Telesystem®
BUSINESS ANALYTICS

ENHANCED CALL CENTER REPORTING

SAMPLE REPORTS

Contents

Contents 2
Introduction 3
Agent Call 4
Agent Duration 6
Agent Call Detail 8
Agent Activity (Counts) 10
Agent Activity (Duration) 12
Agent Activity Detail 14
Agent Summary (Call Summary) 16
Agent Summary (Activity Summary) 18
Agent Summary (High Water Marks) 20
Agent Unavailability (Unavailable Code Count) 22
  Real-time N/A state 23
Agent Unavailability (Unavailable Code Duration) 24
Agent Disposition Code 26
Agent Sign In Sign Out 28
Call Center Incoming Calls 30
Call Center (Activity) 32
Call Center Abandoned Calls 34
Call Center Summary 36
Call Center Service Levels 38
  Queue Real-Time Statuses & Icons 40
Call Center Call Detail 41
Call Center (High Water Marks) 43
Call Center Abandoned Calls Dashboard 45
Call Center Dashboard 46
Call Center Service Level Dashboard 47
What's Happening Now 48

Introduction

Welcome to Telesystem's Business Analytics - Enhanced Call Center Reporting solution (ECCR)

Enhanced Call Center Reporting is a powerful web-based reporting solution designed to give you deep insights into your call center's performance. Accessible from any browser, this platform simplifies the process of generating and analyzing reports, making it easier for you to monitor key metrics and make data-driven decisions.

This set of default reports are designed to utilize existing customer experience (CX) analytics and reporting capabilities, providing familiar and equivalent report names and metrics to those you may already be familiar with.

Whether you choose to use the pre-built ECCR templates or create your own reports using various styles and metrics available, ECCR gives you the flexibility to tailor reporting to your specific requirements. This guide will help you understand how to navigate the platform, create, and customize reports, and get the most out of the valuable data ECCR offers.

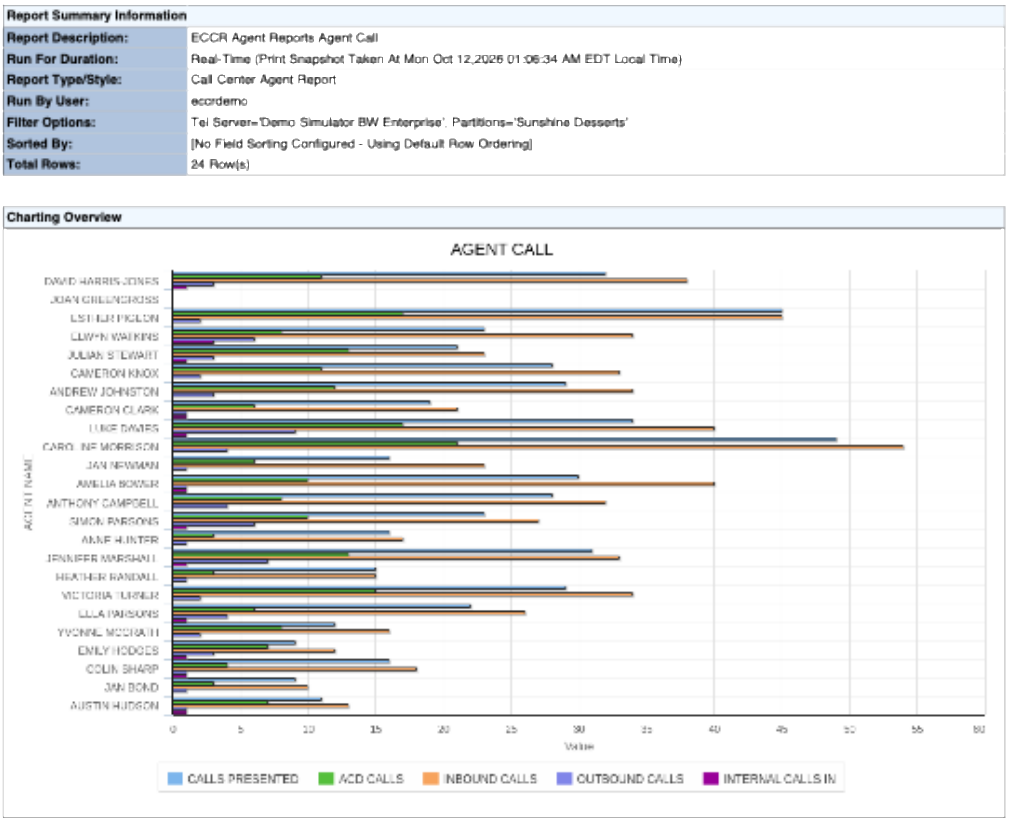
The portal can be accessed at: https://business-analytics.trusttelesystem.com

Let's get started!

Agent Call

The Agent Call report provides information about the number of calls handled by agents, reported by call type.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Bar Chart + Table
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Call
Run For Duration:	Real-Time (Print Snapshot Taken At Mon Oct 12,2026 01:06:34 AM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise'; Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

Charting Overview

Detailed Report Fields/Statistics

Status	Agent Name	Calls Presented	ACD Calls	Inbound Calls	Outbound Calls	Internal Calls In
Busy/O, Ans	David Harris-Jones	32	11	38	3	1
S/Out	Joan Greengross	0	0	0	0	0
S/Out	Esther Pigeon	45	17	45	2	0
Busy/A, ACD Ans	Elwyn Watkins	23	8	34	6	3
S/Out	Julian Stewart	21	13	23	3	1
Busy/A, ACD Ans	Cameron Knox	28	11	33	2	0
S/Out	Andrew Johnston	29	12	34	3	0
S/Out	Cameron Clark	19	8	21	1	1
Avail, Idle	Luke Davies	34	17	40	9	1
Busy/A, ACD Ans	Caroline Morrison	49	21	54	4	0
S/Out	Jan Newman	16	8	23	1	0
Busy/A, ACD Ans	Amelia Bower	30	10	40	1	1
S/Out	Anthony Campbell	28	8	32	4	0
Busy/O, Ans	Simon Parsons	23	10	27	6	1
Busy/O, Ans	Anne Hunter	16	9	17	1	0
S/Out	Jennifer Marshall	31	13	33	7	1
S/Out	Heather Randall	15	9	15	1	0
Busy/A, ACD Ans	Victoria Turner	29	15	34	2	0

Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table
Default Timeframe	Real-Time

Status	Agent Name	Calls Presented	ACD Calls	Inbound Calls	Outbound Calls	Internal Calls In
	Tony Webster	145	54	170	10	3
	David Harris-Jones	206	74	233	21	7
	Joan Greengross	179	66	207	19	9
	Esther Pigeon	131	52	150	16	6
	Elwyn Watkins	187	63	217	23	9
	Julian Stewart	156	64	170	24	3
	Cameron Knox	251	93	281	22	7
	Andrew Johnston	150	48	176	15	5
	Cameron Clark	196	79	216	20	2
	Luke Davies	138	49	159	12	3
	Caroline Morrison	193	73	224	28	8
	Jan Newman	180	67	206	29	5
	Amelia Bower	130	48	143	11	2
	Anthony Campbell	192	77	213	14	6
	Simon Parsons	126	47	149	22	7
	Anne Hunter	220	89	246	25	6
	Jennifer Marshall	151	57	177	16	7
	Heather Randall	139	50	167	11	4
	Victoria Turner	170	71	188	13	1
	Ella Parsons	176	59	209	9	8
	Yvonne McGrath	183	72	207	26	3
	Emily Hodges	203	70	235	22	4
	Colin Sharp	171	75	197	19	0
	Jan Bond	166	58	192	15	2
	Austin Hudson	220	73	253	20	6
		4359	1628	4985	462	123

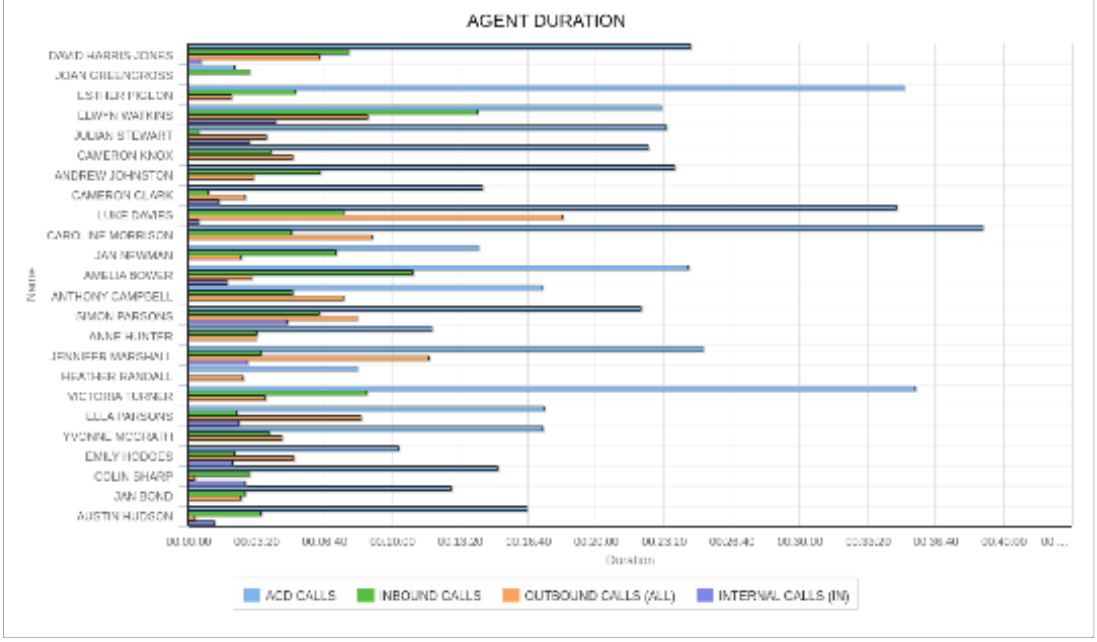
Agent Duration

The Agent Duration report provides information related to the duration of calls handled by agents.

Download & Scheduled PDF Report	
Default Report Type	Call Center Agent Report
Default View Style	2D Bar Chart + Table
Default Timeframe	Real-Time

Report Summary Information	
Report Description:	ECCR Agent Reports Agent Duration
Run For Duration:	Real-Time (Print Snapshot Taken At Mon Oct 12,2026 01:17:37 AM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

Charting Overview



Detailed Report Fields/Statistics

Status	Name	ACD Calls	Inbound Calls	Outbound Calls (All)	Internal Calls (In)
S/Out	David Harris-Jones	00:24:39	00:07:51	00:06:24	00:00:36
Busy/A, ACD Ans	Joan Greengross	00:02:16	00:03:01	00:00:00	00:00:00
Busy/O, Ans	Esther Pigeon	00:35:05	00:05:15	00:02:06	00:00:00
S/Out	Elwyn Watkins	00:23:12	00:14:10	00:08:48	00:04:18
S/Out	Julian Stewart	00:23:28	00:00:30	00:03:49	00:03:00
S/Out	Cameron Knox	00:22:35	00:04:02	00:05:07	00:00:00
S/Out	Andrew Johnston	00:23:53	00:06:28	00:03:12	00:00:00
Avail, Idle	Cameron Clark	00:14:26	00:00:59	00:02:48	00:01:30
S/Out	Luke Davies	00:34:44	00:07:38	00:18:24	00:00:30
Avail, Idle	Caroline Morrison	00:39:00	00:05:03	00:09:00	00:00:00
Busy/O, Ans	Jan Newman	00:14:14	00:07:15	00:02:36	00:00:00
Busy/O, Ans	Amelia Bower	00:24:31	00:11:02	00:03:06	00:01:54
Avail, Idle	Anthony Campbell	00:17:22	00:05:06	00:07:36	00:00:00
Avail, Idle	Simon Parsons	00:22:14	00:06:24	00:08:18	00:04:53
S/Out	Anne Hunter	00:11:57	00:03:22	00:03:18	00:00:00
S/Out	Jennifer Marshall	00:25:16	00:03:34	00:11:48	00:02:54
S/Out	Heather Randall	00:08:16	00:00:00	00:02:42	00:00:00

Powered By Aastel

Page 1

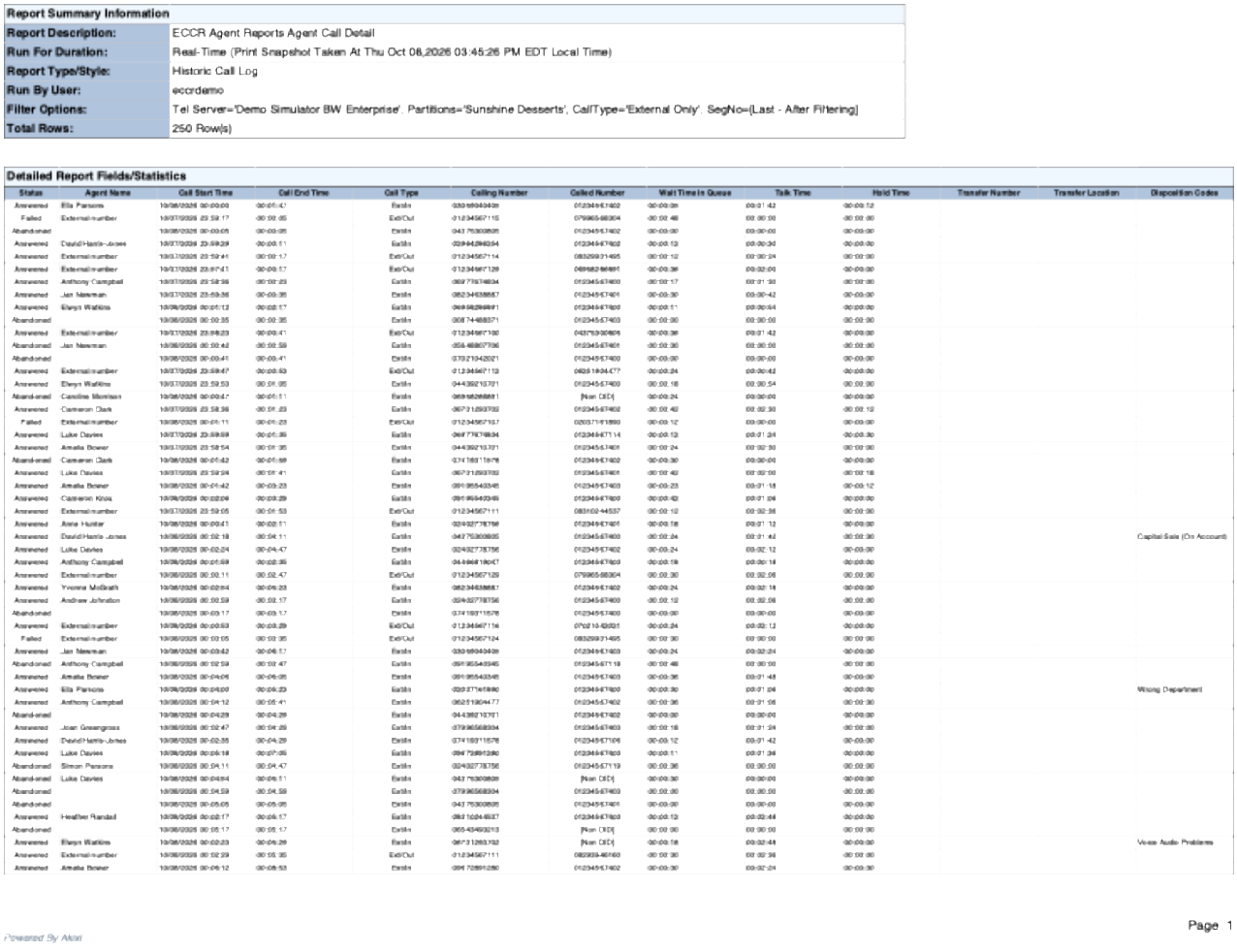
Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table
Default Timeframe	Real-Time

Status	Name	ACD Calls	Inbound Calls	Outbound Calls (All)	Internal Calls (In)
	David Harris-Jones	00:26:32	00:07:51	00:06:24	00:00:36
	Joan Greengross	00:20:43	00:11:29	00:12:06	00:00:00
	Esther Pigeon	00:57:10	00:17:22	00:06:12	00:02:30
	Elwyn Watkins	00:35:09	00:23:38	00:11:54	00:04:18
	Julian Stewart	00:25:33	00:01:00	00:03:49	00:03:00
	Cameron Knox	00:25:22	00:08:00	00:05:07	00:00:00
	Andrew Johnston	00:36:21	00:17:15	00:03:12	00:02:12
	Cameron Clark	00:35:49	00:03:58	00:08:30	00:01:30
	Luke Davies	01:02:44	00:08:01	00:19:36	00:02:17
	Caroline Morrison	00:54:06	00:05:03	00:11:06	00:05:06
	Jan Newman	00:24:04	00:10:18	00:11:42	00:03:48
	Amelia Bower	00:33:54	00:11:55	00:09:30	00:01:54
	Anthony Campbell	00:41:14	00:06:29	00:15:12	00:05:30
	Simon Parsons	00:50:05	00:11:47	00:15:07	00:06:11
	Anne Hunter	00:34:12	00:04:02	00:05:30	00:00:00
	Jennifer Marshall	00:30:23	00:03:34	00:14:18	00:02:54
	Heather Randall	00:11:24	00:00:00	00:02:42	00:00:00
	Victoria Turner	00:45:16	00:10:55	00:03:48	00:02:48
	Ella Parsons	00:34:54	00:05:39	00:14:24	00:02:30

Agent Call Detail

The Agent Call Detail report provides information related to calls made or received by agents.

Download & Scheduled PDF Report	
Default Report Type	Historic Call Report
Default View Style	Table View
Default Timeframe	Real-Time



Report Summary Information	
Report Description:	ECCR Agent Reports Agent Call Detail
Run For Duration:	Real-Time (Print Snapshot Taken At Thu Oct 08,2026 03:45:26 PM EDT Local Time)
Report Type/Style:	Historic Call Log
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise'. Partitions='Sunshine Desserts'. CallType='External Only'. SegNo=(Last - After Filtering]
Total Rows:	250 Row(s)

