



ENHANCED CALL CENTER REPORTING

USER GUIDE

- Getting Started with your ECCR Reporting Portal
- Detailed ECCR Report & Dashboard Overview



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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 user guide will walk you through the essential features of ECCR to help you get the most out of your enhanced call center reporting and also details all the pre-configured default ECCR report. 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.

Let's get started!

Part 1 - Getting Started

Accessing the Business Analytics Reporting Portal

Depending on how your existing ECCR reporting platform has been configured, you will be able to access the reporting web portal from your existing supervisor client, or directly from a web browser, using your existing reporting credentials. You can access the portal at: <https://business-analytics.trusttelesystem.com>

Out-of-the-Box Reports

When you log on to the reporting web portal for the first time, you will be presented with ECCR reports ready to go from within the web portal. Each report has been preconfigured to emulate the ECCR reports you are familiar with, with many of the report and metrics names being closely-matched.

By default, all reports are set to real time. The real-time timeframe provides true real-time visibility of agent and call center activity and up to the second historical information from the start of the day. The timeframe for each report can be easily changed to report on whatever time frame you need.

The web portal is used to view reports in real-time, or whatever timeframe you want and is also used to modify, configure, manage, and build new reports.

Each report can be viewed on the web portal, instantly downloaded, or scheduled for regular delivery by email in a number of different formats (PDF, CSV, RTF, XLS).

First Steps

By default, all reports have no predefined filtering or historical timeframe set, so depending on how large your organisation is, there may be a lot of data in the out the box reports.

To get you up and running quickly, there are 2 simple steps you can take on a report to refine it and make the report more digestible. Each of these steps are explained in detail in the following sections:

1. **Filter** the report on the agents or queues you want to report on
2. Set the **timeframe** for whatever historical reporting period you require.



Press the F1 key at anytime from within the web portal to get contextualized help in relation to what you are doing. All reports styles and metrics as covered, as well as all of the web portal features and functions.

Video Links:

[ECCR Reporting Portal - Basic](#)

[ECCR Reporting Portal - Intermediate](#)

[ECCR Reporting Portal - Advanced](#)

Reporting Portal

Portal Overview

The screenshot shows the Reporting Portal interface. On the left is a sidebar with a 'Recycle Bin' section. The main area is a large table displaying agent activity. The table has columns for Status, Agent Name, Available, Unavailable, Wrap Up, Talk, Hold, and Staffed. The table is color-coded: green for available/active, red for unavailable, and orange for wrap-up. The bottom of the table shows summary totals. The interface includes various controls like filters, zoom levels, and a bottom navigation bar with tabs for Agent Activity, Agent Call, Agent Summary, Agent Activity Detail, Call Center, and High Water Marks.

Status	Agent Name	Available	Unavailable	Wrap Up	Talk	Hold	Staffed
Available	Tony Webster	00:38:45	00:00:00	00:00:00	00:02:24	00:02:42	02:58:57
Available	David Harris-Jones	00:47:37	00:00:00	00:00:00	00:02:49	00:03:43	03:30:41
Available	Juan Greengross	00:39:43	00:00:00	00:00:00	00:02:42	00:05:06	03:01:06
Available	Esther Pigeon	00:31:55	00:00:00	00:00:00	00:02:54	00:02:13	02:28:46
Available	Evelyn Watkins	00:49:46	00:00:00	00:00:00	00:02:42	00:05:05	03:19:35
Unavailable	Julian Stewart	00:41:53	00:00:00	00:00:00	00:02:49	00:04:30	03:06:04
Unavailable	Cameron Koor	01:08:40	00:00:00	00:00:00	00:02:48	00:03:42	04:19:20
Unavailable	Andrew Johnston	00:36:11	00:00:00	00:00:00	00:02:48	00:02:12	02:22:51
Unavailable	Cameron Clark	00:52:38	00:00:00	00:00:00	00:02:54	00:03:19	03:35:07
Unavailable	Luke Davies	00:48:14	00:00:00	00:00:00	00:02:54	00:02:12	02:44:06
Unavailable	Caroline Morrison	00:42:50	00:00:00	00:00:00	00:02:42	00:02:18	03:15:46
Unavailable	Jan Newman	00:42:01	00:00:00	00:00:00	00:03:48	00:02:06	03:52:30
Unavailable	Amelia Bower	00:34:16	00:00:00	00:00:00	00:02:54	00:02:06	02:21:34
Unavailable	Anthony Campbell	00:51:16	00:00:00	00:00:00	00:02:36	00:02:42	03:12:31
Unavailable	Simon Parsons	00:34:07	00:00:00	00:00:00	00:02:55	00:01:24	02:36:38
Unavailable	Anne Hunter	00:52:31	00:00:00	00:00:00	00:02:54	00:05:24	04:18:44
Unavailable	Jennifer Marshall	00:31:43	00:00:00	00:00:00	00:02:54	00:02:42	02:44:39
Unavailable	Heather Randall	00:44:37	00:00:00	00:00:00	00:02:48	00:03:36	02:56:44
Unavailable	Victoria Turner	00:42:04	00:00:00	00:00:00	00:02:54	00:03:06	03:04:18
Unavailable	Ella Parsons	01:00:51	00:00:00	00:00:00	00:02:49	00:04:30	03:32:15
Unavailable	Yvonne McGrath	00:44:33	00:00:00	00:00:00	00:02:48	00:03:18	03:14:44
Unavailable	Emily Hodges	00:52:15	00:00:00	00:00:00	00:02:48	00:04:48	03:29:18
Unavailable	Colin Sharp	00:49:01	00:00:00	00:00:00	00:03:00	00:02:30	03:23:33
Unavailable	Jan Bond	00:37:38	00:00:00	00:00:00	00:02:54	00:03:42	02:36:56
Unavailable	Austin Hudson	01:06:08	00:00:00	00:00:00	00:02:54	00:05:18	03:59:22
19:00:12		00:00:00	00:00:00	00:03:00	01:20:45		

1. **Report Repository** - Create, store, modify, organize, and manage reports.
2. **Report Control** - Add, copy, and delete reports + Report recycle bin.
3. **Settings & Help** - Portal and notifications settings and help.
4. **Report/Dashboard Config** - Modify, download, filter reports.
5. **Device & Agent Controls** - Make, take, transfer calls + set agent availability, queue status and disposition codes.
6. **Report/Dashboard Controls** - Quick settings for reports and dashboards.
7. **Open Reports** - Open report tabs.
8. **Presentation Control** - Report full screen and scrolling controls.
9. **Report/Dashboard Window** - Real-time dashboard and report window.

Creating New Reports

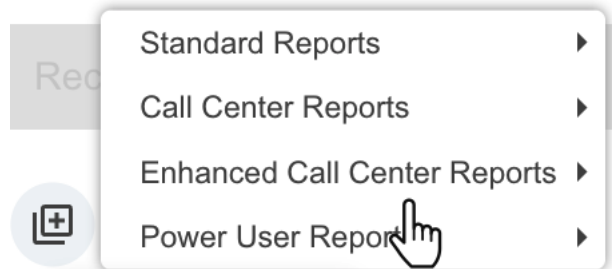
Though each of the out the box reports are preconfigured to closely resemble your familiar ECCR reports, each default out the box report is built using the web portal's proprietary report styles and metrics.

Using the web portal, you can create an unlimited number of new reports, either by creating a report from scratch, or selecting from a list of pre-built templates, including preconfigured reports such as the 20 default ECCR report templates, plus 8 additional templates for more advanced reporting going beyond the legacy-emulating ECCR templates, for a total of 28 default report templates.

So, if you end up changing or removing one of the box reports and need to revert to the original settings, do not worry, simply select the default report template from the preconfigured reports list using the "Add From Default" menu:

Creating Reports from Report Templates

Clicking on the add templated report icon in the navigation pane will pop up a list of user types, and their associated default out the box report templates.



To access the ECCR default out-of-the-box reports, hover over the Enhanced Call Center Reports user type. Simply click on the default report you want to create, and it will appear in the navigation pane.

By clicking on the Enhanced Call Center Reports user option, you can create all the default ECCR out the box reports in one go. Doing with will give you the option remove all your existing reports so you can start a fresh.

When a report is created from a template, it will have the suffix **(New)** on the end of the report name.



If you end up deleting or removing any reports, don't worry, the recycle bin will hold reports up to 30 days. Reports or folders and their contents can be restored from the recycle bin at the click of a button.

Building Reports from Scratch

If you are feeling more confident in your report building abilities, try building reports from scratch by clicking on the add new report icon in the navigation pane.

There are 20 report styles, 100s of metrics, 16 chart types, fully customisable timeframes and countless filtering and configuration settings to choose from, so the sky is the limit in what you can build. If you need help at any time, press the F1 key (this launches online help with AI search assistant and PDF export capability, providing a full reference for reporting capabilities and field definitions).

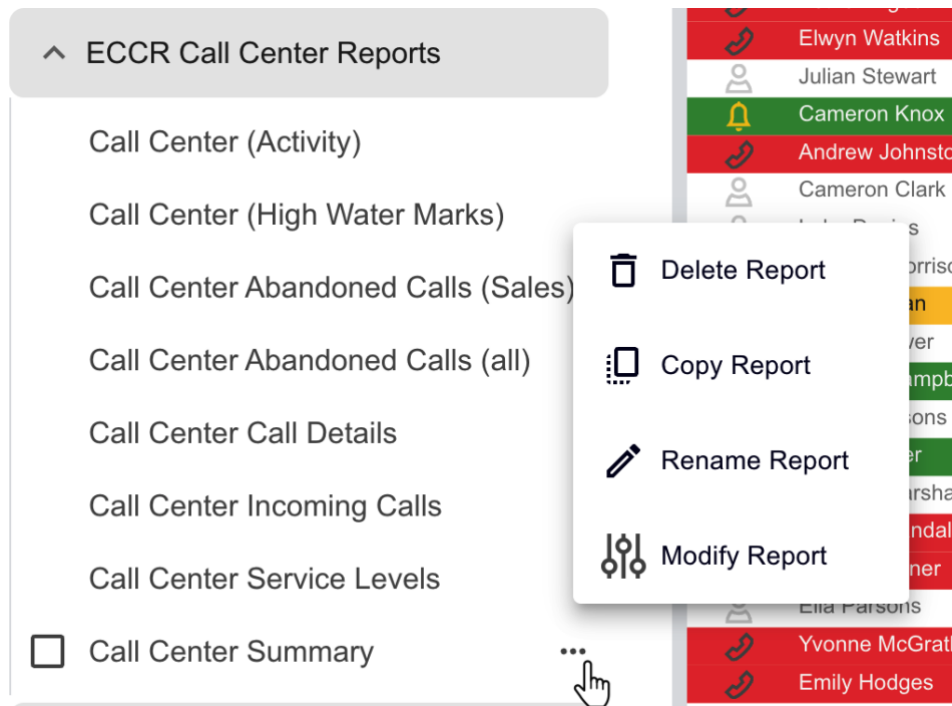
Dashboard
Live Events
Wallboard
Active Calls
Unreturned Lost Calls
Entity
Extension / Device Report
Call Center Agent Report
Group / Queue Report
Calls By Tel No
Calls By DID
Calls By DNIS
Calls By Account Code
Agent N/A Code Usage
Logs
Historic Call Log
Agent / DND Activity Log
Interval
Total Calls By Interval



When building a report from scratch you can apply basic or advanced mode. When getting started on building reports try starting with the basic mode. You can change to advanced mode at any time and back again without affecting the report configuration.

Personalizing Reports

It is important that you are able to tailor your reports to provide a personalised reporting experience. Below are some of the basic but powerful report controls. By mastering these few controls, you will be able to start to personalize reports to meet your needs even more.



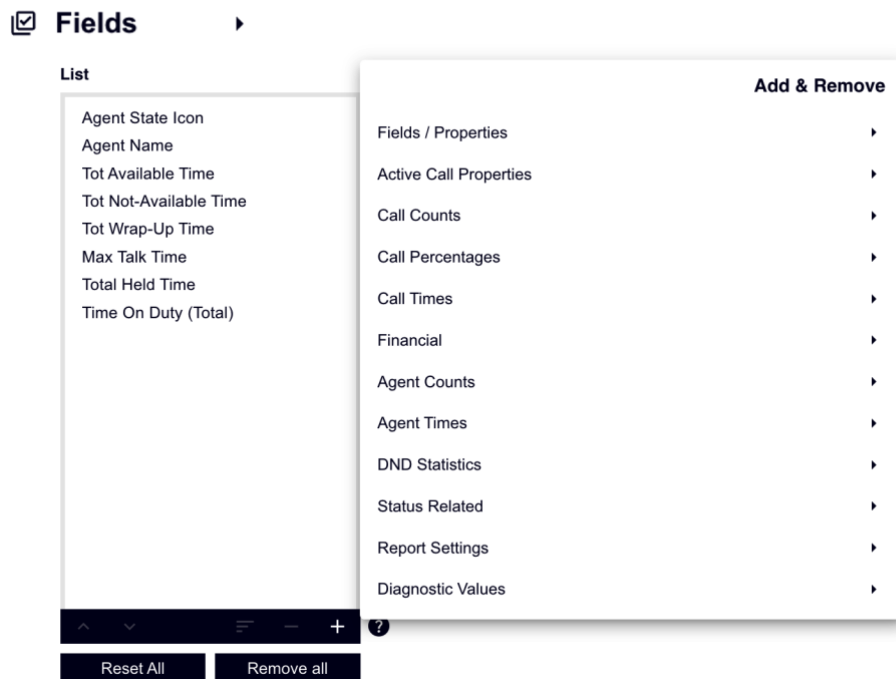
To modify a report in the navigation pane, hover over the report and click on the 3 dots to bring up the report actions menu. From here you can choose to modify, rename, copy, or delete the report.

To modify a report you are looking at in the web portal, click on the config button in the top left corner of the portal screen.



To avoid analysis paralysis, try theming reports around a common data set, e.g. how long are my agents on the phone or what are my queues service levels? Also consider how a report is to be viewed when it comes to how many and what fields you add to a report. It's easier to digest a real-time report with fewer metrics with view fields.

Fields (Metrics)



By default, the out-of-the-box ECCR default reports have a set of specific metrics applied. To fully personalize a report, it is possible to change these within each report. Each report has its own set of metrics that can be applied. Each metric is built on a specific field with it being possible to customize the field name to reflect the specific metric being reported on.

From within the report settings window, click on the fields tab and add as many fields as you need to the report.



To avoid analysis paralysis, try theming reports around a common data set, e.g. how long are my agents on the phone or what are my queues service levels? Also consider how a report is to be viewed when it comes to how many and what fields you add to a report. It's easier to digest a real-time report with fewer metrics with view fields.

Report Timeframes



Though by default all out the box reports are set to real-time, any report can be set to report across any timeframe. You can select from the preset timeframes, which includes real-time, today, yesterday, this week, last week, this month, last month, or select how many previous days you want a report to cover. If you need, you can also set the specific timeframe. You can even select which days to include in your report, regardless of the timeframe.

Date / Time ?

☐ Real-time (Now)

☐ Today

☐ Yesterday

☐ Last 'X' Days

☐ This week

☐ Last week

☐ This month

☐ Last month

☒ Custom...

Custom Date/Time Range

Between:

Jul 01, 2024 00:00:00

And:

Sep 13, 2024 23:59:59

Days of the week

Days:

Mon ▾

Time Range

Between:

00:00:00

And:

23:59:59

💡 If you want to have the same report in real-time and report on the previous week's activity, simply copy the real- time report and change the copied report's timeframe to last week, then schedule it to arrive in your inbox on Monday morning.

Scheduling Reports

All reports, regardless of view type or timeframe, can be scheduled to be delivered on a regular cadence using the scheduling feature. Scheduled reports can be set to arrive hourly, daily, weekly, or monthly and depending on what frequency they are set to arrive, further configurations can be applied, such as what time a daily report arrives or which day of the week (and time of day) a weekly report is set to arrive.

 **Scheduling**  

Report Scheduling

Schedule This Report:

Weekly

Send to me and:

Additional Recipients:

+

Time Options

Run On Day (Week):

Friday

Run At Time (Approx):

21:00

Format

Target Report Format:

XLS Export

All reports can be selected to be delivered in a particular format (PDF, CSV, RTF, XLS).



To make sure you the report includes all the data for the scheduled frequency make sure it is set to be delivered after a full cycle of the report timeframe, i.e. if the custom timeframe on the report is set to last month, have the report arriving on the 1st of the month, which will arrive on the 1st day after a complete month.

Filtering Reports

By default, there is no specific filtering on the out-of-the-box reports, so all agents and call queues will be reported on within a report. Each report can be configured to filter against a specific set of agents or call queues.

 **Filter**

 **Other** 

The web portal has over 25 filtering options, however, depending whether you are in basic or advanced mode will depend on which filtering options you can use. The primary filtering options are Telephone numbers, devices (Including Call Queues) and agents.

Locational Filtering

Telephone No(s):

[Any]

Telephone No Description(s):

[Any]

Device(s):

[Any] 

+

ACD Agent(s):

[Any] 

+

Location To/From:

[Any Call To/From These Locations]

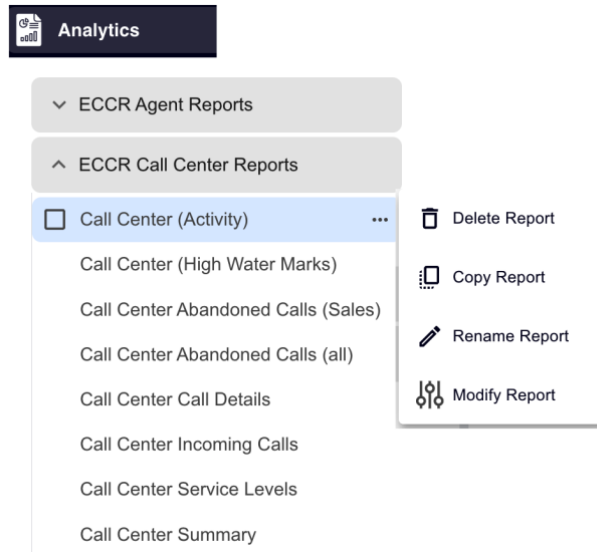
Do not forget you can press the F1 key at any time to get an explanation of how each filtering option works.



As well as filtering reports on a specific group of agents or call queues, you can build more complex filtering scopes and start to filter against where calls have come from or gone to, which direction, whether they were internal or external and the reason a call ended or even started,

Organizing Reports

By default, the out-of-the-box reports will be in relevant folders. As you start to create more reports you will want to keep them organized in folders and subfolders. Once a report or folder has been created, simply drag and drop reports (or other folders) into a folder to keep them organized. Folders can contain sub folders.



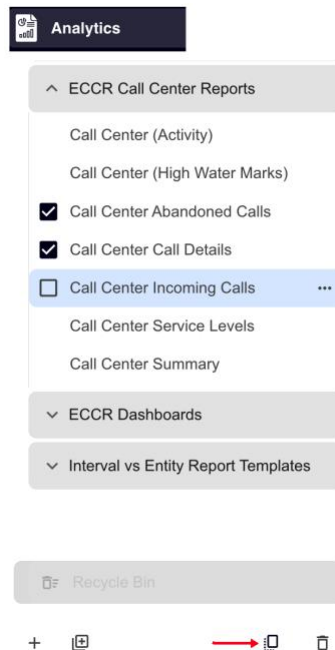
New folders must be created from within reports. From within the report tab in the settings window, to create a new folder simply type the name of the folder in the folder field. To create a sub folder, add a backslash "/" between each folder and sub folder.



