Nextiva Contact Center
Supervisor Guide

Version 1.0

Table of Contents

Getting Started

Nextiva Contact Center is an enterprise-grade contact center that handles complex requirements, advanced automation, and journey orchestration using the warmth of human conversation and the scale of AI and automated interactions. Engineered on cutting-edge API and microservice architecture, Nextiva Contact Center is future-proof—ensuring longevity and adaptability within our rapidly evolving market. Only Nextiva offers the magic combo—open architecture + deep automation that enables businesses to manage high-volume, high-complexity environments.

Logging In

We recommend using Google Chrome web browser to ensure the best possible experience and avoid any potential issues or errors.

Visit nextiva.thrio.io and enter your email address and password. Click **Login**.

> **NOTE:** If you have forgotten or lost your password, you can reset it by selecting Forgot Password. Follow the instructions provided in the email. The link will only be valid for 24 hours.

Language Options

You can change the language settings by clicking the **Flag** on the top right. Nextiva currently supports English, Spanish, French, and Portuguese.

Dashboards

Dashboards allow supervisors to access different tables and graphs to supervise users, queues, interactions, campaigns, etc. Dashboards are real-time reporting displays that allow you to view information on agents, workitems, queues, and campaigns.

Opening Dashboards

Click the **Dashboard** icon at the top left. You can open the dashboards in the Current Window or in a New Window. Then, you can choose to open all dashboards assigned to your user or a specific one.

If you choose to open in a new window, the dashboard(s) will open in new tabs in the browser. The names on the tabs will match the name of the dashboard(s) that have been opened.
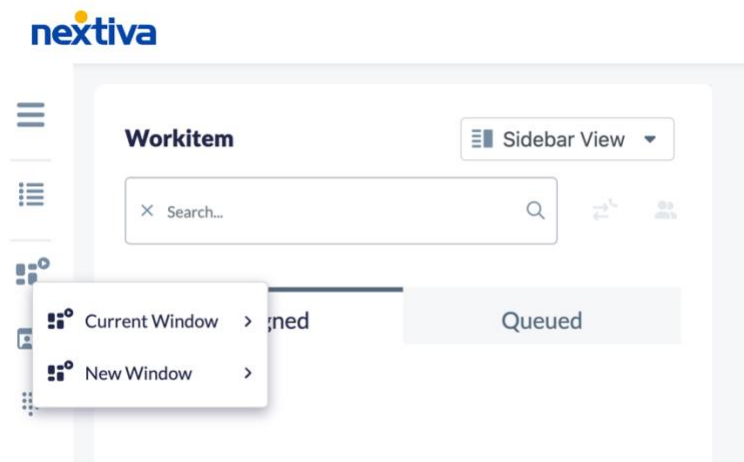
Dashboard user interface

There are similar components when opening any dashboard. These components include:

- [Filters](#)
- [Column headers](#)
- [Graphs](#)

Filters

When you open a Dashboard, you will see a drop-down menu that allows you to filter by the different workitems. You can filter by:

- Voice
- SMS
- Chats
- Emails
- Inbound Calls
- Outbound Calls

- Predictive
- Progressive
- Inbound SMS
- Outbound SMS
- Offline
- Realtime

Column Headers

Each dashboard has different column headers. Supervisors can modify these headers, and the changes will be saved in their profile.

>   **NOTE:** Additional fields from the database can also be added to the dashboards in the **Custom Fields** field.

Removing Columns

Right-click on any of the dashboard column headers and choose **Remove column** or **Reset Grid**. Resetting the grid will restore the default configuration.

Adding Columns

To add back a column that was previously removed, right-click on any column header and choose **Add Column**.

Sorting Columns

You can move the columns to different positions in the dashboard by clicking on a column header and dragging it to the location you would prefer.

Graphs

A graphical display of information is presented in the bottom half of some of the dashboards.

If you do not wish to view the graphs, you can turn them off by selecting the **Hide Graphics** icon at the top right corner of the dashboard.

Using the drop-down arrow in the graphical area, there are options to show the graphs using different filters.

Exporting Dashboards to CSV

Each dashboard screen enables users to export the contents as a CSV file by clicking the export button located at the top right of each dashboard.

Creating Dashboards

Search for the **Dashboard** icon in the Options Menu. Click **Plus** (**+**) to the right of the Search field. Under each tab, enter the required information.

Information Tab

Field Name	Description
Name	The name of the dashboard.
Description	A description of the dashboard.
Statistics	The type of statistics you want the dashboard to display. The types are: • Campaigns • Outbound Lists • Queues • Users • Workitems
Custom Fields	Custom fields from the database can be added to the dashboards, using this field. **NOTE:** This field is only visibly for dashboards displaying the Campaigns, Outbound Lists, Queues and Users statistics.

Notifications Tab

Field Name	Description
Third Party System	The third-party system to send the message to. The options are Microsoft Teams, None and Slack.
Alarm Pop Message	The message that will be sent when the alarm is triggered (the conditions are met).
Alarm Clear Message	The message that will be sent when the alarm is no longer being triggered.

Alarms Tab

Alarms are a way to see pass or fail conditions for scorecards made up of classifications. In the Alarms tab, you can pick the classifications and/or scorecards you want alarms for.

When an alarm goes off, individual cells in the dashboard can be highlighted instead of the entire row. In a Dashboard object, the Alarms tab must be enabled, and the Alarm on Column option must be enabled.

Microsoft Teams and Slack

When an alarm is triggered in a dashboard, customizable notifications can be sent to Microsoft Teams and Slack. To send messages, the Dashboard object must have the Third Party System field in the Notifications tab with a value different than "None". These messages will be sent when an alarm is triggered ("Pops") and when the alarm is no longer being triggered ("Clears").

To enable this, an administrative user must configure the third-party information inside the Tenant object on the Nextiva knowledge base in either the Slack Alarms or Microsoft Teams Alarms tabs.

For Microsoft Teams, make sure that in your Azure app, the following permissions are granted to Nextiva:

- ChannelMessage.Send
- ChannelSettings.Read.All
- Chat.ReadWrite
- Mail.ReadWrite
- Mail.Send
- openid
- profile
- Team.ReadBasic.All
- User.Read.All
- User.Read.All
- User.ReadBasic.All

User Dashboard

The User Dashboard is a powerful tool designed to provide supervisors with a comprehensive overview of user activity, performance, and status. This dashboard features a variety of columns that display essential data about each user, allowing for effective monitoring and management.
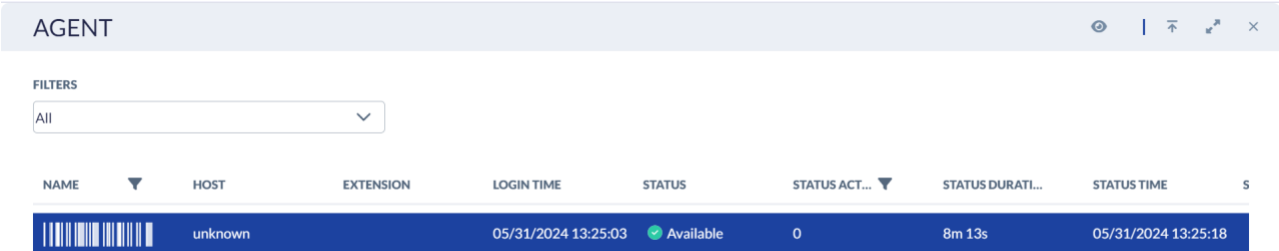
Column Headers

The User Dashboard includes the following column headers, each offering specific insights into user activities and system performance:

Column Header	Description
Name	The name of the users that you are allowed to monitor.
Workitem Type	The type of workitem the user handled.
List	The list the user's workitem was associated with.
Lead	The ID of the lead.
Host	The IP address of the user's computer (Not yet implemented).
Extension	This is the internal extension number assigned to the user.
Skill	Skills-based routing is a method to have the ACD route a workitem to the best available agent to handle the workitem rather than simply routing to the agent that is available the longest.

