5.8

Bright Pattern Documentation

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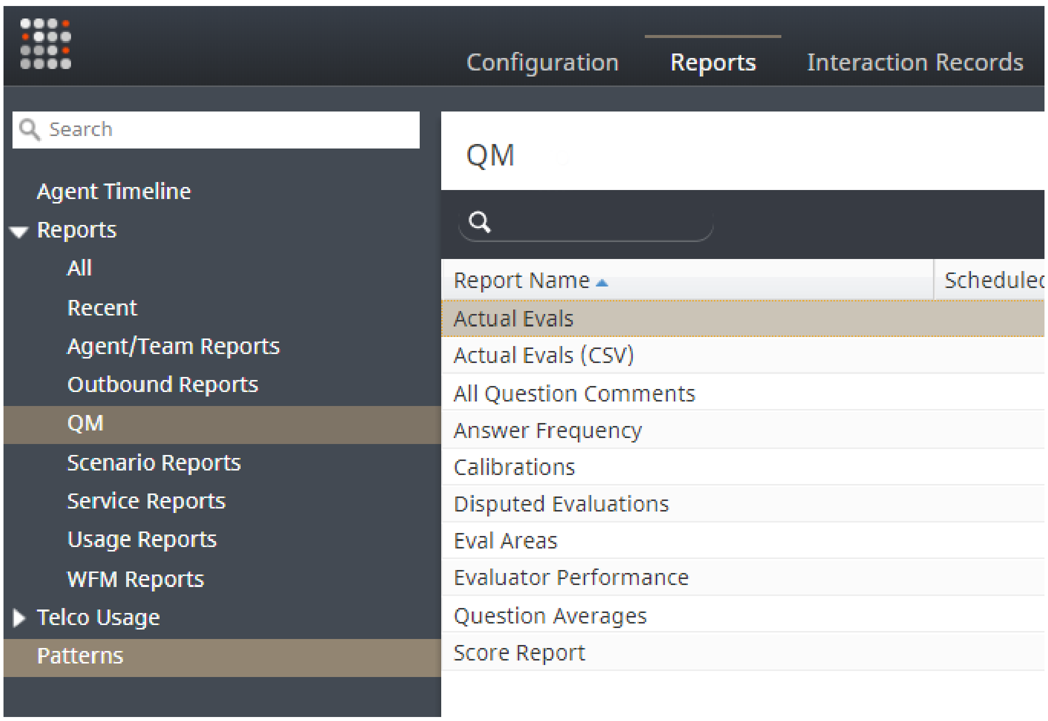
Table of Contents

QM Reports Overview

In the Contact Center Administrator application, you can access all reports available to your contact center. By default, these are the predefined reports supplied with Bright Pattern Contact Center. If you have previously created some custom reports using Jaspersoft Studio and uploaded their definitions into the system, such custom reports will also appear in the list of reports. For more information about stock and custom report definitions, see the *Contact Center Administrator Guide*, section Report Templates.

The reports are grouped by the type of contact center resources that they describe (e.g., "Service Reports," etc.). Within each group, the reports are listed in alphabetical order according to the names of the corresponding report definitions. A description is provided for each report. If a description does not fit on the screen, hover over it to see the full text of the description in a tooltip box.



QM reports

Reports in the QM category include:

- Actual Evals
- Actual Evals (CSV)
- All Question Comments
- Answer Frequency
- Calibrations
- Disputed Evaluations
- Eval Areas
- Evaluator Performance
- Question Averages
- Score Report

To work with QM reports, select the desired type of report from the list. In the view that appears, use the report generation filters to select the resource for which you want to generate the report and to specify the reporting interval. Depending on the report type, you can select multiple resources and apply additional filters.

For more information on how reports are run and customized, see the *Reporting Reference Guide*, section Report Generation.

Articles

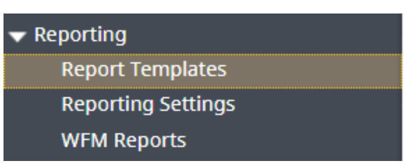
The Reports section of this guide includes the following articles:

- Report Templates
- Actual Evals
- Actual Evals CSV
- All Question Comments
- Answer Frequency
- Calibrations
- Disputed Evaluations
- Eval Areas
- Evaluator Performance
- Question Averages
- Score Report

Report Templates

Bright Pattern Contact Center provides a number of reports for evaluating the performance of agents and agent teams as well as assessing the efficiency of contact center services and scenarios. Report templates are provided out of the box, and they may be customized to suit your contact center needs.

In the Contact Center Administrator application, section *Configuration* > *Quality Management* > *Reporting*, you will find both predefined report templates and report templates that have been customized, modified, or uploaded to your contact center. All templates are organized by name and by the type of contact center resources that they describe (e.g., “Agent/Team Reports,” etc.).



Out of the box, the following report templates in the QM category are available:

- Actual Evals
- Actual Evals (CSV)
- All Question Comments
- Answer Frequency
- Calibrations

- Disputed Evaluations
- Eval Areas
- Evaluator Performance
- Question Averages
- Score Report

These report templates align with QM reports, which are described in later sections of this guide. For more information about stock and custom report definitions, see the *Contact Center Administrator Guide*, section Report Templates.

Actual Evals

The Actual Evals report provides non-aggregated score data, all questions, evaluation areas, and evaluation form scores for evaluations.

How to Use This Report

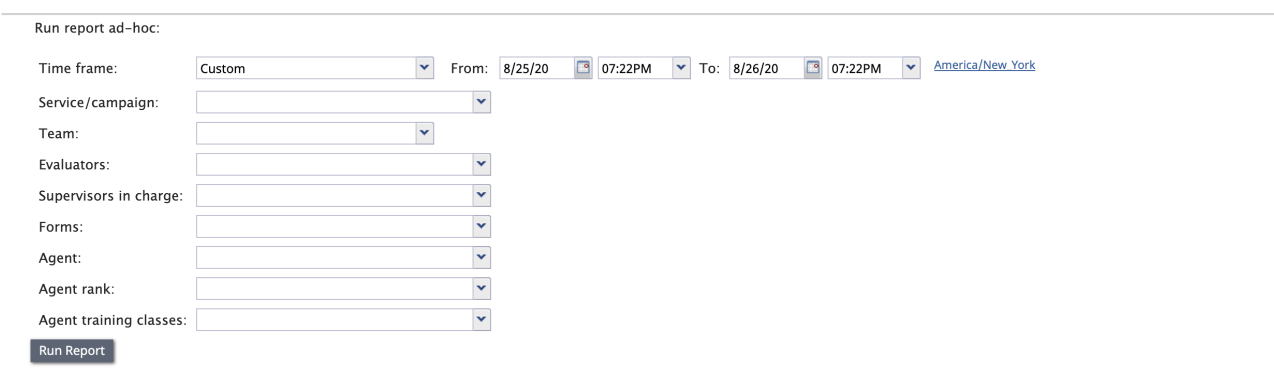
1. Set parameters, which narrow the report's data.

2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.

3. Run the report and view metrics.

Report Parameters

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



Actual Evals report

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Team

Filters report data according to the selected team(s). If no team is selected, the report will include data for all teams.