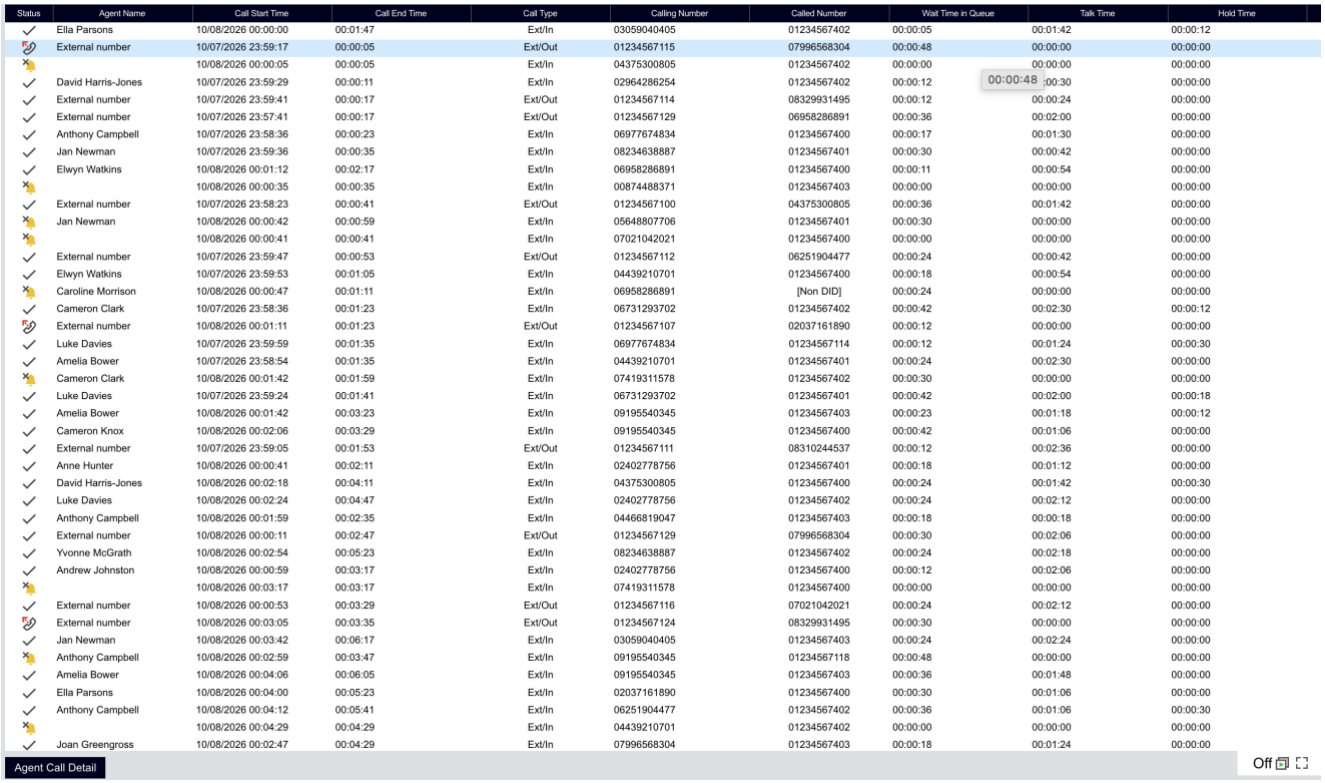
Detailed Report Fields/Statistics

Status	Agent Name	Call Start Time	Call End Time	Call Type	Calling Number	Called Number	Wait Time in Queue	Talk Time	Hold Time	Transfer Number	Transfer Location	Disposition Codes
Answered	Ella Parsons	10/08/2026 00:00:00	00:01:42	Exit/In	0393694944	01234567402	00:00:06	00:01:42	00:00:12			
Failed	External number	10/07/2026 23:59:17	00:00:05	Exit/Out	01234567115	07966568364	00:00:46	00:00:00	00:00:00			
Abandoned		10/08/2026 00:03:05	00:03:05	Exit/In	0417536805	01234567402	00:03:00	00:00:00	00:00:00			
Answered	David Harris-Jones	10/07/2026 23:59:29	00:00:11	Exit/In	02944284394	01234567402	00:00:12	00:00:30	00:00:00			
Answered	External number	10/07/2026 23:59:41	00:00:17	Exit/Out	01234567114	08329931495	00:00:12	00:00:24	00:00:00			
Answered	External number	10/07/2026 23:57:41	00:00:17	Exit/Out	01234567129	0695626891	00:00:36	00:02:00	00:00:00			
Answered	Anthony Campbell	10/07/2026 23:58:58	00:00:23	Exit/In	0677974894	01234567400	00:00:17	00:01:30	00:00:00			
Answered	Jan Newman	10/07/2026 23:59:36	00:00:35	Exit/In	0823493857	01234567401	00:00:30	00:00:42	00:00:00			
Answered	Elwyn Watkins	10/08/2026 00:01:13	00:02:17	Exit/In	0693629891	01234567400	00:00:11	00:00:54	00:00:00			
Abandoned		10/08/2026 00:00:35	00:00:35	Exit/In	0847-488371	01234567403	00:00:00	00:00:00	00:00:00			
Answered	External number	10/07/2026 23:58:23	00:00:41	Exit/Out	01234567100	04375390805	00:00:36	00:01:42	00:00:00			
Abandoned	Jan Newman	10/08/2026 00:00:42	00:00:59	Exit/In	058.488677796	01234567401	00:00:30	00:00:00	00:00:00			
Abandoned		10/08/2026 00:00:41	00:00:41	Exit/In	0792142021	01234567400	00:00:00	00:00:00	00:00:00			
Answered	External number	10/07/2026 23:59:47	00:00:53	Exit/Out	01234567113	0405 1934 477	00:00:24	00:00:42	00:00:00			
Answered	Elwyn Watkins	10/07/2026 23:59:53	00:01:05	Exit/In	0443921370	01234567400	00:00:18	00:00:54	00:00:00			
Abandoned	Caroline Morrison	10/08/2026 00:00:47	00:01:11	Exit/In	0693629891	[Non DID]	00:00:24	00:00:00	00:00:00			
Answered	Cameron Clark	10/07/2026 23:58:36	00:01:23	Exit/In	0671 1293703	01234567402	00:00:42	00:02:30	00:00:12			
Failed	External number	10/08/2026 00:01:13	00:01:23	Exit/Out	01234567112	0205171613993	00:00:12	00:00:00	00:00:00			
Answered	Luke Davies	10/07/2026 23:58:58	00:01:35	Exit/In	0677974894	01234567114	00:00:12	00:01:24	00:00:30			
Answered	Amelia Bower	10/07/2026 23:58:54	00:01:35	Exit/In	0443921370	01234567401	00:00:24	00:02:30	00:00:00			
Abandoned	Cameron Clark	10/08/2026 00:01:42	00:01:59	Exit/In	0741801 18178	01234567402	00:00:30	00:00:00	00:00:00			
Answered	Luke Davies	10/07/2026 23:59:04	00:01:41	Exit/In	0671293703	01234567401	00:00:42	00:02:00	00:00:18			
Answered	Amelia Bower	10/08/2026 00:01:42	00:02:23	Exit/In	0819554345	01234567403	00:00:23	00:01:18	00:00:12			
Answered	Cameron Knox	10/08/2026 00:02:06	00:02:29	Exit/In	0819554345	01234567400	00:00:42	00:01:06	00:00:00			
Answered	External number	10/07/2026 23:59:05	00:01:53	Exit/Out	01234567111	0831024557	00:00:12	00:02:36	00:00:00			
Answered	Anne Hunter	10/08/2026 00:00:41	00:02:11	Exit/In	0249277756	01234567401	00:00:18	00:01:12	00:00:00			
Answered	David Harris-Jones	10/08/2026 00:02:18	00:04:11	Exit/In	0417536805	01234567403	00:02:24	00:01:42	00:00:30			Capital Sale (On Account)
Answered	Luke Davies	10/08/2026 00:02:24	00:04:47	Exit/In	0249277756	01234567402	00:00:24	00:02:12	00:00:00			
Answered	Anthony Campbell	10/08/2026 00:01:59	00:02:35	Exit/In	0446619017	01234567403	00:00:18	00:00:18	00:00:00			
Answered	External number	10/08/2026 00:02:11	00:02:47	Exit/Out	01234567129	0799656836	00:00:30	00:02:06	00:00:00			
Answered	Yvonne McGrath	10/08/2026 00:02:04	00:05:23	Exit/In	0823493857	01234567402	00:00:24	00:02:18	00:00:00			
Answered	Andrew Johnston	10/08/2026 00:00:59	00:02:17	Exit/In	0249277756	01234567400	00:00:12	00:02:06	00:00:00			
Abandoned		10/08/2026 00:03:17	00:03:17	Exit/In	0741801 11578	01234567400	00:03:00	00:00:00	00:00:00			
Answered	External number	10/08/2026 00:00:53	00:03:29	Exit/Out	01234567116	07921 9 48021	00:00:24	00:02:12	00:00:00			
Failed	External number	10/08/2026 00:03:05	00:03:35	Exit/Out	01234567124	08329931495	00:03:30	00:00:00	00:00:00			
Answered	Jan Newman	10/08/2026 00:03:42	00:04:17	Exit/In	0393694944	01234567403	00:00:24	00:02:24	00:00:00			
Abandoned	Anthony Campbell	10/08/2026 00:02:59	00:02:47	Exit/In	0819554345	01234567119	00:02:48	00:00:00	00:00:00			
Answered	Amelia Bower	10/08/2026 00:04:06	00:04:35	Exit/In	0819554345	01234567403	00:00:35	00:01:48	00:00:00			
Answered	Ella Parsons	10/08/2026 00:04:00	00:04:29	Exit/In	0393774 1846	01234567400	00:00:30	00:01:24	00:00:00			Wrong Department
Answered	Anthony Campbell	10/08/2026 00:04:12	00:05:41	Exit/In	0825 119044 77	01234567402	00:00:35	00:01:06	00:00:30			
Abandoned		10/08/2026 00:04:29	00:04:29	Exit/In	0443921370	01234567402	00:00:00	00:00:00	00:00:00			
Answered	Joan Greengrass	10/08/2026 00:02:47	00:04:29	Exit/In	0739656836	01234567403	00:00:18	00:01:24	00:00:30			
Answered	David Harris-Jones	10/08/2026 00:02:35	00:04:29	Exit/In	0741801 11578	01234567106	00:00:12	00:01:42	00:00:00			
Answered	Luke Davies	10/08/2026 00:04:18	00:07:05	Exit/In	0847 7989 1280	01234567403	00:00:11	00:01:24	00:00:00			
Abandoned	Simon Parsons	10/08/2026 00:04:11	00:04:47	Exit/In	0249277756	01234567119	00:00:36	00:00:00	00:00:00			
Abandoned	Luke Davies	10/08/2026 00:04:04	00:05:11	Exit/In	0417536805	[Non DID]	00:00:30	00:00:00	00:00:00			
Abandoned		10/08/2026 00:04:59	00:04:59	Exit/In	0739656836	01234567403	00:00:00	00:00:00	00:00:00			
Abandoned		10/08/2026 00:05:05	00:05:05	Exit/In	0417536805	01234567401	00:00:00	00:00:00	00:00:00			
Answered	Heather Randall	10/08/2026 00:03:17	00:05:17	Exit/In	0821024 4937	01234567403	00:00:12	00:02:48	00:00:00			
Abandoned		10/08/2026 00:05:17	00:05:17	Exit/In	0654549 3213	[Non DID]	00:00:00	00:00:00	00:00:00			
Answered	Elwyn Watkins	10/08/2026 00:03:23	00:04:29	Exit/In	0671 1293703	[Non DID]	00:00:18	00:02:48	00:00:00			Voice Audio Problems
Answered	External number	10/08/2026 00:02:29	00:05:35	Exit/Out	01234567111	0829394 46163	00:00:30	00:02:36	00:00:00			
Answered	Amelia Bower	10/08/2026 00:04:12	00:05:53	Exit/In	0847 7989 1280	01234567402	00:00:30	00:02:24	00:00:30			

Page 1

Powered By Aldol

Real Time/Historical Report in Portal	
Default Report Type	Historic Call Report
Default View Style	Table View
Default Timeframe	Real-Time



Status	Agent Name	Call Start Time	Call End Time	Call Type	Calling Number	Called Number	Wait Time in Queue	Talk Time	Hold Time
✓	Ella Parsons	10/08/2026 00:00:00	00:01:47	Ext/In	03059040405	01234567402	00:00:05	00:01:42	00:00:12
✓	External number	10/07/2026 23:59:17	00:00:05	Ext/Out	01234567115	07996568304	00:00:48	00:00:00	00:00:00
✗		10/08/2026 00:00:05	00:00:05	Ext/In	04375300805	01234567402	00:00:00	00:00:00	00:00:00
✓	David Harris-Jones	10/07/2026 23:59:29	00:00:11	Ext/In	02964286254	01234567402	00:00:12	00:00:30	00:00:00
✓	External number	10/07/2026 23:59:41	00:00:17	Ext/Out	01234567114	08329931495	00:00:12	00:00:24	00:00:00
✓	External number	10/07/2026 23:57:41	00:00:17	Ext/Out	01234567129	06958286891	00:00:36	00:02:00	00:00:00
✓	Anthony Campbell	10/07/2026 23:58:36	00:00:23	Ext/In	06977674834	01234567400	00:00:17	00:01:30	00:00:00
✓	Jan Newman	10/07/2026 23:59:36	00:00:35	Ext/In	08234638887	01234567401	00:00:30	00:00:42	00:00:00
✓	Elwyn Watkins	10/08/2026 00:01:12	00:02:17	Ext/In	06958286891	01234567400	00:00:11	00:00:54	00:00:00
✗		10/08/2026 00:00:35	00:00:35	Ext/In	00874488371	01234567403	00:00:00	00:00:00	00:00:00
✓	External number	10/07/2026 23:58:23	00:00:41	Ext/Out	01234567100	04375300805	00:00:36	00:01:42	00:00:00
✗	Jan Newman	10/08/2026 00:00:42	00:00:59	Ext/In	05648807706	01234567401	00:00:30	00:00:00	00:00:00
✗		10/08/2026 00:00:41	00:00:41	Ext/In	07021042021	01234567400	00:00:00	00:00:00	00:00:00
✓	External number	10/07/2026 23:59:47	00:00:53	Ext/Out	01234567112	06251904477	00:00:24	00:00:42	00:00:00
✓	Elwyn Watkins	10/07/2026 23:59:53	00:01:05	Ext/In	04439210701	01234567400	00:00:18	00:00:54	00:00:00
✗	Caroline Morrison	10/08/2026 00:00:47	00:01:11	Ext/In	06958286891	[Non DID]	00:00:24	00:00:00	00:00:00
✓	Cameron Clark	10/07/2026 23:58:36	00:01:23	Ext/In	06731293702	01234567402	00:00:42	00:02:30	00:00:12
✓	External number	10/08/2026 00:01:11	00:01:23	Ext/Out	01234567107	02037161890	00:00:12	00:00:00	00:00:00
✓	Luke Davies	10/07/2026 23:59:59	00:01:35	Ext/In	06977674834	01234567114	00:00:12	00:01:24	00:00:30
✓	Amelia Bower	10/07/2026 23:58:54	00:01:35	Ext/In	04439210701	01234567401	00:00:24	00:02:30	00:00:00
✗	Cameron Clark	10/08/2026 00:01:42	00:01:59	Ext/In	07419311578	01234567402	00:00:30	00:00:00	00:00:00
✓	Luke Davies	10/07/2026 23:59:24	00:01:41	Ext/In	06731293702	01234567401	00:00:42	00:02:00	00:00:18
✓	Amelia Bower	10/08/2026 00:01:42	00:03:23	Ext/In	09195540345	01234567403	00:00:23	00:01:18	00:00:12
✓	Cameron Knox	10/08/2026 00:02:06	00:03:29	Ext/In	09195540345	01234567400	00:00:42	00:01:06	00:00:00
✓	External number	10/07/2026 23:59:05	00:01:53	Ext/Out	01234567111	08310244537	00:00:12	00:02:36	00:00:00
✓	Anne Hunter	10/08/2026 00:00:41	00:02:11	Ext/In	02402778756	01234567401	00:00:18	00:01:12	00:00:00
✓	David Harris-Jones	10/08/2026 00:02:18	00:04:11	Ext/In	04375300805	01234567400	00:00:24	00:01:42	00:00:30
✓	Luke Davies	10/08/2026 00:02:24	00:04:47	Ext/In	02402778756	01234567402	00:00:24	00:02:12	00:00:00
✓	Anthony Campbell	10/08/2026 00:01:59	00:02:35	Ext/In	04466819047	01234567403	00:00:18	00:00:18	00:00:00
✓	External number	10/08/2026 00:00:11	00:02:47	Ext/Out	01234567129	07996568304	00:00:30	00:02:06	00:00:00
✓	Yvonne McGrath	10/08/2026 00:02:54	00:05:23	Ext/In	08234638887	01234567402	00:00:24	00:02:18	00:00:00
✓	Andrew Johnston	10/08/2026 00:00:59	00:03:17	Ext/In	02402778756	01234567400	00:00:12	00:02:06	00:00:00
✗		10/08/2026 00:03:17	00:03:17	Ext/In	07419311578	01234567400	00:00:00	00:00:00	00:00:00
✓	External number	10/08/2026 00:00:53	00:03:29	Ext/Out	01234567116	07021042021	00:00:24	00:02:12	00:00:00
✓	External number	10/08/2026 00:03:05	00:03:35	Ext/Out	01234567124	08329931495	00:00:30	00:00:00	00:00:00
✓	Jan Newman	10/08/2026 00:03:42	00:06:17	Ext/In	03059040405	01234567403	00:00:24	00:02:24	00:00:00
✗	Anthony Campbell	10/08/2026 00:02:59	00:03:47	Ext/In	09195540345	01234567118	00:00:48	00:00:00	00:00:00
✓	Amelia Bower	10/08/2026 00:04:06	00:06:05	Ext/In	09195540345	01234567403	00:00:36	00:01:48	00:00:00
✓	Ella Parsons	10/08/2026 00:04:00	00:05:23	Ext/In	02037161890	01234567400	00:00:30	00:01:06	00:00:00
✓	Anthony Campbell	10/08/2026 00:04:12	00:05:41	Ext/In	06251904477	01234567402	00:00:36	00:01:06	00:00:30
✗		10/08/2026 00:04:29	00:04:29	Ext/In	04439210701	01234567402	00:00:00	00:00:00	00:00:00
✓	Joan Greengross	10/08/2026 00:02:47	00:04:29	Ext/In	07996568304	01234567403	00:00:18	00:01:24	00:00:00

00:00:48

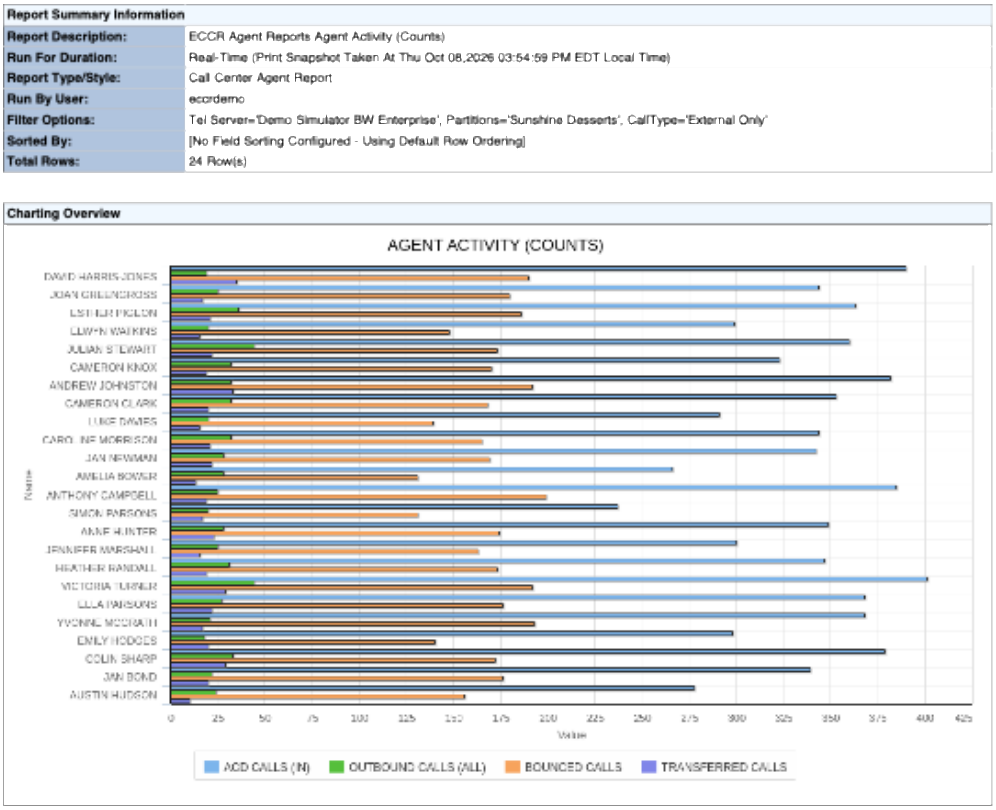
Agent Call Detail

Off

Agent Activity (Counts)

The Agent Activity (Counts) report provides information about the number of calls handled by agents, reported by call type.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Activity (Counts)
Run For Duration:	Real-Time (Print Snapshot Taken At Thu Oct 08,2026 03:54:59 PM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts', CallType='External Only'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

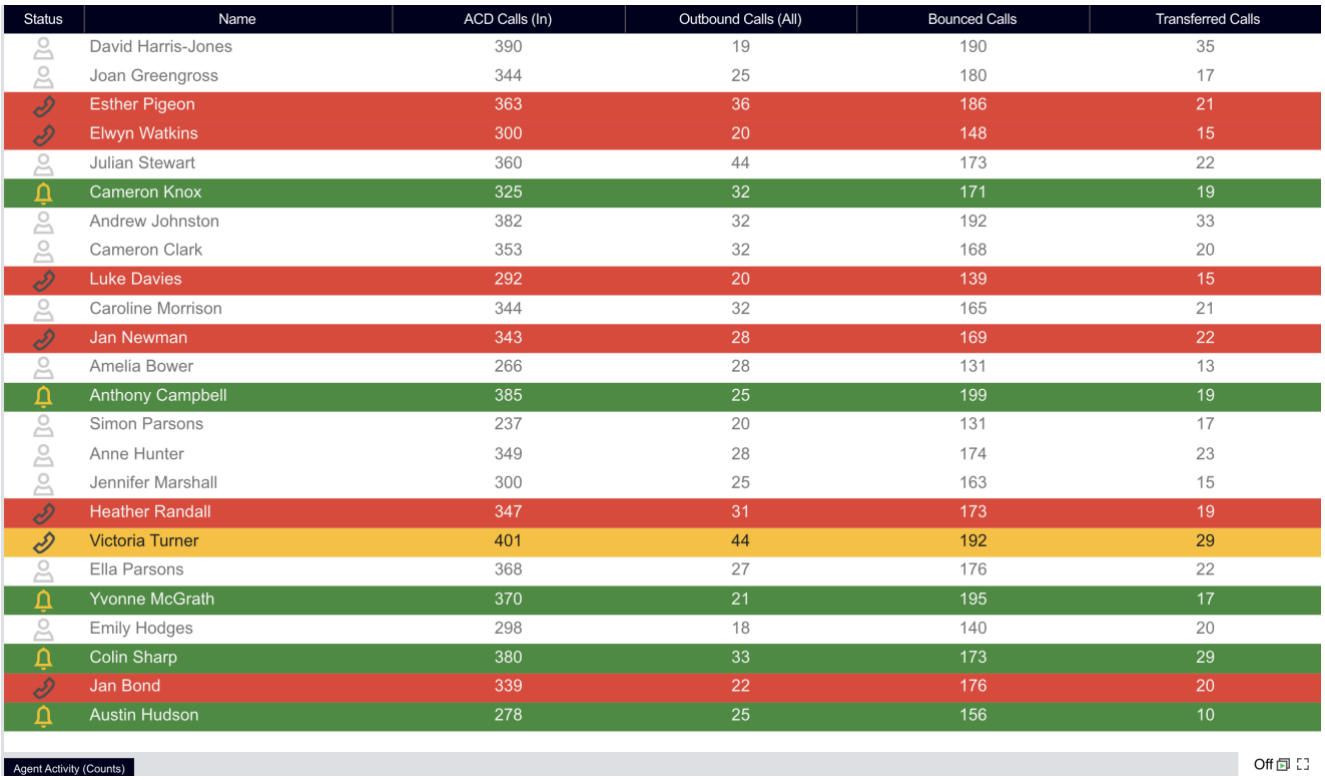
Charting Overview

Detailed Report Fields/Statistics

Status	Name	ACD Calls (In)	Outbound Calls (All)	Bounced Calls	Transferred Calls
S/Out	David Harris-Jones	390	19	190	35
S/Out	Joan Greengross	344	25	180	17
Busy/A, ACD Ans	Esther Pigeon	363	36	186	21
Busy/A, ACD Ans	Elwyn Watkins	299	20	148	15
S/Out	Julian Stewart	360	44	173	22
Busy/A, ACD Ans	Cameron Knox	323	32	170	19
S/Out	Andrew Johnston	382	32	192	33
S/Out	Cameron Clark	353	32	168	20
Busy/A, ACD Ans	Luke Davies	291	20	139	15
S/Out	Caroline Morrison	344	32	165	21
Busy/A, ACD Ans	Jan Newman	342	28	169	22
S/Out	Amelia Bower	266	28	131	13
Busy/O, Ans	Anthony Campbell	385	25	199	19
S/Out	Simon Parsons	237	20	131	17
S/Out	Anne Hunter	349	28	174	23

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time

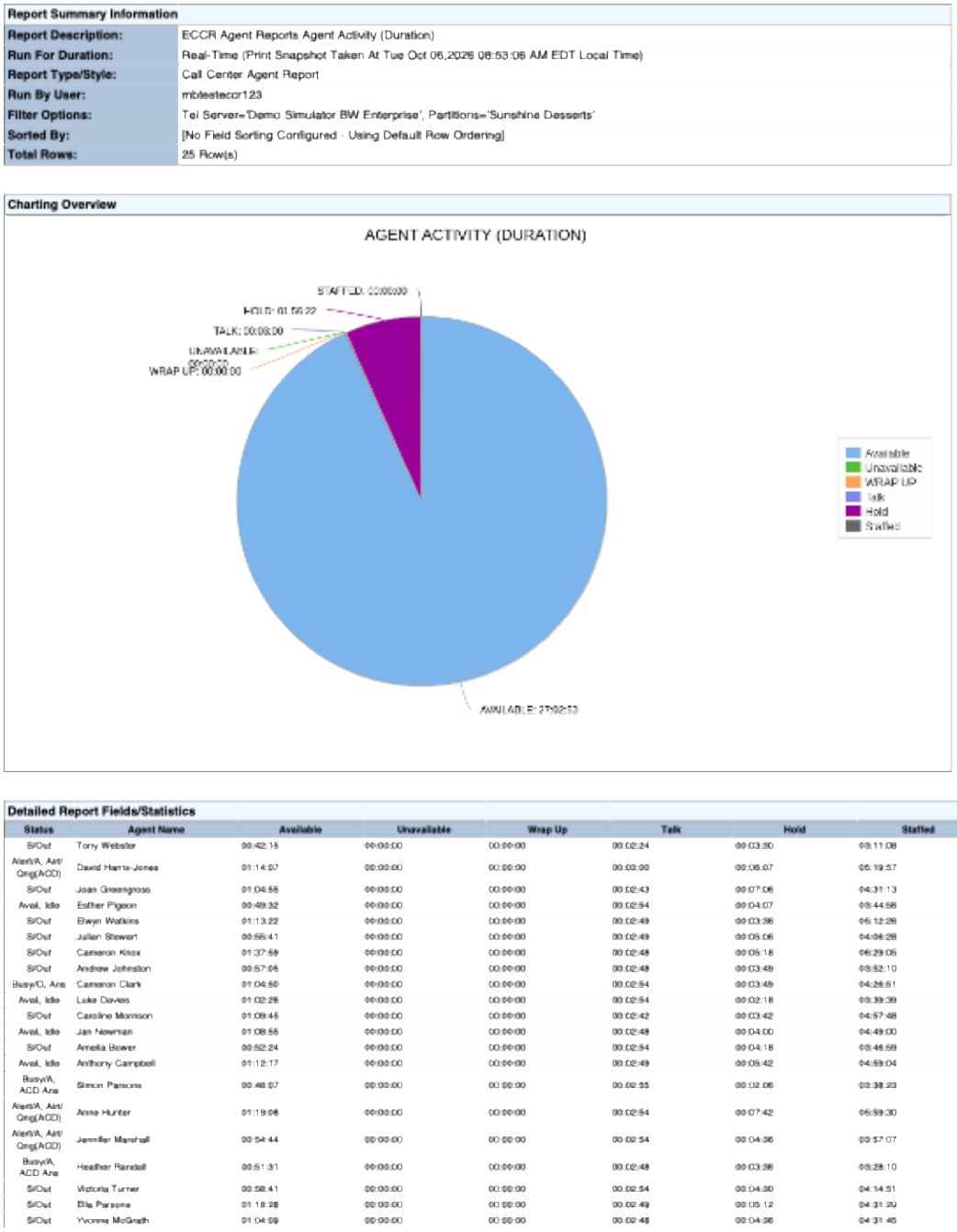


Status	Name	ACD Calls (In)	Outbound Calls (All)	Bounced Calls	Transferred Calls
	David Harris-Jones	390	19	190	35
	Joan Greengross	344	25	180	17
	Esther Pigeon	363	36	186	21
	Elwyn Watkins	300	20	148	15
	Julian Stewart	360	44	173	22
	Cameron Knox	325	32	171	19
	Andrew Johnston	382	32	192	33
	Cameron Clark	353	32	168	20
	Luke Davies	292	20	139	15
	Caroline Morrison	344	32	165	21
	Jan Newman	343	28	169	22
	Amelia Bower	266	28	131	13
	Anthony Campbell	385	25	199	19
	Simon Parsons	237	20	131	17
	Anne Hunter	349	28	174	23
	Jennifer Marshall	300	25	163	15
	Heather Randall	347	31	173	19
	Victoria Turner	401	44	192	29
	Ella Parsons	368	27	176	22
	Yvonne McGrath	370	21	195	17
	Emily Hodges	298	18	140	20
	Colin Sharp	380	33	173	29
	Jan Bond	339	22	176	20
	Austin Hudson	278	25	156	10

