

ECS Reporting - Quick Reference Guide - Core Reports

The following reports linked below are best practice suggestions for locating your essential contact center metrics. Evolve Contact Suite has the notion of 3 different reporting types which are outlined below.

What is a Business Process (BP) report?

A Business Process report encompasses all interactions whether queued or not. This includes interactions that bypass the queuing process such as after hours messaging, callbacks offered outside of the queue, or interactions routed to an external third-party. For more information, please review the [Business Process best practices](#).

What is a Queue report?

A Queue report only includes those interactions that queued for an agent. This type of interaction can only be Answered, Abandoned or Overflowed. For more information, please review the [Queue best practices](#).

What is an Agent Report?

An Agent report includes the key information about an agent such as logged-in time, break time, interactions handled, etc. For more information, please review the [Agent best practices](#).