



5.3 General Information About Aggregate Reports

Bright Pattern Documentation

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Agent Email Report

The *Agent Email* report provides key performance indicators for agents handling interactions of the email media type.

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Agent Email

Agent: Blanca Hesse, Team: CSIM Support
Report for Custom From: Feb 1, 2017, 4:09:00 PM To: Apr 21, 2017, 4:09:00 PM

Date	Offered	Not Accepted	Pulled	Assigned	Carried over	Total processed	Replied	Closed	Transferred	Service Changed	Remaining	Average Reply Time	Avg In-focus time	Avg Out-of-focus Time	Avg 7
3/16/2017	0	0	9	0	0	0	0	0	0	0	6				
3/17/2017	0	0	2	0	6	2	0	2	0	0	5		00:00:39	00:00:00	00
3/18/2017	0	0	0	0	5	0	0	0	0	0	5				
week total:	0	0	11	0	0	2	0	2	0	0	5		00:00:39	00:00:00	00
3/19/2017	0	0	0	0	5	0	0	0	0	0	5				
3/20/2017	0	0	0	0	5	0	0	0	0	0	5				
3/21/2017	0	0	0	0	5	0	0	0	0	0	5				
3/22/2017	0	0	0	0	5	0	0	0	0	0	5				
3/23/2017	0	0	0	0	5	0	0	0	0	0	5				
3/24/2017	0	0	0	0	5	0	0	0	0	0	5				
3/25/2017	0	0	0	0	5	0	0	0	0	0	5				
week total:	0	0	0	0	5	0	0	0	0	0	5				
3/26/2017	0	0	0	0	5	0	0	0	0	0	5				
3/27/2017	0	0	0	0	5	0	0	0	0	0	5				
3/28/2017	0	0	0	0	5	0	0	0	0	0	5				
3/29/2017	0	0	0	0	5	0	0	0	0	0	5				
3/30/2017	0	0	0	0	5	0	0	0	0	0	5				
3/31/2017	0	0	0	0	5	0	0	0	0	0	5				
4/1/2017	0	0	0	0	5	0	0	0	0	0	5				
week total:	0	0	0	0	5	0	0	0	0	0	5				

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The Agent Email report gives performance indicators for agents handling emails

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows.

Offered

Offered provides the number of inbound emails that were pushed to the agent within the given reporting interval.

Not Accepted

Not Accepted provides the number of emails that were pushed to the agent and were not accepted (i.e., returned to the queue or to the transferring agent). Note that a postponed email is considered accepted.

Pulled

Pulled provides the number of inbound emails that the agent pulled from the service queues within the given reporting interval.

Assigned

Assigned provides the number of emails that were placed in this agent's personal queue by a supervisor or another agent.

Carried Over

Carried Over provides the number of emails that were delivered to this agent by any method before the given reporting interval and remained unprocessed at the beginning of the interval.

Processed - Total

Processed - Total provides the number of inbound emails that this agent completed by any method within the given reporting interval. It is the sum of *Replied*, *Closed*, *Transferred*, and *Service Changed*.

Processed - Replied

Processed - Replied provides the number of inbound emails that this agent replied to within the given reporting interval (including emails that the agent forwarded). Note that only the first response is counted. Possible follow-up email messages related to previously replied emails are considered outbound emails and are counted by the *Outbound Sent* metric.

Processed - Closed

Processed - Closed provides the number of inbound emails that this agent closed without reply within the given reporting interval.

Processed - Transferred

Processed - Transferred provides the number of inbound emails that this agent transferred within the given reporting interval.

Processed - Service Changed

Processed - Service Changed provides the number of inbound emails that this agent recategorized (i.e., the agent changed this service to another email service and continued processing the interaction).

Remaining

Remaining provides the number of emails in the agent's personal queue at the end of the reporting interval.

Avg Reply Time

Avg Reply Time is the average time that this agent spent replying to an inbound email. The time is measured from the moment an email is delivered to the agent (to the agent's desktop or to *My Queue*) to the moment when the first meaningful response leaves the agent's *My Queue*.

Avg In-focus Time

Avg In-focus Time is the average time that the agent had an inbound email selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg Out-of-focus Time

Avg Out-of-focus Time is the average time that the agent had an inbound email active on Agent Desktop but not selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg ACW Time

Avg ACW Time is the average time that the agent spent doing after call work related to replied emails.

Outbound Sent

Outbound Sent provides the total number of outbound emails that this agent sent within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing threads.

Outbound Discarded

Outbound Discarded provides the number of outbound emails that this agent started at any time and discarded (deleted without sending) within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing email threads.

Agent Performance Report

The *Agent Performance* report shows changes over time of key performance indicators for a selected agent.

All interaction-related metrics in this report are calculated for call and chat media types. For agents' email metrics, use the [Agent Email Report](#).