Queue	A capability to group users for delivery of workitems and set the service level agreements. On the dashboard, this means what queues the agent is part of.
Login Time	The date and time that the user logged in at.
Status	The current status of the user. (Available, busy, lunch break, etc.)
Status Action	A number associated to the Status name.
Status Duration	The amount of time the user has been on the current status.
Status Time	The date and time that the status started.
Supervised	An icon will display if the user is being monitored. (A supervisor is currently listening, coaching or has joined a workitem.)
Available	The cumulative time the user's status has been Available for the current day.
Available Percentage	The percentage of the user's day on Available status. (Available Duration / Login Time)
Busy	The cumulative time the user's status has been Busy for the current day.
Busy Percentage	The percentage of the user's day on a Busy status. (Busy Duration / Login Time)
No Answer	The cumulative time the user's status has been No Answer for the current day.
No Answer Percentage	The percentage of the user's day on No Answer status. (No Answer Duration / Login Time)
Wrap Up	The cumulative time the user's status has been Wrap up for the current day.
Total Wrap Up Time	The amount of time the agent's work-items spent in wrap up.
Wrap up Percentage	The percentage of the user's day on Wrap Up status. (Wrap Up Duration / Login Time)

Working	The cumulative time the user's status has been Working for the current day.
Working Status Percentage	The percentage of the user's day on Working status. (Working Duration / Login Time)
Assistance	Not yet implemented.
Failed Scorecards	The number of scorecards that failed.
Passed Scorecards	The number of scorecards that passed.
Transcription Usage	How many transcription minutes have been used out of the total amount of transcription time available. (Transcription Minutes / Transcription Time Available)
Campaign	Displays the current Predictive/Progressive/QB campaign the user is logged into.
Group Name	Displays the name of the group the user is currently part of when using Predictive/ Progressive/QB. Note: You can change the group the user is in by hovering your mouse over the group name and clicking the three dots.
Group Identifier	Displays the ID number of the group the user is part of when using Predictive/Progressive/QB.
High RTT (Round Trip Time)	The time it takes (in milliseconds) for a request to be sent to the Nextiva server and for the request to be noticed. There will be a red x if the RTT is more than 1000 milliseconds. Otherwise, it will be a green check.
Low MOS (Mean Option Score)	A rating of an experience on a scale from 1 to 5. There will be a red x if the MOS is below than 3.5. Otherwise, it will be a green check.
High Jitter	Jitter is audio delay or any breakup during a call. There will be a red x if the average jitter is more than 5. Otherwise, it will be a green check.

High Packet Loss	Packet loss occurs when bits of information are not carried over a network. There will be a red x if the packet loss is more than 5%. Otherwise, it will be a green check.
Voice Issues	The number of voice issues e.g. jitter, packet loss, etc. that have occurred in the current day for that user.
Active	Depending on the filter chosen (e.g. voice, SMS, email, etc.), the number of workitems that the agent currently has.
Answered	Depending on the filter chosen (e.g. voice, SMS, email, etc.), the total number of workitems answered by an agent for the current day.
Total No answered	Depending on the filter chosen (e.g. voice, SMS, email, etc.), the total number of workitems offered from the queue and not answered or rejected by an agent for the current day.
Total Transferred	Depending on the filter chosen (e.g. voice, SMS, email, etc.), the total number of transferred workitems by an agent for the current day.
AHT	Average Handle Time: The average amount of time agents were handling workitems for the current day. (Talk Time + Wrap-up Time of all Calls Taken/ Number of Calls Taken)
MHT	Maximum Handle Time: The longest amount of time an agent was handling a workitem for the current day.
Compliance	An alert to the supervisor that an agent is out of compliance.
Avg Talk Time	The average amount of time the user spent talking to a customer.
Avg Wrap Up Time	The average amount of time the agent's workitems spent in wrap up.
Avg Hold Time	The average amount of time that the customer was on hold for calls that went to hold.

Total Talk Time	The total amount of time the user was talking with a customer.
Total Hold Time	The total amount of time that all work-items were on hold.

Names

To filter by Name, click on the **Filter** icon next to the Name column header. Select the user you want to see, then click outside the checklist.

To remove the filter, open it and remove the check mark, or right-click on the column header, and you will have an option to **Reset the Filter Field**.

Status Action

To filter by Status Action, in the User dashboard, click on the filter icon next to the Status Action column header.

- status -1 This will only display users whose status is Working.
- status 0 This will only display users whose status is currently Available.
- status 1 This will only display users whose status is Login.
- status 2 This will only display users whose status is currently Logged Out.
- status 3 This will only display users whose status is Busy.

You can also combine these expressions by using the symbol ||, which stands for OR.

Example: If the following is entered in the filter, the dashboard would only display the users that were Available OR Busy: status == 0 || status == 3

Arranging Columns

You can move the columns to different positions in the dashboard by clicking on a column header and dragging it to the location you would prefer.

Groups

Groups are used when using Predictive / Progressive / QB workitems, they can also be used to easily move users in and out of campaigns. There are three steps to setting up the Groups:

Step 1: Enabling/Disabling the Grouping Feature

Search for the **User Profile** icon in the Options Menu and select the user profile.

Under Options, enable **Allow campaign**. When Grouping is disabled, users will need to select the campaign they want to work in after logging into the dialer.

When Grouping is enabled, users will automatically be assigned to the campaign they have been assigned to after logging into the dialer.

Step 2: Creating/Modifying Groups

Search for the **Groups** icon in the Options Menu. Click **Plus** (**+**) to the right of the search field. Enter the required information. Click **Save** to add users to the group.

Step 3: Assigning Groups to Campaigns

Under Groups, click the **Ellipsis** (**...**) to the right of the Group name and select the Group that should be assigned to this campaign from the list that is displayed.

Moving a User to a Different Group

As a Supervisor, you can move a User to a different Predictive/Progressive group through the User Dashboard.

On the row of the user that you wish to modify the Group for, click on the **Ellipsis** (**...**) to the right of the Group name and select the Group.

Listen, Coach, or Join a Live Call

As a Supervisor, you can listen to an agent's live call through the User Dashboard.

Right-click on the row of the user you wish to listen to and select the appropriate action from the list displayed.

- **Listen**: Listen to the conversation between the agent and the customer live. Both the agent and customer will not be able to hear you.

- **Coach**: Listen to the conversation between the agent and the customer live. This will allow you to speak to the user, but the customer will not be able to hear you.

- **Join**: Creates a three-way conference call allowing everyone to be able to hear each other.

Exporting to CSV

There are 2 formats when exporting to CSV:

- Formatted Data

- Raw Data

Formatted Data will present the dates in MM/DD/YYYY and the durations in hours, minutes, and seconds.

The Queues Dashboard

The Queues Dashboard is an essential feature designed to provide supervisors with a detailed overview of queue performance and agent activity. This dashboard offers a variety of columns that display critical data about each queue, enabling effective management and optimization of the contact center's operations.

Column Headers

The Queues Dashboard includes the following column headers, each offering specific insights into queue status and performance:

Column Header	Description
Name	This field displays the name of the queues.
Logged In Agents	The number of users that are logged in to the ACD and specifically logged in to this queue. This does not include users that have logged in to the system but have yet to log in to the ACD.
Available Agents	The number of logged in users that are available to take workitems. If a user is busy or otherwise occupied with wrap-up or other duties, they are not counted here.

Working Agents	The number of agents that are currently in working status in this queue.
In Queue	The number of active workitems currently in this queue.
Wrap up Agents	The number of agents that are currently in wrap-up status in this queue.
Answered	The total number of workitems that have been answered for the current day.
Busy Agents	The number of agents that are currently in busy status in this queue.
Abandoned	The total number of workitems that have been abandoned for the current day.
No Answer Agents	The number of agents that are currently in No Answer status in this queue.
Total Transfers	The total number of workitems that have been transferred to this queue for the cur- rent day.
Average Abandon Time	The average length of time it took a call to be abandoned, it does not include calls that were answered.
AQT	The average amount of time workitems have waited in the queue for the current day. (Total time of workitems in the queue / Total number of calls that entered the queue)
MQT	The longest amount of time a workitem has been in queue for the current day.
SLA (Service Level Agreement)	The percentage of workitems answered within the queue's configured service level for the current day.
SLA1	**(Answered Within Threshold + Dropped Within Threshold) / All)** This calculation will add all workitems that were answered as well as dropped within the amount of time.

