

## 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 Puzzel Reports interface. At the top, there is a 'Filter' box and two radio buttons for 'Standard Reports' (selected) and 'Custom Reports'. A search bar for 'All Categories' and a 'Categories' button are also visible. On the left, a 'Report Name' sidebar lists various reports, with 'Details per queue' highlighted in pink. The main content area displays the 'Basic Information' for this report. It includes a 'Report Name' field with a 'Hide Details' button, a 'Description' section with a detailed paragraph, and a table of columns with their descriptions. The table has 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