Evaluators

Filters report data according to specific evaluator(s) who evaluated the evaluation. If no evaluator is selected, the report will include data for all evaluators.

Supervisors in charge

Filters report data according to specific supervisor(s) in charge. If no supervisor is selected, the report will include data for all supervisors.

Forms

Filters report data according to specific evaluation form(s). If no evaluation form is selected, the report will include data for all evaluation forms.

Agent

Filters report data according to specific agent(s) who were evaluated. If no agent is selected, the report will include data for all agents.

custom1

Contents of custom reporting field 1 of the call detail record for the given interaction.

custom2

Contents of custom reporting field 2 of the call detail record for the given interaction.

custom3

Contents of custom reporting field 3 of the call detail record for the given interaction.

custom4

Contents of custom reporting field 4 of the call detail record for the given interaction.

custom5

Contents of custom reporting field 5 of the call detail record for the given interaction.

Agent rank

Filters report data according to specific agent rank(s), as defined in configuration.

Agent training classes

Filters report data according to specific training class(es) that the agent has taken. Tabulating agent scores by this parameter shows the effectiveness of the training class. If no agent training class is selected, the report will include all agent training classes.

Metric Descriptions

The metrics of the Actual Evals report are organized into columns, which are described as follows:

Form Score

The total evaluation score (e.g., “90” out of 100).

Area

The evaluation area (e.g., “Professional behavior”).

Question

The evaluation question (e.g., “Agent immediately greets and introduces herself (himself)”).

Score

The total score for the given evaluation area.

Answer

The evaluation answer (e.g., “No”).

Comment

Text comments for the given evaluation.

Score %

The percent of the given evaluation area's score, which includes area and question weight.

Failed

Indicates whether the evaluation was failed or not. If the evaluation was failed, the displayed value is "Y". If the evaluation was not failed, no value will be displayed.

Actual Evals CSV

The Actual Evals (CSV) report provides non-aggregated score data, all questions, evaluation areas, and evaluation form scores.

How to Use This Report

1. Set parameters, which narrow the report's data.

2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report. Note that when you run a CSV report, a zipped CSV file will begin downloading.

3. Run the report and view metrics.

Report Parameters

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

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Team

Filters report data according to the selected team(s). If no team is selected, the report will include data for all teams.

Evaluators

Filters report data according to specific evaluator(s) who evaluated the evaluation. If no evaluator is selected, the report will include data for all evaluators.

Supervisors

Filters report data according to specific supervisor(s) in charge. If no supervisor is selected, the report will include data for all supervisors.

Forms

Filters report data according to specific evaluation form(s). If no evaluation form is selected, the report will include data for all evaluation forms.

Agent

Filters report data according to specific agent(s) who were evaluated. If no agent is selected, the report will include data for all agents.

custom1

Contents of custom reporting field 1 of the call detail record for the given interaction.

custom2

Contents of custom reporting field 2 of the call detail record for the given interaction.

custom3

Contents of custom reporting field 3 of the call detail record for the given interaction.

custom4

Contents of custom reporting field 4 of the call detail record for the given interaction.

custom5

Contents of custom reporting field 5 of the call detail record for the given interaction.

Agent rank

Filters report data according to specific agent rank(s), as defined in configuration.

Agent training classes

Filters report data according to specific training class(es) that the agent has taken. Tabulating agent scores by this parameter shows the effectiveness of the training class. If no agent training class is selected, the report will include all agent training classes.

Metric Descriptions

The metrics of the Actual Evals (CSV) report are organized into columns, which are described as follows:

start_time

The evaluation start time (e.g., “10:51 AM”).

EVALUATION_TIME

The evaluation time.

SERVICE_NAME

The service of the interaction that was evaluated (e.g., “Email service”).

custom1

Contents of custom reporting field 1 of the call detail record for the given interaction.

custom2

Contents of custom reporting field 2 of the call detail record for the given interaction.

custom3

Contents of custom reporting field 3 of the call detail record for the given interaction.

custom4

Contents of custom reporting field 4 of the call detail record for the given interaction.

custom5

Contents of custom reporting field 5 of the call detail record for the given interaction.

LOGIN_ID

The login ID (i.e., username) of the evaluator (e.g., “jeffery.lozada”).

TEAM_NAME

The name of the team to which the agent being evaluated has been assigned (e.g., “Pro Service Reps”).

CONFIRMED_BY

The user who confirmed the evaluation.

FORM_NAME

The name of the evaluation form (e.g., “Default QM Chat Form”).

AGENT_ID

The username of the agent being evaluated (e.g., “christy.borden”).

AREA_NAME

The name of the evaluation area for the given evaluation (e.g., “Offer”).

QUESTION_NAME

The name of the evaluation question.

SCORE

The evaluation score (e.g., “85” out of 100).

COMMENT

Text comments written by the evaluator for the agent being evaluated.

All Question Comments

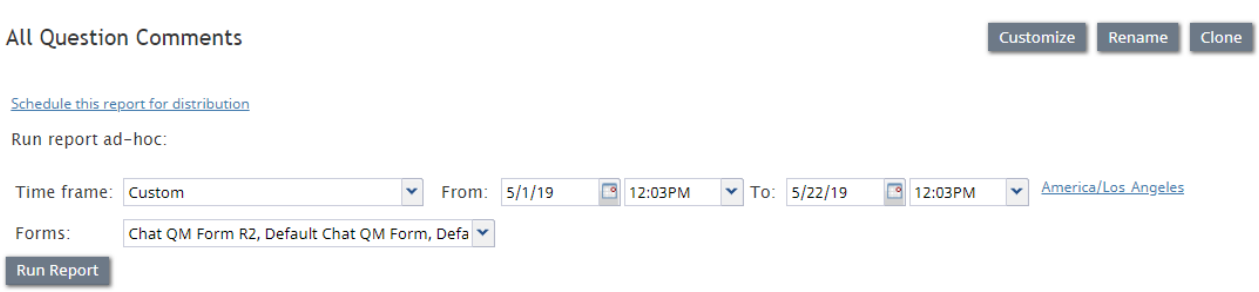
The All Question Comments report provides all evaluation questions and comments associated with particular evaluations.

How to Use This Report

1. Set [parameters](), which narrow the report's data.
2. Use the [report generation controls]() to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view [metrics]().

