

Details per agent per queue

This standard report's description is available in the Puzzel Administration Portal on page Statistics, where the report is generated.

Agent ID	Name	User group	Time logged on excl pause	Time in pause	Queue	Requests offered	Answered	Answer rate (%)	Avg. connecting time	Avg. speak time	Max. speak time	Forwarded	Avg. Wrap-up	Average Handling Time (AHT)
2621	Andreas EN	Administrator	23:05:03	0:27:42	Sales	1	1	100%	0:00:12	0:10:25	0:10:25	0	0:00:15	0:10:40
					Mail	1	1	100%	0:00:16	0:02:33	0:02:33	0	0:00:00	0:02:33
					SocialCee Facebook	2	2	100%	0:00:09	0:00:57	0:01:31	0	0:00:00	0:00:57
					SocialCee Twitter	1	1	100%	0:00:10	0:00:35	0:00:35	0	0:00:00	0:00:35
					Chat Sales	8	8	100%	0:00:10	0:08:39	0:37:22	0	0:00:00	0:08:39
					Total	13	13	100%	0:00:10	0:06:31	0:37:22	0	0:00:01	0:06:32
2672	Paal Kongshaug	Administrator	5:29:59	0:00:03	Callout	1	1	100%	0:00:01	0:00:01	0:00:01	0	0:00:42	0:00:43
					Sales	18	3	17%	0:00:05	0:00:07	0:00:08	0	0:00:13	0:00:20
					Support	2	2	100%	0:00:04	0:00:06	0:00:08	0	0:00:34	0:00:40
					Switchboard	1	1	100%	0:00:12	0:00:10	0:00:10	0	0:00:15	0:00:25
					Chat Sales	5	4	80%	0:00:04	0:02:32	0:04:49	0	0:00:00	0:02:32
					Total	27	11	41%	0:00:05	0:00:59	0:04:49	0	0:00:15	0:01:14
Total			28:35:02	0:27:45	Callout	1	1	100%	0:00:01	0:00:01	0:00:01	0	0:00:42	0:00:43
					Sales	19	4	21%	0:00:07	0:02:42	0:10:25	0	0:00:14	0:02:55
					Support	2	2	100%	0:00:04	0:00:06	0:00:08	0	0:00:34	0:00:40
					Switchboard	1	1	100%	0:00:12	0:00:10	0:00:10	0	0:00:15	0:00:25
					Mail	1	1	100%	0:00:16	0:02:33	0:02:33	0	0:00:00	0:02:33
					SocialCee Facebook	2	2	100%	0:00:09	0:00:57	0:01:31	0	0:00:00	0:00:57
					SocialCee Twitter	1	1	100%	0:00:10	0:00:35	0:00:35	0	0:00:00	0:00:35
					Chat Sales	13	12	92%	0:00:08	0:06:36	0:37:22	0	0:00:00	0:06:36
					Total	40	24	60%	0:00:08	0:03:59	0:37:22	0	0:00:08	0:04:06

Note

- We did not include the columns Time logged on and Time in pause in the SQL query on the next page
- A phone call was not counted as 'offered' in the standard statistics report prior to October 2016 if the caller hung up within 10 sec, but this 'rule' was changed in the October 2016 release. You may change the SQL query to include all calls with result=h (not only the ones with duration>10)
- A chat/email rejected by agent in the Puzzel Agent application (result=b) is counted as 'offered' in the standard statistics report, but not in the query below, but you can adjust the query to include chats rejected by agents.

```
declare @FromDate datetime, @ToDate datetime
```

```
set @FromDate = '16-feb-2016 10:45'
```

```
set @ToDate = '17-feb-2016 11:00'
```

```
select
coalesce(agents.user_num, convert(varchar(10),call_events.agent_id)) Id,
agents.full_name AgentName,
agents.usergroup_name UserGroup,
coalesce(queues.descript,call_events.queue_key) [Queue],
count(*) Offered,
sum(case when result_code = 'k' then 1 else 0 end) Answered,

convert(int,case when sum(case when result_code = 'k' then 1 else 0 end) > 0
then
Round((1.0*sum(case when result_code = 'k' then (duration_tot_sec-duration_speak_sec) else 0 end)) / sum(case when result_code = 'k' then 1
else 0 end),0)
else
NULL
end
) secAvgRingTime,

convert(int,
case when sum(case when result_code = 'k' then 1 else 0 end) > 0
then
ROUND(1.0 * (sum(case when result_code = 'k' then duration_speak_sec else 0 end)) / sum(case when result_code = 'k' then 1 else 0
end),0)
else
NULL
end
) secAvgSpeakTime,
```

```

convert( varchar(10), dateadd(second, case when sum(case when result_code = 'k' then 1 else 0 end) > 0 then
  Round((1.0 * sum(case when result_code = 'k' then duration_speak_sec else 0 end)) / sum(case when result_code = 'k' then 1 else 0 end), 0)
  else NULL
  end, '1-jan-2000'),114) AvgSpeakTime,

max(duration_speak_sec) secMaxSpeakTime,

convert( varchar(10), dateadd(second, max(duration_speak_sec),'1-jan-2000'),114) MaxSpeakTime,

sum( case when call_transfer=1 then 1 else 0 end) Transferred,

convert( int,
  case when sum(case when result_code = 'k' then 1 else 0 end) > 0
    then
      Round( 1.0*sum(wrap_up_sec) / sum(case when result_code = 'k' then 1 else 0 end), 0)
    else
      NULL
  end) secAvgWrapUp,

convert( int,
  case when sum(case when result_code = 'k' then 1 else 0 end) > 0
    then
      Round( 1.0*sum(duration_speak_sec+wrap_up_sec) / sum(case when result_code = 'k' then 1 else 0 end), 0)
    else
      NULL
  end) secAvgAHT

from call_events
  left outer join agents on agents.agent_id = call_events.agent_id
  left outer join queues on queues.queue_key = call_events.queue_key

where dte_start between @FromDate and @ToDate
  and event_type='c' and ( result_code in ('k','t') OR (result_code='h' AND duration_tot_sec>10) )
  and agents.agent_id = call_events.agent_id
group by call_events.agent_id, coalesce(agents.user_num, convert(varchar(10),call_events.agent_id)),
  agents.full_name, agents.usergroup_name, coalesce(queues.descript,call_events.queue_key)
order by 1,2

```