SLA2	**(Answered Within Threshold + Dropped Within Threshold) / Answered + Dropped After Threshold**
	This calculation will add all workitems that were answered as well as dropped within the amount of time specified in the appropriate media SLA Threshold and then divided by all workitems that were answered by this Queue + all workitems that were in the Queue longer than the specified media Threshold and dropped.
SLA3	**Answered Within Threshold / All**
	This calculation will add all workitems that were answered within the amount of time specified in the appropriate media SLA Threshold and the divided by all work- items that entered this queue.
CMQT (Current Max Queue Time)	The longest amount of time a workitem is currently in the queue.

The Workitem Dashboard

The Workitem Dashboard is designed to provide supervisors with a comprehensive view of all workitems assigned to their teams. With this tool, supervisors can monitor various aspects of workitem management, including the number, type, status, and detailed metrics of each workitem.

Column Headers

The Workitem Dashboard features several column headers, each displaying crucial information about individual workitems. Here is an overview of the column headers and their descriptions:

Column Header	Description
Id	A unique ID assigned to each workitem.
Created At	The time a particular workitem was created.
From	The From address for a workitem if applicable
To	The To address for a workitem if applicable.
Type	The type of workitem (Inbound/Outbound Call, Email, SMS, Chat).
Priority	The type of priority applied to a workitem.
Duration	The length of time a workitem was active.
Queue Time	How long a particular workitem was in a queue before interaction with a user.
Queues	The queues serving a workitem.
Agent	The user that is currently handling this workitem.
State	The current state of a particular workitem (Offered, Active, Terminated in Wrap-Up, etc.).
Campaign	The campaign associated with a workitem.

Mandatory Skills	The mandatory skills associated with this workitem. The workitem will stay in the queue until an agent with these skills is available. On the dashboard it represents the mandatory skill associated with that workitem.
Optional Skills	The optional skills associated with this workitem. The workitem will be prioritized to the skilled agent. If not available, the workitem will still route to an agent that is logged in to the queue. On the dashboard it represents the optional skill associated with that workitem.
Talk Time	The length of time a workitem has been active between customer and agent.

Workitem Options

Right-clicking on a specific row will allow you to either terminate the selected workitem or place the workitem back into the Queue it was originally placed in.

Priority

To change the priority of a workitem in the dashboard, right-click on that workitem in the dashboard and select **Change Priority**. A pop-up will open, allowing the priority to be set. The options are Lowest, Low, Standard, High, and Highest.

The Campaign Dashboard

The Campaign Dashboard is an essential tool for supervisors. It provides a detailed overview of ongoing campaigns and allows supervisors to monitor various metrics such as call rates, agent availability, and campaign progress, ensuring efficient management and optimization of outbound campaigns.

Column Headers

The Campaign Dashboard includes the following column headers, each offering specific insights into the status and performance of each campaign:

Column Header	Description
ID	A unique ID assigned to each campaign.
Name	The name of the campaign.
Dial Ratio	The ratio of calls to Available agents the Predictive Dialer is currently placing.
Abandon Rate	The rate at which calls are being abandoned for the current day. (Number Of Abandoned Calls / Total Number of Calls that entered the Campaign)
Outbound Logged Agents	The number of agents currently logged in to the campaign.
Current Max Wait Time	The longest amount of time an agent is currently waiting for a call.
Transcription	The number of minutes left, for the current day, for the transcribing of calls on this campaign.
Max Dial Ratio	The highest number of calls per available agent the system will dial at a time.

Available Agents	The number of agents that are currently available to receive calls from this campaign.
Avg Drop Rate 30	The average number of calls that have been dropped in the last 30 minutes. (Number Of Calls Dropped in the last 30 minutes / Total Number of Dropped Calls)
Avg Drop Rate 15	The average number of calls that have been dropped in the last 15 minutes. (Number Of Calls Dropped in the last 15 minutes/ Total Number of Dropped Calls)
Avg Wait Time 15	The average amount of time users have been waiting available for the next call in the last 15 minutes. (The time agents waited to receive a call from the Predictive/QB in the last 15 minutes/ Total - Amount of Time the agents have waited for the day)
Avg Wait Time 30	The average amount of time users have been waiting available for the next call in the last 30 minutes. (The time agents waited to receive a call from the Predictive / QB in the last 30 minutes / Total Amount of Time the agents have waited for the day)
Max Wait Time 30	The longest amount of time users have been waiting available for the next call in the last 30 minutes.
Total Leads Dialed 15	The total number of leads that have been dialed in the last 15 minutes.
Avg Leads Dialed 15	The average number of leads that have been dialed in the last 15 minutes. (Number Of Leads Dialed in the last 15 minutes / Total Number of Leads Dialed)
Total Leads Dialed 30	The total number of leads that have been dialed in the last 30 minutes.
Avg Leads Dialed 30	The average number of leads that have been dialed in the last 30 minutes. (Number Of Leads Dialed in the last 30 minutes / Total Number of Leads Dialed)

Transcription Usage	The number of minutes remaining out of the total number of minutes allocated for transcribing recordings on the campaign for the current day.
Total Leads	Total number of leads from all the lists that are currently active on the campaign.
Never Dialed	Total number of Predictive/Progressive / QB calls that have not been called.
Callbacks	Total number of Predictive/Progressive/ QB calls that have been scheduled to be called back.
Percentage Done	The percentage of all the active lists that have been completed. (Total Number of Leads Completed / Total Number of Leads Dialed).
Completed	Total number of Predictive/Progressive/ QB calls that have been dispositioned so that it will not be called again.
Errors	Total number of Predictive/Progressive/ QB calls that were either invalid phone numbers or that failed to connect due to an error from the phone company.
Callbacks Now	Total number of Predictive/Progressive/ QB calls where the callback time has been reached and are available to be called now.
Group	The name of the Predictive/Progressive/ QB group that is currently assigned to the campaign.
Group Identifier	The internal ID associated with the Predictive/Progressive/QB group that is currently assigned to the campaign.
Leads Currently dialing	The number of leads currently being dialed in the Campaign.
Filtered	The number of leads remaining after applying the filter.
Filtered Callbacks	The number of leads remaining after applying the filter and are in callback status.

Answered	Total number of answered workitems for the current day.
FCB Now	Filter Callback. The number of leads remaining after applying the filter and are in callback status and ready to be called now.
Abandoned	Total number of abandoned workitems for the current day.
FCB 30	Filter Callback 30. The number of leads remaining after applying the filter and are in callback status and ready to be called in the next 30 minutes.
Total Transfers	Total number of times workitems were transferred from this campaign.
FCB 60	Filter Callback 60. The number of leads remaining after applying the filter and are in callback status and ready to be called in the next 60 minutes.
AHT (Average Handle Time)	The average amount of time agents were handling workitems for the current day. (Talk Time + Wrap-up Time of all Calls Taken/ Number of Calls Taken)
Never Dialed Filtered	The number of leads remaining after applying the filter and that were not dialed.
MHT (Max Handle Time)	The longest amount of time an agent was handling a workitem for the current day.
FNEW Now	The number of filtered new leads that are available now.
FNEW 30	The number of filtered new leads that are available in the next 30 minutes.
FNEW 60	The number of filtered new leads that are available in the next 60 minutes.
Callbacks 30	The number of leads remaining in call-back status and ready to be called in 30 minutes.
Callbacks 60	The number of leads remaining in call-back status and ready to be called in 60 minutes.

Never Dialed Now	The number of leads remaining that were not dialed.
Never Dialed 30	The number of leads remaining that were forecasted not to be dialed in the next 30 minutes.
Never Dialed 60	The number of leads remaining that were forecasted not to be dialed in the next 60 minutes.

Assigning a Group to a Campaign

As a Supervisor, you can change the Group associated with a campaign through the Campaign Dashboard.

On the row of the campaign that you wish to modify the Group for, click on the **Ellipsis** (**...**) to the right of the Group name and select the Group.

> **NOTE**: The initial assignment of a group cannot be done through the dashboard. The Administrator will need to assign the group through the configuration of the Campaign

The Outbound Lists Dashboard

The Outbound Lists Dashboard provides an in-depth view of active outbound lists. This dashboard helps supervisors monitor the status of leads, track call outcomes, and manage callbacks efficiently, ensuring optimal performance and lead management.