Folders can be dragged and dropped into other folder to make sub folders. Entire folders and their contents can be deleted in a single click. Once deleted, a folder will keep its contents and structure, so if you accidentally delete a folder, restoring it will return it, it's contents and structure to exactly as it was before it was deleted.

Copying & Deleting Reports

Rather than repeatedly altering a report to provide different analysis, you can copy a report and modify that so you can build a repository of reports tailored to your individual needs.



To copy a report, click on the 3 dots to bring up the report actions menu, and then click on copy.

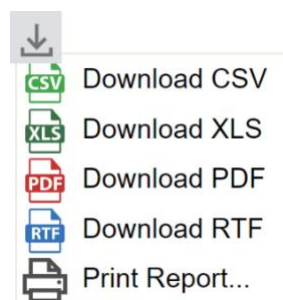
To copy multiple reports, tick the check box of the reports you want to copy and click on the copy multiple reports icon.

Copied reports will have (Copy) added to their name.



You can also use the multi select to delete multiple reports at once, checking the reports you want to delete and clicking on the trash can icon next to the copy icon. Don't worry if you delete the wrong reports, just go into the recycle bin and restore them.

Downloading Reports



All reports can be instantly downloaded from the reporting portal. As with the scheduled reports, there are different formats to choose from (CSV, XLS, PDF, RTF).

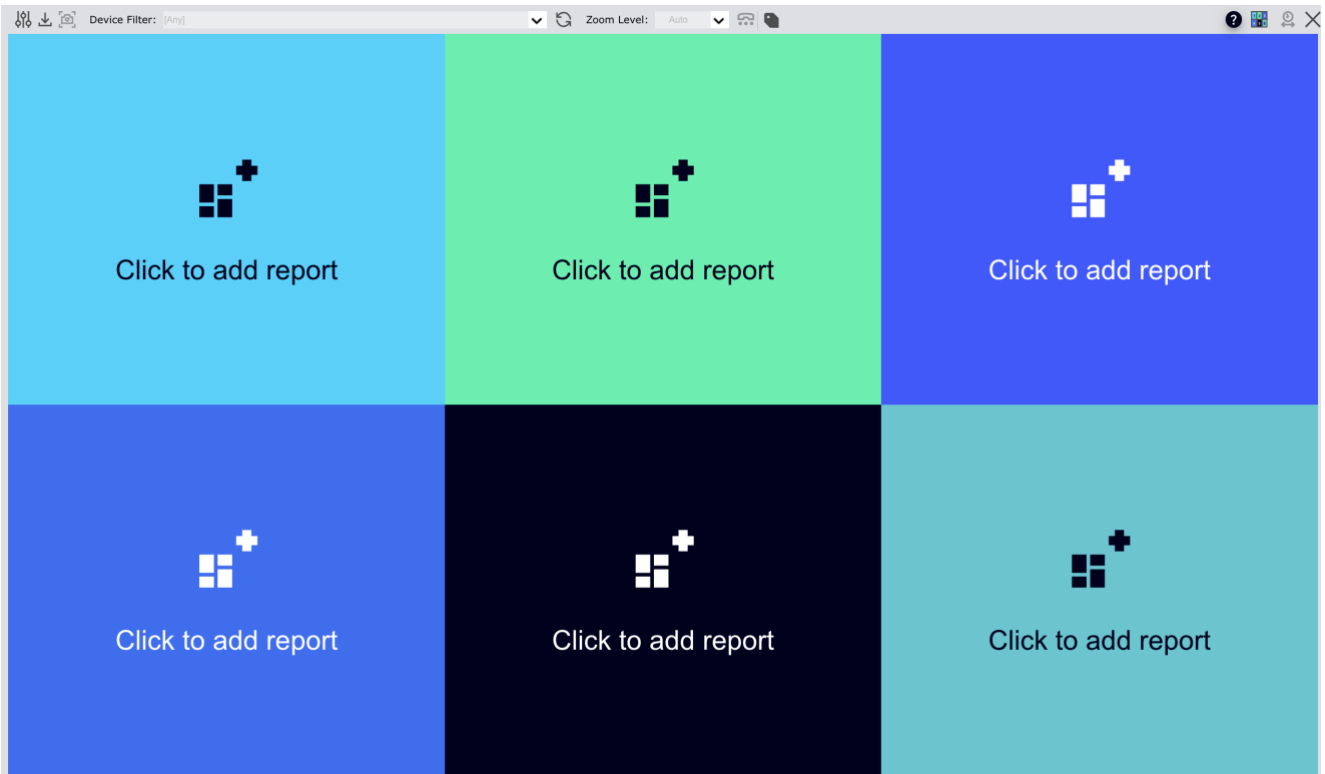
To download a report, click on the download icon in the top left of the reporting portal and select the format you need. This will compile the report and download it into your default download location.



When downloading (or scheduling) a report as PDF, a chart will be included, even if the report on the report portal is set to a table view. To change the chart type displayed on a table report when exported as a PDF, modify the report and on the front report config window select chart view, change the type then return to table view,

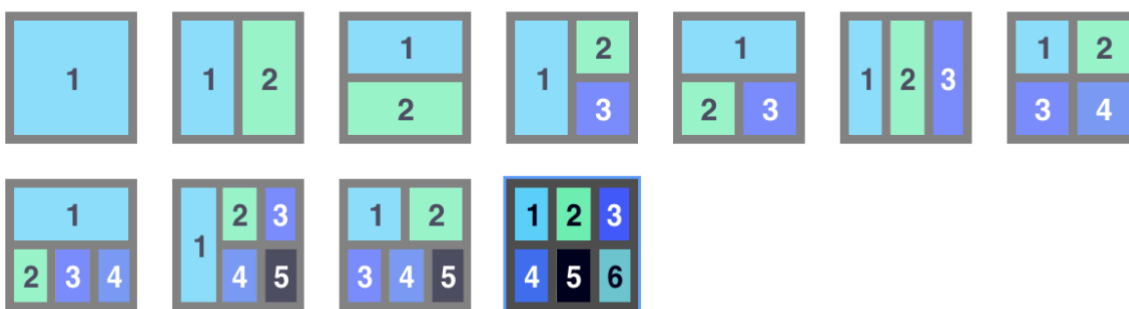
Dashboards

When viewing reports within the reporting portal, it is possible to view either a single report or nest up to 6 reports within a dashboard. Dashboards are created the same way as a report. Once created, by clicking on 'click to add report' you can then either chose to nest an existing report in that dashboard window or create a new report. When a new report is created from within a dashboard, that new report will automatically be created and stored within the '~Dashboard Sub Reports' folder in the navigation pane, unless otherwise modified. The same report can be nested within different dashboards, but not twice within the same dashboard and dashboards cannot be nested within dashboards.



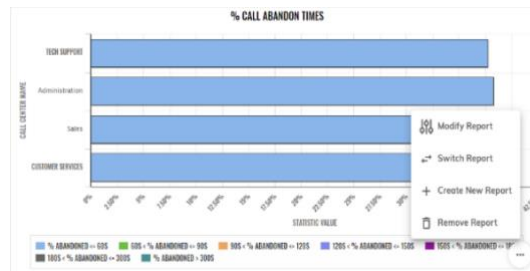
Display Settings

Select a dashboard layout from the options below:



Nested reports can be dragged and moved round with a dashboard to create a custom view, with 10 different dashboard layout styles being available. These layouts can be selected from within either the dashboard settings menu, or by clicking the dashboard layout icon in the top right corner of the reporting portal.

When viewing a dashboard in the reporting portal, the modify button  in the top left of the portal will modify the dashboard settings. To modify, or change a specific report in the dashboard, hover over the nested report and click on the bottom right 3 dots to pop up the action's menu.



Removing a report from a dashboard will not delete the report, unless the 'permanently delete the report' check box is ticked after choosing to remove the report.

To move reports around a dashboard, hover over the report you want to move, then grabbing the circled dot icon in the top left of the report, reposition the report in the new dashboard window.



Produce a dynamic dashboard display by combining multiple dashboards with the transition feature. Create multiple copies of the same dashboard, then change just 1 report in each, then have them transition. The transition feature can be started and stopped by clicking on the icon in the bottom right of the reporting portal.

Part 2 – ECCR Reports & Dashboards Overview

The following section of the user guide covers the specific out the box default reports and metrics.

Agent Call

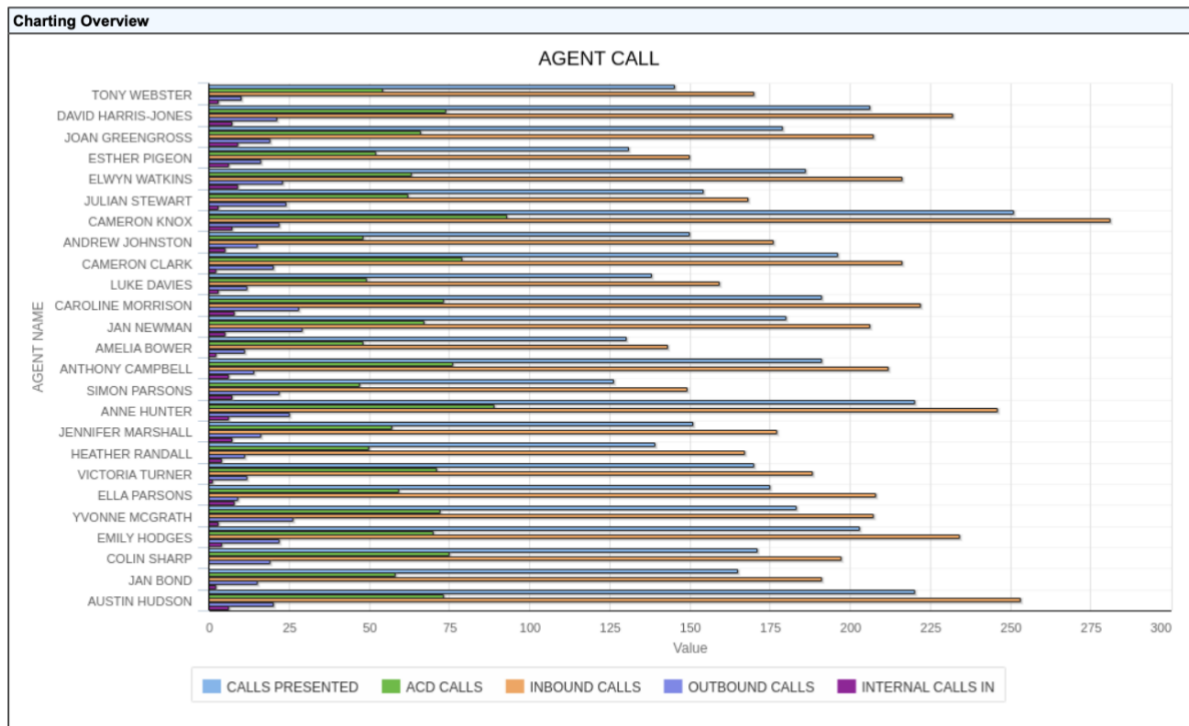
The Agent Call report provides information about the number of calls handled by agents, reported by call type.

Default Report Metrics

Report Metric	Field Type	Description
Status	Agent State Icon	The field displays an icon depicting the combined call & call queue state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the call queue state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
Agent Name	Agent Name	The description of the call queue agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Calls Presented	Inbound Queue Calls	The total number of external inbound queue calls, whether answered or abandoned. Queue calls are calls that are presented to an agent when part of a call queue.
ACD Calls	Inbound Queue Answered	The total number of external inbound ACD calls for the corresponding hunt group and answered by one of its group members. ACD calls are calls that are presented to an agent by the call queue (as opposed to direct calls to the agent's line).
Inbound Calls	Inbound Calls	The total number of inbound calls that were offered or alerted at the queue agent. This includes both inbound internal & inbound trunk line calls made directly to the agent, or internal & inbound trunk calls offered from queue distribution. Note that the total can potentially include a queue call more than once. This can occur when the group queues the same call multiple times to the corresponding agent because it is not answered, and then it advances around the same queue agents several times.
Outbound Calls	Outbound Calls	The total number of previous outbound calls where the call segment actually started in the corresponding interval, whether answered or unanswered.
Internal Calls In	Inbound Internal Calls	The total number of Internal inbound calls presented to an agent.

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 Tue Oct 06,2026 07:56:04 AM EDT Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	mbtestecr123
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)



Detailed Report Fields/Statistics						
Status	Agent Name	Calls Presented	ACD Calls	Inbound Calls	Outbound Calls	Internal Calls In
S/Out	Tony Webster	145	54	170	10	3
Busy/O, Ans	David Harris-Jones	206	74	232	21	7
S/Out	Joan Greengross	179	66	207	19	9
S/Out	Esther Pigeon	131	52	150	16	6
Avail, Idle	Elwyn Watkins	186	63	216	23	9
Busy/A, ACD Ans	Julian Stewart	154	62	168	24	3
Avail, Idle	Cameron Knox	251	93	281	22	7
S/Out	Andrew Johnston	150	48	176	15	5
S/Out	Cameron Clark	196	79	216	20	2
S/Out	Luke Davies	138	49	159	12	3
Avail, Idle	Caroline Morrison	191	73	222	28	8
Alert/A, Airt/ Qng(ACD)	Jan Newman	180	67	206	29	5

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

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at.
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Duration

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

Default Report Metrics

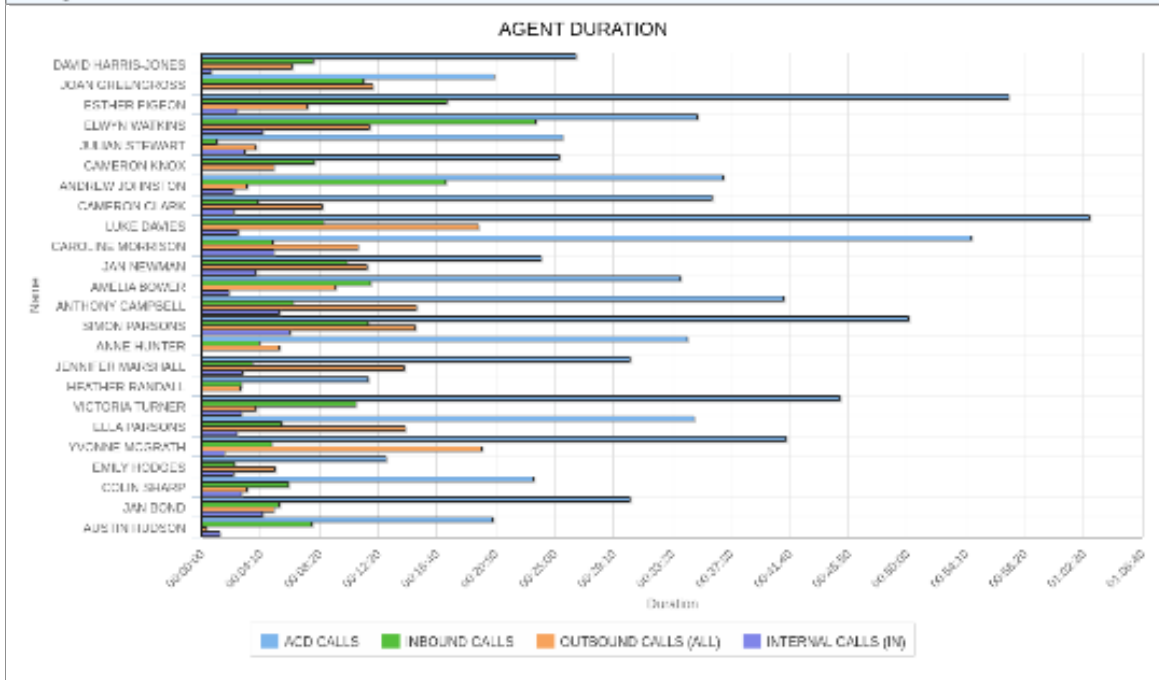
Report Metric	Field Type	Description
Status	Agent State Icon	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
Name	Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
ACD Calls	Total Queue Call Time (In)	The total cumulative overall call time (including ring & talk time) for all external inbound Queue calls, whether answered or unanswered.
Inbound Calls	Total Non-Queue Call Time (In)	The total cumulative overall call time (including ring & talk time) for all external inbound Non-Queue calls, whether answered or unanswered.
Outbound Calls (All)	Total Call Time (Out)	The total cumulative overall call time (including ring & talk time) for the extension's involvement with all outbound internal & trunk line calls only, whether answered or unanswered. Both inbound and outbound calls are included in the total.
Total Internal Call Time (In)	Internal Calls (In)	The total cumulative ring time for all inbound internal inbound calls, whether answered or unanswered.

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 02:12:02 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	00:26:32	00:07:51	00:06:24	00:00:36
S/Out	Joan Greengross	00:20:43	00:11:29	00:12:06	00:00:00
Busy/A, ACD Ans	Esther Pigeon	00:57:10	00:17:22	00:07:30	00:02:30
Busy/A, ACD Ans	Elwyn Watkins	00:35:09	00:23:38	00:11:54	00:04:18
S/Out	Julian Stewart	00:25:33	00:01:00	00:03:49	00:03:00
Busy/A, ACD Ans	Cameron Knox	00:25:22	00:08:00	00:05:07	00:00:00
Avail, Idle	Andrew Johnston	00:36:57	00:17:15	00:03:12	00:02:12
Avail, Idle	Cameron Clark	00:36:12	00:03:58	00:08:30	00:02:13
Avail, Idle	Luke Davies	01:02:55	00:08:36	00:19:36	00:02:34
Alert/A, Airt/ Qng(ACD)	Caroline Morrison	00:54:35	00:05:03	00:11:06	00:05:06
S/Out	Jan Newman	00:24:04	00:10:18	00:11:42	00:03:48
Busy/A, ACD Ans	Amelia Bower	00:33:54	00:11:55	00:09:30	00:01:54
S/Out	Anthony Campbell	00:41:14	00:06:29	00:15:12	00:05:30
S/Out	Simon Parsons	00:50:05	00:11:47	00:15:07	00:06:11

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

Status	Name	Real-Time, Partitions: Sunshine Desserts, Display-Switching=On (5s)	ACD Calls	Inbound Calls	Outbound Calls (All)	Internal Calls (In)
	David Harris-Jones	00:20:32		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 Duration						

Off

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Call Detail

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

Default Report Metrics

Report Metric	Field Type	Description
Status	Status (Icon)	Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason.
Agent Name	Device Name Offered	The description associated against the device at which the call alerted or was answered. This is the description configured against the device number by the administrator. Example: "John Smith".
Call Start Time	Time Started at (Segment)	Contains a value showing the time that the call segment was actually created at. For calls currently in queue distribution, this field may contain a value depicting a later start time than the "Time Started At (Distribution)" field, which will instead show the time that the call originally started being distributed by the corresponding queue. The time is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone for which your telephony environment is configured.
Call End Time	Time Ended at	Displays the time that the call segment was actually ended at. The time value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone for which your telephony environment is configured.
Call Type	Call Type	Contains a short text value indicating the type of the corresponding call. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for that call type. The different short text values displayed are as follows: Int - An internal call. Ext/In - An inbound external trunk line call. Ext/Out - An outbound external trunk line call. Ext/T-T - A trunk-to-trunk call.
Calling Number	Telephone No Calling	The telephone number of the calling party involved in the call. For inbound trunk line calls, this is the CLI/CallerID (Calling Line Identity) telephone number received via the network provider for the corresponding call. The value "[No CallerID]" is displayed when CallerID/CLI is not sent from the original outside calling party, although this is a Contains the telephone number of the called device. For outbound trunk line calls, the field contains the actual digits dialed in order to reach the outside party, excluding network or trunk group selection digits such as "9", "8", etc. For internal calls, the value contains the internal dialing address of the called device
Called Number	Telephone No Called	For inbound trunk line calls, the value denotes the telephone number that the outside caller originally dialed in order to actually reach the designated party on the telephone system. Telephone numbers are only shown for inbound trunk line calls where the network provider provided inbound DID digit information to the telephone system for the corresponding call so that it could be routed accordingly. value only representing the underlying empty calling telephone number value stored within the associated call segment record. Therefore, attempting to filter by the display values "[No CLI]" / "[No CallerID]" will not work when attempting to obtain external calls received without remote calling party information. For internal calls, the value contains the internal dialing address of the calling device.