Agent Activity (Duration)

The Agent Activity (Duration) report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

Download & Scheduled PDF Report	
Default Report Type	Call Center Agent Report
Default View Style	2D Pie Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Activity (Duration)
Run For Duration:	Real-Time (Print Snapshot Taken At Tue Oct 06,2026 08:53:06 AM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	mbtestecor123
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	25 Row(s)

Charting Overview

AGENT ACTIVITY (DURATION)

Detailed Report Fields/Statistics

Status	Agent Name	Available	Unavailable	Wrap Up	Talk	Hold	Staffed
S/Out	Tony Webster	00:42:15	00:00:00	00:00:00	00:02:24	00:03:30	03:11:08
Alert/A, Avl/Orig(ACD)	David Harris-Jones	01:14:07	00:00:00	00:00:00	00:03:00	00:06:07	05:19:57
S/Out	Joan Greengrass	01:04:55	00:00:00	00:00:00	00:02:43	00:07:06	04:31:13
Avail, Idle	Esther Pigeon	00:49:32	00:00:00	00:00:00	00:02:54	00:04:07	03:44:56
S/Out	Elwyn Watkins	01:13:22	00:00:00	00:00:00	00:02:49	00:03:36	05:12:26
S/Out	Julian Stewart	00:55:41	00:00:00	00:00:00	00:02:49	00:05:06	04:04:28
S/Out	Cameron Knox	01:37:59	00:00:00	00:00:00	00:02:48	00:05:18	06:29:05
S/Out	Andrew Johnston	00:57:05	00:00:00	00:00:00	00:02:48	00:03:49	03:52:10
Busy/O, Ans	Cameron Clark	01:04:50	00:00:00	00:00:00	00:02:54	00:03:49	04:26:51
Avail, Idle	Luke Davies	01:02:26	00:00:00	00:00:00	00:02:54	00:02:18	03:39:39
S/Out	Caroline Morrison	01:09:45	00:00:00	00:00:00	00:02:42	00:03:42	04:57:48
Avail, Idle	Jan Newman	01:08:55	00:00:00	00:00:00	00:02:48	00:04:00	04:49:00
S/Out	Amelia Bower	00:52:24	00:00:00	00:00:00	00:02:54	00:04:18	03:46:59
Avail, Idle	Anthony Campbell	01:12:17	00:00:00	00:00:00	00:02:49	00:05:42	04:59:04
Busy/A, ACD Ans	Simon Parsons	00:48:07	00:00:00	00:00:00	00:02:55	00:02:06	03:38:23
Alert/A, Avl/Orig(ACD)	Anne Hunter	01:19:06	00:00:00	00:00:00	00:02:54	00:07:42	05:59:30
Alert/A, Avl/Orig(ACD)	Jennifer Marshall	00:54:44	00:00:00	00:00:00	00:02:54	00:04:36	03:57:07
Busy/A, ACD Ans	Heather Randall	00:51:31	00:00:00	00:00:00	00:02:48	00:03:36	03:28:10
S/Out	Victoria Turner	00:58:41	00:00:00	00:00:00	00:02:54	00:04:30	04:14:51
S/Out	Ella Parsons	01:18:28	00:00:00	00:00:00	00:02:49	00:05:12	04:31:29
S/Out	Yvonne McGrath	01:04:09	00:00:00	00:00:00	00:02:48	00:04:36	04:31:45

Powered By Aldel

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time

Status	Agent Name	Available	Unavailable	Wrap Up	Talk	Hold	Staffed
	David Harris-Jones	01:58:28	00:00:00	00:00:00	00:02:55	00:11:00	08:32:48
	Joan Greengross	01:59:16	00:00:00	00:00:00	00:03:00	00:08:42	07:57:24
	Esther Pigeon	02:03:18	00:00:00	00:00:00	00:03:01	00:09:25	09:01:40
	Elwyn Watkins	01:52:53	00:00:00	00:00:00	00:02:54	00:08:36	07:51:32
	Julian Stewart	02:02:04	00:00:00	00:00:00	00:03:00	00:11:15	09:32:01
	Cameron Knox	01:54:27	00:00:00	00:00:00	00:02:54	00:09:20	08:06:38
	Andrew Johnston	02:07:44	00:00:00	00:00:00	00:03:06	00:14:24	09:24:11
	Cameron Clark	01:54:45	00:00:00	00:00:00	00:02:54	00:12:18	09:06:47
	Luke Davies	01:37:30	00:00:00	00:00:00	00:02:55	00:09:30	07:26:39
	Caroline Morrison	01:58:21	00:00:00	00:00:00	00:02:54	00:12:01	08:43:58
	Jan Newman	01:56:51	00:00:00	00:00:00	00:03:00	00:07:36	08:50:33
	Amelia Bower	01:27:00	00:00:00	00:00:00	00:02:55	00:10:06	06:29:45
	Anthony Campbell	02:03:24	00:00:00	00:00:00	00:02:54	00:12:12	08:59:51
	Simon Parsons	01:20:05	00:00:00	00:00:00	00:02:54	00:05:06	05:44:22
	Anne Hunter	01:59:54	00:00:00	00:00:00	00:02:54	00:09:06	08:52:46
	Jennifer Marshall	01:34:29	00:00:00	00:00:00	00:02:54	00:08:24	06:25:26
	Heather Randall	02:03:54	00:00:00	00:00:00	00:02:56	00:06:31	08:39:47
	Victoria Turner	02:22:08	00:00:00	00:00:00	00:03:06	00:15:25	10:12:35
	Ella Parsons	01:56:57	00:00:00	00:00:00	00:02:54	00:13:30	08:58:51
	Yvonne McGrath	02:03:47	00:00:00	00:00:00	00:02:54	00:10:25	08:34:29
	Emily Hodges	01:39:44	00:00:00	00:00:00	00:03:06	00:10:19	07:30:14
	Colin Sharp	02:11:46	00:00:00	00:00:00	00:02:54	00:14:25	09:55:32
	Jan Bond	01:48:16	00:00:00	00:00:00	00:02:55	00:07:07	08:03:14
	Austin Hudson	01:50:57	00:00:00	00:00:00	00:03:00	00:07:06	07:22:27
		45:47:58	00:00:00	00:00:00	00:03:06	04:00:07	

Agent Activity Detail

The Agent Activity Detail report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

Download & Scheduled PDF Report	
Default Report Type	Agent / DND Activity Log
Default View Style	Table View
Default Timeframe	Real-Time

Report Summary Information	
Report Description:	ECCR Agent Reports Agent Activity Detail
Run For Duration:	Real-Time (Print Snapshot Taken At Thu Oct 08,2026 05:13:18 PM EDT Local Time)
Report Type/Style:	Agent / DND Activity Log
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Total Rows:	250 Row(s)

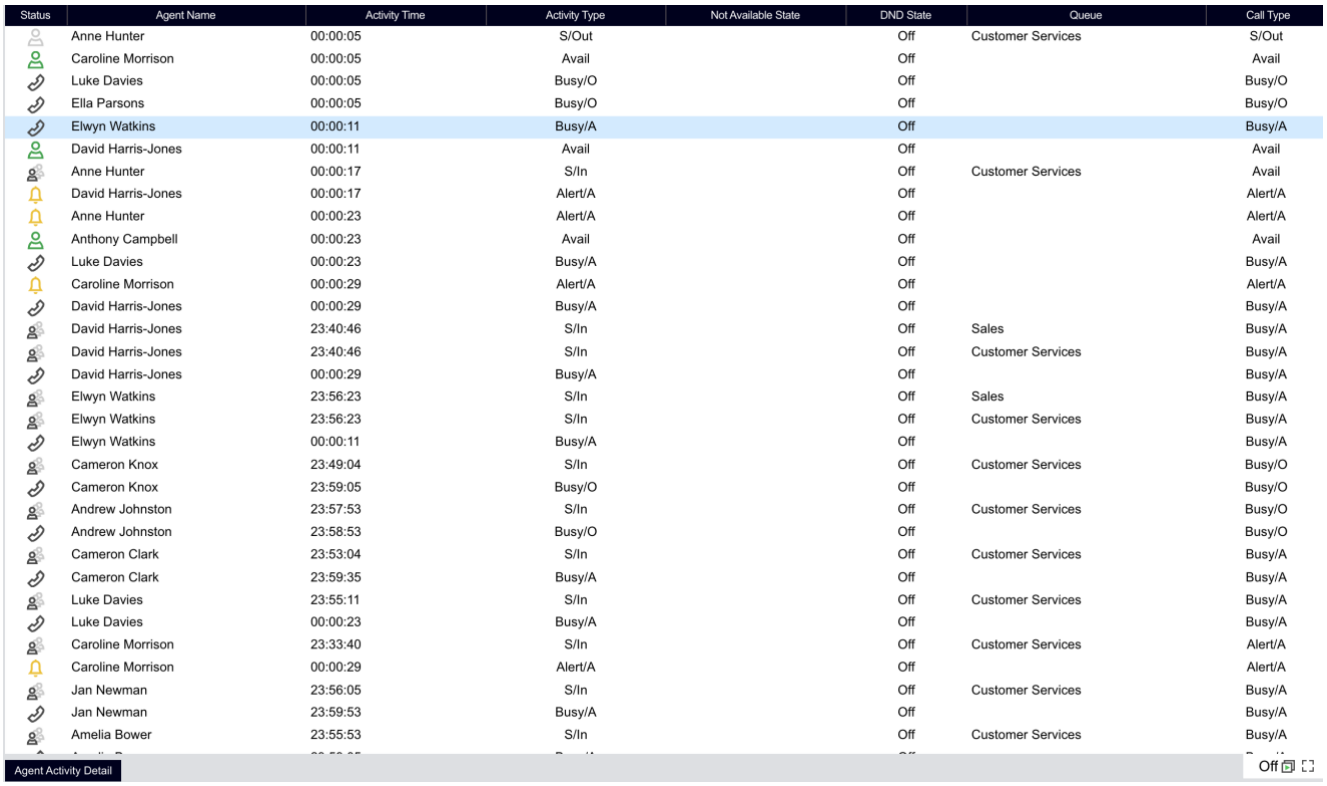
Detailed Report Fields/Statistics

Status	Agent Name	Activity Time	Activity Type	Not Available State	DND State	Queue	Call Type
S/Out	Anne Hunter	00:00:06	S/Out		Off	Customer Services	S/Out
Avail	Caroline Morrison	00:00:06	Avail		Off		Avail
Busy/O	Luke Davies	00:00:06	Busy/O		Off		Busy/O
Busy/O	Ella Parsons	00:00:06	Busy/O		Off		Busy/O
Busy/A	Elwyn Watkins	00:00:11	Busy/A		Off		Busy/A
Avail	David Harris-Jones	00:00:11	Avail		Off		Avail
S/In	Anne Hunter	00:00:17	S/In		Off	Customer Services	Avail
Alert/A	David Harris-Jones	00:00:17	Alert/A		Off		Alert/A
Alert/A	Anne Hunter	00:00:23	Alert/A		Off		Alert/A
Avail	Anthony Campbell	00:00:23	Avail		Off		Avail
Busy/A	Luke Davies	00:00:23	Busy/A		Off		Busy/A
Alert/A	Caroline Morrison	00:00:29	Alert/A		Off		Alert/A
Busy/A	David Harris-Jones	00:00:29	Busy/A		Off		Busy/A
S/In	David Harris-Jones	23:40:46	S/In		Off	Sales	Busy/A
S/In	David Harris-Jones	23:40:46	S/In		Off	Customer Services	Busy/A
Busy/A	David Harris-Jones	00:00:29	Busy/A		Off		Busy/A
S/In	Elwyn Watkins	23:56:23	S/In		Off	Sales	Busy/A
S/In	Elwyn Watkins	23:56:23	S/In		Off	Customer Services	Busy/A
Busy/A	Elwyn Watkins	00:00:11	Busy/A		Off		Busy/A
S/In	Cameron Knox	23:49:04	S/In		Off	Customer Services	Busy/O
Busy/O	Cameron Knox	23:59:06	Busy/O		Off		Busy/O
S/In	Andrew Johnston	23:57:53	S/In		Off	Customer Services	Busy/O
Busy/O	Andrew Johnston	23:58:53	Busy/O		Off		Busy/O
S/In	Cameron Clark	23:53:04	S/In		Off	Customer Services	Busy/A
Busy/A	Cameron Clark	23:59:35	Busy/A		Off		Busy/A
S/In	Luke Davies	23:55:11	S/In		Off	Customer Services	Busy/A
Busy/A	Luke Davies	00:00:23	Busy/A		Off		Busy/A
S/In	Caroline Morrison	23:33:40	S/In		Off	Customer Services	Alert/A
Alert/A	Caroline Morrison	00:00:29	Alert/A		Off		Alert/A
S/In	Jan Newman	23:56:05	S/In		Off	Customer Services	Busy/A
Busy/A	Jan Newman	23:59:53	Busy/A		Off		Busy/A
S/In	Amelia Bower	23:55:53	S/In		Off	Customer Services	Busy/A
Busy/A	Amelia Bower	23:59:06	Busy/A		Off		Busy/A
S/In	Anthony Campbell	23:38:40	S/In		Off	Customer Services	Avail
Avail	Anthony Campbell	00:00:23	Avail		Off		Avail
S/In	Anne Hunter	00:00:17	S/In		Off	Customer Services	Alert/A
Alert/A	Anne Hunter	00:00:23	Alert/A		Off		Alert/A
S/In	Ella Parsons	23:43:46	S/In		Off	Customer Services	Busy/O
Busy/O	Ella Parsons	00:00:06	Busy/O		Off		Busy/O
Avail	Jan Newman	00:00:35	Avail		Off		Avail
Avail	Anne Hunter	00:00:35	Avail		Off		Avail
Alert/A	Anthony Campbell	00:00:35	Alert/A		Off		Alert/A
Alert/A	Anne Hunter	00:00:41	Alert/A		Off		Alert/A
Avail	Caroline Morrison	00:00:41	Avail		Off		Avail
Alert/A	Jan Newman	00:00:41	Alert/A		Off		Alert/A
Alert/A	Caroline Morrison	00:00:47	Alert/A		Off		Alert/A
Busy/O	Jan Newman	00:00:53	Busy/O		Off		Busy/O
Busy/A	Anthony Campbell	00:00:53	Busy/A		Off		Busy/A
Avail	Andrew Johnston	00:00:53	Avail		Off		Avail
Busy/A	Anne Hunter	00:00:59	Busy/A		Off		Busy/A
Alert/A	Andrew Johnston	00:00:59	Alert/A		Off		Alert/A
Busy/O	David Harris-Jones	00:00:59	Busy/O		Off		Busy/O
Avail	Elwyn Watkins	00:01:05	Avail		Off		Avail
Avail	Anthony Campbell	00:01:11	Avail		Off		Avail
Alert/O	Elwyn Watkins	00:01:11	Alert/O		Off		Alert/O
Busy/A	Andrew Johnston	00:01:11	Busy/A		Off		Busy/A
Avail	Caroline Morrison	00:01:11	Avail		Off		Avail
Busy/A	David Harris-Jones	00:01:11	Busy/A		Off		Busy/A
Avail	Cameron Clark	00:01:23	Avail		Off		Avail
Busy/O	Elwyn Watkins	00:01:23	Busy/O		Off		Busy/O
Alert/A	Anthony Campbell	00:01:29	Alert/A		Off		Alert/A
Avail	Amelia Bower	00:01:35	Avail		Off		Avail

Page 1

Powered By Aldel

Real Time/Historical Report in Portal	
Default Report Type	Agent / DND Activity Log
Default View Style	Table View
Default Timeframe	Real-Time

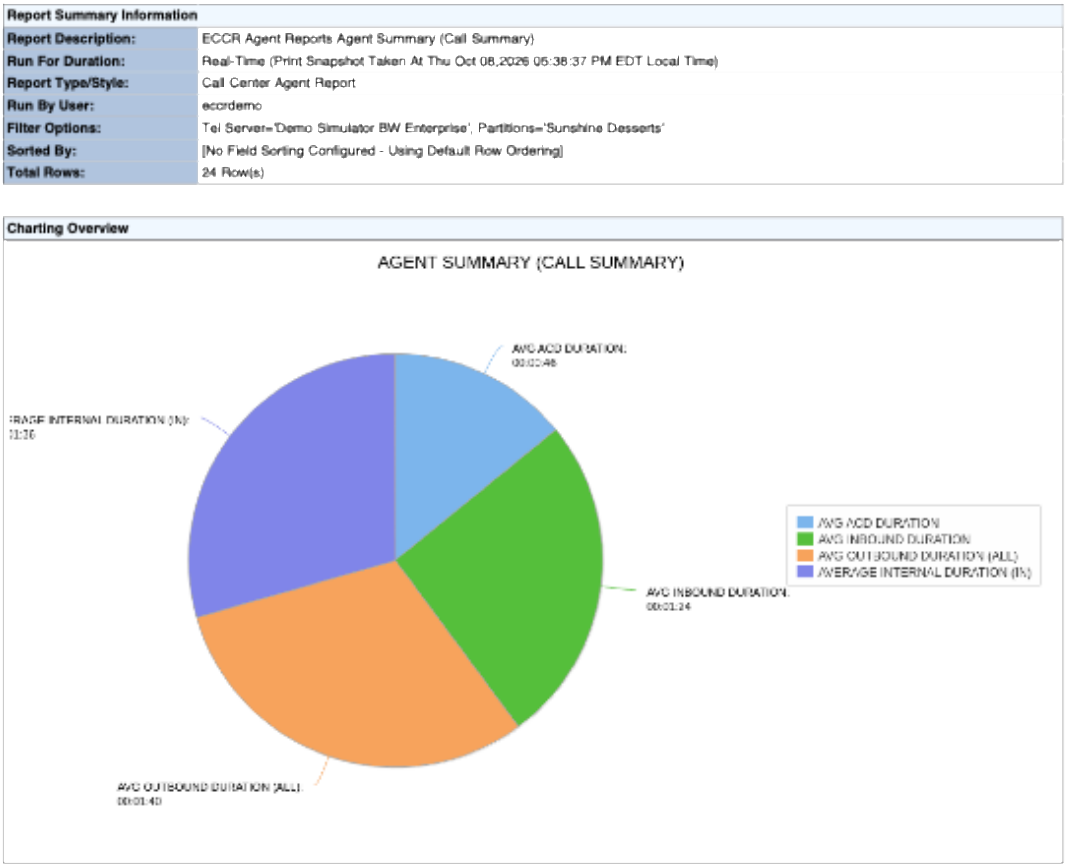


Status	Agent Name	Activity Time	Activity Type	Not Available State	DND State	Queue	Call Type
	Anne Hunter	00:00:05	S/Out		Off	Customer Services	S/Out
	Caroline Morrison	00:00:05	Avail		Off		Avail
	Luke Davies	00:00:05	Busy/O		Off		Busy/O
	Ella Parsons	00:00:05	Busy/O		Off		Busy/O
	Elwyn Watkins	00:00:11	Busy/A		Off		Busy/A
	David Harris-Jones	00:00:11	Avail		Off		Avail
	Anne Hunter	00:00:17	S/In		Off	Customer Services	Avail
	David Harris-Jones	00:00:17	Alert/A		Off		Alert/A
	Anne Hunter	00:00:23	Alert/A		Off		Alert/A
	Anthony Campbell	00:00:23	Avail		Off		Avail
	Luke Davies	00:00:23	Busy/A		Off		Busy/A
	Caroline Morrison	00:00:29	Alert/A		Off		Alert/A
	David Harris-Jones	00:00:29	Busy/A		Off		Busy/A
	David Harris-Jones	23:40:46	S/In		Off	Sales	Busy/A
	David Harris-Jones	23:40:46	S/In		Off	Customer Services	Busy/A
	David Harris-Jones	00:00:29	Busy/A		Off		Busy/A
	Elwyn Watkins	23:56:23	S/In		Off	Sales	Busy/A
	Elwyn Watkins	23:56:23	S/In		Off	Customer Services	Busy/A
	Elwyn Watkins	00:00:11	Busy/A		Off		Busy/A
	Cameron Knox	23:49:04	S/In		Off	Customer Services	Busy/O
	Cameron Knox	23:59:05	Busy/O		Off		Busy/O
	Andrew Johnston	23:57:53	S/In		Off	Customer Services	Busy/O
	Andrew Johnston	23:58:53	Busy/O		Off		Busy/O
	Cameron Clark	23:53:04	S/In		Off	Customer Services	Busy/A
	Cameron Clark	23:59:35	Busy/A		Off		Busy/A
	Luke Davies	23:55:11	S/In		Off	Customer Services	Busy/A
	Luke Davies	00:00:23	Busy/A		Off		Busy/A
	Caroline Morrison	23:33:40	S/In		Off	Customer Services	Alert/A
	Caroline Morrison	00:00:29	Alert/A		Off		Alert/A
	Jan Newman	23:56:05	S/In		Off	Customer Services	Busy/A
	Jan Newman	23:59:53	Busy/A		Off		Busy/A
	Amelia Bower	23:55:53	S/In		Off	Customer Services	Busy/A

Agent Summary (Call Summary)

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

Download & Scheduled PDF Report	
Default Report Type	Call Center Agent Report
Default View Style	2D Pie Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Summary (Call Summary)
Run For Duration:	Real-Time (Print Snapshot Taken At Thu Oct 08,2026 05:38:37 PM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

Charting Overview

AGENT SUMMARY (CALL SUMMARY)

