

Report descriptions, categories and storage time

This article covers Report descriptions, Report categories and storage time for the Reports page.

Report Descriptions

All reports have a report description and a description for each column available. To see a report's full description, expand the *Basic information* part (click *Show details*).

The screenshot shows the 'Basic Information' section for a report. It includes a 'Report Name' field with a 'Hide Details' button. Below this is a 'Description' section with a detailed text block. At the bottom, there is a table with two columns: 'Column' and 'Description'.

| Column | Description |
|-------------------------------|---|
| Queue | The name of the queue |
| 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. |
| Total calls | The total number of calls that have been routed through each queue. One incoming call is counted in all queues it has been routed through. One incoming call that is answered by agent and transferred to another queue is counted in the 2 relevant queues. Total calls for a queue may be greater than the sum of Answered, Hung up, Timed out, Exiting and Callback, because there are other queue exits, e.g. Full, No agents logged on, All agents in Pause. |
| No. of hung up | The total number of callers that hung up in each queue. |
| No. of hung up within 20 sec. | The number of callers that hung up in queue within 20 seconds. |
| Call-back requests | The number of callers that have opted for a call-back. |
| Timed out | The number of calls that timed out in this queue and were routed to another queue/place. |
| Exiting queue | Total number of times calls have been queued and the caller has chosen to leave the queue for another option. |
| Answered (excl call-backs) | The number of callers that were answered in each queue, excluding answered Call-backs. |

The column descriptions are also available as a tooltip for each column header in the report presentation.

For each custom report there is also a Custom description (written by you/someone in your company), and we show which Category the report is put in (if any) and which standard report it's based on.

More relevant information

- [Report overview and reporting levels](#)
- [About time frames, periods and data storage](#)
- [Why different numbers on different reporting levels?](#)

Report Categories for Custom reports

When the Custom Reports list is shown, you can click on the *Categories* button to open the Manage Categories popup window. Here you can add new categories and rename and delete existing Categories. If there already is at least 1 custom report in a report category, you can not delete this category.

Manage Categories

Add Category (enter category name and press +)

Existing Categories

| | | |
|------------|--|--|
| Category X | | |
| Category Y | | |
| Category z | | |

Storage time and delay

If you click the big *info* icon in the upper right corner, you will see the *Storage time and delay* parameters. Historical 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 reports on overview/queue level, contact Puzzel support so that we can configure shorter storage time for agent statistics (e.g. 365 days).

Storage time and delay

Country
Q Norway

Customer Key
10010

Delay(Minutes)
15

Auto-update (on/off)
on

Days To Store
1200