Agent Performance

Agent: Allen Fawcett, Team: Inbound Service

Report for Custom From: Feb 1, 2017, 3:06:00 PM To: Apr 21, 2017, 3:06:00 PM

Date	Occupancy %	Number of Calls Handled	Average Handling Time (inbound)	Number of Calls Made	Average Handling Time (outbound)	Total Logon Time	Total Working Time	Call Rejects / No Answer	Initiated Transfers	Number of Surveys	First Call Resolution %	Contact Satisfaction	Net Promoter Score	Ready %	1 (Inb
2/1/2017		0		0		06:53:37	00:00:00	0	0	0				0	
week total:		0		0		06:53:37	00:00:00	0	0	0				0	
2/6/2017	38	2	00:10:40	1		01:27:41	00:56:26	0	0	0				40	
2/8/2017	15	3	00:03:16	0		01:03:48	01:03:47	0	0	0				84	
2/10/2017	13	1	00:04:31	0		00:34:15	00:34:15	0	0	1	100			87	
week total:	23	6	00:05:56	1		03:05:44	02:34:28	0	0	1	100			64	
2/23/2017	57	0		1	01:17:16	02:16:01	02:16:00	0	0	0				43	
2/24/2017	5	5	00:02:09	0		03:26:49	03:26:49	0	0	0				95	
week total:	26	5	00:02:09	1	01:17:16	05:42:50	05:42:49	0	0	0				74	
2/28/2017	0	0		0		02:27:16	02:27:12	0	0	0				100	
3/1/2017	6	1	00:13:07	0		03:56:56	03:56:56	0	0	0				94	
week total:	3	1	00:13:07	0		06:24:12	06:24:08	0	0	0				97	
3/6/2017	0	0		0		02:08:36	02:03:57	0	0	0				96	
week total:	0	0		0		02:08:36	02:03:57	0	0	0				96	

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The Agent Performance report provides metrics related to performance indicators for a specific agent

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Occupancy %

Occupancy % refers to the percentage to time that the agent spent handling calls, including after call work, relative to the total working time (i.e., handling calls and being Ready to handle calls).

Number of Calls Offered

Number of Calls Offered refers to the number of inbound calls that were offered to the agent, including direct calls, internal calls, and calls that were not assigned a service; *offered* indicates the call passed through the [Connect Call](#) scenario block. Note that campaign calls are not included.

Number of Calls Handled

Number of Calls Handled refers to the number of inbound calls handled by the agent.

Average Handling Time (inbound)

Average Handling Time (inbound) refers to the average time, including after call work and hold times, the agent handled the inbound calls.

Number of Calls Made

Number of Calls Made is the number of outbound calls handled by this agent, including campaign calls.

Average Handling Time (outbound)

Average Handling Time (outbound) refers to the average time, including after call work (ACW) and hold times, that the agent handled the outbound calls. This metric includes campaign calls.

Total Logon Time

Total Logon Time is the total time that the agent was logged on during the reporting interval.

Total Working Time

Total Working Time is the total time that the agent was either handling calls (including after call work) or was ready to handle calls.

Call Rejects / No Answer

Call Rejects / No Answer refers to the number of calls that the agent rejected and/or did not answer.

Initiated Transfers

Initiated Transfers is the number of calls that the agent transferred.

Number of Surveys

This metric gives the number of surveys available for calls handled by the agent during the reporting interval.

First Call Resolution %

First Call Resolution % refers to the percentage of surveys that indicated first call resolution relative to total number of surveys available for calls handled by the agent during the reporting interval.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by the agent during the reporting interval.

Net Promoter Score

The *Net Promoter Score (NPS)* is based on the results of surveys available for calls handled by the agent during the reporting interval.

Ready %

Ready % is the percentage of time that the agent was ready relative to the total logon time.

Busy (Inbound) %

Busy (Inbound) % is the percentage of time the agent was engaged in inbound calls relative to the total logon time. This metric includes hold times but does not include ringing time or after call work time.

Busy (Outbound) %

Busy (Outbound) % is the percentage of time that the agent was engaged in outbound calls, including campaign calls, relative to total logon time. This metric includes dialing time and hold times but does not include after call work time.

Average Ringing Time

Average Ringing Time is the average time that the agent's phone was ringing before calls were answered, abandoned, rejected, or timed out due to no answer. It also includes dialing time for non-campaign outbound calls.

After Call Work %

After Call Work % refers to the percentage of time that the agent spent doing after call work relative to total logon time.

Co-browse

If [co-browsing with Surfly](#) is configured, *Co-browse* displays the number of chat interactions with co-browsing sessions handled by this agent.

Agent Time Allocation Report

The *Agent Time Allocation* report shows how much time agents of selected teams spent in various activities relative to the total logon time within the reporting interval.

This report applies to agents handling interactions of all supported media types. Note, however, that this report does not take into account the [Omni-Channel Routing capacity configuration](#) for media-blended environments. All metrics in this report are based on the traditional agent state model, where the agent is deemed *Ready* as long as the agent does not handle any interactions at all, and becomes *100% Busy* as soon as the agent begins handling an interaction of any media type. For more information about the traditional agent state model, see section [Understanding and Handling Your States](#) of the Bright Pattern Contact Center *Agent Guide*.