Agent Call Detail

Default Report Metrics (continued)

Report Metric	Field Type	Description
Wait Time in Queue	Call Ring Time (Distribution)	Displays the segment ring duration of the current call segment. For unanswered calls, this is only the duration that the corresponding call alerted the device specified within the "Device ID Offered" ("Dev (Off)") field for. For hunt group calls, this only includes the specific alerting duration at the corresponding hunt group member. On answered calls, this is the duration that the offered device was specifically alerted for before being answered.
Talk Time	Call Talk Time (Segment)	Contains the current talk time duration for answered calls. For unanswered calls, the field value is empty.
Hold Time	Call Total Held Time	The total cumulative held time for all inbound & outbound calls involving the corresponding agent where they specifically placed those calls on hold. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
Transfer Number	Telephone No Moved To	Contains the target device or telephone number that the call was subsequently transferred or diverted to. The field is empty for calls that cleared the telephone system completely in the current call segment and were not subsequently transferred or diverted. In transfer scenarios where a call is transferred to an outside number, the target device involved in the call would be a trunk line or trunk gateway device. For forwarding scenarios where a call is forwarded to an outside number, the designated telephone number of the outside party is often shown in this field instead. However, whether a device or full telephone number value is actually captured by the application and displayed in this field value, is dependent on the specific order that the application received information from the telephone system in.
Transfer Location	Tel No Moved to Description	Displays the matched description for the external telephone number currently displayed within the "Telephone No Moved To" field. The displayed text is the name attached to the matching DNIS device entry previously configured by the administrator. Contact your application administrator if there are missing DNIS entries for unmatched external telephone numbers, although you should note that the telephone number identification feature is only designed for a maximum of about 50 number entries, which additionally require manual creation within the application.
Disposition Codes	Account Code Description	This is the description for the code entered by the administrator on the calling platform. For ACD calls, this is the disposition code description; for non-ACD calls this is the account code description.

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:	eccdemo
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	00:01:47	ExtIn	0305904005	01234567402	00:00:05	00:01:42	00:00:12			
Failed	External number	10/07/2026 23:59:17	00:00:05	ExtOut	01234567115	0799668304	00:00:48	00:00:00	00:00:00			
Abandoned		10/08/2026 00:00:05	00:00:05	ExtIn	04375300805	01234567402	00:00:00	00:00:00	00:00:00			
Answered	David Harris-Jones	10/07/2026 23:59:29	00:00:11	ExtIn	02964286254	01234567402	00:00:12	00:00:30	00:00:00			
Answered	External number	10/07/2026 23:59:41	00:00:17	ExtOut	01234567114	08329831495	00:00:12	00:00:24	00:00:00			
Answered	External number	10/07/2026 23:57:41	00:00:17	ExtOut	01234567129	08958286891	00:00:36	00:02:00	00:00:00			
Answered	Anthony Campbell	10/07/2026 23:58:36	00:00:23	ExtIn	06977674834	01234567400	00:00:17	00:01:30	00:00:00			
Answered	Jan Newman	10/07/2026 23:59:36	00:00:35	ExtIn	08234638887	01234567401	00:00:30	00:00:42	00:00:00			
Answered	Elynn Watkins	10/08/2026 00:01:12	00:02:17	ExtIn	06958286891	01234567400	00:00:11	00:00:54	00:00:00			
Abandoned		10/08/2026 00:00:35	00:00:35	ExtIn	00874488371	01234567403	00:00:00	00:00:00	00:00:00			
Answered	External number	10/07/2026 23:58:23	00:00:41	ExtOut	01234567100	04375300805	00:00:36	00:01:42	00:00:00			
Abandoned	Jan Newman	10/08/2026 00:00:42	00:00:59	ExtIn	05846807796	01234567401	00:00:30	00:00:00	00:00:00			
Abandoned		10/08/2026 00:00:41	00:00:41	ExtIn	07021042021	01234567400	00:00:00	00:00:00	00:00:00			
Answered	External number	10/07/2026 23:59:47	00:00:53	ExtOut	01234567112	06251904477	00:00:24	00:00:42	00:00:00			
Answered	Elynn Watkins	10/07/2026 23:59:53	00:01:05	ExtIn	04439210701	01234567400	00:00:18	00:00:54	00:00:00			
Abandoned	Caroline Morrison	10/08/2026 00:00:47	00:01:11	ExtIn	06958286891	[Non DID]	00:00:24	00:00:00	00:00:00			
Answered	Cameron Clark	10/07/2026 23:58:36	00:01:23	ExtIn	06731293702	01234567402	00:00:42	00:02:30	00:00:12			
Failed	External number	10/08/2026 00:01:11	00:01:23	ExtOut	01234567107	02037161890	00:00:12	00:00:00	00:00:00			
Answered	Luke Davies	10/07/2026 23:59:59	00:01:35	ExtIn	06977674834	01234567114	00:00:12	00:01:24	00:00:30			
Answered	Amelia Bower	10/07/2026 23:58:54	00:01:35	ExtIn	04439210701	01234567401	00:00:24	00:02:30	00:00:00			
Abandoned	Cameron Clark	10/08/2026 00:01:42	00:01:59	ExtIn	07419311578	01234567402	00:00:30	00:00:00	00:00:00			
Answered	Luke Davies	10/07/2026 23:59:24	00:01:41	ExtIn	06731293702	01234567401	00:00:42	00:02:00	00:00:18			Capital Sale (On Account)
Answered	Amelia Bower	10/08/2026 00:01:42	00:03:23	ExtIn	09195540345	01234567403	00:00:23	00:01:18	00:00:12			
Answered	Cameron Knox	10/08/2026 00:02:06	00:03:29	ExtIn	09195540345	01234567400	00:00:42	00:01:06	00:00:00			
Answered	External number	10/07/2026 23:59:05	00:01:53	ExtOut	01234567111	08310244637	00:00:12	00:02:36	00:00:00			
Answered	Anne Hunter	10/08/2026 00:00:41	00:02:11	ExtIn	02402778756	01234567401	00:00:18	00:01:12	00:00:00			
Answered	David Harris-Jones	10/08/2026 00:02:18	00:04:11	ExtIn	04375300805	01234567400	00:00:24	00:01:42	00:00:30			
Answered	Luke Davies	10/08/2026 00:02:24	00:04:47	ExtIn	02402778756	01234567402	00:00:24	00:02:12	00:00:00			
Answered	Anthony Campbell	10/08/2026 00:01:59	00:02:35	ExtIn	04466819047	01234567403	00:00:18	00:00:18	00:00:00			
Answered	External number	10/08/2026 00:00:11	00:02:47	ExtOut	01234567129	0799668304	00:00:30	00:02:06	00:00:00			
Answered	Yvonne McGrath	10/08/2026 00:02:54	00:05:23	ExtIn	08234638887	01234567402	00:00:24	00:02:18	00:00:00			
Answered	Andrew Johnston	10/08/2026 00:00:59	00:03:17	ExtIn	02402778756	01234567400	00:00:12	00:02:06	00:00:00			
Abandoned		10/08/2026 00:03:17	00:03:17	ExtIn	07419311578	01234567400	00:00:00	00:00:00	00:00:00			
Answered	External number	10/08/2026 00:00:53	00:03:29	ExtOut	01234567116	07021042021	00:00:24	00:02:12	00:00:00			
Failed	External number	10/08/2026 00:03:05	00:03:35	ExtOut	01234567124	08329831495	00:00:30	00:00:00	00:00:00			
Answered	Jan Newman	10/08/2026 00:03:42	00:06:17	ExtIn	0305904005	01234567403	00:00:24	00:02:24	00:00:00			
Abandoned	Anthony Campbell	10/08/2026 00:02:59	00:03:47	ExtIn	09195540345	01234567118	00:00:48	00:00:00	00:00:00			
Answered	Amelia Bower	10/08/2026 00:04:06	00:06:05	ExtIn	09195540345	01234567403	00:00:36	00:01:48	00:00:00			
Answered	Ella Parsons	10/08/2026 00:04:00	00:05:23	ExtIn	02037161890	01234567400	00:00:30	00:01:06	00:00:00			Wrong Department
Answered	Anthony Campbell	10/08/2026 00:04:12	00:05:41	ExtIn	06251904477	01234567402	00:00:36	00:01:06	00:00:30			
Abandoned		10/08/2026 00:04:29	00:04:29	ExtIn	04439210701	01234567402	00:00:00	00:00:00	00:00:00			

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

Call Disposition Icons

Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason. The different icons displayed are as follows:



The caller abandoned the call before it was answered. The call cleared the telephone system completely, so there is no further call segment records present for the call.



The calling party abandoned the corresponding outbound trunk line call before it was answered. Alternatively, the outbound call failed because the network provider did not recognise the dialed telephone number as valid. The call cleared the telephone system completely, so there is no further call segment records present for the call.



Indicates that the call was answered. One of the parties then subsequently ended the call, which then cleared the telephone system completely, so there is no further call segment records present for the corresponding call.



The call was ended while being on-hold (e.g., when a party involved in the corresponding call segment ended the call after being placed on hold).



A held or unanswered call was forwarded/diverted/picked-up/redirected/overflowed to another device on the telephone system.



The call record represents an unanswered call-in queue distribution that was offered to an extension or ACD agent group member. Because the call was not answered within a pre-determined interval, the queue advanced the call to another available group member, or just re-queued the call back at the group if there were no other available group members. Alternatively, the waiting queue call was moved to & answered by a device using the corresponding telephone system's extension pick-up feature.



The call was answered and then one of the parties involved in the call subsequently transferred it to another internal location on the telephone system, or an external party.



Indicates that the corresponding call was the inquiry consultation call in a transfer scenario. Another call was placed on hold, and then the corresponding call was made to the target party before the transfer was completed. The inquiry call was immediately ended, whereas the held call would have subsequently been transferred to the location of the previously called target party.



The devices involved in the corresponding call segment were used to create a subsequent call conference scenario. Therefore, there will have been additional call segments subsequently created for the same call, for all the parties involved in the conference scenario. A call conference scenario is shown as multiple call segments for each involved party, which are each depicted as being called by the special "[Conference]" device entry.



One or more involved parties in a previous call conference scenario dropped out of the call, which left only two subsequent participants. The call conference then de-generated back to a normal two-party call, which is represented by the following call segment.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred /diverted to a device that the application does not recognise or is not monitored on the telephone system. This is usually because the administrator has not created a corresponding device entry for it within the application's configuration.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred /diverted to voice mail and the voice mail device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the call was parked or system held, and the common park device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the parties involved in the call were joined into a conference, and the common conferencing device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The call segment ended due to one of the following special situations occurring, which will be specifically indicated by the tooltip that is displayed when the mouse pointer is hovered over the status icon. In all cases, the corresponding call record represents a "truncated" representation of the call's progress.

Agent Activity (Counts)

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

Default Report Metrics

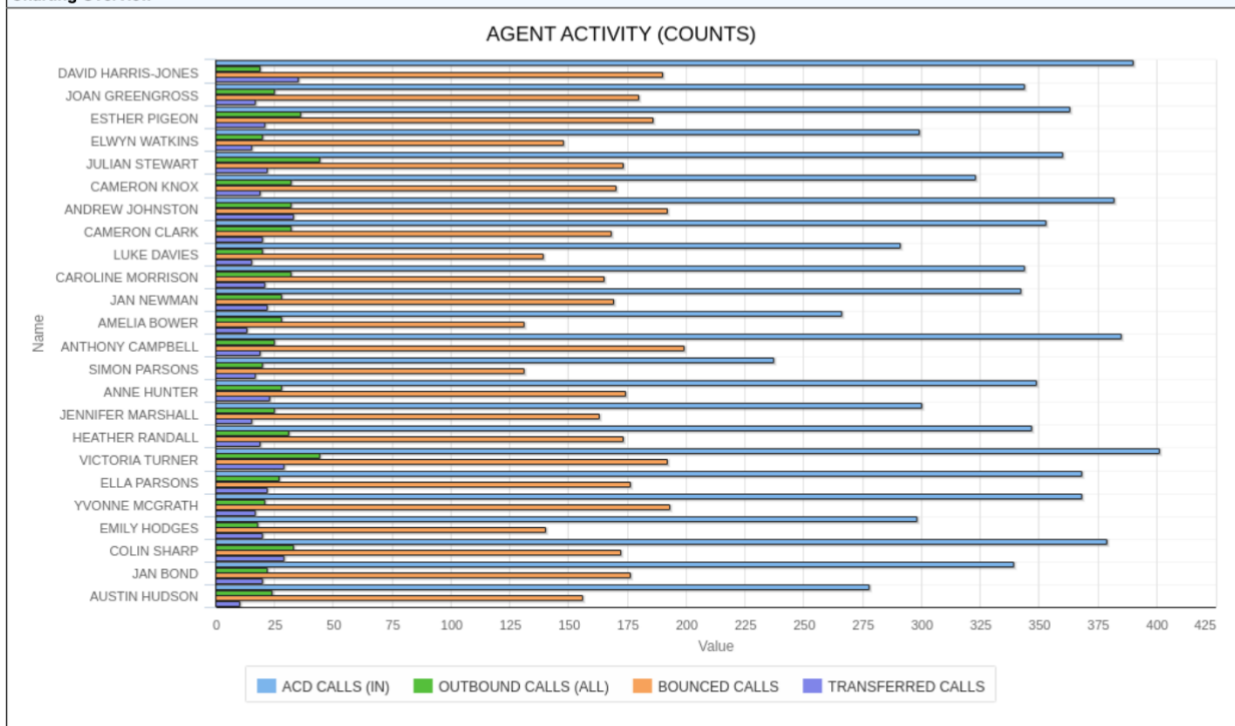
Report Metric	Field Type	Description
Status	ACD Icon State	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
Name	Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
ACD Calls (In)	Inbound Queue Calls	The total number of external inbound (ACD) calls, whether answered or abandoned. ACD calls are calls that are presented to an agent when part of a call queue.
Outbound Calls (All)	Outbound Calls	The total number of previous outbound calls where the call segment actually started in the corresponding interval, whether answered or unanswered.
Bounced Calls	Advanced Calls	This contains the number of queue calls that were offered to the corresponding agent and were not answered by it within a pre-determined interval. The queue therefore automatically advanced the call onto the next available group member or re-queued the call back at the group if no further agents were available. Additionally, alerting (offered) queue calls that are subsequently picked-up by another extension using the corresponding telephony platform's Directed Call or Group Pickup feature, are also counted as advanced calls.
Transferred Calls	Transferred Out Calls	The total number of calls routed to or alerted at a device the corresponding ACD agent was signed into, that were transferred to another device. A call is considered to be transferred when it is a transfer-merge (through a consultation call) scenario or a one-step/blind transfer scenario (moved from a device after the call was answered).

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

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

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at.
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Activity (Duration)

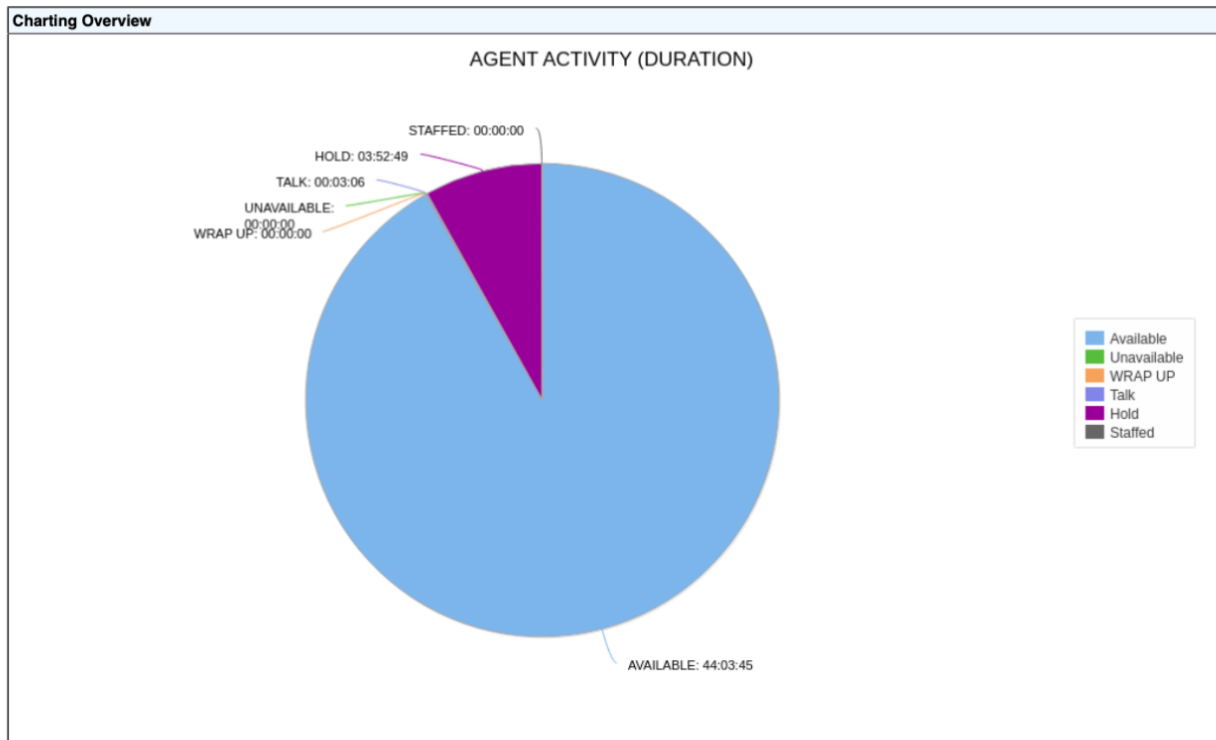
The Agent Activity (Duration) report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

