

ECS Reporting - Report User Guide

Please review the [ECS Report User Guide](#) for the full report documentation.

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Key Reports for New Clients

For new clients, we suggest the following reports to get familiar with the types of information readily available to the contact center leadership team.

Leadership Question	Answer
How is my contact center performing?	7.03 Contact Center Performance Report
How are my agents performing?	2.04 Agent Interaction Summary
Where are the details on every interaction?	4.01 Detailed Business Entity Report
Where are the details on my Agents?	2.01 Detailed Agent Interactions Report
What happened on a specific interaction?	4.02 Destination Trace Report
How many total calls did I receive? On a specific phone number?	4.09 Voice Billing Report - Summary Only

Please see the [Core Reports](#) for more information about the different types of reports and our recommendations.

Field Definitions

Field	Interaction Type(s)	Definition	Numerator	Denominator
Inbound Interactions	Callback, Chat, Email, Fax, Telephony	the number of inbound customer interactions that entered this BP		
Callbacks Completed	Business Process: Telephony	the number of callbacks that were successfully handled		
Calls Abandoned	Business Process: Telephony	the number of callers that hung up before reaching any final destination		
Calls Disconnected	Business Process: Telephony	the number of calls that were terminated by an activity in the call flow		
Calls Not Queued	Business Process: Telephony	the number of calls received that never entered a Queue step		
Abandonment Rate (%)	Business Process: Telephony and Chat	The number of abandons / number of queued interaction of that type		

Outbound Calls	Business Processes: Outgoing External	the number of outbound calls placed outside of the organization by agents on behalf of this BP (Outgoing External Interactions)		
Service Level	Business Processes: Incoming	the overall weighted % of inbound interactions that entered this BP, queued (across any channel), and achieved the intended goal	# of interactions (across all inbound interaction types) that queued and were answered within the defined goal	# of interactions that were queued minus any interactions that are excluded based upon defined criteria associated with each channel
Calls Transferred Externally	Business Processes: Telephony	the number of interactions transferred outside ECS for handling (to a 3rd party phone number)		
Answer Rate	Voice Queue: Telephony	the percentage of inbound customer calls that entered the queue and were answered by an agent	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions) and were answered by an agent	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions)
Calls Transferred by Agent	Voice Queue: Telephony	The number of answered calls which were then transferred out to any other destination (External DID, Agent, Channel, BP, HPBX user)		
Calls Transferred by Agent %	Voice Queue: Telephony	The number of Calls Transferred by agents divided by the number of Calls Answered		
Average Abandon Time (AAT)	Voice Queue: Telephony	for abandoned calls, the average amount of time a caller waited before hanging up	the total amount of wait time in the queue for inbound customer calls that entered the queue and abandoned prior to reaching an agent (minus the wait time for any calls that are considered service level exclusions)	the number of inbound customer calls that entered the queue and abandoned prior to reaching an agent (minus any calls that are considered service level exclusions)
Average Hold Time	Voice Queue: Telephony	for answered calls, the average amount of time a caller was placed on hold by an agent	for answered calls that were placed on hold by an agent, the total amount of hold time those callers experienced	the number of answered calls that were placed on hold by an agent
Average Handle Time (AHT)	Voice Queue: Telephony	Calculated as sum of talk + hold + wrap/The count of queued calls that were answered		
Average Speed of Answer (ASA)	Voice Queue: Telephony	for answered calls, the average amount of time a caller waited before an agent answered that includes queue time and ring time	the total amount of time that answered calls waited (queue time + ring time)	the number of answered calls
Average Talk Time (ATT)	Voice Queue: Telephony	the average amount of time that callers are on the phone actively speaking with an agent	the total amount of time that answered calls were actively connected to an agent and not placed on hold	the number of answered calls
Callbacks Completed	Voice Queue: Callback, Telephony	the number of telephony callbacks that were completed		
Callbacks Requested	Voice Queue: Telephony	for any calls that entered the queue, the number of callers that opted-in to a callback instead of waiting for an agent		
Calls Abandoned	Voice Queue: Telephony	for any calls that entered the queue, the number of inbound customer calls where the caller hung up before reaching any other final destination		
Calls Overflowed	Voice Queue: Telephony	for any calls that entered the queue, the number of inbound customer calls where the call reached a final destination other than the following: answered by an agent or abandoned by the customer.		
Calls Queued	Voice Queue: Telephony	the number of calls that entered the queue excluding any non-live call (a caller didn't initiate that interaction) such as Callbacks that were requested (to avoid double counting) or preview dialer calls.		

