7.03 - Contact Center Performance Report (Queue Report)	

Overview: This report only includes interactions that entered the queue. Report output provides a snapshot of all key contact center metrics.

Recommended Parameters:

- Report Type: Choose the interval based upon the time period of interest
- Summary Section: Activate MTD if needed
- Show Empty Rows: Activate if you want blank rows for intervals with no data

Recommended Export Type: Excel or CSV (CSV if you want to perform additional manipulation or analysis)

Key Report Information:

- Calls Queued = Calls Answered + Calls Abandoned + Calls Overflowed + Callbacks Requested (Non-Queue)
- SL Goal % - this field can be adjusted to identify how many intervals achieved your target Service Level goal (% Of Intervals Meeting Service Level)

Supporting Reports	

3.04 - Interactions Detail Record (Queue Time > 0) - Provides CDR level information for all interaction types.

6.04 - Completed Callback Interaction Report - Detailed view of callback interactions with time, date & attempt information.

7.04 - Abandoned Interaction Report - Examination of abandoned interaction based on user defined thresholds.

7.05 - Contact Center Performance Report By Demand - 7.03 Queue metrics by demand.