Report Parameters

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



All Question Comments report

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

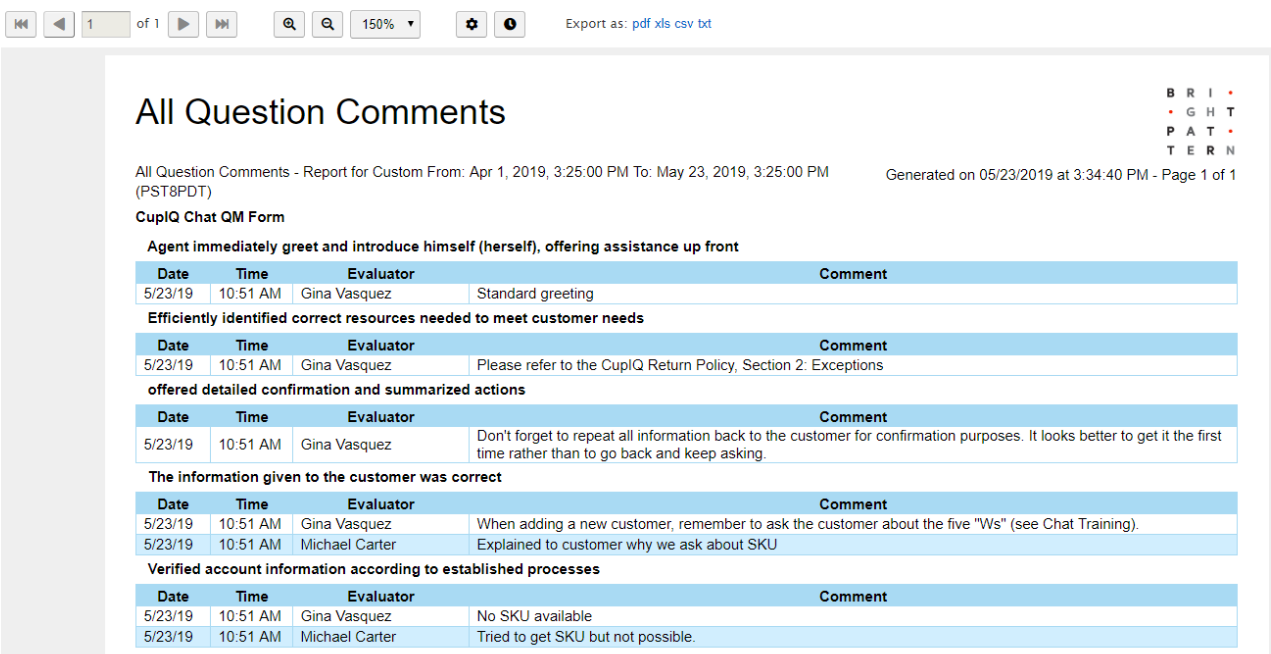
Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Forms

Filters report data according to specific evaluation form(s). If no evaluation form is selected, the report will include data for all evaluation forms.

Metric Descriptions

The metrics of the All Question Comments report are organized into columns, which are described as follows.



All Question Comments

All Question Comments - Report for Custom From: Apr 1, 2019, 3:25:00 PM To: May 23, 2019, 3:25:00 PM (PST8PDT)

Generated on 05/23/2019 at 3:34:40 PM - Page 1 of 1

CupIQ Chat QM Form

Agent immediately greet and introduce himself (herself), offering assistance up front

Date	Time	Evaluator	Comment
5/23/19	10:51 AM	Gina Vasquez	Standard greeting

Efficiently identified correct resources needed to meet customer needs

Date	Time	Evaluator	Comment
5/23/19	10:51 AM	Gina Vasquez	Please refer to the CupIQ Return Policy, Section 2: Exceptions

offered detailed confirmation and summarized actions

Date	Time	Evaluator	Comment
5/23/19	10:51 AM	Gina Vasquez	Don't forget to repeat all information back to the customer for confirmation purposes. It looks better to get it the first time rather than to go back and keep asking.

The information given to the customer was correct

Date	Time	Evaluator	Comment
5/23/19	10:51 AM	Gina Vasquez	When adding a new customer, remember to ask the customer about the five "Ws" (see Chat Training).
5/23/19	10:51 AM	Michael Carter	Explained to customer why we ask about SKU

Verified account information according to established processes

Date	Time	Evaluator	Comment
5/23/19	10:51 AM	Gina Vasquez	No SKU available
5/23/19	10:51 AM	Michael Carter	Tried to get SKU but not possible.

All Question Comments results

Date

The date that the evaluation question or comment was added (e.g., “01/01/19”).

Time

The time that the evaluation question or comment was added (e.g., “10:15 AM”).

Evaluator

The first name and last name of the user who evaluated the agent (e.g., “Gina Vasquez”).

Comment

Text comments written by the evaluator regarding the interaction and the agent being evaluated (e.g., “Did not state updated policy--need to refresh training on 2019 policies.”)

Answer Frequency

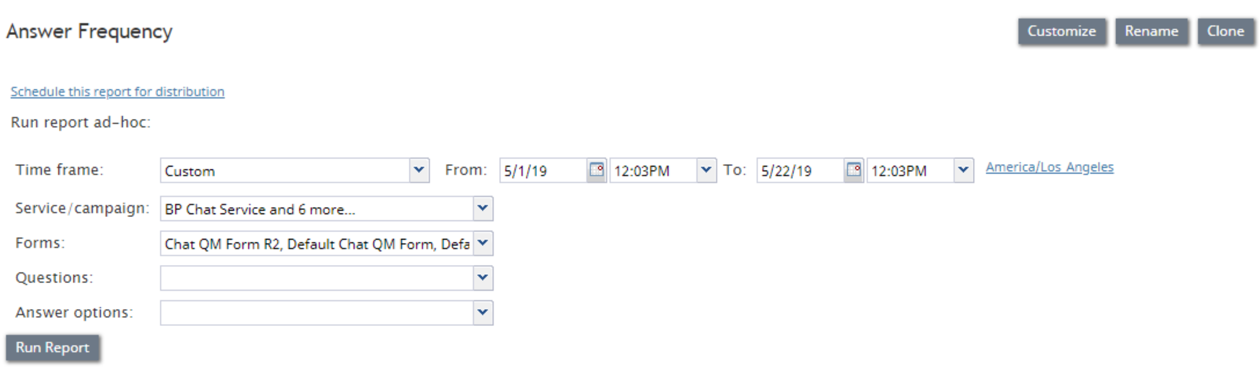
The Answer Frequency report provides evaluation questions, answers for the evaluation questions, and the number of times that the answer was entered for the given question.

How to Use This Report

1. Set parameters, which narrow the report's data.
2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view metrics.

Report Parameters

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



Answer Frequency report

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Forms

Filters report data according to specific evaluation form(s). If no evaluation form is selected, the report will include data for all evaluation forms.

