

Report overview and reporting levels

There are different reports available on different reporting levels.

| Reporting Level | Report name | Traffic | Group by time available | Max days in a report |
|-----------------|--|------------------|-------------------------|----------------------|
| Overview | Total overview | Calls | X | |
| Queue | Details per queue | Calls | X | |
| Queue | Simplified queue report | Calls | X | |
| Queue | Details per queue for email and social media | Email and Social | X | |
| Queue | Details per chat queue | Chat | X | |
| Queue | Dialler queue report | Calls | X | |
| Queue | Queue overview for all media types | All media types | X | |
| Queue | Enquiry Registrations per Queue | All media types | | |
| Agent | Details for agents (ID) incl. time logged on | Calls | X | |
| Agent | Details per agent per queue | All media types | | 366 |
| Agent | Details per user group per queue | All media types | | 366 |
| Agent | Enquiry Registrations per agent | | | |
| Agent | Log on/off for agents (ID) | | | 7 |
| Agent | SMS sent per agent | SMS | X | |
| Agent | Time per pause-type | | | 31 |
| Other | Enquiry Registration | | | |
| Other | Enquiry Registration Comments | | | 90* |
| Other | Menu | Calls | X | |
| Other | Survey score per queue | Calls and chats | | 90* |
| Other | Callback Survey list report ** | Calls | | 7* |
| Other | Survey list report ** | Calls and chats | | 7* |
| Other | Max./avg./min. agents per status*** | | X | 31 (7) |

* The start date for this report can be max 90 days earlier than today.

** Max 2000 rows. Please note that if there are >2000 chats/calls with Survey in the chosen time period, adding a row filter to limit the output does not help.

*** For customers with > 500 agents it is very demanding to generate this report, so time periods greater than 7 days (1 week) will not work.

Special features in selected reports

- Option to *Exclude row without queue name* is available in reports *Details per queue* and *Queue overview for all media types*
- Option to *Include agents without traffic but with logon time* is available in reports *Details for agents (ID) incl. time logged on*, *Details per agent per queue* and *Details per user group per queue*.