Column Headers

The Outbound Lists Dashboard includes the following column headers, each providing specific details about the status and progress of the outbound lists:

Column Header	Description
Name	Name of active lists.
Human	Number of leads that were detected as a human.
Answering Machine	Number of leads that went to an answering machine.
Fax	Number of leads that were fax machines.
No Answer	Number of leads where there was no answer.
Busy	Number of leads that were busy.
Invalid Number	Number of leads that were invalid numbers.
Abandon	Number of leads that were abandoned.
Total Leads	Total number of leads successfully uploaded in the list.
Never Dialed	Number of leads that have not been dialed.
Callbacks	Number of leads that have been scheduled to be called back.
Percentage Done	Percentage of the list that has been completed. (Number Of Completed Calls / Total Number of Leads in the list)
Completed	Number of leads that have been completed.

Errors	Total number of Predictive/Progressive/ QB calls that were either invalid phone numbers or that failed to connect due to an error from the phone company.
Callbacks Now	Total number of Predictive/Progressive/ QB calls where the callback time has been reached and are available to be called now.
Filter	The number of leads remaining after applying the filter on this list.
Filter callbacks	The number of leads remaining after applying the filter and are in callback status on this list.
FCB Now	Filter Callback. The number of leads remaining after applying the filter and are in callback status and ready to be called now on this list.
FCB 30	Filter Callback 30. The number of leads remaining after applying the filter and are in callback status and ready to be called in the next 30 minutes on this list.
FCB 60	Filter Callback 60. The number of leads remaining after applying the filter and are in callback status and ready to be called in the next 60 minutes on this list
Never Dialed Now	The number of leads remaining after applying the filter and that were not dialed on this list.
FNEW Now	The number of filtered new leads that are available now on this list.
FNEW 30	The number of filtered new leads that are available in the next 30 minutes on this list.
FNEW 60	The number of filtered new leads that are available in the next 60 minutes on this list.
Callback 30	The number of leads remaining in call-back status and ready to be called in 30 minutes on this list.
Callback 60	The number of leads remaining in call-back status and ready to be called in 60 minutes on this list.

Never Dialed Now	The number of leads remaining that were not dialed on this list.
Never Dialed 30	The number of leads remaining that were forecasted not to be dialed in the next 30 minutes on this list.
Never Dialed 60	The number of leads remaining that were forecasted not to be dialed in the next 60 minutes on this list.

Resetting Leads

The Outbound Lists Dashboard can be reset, right-click anywhere in the dashboard to do it. The reset options are:

- Reset all callbacks
- Reset callback by type
- Reset callbacks by disposition
- Reset Filters
- Start
- Stop

Reports

Reports are generated on historical data regarding workitems, campaigns, queues, agents, agent scripting data, customer surveys, and more. Nextiva provides the following out-of-the-box reports for Supervisors and Administrators to run manually or schedule for email and/or SFTP. Reports are also available in Microsoft Power BI format for customers who need customizations and changes. All reports have filters on campaigns, queues, users, dates, and time intervals.

Nextiva offers the following reports:

Agents

- Agent Call Detail Report
- Agent Disposition Report
- Agent Login Report
- Agent Media Handle Time Report
- Agent Media Volume Report
- Agent Occupancy Report
- Agent RPC (Right Party Contact) Report
- Agent Scorecards Report
- Agent Status Report
- Agent Workitem Detail

Campaigns

- Campaign Disposition Report
- Campaign Queue Interval Report
- Campaign Queue Summary Report
- Campaign Scorecards Report
- Campaign Volume Summary Report
- Campaign Workitem Details Report

Queues

- Queue SLA Report
- Queue Abandon Detail Report
- Queue Interval

Report Outbound / Dialer

- Failed Outbound Leads Report
- Outbound Detail Disposition Report
- Outbound Detailed Report
- Outbound Dialer Summary Report
- Outbound List Disposition Summary Report
- Outbound Scrub Summary Report
- Outbound Summary Report
- Outbound Summary Attempts

Report Survey/Scripting

- Survey Statistics Report
- Detail Survey Workitems Report

Creating Reports

Search for the **Report** icon in the Options Menu. Click **Plus** (**+**) to the right of the Search field. Add a name for the newly created report. Then select what type of report you want to create/generate. Also, select all the appropriate filters. Click **Save**.

Running Reports

Navigate to the report you wish to run and press the **Run Report** button in the upper right corner.
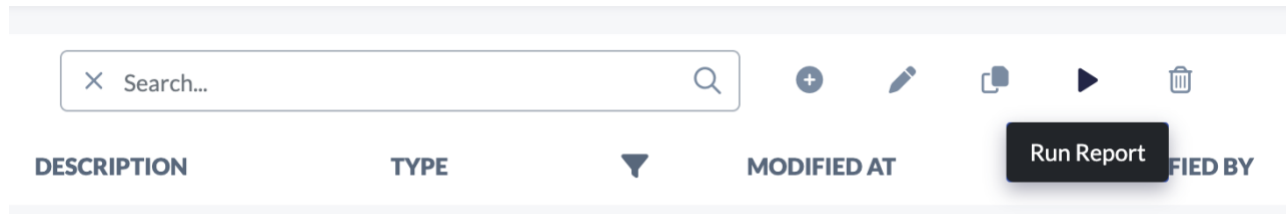
Scheduled Reports

You can set up scheduled reports by configuring the fields in the Schedule tab of any report. The Schedule Tab will have the following sections: Schedule and Delivery Options.

> **NOTE**: The report will run on the filters and date ranges specified in the configuration of the report.

Field Name	Description
Run Report As	Which user the scheduled report should be run as. Different users have different permissions regarding filters, so different data will be displayed.
Time	Which Business Event rules should be applied for when the report should be executed.
Email Attachment Name	The file name of the report that will be sent in an email after it's run.
Export Format	The only currently supported option is CSV.
CSV Separator	This is used if a CSV separator different from a comma is needed. For example, a semicolon.
Exclude CSV Headers	If enabled, the titles of columns will be excluded from the CSV file.
Raw data	If enabled, the data will not be formatted in the CSV file.

Delivery Options

Field Name	Description
Email Account	The email service account that will be used to send the reports out.
Email Recipients	The list of email addresses of whom to send the report to. They will be separated by commas or semicolons.
Email Subject	The subject of the email that is sent out for the report.
File Server	This is used if the reports should be sent to a secure FTP server.

Restricted Users

List specific users whose report visibility will be modified to show only the reports they are associated with.

Report Detail

In the Filters section of a report configuration page, you can add or delete users to a report.

Report List
When a user logs in, these are the reports listed in the Users section.

Agent Disposition Report

The Agent Disposition Report provides insights into agents' historical performance. This report tracks the number of workitems, the average handle time, and the percentage of workitems by disposition, offering a comprehensive view of agent activities and outcomes.

| Column Header	Description
Name	The name of the user.
Disposition X	Total workitems with the disposition X
Total	The total number of dispositions for that user.

A separate column will be created for each disposition. The quantity will be based on how many workitems the user has set to that disposition.

This is what the report looks like after being run in Grid View:

NAME	INTERESTED		NOT INTERESTED	NEW EMAIL SENT	CALLBACK SCH...	SCHEDULE PERS...	EMAIL REI
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
	21	0	12	0	3	5	1
	0	0	0	0	0	0	0
Demo Agent-CV	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
	6	0	10	0	0	0	0

From 05/01/2024 00:00:00 To 05/31/2024 23:59:59 America/Phoenix

This is what the report looks like after being run in Stack Bar View:

