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.*