

Key Aspects of AHT:

- **Efficiency Indicator:** AHT is an indicator of how efficiently agents handle calls. A lower AHT suggests that agents are resolving calls more quickly.
- **Impact on Customer Experience:** While a lower AHT may indicate efficiency, it's important not to compromise the quality of service. Rushing through calls can negatively impact customer satisfaction.
- **Training and Resource Allocation:** Understanding AHT can help identify training needs for agents and appropriate allocation of resources.

- **Balancing Quality and Quantity:** The goal is to find a balance where AHT is minimized without adversely affecting the quality of customer interactions.
- **Influencing Factors:** AHT can be influenced by the complexity of calls, the efficiency of call center systems, and the skill level of agents.
- **Use in Workforce Management:** AHT is used in workforce management to forecast staffing requirements and schedule agents.
- **Varies by Industry:** The standard for an acceptable AHT can vary significantly depending on the industry and the nature of the calls.

In summary, AHT is a vital metric that helps call centers gauge the efficiency and effectiveness of their agents in handling customer calls. It's a balancing act between ensuring quick resolution of calls and maintaining high-quality customer service. Regular monitoring and analysis of AHT can lead to strategies for improving both agent performance and customer satisfaction.

Average Talk Time (ATT)

Average Talk Time (ATT) is an important metric in call centers that measures the average duration of conversation between an agent and a customer during a call. Unlike Average Handling Time (AHT), which includes after-call work and hold time, Average Talk Time strictly focuses on the actual talking period of the call. Here's a detailed explanation:

Average Talk Time Formula:

$$\text{ATT} = \text{Total Talk Time} / \text{Total Number of Calls Handled}$$

$$\text{ATT} = \frac{\text{Total Talk Time}}{\text{Total Number of Calls Handled}}$$

Where:

- **Total Talk Time:** This is the sum of the duration of all conversations between agents and customers. It only includes the time when both parties are actively engaged in conversation.
- **Total Number of Calls Handled:** The total number of calls attended to by agents during a specified time period.

Key Aspects of ATT:

- **Core Conversation Metric:** ATT measures the core time agents spend talking to customers, excluding other elements like hold time or after-call work.
- **Indicator of Call Complexity:** Longer ATT can indicate more complex calls or issues that require in-depth discussion and problem-solving.
- **Efficiency Analysis:** By analyzing ATT, call centers can assess whether conversations are being conducted efficiently or if there are opportunities to streamline discussions without compromising service quality.
- **Customer Satisfaction:** While shorter ATT might suggest efficiency, it's crucial not to rush calls to the point where customer satisfaction is compromised. Effective communication is key.

- **Training and Performance:** Understanding ATT can highlight areas where agents might need additional training, especially if there are significant variances in ATT among different agents.
- **Impact on Resource Planning:** Knowing the average talk time helps in workforce planning, ensuring that enough agents are available to handle calls without excessive waiting times for customers.
- **Industry-Specific Benchmarks:** The ideal ATT varies widely depending on the industry, the complexity of products or services, and the nature of customer queries.

In summary, Average Talk Time is a focused metric that provides insights into the actual time spent by agents in conversation with customers. It is a crucial component for assessing the efficiency of call handling and maintaining a balance between quick resolution and high-quality customer interactions. Monitoring and optimizing ATT is an ongoing process in the pursuit of excellent customer service and operational efficiency.

B.- Technical Specification

Name	Sonata Stats
Version	4.0.0-1
OS	Linux Debian 11
Compatibility	VitalPBX 4.x
Database	MariaDB 10x o superior
Developed Language	PHP 8, HTML,
Necessary Memory	2 GB
Necessary HDD	250 MB
Packet Technology	DEB
Dependency	Already installed in VitalPBX 4.x