

5.3 General Information About Detail Reports

Bright Pattern Documentation

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Agent Activity Report

The *Agent Activity* report provides detailed records of activities of selected agents in chronological order. These details are called metrics.



Running the Agent Activity report

You can narrow the report's data by specifying the following parameters:

- **Timeframe** - The specified time range for which the data will be generated on the report (i.e., *Today*, *This week*, *Custom*, etc.)
- **From** - If the *Custom* timeframe is selected, *From* is the custom date range
- **Timezone** - Clicking the link shown allows you to designate the timezone settings for the report's timeframe
- **Agent** - The drop-down menu displays the agent(s) who have activity to report
- **My subteam only** - Selecting this checkbox will run a report for agents selected for a supervisor's [subteam](#)

Metric Descriptions

The Agent Activity Report provides records of activities of selected agents. The metrics of this report are organized into columns, which are described as follows:

Activity

The activity type, which can be one of the following:

- *Ready*
- *Not Ready*
- *Inbound*
- *Outbound*
- *Conference*

Agent disposition

For an interaction-handling activity, the [disposition](#) assigned to the call by this agent

Case ID

For an interaction-handling activity, the identifier of the case that this interaction is related to. It currently applies to email interactions only

Co-browse

Indicates whether any co-browsing sessions took place during this interaction. Currently works for [co-browsing with Surfly](#) only.

Detail

- For the *Outbound* activity, the extension of the called party if the call was made internally and was answered.
- For the *Inbound* activity, the remote party's Caller ID for calls, IP address for chats, and email address for emails.
- For the *Not Ready* activity, the reason for being *Not Ready* if one is specified (otherwise, generic *Not Ready*).

Disposition

For interaction-handling activity, *Disposition* provides information about how the activity ended. Such *Dispositions* are described as follows:

- *Caller Terminated*: Inbound call/chat was terminated by the customer
- *Callee Terminated*: Outbound call/chat was terminated by the customer
- *Agent Disconnected*: Call/chat was terminated by the agent
- *Rejected*: Interaction was rejected by the agent
- *No Answer*: Interaction was not accepted by the agent
- *Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Failure*: Outbound call did not complete because of network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned*: Outbound call was terminated by the agent before it was answered
- *Transferred*: Remote party on the interaction changed due to a transfer (the after-transfer phase is shown as a subsequent activity)
- *Terminated by Transfer*: Agent transferred the interaction
- *Conferenced*: Call/chat became a conference (the conference phase is shown as a subsequent activity)
- *Replied*: Inbound email was replied to by the agent
- *Closed*: Inbound email was closed without reply by the agent
- *Service Changed*: Email was recategorized by the agent (service associated with the email was changed and the same agent continued processing it; subsequent email processing is shown as a separate activity)
- *Sent*: Outbound email was sent by the agent
- *Discarded*: Outbound email was discarded without being sent by the agent
- *Saved*: Email was saved as a draft in the agent's personal queue

Duration

The time spent in this activity.

For interaction processing activities, duration includes both in-focus and out-of-focus time, as well as After Call Work (ACW) time.

External Number

- For an *Inbound* activity, the originally dialed number or original destination email address
- For an *Outbound* activity, the caller ID or the content of the "From" field of the email when it left the system

Held

The number of times the agent placed the call on hold during this activity (for emails and chats, the number of times the agent had the interaction out of focus during this activity)

Hold Time

- For calls, the total time the agent had the call on hold during the activity
- For emails and chats, the total time that the agent had the interaction out of focus during this activity

Note that *Hold Time* is displayed for interaction-handling activities only.

Max Hold

The duration of the longest period a call was on hold during this activity

Media type

For an interaction-handling activity, the interaction media type

Reply Time

The total amount of time from the moment the email interaction was accepted by the agent or entered his personal queue and until it was completed (including ACW if any) or transferred

Service

For an interaction-handling activity, the name of the service associated with this interaction

Talk Time

- For calls, the total time the agent spent talking during this activity, excluding hold times
- For emails and chats, the total time that the agent had the interaction in focus during this activity

Note that *Talk Time* is displayed for interaction-handling activities only.