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Agent Time Allocation

Report for Custom From: Feb 1, 2017, 12:00:00 AM To: Apr 22, 2017, 12:00:00 AM

Agent	Total Logon Time	Total Working Time	Occupancy %	Busy (Inbound) %	Busy (Outbound) %	Avg Ringing Time	After Call Work %	Ready %	All NR %	Lunch NR %	No answer NR %
Tracy Admin	09:47:30	09:47:15	6.7 %	2.0 %	0.6 %	00:00:05	4.1 %	93.1 %	0.0 %	0.0 %	0.0 %
Christy Borden	11:08:02	10:43:43	3.9 %	2.0 %	0.4 %	00:00:05	1.3 %	92.5 %	3.6 %	2.5 %	0.0 %
David Chow	01:28:00	00:49:42	1.8 %	0.0 %	1.1 %	00:00:00	0.0 %	55.4 %	43.5 %	0.0 %	0.0 %
Allen Fawcett	25:56:34	17:05:05	13.4 %	2.2 %	4.8 %	00:00:05	1.8 %	57.0 %	34.1 %	0.0 %	0.0 %
Allen Hartzell	18:09:00	12:01:19	26.3 %	8.4 %	6.3 %	00:00:06	2.7 %	48.6 %	33.8 %	3.6 %	1.0 %
Blanca Hesse	08:54:52	08:54:49	49.3 %	0.2 %	48.8 %	00:00:01	0.3 %	50.7 %	0.0 %	0.0 %	0.0 %
Lola Maddox	00:00:17	00:00:00	0.0 %	0.0 %	0.0 %		0.0 %	0.0 %	100.0 %	0.0 %	0.0 %
Michael Nicely	00:05:41	00:05:36	25.0 %	14.1 %	0.0 %	00:00:04	10.3 %	73.0 %	1.5 %	0.0 %	0.0 %
Antonio Staten	05:21:50	05:21:33	7.0 %	5.9 %	0.0 %	00:00:05	1.1 %	92.8 %	0.1 %	0.0 %	0.0 %

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The Agent Time Allocation report shows the time that agents spent doing activities relative to the total logon time

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Total Logon Time

Total Logon Time is the total time that the agent was logged on during the reporting interval.

Total Working Time

Total Working Time is the total time that the agent was either handling calls (including after call work) and ready to handle calls.

Occupancy %

Occupancy % is the percentage of time that the agent spent handling calls (including after call work) relative to the total working time (i.e., handling calls and being ready to handle calls).

Busy (Inbound) %

Busy (Inbound) % is the percentage of time that the agent was engaged in inbound calls relative to the total logon time. This metric includes hold times but does not include ringing time or after call work time.

Busy (Outbound) %

Busy (Outbound) % is the percentage of time that the agent was engaged in outbound calls (including campaign calls) relative to total logon time. This metric includes dialing time and hold times but does not include after call work time.

Average Ringing Time

Average Ringing Time is the average time that the agent's phone was ringing before calls were answered, abandoned, rejected, or timed out due to no answer. It also includes dialing time for non-campaign outbound calls.

After Call Work %

After Call Work % is the percentage of time that the agent spent doing after call work relative to the total logon time.

Ready %

Ready % is the percentage of time that the agent was *Ready* relative to the total logon time.

All NR %

All NR % is the percentage of time that the agent was *Not Ready* for any reason relative to the total logon time.

Lunch NR %

Lunch NR % is the percentage of time that the agent was *Not Ready* for reason "Lunch" relative to the total logon time.

No answer NR %

No answer NR % is the percentage of time that the agent was in the forced *Not Ready* state after failing to answer an alerting service call relative to the total logon time.

Campaign in Time Report

The *Campaign in Time* report provides a set of key performance indicators for a selected outbound campaign.

The screenshot shows a report titled "Campaign In Time" with the following data:

	Records Completed	Records Excluded	Dialed	Avg Calling Rate	Live Answered	ASR %	Abandoned	Dropped	Handled	Avg Connection Time	Avg Handling Time	Avg Talk Time	Avg Hold Time	Avg ACW Time	Occupancy %	Min Agents
Customer Service	69106	3281	317140	34.2	62641	19.8 %	202	10857	51582	00:00:00	00:00:35	00:00:28	00:00:00	00:00:07	84.2 %	0
Holidays & After Hours	0	0	0	0.0	0		0	0	0							

Outbound campaign metrics are shown in the Campaign in Time report

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Records Completed

Records Completed provides the number of campaign records completed within the reporting interval for which at least one number was dialed.

Records Excluded

Records Excluded provides the number of campaign records completed within the reporting interval for which no attempts were made because of Do Not Call (DNC) match or filter exclusion.

Dialed

Dialed provides the number of campaign calls that were attempted in the reporting interval.

Avg Calling Rate

Avg Calling Rate provides the number of campaign calls that were attempted in the reporting interval divided by the number of minutes in this interval.

Live Answered

Live Answered refers to the number of campaign calls that were answered by called parties.

ASR %

ASR % is the average success rate, which is shown as the percentage of answered calls relative to the total number of attempts.

Abandoned

Abandoned provides the number of campaign calls that were abandoned (i.e., terminated by the called party after answer while waiting to be connected to an agent).

Dropped

Dropped gives the number of answered campaign calls that were disconnected by the system.

Handled

Handled provides the number of campaign calls that were answered by agents

Avg Connection Time

Avg Connection Time is the average time in which the calls that were answered by the called parties were connected to agents.

Avg Handle Time

Avg Handle Time is the average time that answered calls to this service were handled by agents. This metric includes hold time and after-call-work time.

Avg Talk Time

This metric gives the average talk time for the calls to this service that were answered.

Avg Hold Time

Avg Hold Time is the average hold time for the calls to this service that were put on hold at any time during their handling.

Avg ACW Time

Avg ACW Time is the average after-call-work time for the calls to this service.

Occupancy %

Occupancy % refers to the percentage of time that agents spent handling calls of this campaign (including after call work) relative to the total working time (i.e., the time spent handling calls for all campaigns/services and time in the *Ready* state).