Default Report Metrics

Report Metric	Field Type	Description
Status	ACD Icon State	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
Name	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Available	Tot Available Time	The total cumulative duration that the agent has been in the Available ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previously Available ACD status when they change from being in this particular state. Note that this field displays the value when the "Call Center Supervisor" license capability is not available.
Unavailable	Tot Non-Available Time	The total cumulative duration that the agent has been in the Not-Available ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previous Not-Available ACD status when they change from being in this particular state. This ACD state isn't supported on the BroadSoft M6 telephony platform where the statistic value always shows a zero duration.
Wrap Up	Tot Wrap-Up Time	The total cumulative duration that the agent has been in the Wrap-Up ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previous Wrap-Up ACD status when they change from being in this particular state.
Talk	Max Talk Time	The largest talk duration across all answered inbound & outbound calls previously answered at or made by the corresponding agent.
Hold	Total Held Time	The total cumulative held time for all inbound & outbound calls involving the corresponding agent where they specifically placed those calls on hold. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
Staffed	Time on Duty (Total)	<p>The total cumulative duration that the agent has been signed in for throughout the entire date/time range that the corresponding report is being run against. The value includes the time associated with any ACD sign-in session performed by the agent within the report's date/time range. For agents that are currently signed in, the value also includes the time duration that the agent has been currently signed in.</p> <p>A value for this statistic is not shown for the totals row at the bottom of the report when it is run against the "Real-Time" date/time option.</p>

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 Thu Oct 08,2026 04:11:29 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)



Detailed Report Fields/Statistics							
Status	Agent Name	Available	Unavailable	Wrap Up	Talk	Hold	Staffed
Alert/A, Alrt/Qng(ACD)	David Harris-Jones	01:52:52	00:00:00	00:00:00	00:02:55	00:11:00	08:23:07
Avail, Idle	Joan Greengross	01:50:58	00:00:00	00:00:00	00:03:00	00:08:42	07:31:25
Busy/A, ACD Ans	Esther Pigeon	01:54:54	00:00:00	00:00:00	00:03:01	00:08:49	08:37:05
S/Out	Elwyn Watkins	01:48:11	00:00:00	00:00:00	00:02:54	00:08:18	07:27:43
S/Out	Julian Stewart	02:00:46	00:00:00	00:00:00	00:03:00	00:11:15	09:25:49
S/Out	Cameron Knox	01:53:45	00:00:00	00:00:00	00:02:54	00:09:20	07:59:02
S/Out	Andrew Johnston	02:02:13	00:00:00	00:00:00	00:03:06	00:12:24	09:00:40
S/Out	Cameron Clark	01:52:15	00:00:00	00:00:00	00:02:54	00:12:18	08:53:23
Busy/O, Mkg/C	Luke Davies	01:32:30	00:00:00	00:00:00	00:02:55	00:09:30	07:01:52
Avail, Idle	Caroline Morrison	01:52:15	00:00:00	00:00:00	00:02:54	00:11:13	08:17:42
Alert/O, Alrt/Qng	Jan Newman	01:52:51	00:00:00	00:00:00	00:03:00	00:07:36	08:33:17
S/Out	Amelia Bower	01:26:18	00:00:00	00:00:00	00:02:55	00:10:06	06:27:39
Busy/A, ACD Ans	Anthony Campbell	01:59:48	00:00:00	00:00:00	00:02:54	00:12:06	08:41:34
S/Out	Simon Parsons	01:19:05	00:00:00	00:00:00	00:02:54	00:05:06	05:41:52
S/Out	Anne Hunter	01:55:48	00:00:00	00:00:00	00:02:54	00:08:12	08:35:10
S/Out	Jennifer Marshall	01:34:29	00:00:00	00:00:00	00:02:54	00:08:24	06:25:26
Avail, Idle	Heather Randall	01:56:06	00:00:00	00:00:00	00:02:56	00:06:13	08:17:36
Avail, Idle	Victoria Turner	02:17:08	00:00:00	00:00:00	00:03:06	00:14:37	09:43:54
S/Out	Ella Parsons	01:52:15	00:00:00	00:00:00	00:02:54	00:12:48	08:33:14
S/Out	Yvonne McGrath	02:03:47	00:00:00	00:00:00	00:02:54	00:10:25	08:34:29
Busy/O, Ans	Emily Hodges	01:35:56	00:00:00	00:00:00	00:03:06	00:10:01	07:20:40
Busy/O, Ans	Online Sham	02:02:40	00:00:00	00:00:00	00:02:54	00:14:19	09:21:27

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 (Duration)							

Off  

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at.
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Activity Detail

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

Default Report Metrics

Report Metric	Field Type	Description
Status	Status Change (Icon)	Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device.
Agent Name	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Activity Time	Change Time	Displays the time that the ACD status change actually occurred at. This normally shows exactly the same time as the value specified in the "Entry Time" column. However, for the ACD status entries automatically created at the beginning of every day for agents that remained previously signed in, the value shows the time that the corresponding agent last changed ACD status. Similar to the "Entry Time" column, the value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within.
Activity Type	Status Change (Description)	DND On - The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls. DND Off - The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls. S/In - The ACD agent signed into the corresponding device. S/Out - The ACD agent signed out of the corresponding device.
Not Available State	Not-Available Code Description	This field only contains a value in BroadSoft Broad Works telephony environments for signed-in ACD agents assigned the call center Standard or Premium license. The field shows the description of the ACD Not-Available reason code specified by the corresponding ACD agent when their summary state was Not-Available at the time that the corresponding ACD / DND Activity Log entry was generated. This is the description configured against the corresponding account code by the administrator, e.g. "On Vacation". An empty value is displayed for account codes where the application administrator has not configured a description against the corresponding code.
DND State	DND Status	Displays "On" to indicate the DND (do-not-disturb) feature was turned on for the extension the ACD/DND operation was performed at, making that extension unavailable to receive calls. The field displays "Off" when the extension device had the DND feature turned off, which would make them available to receive inbound calls.
Queue	Hunt Group Name	Shows which queue the agent is currently signed into. The description associated against the queues that the ACD operation was performed at, if specified by the telephone system. This is the description configured against the queue by the administrator. Example: "Car Claims Group".
Call Type	Summary ACD State	S/Out - The ACD agent is signed out completely. Avail - The ACD agent is available to take ACD calls. Alert/A - The agent is in the "Alerting (ACD)" state, because an ACD call is being offered to the ACD agent. Alert/O - The agent is in the "Alerting (Other)" state, because a non ACD call is alerting the ACD agent. Busy/A - The ACD agent is in the "Busy (ACD)" state because they are currently on an answered ACD call. Busy/O - The ACD agent is in the "Busy (Other)" state because they are currently on an answered non ACD call such as a direct internal or DDI trunk call. Alternatively, the agent is busy on an outbound trunk or internal call. Busy/S - The ACD agent is in the "Busy (Supervisor)" state because they are on a call to/from the ACD group supervisor. ACD-DND - The agent is in the ACD-DND state, which makes them unavailable to receive ACD calls whilst they are doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on. N/A - The agent is in the Not-Available ACD state without a Not-Available reason code having been specified. The Not-Available ACD state makes the corresponding agent unavailable to receive ACD calls whilst they are doing non call center specific tasks like receiving training, being on a break, etc. W/U - The ACD agent is in the Wrap-Up ACD state, which makes them unavailable to receive ACD calls whilst they complete clerical tasks associated with the previous caller.

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	00:00:05	S/Out		Off	Customer Services	S/Out
Avail	Caroline Morrison	00:00:05	Avail		Off		Avail
Busy/O	Luke Davies	00:00:05	Busy/O		Off		Busy/O
Busy/O	Ella Parsons	00:00:05	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	23:59:05	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	23:59:05	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	00:00:05	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

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 Status Change Icon

Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device. The different icons displayed are as follows:

- The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls.
- The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls.
- The ACD agent signed into the corresponding device.
- The ACD agent signed out of the corresponding device.
- The ACD agent became available to take ACD calls.
- The ACD agent answered a call and became busy.
- The ACD agent entered into the Not-Available ACD state, which made them unavailable to receive ACD calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
- The ACD agent entered into the Wrap-Up ACD state, which made them unavailable to receive ACD calls whilst they completed clerical tasks associated with the previous caller. This ACD state is not supported on the Panasonic TDA/NCP telephone system platform.

Agent Summary (Call Summary)

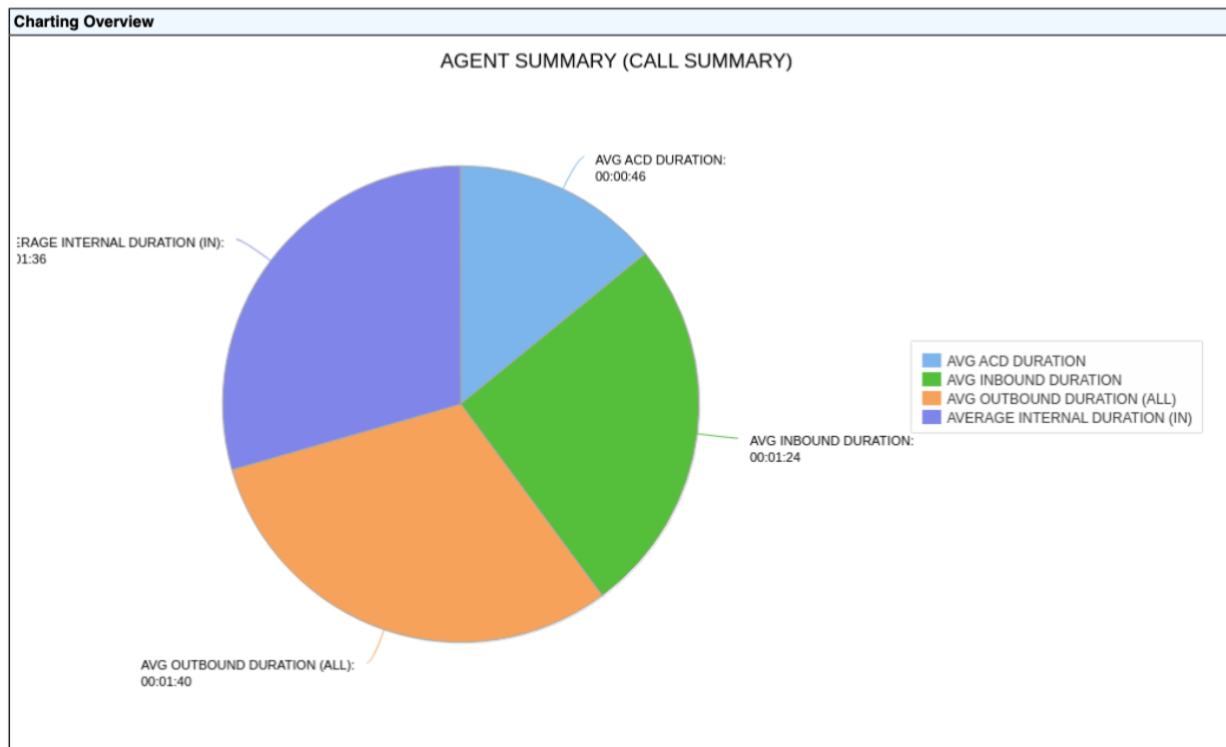
The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

Default Report Metrics

Report Metric	Field Type	Description
Status	Agent State Icon	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
Name	Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Avg ACD Duration	Avg Queue Call Time (In)	The average overall duration (including ring & talk time) of all external inbound ACD calls.
Avg Inbound Duration	Avg Non-Queue Call Time (In)	The average overall duration (including ring & talk time) of all external inbound Non-ACD calls.
Avg Outbound Duration (All)	Avg Call Time (Out)	The average overall duration (including ring & talk time) of all outbound calls made by the corresponding ACD agent. Note that this field displays the value "[Unlicensed]" when the "Call Center Supervisor" license capability isn't available.
Average Internal Duration (In)	Avg Internal Call Time (In)	The average overall duration (including ring & talk time) of all internal inbound calls.

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:	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)



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, Airt/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	00:01:22	00:01:51	00:01:36
Busy/O, Ans	Jennifer Marshall	00:00:42	00:01:29	00:01:37	00:01:17

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

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at.
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Summary (Activity Summary)

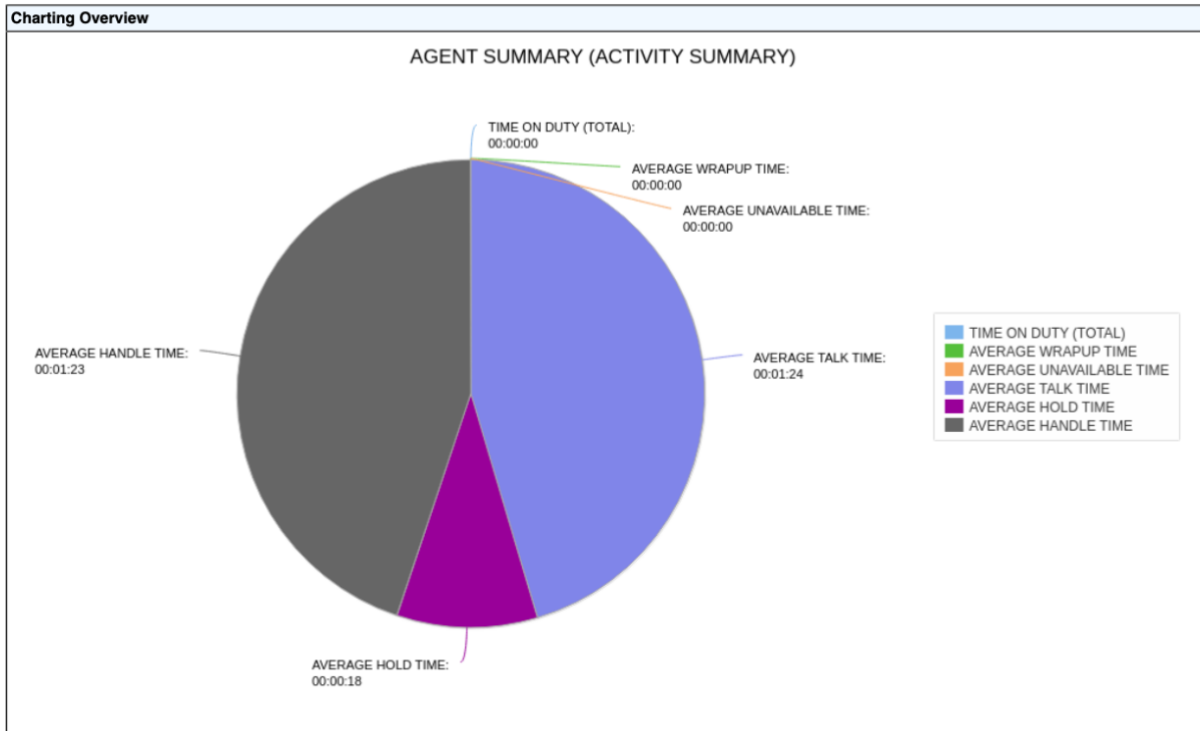
The Agent Summary (Activity Summary) report provides information about the number of calls handled by agents, reported by call type.

Default Report Metrics

Report Metric	Field Type	Description
Status	Agent State Icon	<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
Name	Agent Name	<p>The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".</p>
Time On Duty (Total)	Time on Duty (Total)	<p>The total cumulative duration that the agent has been signed in for throughout the entire date/time range that the corresponding report is being run against. The value includes the time associated with any ACD sign-in session performed by the agent within the report's date/time range. For agents that are currently signed in, the value also includes the time duration that the agent has been currently signed in.</p> <p>A value for this statistic is not shown for the totals row at the bottom of the report when it is run against the "Real-Time" date/time option.</p>
Average WrapUp Time	Avg Wrap-Up Time	<p>The average duration that the corresponding agent has been in the Wrap-Up ACD state.</p>
Average Unavailable Time	Avg Not-Available Time	<p>The average duration that the corresponding agent has been in the Not-Available ACD state.</p>
Average Talk Time	Avg Queue Talk Time (In)	<p>The average talk time of all answered external inbound ACD calls. The average is calculated by taking the cumulative talk time for all answered external inbound ACD calls and dividing it by the total number of answered external inbound ACD calls.</p>
Average Hold Time	Avg Held Time	<p>The average overall held duration of all inbound & outbound calls made or received by the corresponding ACD agent. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.</p>
Average Handle Time	Avg Handling Time	<p>This field calculates the approximate average call handling time for an ACD agent, specifically including ACD Wrap-Up state time for signed-in agents. The statistic's value is the average talk time for all calls, added to the average ACD agent Wrap-Up state duration time (e.g. the equivalent sum of the "Avg Talk Time" statistic added to the "Avg Wrap-Up Time" value). In general, the statistic yields an effective indication of average overall ACD call handling time when the call handling profile of the corresponding ACD agent it is to generally go into Wrap-Up immediately after processing & ending each call. If agents go into Wrap-Up state manually without taking calls or do the ACD state transition within the middle of handling a call, then this statistic will not generally give a good estimate of average ACD call handling time.</p>

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:	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)



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	09:29:00	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	00:01:18	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, Airt/ 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	06:10:12	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	07:46:41	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, Airt/ 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	08:56:18	00:00:00	00:00:00	00:01:26	00:00:22	00:01:24

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 Report (Call Summary)

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Summary (High Water Marks)

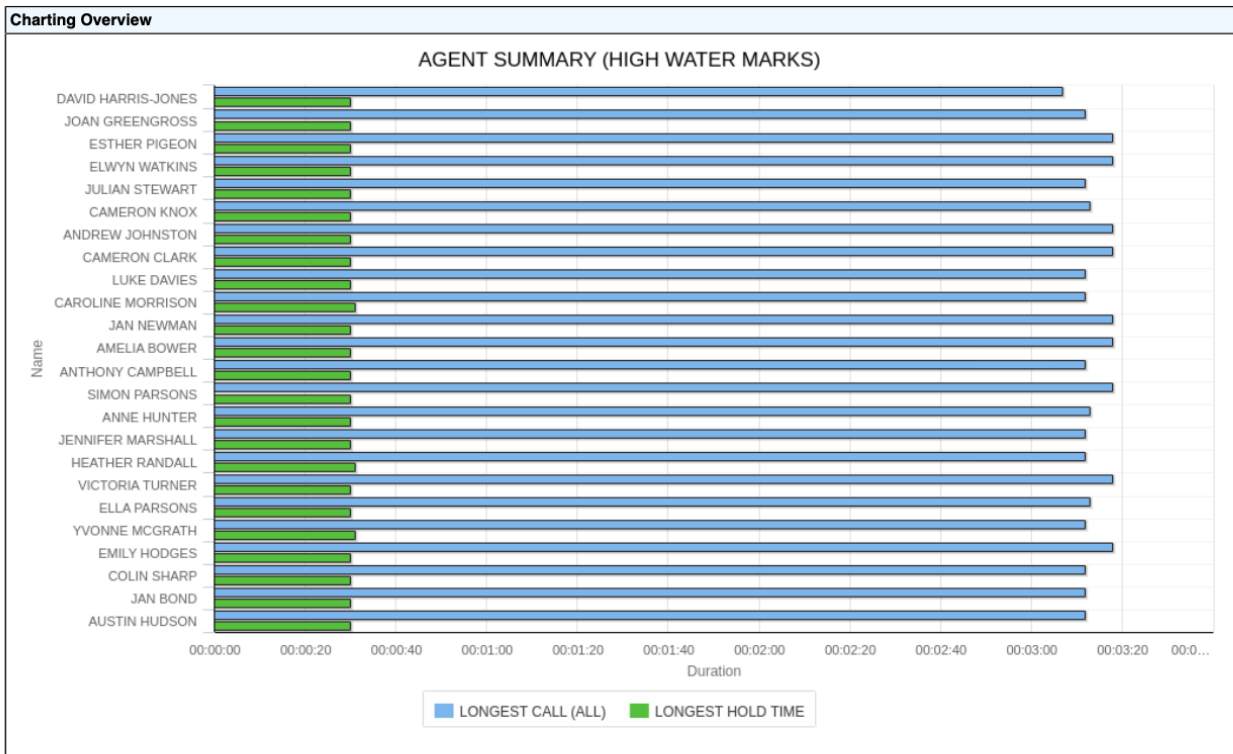
The Agent Summary (High Water Marks) report shows the longest amount of time spent by the agent on calls of various call types for the reporting period.