Final Destination	Voice Queue: Telephony	<p>For any calls that entered the queue, the following events are considered a final destination for that interaction:</p> <ul style="list-style-type: none"> * answered by an agent * abandoned by the customer * becomes a callback request * the interaction is transferred outside ECS for handling (to a 3rd party phone number such as an outsourcer) * customer leaves a voicemail message * interaction is disconnected by the call flow 		
Longest Wait	Voice Queue: Telephony	for any calls that entered the queue, the maximum amount of time that a caller waited prior to reaching their final destination (answered, abandoned, or overflowed)		
Service Level (SL)	Voice Queue: Telephony	the percentage of inbound customer calls that entered the queue and were answered by an agent within the specified goal (seconds)	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions) and were answered by an agent in the specified goal (seconds)	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions)
% of Intervals Meeting Service Level	Voice Queue: Telephony	the percentage of 15 minute intervals where the Service Level goal was achieved	the number of 15 minute intervals where a queued call was received and the Service Level goal was met	the number of 15 minute intervals where a queued call was received
Staffed Agents	Voice Queue: Telephony	the # of agents that were not in an Offline state during the time period		
Voice mails Received	Voice Queue: Telephony	for any calls that entered the queue, the number of callers that left a voicemail instead of speaking with an agent		
Total Calls Duration	Voice Queue: Telephony	<p>Total Calls Duration</p> <p>Includes all the call duration regardless of the filters exact start and stop time. It will only look for calls handled within the selected period.</p>	<p>Example:</p> <ol style="list-style-type: none"> Interaction A started at 13:05:00 and finished at 13:15:00 Interaction B started at 13:19:00 and finished at 13:22:00 Period: 13:10:00 - 13:20:00 Total Calls Duration for A: 10 mins, for B: 3 mins Total Calls Prorated Duration for A: 5 mins, for B: 1 mins 	
Total Calls Prorated Duration	Voice Queue: Telephony	<p>Prorated call durations start before the Start time filter or end after the End time filter.</p> <p>Prorated duration will subtract the time that is outside the period filter from the call duration. Provides adjusted minutes count for a specific period.</p> <p>The calculation adjusts to the customer time zone.</p>	<p>Example:</p> <ol style="list-style-type: none"> Interaction A started at 13:05:00 and finished at 13:15:00 Interaction B started at 13:19:00 and finished at 13:22:00 Period: 13:10:00 - 13:20:00 Total Calls Duration for A: 10 mins, for B: 3 mins Total Calls Prorated Duration for A: 5 mins, for B: 1 mins 	
Talk Time %	Voice Queue: Telephony	Total Talk time for all agents during this interval divided by total handling time (talk+hold+wrap) for all agents in that time interval		
Hold Time %	Voice Queue: Telephony	Total Hold time for all agents during this interval divided by total handling time (talk+hold+wrap) for all agents in that time interval		
Wrap Up Time %	Voice Queue: Telephony	Total Wrap Up time for all agents during this interval divided by total handling time (talk+hold+wrap) for all agents in that time interval		