Max Agents

For each team associated with this campaign, *Max Agents* is the maximum number of agents logged on simultaneously within the given reporting subinterval.

Min Agents

For each team associated with this campaign, *Min Agents* is the minimum number of agents logged on simultaneously within the given reporting subinterval.

FTE

For each team associated with this campaign, *FTE* is the total login time of all agents during the reporting interval divided by the length of the interval.

Preview Records Viewed

Preview Records Viewed is the number of preview records that were reviewed by agents.

Avg Preview Time

Avg Preview Time is the average time the preview records were reviewed by agents.

Monthly Concurrent Users Report

The *Monthly Concurrent Users* report offers a visual representation of the maximum number of users that were logged into the system via the Agent Desktop application on each day within the selected month. Days without any users logged on are skipped.

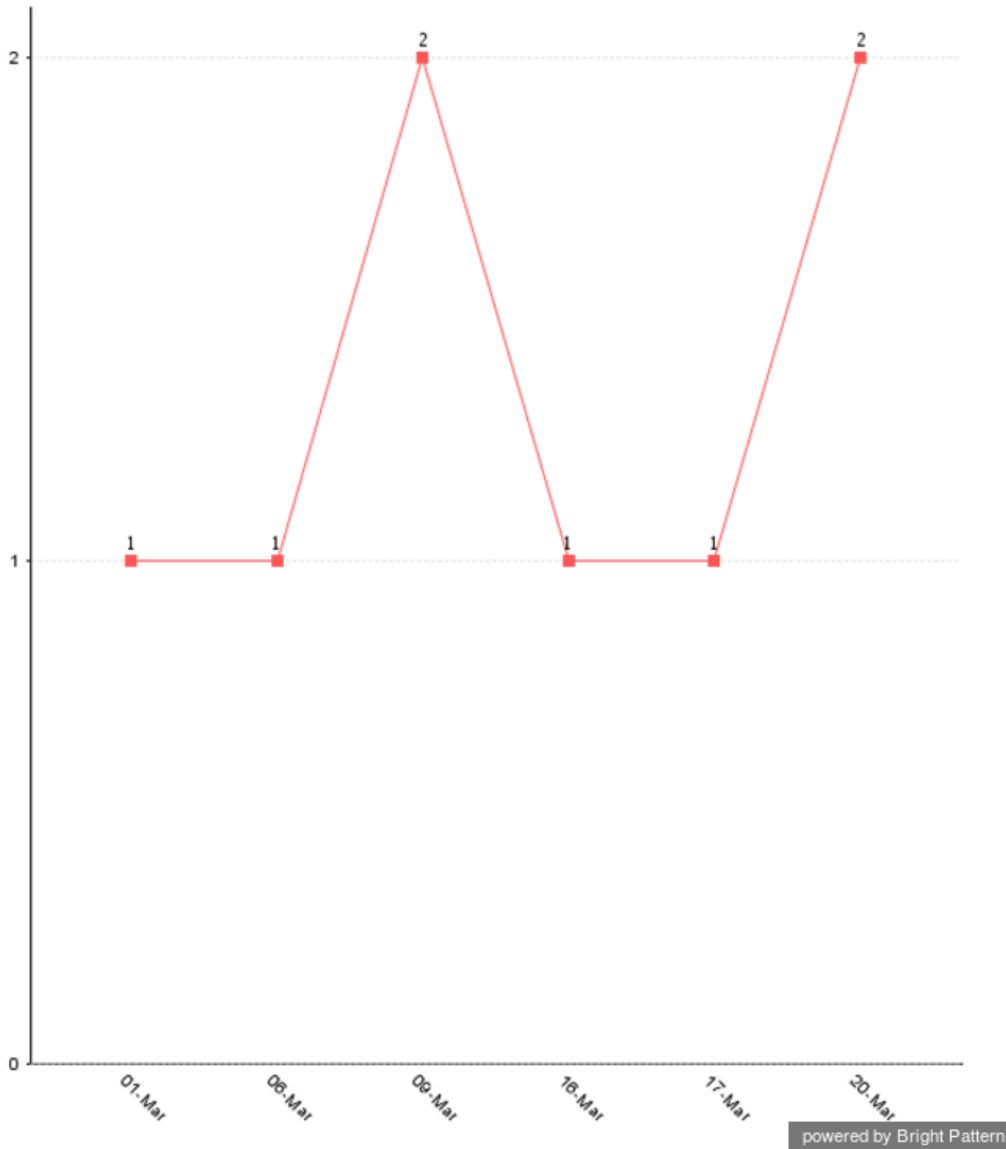
Note that your report will not look exactly like the example shown because the properties of your report are dependent on the Agent Desktop users for your tenant.

Monthly Concurrent Users

Report for Mar 2017 (America/Los_Angeles)

Bright Pattern Product Management

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The Monthly Concurrent Users report shows the maximum number of users that were logged in each day

Dispositions in Time Report

The *Dispositions in Time* report provides a breakdown of calls associated with the selected service or campaign by the applied [disposition](#). This report applies to services of all supported media types.