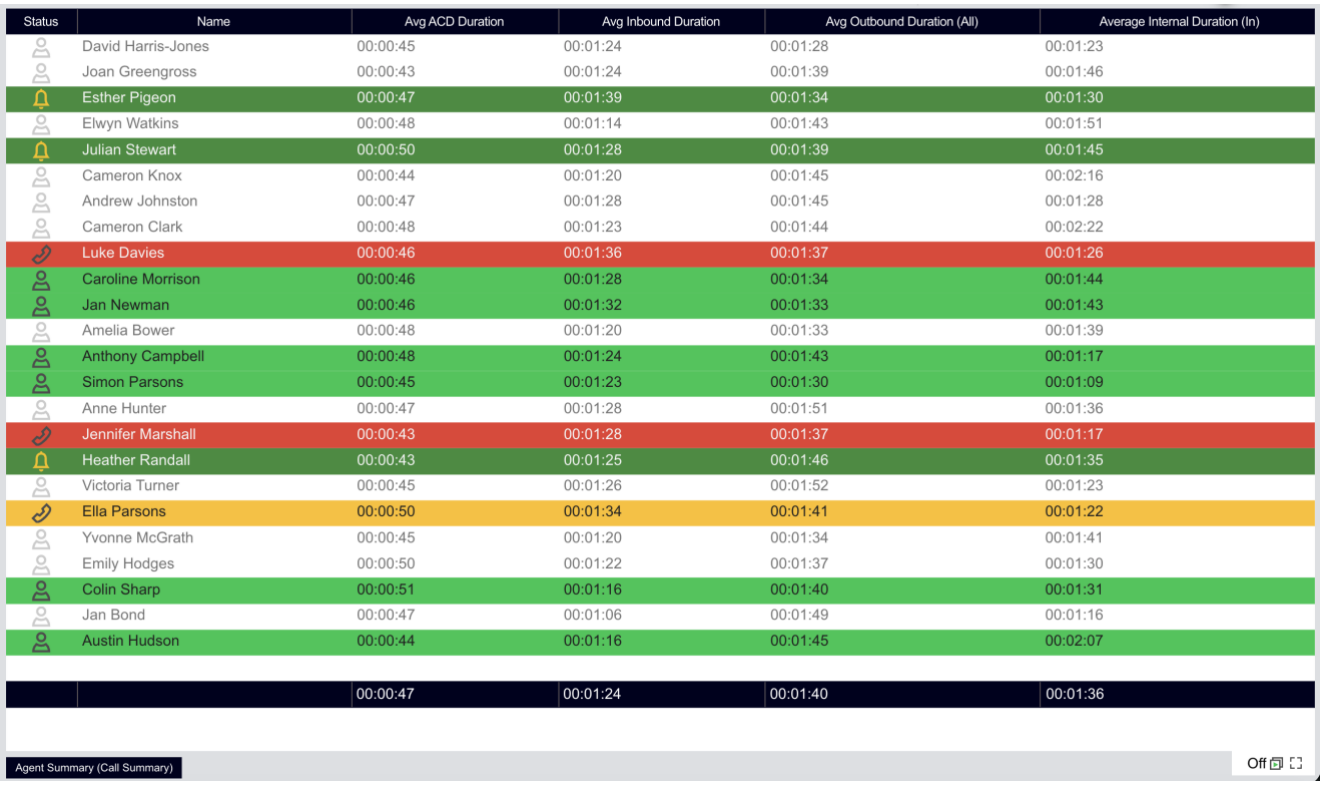
AVG ACD DURATION
AVG INBOUND DURATION
AVG OUTBOUND DURATION (ALL)
AVERAGE INTERNAL DURATION (IN)

Detailed Report Fields/Statistics

Status	Name	Avg ACD Duration	Avg Inbound Duration	Avg Outbound Duration (All)	Average Internal Duration (In)
S/Out	David Harris-Jones	00:00:46	00:01:24	00:01:28	00:01:23
Busy/A, ACD Ans	Joan Greengross	00:00:42	00:01:24	00:01:36	00:01:44
S/Out	Esther Pigeon	00:00:46	00:01:38	00:01:35	00:01:30
Busy/A, ACD Ans	Elwyn Watkins	00:00:47	00:01:14	00:01:39	00:01:51
Alert/A, Alrt/ Qng(ACD)	Julian Stewart	00:00:51	00:01:28	00:01:39	00:01:46
S/Out	Cameron Knox	00:00:44	00:01:19	00:01:44	00:02:16
S/Out	Andrew Johnston	00:00:48	00:01:28	00:01:47	00:01:33
Busy/O, Ans	Cameron Clark	00:00:50	00:01:25	00:01:42	00:02:22
S/Out	Luke Davies	00:00:48	00:01:36	00:01:39	00:01:26
S/Out	Caroline Morrison	00:00:47	00:01:27	00:01:35	00:01:44
Busy/A, ACD Ans	Jan Newman	00:00:47	00:01:32	00:01:36	00:01:43
Avail, Idle	Amelia Bower	00:00:47	00:01:19	00:01:32	00:01:38
S/Out	Anthony Campbell	00:00:46	00:01:23	00:01:40	00:01:17
S/Out	Simon Parsons	00:00:45	00:01:22	00:01:30	00:01:09
S/Out	Anne Hunter	00:00:46	00:01:28	00:01:51	00:01:36
Busy/O, Ans	Jennifer Marshall	00:00:42	00:01:29	00:01:37	00:01:17
S/Out	Heather Randall	00:00:43	00:01:27	00:01:47	00:01:35
Busy/O, Ans	Victoria Turner	00:00:46	00:01:24	00:01:51	00:01:23

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time



Status	Name	Avg ACD Duration	Avg Inbound Duration	Avg Outbound Duration (All)	Average Internal Duration (In)
	David Harris-Jones	00:00:45	00:01:24	00:01:28	00:01:23
	Joan Greengross	00:00:43	00:01:24	00:01:39	00:01:46
	Esther Pigeon	00:00:47	00:01:39	00:01:34	00:01:30
	Elwyn Watkins	00:00:48	00:01:14	00:01:43	00:01:51
	Julian Stewart	00:00:50	00:01:28	00:01:39	00:01:45
	Cameron Knox	00:00:44	00:01:20	00:01:45	00:02:16
	Andrew Johnston	00:00:47	00:01:28	00:01:45	00:01:28
	Cameron Clark	00:00:48	00:01:23	00:01:44	00:02:22
	Luke Davies	00:00:46	00:01:36	00:01:37	00:01:26
	Caroline Morrison	00:00:46	00:01:28	00:01:34	00:01:44
	Jan Newman	00:00:46	00:01:32	00:01:33	00:01:43
	Amelia Bower	00:00:48	00:01:20	00:01:33	00:01:39
	Anthony Campbell	00:00:48	00:01:24	00:01:43	00:01:17
	Simon Parsons	00:00:45	00:01:23	00:01:30	00:01:09
	Anne Hunter	00:00:47	00:01:28	00:01:51	00:01:36
	Jennifer Marshall	00:00:43	00:01:28	00:01:37	00:01:17
	Heather Randall	00:00:43	00:01:25	00:01:46	00:01:35
	Victoria Turner	00:00:45	00:01:26	00:01:52	00:01:23
	Ella Parsons	00:00:50	00:01:34	00:01:41	00:01:22
	Yvonne McGrath	00:00:45	00:01:20	00:01:34	00:01:41
	Emily Hodges	00:00:50	00:01:22	00:01:37	00:01:30
	Colin Sharp	00:00:51	00:01:16	00:01:40	00:01:31
	Jan Bond	00:00:47	00:01:06	00:01:49	00:01:16
	Austin Hudson	00:00:44	00:01:16	00:01:45	00:02:07
		00:00:47	00:01:24	00:01:40	00:01:36

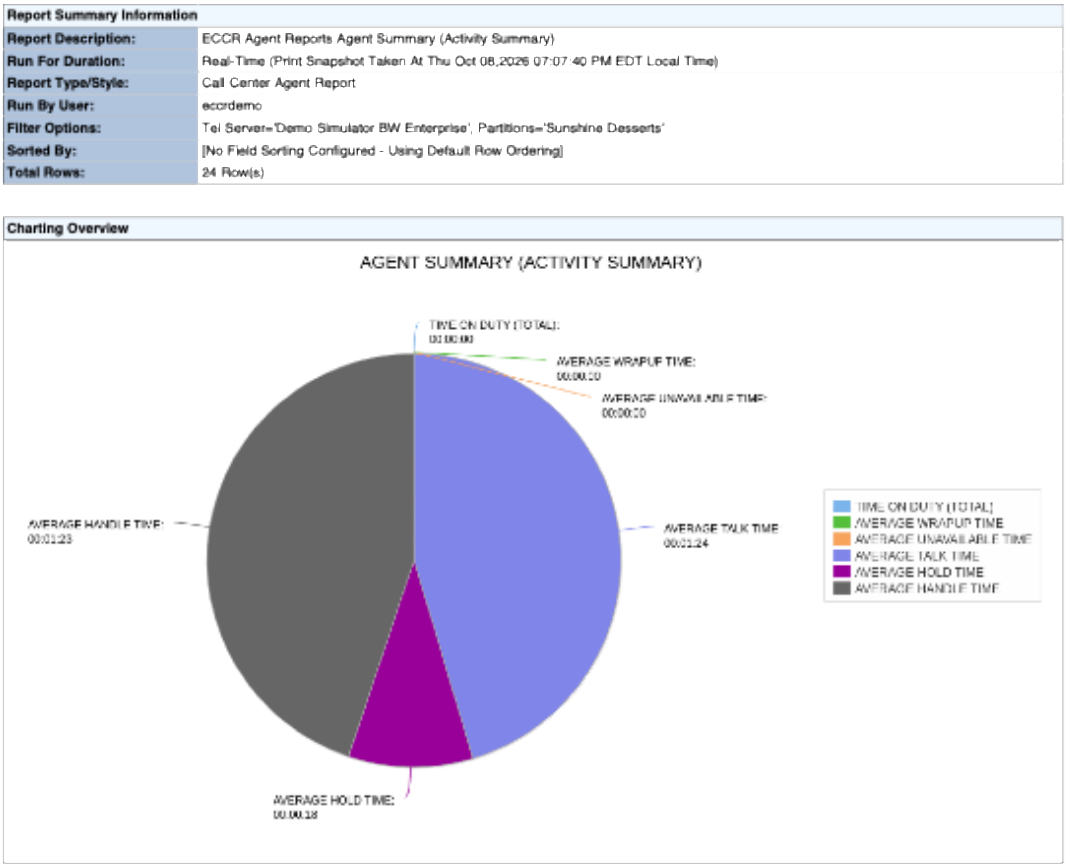
Agent Summary (Call Summary)

Off

Agent Summary (Activity Summary)

The Agent Summary (Activity Summary) report provides information about the number of calls handled by agents, reported by call type.

Download & Scheduled PDF Report	
Default Report Type	Call Center Agent Report
Default View Style	2D Pie Chart + Table View
Default Timeframe	Real-Time



Report Summary Information	
Report Description:	ECCR Agent Reports Agent Summary (Activity Summary)
Run For Duration:	Real-Time (Print Snapshot Taken At Thu Oct 08,2026 07:07:40 PM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

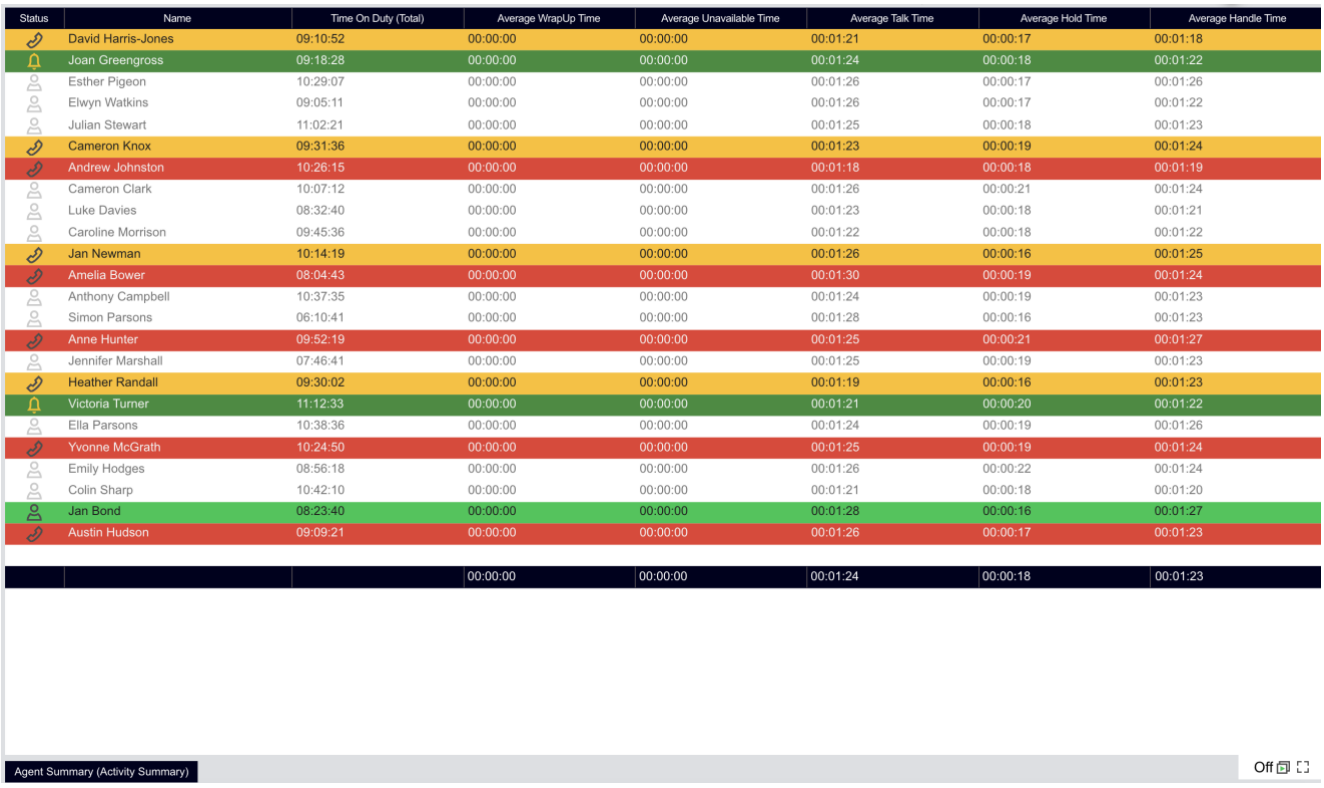
Charting Overview

Detailed Report Fields/Statistics

Status	Name	Time On Duty (Total)	Average WrapUp Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
Busy/O, Ans	David Harris-Jones	09:08:16	00:00:00	00:00:00	00:01:21	00:00:17	00:01:18
Busy/A, ACD Ans	Joan Greengross	09:15:52	00:00:00	00:00:00	00:01:24	00:00:18	00:01:23
Avail, Idle	Esther Pigeon	10:28:32	00:00:00	00:00:00	00:01:26	00:00:17	00:01:26
S/Out	Elwyn Watkins	09:04:47	00:00:00	00:00:00	00:01:26	00:00:17	00:01:22
S/Out	Julian Stewart	11:02:21	00:00:00	00:00:00	00:01:25	00:00:18	00:01:23
Busy/A, ACD Ans	Cameron Knox	09:25:00	00:00:00	00:00:00	00:01:22	00:00:19	00:01:23
Busy/O, Ans	Andrew Johnston	10:23:39	00:00:00	00:00:00	00:01:19	00:00:18	00:01:19
S/Out	Cameron Clark	10:07:12	00:00:00	00:00:00	00:01:26	00:00:21	00:01:24
S/Out	Luke Davies	08:32:40	00:00:00	00:00:00	00:01:23	00:00:18	00:01:21
Alert/A, Ast/ Qng(ACD)	Caroline Morrison	09:43:07	00:00:00	00:00:00	00:01:22	00:00:18	00:01:22
Avail, Idle	Jan Newman	10:11:43	00:00:00	00:00:00	00:01:26	00:00:16	00:01:25
S/Out	Amelia Bower	08:03:06	00:00:00	00:00:00	00:01:30	00:00:19	00:01:24
S/Out	Anthony Campbell	10:37:35	00:00:00	00:00:00	00:01:24	00:00:19	00:01:23
Avail, Idle	Simon Parsons	08:10:12	00:00:00	00:00:00	00:01:28	00:00:16	00:01:23
Busy/O, Ans	Anne Hunter	09:49:43	00:00:00	00:00:00	00:01:25	00:00:21	00:01:27
S/Out	Jennifer Marshall	07:48:41	00:00:00	00:00:00	00:01:25	00:00:19	00:01:23
S/Out	Heather Randall	09:28:07	00:00:00	00:00:00	00:01:19	00:00:16	00:01:23
S/Out	Victoria Turner	11:12:26	00:00:00	00:00:00	00:01:21	00:00:20	00:01:22
Alert/A, Ast/ Qng(ACD)	Ella Parsons	10:38:19	00:00:00	00:00:00	00:01:24	00:00:19	00:01:26
Busy/A, ACD Ans	Yvonne McGrath	10:22:14	00:00:00	00:00:00	00:01:25	00:00:18	00:01:24
S/Out	Emily Hodges	08:56:16	00:00:00	00:00:00	00:01:26	00:00:22	00:01:24

Powered By Aldel

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time

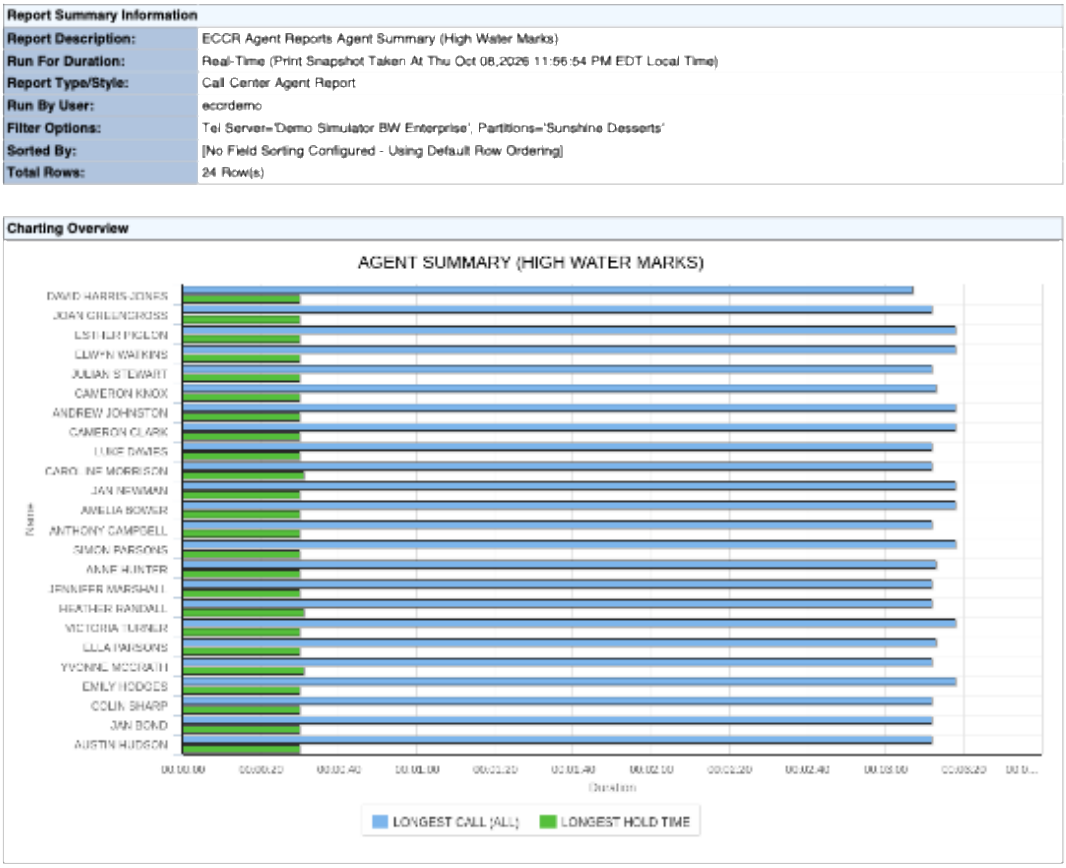


Status	Name	Time On Duty (Total)	Average WrapUp Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
	David Harris-Jones	09:10:52	00:00:00	00:00:00	00:01:21	00:00:17	00:01:18
	Joan Greengross	09:18:28	00:00:00	00:00:00	00:01:24	00:00:18	00:01:22
	Esther Pigeon	10:29:07	00:00:00	00:00:00	00:01:26	00:00:17	00:01:26
	Elwyn Watkins	09:05:11	00:00:00	00:00:00	00:01:26	00:00:17	00:01:22
	Julian Stewart	11:02:21	00:00:00	00:00:00	00:01:25	00:00:18	00:01:23
	Cameron Knox	09:31:36	00:00:00	00:00:00	00:01:23	00:00:19	00:01:24
	Andrew Johnston	10:26:15	00:00:00	00:00:00	00:01:18	00:00:18	00:01:19
	Cameron Clark	10:07:12	00:00:00	00:00:00	00:01:26	00:00:21	00:01:24
	Luke Davies	08:32:40	00:00:00	00:00:00	00:01:23	00:00:18	00:01:21
	Caroline Morrison	09:45:36	00:00:00	00:00:00	00:01:22	00:00:18	00:01:22
	Jan Newman	10:14:19	00:00:00	00:00:00	00:01:26	00:00:16	00:01:25
	Amelia Bower	08:04:43	00:00:00	00:00:00	00:01:30	00:00:19	00:01:24
	Anthony Campbell	10:37:35	00:00:00	00:00:00	00:01:24	00:00:19	00:01:23
	Simon Parsons	06:10:41	00:00:00	00:00:00	00:01:28	00:00:16	00:01:23
	Anne Hunter	09:52:19	00:00:00	00:00:00	00:01:25	00:00:21	00:01:27
	Jennifer Marshall	07:46:41	00:00:00	00:00:00	00:01:25	00:00:19	00:01:23
	Heather Randall	09:30:02	00:00:00	00:00:00	00:01:19	00:00:16	00:01:23
	Victoria Turner	11:12:33	00:00:00	00:00:00	00:01:21	00:00:20	00:01:22
	Ella Parsons	10:38:36	00:00:00	00:00:00	00:01:24	00:00:19	00:01:26
	Yvonne McGrath	10:24:50	00:00:00	00:00:00	00:01:25	00:00:19	00:01:24
	Emily Hodges	08:56:18	00:00:00	00:00:00	00:01:26	00:00:22	00:01:24
	Colin Sharp	10:42:10	00:00:00	00:00:00	00:01:21	00:00:18	00:01:20
	Jan Bond	08:23:40	00:00:00	00:00:00	00:01:28	00:00:16	00:01:27
	Austin Hudson	09:09:21	00:00:00	00:00:00	00:01:26	00:00:17	00:01:23
			00:00:00	00:00:00	00:01:24	00:00:18	00:01:23

Agent Summary (High Water Marks)

The Agent Summary (High Water Marks) report shows the longest amount of time spent by the agent on calls of various call types for the reporting period.

Download & Scheduled PDF Report	
Default Report Type	Call Center Agent Report
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Summary (High Water Marks)
Run For Duration:	Real-Time (Print Snapshot Taken At Thu Oct 08,2026 11:56:54 PM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

Charting Overview

Detailed Report Fields/Statistics

Status	Name	Longest Call (All)	Longest Hold Time
Busy/A, ACD Ans	David Harris-Jones	00:03:07	00:00:30
Busy/O, Ans	Joan Greengross	00:03:12	00:00:30
S/Out	Esther Pigeon	00:03:18	00:00:30
Busy/A, ACD Ans	Elwyn Watkins	00:03:18	00:00:30
S/Out	Julian Stewart	00:03:12	00:00:30
S/Out	Cameron Knox	00:03:13	00:00:30
Avail, Idle	Andrew Johnston	00:03:18	00:00:30
S/Out	Cameron Clark	00:03:18	00:00:30
Busy/A, ACD Ans	Luke Davies	00:03:12	00:00:30
S/Out	Caroline Morrison	00:03:12	00:00:31

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time

Agent Unavailability (Unavailable Code Count)

The Agent Unavailability (Unavailable Code Count) report provides information related to the unavailability codes used by agents when setting their state to Unavailable.

