

## About time frames, periods and data storage

In Puzzel Administration Portal on page Statistics, the user selects the time frame (From and To) for each report he/she wants to see. The shortest time frame for presenting statistics is one quarter of an hour (15 minutes).

The statistics are as default stored for **1200 days**. On request, agent level statistics can be stored for a shorter time period than other statistics. Each night statistics older than the defined days to store are deleted. Some reports have limitations in max number of days in a report and how long back it is possible to see statistics. See [Reports and reporting levels](#) for more details.

It is possible to **customise** the reports, for example:

- Group by time (e.g. a weekly report grouped by day)
- Limiting the time span (e.g. a weekly report within the opening hours)
- Limiting the rows (show report only for specific queues/agents/access numbers)
- Remove/add columns

Not all these options are available for all reports.

### In what time period does a call belong?

An incoming call (or chat/email/SoMe request) and the following queue time and time agents are connected are usually **reported in the time period in which the incoming call**(chat/email/SoMe request) **ends**. In many cases an incoming call arrives (starts) and ends in the same 15 minute period, but quite often a call arrives (starts) in one quarter and ends in the next quarter or even later if the wait time in queue is long or the conversation is long.

Two exceptions are **callbacks** and **Dialler** calls, which are reported in the 15 minute time period the "ordering" session ended, which usually is a bit earlier than when the agent ended the call.

Since emails tend to stay quite long in queue, we also report when emails arrive in Details per queue for email and social media.

Example:

A call arrives in the Puzzel solution at 09:59:30, and after a long time in queue an agent answers at 10:13:20, and the call ends at 10:17:05. This call will be reported in the time period 10:15-10:30 in all statistics reports.

We recommend that a pre-defined wrap-up time be configured (e.g. 60 seconds), and that agents click Ready if they're ready to accept a new call before the pre-defined wrap-up has ended. We do not recommend that agents click Pause/Log off while in a call, but if they do, the result may be that calls are reported in a quarter or an hour the agent did not have any time logged on, since requests are reported in the time period they end.

### Statistics delay

Statistics for any given 15-minute time period are usually generated and made available **2 hours** after the end of the 15-minute time period.

Example: Reports for the time period 1000-1015 are generated at 1215 and are available a few (5-10) minutes later.

The main reason for this 2 hour delay is **Call-back in queue**. When a caller orders call-back in queue it may take some time before the Puzzel queue calls the person back, and if he/she does not answer the first time, Puzzel may call back one or two times more. Only call-backs that are answered and ended within 2 hours will be reported as answered when statistics are generated with 2 hours delay. In the same way, if it takes more than 2 hours from a **Dialler** contact is put into queue until the Dialler call has ended, it will not be included in the Dialler report nor the agent reports.

For customers that have call-backs that last for more than 2 hours, Puzzel can, on request, **re-generate statistics every night** so that all call-backs will be included in the historical statistics.

It is possible to reduce the statistics delay to e.g. 60 or 30 minutes, and the **lowest possible value is 15 minutes**. The lower the value for minutes delay is, the more likely it is that the intra-day reports will miss some traffic. If your Puzzel solution includes callback and/or Dialler and has a delay less than 120 minutes, we recommend that nightly re-generation be turned on.

## Report generation

When you have selected a time period (e.g. 1 month) and click *View report*, the report is generated by summarizing all the underlying 15 minute statistics before it's presented in your browser (unless this is a list report). Since lots of Puzzel customers are generating statistics reports for Last week on Monday mornings and for Last month in the morning of the 1st, this is when it takes the longest time to generate a report.

Please note that the report ***Details per agent per queue*** contains several rows per agent, and if you have lots of agents and lots of queues, the report might get thousands of rows. Therefore, we strongly recommend using **Customize - Row filter** to select a few user groups or specific agents, or one or a few queues before generating this report. And, if you try to generate this report for a time period longer than 1-3 months with lots of rows, it will take quite some time before the result is shown in the browser. A report for a whole year with >1000 rows might not be possible to generate, especially during the most busy hours.