Default Report Metrics

Report Metric	Field Type	Description
Status	Agent State Icon	<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
Name	Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Longest Call (All)	Max Call Time	The largest overall call duration (includes ring & talk time) across all inbound & outbound calls previously alerting at or made by the corresponding agent.
Longest Hold Time	Max Held Time	The largest held duration across all inbound & outbound calls previously answered at or made by the corresponding agent. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.

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:	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)



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

Status	Name	Longest Call (All)	Longest Hold Time
	David Harris-Jones	00:03:07	00:00:30
	Joan Greengross	00:03:12	00:00:30
	Esther Pigeon	00:03:18	00:00:30
	Elwyn Watkins <div>Elwyn Watkins</div>	00:03:18	00:00:30
	Julian Stewart	00:03:12	00:00:30
	Cameron Knox	00:03:13	00:00:30
	Andrew Johnston	00:03:18	00:00:30
	Cameron Clark	00:03:18	00:00:30
	Luke Davies	00:03:12	00:00:30
	Caroline Morrison	00:03:12	00:00:31
	Jan Newman	00:03:18	00:00:30
	Amelia Bower	00:03:18	00:00:30
	Anthony Campbell	00:03:12	00:00:30
	Simon Parsons	00:03:18	00:00:30
	Anne Hunter	00:03:13	00:00:30
	Jennifer Marshall	00:03:12	00:00:30
	Heather Randall	00:03:12	00:00:31
	Victoria Turner	00:03:18	00:00:30
Agent Summary (High Water Marks)		Off  	

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

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.

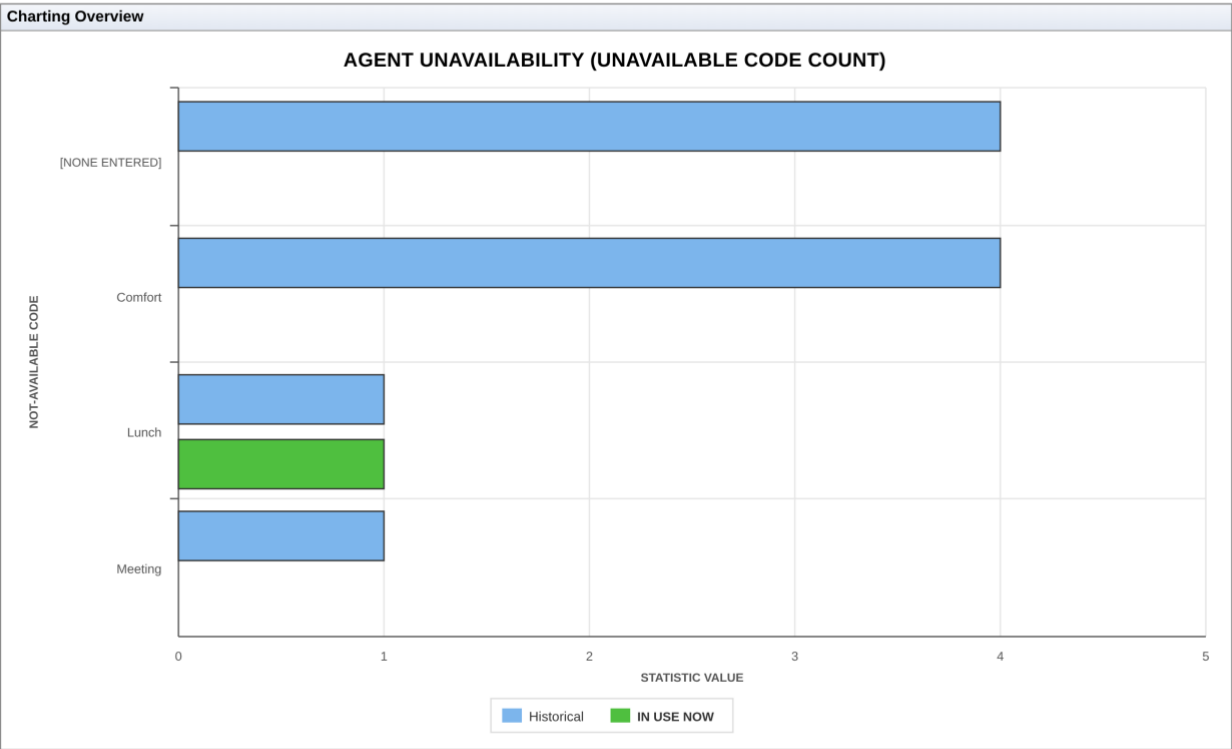
This report is an aggregation of all Agent unavailable counts. To view available codes for individual or groups of agents, this report requires filtering against the specific agents.

Default Report Metrics

Report Metric	Field Type	Description
N/A Code	Not-Available Code	Not Available codes taken from the calling platform. The N/A codes will vary based on what is configured on the calling platform. The code list defaults to the first 10 codes configured on the calling platform. Clicking on the "modify report" menu option followed by selecting "Advanced" in the top left of the modify report dialog, then selecting the "ACD CODES" menu from the left -hand column picking/re-ordering the codes to be included in the list, if the order or subset needs to be different than the first 10 codes in order. By clicking the "Reset Codes" button the list will revert to default (first 10 codes).
Historical	Usage Count (Historic)	The cumulative number of times that signed-in ACD agents previously switched to Not-Available state using the corresponding Not-Available reason code. Note that this statistic is only ever incremented after ACD agents move out of Not-Available ACD state, i.e. when an ACD agent currently in Not-Available state changes to a different state. This is so that the average Not- Available state time (i.e. the value shown within the "Average Not-Available Time" field) for the corresponding code can be easily & consistently deduced using the "Total Not-Available Time" field divided by the code's historic usage count
In Use Now	Usage Count (Now)	The number of active signed-in ACD agents that are also currently in Not-Available state now using the corresponding Not-Available reason code. his column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. report is run for any other date/time option.

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)



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 Report (Unavailable Code Duration)

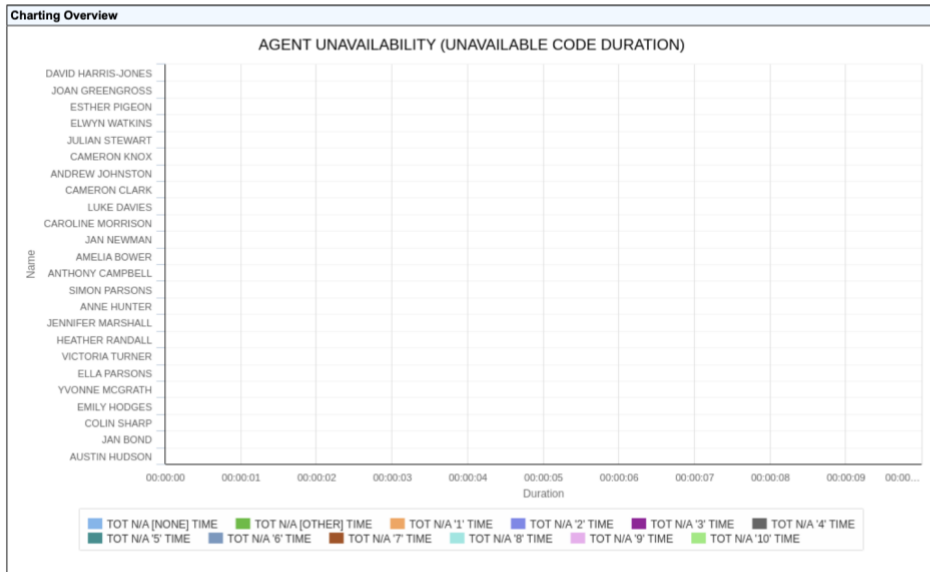
The Agent Unavailability (Unavailable Code Duration) report provides information related to the unavailability codes used by agents when setting their state to *Unavailable*.

Default Report Metrics

Report Metric	Field Type	Description
Status	Agent State Icon	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
Name	Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
N/A None	Tot N/A [None] Time	The average duration that the corresponding agent has been in Not-Available ACD state where no reason code has been specified. ACD Not-Available reason codes are only supported for BroadSoft Broad Works telephony environments using ACD agents assigned the call center Standard or Premium license. The statistic displays zero duration for all other telephone systems.
N/A Other	Tot N/A [Other] Time	The total cumulative duration that the corresponding extension has been in Not-Available Agent state where an alternative reason code has been used that is not configured against the current report within the Agent Codes tab of the Report Properties window. Agent Not-Available reason codes are only supported for BroadSoft BroadWorks telephony environments using agents assigned the call center Standard or Premium license.
x	Tot N/A 'x' Time	These statistics display the average duration that the corresponding agent has been in the report's 10 predefined ACD Not-Available reason code states. Each statistic shows the average duration that the agent has been in Not-Available ACD state where a reason code was specified, which is also currently configured against the report within the ACD Codes tab's correspondingly numbered ACD Not-Available code statistic setting (i.e. the 1st "Not-Available Code 01" setting for the "Avg N/A Code No 01 Time" statistic, the second "Not-Available Code 02" setting for the "Avg N/A Code No 02 Time" statistic, etc.). The statistic's name/description automatically changes to include corresponding reason code setting value actually configured against the report within the ACD Codes tab, e.g., "Avg N/A 'Customer' Time" when "Customer" is the actual code value specified for the associated report setting. Note that ACD Not-Available reason codes are only supported for BroadSoft Broad Works telephony environments using ACD agents assigned the call center Standard or Premium license. The statistics displays zero on all other telephone systems. A value of zero is also shown when no ACD Not-Available reason code is defined against the statistic variant number within the ACD Codes tab (i.e., when the correspondingly numbered statistic setting is configured as "[Not Defined]").

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)



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
S/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
S/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, Mkg/C	Esther Pigeon	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
S/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

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

Status	Name	Not Logged	Not Answered	1	2	3	4	5	6	7	8	9	
	David Harris-Jones	Change the device(s) that the report shows content data or statistics for.		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
	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
	Esther Pigeon			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
	Eliwyn 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
	Julian Stewart			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
	Cameron Knox			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
	Andrew Johnston			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
	Cameron Clark			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
	Luke Davies			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
	Caroline Morrison			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
	Jan Newman			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
	Amelia Bower			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
	Anthony Campbell			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
	Simon Parsons			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
	Anne Hunter			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
	Jennifer Marshall			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
	Heather Marshall			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
	Victoria Turner			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
	Ella Parsons			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
	Yvonne McGrath			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
	Emily Hodges			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
	Colin Sharp			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
	Jan Bond			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
	Austin Hudson			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	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Agent Unavailability (Unavailable Code Duration)													Off

Real-Time Agent Statuses & Icons

Green	The corresponding agent is signed in and available to receive ACD queue calls.
Dark Green	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
Red	The agent is busy on an answered ACD queue call.
Light Red	The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at.
Blue	The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
Yellow	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.
Dimmed Text	The agent is currently signed out. Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.
<p>The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:</p>	
	The agent is currently signed out.
	The corresponding agent is signed in and available to receive ACD queue contacts.
	The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.
	The agent is busy on an answered call.
	The agent is off hook, probably because they are just beginning to make a new outbound call.
	The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.
	The agent is off hook at the same time that a call is held at the device they are signed in at.
	The agent is making an outbound call, which is not answered yet at the distant end.
	The agent has a call held at the device they are currently signed in at.
	The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
	The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.
	The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

Agent Disposition Code Report

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

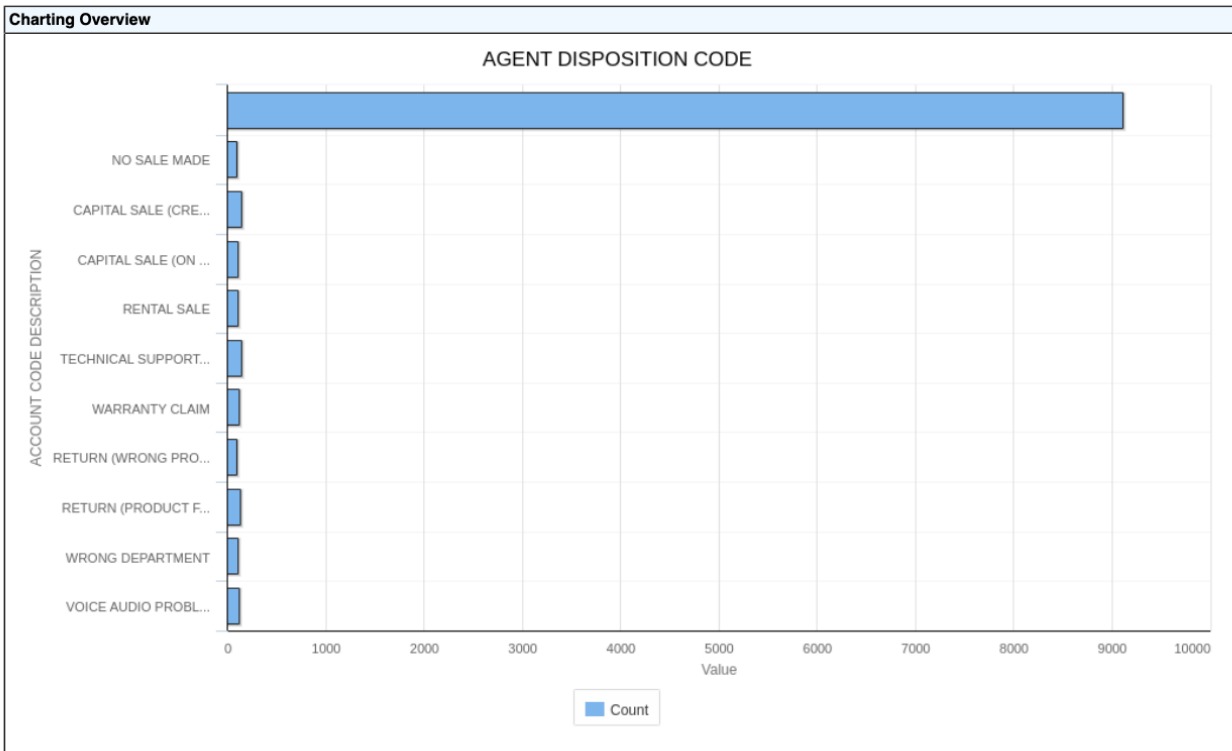
This report is an aggregation of all Agent Disposition counts. To view disposition codes for individual agents or groups of agents, this report requires filtering against the specific agents.

Default Report Metrics

Report Metric	Field Type	Description
Description	Account Code Description	The description of the account code entered in on calls within the date/time period that the corresponding report was run against. This is the description configured against the corresponding account code by the administrator, e.g., "Order (Credit Card)". An empty value is displayed for account codes where the application administrator has not configured a description against the corresponding code.
Count	Total Calls	The total cumulative call count for all inbound & outbound calls where the corresponding account code has been entered in against the call, whether answered or unanswered.
Average Call Time	Avg Call Time	The average overall duration (including ring & talk time) of all previous inbound & outbound calls where the corresponding account code has been entered in against the call.
Average Hold Time	Avg Held Time	The average overall held duration of all inbound & outbound calls made or received by the corresponding ACD agent. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
Average Talk Time	Avg Talk Time	The average talk time of all answered inbound & outbound calls where the corresponding account code has been entered in against the call. The average is calculated by taking the cumulative talk time for all answered calls and dividing it by the total number of answered calls for the corresponding account code.

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:	eccrdemo
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)



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

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 Disposition Code Off

Realtime Code Status

Description
White - No calls are currently active where the corresponding account code has been entered in against the call.
Yellow - One or more unanswered calls is currently active where the corresponding account code has been entered in against the call. This highlighting state is always shown if any unanswered calls exist for the corresponding account code, even if there are other active calls for the same account code that are actually answered.
Green - One or more answered calls exists where the corresponding account code has been entered in against the call. This highlighting state is only shown if only answered calls are active for the account code.

Agent Sign In Sign Out Report

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

Default Report Metrics

Report Metric	Field Type	Description
Status	Status Change Icon	Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device.
Agent Name	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Activity Time	Change Time	Displays the time that the ACD status change actually occurred at. This normally shows exactly the same time as the value specified in the "Entry Time" column. However, for the ACD status entries automatically created at the beginning of every day for agents that remained previously signed in, the value shows the time that the corresponding agent last changed ACD status. Similar to the "Entry Time" column, the value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within.
Activity	Status Change Description	DND On - The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls. DND Off - The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls. S/In - The ACD agent signed into the corresponding device. S/Out - The ACD agent signed out of the corresponding device.

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

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
	David Harris-Jones	00:00:01	Busy/O
	Elwyn Watkins	00:00:01	Avail
	Jan Bond	00:00:07	Alert/A
	Cameron Knox	00:00:13	Alert/A
	David Harris-Jones	00:00:13	Busy/A
	Austin Hudson	00:00:19	Busy/O
	Cameron Knox	00:00:25	Avail
	Elwyn Watkins	00:00:25	Alert/A
	Heather Randall	00:00:25	Alert/A
	Jan Bond	00:00:25	Busy/A
	David Harris-Jones	23:47:00	S/In
	David Harris-Jones	23:47:00	S/In
	David Harris-Jones	00:00:13	Busy/A
	Joan Greengross	23:23:35	S/In
	Joan Greengross	23:23:35	S/In
	Joan Greengross	23:59:49	Busy/O
	Elwyn Watkins	23:40:24	S/In
	Elwyn Watkins	23:40:24	S/In

Agent Status Change Icon

Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device. The different icons displayed are as follows:

-  The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls.
-  The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls.
-  The ACD agent signed into the corresponding device.
-  The ACD agent signed out of the corresponding device.
-  The ACD agent became available to take ACD calls.
-  The ACD agent answered a call and became busy.
-  The ACD agent entered into the Not-Available ACD state, which made them unavailable to receive ACD calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
-  The ACD agent entered into the Wrap-Up ACD state, which made them unavailable to receive ACD calls whilst they completed clerical tasks associated with the previous caller. This ACD state is not supported on the Panasonic TDA/NCP telephone system platform.

