

## 7.03 - Contact Center Performance Report (Queue Report)

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

## **Recommended Parameters:**

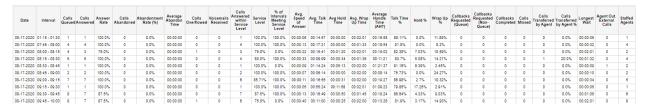
- Report Type: Choose the interval based upon the time period of interest
- Summary Section: Activate MTD if needed
- Show Empty Rows: Activate if you want blank rows for intervals with no data



<u>Recommended Export Type</u>: 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.