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

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Dispositions In Time By Service

Start Time: 02/01/2017 12:00 AM
End Time: 04/23/2017 12:00 AM

		Disposition Not Set	%	Dropped while talking	%	Need more information	%	No agent	%	Offer rejected	%	Problem solved	%	Product sold	%	Total processed
Email Service	March	0	0.0%	0	0.0%	7	87.5%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	8
Inbound Service	February	7	63.6%	1	9.1%	0	0.0%	3	27.3%	0	0.0%	0	0.0%	0	0.0%	11
	March	5	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5
New Chat Service	February	43	82.7%	5	9.6%	0	0.0%	0	0.0%	1	1.9%	0	0.0%	3	5.8%	52
	March	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4

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The Dispositions in Time report shows the calls associated with the service or campaign per disposition

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Disposition name

Disposition name provides the number of interactions whose processing ended with the given disposition. (The report will provide a column for each disposition applied during the reporting interval.)

Disposition name %

Disposition name % is the percentage of interactions whose processing ended with the given disposition relative to *Total processed*. (The report will provide a column for each disposition applied during the reporting interval.)

Total processed

Total processed is the total number of interactions processed in the given reporting interval. For outbound and blended services, this metric includes all campaign call attempts.

Email Service Report

The *Email Service* report provides key performance indicators for services of email media types.

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

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Report for Custom From: Feb 1, 2017, 11:52:00 PM To: Apr 22, 2017, 11:52:00 PM

Service	Received	Received by transfer	Received by service change	Received New	Carried over	Carried Over New	Total processed	Replied	Closed	Transferred	Service Changed	Remaining	Average Reply Time	Replied in SL %	Outbound Sent
Email Service	17	0	0	11	0	0	4	2	2	0	0	13	00:10:52	100	6
total:	17	0	0	11	0	0	4	2	2	0	0	13	00:10:52	100	6

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Performance indicators for email services

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Received

Received provides the total number of inbound emails that requested this service in the given reporting interval (including both new emails and emails related to existing threads). Interactions received via transfer or service change are excluded.

Received New

Received New provides the number of new inbound emails that requested this service in the given reporting interval. This metric excludes emails related to existing email threads, as well as interactions received via transfer or service change.

Received by transfer

Received by transfer provides the number of inbound emails that requested this service via transfer. Interactions received via service change are excluded.

Received by service change

Received by service change provides the number of inbound emails that were received via recategorization by agents (i.e., the agent changed an originally assigned email service to this service and continued processing the interaction).

Carried Over

Carried Over provides the total number of emails that arrived at this service at any time before the given reporting interval and remained unprocessed at the beginning of the interval (including both new emails and emails related to existing threads).

Carried Over New

Carried Over New provides the number of new emails that arrived at this service at any time before the given reporting interval and remained unprocessed at the beginning of the interval (emails related to existing email threads are excluded).

Processed - Total

Processed - Total provides the number of inbound emails that were completed by any method within the given reporting interval. This total is the sum of *Replied*, *Closed*, *Transferred*, and *Service Changed*.

Processed - Replied

Processed - Replied provides the number of inbound emails that were replied to within the given reporting interval (including emails that were forwarded). Note that only the first reply is counted. Possible follow-up email messages related to previously replied emails are considered outbound emails and are counted by the *OUT Sent* metric.

Processed - Closed

Processed - Closed provides the number of inbound emails that were closed without reply by agents within the given reporting interval.

Processed - Transferred

Processed - Transferred provides the number of inbound emails that were transferred to other services within the given reporting interval.

Processed - Service Changed

Processed - Service Changed provides the number of inbound emails that were recategorized by agents (i.e., the agent changed this service to another email service and continued processing the interaction).

Remaining

Remaining provides the number of inbound emails that were not completed at the end of reporting interval.

Avg Reply Time

Avg Reply Time is the average reply time for inbound emails. The time is measured from the moment the email is placed in the service queue to the moment when the first meaningful reply is sent.

Replied in SL %

Replied in SL % refers to the percentage of emails for which the first meaningful reply was sent within the [predefined service level threshold](#) relative to all replied emails. Note that when compared with the service level threshold, the reply time excludes the time that is outside of the hours of operation specified for the given service.

Outbound Sent

Outbound Sent provides the total number of outbound emails that were sent within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing threads.

Intra-Team by Service Report

This report provides service-call-handling metrics for selected agent(s) of selected teams. Call related to specific services are reported separately. Only the services associated with the selected teams are included. Direct calls, including transfers, are reported separately in the last section of the report.

All interaction-related metrics in this report are calculated for call and chat media types. For agents' email metrics, use the [Agent Email Report](#).

Metric Descriptions

Number of Calls Handled

Number of Calls Handled is the total number of inbound calls to the given service handled by the agent.

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average handling time, including after call work, for inbound calls to the given service.

Number of Calls Made

Number of Calls Made is the total number of outbound calls associated with the given service handled by the agent.

Average Handling Time (Outbound)

Average Handling Time (Outbound) is the average handling time, including after call work, for outbound calls associated with the given service.

Number of Surveys

Number of Surveys is the number of surveys available for calls to the given service handled by the agent.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls to the given service handled by the agent.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls to the given service handled by the agent.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls to the given service handled by the agent. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Agent Abandons

Agent Abandons is the number of inbound calls to the given service that the agent answered and terminated within 10 seconds.

Call Rejects / No Answer

Call Rejects / No Answer is the number of inbound calls to the given service that the agent rejected and/or did not answer.

Initiated Transfers

Initiated Transfers is the number of calls to the given service that the agent transferred.

Intra-Team Performance Report

This report provides general performance metrics for selected agents of selected teams.

All interaction-related metrics in this report are calculated for call and chat media types. For agents' email metrics, use the [Agent Email Report](#).