From 05/01/2024 00:00:00 To 05/31/2024 23:59:59 America/Phoenix
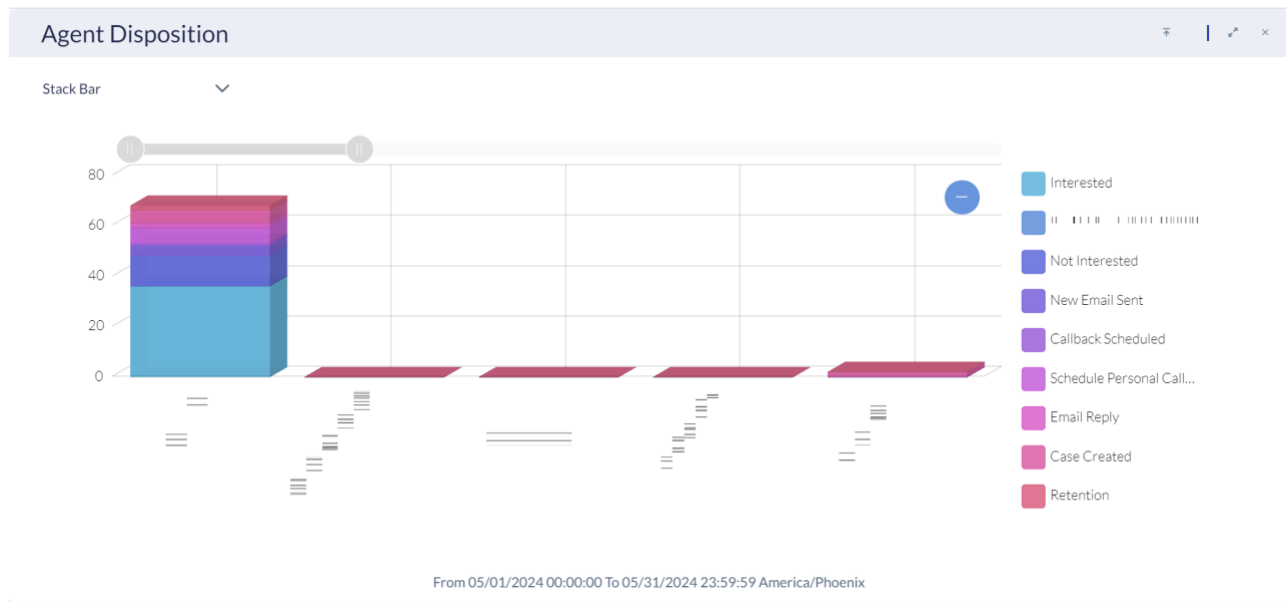
Agent Login Report

The Agent Login Report provides detailed insights into the login and logout patterns of agents. This report tracks the hours an agent is logged into the system, serving as both a performance tracking and audit tool.

Column Header	Description
Name	The name of the user.
Days / Weeks / Months Example Days: Monday, Tuesday... Example Months: Jan, Feb...	The total amount of time logged-in for the period.

This is what the report looks like after being run in Grid View:

This is what the report looks like after being run in Stack Bar view:
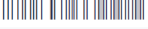
Agent Media Handle Time Report

The Agent Media Handle Time report provides insights into the time agents spend handling work items, including talk time, wrap-up time, and overall handle time, for performance analysis.

Column Header	Description
Name	The name of the selected user.
AHT	Average Handle Time. The average of the Talk Time + Wrap Up Time.
MHT	Maximum Handle Time. The Largest talk time + Wrap Up Time.
ATT	Average Talk Time. The average of the Talk Time.
MTT	Maximum Talk Time
AWT	Average Wait Time. The average hold time of calls that agent put hold.
MWT	Maximum Wait Time. The maximum hold time of calls that agent put on hold.

Agent Media Handle Time

NAME	TYPE	TOTAL	AHT	MHT	ATT	MTT	AWT
	InboundSMS	4	3m 17s	3m 50s	3m 4s	3m 44s	13s
	OutboundCall	3	3m 1s	5m 43s	2m 28s	5m 4s	33s
	InternalCall	8	23s	52s	23s	51s	1s
	InboundCall	20	8m 54s	39m 55s	6m 32s	35m 51s	2m 58s
	InboundCall	16	9h 4m	6d 0h 22m	2m 35s	18m 51s	9h 1m
	Chat	14	37m 27s	3h 44m	18m 12s	1h 5m	19m 15s
	InboundCall	2	1m 0s	1m 1s	41s	43s	20s
	OutboundSMS	3	1m 7s	2m 3s	1m 0s	1m 58s	7s
	InboundSMS	2	1m 6s	1m 22s	1m 0s	1m 16s	6s
	OutboundCall	35	1d 1h 31m	10d 0h 53m	1d 1h 23m	10d 0h 53m	12m 37s

From 04/01/2024 00:00:00 To 04/30/2024 23:59:59 America/Phoenix

Agent Media Volume Report

The Agent Media Volume Report provides a detailed breakdown of the volume of different media types handled by agents over a specified period. This report helps in understanding the workload distribution across various communication channels and can aid in performance evaluation and resource allocation.

Column Header	Description
Name	The name of the user.
Inbound Calls	The number of Inbound Call workitems the user handled.
Outbound Calls	The number of Outbound Call workitems the user handled.
Predictive/QB	The number of Predictive/QB workitems the user handled.
Progressive	The number of Progressive workitems the user handled.
Chats	The number of Chat workitems the user handled.
Emails	The number of Inbound Email workitems the user handled.
Outbound Emails	The number of Outbound Email work-items the user handled.
Outbound SMS	The number of Outbound SMS workitems the user handled.
Inbound SMS	The number of Inbound SMS workitems the user handled.

Agent Occupancy Report

The Agent Occupancy Report is designed to provide actionable insights into how your team of agents is utilizing their time. By breaking down each agent's activities over a specified time range, this report enables you to identify trends, areas of improvement, and opportunities for optimization within your contact center.

Agent RPC (Right Party Contact) Report

The Agent RPC (Right Party Contact) Report is your go-to solution for tracking and optimizing agent outbound productivity and close rates. Designed to provide comprehensive insights into each agent's performance, this report enables you to analyze key metrics such as RPC count, RPC closed rate, talk time, wrap-up time, and more.

Column Header	Description
Name	The name of the user.
Total	The number of calls the user received and dispositioned.
RPC	The number of correct parties contacted (based on disposition selection).
RPC Closed	The number of RPC calls that were Closed (based on disposition selection).
RPC%	Calculated by (RPC / Total) * 100.
RPC Closed%	Calculated by (RPC Closed / RPC) * 100.
Talk Time	Total talk time for all the calls.
ATT (Average Talk Time)	Calculated by Total Talk Time - Talk Time (in Seconds) / Total calls.
Wrap-Up Time	Total wrap-up time for all the calls.
AWT (Average Wrap up Time)	Calculated by Total Wrap-up time - Wrap-up Time (in seconds) / Total calls.
Working Hours	Total login time for all the calls.
Avg Calls Per Hour	Calculated by Total calls / Working Hours

NOTE: RPC Closed means that the contact should not be contacted again.

Agent Scorecards Report

The Scorecards Report provides valuable insights into each agent's performance, strengths, and areas for improvement. By analyzing key metrics such as compliance, quality assurance, and overall consistency, this report empowers managers to monitor agent performance effectively and drive continuous improvement.

Column Header	Description
Name	The name of the scorecard.
Campaign	The name of the campaign.
Created At	The date the call happened.
Call Id	The ID number of the call.
From	The number where the call originated from.
To	The number that received the call.
Type	The type of call.
Agent	Name of the agent.
Result	Result of the call.

NOTE: This report displays scorecards associated to specific users.

NAME	CAMPAIGN	CREATED AT	CALL ID	FROM	TO	TYPE	AGENT
		05/29/2024 10:17:02	afdd5881-4197-431...			Inbound	
		05/28/2024 10:59:40	a08d0650-d814-42a...			Inbound	
		05/23/2024 12:53:08	2bfba6a5-eaff-4d59-...			Outbound Calls	
		05/23/2024 12:46:45	b6c90923-8821-434...			Inbound	
		05/23/2024 12:45:43	1040ee2a-a462-4ad...			Outbound Calls	
		05/23/2024 12:43:38	dd103d15-c8e9-473...			Outbound Calls	
		05/23/2024 12:16:59	abf16857-e67d-44c...			Outbound Calls	
		05/23/2024 11:13:24	de054a6c-9d9e-4b4...			Inbound	
		05/23/2024 10:50:12	ff4c528e-8590-4db...			Outbound Calls	
		05/23/2024 10:40:46	2441cfd0-1ae2-473...			Inbound	