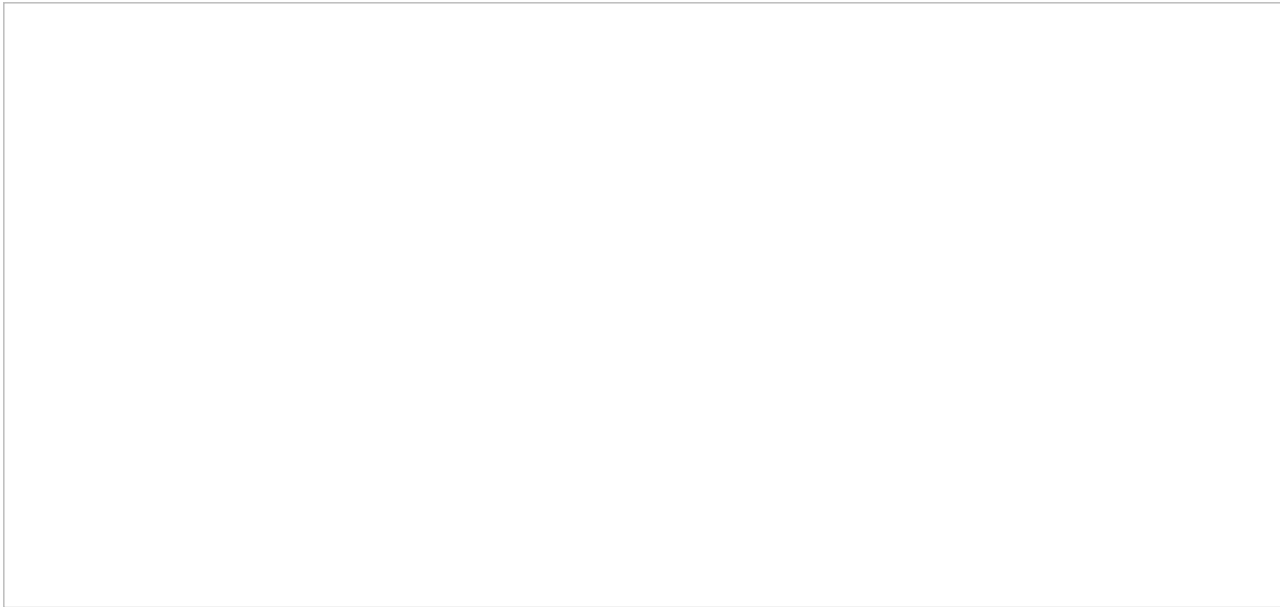
Time

The time when the activity started. Only the activities that started within the selected reporting interval will be shown.

Call Detail Report

The *Call Detail* report provides detailed records of interactions in chronological order. A combination of filters *From Phone*, *Original Destination Phone*, and *Connected To Phone* allows you to request this report for interactions that originated from specific phone numbers, were made to specific service numbers, and were connected to specific phone numbers. The report does not include unanswered call attempts made by the Dialer for predictive/progressive campaigns; such attempts are reported via [campaign results](#). For manual outbound calls, a Call Detail report is created for any call attempts that reached the carrier network (i.e., where the INVITE request was actually sent to a SIP trunk).

Note: This report provides records for voice and chat interactions only. Email interaction records appear in the [Email Detail Report](#).



The Call Detail report provides detailed records of call interactions

Metric Descriptions

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

Agent disposition

The [Disposition](#) assigned to this interaction by the agent

Co-browse

Indicates whether any co-browsing sessions took place during this interaction. Currently works for [co-browsing with Surfly](#) only.