Metric Descriptions

Occupancy %

Occupancy % is the percentage to time that the agent spent handling calls, including after call work, relative to the total working time (i.e., handling calls and being ready to handle calls).

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average handling time, including after call work, for inbound calls.

Average Handling Time (Outbound)

Average Handling Time (Outbound) is the average handling time, including after call work, for outbound calls.

Total Logon Time

Total Logon Time is the total time that the agent was logged on during the reporting interval.

Number of Surveys

These are the *number of surveys* available for calls handled by the agent.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls handled by the agent.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by the agent.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls handled by the agent. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Call Rejects

Call Rejects is the number of inbound calls that the agent actively rejected.

Initiated Transfers

Initiated Transfers is the number of calls that the agent transferred.

Requested Skills Report

This report shows demand for different skills defined in your contact center. The skills are arranged according to their groups, and the report shows requests for each individual skill and the totals for the group. Note that if a call requested several skills, it will be counted separately for each requested skill in all metrics of this report. Metrics in this report include campaign calls.

All metrics in this report are calculated for interactions of call and chat media types only.

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

Metric Descriptions

Average Speed of Answer

Average Speed of Answer is the average time that answered calls requesting this skill spent waiting in the service queue and were ringing the desktop before being answered.

Number of Calls Received

Number of Calls Received is the total number of calls that requested this skill in the given reporting interval.

Number of Calls Queued

Number of Calls Queued is the number of calls requesting this skill that entered the queue.

Number of Calls Answered

Number of Calls Answered is the number of calls requesting this skill that were answered by agents.

Overflow Calls

Overflow Calls are the number of calls requesting this skill that were routed to overflow destinations.

Scenario Block Disconnects Report

This report shows the distribution of abandoned calls over the blocks of a selected scenario. Only the blocks where abandonment of calls occurred in the reporting interval are displayed.

Metric Descriptions

Block Type

Block Type is the scenario block type.

Block Title

Block Title is the scenario block title.

Number of Disconnects

Number of Disconnects is the number of calls abandoned while the given scenario block was being executed.

% of All Calls

% of All Calls is the percentage of calls abandoned while the given scenario block was being executed relative to all calls abandoned within this scenario.

Scenario Block Frequency Report

This report shows the frequency of execution of each block of a selected scenario relative to execution of other blocks of the same scenario. For each block, the distribution of execution results over possible exits is provided.

Metric Descriptions

Block Type

Block Type is the scenario block type.

Block Title

Block Title is the scenario block title.

Exit

Exit is the scenario block exit taken. Note that the exit "exception" normally means the termination of an interaction from the customer side.

Visits

For the block, *Visits* are the number of times that the given block was executed.

For an exit, *Visits* are the number of times that the given exit of the block was taken.

%

For the block, this is the percentage of times that the given block was executed relative to number of times all blocks of the given scenario were executed.

For an exit, this is the percentage of times that the given exit was taken relative to the number of times the block was executed.

Service in Time Report

This report provides main key performance indicators for selected inbound services with breakdown of the requested reporting interval into lower-level reporting intervals (e.g., weekly/monthly reports will show metrics for each day of the week/month, daily reports will show metrics for each hour of the day).

All interaction-related metrics in this report are calculated for call and chat media types. For email service metrics, use the [Email Service Report](#).

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

Metric Descriptions

Number of Calls

This is the total *number of calls* that requested this service in the given reporting subinterval.

In Service Level %

In Service Level % is the percentage of calls to this service that were answered within the [predefined service level threshold](#) relative to all answered or abandoned calls except the calls abandoned within that threshold.

Max Agents

Max Agents is the maximum number of agents possessing this service skill who were logged on simultaneously within the given reporting subinterval.

Min Agents

Min Agents is the minimum number of agents possessing this service skill who were logged on simultaneously within the given reporting subinterval.

Occupancy %

Occupancy % is the percentage of time that agents spent handling calls to this service, including after call work, relative to the total working time (i.e., the time spent handling calls to this service including after-call work and time in the *Ready* state).

Overflow Calls %

Overflow Calls % is the percentage of calls to this service that were routed to [overflow destinations](#).

Service Metrics Report

This report provides a full set of key performance indicators for selected inbound services.

The related metrics in this report are calculated for call and/or chat media types. For email service metrics, use the [Email Service Report](#).

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

Metric Descriptions

Number of Calls Received

Number of Calls Received is the total number of calls/chat interactions that requested this service in the given reporting interval.

If a call requests a service upon arrival and then is transferred to the same service internally, it will be counted twice in this metric. Likewise, if a chat interaction requests a service upon arrival and then is transferred to the same service internally, it will be counted twice in this metric. Please consider that due to different ways of treatment of calls there might be discrepancies in the service reports between the number of handled calls (i.e., answered, received etc.) and queued calls. A received call might be transferred or escalated and it will be counted as many times as it was transferred.

Received as Transfers

For voice calls only, *Received as Transfers* is the number of calls that requested this service via transfer operation.

Service Level

Service Level is the percentage of calls or chats to this service that were answered within the [predefined service level threshold](#) relative to all answered or abandoned calls/chats except the calls/chats abandoned within that threshold.

Self Service

For voice calls only, *Self Service* is the number of calls serviced by an IVR application (as indicated by execution of scenario block [Self-Service Provided](#)).

%

For voice calls only, % is the percentage of calls serviced by an IVR application relative to total number of calls that requested this service.