From 05/01/2024 00:00:00 To 05/31/2024 23:59:59 America/Phoenix

Agent Status Report

The Agent Status shows how long supervised agents spent on a specific status (Wrapup, Busy, Lunch, etc.) for a specified period. When creating the report, you can specify the time range.
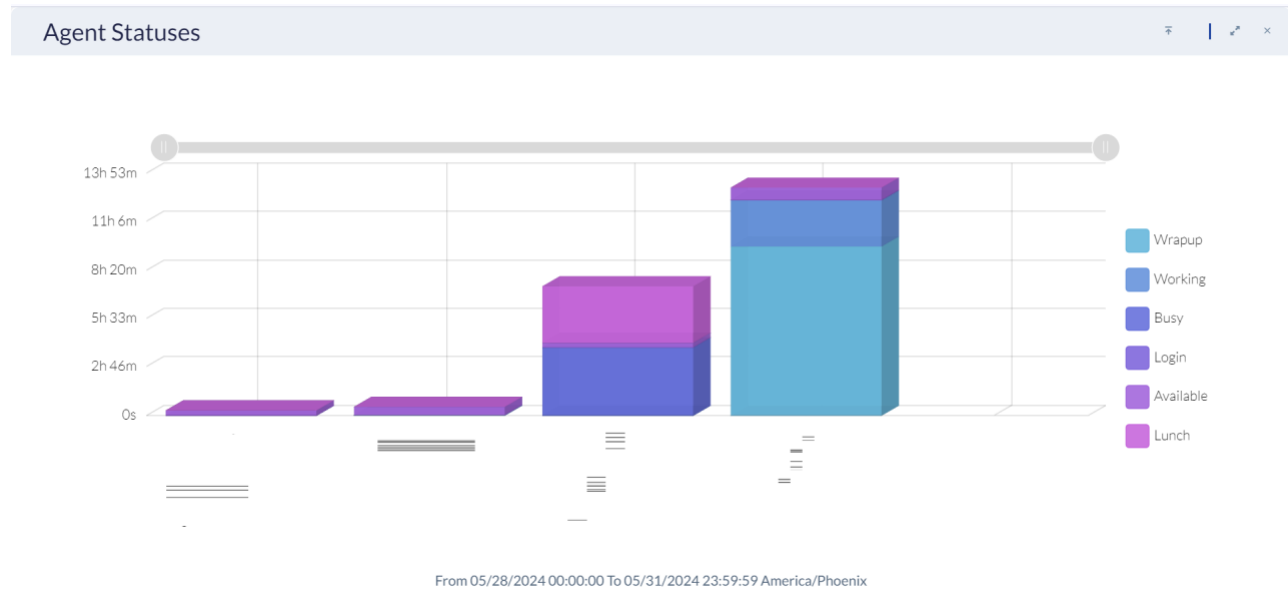
Agent Summary KPI Report

The Agent summary KPI report tracks the talk time, wrap-up time, and time agents take to handle workitems.

Column Header	Description
Name	The name of the user.
AHT	Average Handle Time.
MHT	Max Handle Time.
THT	Total Handle Time.
ATT	Average Talk Time.
MTT	Max Talk Time.
TTT	Total Talk Time
AWT	Average Wrap-up Time.
MWT	Max Wrap-up Time.
TWT	Total Wrap-up Time.

Agent Workitem Detail Report

The Agent Workitem Detail Report is a detailed list of every workitem placed or received by a user. For each workitem handled, the report will display the following data:

Column Header	Description
Name	The campaign name the workitem is associated with.
CallID	The call Id.
Agent	The name of the user.
Created At	The time the workitem started.
From	The From address.
To	The To address.
Type	The type of workitem. (Inbound/Outbound/Email/SMS)
Disposition	The final disposition of the workitem.
In Review Time	The amount of time the user takes to review any information prior to placing the workitem. (Progressive, ACD Callback, ACD Voicemail)
Ring Time	How long the phone rang prior to being answered on Manual Outbound and Progressive calls.
IVR (Interactive Voice Response) Time	The amount of time the caller spent in the IVR.
Total Queue Time	The total amount of time the workitem spent in the queue.
Talk Time	The total amount of time the customer was connected with the user.
Hold Time	The total amount of time the workitem was on hold.

Abandon Time	The amount of time the customer stayed in the queue prior to disconnecting without speaking to a user.
Transferred	Has a value of 1 if the workitem was transferred, 0 if the workitem wasn't transferred.
Duration	The total duration of the workitem.
Wrap up Time	The total time it took to wrap up the workitem.
Handle Time	The time from when the user accepts the workitem to the time the workitem has been dispositioned.

Campaign Reports

Campaign Reports provide a detailed analysis of your campaign performance across various media types, helping you monitor, evaluate, and optimize your campaigns effectively.

Campaign Queue Summary Report

The Campaign Queue Summary Report calculates and presents queue data for selected campaigns. For each media handled in the campaign queue, the report will display the following data:

Column Header	Description
Name	The campaign name.
Total	Total number of workitems handled by the queue. A workitem can be counted twice if it is transferred back into the queue.
Answered	Total workitems answered in the queue.
Queue	The queue name.
Type	The media type. (Voice, SMS, Chat, Email, Social)
Answered before Threshold	Total workitems answered in the queue before the configured threshold.
Answered after Threshold	Total workitems answered in the queue after the configured threshold.

Abandoned	Total workitems abandoned in the queue.
Abandoned before threshold	Total workitems abandoned in the queue before the configured threshold.
Abandoned after threshold	Total workitems abandoned in the queue after the configured threshold.
AQT (Average Queue Time)	Average queue time of all workitems in the queue.
MQT (Maximum Queue Time)	Maximum queue time of all workitems in the queue.
Total Queue Time	The total queue time for all workitems in the queue.
Total Talk Time	The total talk time for all answered work- items in the queue.
ATT (Average Talk Time)	Average talk time for all answered work-items in the queue.
Total Wrapup Time	The wrap up time for all answered work-items in the queue.
AWT (Average Wrap-up Time)	Average wrap up time for all answered workitems in the queue.
SLA	The service level agreement for the queue.
AHT	Average Handle Time (Total Handle Time / The number of workitems)
MHT	Maximum Handle Time
Handle Time	The time from when the workitem is accepted to the time the workitem has been dispositioned.

Campaign Final Disposition Report

The Campaign Final Disposition Report provides a detailed breakdown of the final outcomes of workitems within your campaigns. This report is essential for understanding how many workitems were assigned a specific disposition, enabling you to assess the effectiveness of your campaigns and make informed decisions to optimize performance.

Campaign Volume Summary Report

The Campaign Volume Summary Report provides a detailed overview of the volume of each type of workitem received by your supervised campaigns. This report is essential for understanding the distribution and handling of various communication channels within your campaigns, enabling you to optimize resources and strategies efficiently.

Column Header	Description
Name	Name of the campaign.
Inbound Calls	The total amount of Inbound calls in the campaign.
Outbound Calls	The total amount of Outbound calls in the campaign.
Progressive Calls	The total amount of Progressive calls in the campaign.
Predictive/QB Calls	The total amount of Predictive or QB calls in the campaign.
Chat	The total amount of chats in the campaign.
Outbound Emails	The total amount of Outbound emails in the campaign.
Inbound Emails	The total amount of Inbound emails in the campaign.
Outbound SMS	The total amount of Outbound SMS in the campaign.
Inbound SMS	The total amount of Inbound SMS in the campaign.
Twitter	The total amount of Tweets in the campaign.
Facebook	The total amount of Facebook posts in the campaign.
Fax	The total amount of Total Inbound or Outbound faxes in the campaign.

Campaign Queue Interval Report

The Nextiva Campaign Queue Interval Report provides a granular analysis of workitems handled by queues within selected campaigns, segmented by specific time intervals (15, 30, and 60 minutes). For each interval, the following columns of data will be displayed:

Column Header	Description
Name	The time range of the interval.
Campaign	The campaign name. **NOTE**: This can also be called Total All which is the total for that interval.
Answered	Total answered workitems
Answered before Threshold	Total answered workitems before the configured threshold for each type of workitem in the queue.
Answered after Threshold	Total answered workitems after the configured threshold for each type of workitem in the queue.
Abandoned	Total abandoned workitems
Abandon before Threshold	Total abandoned workitems before the configured threshold for each type of workitem in the queue.
Abandon after Threshold	Total abandoned workitems after the configured threshold for each type of workitem in the queue.
Total	Total number of workitems handled during the interval.