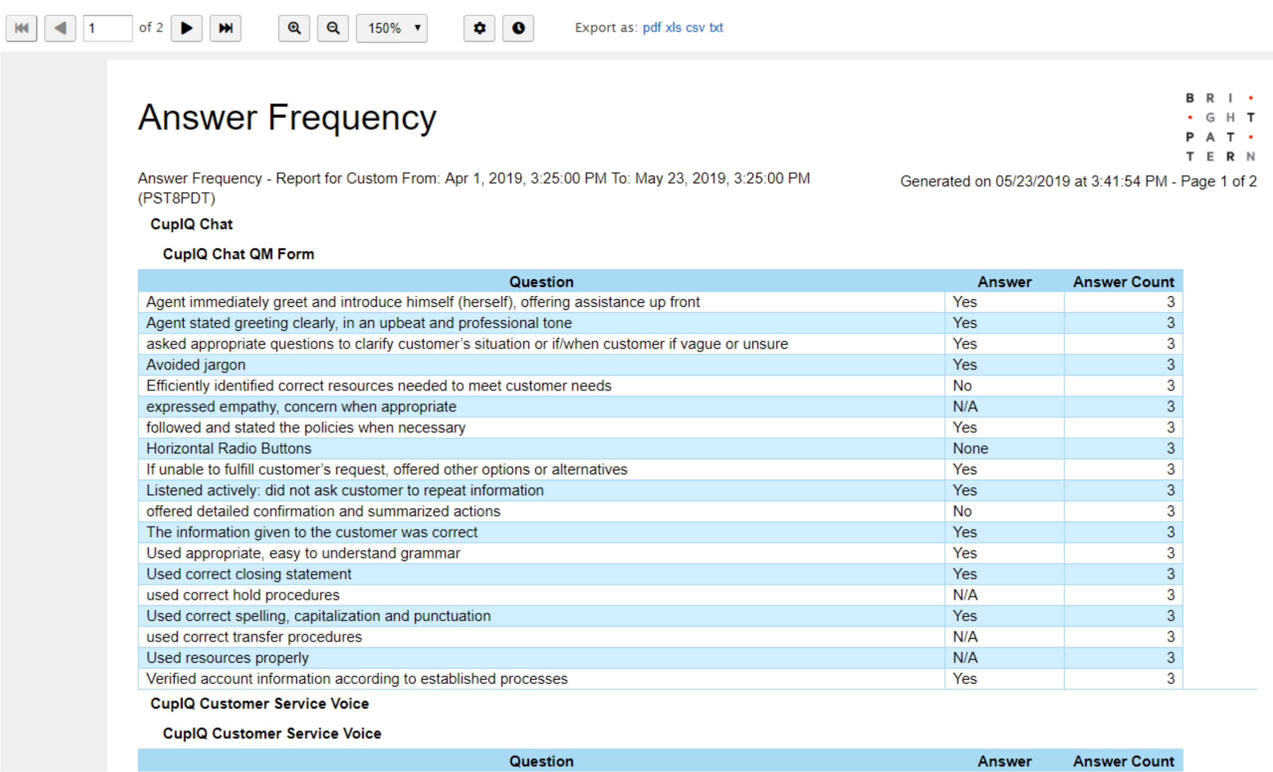
Questions

Filters report data according to specific questions on evaluation forms. If no question is selected, the report will include data for all questions.

Answer options

Filters report data according to specific answer options on evaluation forms. If no answer option is selected, the report will include data for all answer options.

Metric Descriptions


1 of 2 150% Export as: pdf xls csv txt

Answer Frequency

Answer Frequency - Report for Custom From: Apr 1, 2019, 3:25:00 PM To: May 23, 2019, 3:25:00 PM (PST8PDT)

Generated on 05/23/2019 at 3:41:54 PM - Page 1 of 2

CupIQ Chat

CupIQ Chat QM Form

Question	Answer	Answer Count
Agent immediately greet and introduce himself (herself), offering assistance up front	Yes	3
Agent stated greeting clearly, in an upbeat and professional tone	Yes	3
asked appropriate questions to clarify customer's situation or if/when customer if vague or unsure	Yes	3
Avoided jargon	Yes	3
Efficiently identified correct resources needed to meet customer needs	No	3
expressed empathy, concern when appropriate	N/A	3
followed and stated the policies when necessary	Yes	3
Horizontal Radio Buttons	None	3
If unable to fulfill customer's request, offered other options or alternatives	Yes	3
Listened actively: did not ask customer to repeat information	Yes	3
offered detailed confirmation and summarized actions	No	3
The information given to the customer was correct	Yes	3
Used appropriate, easy to understand grammar	Yes	3
Used correct closing statement	Yes	3
used correct hold procedures	N/A	3
Used correct spelling, capitalization and punctuation	Yes	3
used correct transfer procedures	N/A	3
Used resources properly	N/A	3
Verified account information according to established processes	Yes	3

CupIQ Customer Service Voice

CupIQ Customer Service Voice

Question	Answer	Answer Count

Answer Frequency results

The metrics of the Actual Evals report are organized into columns, which are described as follows:

Question

The evaluation question (e.g., “Agent avoided using slang or jargon”).

Answer

The chosen option/answer (e.g., “Yes”).

Answer Count

The number of times the answer was selected (e.g., “21”).

Calibrations

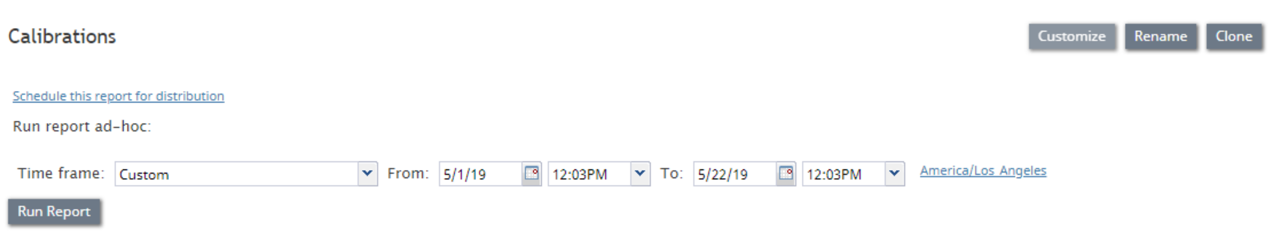
The Calibrations report provides calibration instances, including evaluation forms, date and time of interaction, agent, service, duration, evaluator, question list with score, sum, average, and difference check.

How to Use This Report

1. Set parameters, which narrow the report's data.
2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view metrics.

Report Parameters

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



Calibrations report

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

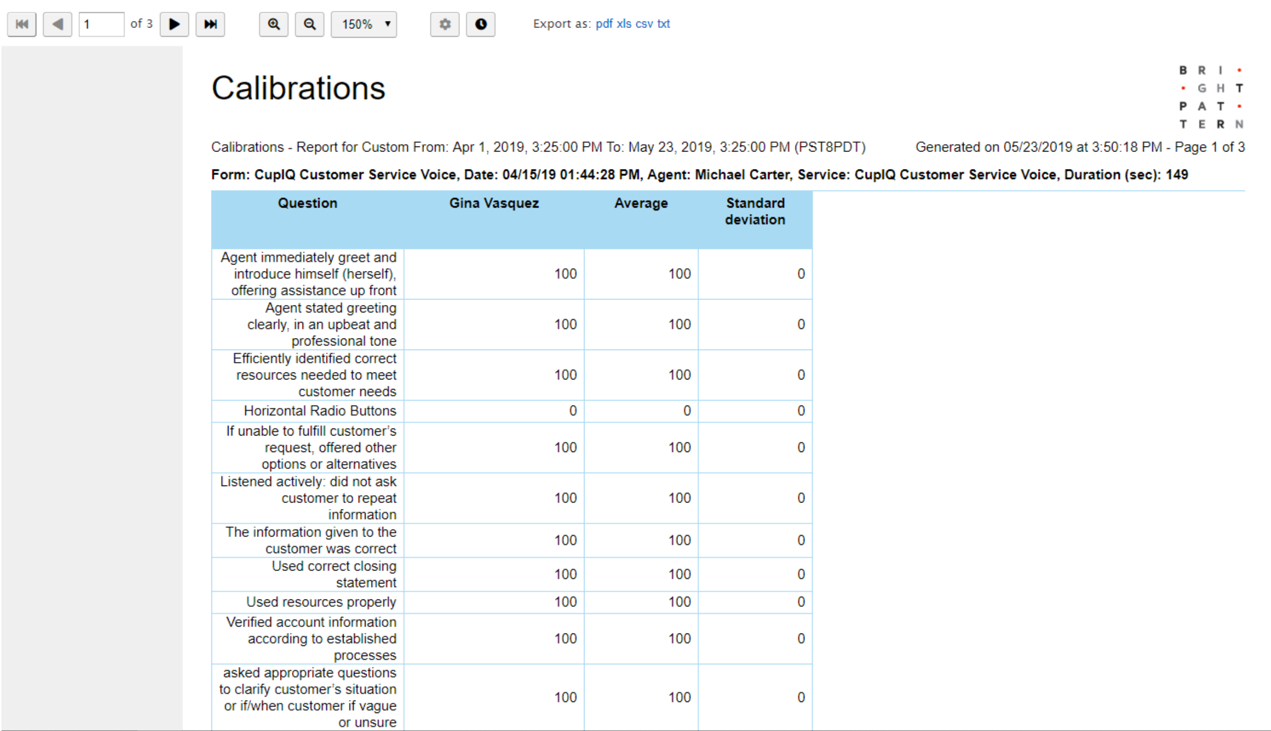
From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Metric Descriptions