Abandoned in IVR

Abandoned in IVR is the number of calls/chats to this service that were abandoned before entering the queue (e.g., while still in the IVR stage).

%

% is the percentage of calls/chats to this service that were abandoned in IVR relative to total number of calls that requested this service.

Queued

Queued is the number of calls/chats to this service that entered the queue, including calls/chats that selected the Virtual Queue option.

%

% is the percentage of calls/chats to this service that entered the queue relative to total number of calls/chats that requested this service.

Abandoned

Abandoned is the number of calls/chats to this service that abandoned after they were placed in the service queue. Note that if the Service Level is configured for this service, this metric will exclude the calls that abandoned within the service level threshold (i.e., short abandoned calls).

This metric includes:

- Calls that were abandoned while ringing
- Chats that were closed after the chat interaction was initiated
- Calls that selected the [Virtual Queue option](#) (i.e., a callback was requested), and
 - Did not answer when called back, or
 - Were busy when called back, or
 - Answered when called back but hung up before being connected to the agent

%

% is the percentage of calls/chats to this service that were abandoned outside of the service level threshold relative to the total number of calls/chats that requested this service except the calls/chats abandoned within the service level threshold.

Abandonment Time, Average

Abandonment Time, Average is the average time that the abandoned calls/chats to this service spent waiting in the service queue. For voice calls, *Abandonment Time, Average* could be the average time that the call was ringing before being abandoned (excluding calls abandoned within the service level threshold).

Overflow

Overflow is the number of calls/chats to this service that were routed to [overflow destinations](#).

%

% is the percentage of calls/chats to this service that were routed to overflow destinations relative to the total number of calls/chats that requested this service.

Answered

Answered is the number of calls/chats to this service that were accepted by agents, including calls that selected the [Virtual Queue option](#), answered when called back, and were connected to agents.

%

% is the percentage of calls/chats to this service that were answered by agents relative to total number of calls/chats that requested this service.

Average Speed of Answer

Average Speed of Answer is the average time that answered calls/chats spent waiting in the service queue and ringing the desktop before being accepted.

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average time that answered calls/chats to this service were handled by agents, including hold time and after-call-work time.

Average Talk Time (Inbound)

Average Talk Time (Inbound) is the average talk/chat time for the calls/chats to this service that were accepted.

Average Hold Time (Inbound)

For voice calls, *Average Hold Time (Inbound)* is the average hold time for the calls to this service that were put on hold at any time during their handling. For chats, *Average Hold Time (Inbound)* is the average time in between chat replies.

Average Wrap-up Time (Inbound)

Average Wrap-up Time (Inbound) is the average after-call-work time for the calls/chats to this service.

Number of Calls Made

Number of Calls Made is the number of outbound calls/chats associated with this service, including unanswered calls/chats.

Average Handling Time (Outbound)

For voice calls only, *Average Handling Time (Outbound)* is the average time that answered outbound calls associated with this service were handled by agents. This metric includes hold time and after-call-work time, but it does not include dialing time.

Average Talk Time (Outbound)

For voice calls only, *Average Talk Time (Outbound)* is the average talk time for the outbound calls associated with this service.

Average Wrap-up Time (Outbound)

For voice calls only, *Average Wrap-up Time (Outbound)* is the average after-call-work time for outbound calls associated with this service.

Number of Surveys

These are the *number of surveys* available for calls (both inbound and outbound) and chats associated with this service.

First Call Resolution %

This is the percentage of surveys that indicated first-call or first-chat resolution relative to the number of surveys where the first-call or first-chat resolution received a response.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys where the contact satisfaction question received a response.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls/chats associated with this service. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Co-browse

If [co-browsing with Surfly](#) is configured, *Co-browse* displays the number of chat interactions with co-browsing sessions handled for this service.

Service Staffing and Overflow Report

This report shows the distribution of inbound calls to selected services over regular and overflow destinations. Each agent team whose agents participated in handling of the calls to a given service will be reported as a separate destination under this service. Each external number used as an [overflow target](#) for the calls to a given service will also be reported as a separate destination under this service.

All metrics in this report are calculated for call and chat media types.

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

Metric Descriptions

Number of Calls Answered

For the service, *Number of Calls Answered* is the total number of calls to this service that were answered.

For a destination, *Number of Calls Answered* is the number of calls to this service answered at the given destination.

Average Handling Time (Inbound)

This is the average time that answered calls to this service were handled regardless of the destination.

For a destination, *Average Handling Time (Inbound)* is the average time that answered calls to this service routed to the given destination were handled at that destination.

% Abandoned

For a destination, *% Abandoned* is the percentage of calls to this service routed to the given destination that were abandoned while ringing relative to total number of calls that requested this service and routed to that destination. Only the calls abandoned outside of service level threshold are counted.

For the service, *% Abandoned* is the percentage of calls to this service routed to all destinations that were abandoned while ringing relative to total number of calls that requested this service and routed to any destination. Only the calls abandoned outside of service level threshold are counted.

Team Email Report

The *Team Email* report provides key performance indicators for teams handling interactions of the email media type. It has the same set of metrics as the [Agent Email Report](#), combined for all agents of selected teams who handled email interactions.