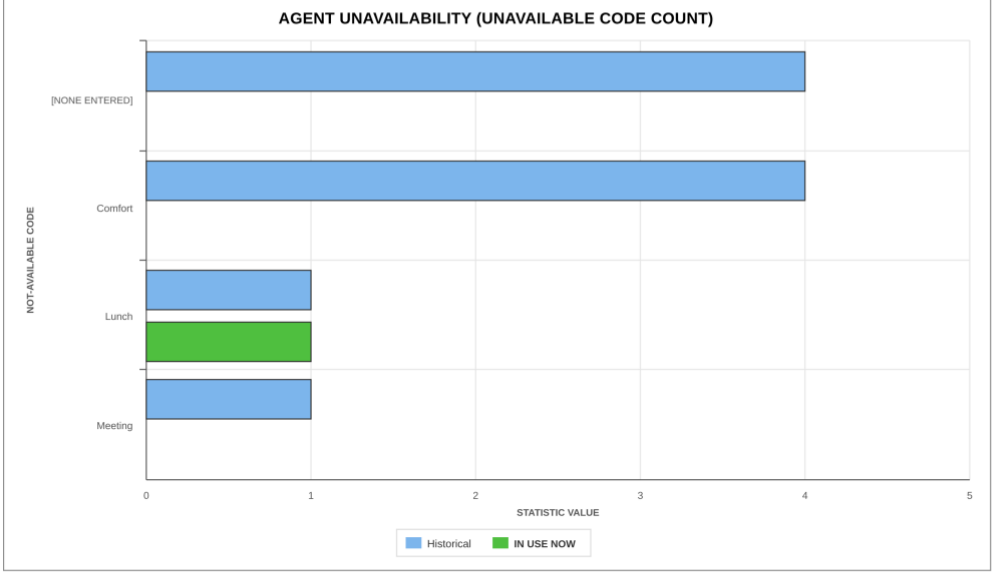
This report is an aggregation of all Agent unavailable counts. To view available codes for individual or groups of agents, this report requires filtering against the specific agents.

Download & Scheduled PDF Report	
Default Report Type	Agent N/A Code Usage
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time

Report Summary Information

Report Description:	ECCR Agent Reports Agent Unavailability (Unavailable Code Count)
Run For Duration:	Real-Time (Print Snapshot Taken At Tue Sep 24,2024 01:06:22 PM BST Local Time)
Report Type/Style:	Agent N/A Code Usage
Run By User:	colin.gill@akixi.com
Filter Options:	Tel Server='Akixi In-House BWKS (Product)'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

Charting Overview



Detailed Report Fields/Statistics

Not-Available Code	Historical	In Use Now
[None Entered]	4	0
Comfort	4	0
Lunch	1	1
Meeting	1	0
	10	**1**

Real Time/Historical Report in Portal	
Default Report Type	Agent N/A Code Usage
Default View Style	Table View
Default Timeframe	Real-Time

N/A CODE ▲	HISTORICAL	IN USE NOW
[None Entered]	4	0
Comfort	4	0
Lunch	1	1
Meeting	1	0
	10	1

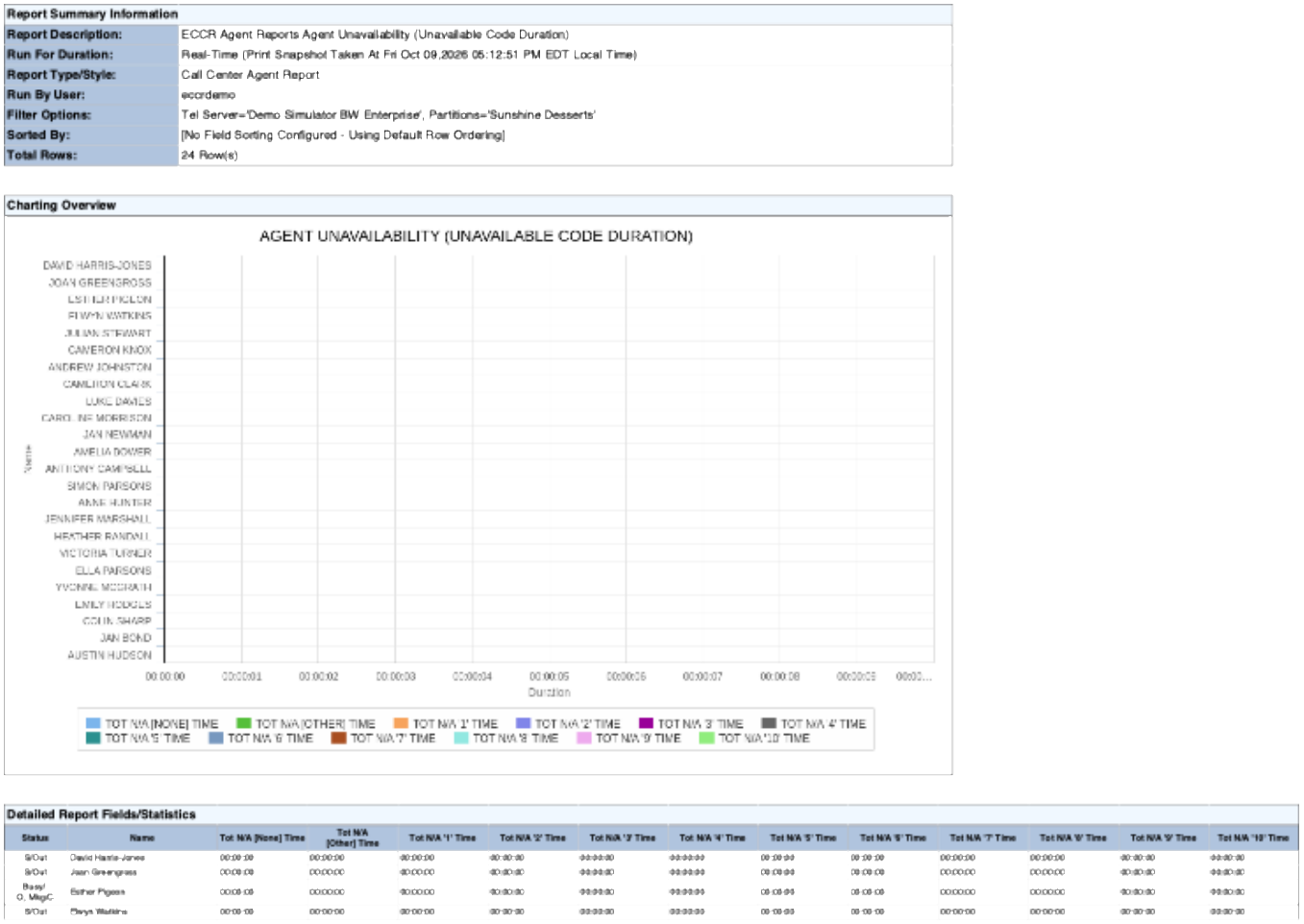
Real-time N/A state

Blue - One or more ACD agents is/are currently in Not-Available state using the corresponding reason code.

Agent Unavailability (Unavailable Code Duration)

The Agent Unavailability (Unavailable Code Duration) report provides information related to the unavailability codes used by agents when setting their state to *Unavailable* .

Download & Scheduled PDF Report	
Default Report Type	Call Center Agent Report
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Unavailability (Unavailable Code Duration)
Run For Duration:	Real-Time (Print Snapshot Taken At Fri Oct 09,2026 05:12:51 PM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	24 Row(s)

Charting Overview

AGENT UNAVAILABILITY (UNAVAILABLE CODE DURATION)

DAVID HARRIS-JONES
JOAN GREENGROSS
ESTER FIGUEIRA
ELWYN WATKINS
JULIAN STEWART
CAMERON KNOX
ANDREW JOHNSTON
CAMILLION CLARK
LUKE DAVIES
CAROLINE MORRISON
JAN NEWMAN
AMELIA POWER
ANTHONY CAMPBELL
SIMON PARSONS
ANNE HUNTER
JENNIFER MARSHALL
HEATHER RANDALL
VICTORIA TURNER
ELLA PARSONS
YVONNE MCGRATH
EMILY HODGES
COLIN SHARP
JAN BOND
AUSTIN HUDSON

Name

00:00:00 00:00:01 00:00:02 00:00:03 00:00:04 00:00:05 00:00:06 00:00:07 00:00:08 00:00:09 00:00:...

Duration

TOT N/A [NONE] TIME
TOT N/A [OTHER] TIME
TOT N/A '1' TIME
TOT N/A '2' TIME
TOT N/A '3' TIME
TOT N/A '4' TIME
TOT N/A '5' TIME
TOT N/A '6' TIME
TOT N/A '7' TIME
TOT N/A '8' TIME
TOT N/A '9' TIME
TOT N/A '10' TIME

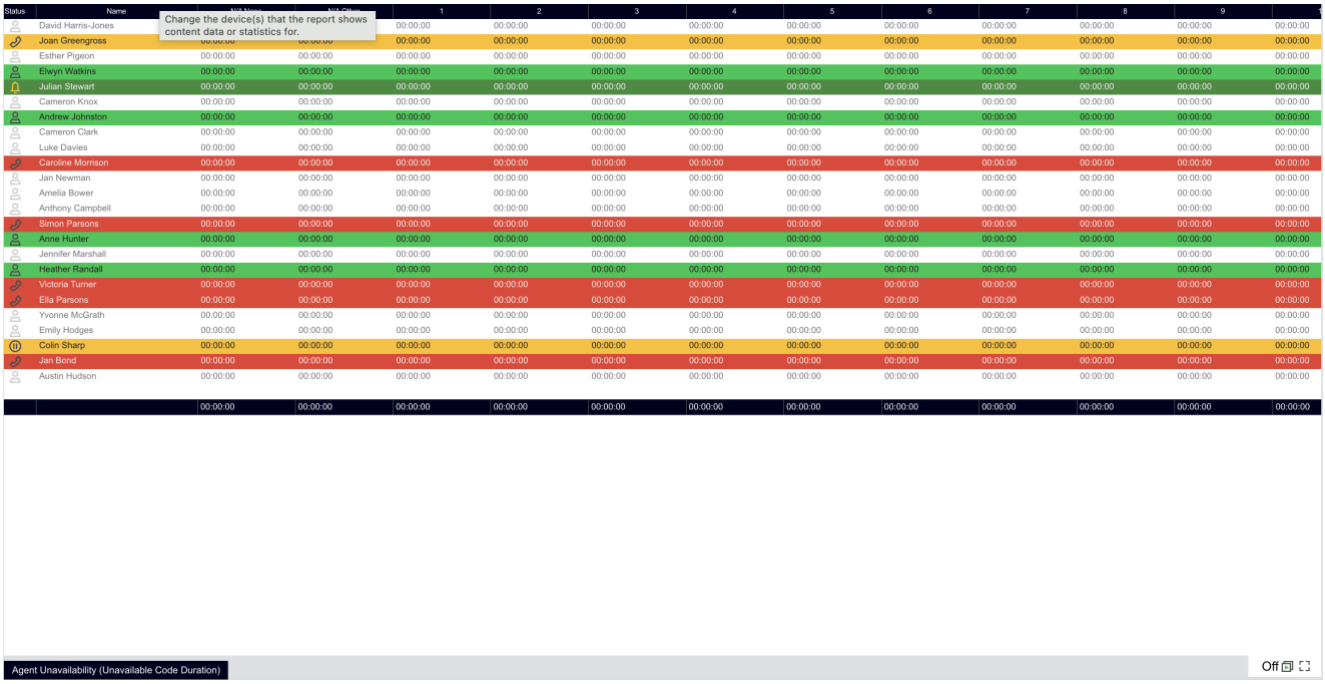
Detailed Report Fields/Statistics

Status	Name	Tot N/A [None] Time	Tot N/A [Other] Time	Tot N/A '1' Time	Tot N/A '2' Time	Tot N/A '3' Time	Tot N/A '4' Time	Tot N/A '5' Time	Tot N/A '6' Time	Tot N/A '7' Time	Tot N/A '8' Time	Tot N/A '9' Time	Tot N/A '10' Time
8/Out	David Harris-Jones	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
8/Out	Joan Greengross	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Busy/ O, Msg/C	Ester Figaro	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
8/Out	Elwyn Watkins	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Powered By Aldel

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time

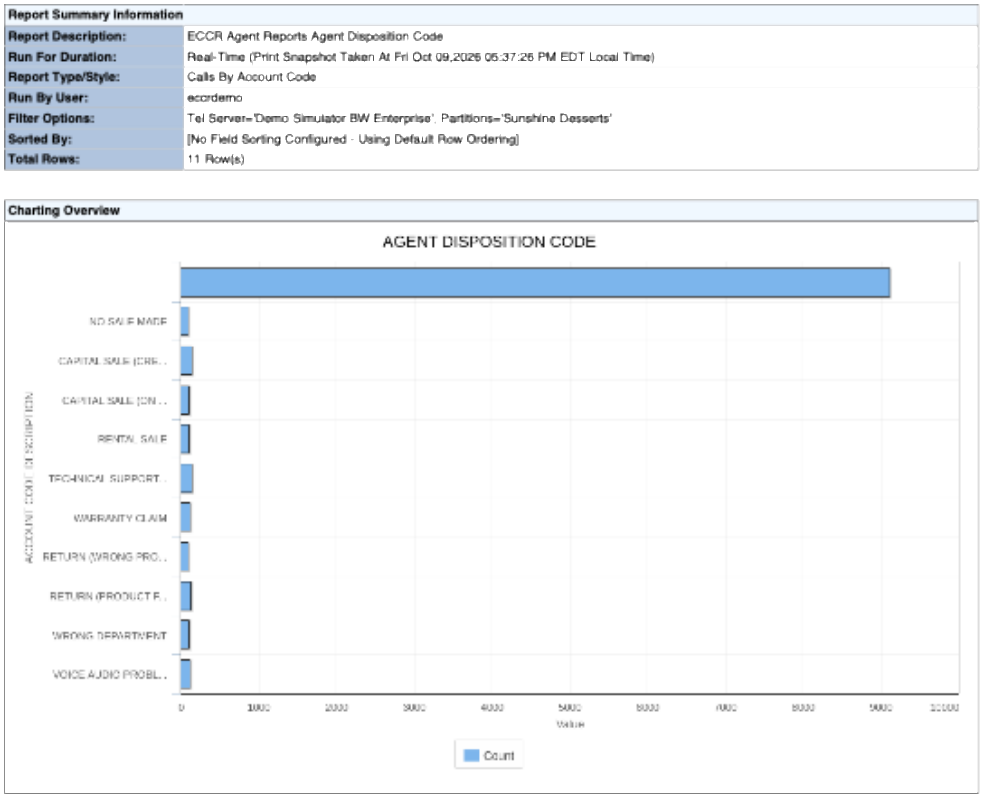


Agent Disposition Code

The Agent Disposition Code report provides information related to disposition codes used by agents.

This report is an aggregation of all Agent Disposition counts. To view disposition codes for individual agents or groups of agents, this report requires filtering against the specific agents.

Download & Scheduled PDF Report	
Default Report Type	Calls by Account Code
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Agent Reports Agent Disposition Code
Run For Duration:	Real-Time (Print Snapshot Taken At Fri Oct 09,2026 05:37:26 PM EDT Local Time)
Report Type/Style:	Calls By Account Code
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise' Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	11 Row(s)

Charting Overview

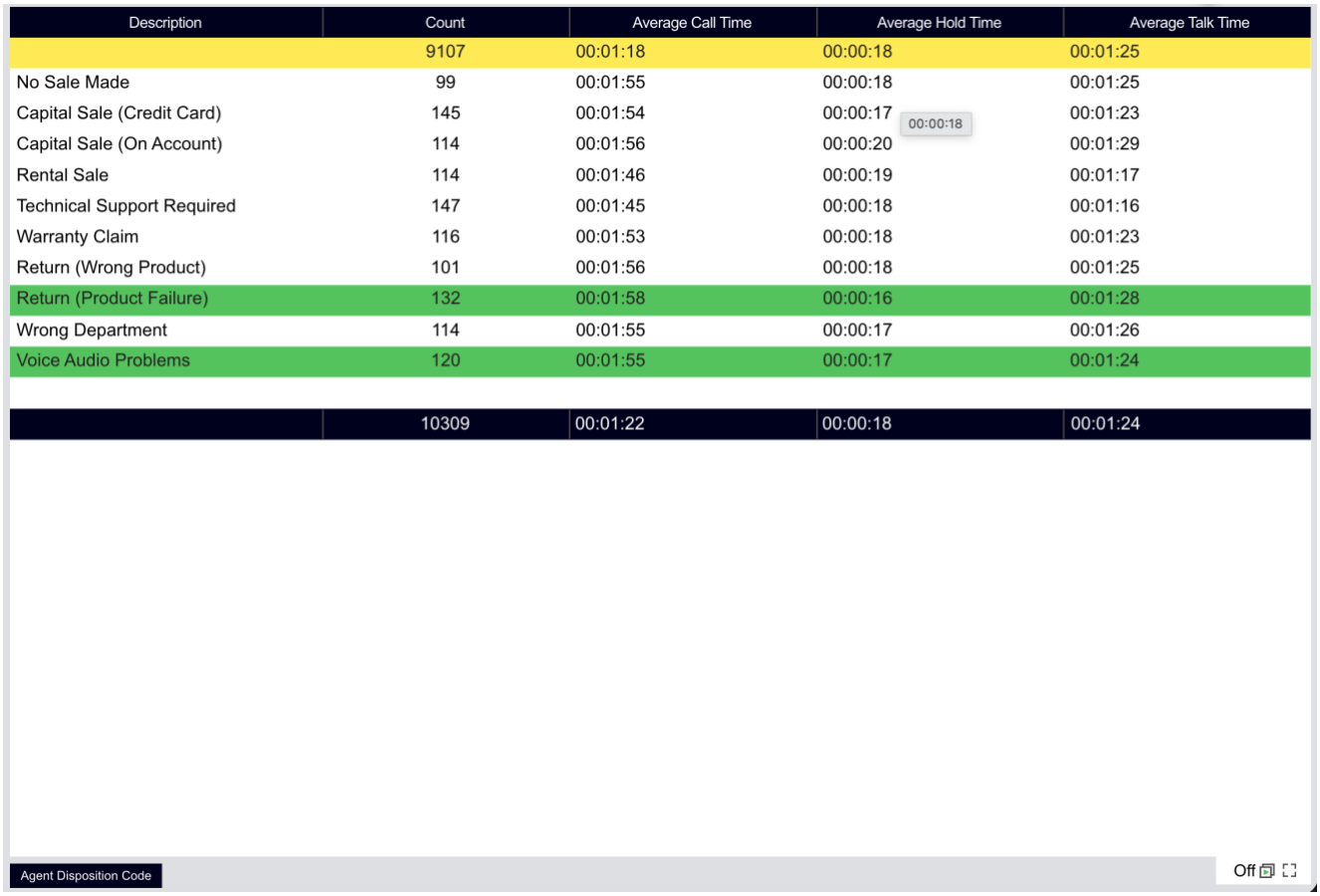
Detailed Report Fields/Statistics

Account Code Description	Count	Average Call Time	Average Hold Time	Average Talk Time
	9110	00:01:18	00:00:18	00:01:25
No Sale Made	99	00:01:55	00:00:18	00:01:25
Capital Sale (Credit Card)	145	00:01:54	00:00:17	00:01:23
Capital Sale (On Account)	114	00:01:56	00:00:20	00:01:29
Rental Sale	114	00:01:46	00:00:19	00:01:17
Technical Support Required	147	00:01:45	00:00:18	00:01:16
Warranty Claim	116	00:01:53	00:00:18	00:01:23

Powered By Aldel

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Calls by Account Code
Default View Style	Table View
Default Timeframe	Real-Time



Description	Count	Average Call Time	Average Hold Time	Average Talk Time
	9107	00:01:18	00:00:18	00:01:25
No Sale Made	99	00:01:55	00:00:18	00:01:25
Capital Sale (Credit Card)	145	00:01:54	00:00:17	00:01:23
Capital Sale (On Account)	114	00:01:56	00:00:20	00:01:29
Rental Sale	114	00:01:46	00:00:19	00:01:17
Technical Support Required	147	00:01:45	00:00:18	00:01:16
Warranty Claim	116	00:01:53	00:00:18	00:01:23
Return (Wrong Product)	101	00:01:56	00:00:18	00:01:25
Return (Product Failure)	132	00:01:58	00:00:16	00:01:28
Wrong Department	114	00:01:55	00:00:17	00:01:26
Voice Audio Problems	120	00:01:55	00:00:17	00:01:24
	10309	00:01:22	00:00:18	00:01:24

Agent Sign In Sign Out

The Agent Sign In Sign Out report provides information related to the sign-in and sign-out events of agents.

