

## 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)

Date	Interval	Calls Queued	Calls Answered	Answer Rate	Calls Abandoned	Abandonment Rate (%)	Average Abandon Time	Calls Overflowed	Voice-mails Received	Calls Answered within Service Level	Service Level	% of Intervals Meeting Service Level	Avg. Speed of Answer	Avg. Talk Time	Avg. Hold Time	Avg. Wrap Up Time	Average Handle Time (AHT)	Talk Time %	Hold %	Wrap Up %	Callbacks Requested (Queue)	Callbacks Requested (Non-Queue)	Callbacks Completed	Calls Missed	Calls Transferred by Agent	Calls Transferred by Agent %	Longest Wait	Agent Out External Calls	Staffed Agents
08-17-2020	01:15 - 01:30	1	1	100.0%	0	0.0%	00:00:00	0	0	1	100.0%	100.0%	00:00:06	00:14:57	00:00:00	00:02:01	00:16:58	88.11%	0.0%	11.89%	0	0	0	0	0	0.0%	00:00:06	0	1
08-17-2020	07:45 - 08:00	4	4	100.0%	0	0.0%	00:00:00	0	0	4	100.0%	100.0%	00:00:13	00:17:21	00:00:00	00:01:33	00:18:54	91.8%	0.0%	8.2%	0	0	0	0	0	0.0%	00:00:32	0	4
08-17-2020	08:00 - 08:15	4	3	75.0%	0	0.0%	00:00:00	1	0	3	75.0%	0.0%	00:00:22	00:18:41	00:01:20	00:02:01	00:19:02	82.38%	7.03%	10.59%	0	0	0	0	0	0.0%	00:02:01	0	2
08-17-2020	08:15 - 08:30	5	5	100.0%	0	0.0%	00:00:00	0	0	4	80.0%	100.0%	00:00:33	00:09:00	00:00:34	00:01:36	00:11:21	80.7%	8.08%	14.21%	0	0	0	0	1	20.0%	00:01:32	0	4
08-17-2020	08:30 - 08:45	1	1	100.0%	0	0.0%	00:00:00	0	0	1	100.0%	0.0%	00:00:09	01:14:24	00:05:13	00:02:00	01:21:37	91.16%	8.34%	2.45%	0	0	0	0	0	0.0%	00:00:09	1	2
08-17-2020	08:45 - 09:00	2	2	100.0%	0	0.0%	00:00:00	0	0	2	100.0%	100.0%	00:00:07	00:08:14	00:00:00	00:02:00	00:08:14	75.73%	0.0%	24.27%	0	0	0	0	0	0.0%	00:00:10	0	2
08-17-2020	09:00 - 09:15	7	7	100.0%	0	0.0%	00:00:00	0	0	6	85.71%	100.0%	00:00:11	00:18:65	00:00:31	00:02:00	00:19:27	86.98%	2.7%	10.32%	0	0	0	0	0	0.0%	00:00:34	0	6
08-17-2020	09:15 - 09:30	1	1	100.0%	0	0.0%	00:00:00	0	0	1	100.0%	100.0%	00:00:05	00:05:24	00:11:58	00:02:01	01:09:23	76.85%	17.25%	2.91%	0	0	0	0	0	0.0%	00:00:05	0	1
08-17-2020	09:30 - 09:45	8	7	87.5%	0	0.0%	00:00:00	0	0	7	87.5%	100.0%	00:00:13	00:19:49	00:00:50	00:01:45	00:19:24	80.64%	4.33%	9.03%	0	0	0	0	0	0.0%	00:01:06	0	6
08-17-2020	09:45 - 10:00	8	7	87.5%	0	0.0%	00:00:00	1	0	6	75.0%	0.0%	00:00:40	00:11:00	00:00:25	00:02:00	00:13:28	91.6%	3.17%	14.63%	0	0	0	0	0	0.0%	00:02:01	0	6

## 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.