Calibrations

Calibrations - Report for Custom From: Apr 1, 2019, 3:25:00 PM To: May 23, 2019, 3:25:00 PM (PST8PDT) Generated on 05/23/2019 at 3:50:18 PM - Page 1 of 3

Form: CupIQ Customer Service Voice, Date: 04/15/19 01:44:28 PM, Agent: Michael Carter, Service: CupIQ Customer Service Voice, Duration (sec): 149

Question	Gina Vasquez	Average	Standard deviation
Agent immediately greet and introduce himself (herself), offering assistance up front	100	100	0
Agent stated greeting clearly, in an upbeat and professional tone	100	100	0
Efficiently identified correct resources needed to meet customer needs	100	100	0
Horizontal Radio Buttons	0	0	0
If unable to fulfill customer's request, offered other options or alternatives	100	100	0
Listened actively: did not ask customer to repeat information	100	100	0
The information given to the customer was correct	100	100	0
Used correct closing statement	100	100	0
Used resources properly	100	100	0
Verified account information according to established processes	100	100	0
asked appropriate questions to clarify customer's situation or if/when customer if vague or unsure	100	100	0

Calibrations results

The metrics of the Calibrations report are organized into columns, which are described as follows:

Question

The evaluation form question (e.g., “Used correct closing statement”).

Agent Name

The first name and last name of the agent being evaluated (e.g., “Gina Vasquez”).

Average

The Average Question Score (e.g., “100”).

Standard deviation

The standard deviation.

Disputed Evaluations

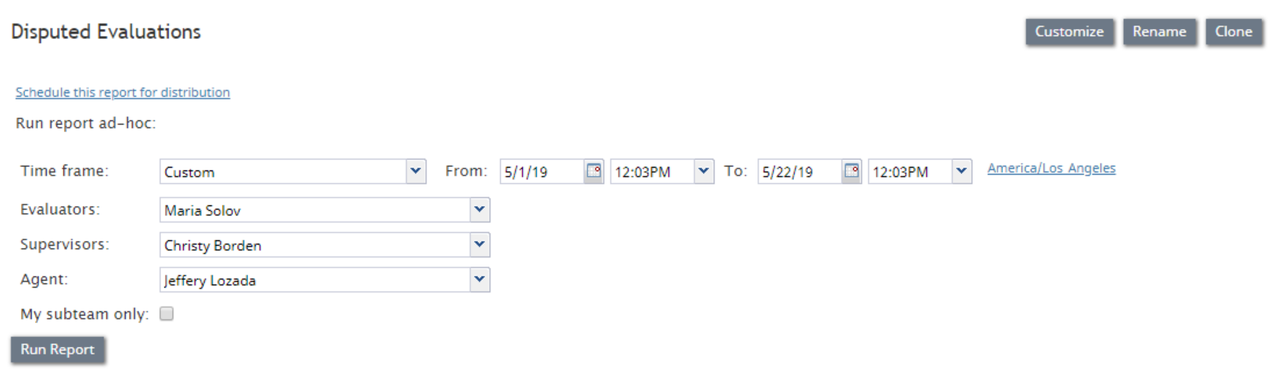
The Disputed Evaluations report provides metrics for all disputed evaluations.

How to Use This Report

1. Set parameters, which narrow the report's data.
2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view metrics.

Report Parameters

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



Disputed Evaluations report

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Team

Filters report data according to the selected team(s). If no team is selected, the report will include data for all teams.

Evaluators

Filters report data according to specific evaluator(s) who evaluated the evaluation. If no evaluator is selected, the report will include data for all evaluators.

Supervisors

Filters report data according to specific supervisor(s) in charge. If no supervisor is selected, the report will include data for all supervisors.

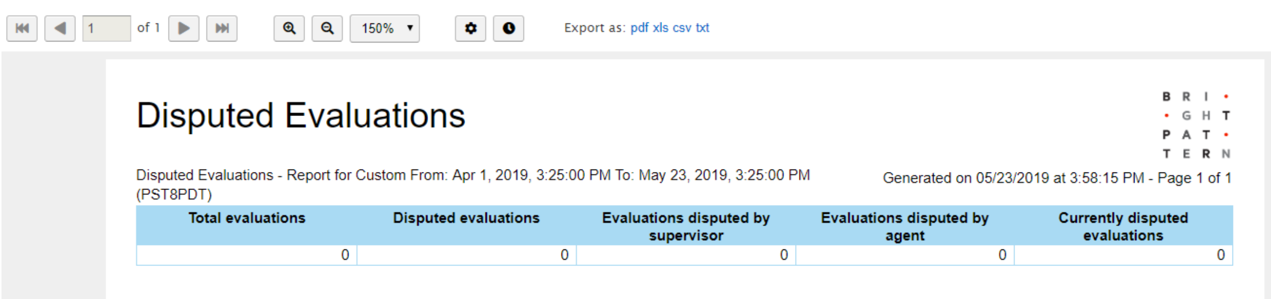
Agent

Filters report data according to specific agent(s) who were evaluated. If no agent is selected, the report will include data for all agents.

My subteam only

Selecting this checkbox will run a report for agents selected for a supervisor'ssubteam.

Metric Descriptions



Total evaluations	Disputed evaluations	Evaluations disputed by supervisor	Evaluations disputed by agent	Currently disputed evaluations
0	0	0	0	0

Disputed Evaluations results

The metrics of the Disputed Evaluations report are organized into columns, which are described as follows:

Total evaluations

The total number of evaluations (e.g., “500”).

Disputed evaluations

The number of disputed evaluations (e.g., “8”).

Evaluations disputed by supervisor

The number of evaluations disputed by the supervisor (e.g., “1”).