Download & Scheduled PDF Report	
Default Report Type	Agent / DND Activity Log
Default View Style	Table View
Default Timeframe	Real-Time

Report Summary Information	
Report Description:	ECCR Agent Reports Agent Sign in Sign Out
Run For Duration:	Today (Run At Fri Oct 09,2026 06:44:07 PM EDT Local Time)
Report Type/Style:	Agent / DND Activity Log
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Total Rows:	250 Row(s)

Detailed Report Fields/Statistics

Status	Agent Name	Activity Time	Activity
Busy/O	David Harris-Jones	00:00:01	Busy/O
Avail	Elwyn Watkins	00:00:01	Avail
Alert/A	Jan Bond	00:00:07	Alert/A
Alert/A	Cameron Knox	00:00:13	Alert/A
Busy/A	David Harris-Jones	00:00:13	Busy/A
Busy/O	Austin Hudson	00:00:19	Busy/O
Avail	Cameron Knox	00:00:25	Avail
Alert/A	Elwyn Watkins	00:00:25	Alert/A
Alert/A	Heather Randall	00:00:25	Alert/A
Busy/A	Jan Bond	00:00:25	Busy/A
S/In	David Harris-Jones	23:47:00	S/In
S/In	David Harris-Jones	23:47:00	S/In
Busy/A	David Harris-Jones	00:00:13	Busy/A
S/In	Joan Greengross	23:23:35	S/In
S/In	Joan Greengross	23:23:35	S/In
Busy/O	Joan Greengross	23:59:49	Busy/O
S/In	Elwyn Watkins	23:40:24	S/In
S/In	Elwyn Watkins	23:40:24	S/In
Alert/A	Elwyn Watkins	00:00:25	Alert/A
S/In	Julian Stewart	23:57:00	S/In
Busy/A	Julian Stewart	23:58:43	Busy/A
S/In	Cameron Knox	23:57:24	S/In
Avail	Cameron Knox	00:00:25	Avail
S/In	Andrew Johnston	23:59:55	S/In
Busy/O	Andrew Johnston	23:59:55	Busy/O
S/In	Luke Davies	23:53:24	S/In
Busy/O	Luke Davies	23:59:37	Busy/O
S/In	Jennifer Marshall	23:57:18	S/In
Avail	Jennifer Marshall	23:59:13	Avail
S/In	Heather Randall	23:31:59	S/In
Alert/A	Heather Randall	00:00:25	Alert/A
S/In	Ella Parsons	23:38:48	S/In

Powered By Aktiv

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Agent / DND Activity Log
Default View Style	Table View
Default Timeframe	Real-Time

Call Center Incoming Calls

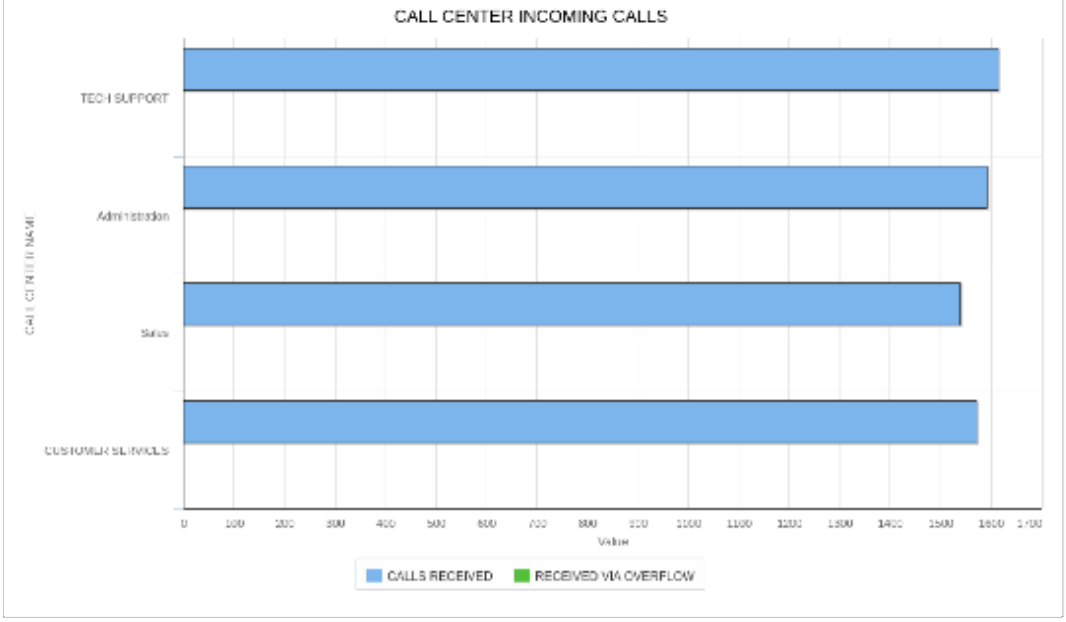
The Call Center Incoming Calls report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time

Report Summary Information

Report Description:	ECCR Call Center Reports Call Center Incoming Calls
Run For Duration:	Real-Time (Print Snapshot Taken At Fri Oct 09,2026 07:23:40 PM EDT Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

Charting Overview



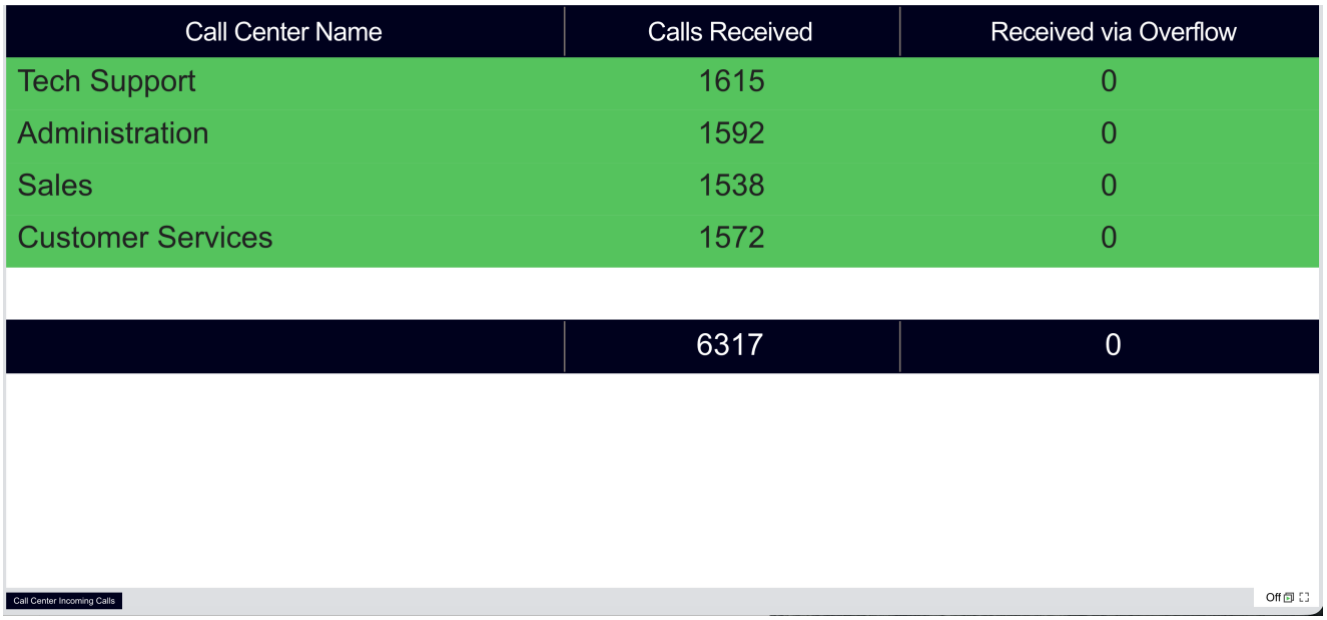
Detailed Report Fields/Statistics

Call Center Name	Calls Received	Received via Overflow
Tech Support	1615	0
Administration	1592	0
Sales	1539	0
Customer Services	1572	0
	6318	**0**

Powered By Aldel

Page 1

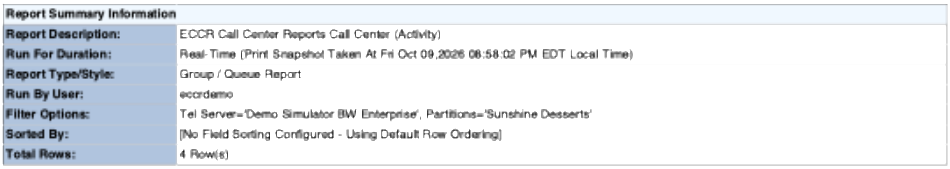
Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time



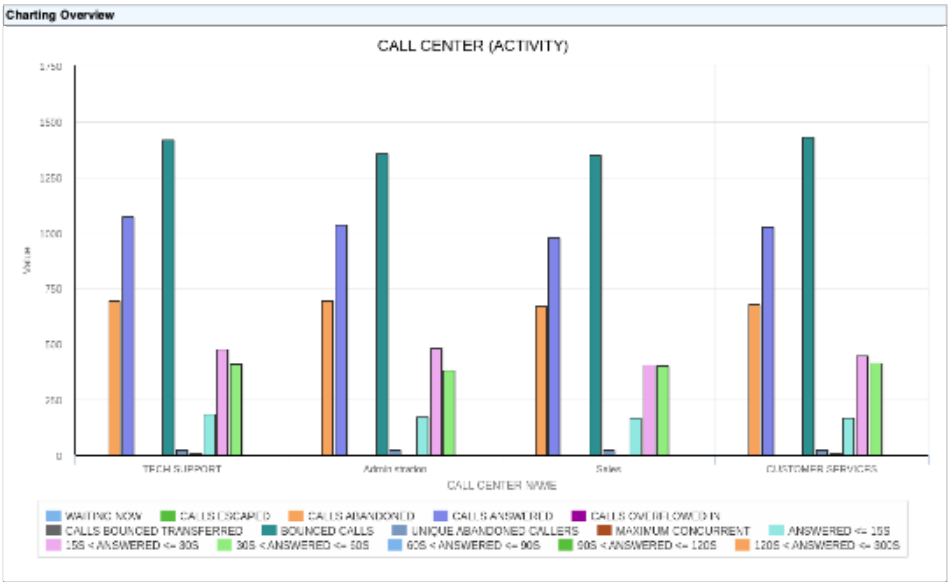
Call Center (Activity)

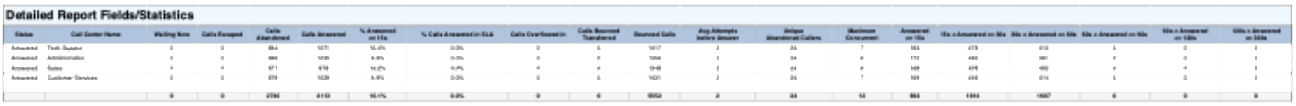
The Call Center (Activity) report provides information related to how calls are handled by call centers once they have been queued.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Column Chart + Table View
Default Timeframe	Real-Time



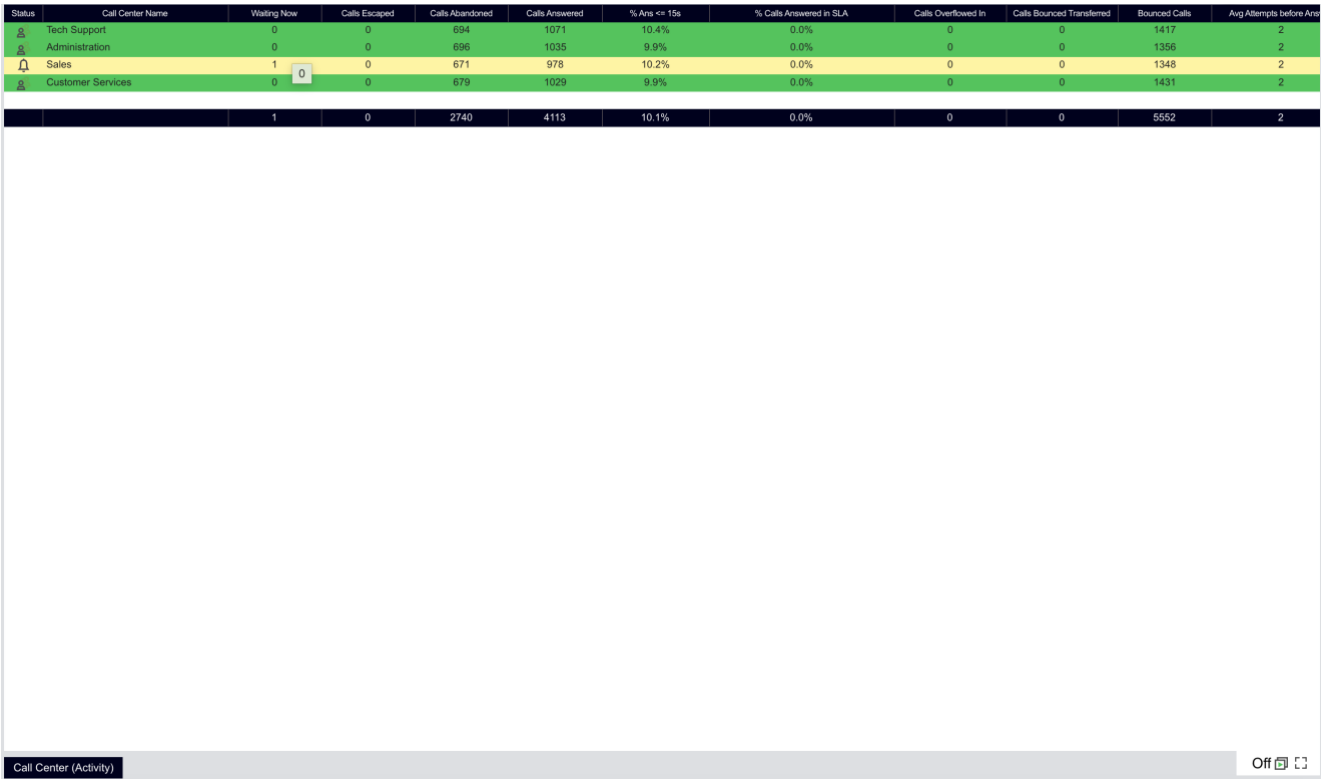
Report Summary Information	
Report Description:	ECCR Call Center Reports Call Center (Activity)
Run For Duration:	Real-Time (Print Snapshot Taken At Fri Oct 09,2026 08:58:02 PM EDT Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)





Page 1

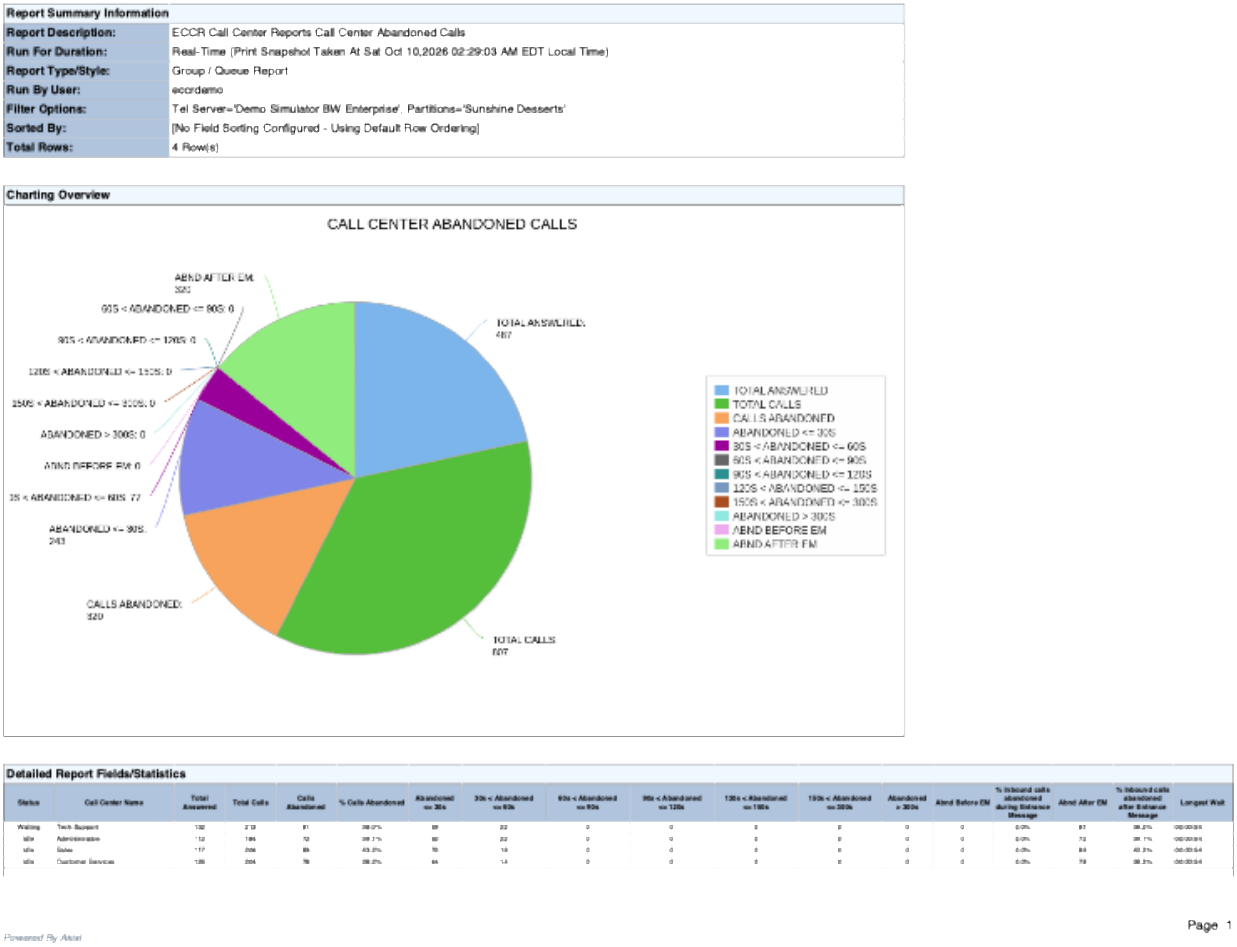
Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time



Call Center Abandoned Calls

The Call Center Abandoned Calls report provides information related to calls that are abandoned by callers.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Pie Chart + Table View
Default Timeframe	Real-Time



Report Summary Information

Report Description:	ECCR Call Center Reports Call Center Abandoned Calls
Run For Duration:	Real-Time (Print Snapshot Taken At Sat Oct 10,2026 02:29:03 AM EDT Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

Charting Overview

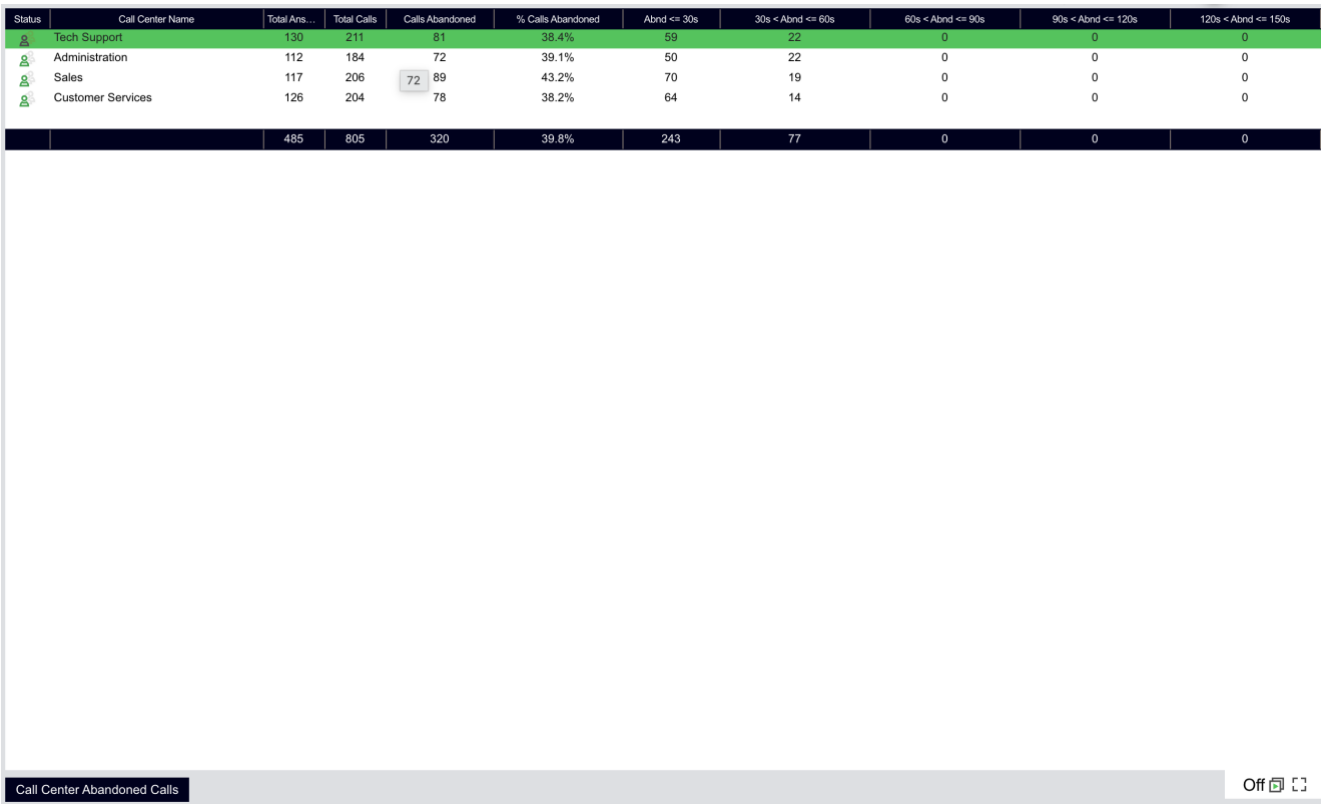
Detailed Report Fields/Statistics

Status	Call Center Name	Total Answered	Total Calls	Calls Abandoned	% Calls Abandoned	Abandoned <= 30s	30s < Abandoned <= 60s	60s < Abandoned <= 90s	90s < Abandoned <= 120s	120s < Abandoned <= 150s	150s < Abandoned <= 300s	Abandoned > 300s	Abnd Before EM	% Inbound calls abandoned during Entrance Message	Abnd After EM	% Inbound calls abandoned after Entrance Message	Longest Wait
Waiting	Tech Support	132	213	81	38.0%	59	22	0	0	0	0	0	0	0.0%	81	38.0%	00:00:04
Idle	Administrative	112	184	72	39.1%	50	22	0	0	0	0	0	0	0.0%	72	39.1%	00:00:04
Idle	Sales	117	206	89	43.2%	70	19	0	0	0	0	0	0	0.0%	89	43.2%	00:00:04
Idle	Customer Services	126	204	78	38.2%	64	14	0	0	0	0	0	0	0.0%	78	38.2%	00:00:04

Page 1

Powered By Akixi

Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time

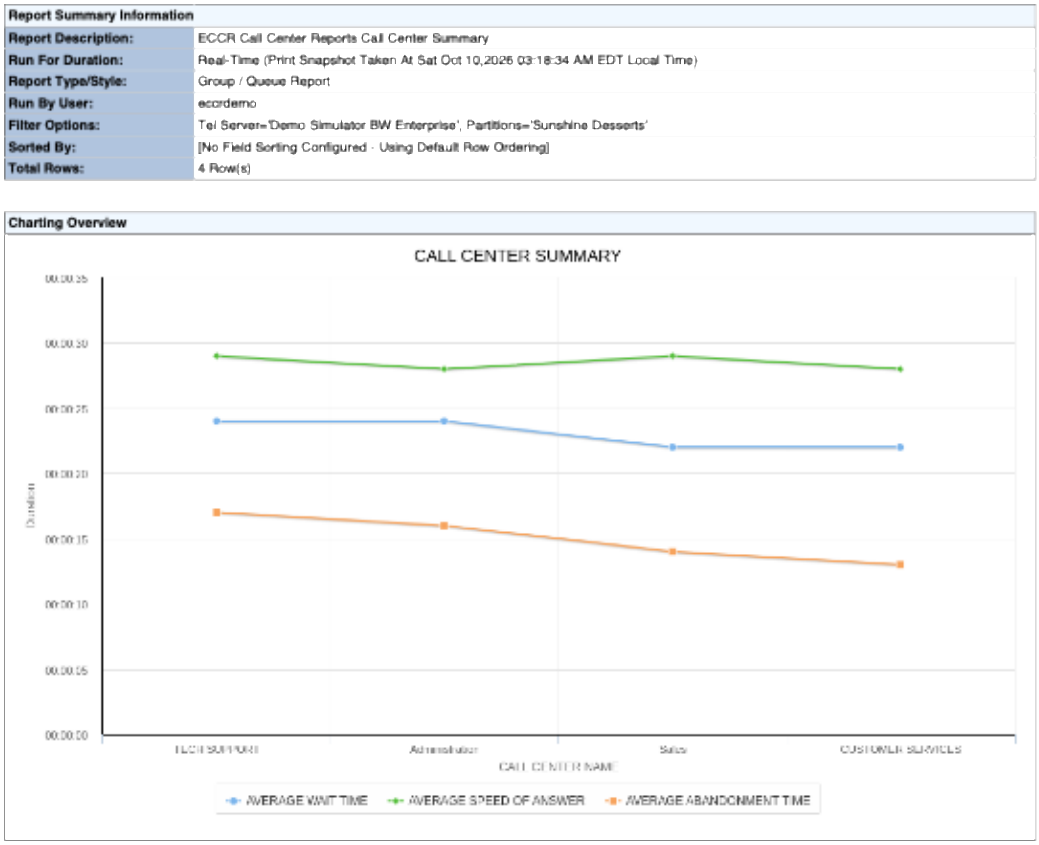


Status	Call Center Name	Total Ans…	Total Calls	Calls Abandoned	% Calls Abandoned	Abnd <= 30s	30s < Abnd <= 60s	60s < Abnd <= 90s	90s < Abnd <= 120s	120s < Abnd <= 150s
	Tech Support	130	211	81	38.4%	59	22	0	0	0
	Administration	112	184	72	39.1%	50	22	0	0	0
	Sales	117	206	89	43.2%	70	19	0	0	0
	Customer Services	126	204	78	38.2%	64	14	0	0	0
		485	805	320	39.8%	243	77	0	0	0

Call Center Summary

The Call Center Summary report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	Line Chart + Table View
Default Timeframe	Real-Time