Call Center Incoming Calls

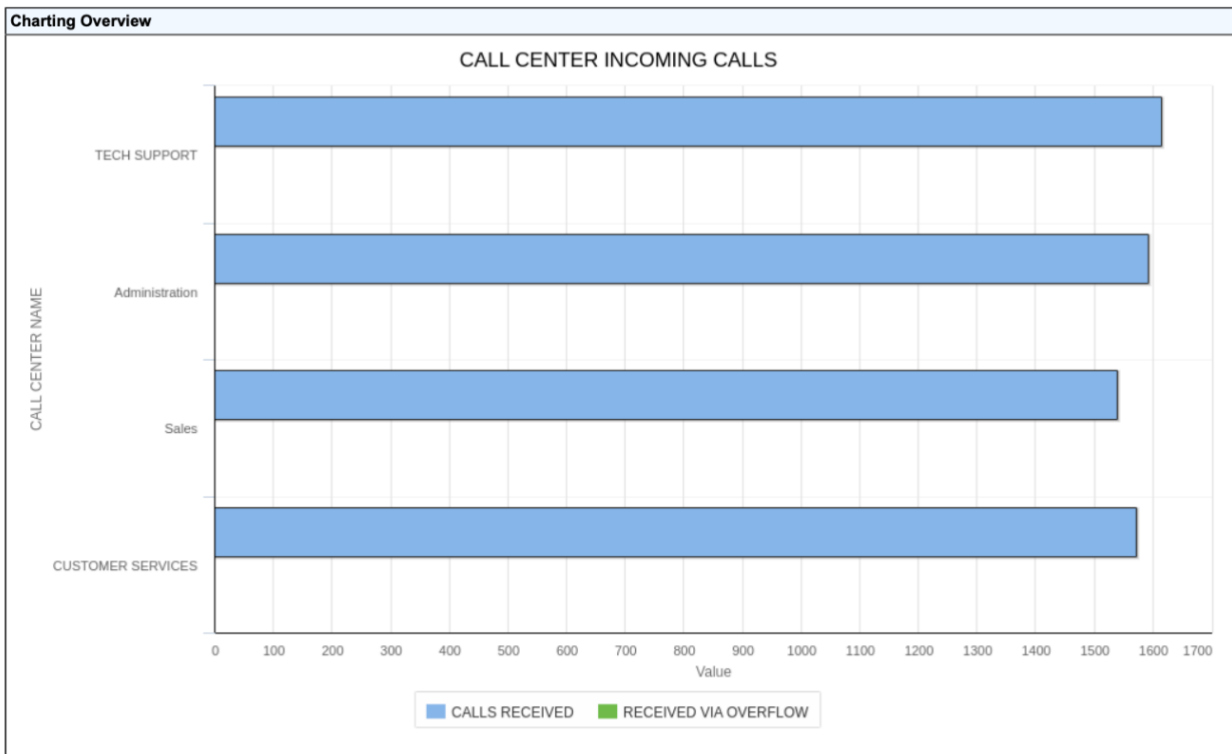
The Call Center Incoming Calls report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

Default Report Metrics

Report Metric	Field Type	Description
Call Center Name	Device name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Calls Received	Inbound Calls	The total number of inbound calls that were offered or alerted at the ACD agent. This includes both inbound internal & inbound trunk line calls made directly to the agent, or internal & inbound trunk calls offered from queue distribution. Note that the total can potentially include a queue call more than once. This can occur when the group queue the same call multiple times to the corresponding agent because it is not answered, and then it advances around the same queue agents several times.
Received via Overflow	Overflowed In	The total number of unanswered calls that were overflowed into the queue from another destination on the telephone system. Overflowed calls most often occur when the telephone system is configured to re-route unanswered calls from one group to another, after a call has been waiting for a specific time threshold. Overflowed calls also occur when a call is diverted from an extension with its forwarding state set to the corresponding queue. Alternatively, waiting calls can also be specifically overflowed by using the reporting UI's "Send Call To..." call control action and specifying a target group destination.

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:	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)



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

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

Call Center Name	Calls Received	Received via Overflow
Tech Support	1615	0
Administration	1592	0
Sales	1538	0
Customer Services	1572	0
	6317	0

Queue Real-Time Statuses & Icons

<p>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.</p>	
<p>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 not 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.</p>	
<p>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.</p>	
<p>In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.</p>	
	<p>No calls are currently being distributed by the corresponding queue or are currently answered at a group member.</p>
	<p>The corresponding queue is currently distributing calls that have not 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.</p>
	<p>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.</p>
	<p>The application is not 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.</p>
	<p>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.</p>
	<p>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.</p>

Call Center (Activity)

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

Default Report Metrics

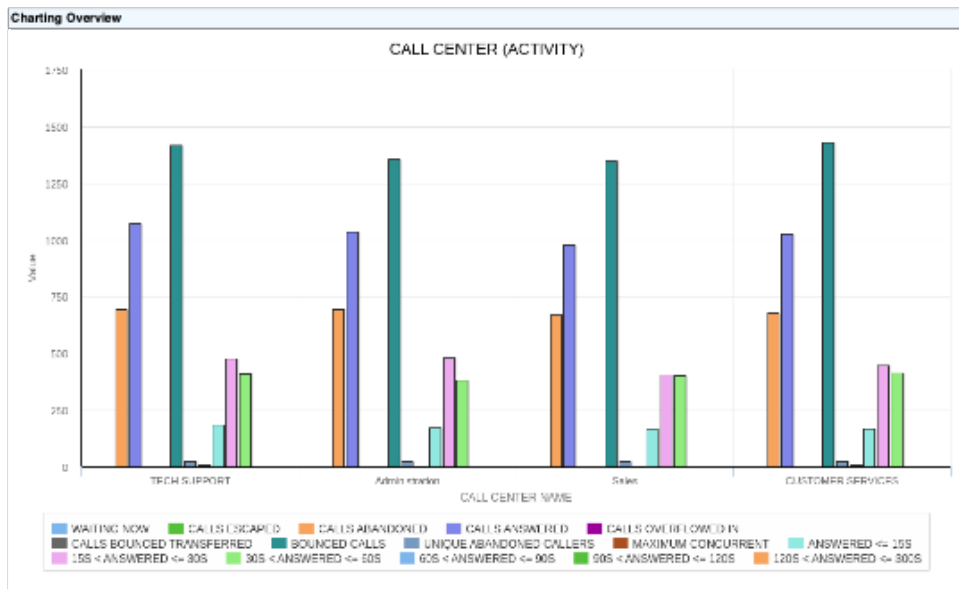
Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real- Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Calls Queued	Waiting Now	The current number of inbound calls routed to the corresponding call queue, where the call is either queued or waiting to be answered by an agent.
Calls Escaped	Escaped	The count of calls that have left a call queue, utilizing the escape feature.
Calls Abandoned	Inbound Abandoned	The total number of inbound calls that were routed or offered to the corresponding ACD agent but were subsequently abandoned by the caller before the call was answered.
Calls Presented	Inbound Calls	The total number of inbound calls that were offered or alerted at the ACD agent. This includes both inbound internal & inbound trunk line calls made directly to the agent, or internal & inbound trunk calls offered from queue distribution. Note that the total can potentially include a queue call more than once. This can occur when the group queue the same call multiple times to the corresponding agent because it is not answered, and then it advances around the same queue agents several times.
Calls Answered	Inbound Answered	The total number of inbound calls that were answered by the corresponding agent.
% Ans <= 15s	% Answered <= 15s	The percentage of inbound calls actually answered within the first configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub- section within the Settings tab of the Report Properties window. The percentage inbound answer performance statistic calculations are based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
% Calls Answered in SLA	% Service Level	Contains the service level of the hunt group calls, which represents the percentage of overall group calls answered within the threshold time specifically set within the Settings tab of the corresponding report's properties. For more information on how the service level statistic is calculated and how it is affected by the current report's settings,
Calls Overflowed In	Overflowed In	The total number of unanswered calls that were overflowed into the queue from another destination on the telephone system. Overflowed calls most often occur when the telephone system is configured to re-route unanswered calls from one group to another, after a call has been waiting for a specific time threshold. Overflowed calls also occur when a call is diverted from an extension with its forwarding state set to the corresponding queue. Alternatively, waiting calls can also be specifically overflowed by using the reporting UI's "Send Call To..." call control action and specifying a target group destination.

Default Report Metrics (continued)

Report Metric	Field Type	Description
Calls Bounced Transferred	Overflowed Off	The total number of unanswered calls that were overflowed out of the hunt group to another destination on the telephone system. Overflowed calls most often occur when the telephone system is configured to re-route unanswered calls within the corresponding group, after the call has been waiting for a specific time threshold. Alternatively, waiting calls can also be specifically overflowed by using the application's "Send Call To..." call control action and specifying a target group destination, performed from other reports based on the "Active Call List", "Extension List", or "ACD Agent List" styles. For more information on performing call control actions from within reports,
Bounced	Advanced Calls	The total count of distributed hunt group (or queue) calls that were offered to one of the corresponding hunt group's (or queue's) members, but where the call was not subsequently answered by the member within a pre-determined interval, and therefore the call automatically advanced onto the next available group member or was re-queued back at the original group when no further group members were actually available. Additionally, alerting (offered) hunt group calls that are subsequently picked-up by another extension using the corresponding telephony platform's Directed Call or Group Pickup feature, are also counted as advanced calls.
Avg Attempts before Answer	Avg Attempts before Answer	The count of average attempts each caller is making before their call is answered.
Unique Abandoned Callers	Inbound Unique Abandoned	The count of unique callers that have abandoned calls
Max Concurrent	Max Concurrent Calls	The maximum number of concurrent contact segments within the configured time period across all inbound and outbound contacts.
Ans <= 15s	Answered <= 15s	The number of inbound calls actually answered within the first configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window.
15s < Ans <= 30s	15s < Answered <= 30s	The number of inbound calls actually answered within the first & 2nd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the first threshold target (exclusive), and lower or equal to the 2nd target (inclusive), in order for the corresponding call to be including in the statistic calculation.
30s < Ans <= 60s	30s < Answered <= 60s	The number of inbound calls actually answered within the 2nd & 3rd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 2nd threshold target (exclusive), and lower or equal to the 3rd target (inclusive), in order for the corresponding call to be including in the statistic calculation.
60s < Ans <= 90s	60s < Answered <= 90s	The number of inbound calls actually answered within the 3rd & 4th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 3rd threshold target (exclusive), and lower or equal to the 4th target (inclusive), in order for the corresponding call to be including in the statistic calculation.
90s < Ans <= 120s	90s < Answered <= 120s	The number of inbound calls actually answered within the 4th & 5th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 4th threshold target (exclusive), and lower or equal to the 5th target (inclusive), in order for the corresponding call to be including in the statistic calculation.
120s < Ans <= 300s	120s < Answered <= 300s	The number of inbound calls actually answered within the 5th & 6th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 5th threshold target (exclusive), and lower or equal to the 6th target (inclusive), in order for the corresponding call to be including in the statistic calculation.

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 06:58:02 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)



Detailed Report Fields/Statistics																
Status	Call Center Name	Waiting Now	Calls Escaped	Calls Abandoned	Calls Answered	% Answered of Tls	% Calls Answered in Tls	Calls Overlaid in	Calls Bounced Transferred	Bounced Calls	Drop Attempts Before Answer	Unrep Answered Calls	Maximum Concurrent	Answered at Tls	Tls Answered on Tls	Tls Answered on Tls
Answered	Tech Support	0	0	84	1071	91.2%	0.0%	0	0	1071	1	34	7	103	475	475
Answered	Adminstrat	0	0	660	1000	66.0%	0.0%	0	0	1000	1	34	4	112	484	484
Answered	Sales	0	0	671	979	68.5%	0.0%	0	0	979	1	34	4	109	495	495
Answered	Customer Services	0	0	679	1028	65.1%	0.0%	0	0	1028	1	34	7	103	498	498
		0	0	2084	4106	65.1%	0.0%	0	0	4106	4	64	22	388	1854	1854

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	Waiting Now	Calls Escaped	Calls Abandoned	Calls Answered	% Ans <= 15s	% Calls Answered in SLA	Calls Overflowed In	Calls Bounced Transferred	Bounced Calls	Avg Attempts before Ans
	Tech Support	0	0	694	1071	10.4%	0.0%	0	0	1417	2
	Administration	0	0	696	1035	9.9%	0.0%	0	0	1356	2
	Sales	1	0	671	978	10.2%	0.0%	0	0	1348	2
	Customer Services	0	0	679	1029	9.9%	0.0%	0	0	1431	2
		1	0	2740	4113	10.1%	0.0%	0	0	5552	2
<div>Call Center (Activity)</div> <div>Off </div>											

Queue Real-Time Statuses & Icons

<p>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.</p>
<p>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 not 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.</p>
<p>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.</p> <p>In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.</p>
<p> No calls are currently being distributed by the corresponding queue or are currently answered at a group member.</p> <p> The corresponding queue is currently distributing calls that have not 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.</p> <p> 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.</p> <p> The application is not 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.</p> <p> 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.</p> <p> 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.</p>

Call Center Abandoned Calls

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

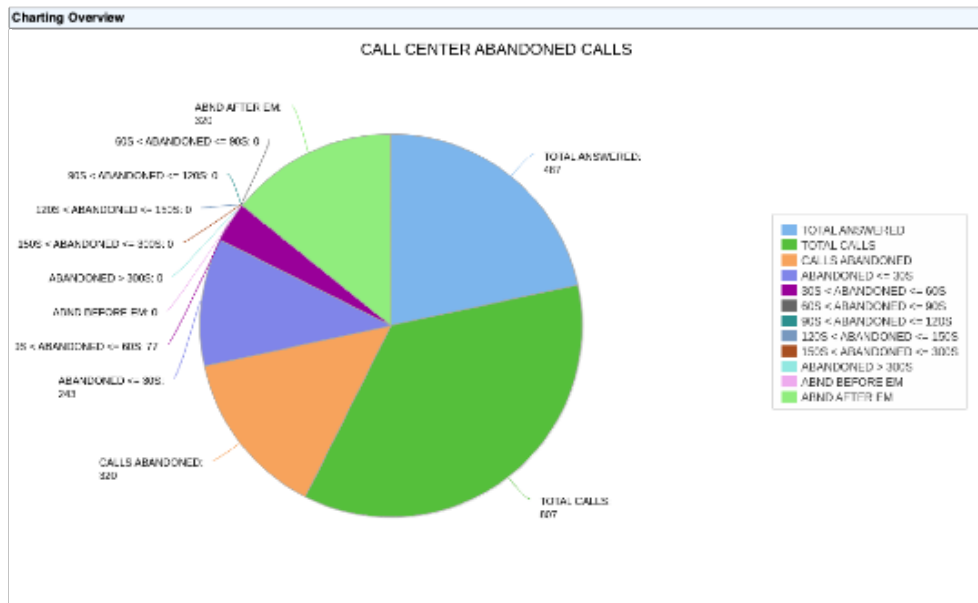
Default Report Metrics

Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real- Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Total Answered	Inbound Answered	The total number of inbound calls that were routed or offered to the corresponding ACD agent but were subsequently abandoned by the caller before the call was answered.
Total Calls	Inbound Calls	The total number of all inbound calls for the corresponding hunt group (or queue)
Calls Abandoned	Inbound Abandoned	The number of all inbound calls for the corresponding hunt group (or queue) that were abandoned
% Calls Abandoned	% Inbound Abandoned	The percentage of all inbound calls for the corresponding hunt group (or queue) that were abandoned.
Abnd <=30s	Abandoned <= 30s	The number of inbound calls abandoned within the first configured abandon interval threshold, which is seconds setting value that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
30s < Abnd <=60s	30s < Abandoned <=60s	The number of inbound calls abandoned within the first & 2nd configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
60s < Abnd <=90s	60s < Abandoned <=90s	The number of inbound calls abandoned within the 2nd & 3rd configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
90s < Abnd <=120s	90s < Abandoned <=120s	The number of inbound calls abandoned within the 3rd & 4th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
120s < Abnd <=150s	120s < Abandoned <=150s	The number of inbound calls abandoned within the 4th & 5th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
150s < Abnd <=300s	150s < Abandoned <=300s	The number of inbound calls abandoned within the 5th & 6th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
Abandoned > 300s	Abandoned > 300s	The number of inbound calls abandoned outside of the 6th configured abandon interval threshold, which is seconds setting value that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
Abnd Before EM	Calls Abandoned during Entrance Message	This is the number of calls that were abandoned before the entrance message finished playing.
% Abnd Before EM	% Inbound calls abandoned during Entrance Message	This is the percentage of calls that were abandoned before the entrance message finished playing.
Abnd After EM	Calls Abandoned after Entrance Message	This is the number of calls that were abandoned after the entrance message finished playing.
% Abnd After EM	% Inbound calls abandoned after Entrance Message	This is the percentage of calls that were abandoned after the entrance message finished playing.
Longest Wait	Max Wait Time	The largest ring duration of all inbound calls that queued or alerted at the corresponding ACD agent, whether answered, abandoned, or overflowed out.

Call Center Abandoned Call Report

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:	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)



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 <= 180s	Abandoned > 180s	Aband Before EM	% inbound calls abandoned during Entrance Message	Aband After EM	% inbound calls abandoned after Entrance Message
Waiting	Tech Support	130	219	81	38.0%	89	22	0	0	0	0	0	0	0.0%	81	38.2%
Mfr	Administrative	112	194	70	37.1%	80	22	0	0	0	0	0	0	0.0%	72	38.1%
Mfr	Sales	117	204	89	43.2%	70	19	0	0	0	0	0	0	0.0%	89	43.2%
Mfr	Customer Service	138	224	76	33.2%	64	14	0	0	0	0	0	0	0.0%	76	33.2%

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	72	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

<div>Call Center Abandoned Calls</div> <div>Off  </div>										
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Queue Real-Time Statuses & Icons

<p>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.</p>
<p>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 not 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.</p>
<p>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.</p> <p>In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.</p>
<p> No calls are currently being distributed by the corresponding queue or are currently answered at a group member.</p> <p> The corresponding queue is currently distributing calls that have not 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.</p> <p> 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.</p> <p> The application is not 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.</p> <p> 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.</p> <p> 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.</p>

Call Center Summary

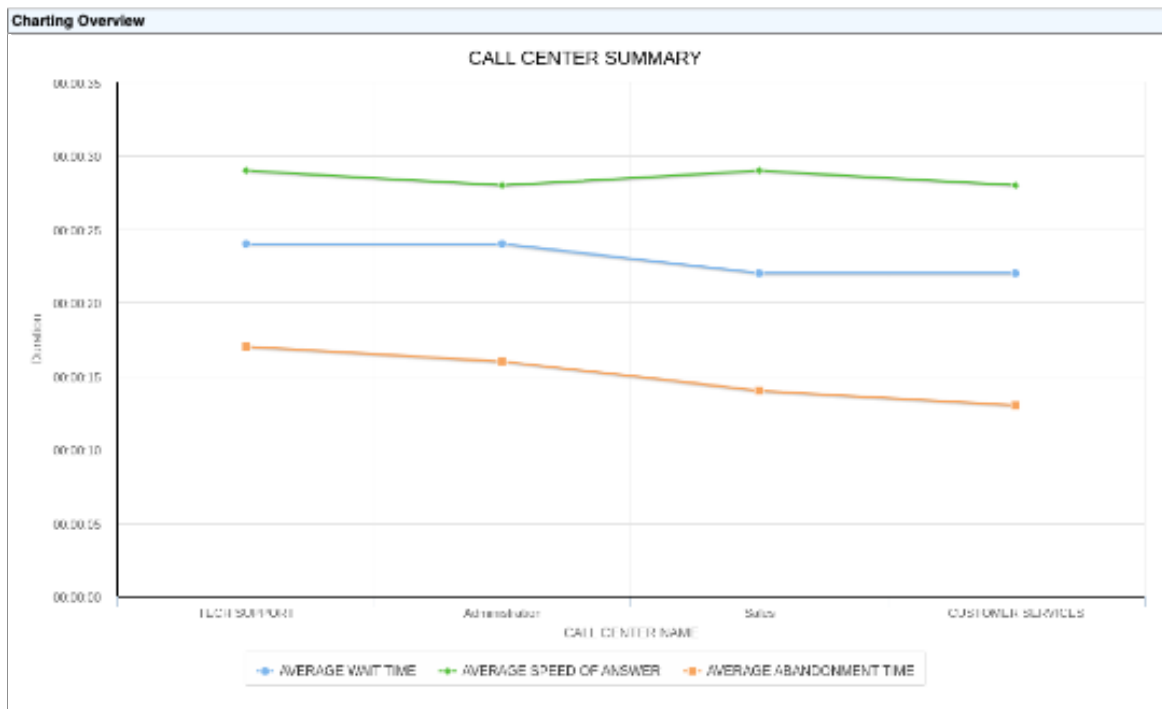
The Call Center Summary report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

Default Report Metrics

Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real- Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Average Wait Time	Avg Waiting Time	The average ring duration of all inbound ACD calls.
Average Speed of Answer	Avg Answer Time (in)	The average ring duration of all previously answered inbound calls for the corresponding group where a group member answered them.
Average Abandonment Time	Avg Abandoned Time	The average ring duration of all previously abandoned inbound calls for corresponding queue where they were subsequently abandoned by the caller before the call was answered.
Max Available Agents	Max Available Agents	The maximum number of agents in available status at any one time in a call center group within the configured time period.