Evaluations disputed by agent

The number of evaluations disputed by the agent (e.g., “1”).

Currently disputed evaluations

The number of evaluations being disputed right now (e.g., “2”).

Eval Areas

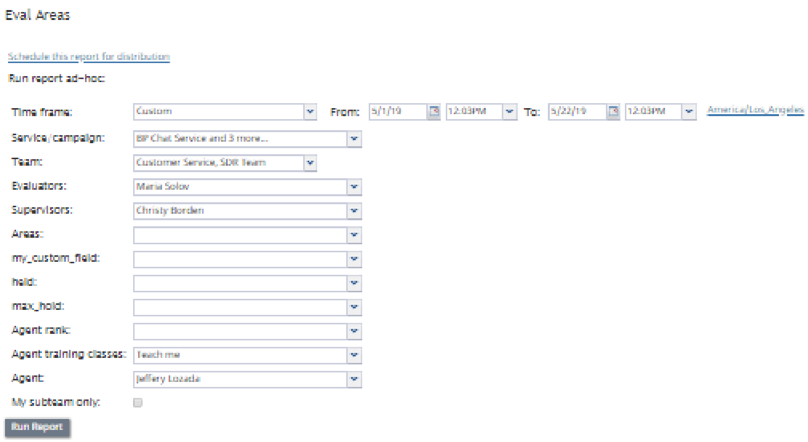
The Eval Areas report provides the average area score of each evaluation area.

How to Use This Report

1. Set parameters, which narrow the report's data.
2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view metrics.

Report Parameters

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



Eval Area report

Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Evaluators

Filters report data according to specific evaluator(s) who evaluated the evaluation. If no evaluator is selected, the report will include data for all evaluators.

Supervisors

Filters report data according to specific supervisor(s) in charge. If no supervisor is selected, the report will include data for all supervisors.

Areas

Filters report data according to specific evaluation area(s). If no evaluation area is selected, the report will include data for all evaluation areas.

my_custom_field

Filters report data according to specific custom field(s). If no custom fields have been configured for your contact center, the drop-down menu will be empty. If no custom field is selected, the report will include all configured custom fields.

held

Filters report data according to the number of times the agent placed the call on hold during the interaction reported on in evaluations.

max_hold

Filters report data according to the duration of the longest period a call was on hold during the interaction reported on in evaluations.

Agent rank

Filters report data according to specific agent rank(s), as defined in configuration.

Agent training classes

Filters report data according to specific training class(es) that the agent has taken. Tabulating agent scores by this parameter shows the effectiveness of the training class. If no agent training class is selected, the report will include all agent training classes.

My subteam only

Selecting this checkbox will run a report for agents selected for a supervisor's subteam.

Metric Descriptions

The metrics of the Eval Areas report are organized into columns, which are described as follows:

Area

The evaluation area (e.g., “Professional behavior”).

Avg Area Score

The Average Area Score (e.g., “75”).

Evaluator Performance

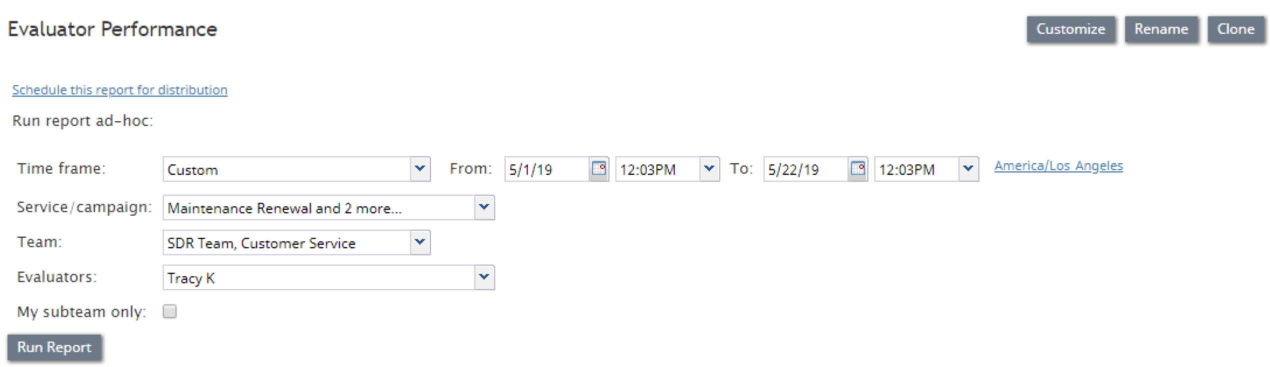
The Evaluator Performance report provides metrics that help contact centers evaluate the performance of the evaluator.

How to Use This Report

1. Set parameters, which narrow the report's data.
2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view metrics.

Report Parameters

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



Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Team

Filters report data according to the selected team(s). If no team is selected, the report will include data for all teams.

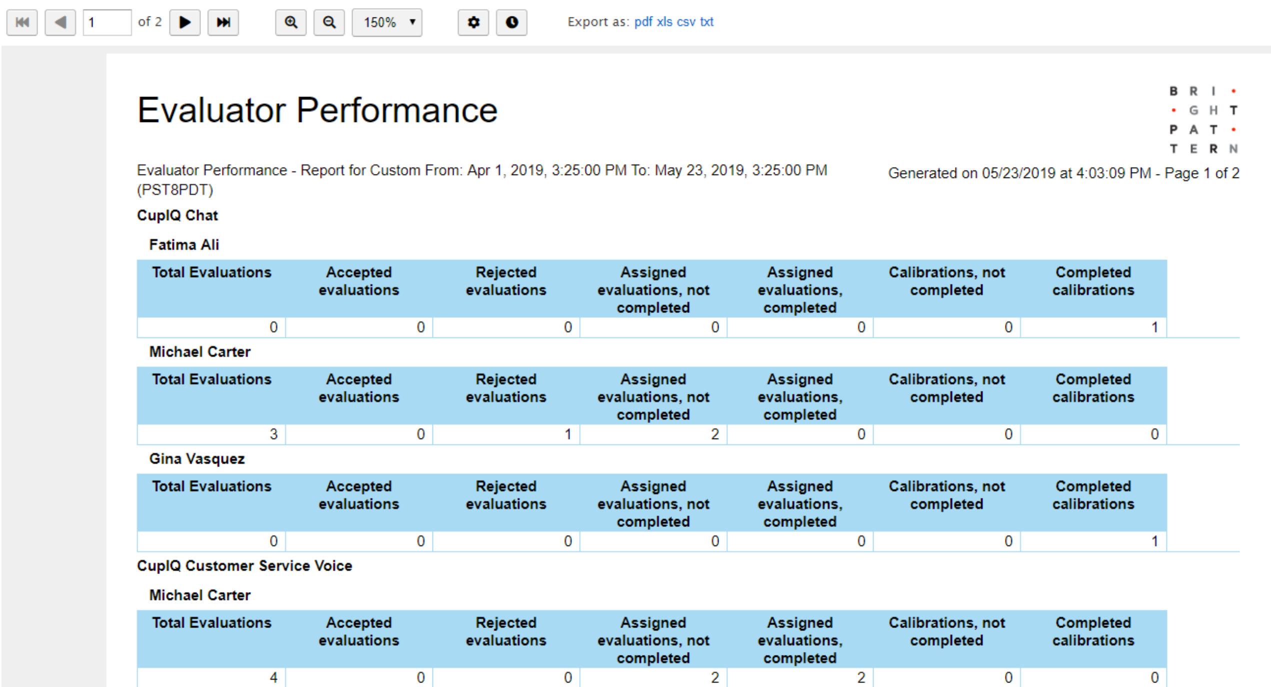
Evaluators

Filters report data according to specific evaluator(s) who evaluated the evaluation. If no evaluator is selected, the report will include data for all evaluators.