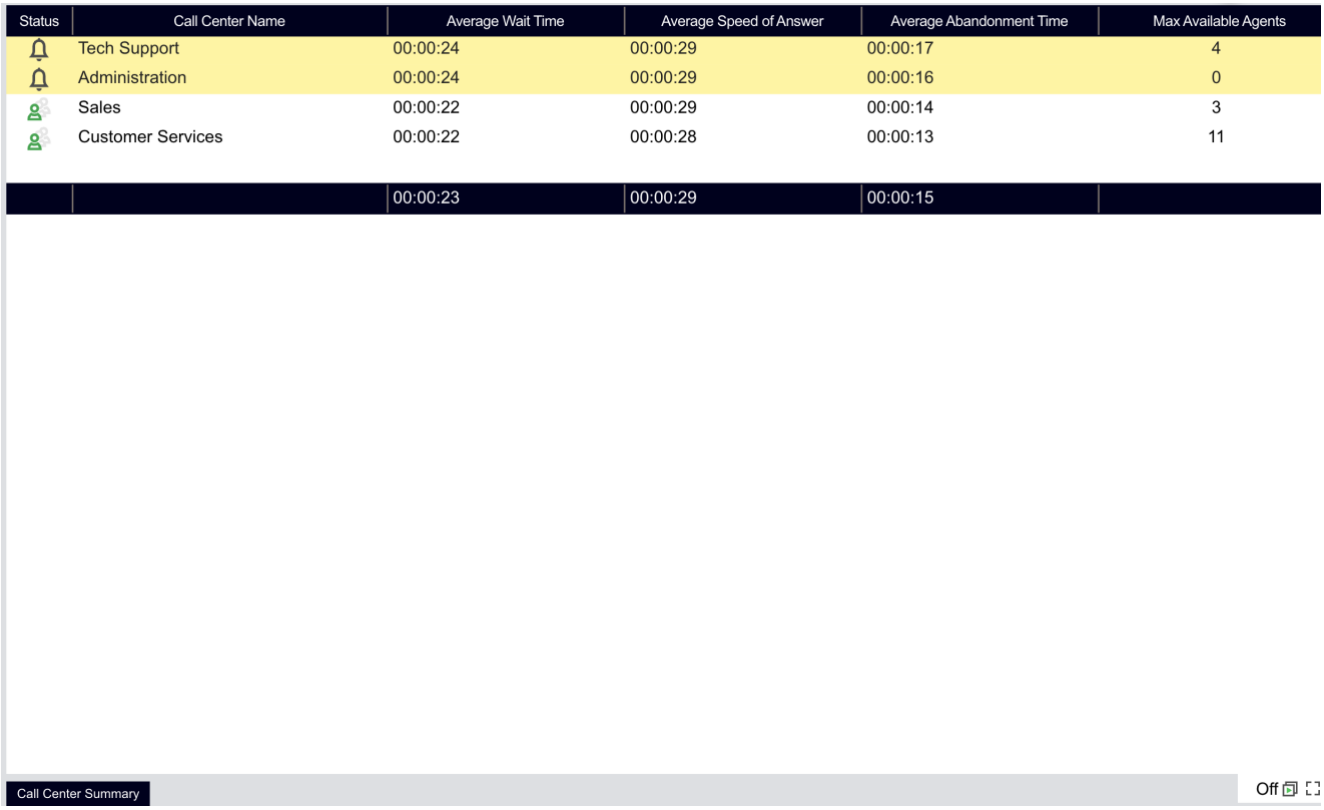
Report Summary Information	
Report Description:	ECCR Call Center Reports Call Center Summary
Run For Duration:	Real-Time (Print Snapshot Taken At Sat Oct 10,2026 03:18:34 AM EDT Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

Charting Overview

Detailed Report Fields/Statistics

Status	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Max Available Agents
Idle	Tech Support	00:00:24	00:00:29	00:00:17	4
Answered	Administration	00:00:24	00:00:28	00:00:16	0
Answered	Sales	00:00:22	00:00:29	00:00:14	3
Waiting	Customer Services	00:00:22	00:00:28	00:00:13	11
		00:00:23	**00:00:29**	**00:00:15**	

Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time



Call Center Service Levels

The Call Center Service Levels report provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Column Chart + Table View
Default Timeframe	Real-Time

Report Summary Information	
Report Description:	ECCR Call Center Reports Call Center Service Levels
Run For Duration:	Real-Time (Print Snapshot Taken At Sat Oct 10,2026 03:55:44 AM EDT Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

Charting Overview

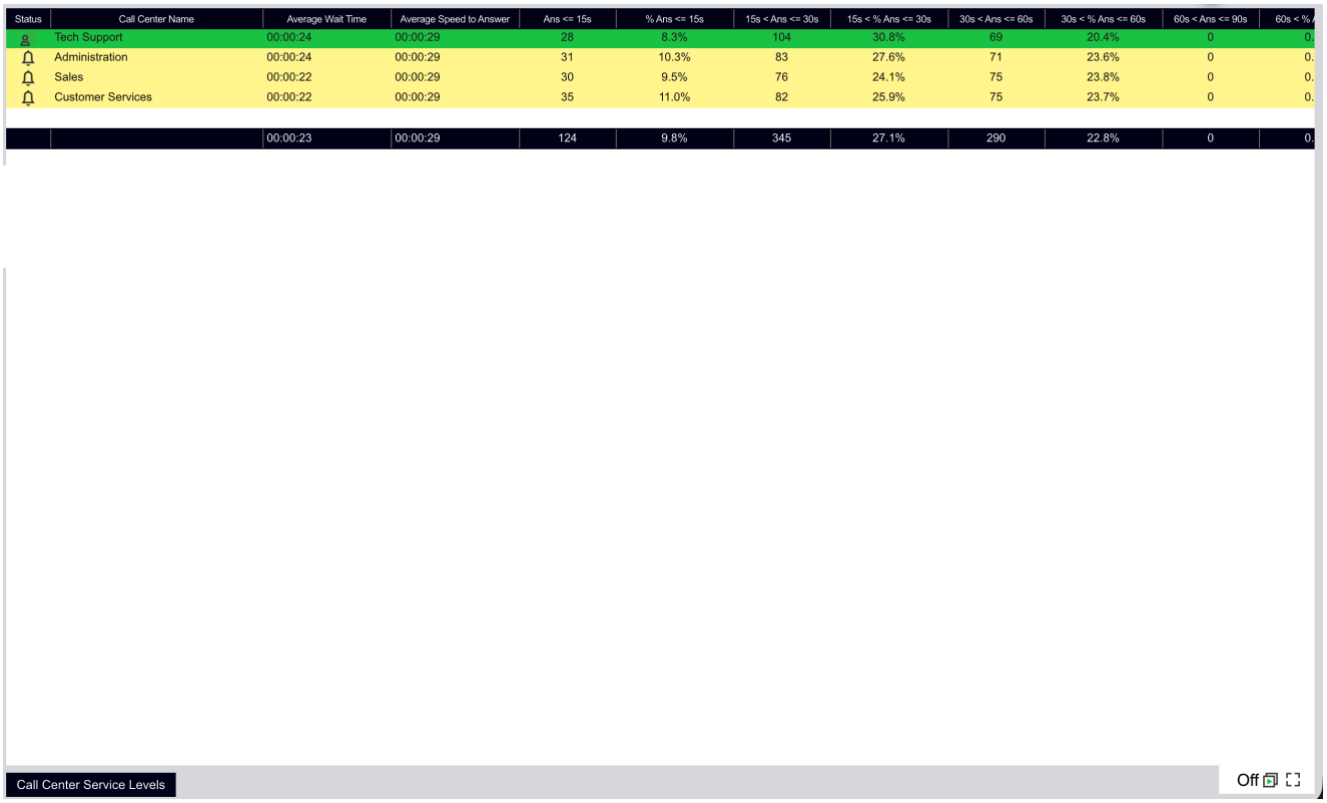
Detailed Report Fields/Statistics

Status	Call Center Name	Average Wait Time	Average Speed to Answer	Answered <= 15s	% Answered <= 15s	15s < Answered <= 30s	% 15s < Answered <= 30s	30s < Answered <= 60s	% 30s < Answered <= 60s	60s < Answered <= 90s	% 60s < Answered <= 90s	90s < Answered <= 120s	% 90s < Answered <= 120s	120s < Answered <= 300s	% 120s < Answered <= 300s	Answered > 300s	% Answered > 300s
Waiting	Tech Support	00:00:24	00:00:29	28	8.2%	105	31.1%	70	20.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Idle	Administration	00:00:24	00:00:29	22	10.3%	86	39.1%	72	33.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Answered	Sales	00:00:22	00:00:29	30	9.4%	77	24.1%	77	24.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Answered	Customer Services	00:00:23	00:00:29	36	11.3%	82	25.8%	76	23.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Powered By Aldol

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time



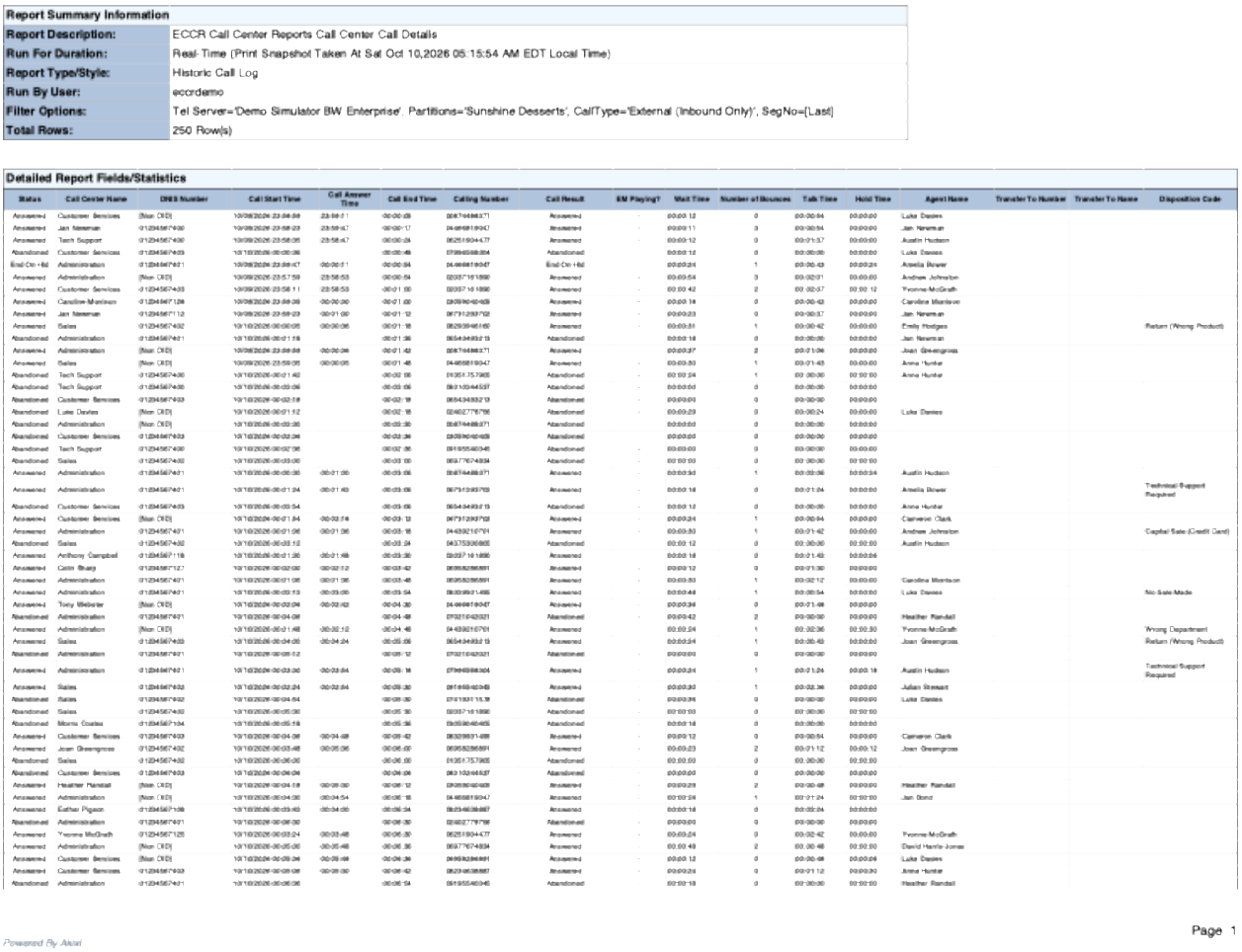
Queue Real-Time Statuses & Icons

Queue Real-Time Statuses & Icons
None - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.
Pale Yellow - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have no t yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extension s and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.
Green - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extension s and/or agent members is currently involved in an answered outbound or inbound call. **In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.**
No calls are currently being distributed by the corresponding queue or are currently answered at a group member. The corresponding queue is currently distributing calls that have no t yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered. **Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.** The application is no t currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator. **A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.** **The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.**

Call Center Call Detail

The Call Center Call Detail report provides information related to calls received by the call center.

Download & Scheduled PDF Report	
Default Report Type	Historical Call Report
Default View Style	Table View
Default Timeframe	Real-Time



Report Summary Information	
Report Description:	ECCR Call Center Reports Call Center Call Details
Run For Duration:	Real-Time (Print Snapshot Taken At Sat Oct 10,2026 05:15:54 AM EDT Local Time)
Report Type/Style:	Historic Call Log
Run By User:	eccrdemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts', CallType='External (Inbound Only)', SegNo=[Last]
Total Rows:	250 Row(s)

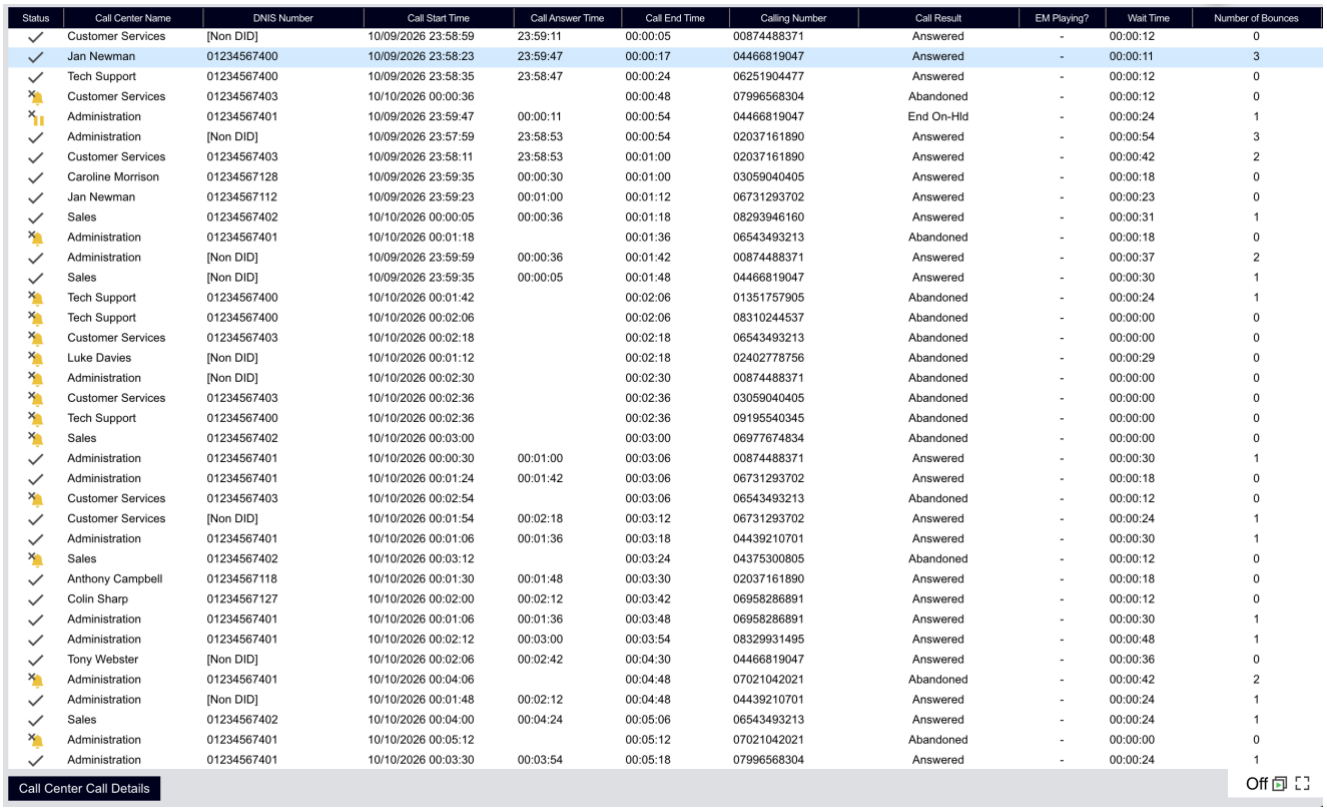
Detailed Report Fields/Statistics

Status	Call Center Name	DNIS Number	Call Start Time	Call Answer Time	Call End Time	Calling Number	Call Result	IM Playing?	Wait Time	Number of Bounces	Talk Time	Hold Time	Agent Name	Transfer To Number	Transfer To Name	Disposition Code
Answered	Customer Services	[Non DNIS]	10/09/2026 23:58:58	23:58:51	00:00:09	0067448837	Answered	-	00:00:12	0	00:00:04	00:00:00	Luke Davies			
Answered	Jan Newman	01234567400	10/09/2026 23:58:23	23:58:47	00:00:17	04-6858189047	Answered	-	00:00:11	0	00:00:04	00:00:00	Jan Newman			
Answered	Tech Support	01234567400	10/09/2026 23:58:05	23:58:47	00:00:24	0625189044.77	Answered	-	00:00:12	0	00:01:37	00:00:00	Austin Hudson			
Abandoned	Customer Services	01234567403	10/10/2026 00:00:06		00:00:46	07984568.884	Abandoned	-	00:00:12	0	00:00:00	00:00:00	Luke Davies			
End-On +Bd	Administration	01234567401	10/09/2026 23:58:47	00:00:01	00:00:04	04-6858189047	End-On +Bd	-	00:00:24	1	00:00:43	00:00:24	Amelia Bower			
Answered	Administration	[Non DNIS]	10/09/2026 23:57:59	23:58:53	00:00:54	02937 161890	Answered	-	00:00:54	3	00:02:01	00:00:00	Andrew Johnston			
Answered	Customer Services	01234567403	10/09/2026 23:58:11	23:58:53	00:01:00	02937 161890	Answered	-	00:00:42	2	00:00:57	00:00:12	Yvonne McGrath			
Answered	Caroline Morrison	01234567128	10/09/2026 23:58:06	00:00:00	00:01:00	0609040409	Answered	-	00:00:18	0	00:00:42	00:00:00	Caroline Morrison			
Answered	Jan Newman	01234567112	10/09/2026 23:58:23	00:01:00	00:01:12	0671293702	Answered	-	00:00:23	0	00:00:37	00:00:00	Jan Newman			
Answered	Sales	01234567402	10/10/2026 00:00:05	00:00:06	00:01:18	0625394516.0	Answered	-	00:00:31	1	00:00:42	00:00:00	Emily Hodges			Return (Wrong Product)
Abandoned	Administration	01234567401	10/10/2026 00:01:18		00:01:36	0654349327.13	Abandoned	-	00:00:18	0	00:00:00	00:00:00	Jan Newman			
Answered	Administration	[Non DNIS]	10/09/2026 23:58:58	00:00:06	00:01:42	0067448837	Answered	-	00:00:37	2	00:01:06	00:00:00	Joan Greengrass			
Answered	Sales	[Non DNIS]	10/09/2026 23:59:05	00:00:05	00:01:48	04-6858189047	Answered	-	00:00:50	1	00:01:43	00:00:00	Anna Hunter			
Abandoned	Tech Support	01234567406	10/10/2026 00:01:42		00:02:06	0135175.7365	Abandoned	-	00:02:24	1	00:00:00	00:02:00	Anna Hunter			
Abandoned	Tech Support	01234567406	10/10/2026 00:02:06		00:02:56	0631034453.07	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Customer Services	01234567403	10/10/2026 00:02:18		00:02:18	0654349327.13	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Luke Davies	[Non DNIS]	10/10/2026 00:01:12		00:02:18	0240277.6706	Abandoned	-	00:00:29	0	00:00:24	00:00:00	Luke Davies			
Abandoned	Administration	[Non DNIS]	10/10/2026 00:02:36		00:02:36	0667448837.1	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Customer Services	01234567403	10/10/2026 00:02:24		00:02:24	0609040409	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Tech Support	01234567406	10/10/2026 00:02:06		00:02:36	0615554634.5	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Sales	01234567402	10/10/2026 00:02:06		00:03:00	0637767.4834	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Administration	01234567401	10/10/2026 00:00:06	00:01:06	00:03:06	0667448837.1	Answered	-	00:00:30	1	00:02:06	00:00:24	Austin Hudson			
Answered	Administration	01234567401	10/10/2026 00:01:24	00:01:40	00:03:06	0673129370.9	Answered	-	00:00:18	0	00:01:24	00:00:00	Amelia Bower			Technical Support Required
Abandoned	Customer Services	01234567403	10/10/2026 00:02:54		00:03:06	0654349327.13	Abandoned	-	00:00:12	0	00:00:00	00:00:00	Anna Hunter			
Answered	Customer Services	[Non DNIS]	10/10/2026 00:01:54	00:02:18	00:03:12	0673129370.9	Answered	-	00:00:24	1	00:00:54	00:00:00	Cameron Clark			
Answered	Administration	01234567401	10/10/2026 00:01:06	00:01:36	00:03:18	04-6382167.71	Answered	-	00:00:30	1	00:01:42	00:00:00	Andrew Johnston			Capital Sale (Credit Card)
Answered	Sales	01234567402	10/10/2026 00:03:12		00:03:24	0637536.9805	Abandoned	-	00:00:12	0	00:00:00	00:00:00	Austin Hudson			
Answered	Anthony Campbell	01234567118	10/10/2026 00:01:36	00:01:48	00:03:30	02937 161890	Answered	-	00:00:18	0	00:01:43	00:00:04				
Answered	Colin Rusty	01234567127	10/10/2026 00:02:00	00:02:12	00:03:42	0635525895.91	Answered	-	00:00:12	0	00:01:30	00:00:00				
Answered	Administration	01234567401	10/10/2026 00:01:06	00:01:36	00:03:48	0635525895.91	Answered	-	00:00:30	1	00:02:12	00:00:00	Caroline Morrison			
Answered	Administration	01234567401	10/10/2026 00:03:13	00:03:00	00:03:54	0630491.466	Answered	-	00:00:48	1	00:00:54	00:00:00	Luke Davies			No Sale Made
Answered	Tony Webster	[Non DNIS]	10/10/2026 00:02:06	00:02:42	00:04:30	04-6858189047	Answered	-	00:00:36	0	00:01:48	00:00:00				
Abandoned	Administration	01234567401	10/10/2026 00:04:06		00:04:48	0702142.0321	Abandoned	-	00:00:42	2	00:00:00	00:00:00	Heather Randall			
Answered	Administration	[Non DNIS]	10/10/2026 00:01:48	00:02:12	00:04:48	04-6382167.71	Answered	-	00:02:24	1	00:02:36	00:02:30	Yvonne McGrath			Wrong Department
Answered	Sales	01234567402	10/10/2026 00:04:06	00:04:24	00:05:06	0654349327.13	Answered	-	00:00:24	1	00:00:42	00:02:00	Joan Greengrass			Return (Wrong Product)
Answered	Administration	01234567401	10/10/2026 00:05:12		00:05:12	0702142.0321	Answered	-	00:00:00	0	00:00:00	00:00:00				
Answered	Administration	01234567401	10/10/2026 00:03:36	00:03:54	00:05:18	0749498.8304	Answered	-	00:00:24	1	00:01:24	00:00:18	Austin Hudson			Technical Support Required
Answered	Sales	01234567402	10/10/2026 00:02:24	00:02:54	00:05:30	0615.68.40348	Answered	-	00:00:30	1	00:02:36	00:00:00	Julian Stewart			
Abandoned	Sales	01234567402	10/10/2026 00:04:54		00:05:30	0741301.15.78	Abandoned	-	00:00:36	0	00:00:00	00:00:00	Luke Davies			
Abandoned	Sales	01234567402	10/10/2026 00:05:30		00:05:30	02937 161890	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Mavis Coates	01234567104	10/10/2026 00:05:18		00:05:36	0635364648.405	Abandoned	-	00:00:18	0	00:00:00	00:00:00				
Answered	Customer Services	01234567403	10/10/2026 00:04:06	00:04:48	00:05:42	0632989.1.499	Answered	-	00:00:12	0	00:00:54	00:00:00	Cameron Clark			
Answered	Joan Greengrass	01234567402	10/10/2026 00:03:48	00:05:06	00:05:42	0635525895.91	Answered	-	00:00:23	2	00:01:12	00:00:12	Joan Greengrass			
Abandoned	Sales	01234567402	10/10/2026 00:06:00		00:06:00	0135175.7365	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Customer Services	01234567403	10/10/2026 00:04:06		00:06:06	063.102.468.07	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Heather Randall	[Non DNIS]	10/10/2026 00:04:18	00:05:00	00:06:12	0635364648.405	Answered	-	00:00:29	2	00:00:48	00:00:00	Heather Randall			
Answered	Administration	[Non DNIS]	10/10/2026 00:04:36	00:04:54	00:06:18	04-6858189047	Answered	-	00:02:24	1	00:01:24	00:02:00	Jan Bond			
Answered	Esther Pigeon	01234567108	10/10/2026 00:03:48	00:04:00	00:06:24	0625.4638.887	Answered	-	00:00:18	0	00:02:24	00:00:00				
Abandoned	Administration	01234567401	10/10/2026 00:06:30		00:06:30	0240277.6706	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Yvonne McGrath	01234567125	10/10/2026 00:03:24	00:03:48	00:06:30	0625189044.77	Answered	-	00:00:24	0	00:02:42	00:00:00	Yvonne McGrath			
Answered	Administration	[Non DNIS]	10/10/2026 00:05:00	00:05:48	00:06:36	0637767.4834	Answered	-	00:02:48	2	00:00:48	00:02:00	David Hardy-Jones			
Answered	Customer Services	[Non DNIS]	10/10/2026 00:05:24	00:05:48	00:06:36	0635525895.91	Answered	-	00:00:12	0	00:00:48	00:00:24	Luke Davies			
Answered	Customer Services	01234567403	10/10/2026 00:06:06	00:06:30	00:06:42	0625.4638.887	Answered	-	00:00:24	0	00:01:12	00:00:30	Anna Hunter			
Abandoned	Administration	01234567401	10/10/2026 00:06:06		00:06:54	0615554634.5	Abandoned	-	00:02:18	0	00:00:00	00:02:00	Heather Randall			