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)



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

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

Queue Real-Time Statuses & Icons

<p>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.</p>
<p>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 not 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.</p>
<p>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.</p> <p>In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.</p>
<p> No calls are currently being distributed by the corresponding queue or are currently answered at a group member.</p> <p> The corresponding queue is currently distributing calls that have not 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.</p> <p> 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.</p> <p> The application is not 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.</p> <p> 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.</p> <p> 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.</p>

Call Center Service Levels Report

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

Default Report Metrics

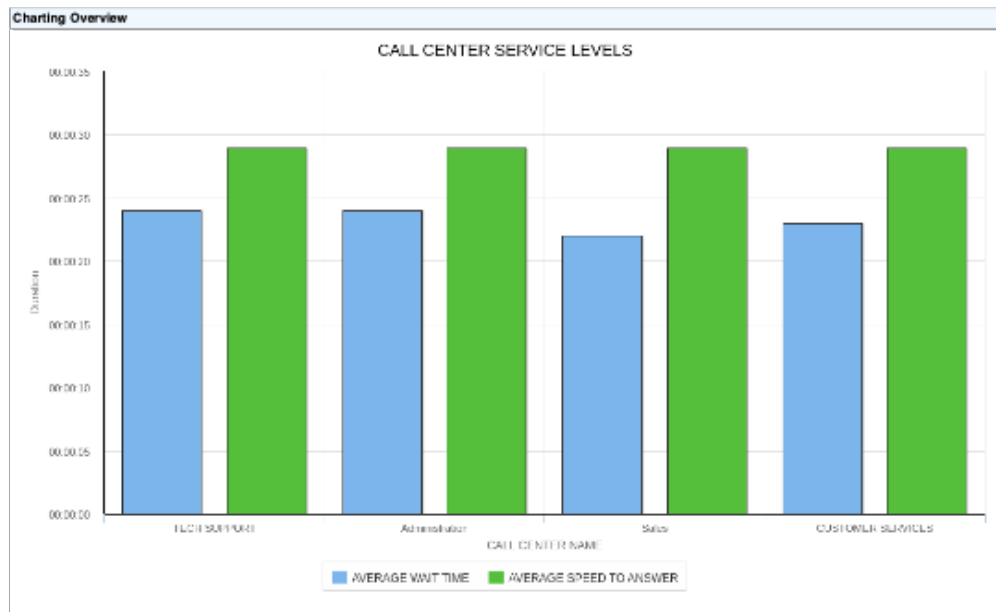
Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real- Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Average Wait Time	Avg Waiting Time	The average ring duration of all inbound ACD calls.
Average Speed to Answer	Avg Answer Time (in)	The average ring duration of all previously answered inbound calls for the corresponding group where a group member answered them.
Answered <= 15s	Ans <= 15s	The number of inbound calls actually answered within the first configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window.
% Ans <= 15s	% Answered <= 15s	The percentage of inbound calls actually answered within the first configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub- section within the Settings tab of the Report Properties window. The percentage inbound answer performance statistic calculations are based on a similar formula to the "% Calls Service Level" performance statistic calculations are based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
15s < Ans <= 30s	15s < Answered < 30s	The number of inbound calls actually answered within the first & 2nd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the first threshold target (exclusive), and lower or equal to the 2nd target (inclusive), in order for the corresponding call to be including in the statistic calculation.
15s < % Ans <= 30s	15s < % Answered <= 30s	The percentage of inbound calls actually answered within the first & 2nd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the first threshold target (exclusive), and lower or equal to the 2nd target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
30s < Ans <= 60s	30s < Answered < 60s	The number of inbound calls actually answered within the 2nd & 3rd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 2nd threshold target (exclusive), and lower or equal to the 3rd target (inclusive), in order for the corresponding call to be including in the statistic calculation.
30s < % Ans <= 60s	30s < % Answered <= 60s	The percentage of inbound calls actually answered within the 2nd & 3rd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 2nd threshold target (exclusive), and lower or equal to the 4th target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.

Default Report Metrics (continued)

Report Metric	Field Type	Description
60s < Ans <= 90s	60s < Answered < 90s	The number of inbound calls actually answered within the 3rd & 4th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 3rd threshold target (exclusive), and lower or equal to the 4th target (inclusive), in order for the corresponding call to be including in the statistic calculation.
60s < % Ans <= 90s	60s < % Answered <= 90s	The percentage of inbound calls actually answered within the 3rd & 4th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 3rd threshold target (exclusive), and lower or equal to the 4th target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
90s < Ans <= 120s	90s < Answered < 120s	The number of inbound calls abandoned within the 4th & 5th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
90s < % Ans <= 120s	90s < % Answered < 120s	The percentage of inbound calls abandoned within the 4th & 5th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
120s < Ans <= 300s	120s < Answered < 300s	The number of inbound calls abandoned within the 5th & 6th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
120s < % Ans <= 300s	120s < % Answered < 300s	The percentage of inbound calls abandoned within the 5th & 6th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
Ans > 300s	Answered > 300s	The number of inbound calls abandoned outside of the 6th configured abandon interval threshold, which is seconds setting value that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
% Ans > 300s	% Answered > 300s	The percentage of inbound calls abandoned outside of the 6th configured abandon interval threshold, which is seconds setting value that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.

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:	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)



Detailed Report Fields/Statistics																	
Status	Call Center Name	Average Wait Time	Average Speed to Answer	Answered in 15s	% Answered in 15s	15s <= Answered in 30s	15s <= Answered in 30s	30s <= Answered in 60s	30s <= Answered in 60s	60s <= Answered in 90s	60s <= Answered in 90s	90s <= Answered in 120s	90s <= Answered in 120s	120s <= Answered in 150s	120s <= Answered in 150s	Answered in 300s	% Answered in 300s
Waiting	Tech Support	00:00:24	00:00:29	28	8.2%	108	33.1%	73	20.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Idle	Administration	00:00:24	00:00:29	32	10.3%	86	28.1%	72	23.5%	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%	85	25.8%	78	23.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

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	Average Wait Time	Average Speed to Answer	Ans <= 15s	% Ans <= 15s	15s < Ans <= 30s	15s < % Ans <= 30s	30s < Ans <= 60s	30s < % Ans <= 60s	60s < Ans <= 90s	60s < %
	Tech Support	00:00:24	00:00:29	28	8.3%	104	30.8%	69	20.4%	0	0.
	Administration	00:00:24	00:00:29	31	10.3%	83	27.6%	71	23.6%	0	0.
	Sales	00:00:22	00:00:29	30	9.5%	76	24.1%	75	23.8%	0	0.
	Customer Services	00:00:22	00:00:29	35	11.0%	82	25.9%	75	23.7%	0	0.
		00:00:23	00:00:29	124	9.8%	345	27.1%	290	22.8%	0	0.

Call Center Service Levels

Off 

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 not 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 not 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 not 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 Details

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

Default Report Metrics

Report Metric	Field Type	Description
Status	Status (Icon)	Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason.
Call Center Name	Device Name Called	The description associated against the device that the call was made to. This is the description configured against the device number by the administrator. Example: "Sales Queue ."
DNIS Number	DID Digits	Represents the external telephone number originally dialed in order to call the target extension or group on the telephone system. The value contains the inbound DID digit information received by telephone system from the network provider for the corresponding DID calls.
Call Start Time	Call Start Time	Contains a value showing the time the call entered the Telephony Platform. The time is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone your telephony environment is configured for.
Call Answer Time	Time Answered At	Displays the time that the call was actually answered at. The time value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone your telephony environment is configured for. When the mouse pointer is floated over the time value, a tooltip is displayed showing the value as a full date/time including the current time zone, e.g., "20-June-2016 15:20:21 BST". "BST" is shown for British Summer Time and "GMT" for Winter / Greenwich Mean Time.
Call End Time	Time Ended At	Displays the time that the call segment was actually ended at. The time value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone for which your telephony environment is configured.
Calling Number	Telephone No Calling	The telephone number of the calling party involved in the call. For inbound trunk line calls, this is the CLI/CallerID (Calling Line Identity) telephone number received via the network provider for the corresponding call. The value "[No CallerID]" is displayed when CallerID/CLI isn't sent from the original outside calling party, although this is a display value only representing the underlying empty calling telephone number value stored within the associated call segment record. Therefore actually attempting to filter by the display values "[No CLI]" / "[No CallerID]" will not work when attempting to obtain external calls received without remote calling party information.
Call Result	Status (Description)	<p>Displays a short text description depicting the state of the call segment when it ended and also the reason why the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason.</p> <ul style="list-style-type: none"> • Abandoned The caller abandoned the call before it was answered. The call cleared the telephone system completely, so there are no further call segment records present for the call. • Failed The calling party abandoned the corresponding outbound trunk line call before it was answered. Alternatively, the outbound call failed because the network provider did not recognize the dialed telephone number as valid. The call cleared the telephone system completely, so there are no further call segment records present for the call. • Answered Indicates that the call was answered. One of the parties then subsequently ended the call, which then cleared the telephone system completely, so there are no further call segment records present for the corresponding call. • End On-Hld The call was ended while being on-hold (e.g. when a party involved in the corresponding call segment ended the call after being placed on hold). • Tr/Pk/Rc/Pu The call was answered and then one of the parties involved in the call subsequently transferred it to another internal location on the telephone system, or an external party. Alternatively, the call was parked, recalled from park or system hold, or was picked-up from park.

Report Metric	Field Type	Description
		<ul style="list-style-type: none"> • P/U From Grp The waiting hunt group call was moved to & answered by a device using the corresponding telephone system's extension pick-up feature. • TrTo Indicates that the corresponding call was the inquiry consultation call in a transfer scenario. Another call was placed on hold, and then the corresponding call was made to the target party, before the transfer was completed. The inquiry call was immediately ended, whereas the held call would have subsequently been transferred to the location of the previously called target party. • Conferenced The devices involved in the corresponding call segment were used to create a subsequent call conference scenario. Therefore there will have been additional call segments subsequently created for the same call, for all the parties involved in the conference scenario. A call conference scenario is shown as multiple call segments for each involved party, which are each depicted as being called by the special "[Conference]" device entry. • [Conf Degen] One or more involved parties in a previous call conference scenario dropped out of the call, which left only two subsequent participants. The call conference then de-generated back to a normal two-party call, which is represented by the following call segment. • Diverted A held or unanswered call was forwarded/diverted/picked-up/redirected/overflowed to another device on the telephone system. • Advanced The call under group distribution wasn't answered by the previously alerted group member, and was advanced and offered to a new group member. • [To Cnf Ent] The application's representation of the call as shown by the corresponding report row was ended because the parties involved in the call were joined into a conference, and the common conferencing device isn't monitorable on the telephone system. • [To Pk Ent] The application's representation of the call as shown by the corresponding report row was ended because the call was parked or system held, and the common park device isn't monitorable on the telephone system. • [To VM Ent] The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to voice mail and the voice mail device isn't monitorable on the telephone system. • [UnMon Ent] The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to a device that the application wasn't monitoring on the telephone system. This is usually because the administrator hasn't created a corresponding device entry for it within the application's configuration. • [Unk Ent] The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to a device that the application doesn't recognize. This is usually because the administrator hasn't created a corresponding device entry for it within the application's configuration. • [TelSys End] The application's communication with the telephone system ended whilst the corresponding call was active. This can occur when there is a problem communicating with the telephone system, or the administrator deliberately shuts-down the entire server application. Refer this status reason to the administrator. • [Dev Dld] The administrator removed a device from the application's configuration that was involved in the active call. • [Error] Refer this status reason to the administrator.
EM Playing?	Abandoned during Entrance Message	<p>Shows if the Entrance Message was playing when the Call was abandoned within a Queue.</p> <p>Shows a value of "Yes" or "No" to simply display whether the entrance message was playing.</p>
Wait Time	Call Ring Time (Distribution)	Displays the distribution ring duration of the current call. For unanswered calls, this is the time that the corresponding call was queued or alerted for. For a hunt group call, this includes the entire wait duration that the call spent being distributed by the corresponding hunt group (i.e. includes both queueing & group member alerting/offer time). On answered calls, this is the duration that the call waited for before being answered.

Default Report Metrics (continued)

Report Metric	Field Type	Description
Number of Bounces	Bounced	Shows the cumulative number of "bounced" calls that have occurred between agents against the corresponding call records in its entire chain.
Talk Time	Call Total Talk Time	Contains the entire talk time duration for answered calls. For unanswered calls the field value is empty.
Hold Time	Call Total Held Time	Displays the cumulative duration for the entire call spent in the held, system-held, or parked states.
Agent Name	Agent Name Offered	The description associated against the ACD agent that the call segment alerted or was answered at. This is the description configured against the ACD agent number by the administrator, e.g., "Paul Jones".
Transfer To Number	Telephone No Moved To	Contains the target device or telephone number that the call was subsequently transferred or diverted to. The field is empty for calls that cleared the telephone system completely in the current call segment, and weren't subsequently transferred or diverted.
Transfer To Name	Telephone No Moved To Description	Displays the matched description for the external telephone number currently displayed within the "Telephone No Moved To" field. The displayed text is the name attached to the matching DNIS device entry previously configured by the administrator. Contact your application administrator if there are missing DNIS entries for unmatched external telephone numbers, although you should note that the telephone number identification feature is only designed for a maximum of about 50 number entries, which additionally require manual creation within the application.
Disposition Code	Account Code Description	The description of the account code entered in against the call by an extension user on the telephone system. This is the description configured against the corresponding account code by the administrator, e.g. "Order (Credit Card)". An empty value is displayed for account codes where the application administrator has not configured a description against the corresponding code.

Download & Scheduled PDF Report	
Default Report Type	Historic Call Log
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:	ecordemo
Filter Options:	Tel Server=Demo Simulator BW Enterprise', Partitions='Sunshine Desserts', CallType='External (Inbound Only)', Seg No=[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	SM Playing?	Wait Time	Number of Buckets	Talk Time	Hold Time	Agent Name	Transfer To Number	Transfer To Name	Disposition Code
Answered	Customer Services	[Blat CH]	10/10/2026 23:09:08	23:09:11	00:00:08	00710890371	Answered	-	00:00:12	0	00:00:04	00:00:00	Luke Davies			
Answered	Jan Newman		10/10/2026 23:09:09	23:09:07	00:00:17	04495819047	Answered	-	00:00:11	0	00:00:04	00:00:00	Jan Newman			
Answered	Tech Support	01204567400	10/10/2026 23:09:08	23:09:07	00:00:24	00201804477	Answered	-	00:00:12	0	00:01:37	00:00:00	Austin Hudson			
Abandoned	Customer Services	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00000000000	Abandoned	-	00:00:12	0	00:00:00	00:00:00	Luke Davies			
End Ch + Ed	Administration	01204567401	10/10/2026 23:09:07	00:00:11	00:00:04	04495819047	End Ch + Ed	-	00:00:04	1	00:00:43	00:00:24	Alexia Bowser			
Answered	Administration	[Blat CH]	10/10/2026 23:07:59	23:08:53	00:00:54	00307101889	Answered	-	00:00:54	3	00:00:01	00:00:00	Andrew Johnston			
Answered	Customer Services	01204567400	10/10/2026 23:08:11	23:08:53	00:01:00	00307101889	Answered	-	00:00:43	3	00:00:57	00:00:12	Yvonne McGrath			
Answered	Classical/Musical	01204567108	10/10/2026 23:09:08	00:00:30	00:01:00	00000000000	Answered	-	00:00:18	0	00:00:43	00:00:00	Caroline Montano			
Answered	Jan Newman	01204567712	10/10/2026 23:09:09	00:01:00	00:01:10	00712093702	Answered	-	00:00:03	0	00:00:37	00:00:00	Jan Newman			Return (Wrong Product)
Answered	Sales		10/10/2026 00:00:00	00:00:00	00:01:10	00203094610	Answered	-	00:00:31	1	00:00:42	00:00:00	Emily Hodges			
Abandoned	Administration	01204567401	10/10/2026 00:01:19	00:01:19	00:01:19	00434400213	Abandoned	-	00:00:18	0	00:00:00	00:00:00	Jan Newman			
Answered	Administration	[Blat CH]	10/10/2026 23:09:08	00:00:26	00:01:40	00710890371	Answered	-	00:00:37	0	00:01:04	00:00:00	Joan Swearingen			
Answered	Sales	[Blat CH]	10/10/2026 23:09:08	00:00:00	00:01:40	04495819047	Answered	-	00:00:30	1	00:01:43	00:00:00	Aron Hunter			
Abandoned	Tech Support	01204567400	10/10/2026 00:01:40	00:00:26	00:00:10	00307101889	Abandoned	-	00:00:24	1	00:00:00	00:00:00	Aron Hunter			
Abandoned	Tech Support	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00115514037	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Customer Services		10/10/2026 00:00:00	00:00:00	00:00:00	00434400213	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Luke Davies	[Blat CH]	10/10/2026 00:01:12	00:00:10	00:00:10	00000000000	Abandoned	-	00:00:00	0	00:00:24	00:00:00	Luke Davies			
Abandoned	Administration	[Blat CH]	10/10/2026 00:00:00	00:00:00	00:00:00	004104480371	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Customer Services	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00000000000	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Tech Support	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00115514037	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Sales		10/10/2026 00:00:00	00:00:00	00:00:00	004104480371	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Administration	01204567401	10/10/2026 00:00:00	00:01:00	00:00:00	004104480371	Answered	-	00:00:30	1	00:00:00	00:00:00	Austin Hudson			
Answered	Administration	01204567401	10/10/2026 00:01:24	00:01:40	00:00:00	00710890371	Answered	-	00:00:18	0	00:01:04	00:00:00	Alexia Bowser			Technical Support Requested
Abandoned	Customer Services	01204567400	10/10/2026 00:00:54	00:00:00	00:00:00	00434400213	Abandoned	-	00:00:12	0	00:00:00	00:00:00	Aron Hunter			
Answered	Customer Services	[Blat CH]	10/10/2026 00:01:04	00:00:04	00:00:10	00710890371	Answered	-	00:00:04	1	00:00:04	00:00:00	Camaron Clark			
Answered	Administration	01204567401	10/10/2026 00:01:06	00:01:06	00:00:00	04495819047	Answered	-	00:01:42	00:00:00	00:00:00	Andrew Johnston				Credit Sale (Credit Card)
Abandoned	Sales		10/10/2026 00:00:10	00:00:34	00:00:34	04375300000	Abandoned	-	00:00:12	0	00:00:00	00:00:00	Austin Hudson			
Answered	Anthony Campbell	01204567118	10/10/2026 00:01:00	00:01:40	00:00:00	00307101889	Answered	-	00:00:18	0	00:01:40	00:00:00				
Answered	Chris Brey	01204567127	10/10/2026 00:00:00	00:00:10	00:00:10	00000000000	Answered	-	00:00:12	0	00:01:30	00:00:00				
Answered	Administration	01204567401	10/10/2026 00:01:00	00:01:00	00:00:40	00000000000	Answered	-	00:00:30	1	00:00:12	00:00:00	Caroline Montano			
Answered	Administration	01204567401	10/10/2026 00:00:10	00:00:00	00:00:54	00000000000	Answered	-	00:00:48	1	00:00:54	00:00:00	Luke Davies			No Sale Made
Answered	Tony Webster	[Blat CH]	10/10/2026 00:00:04	00:00:00	00:00:30	04495819047	Answered	-	00:00:24	0	00:01:48	00:00:00				
Abandoned	Administration	01204567401	10/10/2026 00:00:00	00:00:40	00:00:40	007021040001	Abandoned	-	00:00:42	3	00:00:00	00:00:00	Heather Randall			
Answered	Administration	[Blat CH]	10/10/2026 00:01:40	00:00:10	00:00:10	04495819047	Answered	-	00:00:24	1	00:00:00	00:00:00	Yvonne McGrath			Wrong Department
Answered	Sales	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00434400213	Answered	-	00:00:00	1	00:00:40	00:00:00	Joan Swearingen			Return (Wrong Product)
Abandoned	Administration	01204567401	10/10/2026 00:00:10	00:00:10	00:00:10	007021040001	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Administration	01204567401	10/10/2026 00:00:00	00:00:04	00:00:10	00000000000	Answered	-	00:00:04	1	00:01:04	00:00:10	Austin Hudson			Technical Support Requested
Answered	Sales	01204567400	10/10/2026 00:00:04	00:00:04	00:00:30	00115514037	Answered	-	00:00:30	1	00:00:30	00:00:00	Julian Stewart			
Abandoned	Sales	01204567400	10/10/2026 00:00:04	00:00:30	00:00:30	00115514037	Abandoned	-	00:00:00	0	00:00:00	00:00:00	Luke Davies			
Abandoned	Sales	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00000000000	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Blake Davies	01204567104	10/10/2026 00:00:10	00:00:00	00:00:00	00000000000	Abandoned	-	00:00:18	0	00:00:00	00:00:00				
Answered	Customer Services	01204567400	10/10/2026 00:00:00	00:00:40	00:00:40	00000000000	Answered	-	00:00:12	0	00:00:04	00:00:00	Camaron Clark			
Answered	Joan Swearingen	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00000000000	Answered	-	00:00:03	2	00:01:12	00:00:12	Joan Swearingen			
Abandoned	Sales	01204567400	10/10/2026 00:00:00	00:00:00	00:00:00	00307101889	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Abandoned	Customer Services	01204567400	10/10/2026 00:00:04	00:00:04	00:00:04	00115514037	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Heather Randall	[Blat CH]	10/10/2026 00:00:10	00:00:00	00:00:10	00000000000	Answered	-	00:00:09	2	00:00:48	00:00:00	Heather Randall			
Answered	Administration	[Blat CH]	10/10/2026 00:00:00	00:00:54	00:00:00	04495819047	Answered	-	00:00:24	1	00:01:24	00:00:00	Jan Bond			
Answered	Earther Pagan	01204567108	10/10/2026 00:00:40	00:00:40	00:00:24	00000000000	Answered	-	00:00:18	0	00:00:24	00:00:00				
Abandoned	Administration	01204567401	10/10/2026 00:00:00	00:00:00	00:00:00	00000000000	Abandoned	-	00:00:00	0	00:00:00	00:00:00				
Answered	Yvonne McGrath	01204567100	10/10/2026 00:00:04	00:00:40	00:00:30	00000000000	Answered	-	00:00:24	0	00:00:40	00:00:00	Yvonne McGrath			
Answered	Administration	[Blat CH]	10/10/2026 00:00:00	00:00:40	00:00:30	00000000000	Answered	-	00:00:48	2	00:00:48	00:00:00	David Harris Jones			
Answered	Customer Services	[Blat CH]	10/10/2026 00:00:04	00:00:04	00:00:24	04495819047	Answered	-	00:00:12	0	00:00:48	00:00:00	Luke Davies			
Answered	Customer Services	01204567400	10/10/2026 00:00:00	00:00:00	00:00:40	00000000000	Answered	-	00:00:00	0	00:01:12	00:00:00	Aron Hunter			
Abandoned	Administration	01204567401	10/10/2026 00:00:00	00:00:00	00:00:00	00115514037	Abandoned	-	00:00:18	0	00:00:00	00:00:00	Heather Randall			

