

Standard reports

Here you will find all the standard reports your company has access to.

Home » Statistics » Reports

Reports

Standard Reports

- Details for agents (ID) incl. time logged on
- Details per agent per queue
- Details per chat queue
- Details per queue
- Details per queue for email and social media
- Details per user group per queue
- Caller Queue report
- Enquiry Registration
- Enquiry Registration Comments
- Enquiry Registration per agent
- Enquiry Registration per queue
- Log on/off for agents (ID)
- Max/avg/min agents per status
- Menu
- Queue overview for all media types
- Simplified Queue report
- SMS sent to agent
- SMS/Chat Survey list report
- SMS/Chat Survey score per queue

Details per queue

The report shows a number of parameters per queue, e.g. Incoming calls, Total calls, Hung up, Answered, Callback-requests, Timeouts, Answer-rate, Average queue-time and Percentage answered within N seconds. If an incoming call ends before it arrives in a queue, this incoming call is reported on the row without any queue-name. This will happen if the caller hangs up (in a menu) before choosing a queue, or if the call arrives when the contact centre is closed. Please note that in Puzzel solutions with Callback in queue, the ones that orders Callback are not included in the "Answered within N sec" columns. Outgoing calls from agents will be shown on a queue row called Outgoing calls, and they will be counted in columns Incoming calls, Total calls and Callback requests. If you choose "Customize" you can add more columns and remove columns you don't need.

Active columns | All columns

Column name	Description
Queue	The name of the queue
From date	Start date for chosen period (dd/mm/yyyy)
To date	End date for chosen period (dd/mm/yyyy)
From time	Start time for the chosen period (hh:mm)
To time	End time for the chosen period (hh:mm)
Incoming calls	The number of Incoming calls grouped by their first "chosen" queue. One Incoming call counts only once in this column. Incoming calls which are not routed to a queue (e.g. if the caller hung up in an audio or menu module or if the contact centre is closed), is counted on the row without any queue name.
	The total number of calls that have been routed through each queue. One incoming

The question mark next to each report contains a complete report description.

We also recommend the Statistics section on [help.puzzel.com](https://help.puzzel.com/product-documents/feature-guide/statistics), where we have described the different report levels, how callback is reported, and other topics: <https://help.puzzel.com/product-documents/feature-guide/statistics>

In statistics, calls and written requests are shown in the relevant system queue (not in Display queue).

Select the desired report to open a new browser tab where you can change parameters for the report. You can choose service number, time period and how your time elements are grouped e.g. by quarter, hour, day etc.

Change Parameters - Details pr queue

Service Number:

From To Limit time range (00:00-24:00) [Advanced setting](#)

Group By Time Element:

(no grouping)

Quarter

Hour

Day

Week

Month

Defining Time Period

Defining a time period for a report can be done manually or by using the Time helper-buttons. The Time helper-buttons help you to select a time range quickly. There are buttons available for Day, Week and Month. You can browse through time periods by using the arrows next to the Timerange buttons and move between dates, weeks and months.

▼ **Change Parameters - Details pr queue**

Service Number:

◀ Yesterday ▶

◀ **Last week** ▶

◀ Last month ▶

From

To Limit time range (00:00-24:00)
[Advanced setting](#)

Group By Time Element:

View report
Customise

◀ April 2017 ▶

Mo	Tu	We	Th	Fr	Sa	Su
						1
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Time

Hour

Minute

Now
OK

You can also choose to set the time period manually by typing it in, or by using the calendar which will appear when moving your cursor to the From or To field.

Statistics reports are as default stored for 1200 days unless another storage time is agreed. If you want to store agent reports (reports with numbers per agent) shorter than statistics on overview/queue level, contact Puzzel support so that we can configure shorter storage time for agent statistics (e.g. 365 days).

If your report is for a longer period than one day, you can use Limit time range to customise the time parameters for your report. You can generate a report only within your opening hours, e.g. Monday-Wednesday and Friday 08:00-16:00 and Thursday 08:00-18:00.

To do this, click on the Advanced settings link to open the Opening hours window, where you can configure the time range for each day.

First select time for From (08:00) and To (16:00), then click Specify days and adjust the time for the different days. Then click Apply, and finally tick in the checkbox for using the time limitations.

If you want to generate a monthly or weekly report for the night shift, you can do this by entering e.g. From 23:00 and To 07:00. If the From time (e.g. 23:00) is later than the To time (e.g. 0700), this is interpreted as if the To time is the next day.

When you have generated a report by clicking the View Report button, the report will appear and the Change parameter part is minimised. Hover over any column name and a description of the column will appear.

► Change Parameters - Details pr queue



Customer: [redacted] Service Number: [redacted] / Time Period: 17/04/2017 - 24/04/2017 / Generated: 26/04/2017 08:55:00 (GMT+02:00)

Details pr queue

Queue	Incoming calls	Total calls	No. of hung up	No. of hung up within 20 sec.	Call-back requests	Timed out	Exiting queue	Answered (excl call-backs)	Answered call-backs	Answer rate (%)	Avg. time in queue for answered	Longest queue-time for answered	Avg. time in queue for hang up	Longest queue-time before hung up	Avg. speak time	Max. speak time	Answered within 10 sec.	Answered within 15 sec.	Answered within 20 sec.	Answered within 30 sec.
Callout	3	3	0	0	3	0	0	0	1	33%	0:00:00	0:00:00	0:00:00	0:00:00	0:01:21	0:00:47	NaN	NaN	NaN	NaN
Sales	5	5	0	0	0	0	0	5	0	100%	0:00:11	0:00:35	0:00:00	0:00:00	0:08:33	0:25:35	60%	80%	80%	80%
Support	1	1	0	0	0	0	0	1	0	100%	0:00:09	0:00:09	0:00:00	0:00:00	0:01:43	0:01:43	100%	100%	100%	100%
Total	9	9	0	0	3	0	0	6	1	78%	0:00:11	0:00:35	0:00:00	0:00:00	0:06:32	0:25:35	67%	83%	83%	83%