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B R I
G H T
P A T
T E R N

Team Email

Report for Custom From: Feb 1, 2017, 12:00:00 AM To: May 1, 2017, 12:00:00 AM

Team	Offered	Not Accepted	Pulled	Assigned	Carried over	Total processed	Replied	Closed	Transferred	Service Changed	Remaining	Average Reply Time	Avg In-focus time	Avg Out-of-focus Time	Avg ACW Time
CSIM Support	0	0	11	0	0	2	0	2	0	0	5		00:00:39	00:00:00	00:00:00
Customer Service	0	0	5	0	0	2	2	0	0	0	2	00:09:59	00:09:16	00:00:00	00:00:23

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This report gives performance indicators for teams handling email services

Team Operation Quality Report

This report provides metrics from surveys and quality monitoring activities for selected teams.

All interaction-related metrics in this report are calculated for call and chat media types. For team email metrics, use the [Team Email Report](#).

Metric Descriptions

Calls Graded

Calls Graded is the number of calls handled by all agents of this team that were graded. For more information about call grading, see section [General Information About Quality Management](#).

Number of Surveys

This is the *number of surveys* available for calls handled by all agents of this team.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls handled by all agents of this team.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by all agents of this team.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls handled by all agents of this team. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Team Performance Report

This report provides general performance metrics for selected teams.

All interaction-related metrics in this report are calculated for call and chat media types. For team email metrics, use the [Team Email Report](#).

Metric Descriptions

Occupancy %

Occupancy % is the percentage to time that all agents of this team spent handling calls, including after call work, relative to the total working time (i.e., handling calls and being ready to handle calls).

Number of Calls Handled

Number of Calls Handled is the total number of inbound calls handled by all agents of this team.

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average handling time, including after call work, for inbound calls handled by all agents of this team.

Number of Calls Made

Number of Calls Made is the total number of outbound calls handled by all agents of this team.

Average Handling Time (Outbound)

Average Handling Time (Outbound) is the average handling time, including after call work, for outbound calls handled by all agents of this team.

Number of Surveys

These are the *number of surveys* available for calls handled by all agents of this team.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls handled by all agents of this team.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by all agents of this team.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls handled by all agents of this team. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Co-browse

If [co-browsing with Surfly](#) is configured, *Co-browse* displays the number of chat interactions with co-browsing sessions handled by this team.

Telemarketing Compliance Report

Applicable to predictive and progressive campaigns, the *Telemarketing Compliance* focuses on calls that were answered by called parties and not connected to the agent within the [unattended call timeout](#).

Note: The FCC refers to these calls as "abandoned calls" and limits the number of such calls within the campaign relative to the total calls answered. The related metric is called *Abandonment Rate*. In Bright Pattern terminology, such calls are referred to as *unattended* and the related ratio is called *Unattended %*. This is done in order to avoid confusion with the traditional use of *abandoned* in the contact center industry, where it is normally reserved for calls terminated by customers before being connected to an agent.

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Campaign	Calls Answered	Calls Unattended	Unattended %
Email Service	0	0	0.00 %
Inbound Service	0	0	0.00 %
New Chat Service	0	0	0.00 %

The Telemarketing Compliance report shows calls that were answered but timed out in predictive and progressive campaigns

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Calls Answered

Calls Answered provides the number of campaign calls that were answered by called parties.

Calls Unattended

Calls Unattended provides the number of campaign calls that were answered by called parties and subsequently either diverted to an IVR at any time, or dropped at any time, or connected to an agent with time exceeding the [unattended call timeout](#).

Unattended %

Unattended % is the percentage of *Calls Unattended* relative to *Calls Answered*.

Virtual Queue (Callback) Report

This report provides a set of metrics for [virtual queues](#) associated with selected services. Unless noted otherwise with respect to a particular metric, any *callback* mentioned in this table shall be interpreted as a callback attempt made with respect to the given service. Note that callback attempts are counted for the aggregation intervals in which the corresponding inbound calls entered the system.

Note: If you run service reports for time periods when you had old or discontinued services, the names of these services will be displayed; this includes deleted services. The reports for these time periods will show that you had interactions as well as the service names you had at that time. Note that if you do not have any activity on these services within 30 days, the system will display the service names in italics; the system will not show the names at all after 90 days without activity.

Metric Name	Description
Callbacks Requested	Number of calls queued for this service that requested callbacks (i.e., selected the Virtual Queue option).
%	Percentage of calls queued for this service that requested callbacks relative to all incoming calls except the ones abandoned in IVR or short abandoned.
Callbacks Busy	Number of callbacks that failed because the called party was busy.
%	Percentage of callbacks that failed because the called party was busy relative to all callbacks that have been attempted.
Callbacks No Answer	Number of callbacks that failed because the called party did not answer.
%	Percentage of callbacks that failed because the called party did not answer relative to all callbacks that have been attempted.
Callbacks Answered	Number of callbacks that were answered by the called party.
%	Percentage of callbacks that were answered by the called party relative to all callbacks that have been attempted.
Avg Wait Time to Callback	Average callback wait time (i.e., time between the callback requests and the related initial callback attempts).

Avg Callback Dialing Time	Average callback answer time (i.e., time between the moments when callback attempts were initiated and the customers answered them).
Avg Agent Answer Time	Average callback connection time (i.e., time between the moments when customers answered callback attempts and were connected to the agents).
Callbacks Abandoned	Number of callbacks that were answered by customers and then abandoned by them while waiting for an agent (in queue or ringing).
%	Percentage of callbacks abandoned relative to all callbacks that have been attempted.