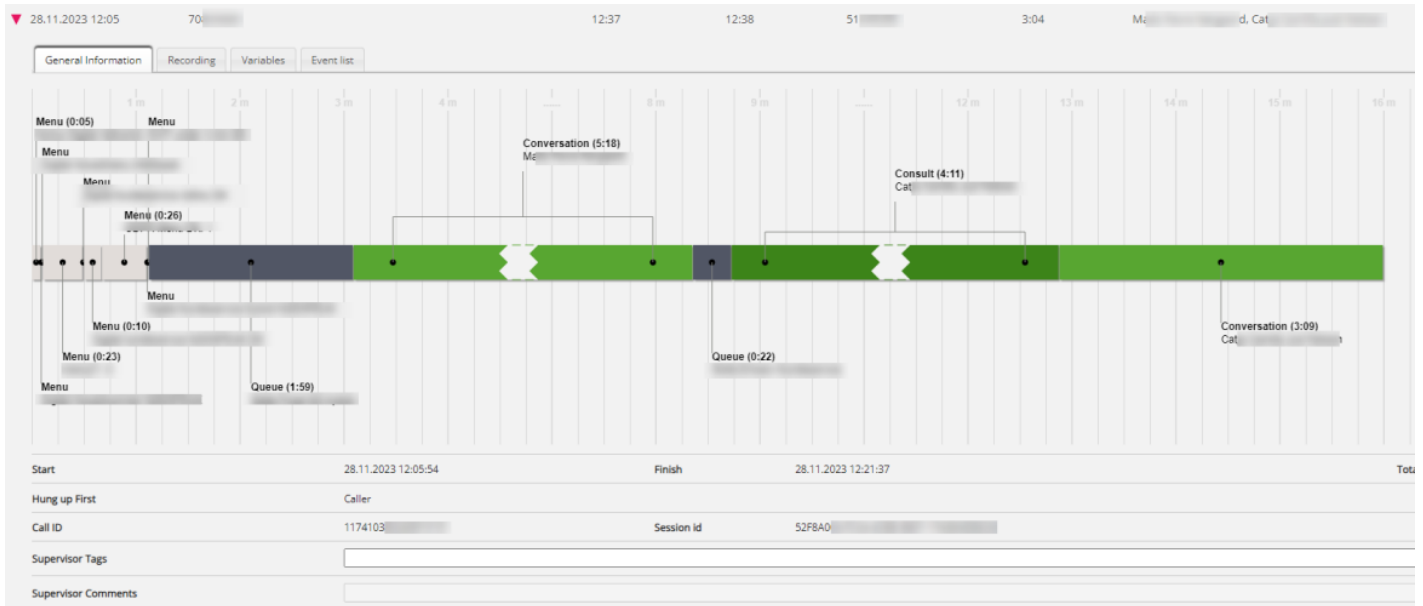


General Information for Calls

In the **General information** tab, you can see the graphical flow of the call, i.e. which menu and audio modules the call went through (**Menu** events), how long the caller was in queue (**Queue** events), agent(s) he/she spoke to (**Conversation** events). Please note we do not show unanswered conversation events, that is calls offered to an agent when the agent didn't answer. If the bar in the chart is "broken", the caller has spent more than 3 minutes in that 'event' (in queue or in conversation).



In the **Event list** tab we show a list of all the Archive events "behind" the graphical illustration of the call in the General information tab. If you have lots of very short menu events in the start of the call (due to a complex Call Flow solution), it might be hard to read all the menu names and DTMF values entered. If so, please see all the details in the Event list tab.

Start	Event	Description	Duration	DTMF
12:05:55	Menu	[blurred]	0:05	
12:05:59	Menu	[blurred]	0:00	
12:06:01	Menu	[blurred]	0:00	
12:06:01	Menu	[blurred]	0:23	4
12:06:24	Menu	[blurred]	0:00	
12:06:24	Menu	[blurred]	0:10	
12:06:34	Menu	[blurred]	0:26	1
12:07:00	Menu	[blurred]	0:00	
12:07:00	Menu	[blurred]	0:00	
12:07:00	Queue	[blurred]	1:59	
12:08:58	Conversation	[blurred]	5:18	
12:13:55	Queue	[blurred]	0:22	
12:14:16	Consult	[blurred]	4:11	
12:18:27	Conversation	[blurred]	3:09	

If you want to see more details than what is shown in Archive, e.g. the unanswered conversation events, please look up details for the relevant call_id in Raw data.

Callers that hang-up in the IVR or while waiting in queue

If a caller hangs up while listening to an audio file (Menu) or while waiting in queue, the last event shown in the chart will be the relevant Menu event or a Queue event (since no agent were connected). In these cases, there will be no value for **Hung up first** since caller was not connected to agent.

Wait time vs Time before answer

The 'Time before answer' for calls reported in Archive is the time from the call arrives in the Puzzel service until the first agent answers. This is not the same as wait time reported for calls in the statistics report Total overview (where wait time starts when the call enters the first queue) and not the same as (wait) time in queue in Details per queue. Please note that the reported Time before answer for a call in the Archive may be slightly longer than the sum of the menus and queue events shown in the call illustration since calls may go through modules that are not shown here (e.g. external look-up).

Consult calls

If an agent makes a **consult call** directly to another agent, the time the 2 agents are consulting (and both have speak time and the caller is on hold) is shown as a **Consult** event (since we cannot show 2 conversation events at the same time in Archive). After the *Consult* event, there will be a *Conversation* event for the 1st agent if the call was not transferred, or a *Conversation* event for 2nd agent if the call was transferred.

Consult to queue

If an agent makes a **consult call to a queue**, the queue allocates an agent after a while, and in this case we also generate a Queue event (for the time the agent waited in queue for an agent on the selected queue). Since we here have a queue event at the same time as we have 'speaktime' (Conversation event) for the first agent, the queue event is shown after the (first) conversation event, since we cannot show a Queue and a Conversation event at the same time. This means that the sum of conversation events' speaktime and queue event durations might be greater than the total call duration.

For more details, see illustrations [here](#).

If the caller hangs up while the agent consults with another agent (which might happen if the consult is "too" long), the agents are informed ("Caller hung up") and they will hang up after a while. In this case, the *Consult* event will be the last event of the call.

Supervisor tags

In the **Supervisor Tags** field, you can enter a tag (e.g. "Complaint"), so that it will be easier to find this call later. You can also add a comment if a Tag is entered. If you want to find this call (recording) or other calls you have tagged "Complaint", you simply write the word "complaint" in the Supervisor Tag Advanced search field.