Connected To

The name (if known) of the party that answered the call/chat

Connected To

For calls, the phone number of the destination where the call was answered

Date

- For inbound interactions, the date when the interaction entered the system
- For internal and outbound calls, the date when the call was initiated

Dialing/Ringing

- For inbound calls, the duration of the call ringing phase from the moment the call was distributed to an extension and until it was either answered or abandoned
- For internal and outbound calls, the duration of the call dialing phase from the moment the dialed number was received by the system and until the call was either answered or abandoned

Disposition

Disposition provides information about how the interaction ended. *Disposition* can be one of the following:

- *Caller Terminated*: Call/chat was terminated by the calling party (after the call was answered)
- *Callee Terminated*: Call/chat was terminated by the called party
- *Rejected/Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Busy*: Outbound call did not complete because of the network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned in IVR*: Call was terminated by the caller while in the IVR application
- *Abandoned in queue*: Call/chat was terminated by the caller while waiting in queue; to distinguish normal abandoned calls from short-abandoned, use field *In SL* below
- *Abandoned ringing*: Call/chat was terminated by the caller after it was distributed to an agent and before it was answered (or before the [No Answer timeout](#) expired)
- *No Answer*: Call/chat was terminated while ringing after *No Answer time-out* expired (i.e., without being routed anywhere else)
- *Transferred by XXXX*: Interaction was transferred to another party by extension XXXX
- *Continued*: Participation of the "From" party on this call/chat, being part of a conference, ended, but the interaction between the remaining participants of the conference continued (such call will be shown as a subsequent record)
- *Self Service*: Processing of the call was finished by the IVR application and the requested service was provided (as indicated by execution of scenario block *Self-Service Provided*)

Duration

For calls and chats, the total duration of the interaction from the moment it entered the system or was initiated and until it was released.

Note that transferred interactions produce a separate record for each transfer segment, where each record shows duration of the corresponding segment.

From

The address from which the interaction originated

- For inbound calls, the Caller ID
- For outbound and internal calls, the extension from which the call was dialed
- For chats, the IP address of the originating computer

Global ID

The [Global interaction identifier](#)

Held

The number of times the call was placed on hold (for emails and chats, the number of times the chat interaction was out of focus)

Hold

The total time the call spent on hold. For chats, the total out-of-focus time (the time the interaction spent at the agents' desktops, excluding the *Talk* time.)

In SL

In SL indicates whether this interaction was answered within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

Note that this field will also be set to *Yes* for short-abandoned calls. Such calls will have the *Disposition* field set to *Abandoned in queue*.

IVR

The amount of time that this call spent in IVR

Max Hold

The duration of the longest period the call was on hold

Media Type

The interaction media type, which can be either VOICE or CHAT

Notes

The free-text notes provided by the agent for this interaction

Original Destination

The original destination of the interaction

- For inbound calls, the number originally dialed by the caller
- For chats, the name of the Messaging scenario entry

Queue time

The amount of time that this interaction spent in the service queue

Scenario

The name of the first scenario that was used to process this interaction

Service/Campaign

The name of the service or campaign associated with this interaction

If the interaction was recategorized or transferred to a different service, each such event will produce a new record with a new service name.

Talk

The total call talk time, excluding hold time. For chats, the total in-focus time (the time the interaction was selected in the active communications lists of the agents who processed it.)

Time

- For inbound interactions, the time when the interaction entered the system
- For internal and outbound calls, the time when the call was initiated

Transferred From

In case this interaction originated by way of transfer, *Transferred from* refers to the extension from which this interaction was transferred.

Type

The call type, which can be one of the following:

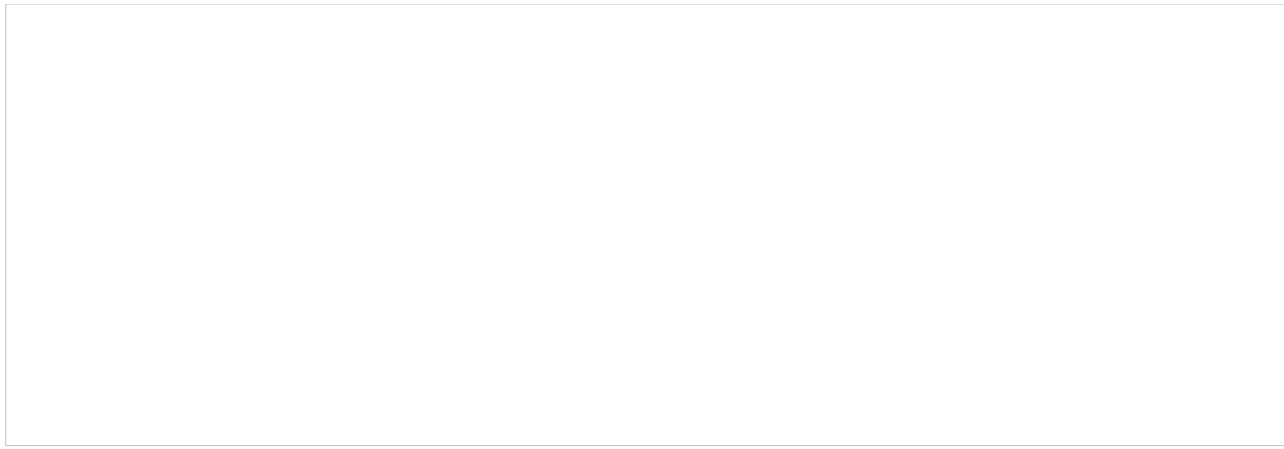
- *Inbound*
- *Inbound Chat*
- *Outbound*
- *Internal*
- *External* (a call where all parties are external)