Campaign Scorecards Report

Scorecards are used to verify if certain words or phrases were used in a recorded conversation. The Campaign Scorecards Report provides details about scorecards used in certain campaigns. You can specify which campaigns when you create the report. For each supervised campaign, the report displays the following columns of data:

Column Header	Description
Name	Name of the scorecard.
Campaign	Name of the campaign being supervised.
Created At	The date the scorecard was created at.
Call Id	The unique identifier for the call in a campaign being supervised.
From	The number that placed the call.
To	The number that received the call.
Type	The type of call it was. (Inbound, Outbound)
Agent	The user that handled the workitem.
Result	The result of the call.

NOTE: This report displays scorecards associated with campaigns.

Customer Call Details Report

Customer Reports provide a comprehensive analysis of all customer interactions within your contact center. These reports offer detailed insights into inbound and outbound workitems, enabling you to monitor and optimize customer service performance effectively.

For each supervised workitem, the report will display the following columns of data:

Column Header	Description
Name	The name of the customer.
Call Id	The workitem id.
Agent	The email address of the agent that handled the workitem.
Created At	The time the workitem started.
From	The from address.
To	The to address.
Type	The type of work item. (Inbound, Outbound, SMS, Chat, Email, Predictive/Progressive)
Disposition	The final disposition of the workitem.
In Review Time	The total amount of time the workitem spent In Review.
Ring Time	How long the workitem rang before being answered.
IVR Time	The total amount of time the workitem spent in IVR.
Total Queue Time	The total amount of time the workitem spent in the queue.
Talk Time	The total talk time for all answered workitems.
Hold Time	The amount of time the customer stayed in the queue prior to disconnecting without speaking to a user.
Abandon Time	The total amount of time it took for the workitem to be dropped.
Transferred	Whether the workitem was transferred or not. (0 not transferred 1 transferred)
Duration	The total duration of the workitem.

Minutes	The duration of the workitem rounded up to the nearest minute.
Wrapup Time	The wrap up time for the call.
Handle Time	The total time of the workitem spent with an agent including Wrapup Time.

Outbound Reports

Nextiva's Outbound Reports provide insights into the performance of your outbound campaigns, helping you to optimize strategies, improve lead quality, and maximize agent productivity. These reports offer a wealth of data on failed leads, disposition details, system statuses, and overall campaign effectiveness.

Failed Outbound Leads Report

The Failed Outbound Leads Report provides details on failed leads. The report displays for each column:

Column Header	Description
Name	The name of the list being used.
Campaign	The campaign used to call the lead.
Disposition	The final disposition of the call.
Created At	The time the call started.
Duration	The total duration of the call.
Number	The phone number of the lead.
Last Name	The last name associated with the lead.
Email	The email address associated with the lead.
Zip Code	The zip code associated with the lead.
Timezone	The time zone the phone number of the lead belongs to.

Outbound Detail Disposition Report

The Outbound Detail Disposition Report indicates what happened with that workitem and determines the quality of the leads. For each outbound workitem, the report displays:

Column Header	Description
Name	The name of the list being used.
Campaign	The campaign that the workitem was created under.
Disposition	The final disposition of the workitem.
Created At	The time the workitem started.
Duration	The total duration of the workitem.
From	The From address.
Agent	The name of the agent that handled the workitem.
To	The To address.

NOTE: If there is no agent name listed, the disposition is set by the system.

Outbound Detailed Report

The Outbound Detailed Report is a detailed view of the current system status of each record for the selected list(s). For each outbound workitem, the report displays:

Column Header	Description
Name	The name of the list being used.
Campaign	The campaign that the workitem was created under.
Number	The phone number of the lead.
Last Name	The last name associated with the lead.
Emails	The email addresses associated with the lead.

Zip Code	The zip code the number associated with the lead is in.
Reason	The current system status of the lead.

Outbound Dialer Summary Report

The Outbound Dialer Summary report provides summaries for all the columns below. For each outbound list the report displays:

Column Header	Description
Name	The name of the list being used.
Connected	How many dialer calls connected.
Tenant DNC	How many phone numbers were scrubbed from the local tenant DNC list.
Opt-In	How many phone numbers were opted-in.
Opt-Out	How many phone numbers were opted-out.
ReAssigned	How many phone numbers were reassigned.
Callback	How many phone numbers were set to be Callback from the list.
Personal Callback	How many phone numbers were set to be Personal Callbacks from the list.
Busy	How many phone numbers were Busy.
Busy Remove	How many phone numbers were Busy and removed from the list.
No Answer	How many phone numbers had No Answer.
NA Remove	How many phone numbers had No Answer and were removed from the list.
Answering Machine	How many phone numbers were detected as answering machines.
AM Callback	How many phone numbers were detected as answering machines that were set to Callback.

AM Remove	How many phone numbers were detected as answering machines that were set to Callback and removed from the list.
AM Leave Message Callback	How many phone numbers were detected as answering machines that left a message and were set to Callback.
AM Leave Message Completed	How many phone numbers were detected as answering machines that left a message and were removed from the list.
AM Connect	How many phone numbers were detected as answering machines and were passed to an agent.
Abandon Remove	How many leads were abandoned and removed from the list.
Abandon Callback	How many leads were abandoned and set to Callback.
Abandon IVR Callback	How many leads were abandoned, sent to an IVR, and set to Callback.
Missing From Address	Missing the caller ID. Or missing the phone number to dial.
Error Dialing	How many phone numbers received an error when placing the call.
Unknown Error	How many phone numbers received an unknown error.

Outbound List Disposition Summary Report

The Outbound List Disposition Summary report provides a summary of all the dispositions for each list selected. If no list is selected, the report uses the active lists. For each outbound list, the report displays:

Column Header	Description
Name	The list name.
Disposition 1 Name	Total work items with disposition 1.
Disposition N Name	Total work items with disposition N.

Outbound Scrub Summary Report

The Outbound Scrub Summary Report indicates what the system did with the list of leads that were inserted for the system to contact them via the outbound campaigns (predictive, progressive, quarterback). For each outbound list, the report displays:

Column Header	Description
Name	Name of the list being used.
Scrub Opt-In	How many phone numbers were opted-in.
Scrub Opt-Out	How many phone numbers were opted-out.
Scrub ReAssigned	How many phone numbers were reassigned.
Scrub Tenant DNC	How many phone numbers were scrubbed from the local tenant DNC list by a user or uploaded by an administrator.
Scrub Federal DNC	How many phone numbers were scrubbed from the Federal DNC list.
Scrub Litigator	How many litigator phone numbers were scrubbed from the list.
Scrub Voip	How many Voip phone numbers were scrubbed from the list.
Scrub Wireless No Marketing	How many wireless phone numbers were set to No Marketing.
Scrub Wireless No Predictive	How many wireless phone numbers set to No Predictive were scrubbed from the list.
Scrub Malformed	How many malformed phone numbers scrubbed from the list.
Scrub Invalid	How many invalid phone numbers were scrubbed from the list.
Scrub Blocked	How many blocked phone numbers were scrubbed from the list.
Scrub Unknown	How many unknown phone numbers were scrubbed from the list.

Outbound Summary Report

The Outbound Summary Report summarizes the states of the last attempts made on leads over a time interval. For each outbound workitem, the report displays:

Column Header	Description
Name	Name of the list being used.
Campaign	Campaign used to call.
Total	Total leads attempted during the period select for the report.
Completed	Total leads marked as completed. Options include: • Connected to Agents • Reached Max Attempts • Marked as completed for any other reason
Callbacks	Total leads marked as callback. Can be marked for any reason: busy, no answer, etc.
%Done	Percentage of leads marked as completed.
Errors	Total leads marked as completed with dialing error during the period. Errors are a subset of completed calls.
Max Attempts	Totals leads marked as completed with Max Attempts. Max Attempts is a subset of completed.
Callbacks Now	Totals leads marked as callbacks now. Callbacks Now is a subset of callbacks that are available to call now.

Outbound Summary Attempts Report

The Outbound Summary Attempts Report provides summaries about attempts about outbound lists.