Real Time/Historical Report in Portal	
Default Report Type	Historic Call Log
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 Disposition Icons

Displays an icon depicting the state of the call segment when it ended and the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason. The different icons displayed are as follows:



The caller abandoned the call before it was answered. The call cleared the telephone system completely, so there is no further call segment records present for the call.



The calling party abandoned the corresponding outbound trunk line call before it was answered. Alternatively, the outbound call failed because the network provider did not recognise the dialed telephone number as valid. The call cleared the telephone system completely, so there is no further call segment records present for the call.



Indicates that the call was answered. One of the parties then subsequently ended the call, which then cleared the telephone system completely, so there is no further call segment records present for the corresponding call.



The call was ended while being on-hold (e.g., when a party involved in the corresponding call segment ended the call after being placed on hold).



A held or unanswered call was forwarded/diverted/picked-up/redirected/overflowed to another device on the telephone system.



The call record represents an unanswered call-in queue distribution that was offered to an extension or ACD agent group member. Because the call was not answered within a pre-determined interval, the queue advanced the call to another available group member, or just re-queued the call back at the group if there were no other available group members. Alternatively, the waiting queue call was moved to & answered by a device using the corresponding telephone system's extension pick-up feature.



The call was answered and then one of the parties involved in the call subsequently transferred it to another internal location on the telephone system, or an external party.



Indicates that the corresponding call was the inquiry consultation call in a transfer scenario. Another call was placed on hold, and then the corresponding call was made to the target party before the transfer was completed. The inquiry call was immediately ended, whereas the held call would have subsequently been transferred to the location of the previously called target party.



The devices involved in the corresponding call segment were used to create a subsequent call conference scenario. Therefore, there will have been additional call segments subsequently created for the same call, for all the parties involved in the conference scenario. A call conference scenario is shown as multiple call segments for each involved party, which are each depicted as being called by the special "[Conference]" device entry.



One or more involved parties in a previous call conference scenario dropped out of the call, which left only two subsequent participants. The call conference then de-generated back to a normal two-party call, which is represented by the following call segment.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred /diverted to a device that the application does not recognise or is not monitored on the telephone system. This is usually because the administrator has not created a corresponding device entry for it within the application's configuration.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred /diverted to voice mail and the voice mail device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the call was parked or system held, and the common park device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the parties involved in the call were joined into a conference, and the common conferencing device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The call segment ended due to one of the following special situations occurring, which will be specifically indicated by the tooltip that is displayed when the mouse pointer is hovered over the status icon. In all cases, the corresponding call record represents a "truncated" representation of the call's progress.

Call Center (High Water Marks)

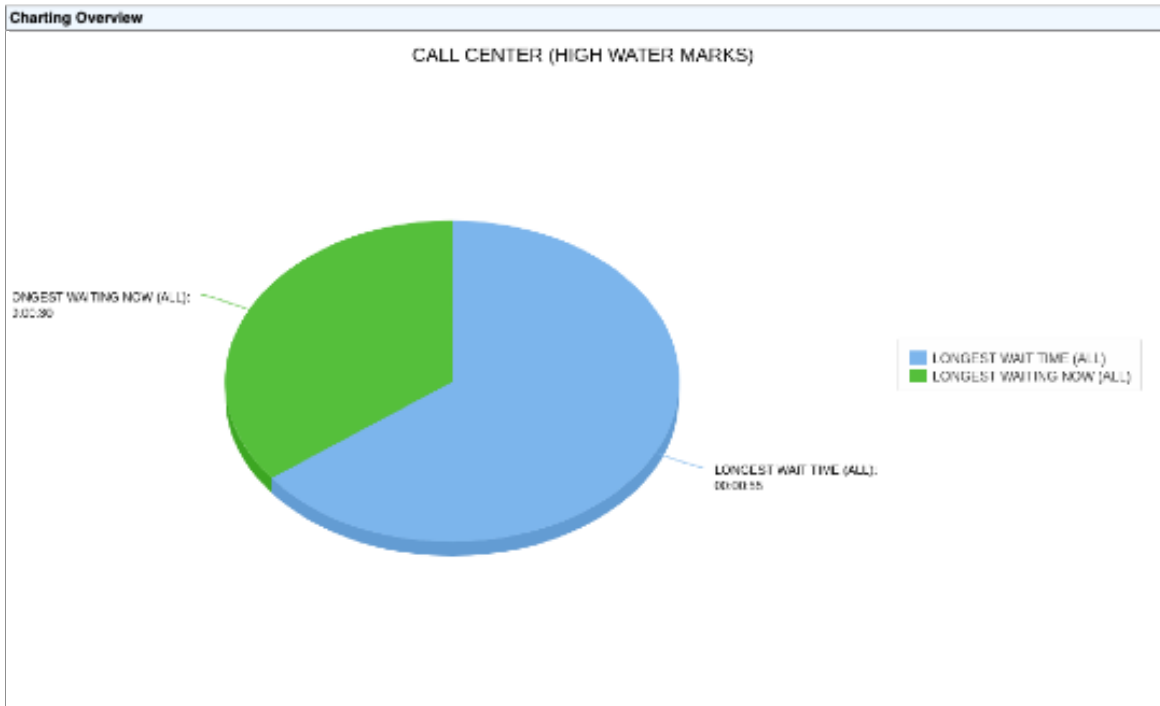
The Call Center (High Water Marks) report shows the longest amount of time spent on calls of various call types for the reporting period.

Default Report Metrics

Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real- Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Longest Wait Time (All)	Max Wait Time	The largest ring duration of all inbound calls that queued or alerted at the corresponding ACD agent, whether answered, abandoned, or overflowed out.
Longest Waiting Now (All)	Longest Waiting Now	The ring duration of the longest waiting active inbound call that has been routed to the corresponding queue and is still currently waiting to be answered by an agent.
Maximum Concurrent Calls	Max Concurrent	The maximum number of concurrent contact segments within the configured time period across all inbound and outbound contacts.
Maximum Agents Available	Max Available Agents	Maximum count of agents available within the call queue, within the specified timeframe or interval.
Maximum Agents Signed In	Max Signed In	Maximum count of agents signed in within the call queue, within the specified timeframe or interval.

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)



Detailed Report Fields/Statistics						
Status	Call Center Name	Longest Wait Time (All)	Longest Waiting Now (All)	Maximum Concurrent Calls	Maximum Agents Available	Maximum 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		

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

Status	Call Center Name	Longest Wait Time (All)	Longest Waiting Now (All)	Maximum Concurrent Calls	Maximum Agents Available	Maximum Agents Signed in
	Tech Support	00:00:55	00:00:00	5	4	5
	Administration	00:00:54	00:00:00	6	0	0
	Sales	00:00:55	00:00:44	5	3	4
	Customer Services	00:00:54	00:00:00	6	11	12
		00:00:55	00:00:44	11		
<div>Call Center (High Water Marks)</div> <div>Off  </div>						

Queue Real-Time Statuses & Icons

<p>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.</p>
<p>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 not 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.</p>
<p>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.</p> <p>In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.</p>
<p> No calls are currently being distributed by the corresponding queue or are currently answered at a group member.</p> <p> The corresponding queue is currently distributing calls that have not 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.</p> <p> 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.</p> <p> The application is not 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.</p> <p> 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.</p> <p> 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.</p>

Additional Reports

All reports shown in the remaining pages are additional reports adding value to the ECCR reporting experience.

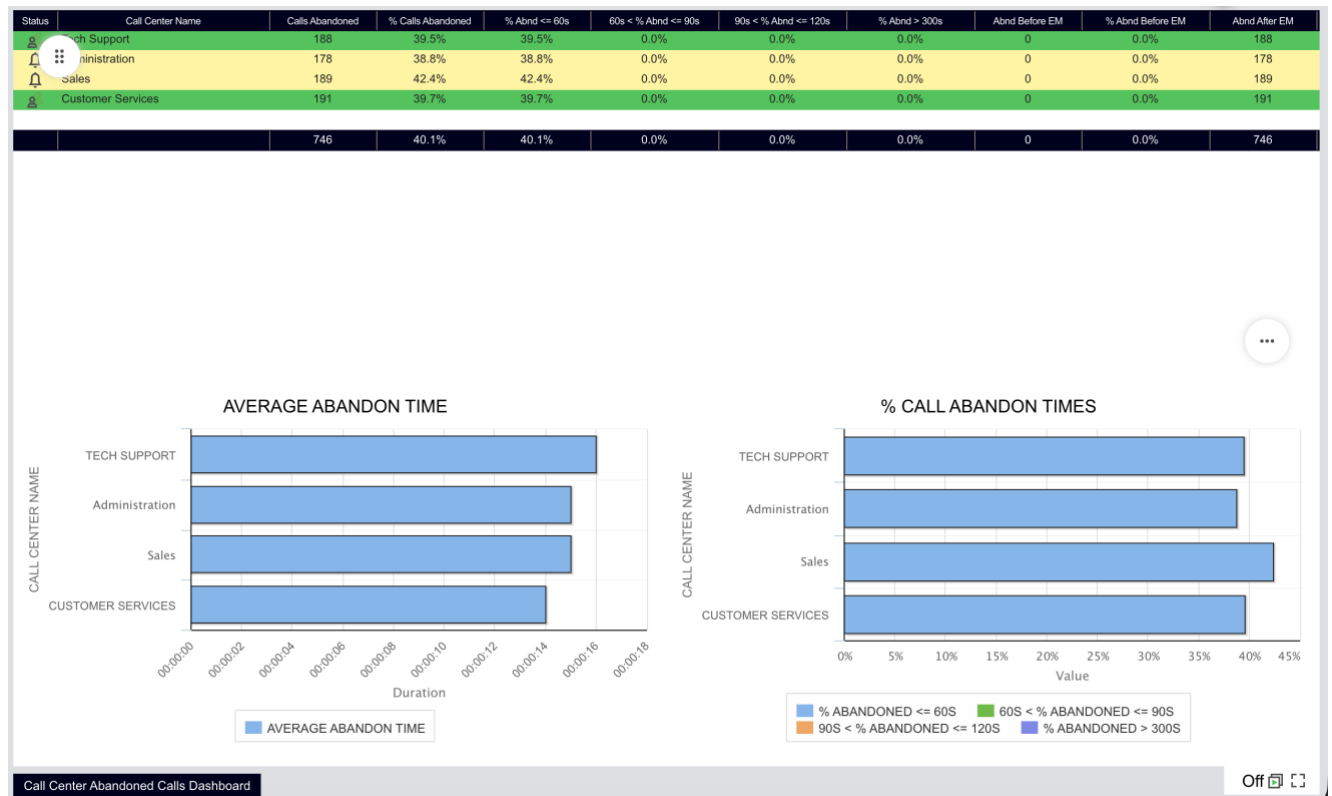
With all remaining reports listed starting beyond this page, the reports are not built to emulate any of the Cisco legacy ECCR reports. Instead, they serve to provide additional informational capabilities. They do not match any specific Cisco ECCR report format and often provide information rendered differently in ways which may provide greater insights into your call center operations.

As the remaining reports are essentially “bonus features” within the ECCR reporting replacement solution, the reports are discussed in the remaining pages in summary/overview fashion rather than the more detailed descriptions provided earlier within this document for the legacy-counterpart reports.

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.

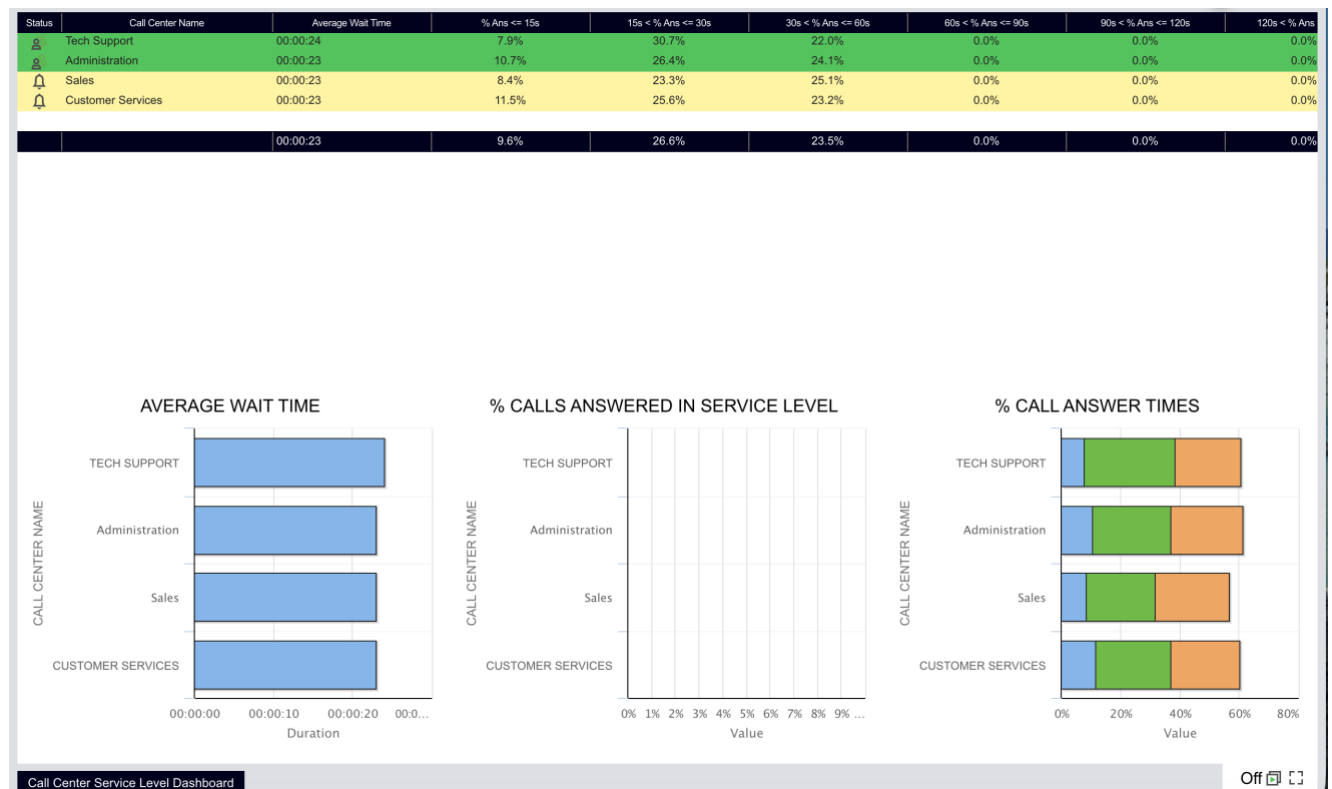
Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	1. Aggregated Queue Performance - Wallboard - Grid View - Real Time 2. Per queue performance - Group / Queue Report - Table View - Realtime



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

