

Details per queue

This standard report's description is available in the Puzzel Administration Portal on page Statistics, where the report is generated.

Details pr queue

Queue	Incoming calls	Total calls	No. of hang up	No. of ring 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 hang up	Avg. speak time	Max. speak time	Answered within 10 sec.	Answered within 15 sec.	Answered within 20 sec.	Answered within 25 sec.	Answered within 30 sec.	Answered within 40 sec.	Answered within 50 sec.	Answered within 60 sec.	Answered within 90 sec.	Answered within 100 sec.	Answered within 150 sec.	Answered within 300 sec.
Callout	3	4	0	0	3	0	0	0	0	0%	0:00:00	0:00:00	0:00:00	0:00:00	0:00:01	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dialer	30	30	0	0	30	0	0	0	4	13%	0:00:00	0:00:00	0:00:00	0:00:20	0:00:36	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	NaN	
Sales	15	15	0	0	0	0	0	12	0	80%	0:00:24	0:03:47	0:00:00	0:00:31	0:01:30	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	80%	
Support	4	4	0	0	0	0	0	4	0	100%	0:00:11	0:00:29	0:00:00	0:00:35	0:00:59	75%	75%	75%	75%	100%	100%	100%	100%	100%	100%	100%	100%	
Switchboard	1	1	1	0	0	0	0	0	0	0%	0:00:00	0:00:00	0:00:25	0:00:25	0:00:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Total	53	54	1	0	33	0	0	16	4	37%	0:00:20	0:03:47	0:00:25	0:00:25	0:00:30	0:01:30	67%	67%	67%	67%	71%	71%	71%	71%	71%	71%	76%	

Note

In the SQL query:

- We only count queue events with start in the chosen time period (we don't fetch speaktime or wrap-up time from conversation events "belonging" to the selected queue events or from other conversation events with start in this time period)
- We did not include column Incoming calls (which counts call_ids grouped by the call_id's first queue event's queue_key)
- We did not include column Answered call-backs (it requires some logic to decide if a callback (queue event with result=q) is answered by agent and the one that ordered call-back)
- We did not include columns Avg. speaktime and Max. speaktime (since these are values from conversation events which you may think "belong" in another time period)
- We have added some extra columns for different queue event results (queue exits)
- We have only one column for Answered within n sec, and in the query we have used 10 sec:

```
duration_tot_sec < 10
```

You can change from 10 sec to your value (e.g. 30) and rename the column from:

- PercAnswWithinSec10 to e.g. PercAnswWithinSec30

```
declare @FromDate datetime, @ToDate datetime
```

```
set @FromDate = '16-feb-2016 10:45'
```

```
set @ToDate = '16-feb-2016 11:00'
```

```
select
coalesce(queues.descript,call_events.queue_key) [Queue],
sum(case when result_code <> 'd' then 1 else 0 end) TotalCalls,
sum(case when result_code = 'h' then 1 else 0 end) HungUp,
sum(case when result_code = 'h' AND duration_tot_sec < 20 then 1 else 0 end) HungUpBlw20,
sum(case when result_code = 'q' then 1 else 0 end) CallBacks,
sum(case when result_code = 't' then 1 else 0 end) TimeOuts,
sum(case when result_code = 'a' then 1 else 0 end) Exits,
sum(case when result_code = 'k' then 1 else 0 end) Answered,
sum(case when result_code = 'd' then 1 else 0 end) Deleted,
sum(case when result_code = 's' then 1 else 0 end) Empties,
sum(case when result_code = 'e' then 1 else 0 end) Errors,
sum(case when result_code = 'f' then 1 else 0 end) Fulls,
sum(case when result_code = 'b' then 1 else 0 end) Fallbacks,
sum(case when result_code = 'c' then 1 else 0 end) Cancels,
case when ( sum( case when result_code <> 'd' then 1 else 0 end) - sum(case when result_code = 'q' then 1 else 0 end) ) > 0 then
    convert(int, Round(100.0 * sum(case when result_code = 'k' then 1 else 0 end) / ( sum( case when result_code <> 'd' then 1 else 0 end) - sum(case
when result_code = 'q' then 1 else 0 end) ),0) )
else
    NULL
end AnswRate,
case when sum(case when result_code = 'k' then 1 else 0 end) > 0
then
```

```

        convert(int, round(1.0*sum(case when result_code='k' then duration_tot_sec else 0 end) / sum(case when result_code = 'k' then 1 else 0
end),0))
    else
        NULL
    end secAvgTimeInQAnswered,

max( case when result_code='k' then duration_tot_sec else 0 end) secMaxTimeInQAnswered,

case when sum(case when result_code = 'k' then 1 else 0 end) > 0
    then
        convert(int, round(1.0*sum(case when result_code='h' then duration_tot_sec else 0 end) / sum(case when result_code = 'k' then 1 else 0
end),0))
    else
        NULL
    end secAvgTimeInQHangup,

max( case when result_code='h' then duration_tot_sec else 0 end) secMaxTimeInQHangup,

case when sum( case when result_code <> 'd' then 1 else 0 end) > 0
    then
        Convert(int, Round(100.0*sum(case when result_code = 'k' AND duration_tot_sec < 10 then 1 else 0 end) / sum( case when result_code <> 'd'
then 1 else 0 end),0))
    else
        NULL
    end PercAnswWithinSec10

from call_events
    left outer join queues on queues.queue_key = call_events.queue_key

where dte_start between @FromDate and @ToDate
    and event_type = 'q'      -- queue_events
    and media_type_id = 1    -- Phone only
group by coalesce(queues.descript, call_events.queue_key)
order by 1,2

```