Powered By Aksel

Page 1

Real Time/Historical Report in Portal	
Default Report Type	Historical Call Report
Default View Style	Table View
Default Timeframe	Real-Time



Status	Call Center Name	DNIS Number	Call Start Time	Call Answer Time	Call End Time	Calling Number	Call Result	EM Playing?	Wait Time	Number of Bounces
✓	Customer Services	[Non DID]	10/09/2026 23:58:59	23:59:11	00:00:05	00874488371	Answered	-	00:00:12	0
✓	Jan Newman	01234567400	10/09/2026 23:58:23	23:59:47	00:00:17	04466819047	Answered	-	00:00:11	3
✓	Tech Support	01234567400	10/09/2026 23:58:35	23:58:47	00:00:24	06251904477	Answered	-	00:00:12	0
✕	Customer Services	01234567403	10/10/2026 00:00:36		00:00:48	07996568304	Abandoned	-	00:00:12	0
✕	Administration	01234567401	10/09/2026 23:59:47	00:00:11	00:00:54	04466819047	End On-Hld	-	00:00:24	1
✓	Administration	[Non DID]	10/09/2026 23:57:59	23:58:53	00:00:54	02037161890	Answered	-	00:00:54	3
✓	Customer Services	01234567403	10/09/2026 23:58:11	23:58:53	00:01:00	02037161890	Answered	-	00:00:42	2
✓	Caroline Morrison	01234567128	10/09/2026 23:59:35	00:00:30	00:01:00	03059040405	Answered	-	00:00:18	0
✓	Jan Newman	01234567112	10/09/2026 23:59:23	00:01:00	00:01:12	06731293702	Answered	-	00:00:23	0
✓	Sales	01234567402	10/10/2026 00:00:05	00:00:36	00:01:18	08293946160	Answered	-	00:00:31	1
✕	Administration	01234567401	10/10/2026 00:01:18		00:01:36	06543493213	Abandoned	-	00:00:18	0
✓	Administration	[Non DID]	10/09/2026 23:59:59	00:00:36	00:01:42	00874488371	Answered	-	00:00:37	2
✓	Sales	[Non DID]	10/09/2026 23:59:35	00:00:05	00:01:48	04466819047	Answered	-	00:00:30	1
✕	Tech Support	01234567400	10/10/2026 00:01:42		00:02:06	01351757905	Abandoned	-	00:00:24	1
✕	Tech Support	01234567400	10/10/2026 00:02:06		00:02:06	08310244537	Abandoned	-	00:00:00	0
✕	Customer Services	01234567403	10/10/2026 00:02:18		00:02:18	06543493213	Abandoned	-	00:00:00	0
✕	Luke Davies	[Non DID]	10/10/2026 00:01:12		00:02:18	02402778756	Abandoned	-	00:00:29	0
✕	Administration	[Non DID]	10/10/2026 00:02:30		00:02:30	00874488371	Abandoned	-	00:00:00	0
✕	Customer Services	01234567403	10/10/2026 00:02:36		00:02:36	03059040405	Abandoned	-	00:00:00	0
✕	Tech Support	01234567400	10/10/2026 00:02:36		00:02:36	09195540345	Abandoned	-	00:00:00	0
✕	Sales	01234567402	10/10/2026 00:03:00		00:03:00	06977674834	Abandoned	-	00:00:00	0
✓	Administration	01234567401	10/10/2026 00:00:30	00:01:00	00:03:06	00874488371	Answered	-	00:00:30	1
✓	Administration	01234567401	10/10/2026 00:01:24	00:01:42	00:03:06	06731293702	Answered	-	00:00:18	0
✕	Customer Services	01234567403	10/10/2026 00:02:54		00:03:06	06543493213	Abandoned	-	00:00:12	0
✓	Customer Services	[Non DID]	10/10/2026 00:01:54	00:02:18	00:03:12	06731293702	Answered	-	00:00:24	1
✓	Administration	01234567401	10/10/2026 00:01:06	00:01:36	00:03:18	04439210701	Answered	-	00:00:30	1
✕	Sales	01234567402	10/10/2026 00:03:12		00:03:24	04375300805	Abandoned	-	00:00:12	0
✓	Anthony Campbell	01234567118	10/10/2026 00:01:30	00:01:48	00:03:30	02037161890	Answered	-	00:00:18	0
✓	Colin Sharp	01234567127	10/10/2026 00:02:00	00:02:12	00:03:42	06958286891	Answered	-	00:00:12	0
✓	Administration	01234567401	10/10/2026 00:01:06	00:01:36	00:03:48	06958286891	Answered	-	00:00:30	1
✓	Administration	01234567401	10/10/2026 00:02:12	00:03:00	00:03:54	08329931495	Answered	-	00:00:48	1
✓	Tony Webster	[Non DID]	10/10/2026 00:02:06	00:02:42	00:04:30	04466819047	Answered	-	00:00:36	0
✕	Administration	01234567401	10/10/2026 00:04:06		00:04:48	07021042021	Abandoned	-	00:00:42	2
✓	Administration	[Non DID]	10/10/2026 00:01:48	00:02:12	00:04:48	04439210701	Answered	-	00:00:24	1
✓	Sales	01234567402	10/10/2026 00:04:00	00:04:24	00:05:06	06543493213	Answered	-	00:00:24	1
✕	Administration	01234567401	10/10/2026 00:05:12		00:05:12	07021042021	Abandoned	-	00:00:00	0
✓	Administration	01234567401	10/10/2026 00:03:30	00:03:54	00:05:18	07996568304	Answered	-	00:00:24	1

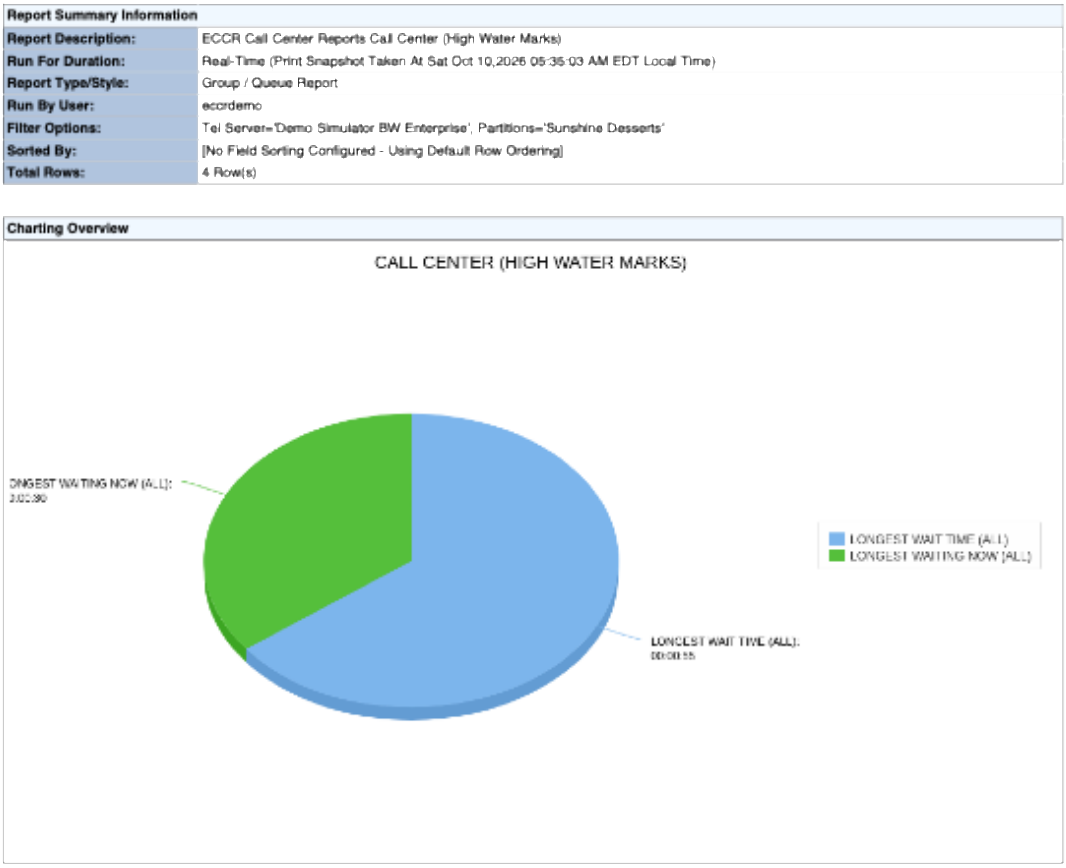
Call Center Call Details

Off

Call Center (High Water Marks)

The Call Center (High Water Marks) report shows the longest amount of time spent on calls of various call types for the reporting period.

Download & Scheduled PDF Report	
Default Report Type	Group / Queue Report
Default View Style	2D Bar Chart + Table View
Default Timeframe	Real-Time



Report Summary Information	
Report Description:	ECCR Call Center Reports Call Center (High Water Marks)
Run For Duration:	Real-Time (Print Snapshot Taken At Sat Oct 10,2026 05:35:03 AM EDT Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	ecordemo
Filter Options:	Tel Server='Demo Simulator BW Enterprise', Partitions='Sunshine Desserts'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

Charting Overview

CALL CENTER (HIGH WATER MARKS)

LONGEST WAITING NOW (ALL):
00:00:25

LONGEST WAIT TIME (ALL):
00:00:55

LONGEST WAIT TIME (ALL)
LONGEST WAITING NOW (ALL)

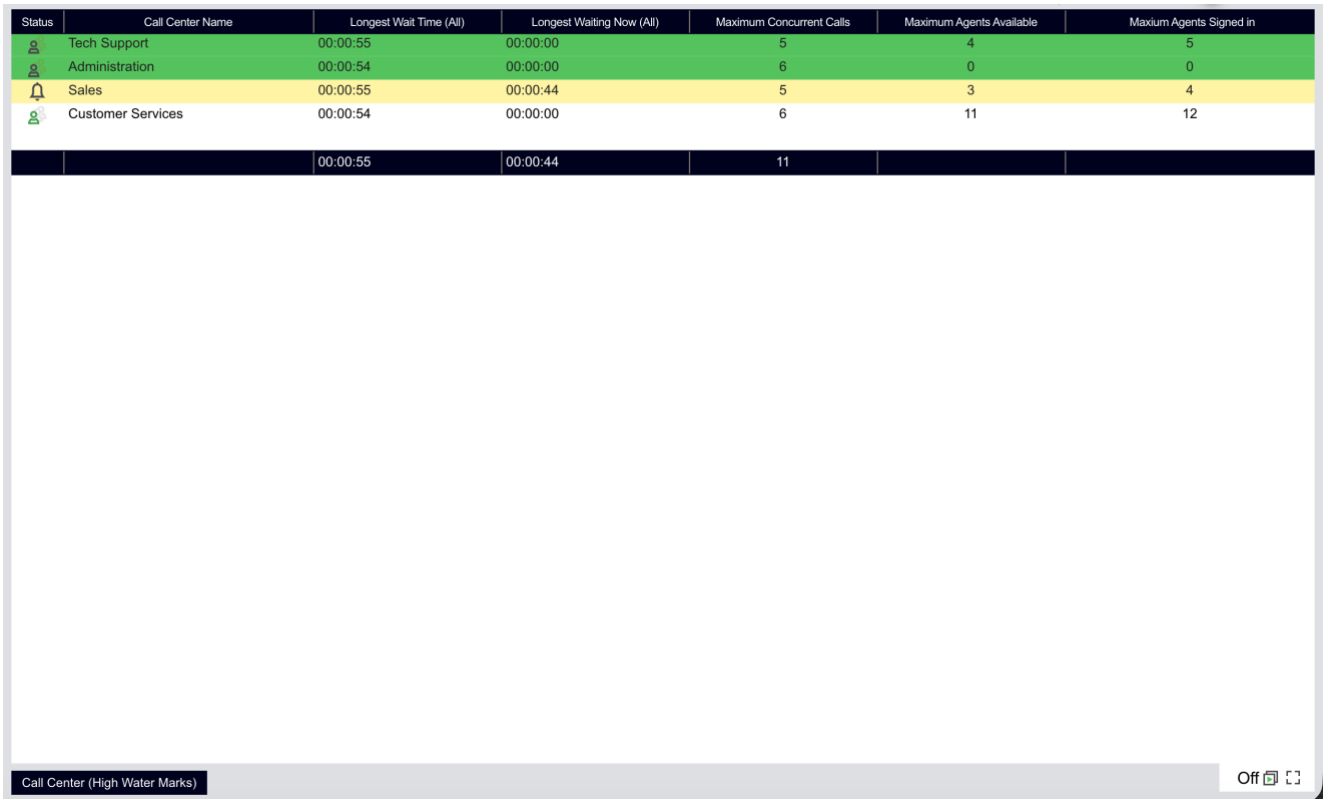
Detailed Report Fields/Statistics

Status	Call Center Name	Longest Wait Time (All)	Longest Waiting Now (All)	Maximum Concurrent Calls	Maximum Agents Available	Maxium Agents Signed in
Idle	Tech Support	00:00:55	00:00:00	5	4	5
Answered	Administration	00:00:54	00:00:00	6	0	0
Waiting	Sales	00:00:55	00:00:25	5	3	4
Answered	Customer Services	00:00:54	00:00:00	6	11	12
		00:00:55	**00:00:25**	**11**		

Powered By Aldel

Page 1

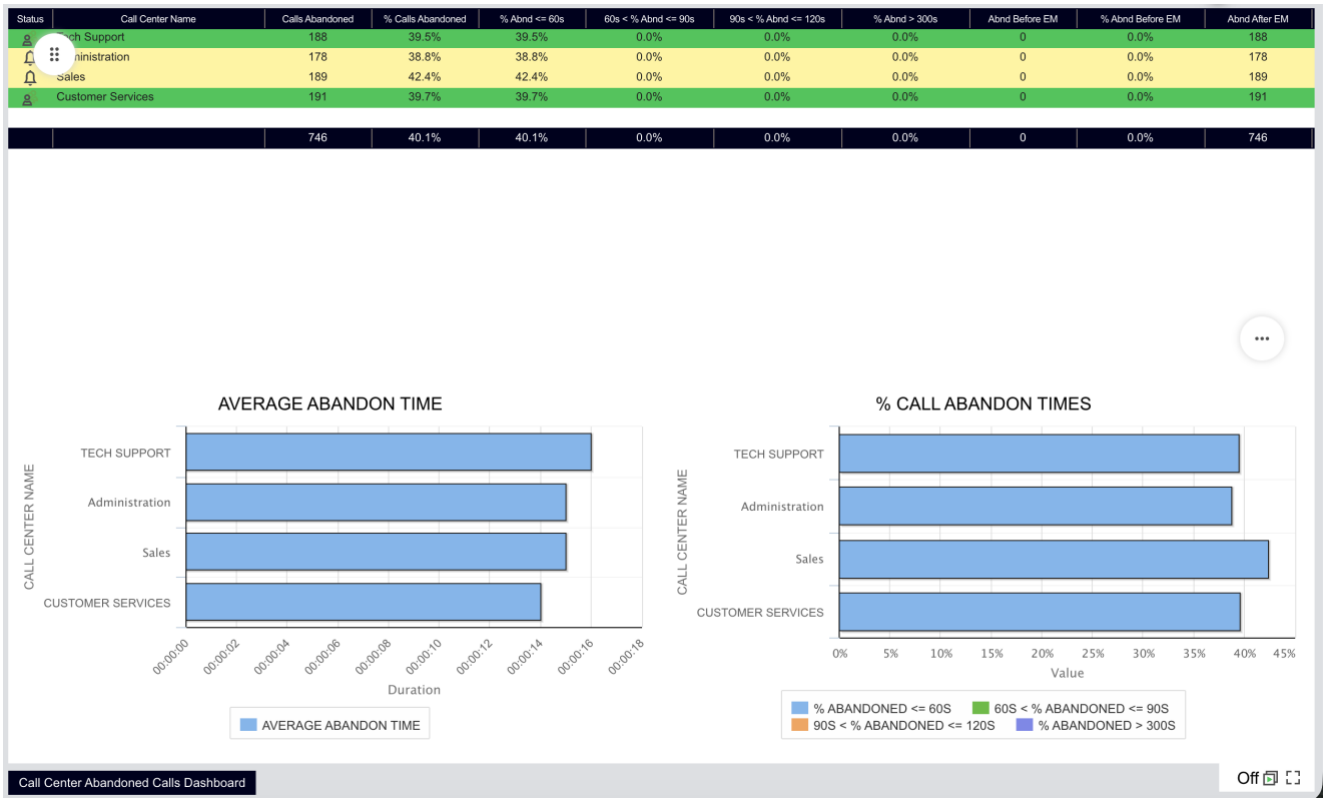
Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	2D Bar Chart
Default Timeframe	Real-Time



Call Center Abandoned Calls Dashboard

This dashboard shows different abandoned calls for individual call queues simultaneously.

Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	**1. Abandoned Calls by Queue - Group / Queue Report - Table View - Real Time** **2. Average Abandoned Time - Group / Queue Report - 2D Bar Chart - Realtime** **3. % Call Abandoned Times - Group / Queue Report - 2D Bar Chart - Realtime**



Call Center Dashboard

This dashboard gives a real-time aggregated and per queue view of queue call performance.

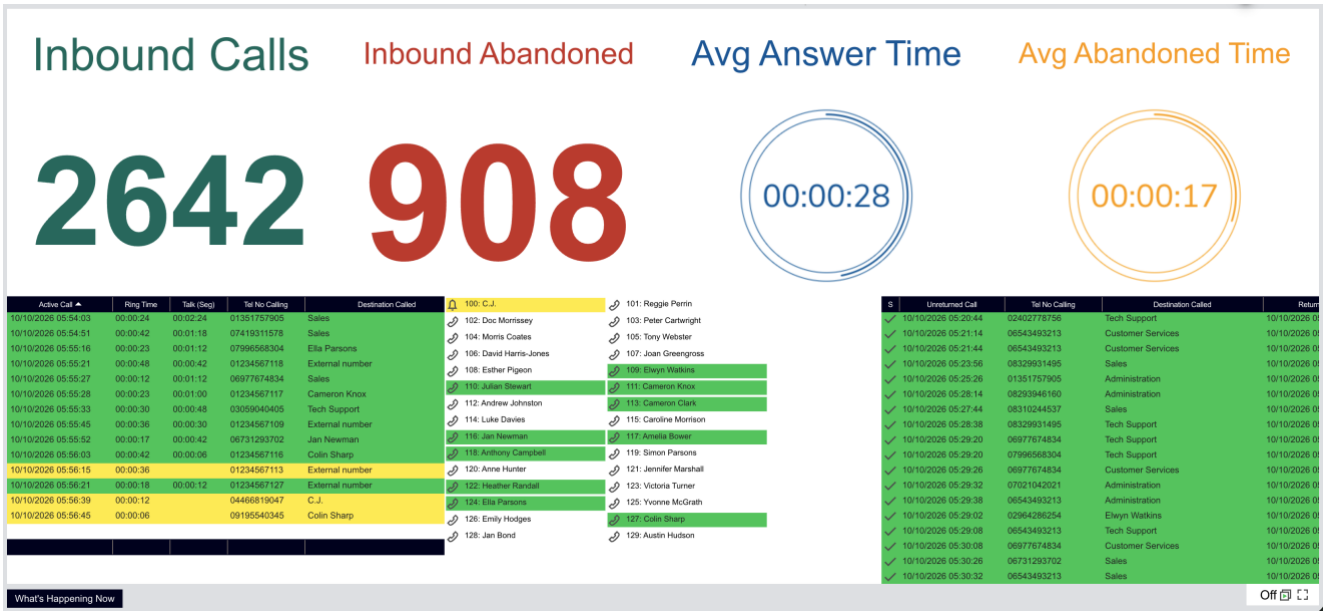
Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	**1. Aggregated Queue Performance - Wallboard - Grid View - Real Time** **2. Per queue performance - Group / Queue Report - Table View - Realtime**

Call Center Service Level Dashboard

This dashboard shows different real-time simultaneous views of call queue response and service level metrics.

Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	**1. Call Wait Times / Per Threshold Per Queue - Group / Queue Report - Table View - Real Time** **2. Average Wait Times Per Queue - Group / Queue Report - 2D Bar Chart - Realtime** **3. % Calls answered in Service - Group / Queue Report - 2D Bar Chart - Realtime** **4. % Call Answer Times - Group / Queue Report - 2D Bar Chart - Realtime**

What's Happening Now

This dashboard gives high level visibility on live calls and agent status.

Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	**1. High Level Call Metrics - Wallboard - Grid View - Real Time** **2. Active Live Calls - Active Call Report - Table View - Realtime** **3. Agent Call Status - Device / Extension Report - BLF View - Realtime** **4. Abandoned Calls - Unreturned Lost Calls Report - Table View - Realtime**