Answer Rate	Chat	the percentage of inbound customer chats that entered the queue and were answered by an agent	the number of inbound customer chats that entered the queue (minus any chats that are considered service level exclusions) and were answered by an agent	the number of inbound customer chats that entered the queue (minus any chats that are considered service level exclusions)
Average Agent Response	Chat	the average amount of time customers waited after they submitted a message in the chat window until the agent responded	the total amount of time that answered chats were "idle" from the time the customer sent a chat message until the agent responded	the total number of messages sent by customers inside a chat session (each chat session will typically have multiple messages sent by the customer) for all answered chat sessions
Average Chat Time	Chat	the average amount of time an agent spends on a chat interaction	the total amount of time that answered chats were "worked" by an agent from the time the chat interaction was delivered to an agent until the chat session ended	the number of answered chats
Average Speed of Answer	Chat	the average amount of time from when an chat was received from the customer until an agent responded	the total amount of time that answered chats waited from the time the customer chat was received until an agent chat response was sent	the number of answered chats
Chats Abandoned	Chat	for any chats that entered the queue, the number of inbound customer chats where the customer terminated their chat session before reaching their destination		
Chats Overflowed	Chat	for any chats that entered the queue, the number of inbound customer chats where the chat reached a final destination other than the following: answered by an agent or abandoned by the customer.		
Queued Chats	Chat	the number of chats that entered the queue		
Longest Wait	Chat	for any chats that entered the queue, the maximum amount of time that a customer waited prior to receiving a chat response from an agent OR abandoned prior to receiving an agent response OR become a callback.		
% of Intervals Meeting Service Level	Chat	the percentage of 15 minute intervals where the Service Level goal was achieved	the number of 15 minute intervals where a queued chat was received and the Service Level goal was met	the number of 15 minute intervals where a queued chat was received
Service Level	Chat	the percentage of inbound customer chats that entered the queue and an agent responded within the specified time goal	the number of inbound customer chats that entered the queue and an agent sent a response within the specified time goal	the number of inbound customer chats that entered the queue
Staffed Agents	Chat	the # of agents that were not in an Offline state during the time period		
Average Email Time	Email	the average amount of time an agent spends on an email response	the total amount of time that answered emails were "worked" by an agent from the time the email interaction was delivered to an agent until they sent a response	the number of answered emails
Average Speed of Answer	Email	the average amount of time from when an email was received during business hours from the customer until an agent responded	the total amount of time that answered emails waited from the time the customer email was received until an agent email response was sent	the number of answered emails
Emails Remaining	Email	the number of emails that remained in the queue at the end of the customer's day (based upon business hours)	the number of emails that remained in the queue waiting for an agent response when the BP closed	
Emails Handled	Email	the number of emails handled by an agent. This includes both queued emails and those rescheduled by an agent.		
Emails Overflowed	Email	for any emails that entered the queue, the number of inbound customer emails where the email reached a final destination other than the following: answered by an agent.		
Emails Rescheduled	Email	for any emails that entered the queue, the number of emails that were manually scheduled by an agent to be answered at a later time		
Longest Wait	Email	for any emails that entered the queue, the maximum amount of time that a customer waited prior to receiving an email response from an agent		
Queued Emails	Email	the number of emails that entered the queue during the specified time period. This excludes any "rescheduled" (or Callback) emails.		
Service Level	Email	the percentage of inbound customer emails that entered the queue and an agent sent an email response within the specified time goal	the number of inbound customer emails that entered the queue and an agent sent an email response within the specified time goal	the number of inbound customer emails that entered the queue

Staffed Agents	Email	the # of agents that were not in an Offline state during the time period		
Busy Time	Agent	Offer Time + Talk Time + Chat Time + Email Time + Fax Time + Wrap-up Time + Hold Time (overlapping interactions will not be accumulated)		
Login Time	Agent	Handle Outgoing Time + Break Time + Back Office Time + Idle Time + Busy Time		
Idle Time	Agent	Agent is in the Ready State and is waiting to receive an interaction		
Occupancy	Agent	$((\text{Busy Time} \div (\text{Busy Time} + \text{Idle Time})) * 100)$		
Handle Time	Agent	Talk Time + Chat Time + Email Time + Fax Time + Wrap Up Time + Hold Time		
Total Online	Agent	The number of agents that logged in during the specified time period		
Total Available	Agent	The number of agents that entered a Ready state during the specified time period		
Occupancy Pct	Agent	The cumulative Occupancy of the Available agents. This is calculated by dividing Busy Time by the sum of (Busy Time + Ready Time)		
Interaction Time	Agent	Offer Time + Talk Time + Chat Time + Email Time + Fax Time + Wrap-up Time + Hold Time (overlapping interactions are accumulated)		Overlapping interactions will accumulate Interaction Time. If an agent is simultaneously, working on multiple interactions, Interaction Time is the sum of the time spent on each individual interaction. The Interaction Time could therefore exceed the agent's Login Time for that period.