My subteam only

Selecting this checkbox will run a report for agents selected for a supervisor's[subteam](subteam).

Metric Descriptions



1 of 2 150% Export as: pdf xls csv txt

Evaluator Performance

BRIGHT PATTERN

Evaluator Performance - Report for Custom From: Apr 1, 2019, 3:25:00 PM To: May 23, 2019, 3:25:00 PM (PST8PDT)

Generated on 05/23/2019 at 4:03:09 PM - Page 1 of 2

CupIQ Chat

Fatima Ali

Total Evaluations	Accepted evaluations	Rejected evaluations	Assigned evaluations, not completed	Assigned evaluations, completed	Calibrations, not completed	Completed calibrations
0	0	0	0	0	0	1

Michael Carter

Total Evaluations	Accepted evaluations	Rejected evaluations	Assigned evaluations, not completed	Assigned evaluations, completed	Calibrations, not completed	Completed calibrations
3	0	1	2	0	0	0

Gina Vasquez

Total Evaluations	Accepted evaluations	Rejected evaluations	Assigned evaluations, not completed	Assigned evaluations, completed	Calibrations, not completed	Completed calibrations
0	0	0	0	0	0	1

CupIQ Customer Service Voice

Michael Carter

Total Evaluations	Accepted evaluations	Rejected evaluations	Assigned evaluations, not completed	Assigned evaluations, completed	Calibrations, not completed	Completed calibrations
4	0	0	2	2	0	0

The metrics of the Evaluator Performance report are organized into columns, which are described as follows:

Total Evaluations

The total number of evaluations (e.g., “500”).

Accepted evaluations

The Average Area Score (e.g., “92”).

Rejected evaluations

The number of rejected evaluations (e.g., “28”).

Assigned evaluations, not completed

The number of assigned evaluations that have not been completed (e.g., “18”).

Assigned evaluations, completed

The number of assigned evaluations that have been completed (e.g., “45”).

Calibrations, not completed

The number of calibrations that have not been completed (e.g., “3”).

Completed calibrations

The number of completed calibrations (e.g., “92”).

Question Averages

The Question Averages report provides the average area score and the average question score for each evaluation question.

How to Use This Report

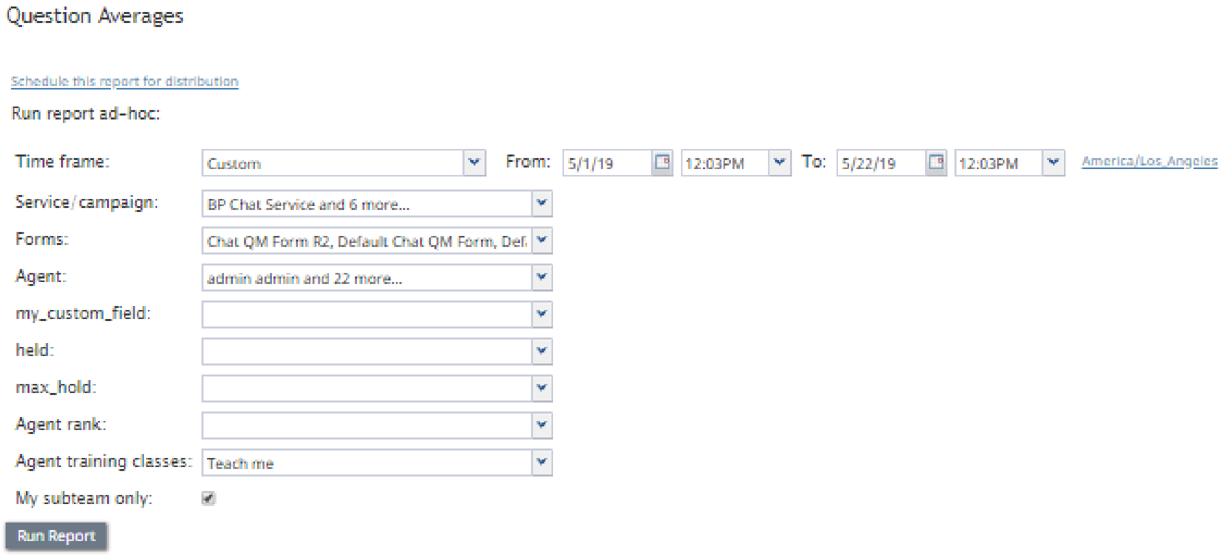
1. Set parameters, which narrow the report's data.

2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.

3. Run the report and view metrics.

Report Parameters

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



Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Forms

Filters report data according to specific evaluation form(s). If no evaluation form is selected, the report will include data for all evaluation forms.

Agent

Filters report data according to specific agent(s) who were evaluated. If no agent is selected, the report will include data for all agents.

my_custom_field

Filters report data according to specific custom field(s). If no custom fields have been configured for your contact center, the drop-down menu will be empty. If no custom field is selected, the report will include all configured custom fields.

held

Filters report data according to the number of times the agent placed the call on hold during the interaction reported on in evaluations.

max_hold

Filters report data according to the duration of the longest period a call was on hold during the interaction reported on in evaluations.

Agent rank

Filters report data according to specific agent rank(s), as defined in configuration.