For each outbound summary attempt, the report displays:

Column Header	Description
Name	The name of the list being used.
Campaign	The campaign used to call the leads.
Leads	The total number of leads within a list.
Leads left	The number of leads that haven't been called.
Leads with 1 Attempt	The number of leads with 1 call attempt left.
Leads with 2 Attempts	The number of leads with 2 call attempts left.
Leads with 3 Attempts	The number of leads with 3 call attempts left.
Leads with 4 Attempts or more	The number of leads with 4 or more call attempts left.
Leads called	The total amount of leads called within a list.
Phones called	The total amount of phones called.
Leads reached	The total amount of leads reached.
Leads exhausted	The total amount of leads exhausted.
%Leads reached	The percentage of leads reached out of the total number of leads.

Queue Interval Reports

Queue Interval Reports offer insights into queue performance by analyzing workitems handled within specific time intervals (15, 30, or 60 minutes). For each workitem in the selected queues, the report will display the following columns:

Column Header	Description
Name	The interval.
Answer before threshold	Total answered workitems before the configured threshold for each type of workitem in the queue.
Answer after threshold	Total answered workitems after the configured threshold for each type of workitem in the queue.
Answered	Total number of answered workitems.
Abandon before threshold	Total number of abandoned workitems before the configured threshold for each type of workitem in the queue.
Abandon after threshold	Total number of abandoned workitems after the configured threshold for each type of workitem in the queue.
Abandoned	Total number of abandoned workitems.
Total	Total number of workitems handled during the interval.

Queue Interval

NAME	QUEUE	DATE	ANSWER BEFOR...	ANSWER AFTER ...	ANSWERED	ABANDON BEF...	ABANDOI
11:00 - 12:00	19 - SE Mann's Worl...	2024-04-02	1	0	1	0	0
11:00 - 12:00	Total All		1	0	1	0	0
22:00 - 23:00	Total All		0	0	0	0	0
12:00 - 13:00	Total All		0	0	0	0	0
16:00 - 17:00	Total All		0	0	0	0	0
01:00 - 02:00	Total All		0	0	0	0	0
05:00 - 06:00	Total All		0	0	0	0	0
21:00 - 22:00	Total All		0	0	0	0	0
10:00 - 11:00	19 - SE Mann's Worl...	2024-04-17	2	0	2	0	0
	TOTAL ALL		21	1	22	0	0

From 04/01/2024 00:00:00 To 04/30/2024 23:59:59 America/Phoenix

Queue SLA Report

The Queue SLA Report indicates the performance of that queue/group of users. The SLA (Service Level Agreement) uses a threshold defined in the queue (SLA Section) to determine if calls accepted in that queue were answered according to the company's policy. For every item in a selected queue, the report displays:

Column Header	Description
Name	The name of the queue.
Type	The media type (Voice, SMS, Chat, Email, Social).
Total	The total number of workitems handled by the queue. A workitem can be counted twice if it is transferred back into the queue.
Answered	The total number of workitems answered by an agent in the queue.
Answer before threshold	The total number of workitems answered from the queue before the configured threshold.
% Answer before threshold	Calculated as: Answered before threshold / Answered.
Answer after threshold	The total number of workitems that were answered from the queue after the configured threshold.
% Answer after threshold	Calculated as: Answered after threshold / Answered.
Abandoned	The total number of workitems that were abandoned from the queue.

Abandon before threshold	The total number of workitems abandoned from the queue before the configured threshold.
% Abandon before threshold	Calculated as: Abandon before threshold / Answered.
Abandon after threshold	The total number of workitems abandoned from the queue after the configured threshold.
% Abandon after threshold	Calculated as: Abandon after threshold / Answered.
AQT (Average Queue Time)	The average amount of time workitems spent in the queue.
MQT (Maximum Queue Time)	The longest time any workitem spent in the queue.
Total Queue Time	The total time of all workitems spent in the queue.
Total Talk Time	The total amount of time a workitem, answered from a queue, spent with an agent.
ATT (Average Talk Time)	The average amount of time workitems answered from the queue, spent with an agent.
Total Wrap-up Time	The total amount of time used to wrap up workitems answered from a queue.
AWT (Average Wrap up Time)	The average amount of time used to wrap up workitems answered from a queue.
Hold Time	The time a customer spends on hold, when the agent puts them on hold.
Avg. Hold Time	The total hold time of all the calls (only calls that went on hold) divided by the number of calls that were put on hold
Max Hold Time	The maximum time a customer spent on hold.
SLA	The service level agreement for the queue.

Abandon Detail Reports

The Abandon Detail Report details calls that were abandoned from a particular queue. For every abandoned call, the report displays the following column headers:

Column Header	Description
Name	The name of the campaign.
Queue	The name of the queue.
Created At	The date and time the workitem entered the system.
From	The caller id of the person calling into the system.
To	The number that was dialed to enter the system.
Abandoned	The amount of time the call spent in the queue before the customer hung up or disconnected the call.

| QUEUE	CREATED AT	FROM	TO	ABANDONED
	05/01/2024 07:11:38			0s
	05/09/2024 10:02:02			1s
	05/28/2024 11:57:43			6s
	05/22/2024 10:13:10			0s
	05/22/2024 10:11:21			22s
	05/28/2024 11:57:17			13s
	05/15/2024 09:36:41			7s
	05/22/2024 10:10:39			15s
	05/10/2024 08:05:08			1s
	05/22/2024 10:09:47			4s

From 05/01/2024 00:00:00 To 05/31/2024 23:59:59 America/Denver

Survey Reports

Survey Reports provide valuable insights into customer feedback, helping businesses understand customer satisfaction and improve service quality. These reports allow you to visualize survey responses and analyze detailed workitem data, ensuring customer experiences are accurately captured and assessed.

Survey Statistics Report

The Survey Statistics Report is a graphical representation of up to four elements in a survey and the number of responses for each.

Email

208 (100%)

Phone

208 (100%)

Name

208 (100%)

From 05/04/2024 00:00:00 To 06/03/2024 23:59:59 America/Phoenix
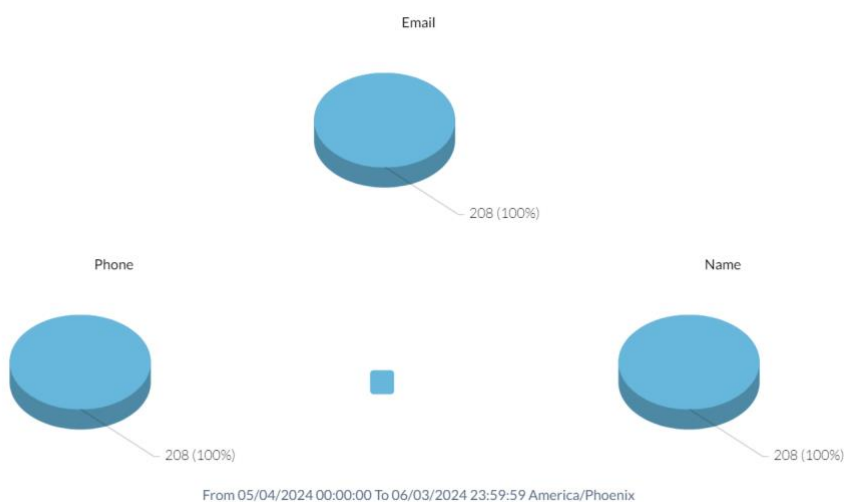
Survey Workitems Report

The Survey Workitems Report provides details about the workitem as well as the survey responses. For every survey, the report displays the following columns:

Column Name	Description
Name	The name of the survey.
Created At	The time the workitem started.
Terminated At	The time when the workitem was terminated.
From	The from address.
To	The to address.

Campaign	The name of the campaign the survey is under.
Type	The type of work item. (Inbound, Outbound, SMS, Chat, Email, Predictive/Progressive)
Disposition	The final disposition of the workitem.
Category	The category of the workitem.
In Review Time	The total amount of time the workitem spent In Review.
Ring Time	How long the workitem rang before being answered.
IVR Time	The total amount of time the workitem spent in IVR.
Total Queue Time	The total amount of time the workitem spent in the queue.
Talk Time	The total talk time for all answered workitems.
Wrapup Time	The wrap-up time for the workitem.
Duration	The total duration of the workitem.
Termination	Which party terminated the workitem. There are 3 options: Agent, Customer or Unknown. Unknown can only happen when the agent's WebRTC is disconnected.
List Name	The name of the list that the lead came from.
Lead id	The id of the lead that was dialed.