Interaction Types

Interaction Type	Description	Media Types	Direction	Additional
Any	Umbrella term that includes all Media Types and Directions	All	Incoming, Outgoing	
Callback	Callback can include OR an inbound voice interaction that either became a callback because the caller opted-in to a callback while in a queue OR an inbound voice interaction became a callback because the agent spoke with the caller and manually scheduled a callback OR Inbound interaction that begins as a web callback request OR an email that is manually rescheduled by the agent for a later response	Telephony, Email	Incoming, Outgoing	Customer can put a link on their website where the customer enters their name and phone number and description and optionally BP. That interaction will immediately be sent to the BP for processing. A Web Callback requests is a Telephony media type.
Callback Telephony	A subset of Callback interactions that only include those for the Telephony media type	Telephony	Incoming	
Campaign	An outbound Campaign interaction initiated by the Dialer.	Telephony	Outgoing	Same as Campaign Telephony
Campaign Telephony	An outbound voice interaction initiated by the Dialer	Telephony	Outgoing	Same as Campaign
Chat	an inbound web chat interaction initiated by a customer OR an internal chat between members of the organization	Chat	Incoming, Outgoing	Outbound chats today would be an outbound internal chat only.
E-mail	an inbound email interaction initiated by a customer OR an outbound response email from an agent to a customer	Email	Incoming, Outgoing	

Fax	Business Process: Telephony	Fax	Incoming	Same as Incoming Fax today. The system expects all faxes to be delivered via email. There is no inherent FAX capability in the system.
Incoming	an inbound fax interaction initiated by a customer	All	Incoming	
Incoming Chat	Umbrella term that includes all Incoming interactions across all media types	Chat	Incoming	
Incoming Email	an inbound web chat interaction initiated by a customer	Email	Incoming	
Incoming Fax	an inbound email interaction initiated by a customer	Fax	Incoming	
Incoming Telephony	an inbound call interaction initiated by a customer	Telephony	Incoming	
Internal Messaging (Chat)	a chat interaction between 2 agents	Chat	Incoming, Outgoing	
Outgoing External Mail	an outbound email that is sent to an external address	Email	Outgoing	
Outgoing External Telephony	an outbound call originated by an agent to a number that is external to the organization	Telephony	Outgoing	
Outgoing Internal Telephony	an outbound call originated by an agent to a number that is internal to the organization	Telephony	Outgoing	
Outgoing External	an umbrella term that includes all outgoing interactions across media types sent external to the organization	Telephony, Email	Outgoing	
Outgoing Internal	an umbrella term that includes all outgoing interactions across media types sent internally within the organization	Telephony, Chat	Outgoing	
Telephony	a voice interaction that entered the Business Process. This includes every voice interaction - including AA & IVR & queue & dialer functions & manual outgoing calls initiated by an agent.	Telephony	Incoming, Outgoing	
Transferred	any interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	All	Incoming, Outgoing	
Transferred Chat	a chat interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	Chat	Incoming	
Transferred Email	an email interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	Email	Incoming	

Transferred Fax	a fax interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	Fax	Incoming	
Transferred In Telephony	Call transferred into this BP from another BP	Telephony	Incoming	
Transferred Out Telephony	Call transferred from this BP to another BP	Telephony	Outgoing	