Agent training classes

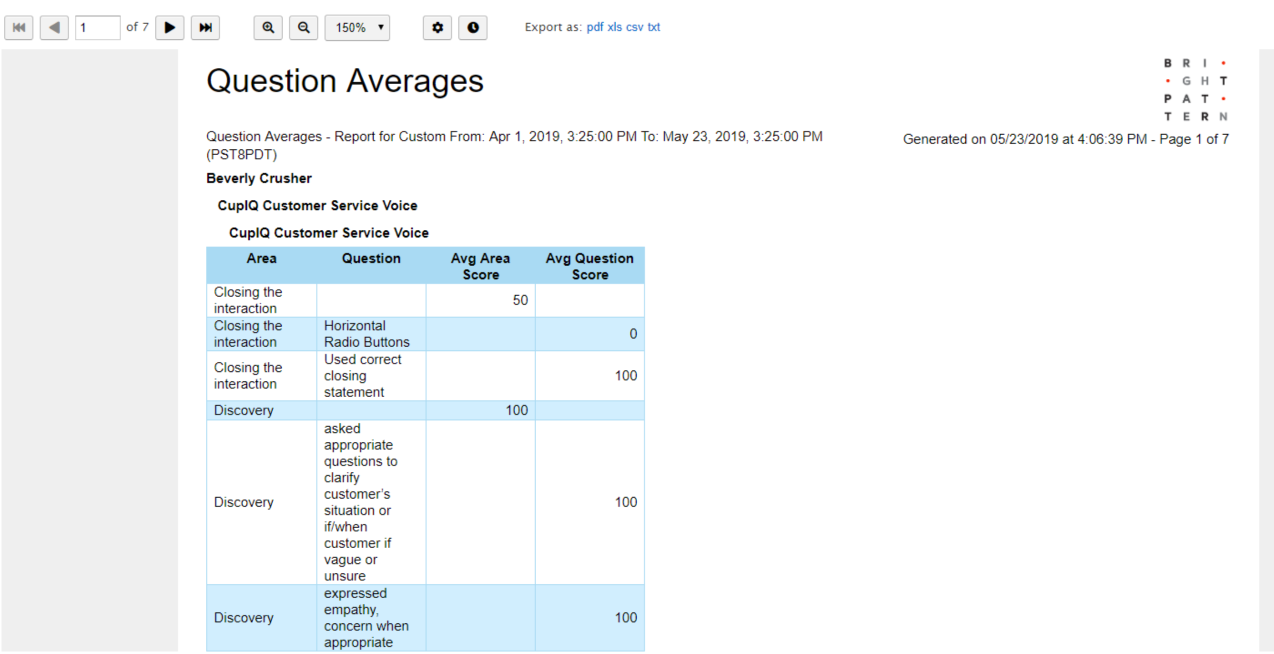
Filters report data according to specific [training class(es)]() that the agent has taken. Tabulating agent scores by this parameter shows the effectiveness of the training class. If no agent training class is selected, the report will include all agent training classes.

My subteam only

Selecting this checkbox will run a report for agents selected for a supervisor's [subteam]().

Metric Descriptions

The metrics of the Question Averages report are organized into columns, which are described as follows.


1 of 7 150% Export as: pdf xls csv txt

Question Averages

Question Averages - Report for Custom From: Apr 1, 2019, 3:25:00 PM To: May 23, 2019, 3:25:00 PM (PST8PDT)

Generated on 05/23/2019 at 4:06:39 PM - Page 1 of 7

Beverly Crusher

CupIQ Customer Service Voice

CupIQ Customer Service Voice

Area	Question	Avg Area Score	Avg Question Score
Closing the interaction		50	
Closing the interaction	Horizontal Radio Buttons		0
Closing the interaction	Used correct closing statement		100
Discovery		100	
Discovery	asked appropriate questions to clarify customer's situation or if/when customer if vague or unsure		100
Discovery	expressed empathy, concern when appropriate		100

Area

The evaluation area (e.g., “Professional behavior”).

Question

The evaluation question (e.g., “Agent avoided jargon or slang”).

Avg Area Score

The Average Area Score (e.g., “50”).

Avg Question Score

The Average Question Score (e.g., “100”).

Score Report

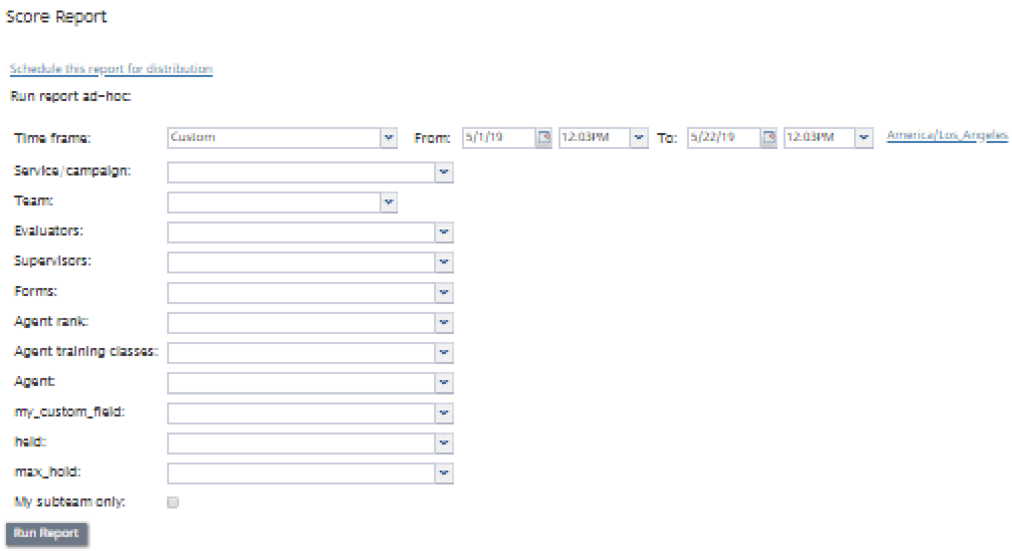
The Score report provides the date, evaluator name, and form score.

How to Use This Report

1. Set parameters, which narrow the report's data.
2. Use the report generation controls to schedule, generate, customize, rename, and/or clone the report.
3. Run the report and view metrics.

Report Parameters

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



Time frame

The specified time range for which the data will be generated on the report (i.e., Today, This week, Custom, etc.).

From/To

If the Custom timeframe is selected, From/To is the custom date range. From is the evaluation start date and time, and To is the evaluation stop date and time.

Timezone

Clicking the link shown allows you to designate the timezone settings for the report's timeframe.

Service/campaign

Filters report data according to the selected service(s) and/or campaign(s). If no service or campaign is selected, the report will include data for all services and campaigns.

Team

Filters report data according to the selected team(s). If no team is selected, the report will include data for all teams.

Evaluators

Filters report data according to specific evaluator(s) who evaluated the evaluation. If no evaluator is selected, the report will include data for all evaluators.

Supervisors

Filters report data according to specific [supervisor(s) in charge](). If no supervisor is selected, the report will include data for all supervisors.

Forms

Filters report data according to specific evaluation form(s). If no evaluation form is selected, the report will include data for all evaluation forms.

Agent rank

Filters report data according to specific agent rank(s), as defined in configuration.

Agent training classes

Filters report data according to specific training class(es) that the agent has taken. Tabulating agent scores by this parameter shows the effectiveness of the training class. If no agent training class is selected, the report will include all agent training classes.

Agent

Filters report data according to specific agent(s) who were evaluated. If no agent is selected, the report will include data for all agents.

my_custom_field

Filters report data according to specific custom field(s). If no custom fields have been configured for your contact center, the drop-down menu will be empty. If no custom field is selected, the report will include all configured custom fields.

held

Filters report data according to the number of times the agent placed the call on hold during the interaction reported on in evaluations.

max_hold

Filters report data according to the duration of the longest period a call was on hold during the interaction reported on in evaluations.

My subteam only

Selecting this checkbox will run a report for agents selected for a supervisor'ssubteam.

Metric Descriptions

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

Date

The date that the score was assigned to the evaluation (e.g., “01/01/2019”).

Evaluator name

The name of the evaluator (e.g., “Charlie Welch”).

Form score

The score assigned by the quality evaluator for the given evaluation form (e.g., “88”).

Failed

Indicates whether the evaluation was failed or not. If the evaluation was failed, the displayed value is "Y". If the evaluation was not failed, no value will be displayed.