Wrap-up time

The amount of time the agents spent doing after-call work related to this interaction

Email Detail Report

The *Email Detail* report provides detailed records of emails in chronological order. A combination of filters such as *From*, *To*, and *Connected To* allow you to request this report for emails that originated from a specific email address, emails that were sent to a specific email address, and emails that were handled by a specific agent.



The Email Detail report provides detailed email records

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.

Date

- For inbound emails, *Date* is the date when the interaction entered the system.
- For outbound emails, *Date* is the date when the outbound email was sent.

Time

- For inbound emails, *Time* is the time when the interaction entered the system.
- For outbound emails, *Time* is the time when the outbound email was sent.

Time is given in Universal Coordinated Time (UTC).

Type

Type refers to the email type, which can be one of the following:

- *Inbound*
- *Outbound*

From

From refers to the email address in the "From" field.

Original Destination

Original Destination is the email address used as the destination address by the original sender.

Connected to

For inbound emails, *Connected to* is the name of the party that received the email.

Service/Campaign

Service/Campaign is the name of the service associated with this email. If the interaction was recategorized or transferred to a different service, each such event will produce a new record with the new service name.

Transferred from

In case this email originated by way of transfer, *Transferred from* refers to the agent who transferred this email.

Agent disposition

Agent disposition is the [disposition](#) assigned to this interaction by the agent.

Action

Action provides information about how the interaction ended.

An action can be one of the following:

- *Replied*: Inbound email was replied to
- *Closed*: Inbound email was closed without reply
- *Service Changed*: Email was recategorized (service associated with the email was changed and the same agent continued processing it; subsequent email processing will be shown as a separate record)
- *Sent*: Outbound email was sent
- *Discarded*: Outbound email was discarded without being sent

Queue time

Queue time is the amount of time that an inbound email spent in the service queue.

In Focus

The total *in-focus* time is the time the interaction was selected in the active communications lists of the agents who processed it.

Out of Focus

Total *out-of-focus* time is the time the interaction spent at the agents' desktops, excluding *Talk* time.

Handle time

- For inbound emails, *Handle time* is the time between the moment the email entered the system and the moment when the first meaningful response was sent (or the email was closed or transferred externally).
- For outbound emails, *Handle time* is the time between the moment the email was initiated by the agent and the moment the email was sent.

Note that transferred and recategorized emails produce multiple records in this report, where the first record shows *Handle time* as an empty string and the last record shows the total interaction duration. Note also that duration always shows calendar time (total time between the specified moments) regardless of hours of operation of the associated service (e.g., if an email was received at 4 pm and replied the next day at 10 am, the duration will show 18 hours, even if the call center was closed during the night time).

Wrap-up time

Wrap-up time is the amount of time the agents spent doing after-call work related to this email.

Case ID

Case ID is the identifier of the case that is related to this interaction.

Thread ID

Thread ID is the identifier of the email thread.

Subject

Subject refers to the content of the email subject line.

In SL

In SL indicates whether this email was replied to within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

Empty string is used if no service level is configured for the given service and when the result of email processing was anything other than a reply. Note that service level calculation excludes the hours outside of the HOP configured for the associated email service.

Global ID

Global ID is the [Global interaction identifier](#).