

Statistics

Puzzel Administration Portal - Statistics is a web-based tool for presenting traffic reports for the chosen time period.

In this section you will find different articles covering different issues related to reporting/statistics, e.g:

- [Reports and reporting levels](#) (overview, queue, agent)
- [About time frames, periods and data storage](#)
- [Why different numbers on different reporting levels?](#)
- [How callback is reported](#)

How to **customise** a report is described [here](#), and how to configure which reports that should be sent (as xlsx) by email to which recipients at what intervals (Report subscriptions) is explained [here](#).

Each report's description is available on the web page where you select report, and in addition each column's description is shown as a tooltip over the column header.

The screenshot shows the 'Reports' page with a list of standard reports. A red arrow points from the 'Details per queue' report link to a tooltip window. The tooltip contains the following information:

Details per queue

The report shows a number of parameters per queue, e.g. Incoming calls, Total calls, Hung up, Answered, Callback-requests, Timeouts, Answer-rate, Average queue-time and Percentage answered within N seconds. If an incoming call ends before it arrives in a queue, this incoming call is reported on the row without any queue-name. This will happen if the caller hangs up (in a menu) before choosing a queue, or if the call arrives when the contact centre is closed. Please note that in Puzzel solutions with Callback in queue, the ones that orders Callback are not included in the "Answered within N sec" columns. Outgoing calls from agents will be shown on a queue row called Outgoing calls, and they will be counted in columns Incoming calls, Total calls and Callback requests. If you choose "Customize" you can add more columns and remove columns you don't need.

Active columns | All columns

Column name	Description
Queue	The name of the queue
From date	Start date for chosen period (dd/mm/yyyy)
To date	End date for chosen period (dd/mm/yyyy)
From time	Start time for the chosen period (hh:mm)
To time	End time for the chosen period (hh:mm)
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.
	The total number of calls that have been routed through each queue. One incoming