Hosted Call Center
Call Center Reports

Telesystem
Blue Platform

Telesystem offers a Standard and Premium Call Center solution. Premium Call Center allows the option to generate all reports available within the Call Center web portal. As an administrator or supervisor, you may generate all reports including all agents within the Call Center. As an agent, you may generate reports based on your individual statistics. Please refer to the chart below to see the reports you may generate based on the type of Call Center and User access you have.

Call Center Report	Users			Call Center Type	
	Agents	**Administrators**	**Supervisors**	**Standard**	**Premium**
Abandoned Call Report		YES	YES	YES	YES
Agent Activity Detail Report	YES	YES	YES	YES	YES
Agent Activity Report	YES	YES	YES		YES
Agent Call by Skill Report	YES	YES	YES		YES
Agent Call Detail Report	YES	YES	YES	YES	YES
Agent Call Report	YES	YES	YES	YES	YES
Agent Disposition Code Report		YES	YES	YES	YES
Agent Duration by Skill Report	YES	YES	YES		YES
Agent Duration Report	YES	YES	YES	YES	YES
Agent Sign-In/Sign-Out Report	YES	YES	YES	YES	YES
Agent Summary Report		YES	YES	YES	YES
Agent Unavailability Report		YES	YES	YES	YES
Call Center Call Detail Report		YES	YES	YES	YES
Call Center Disposition Code Report		YES	YES	YES	YES
Call Center Incoming Calls Report		YES	YES	YES	YES
Call Center Overflow Matrix Report		YES	YES	YES	YES
Call Center Presented Calls Report		YES	YES		YES
Call Center Report		YES	YES	YES	YES
Call Center Summary Report		YES	YES	YES	YES
Service Level Report		YES	YES	YES	YES

For more information regarding Call Center Reporting, please visit our website at *www.telesystem.us.*

Download a complete user guide to Call Center Reporting on the Resources page of our website.
Document direct link: www.telesystem.us/media/1413/hostedcallcenter_reports-guide.pdf

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Call Center Reports

Call Center Report	Purpose
Abandoned Call Report	Provides information related to calls that are abandoned by callers.
Agent Activity Detail Report	Provides details related to the activity of agent(s) including all State, Disposition, and Call Activity.
Agent Activity Report	Provides information related to the activity of agent(s), such as a time that an agent spends in various states.
Agent Call by Skill Report	Provides information about the number of ACD calls an agent has received at different skill levels.
Agent Call Detail Report	Provides information related to calls made or received by agents, whether or not they were answered.
Agent Call Report	Provides information about the number of calls handled by agents, reported by call type.
Agent Disposition Code Report	Provides information related to the disposition codes used by agents.
Agent Duration by Skill Report	Provides the time agents spent on ACD calls answered at different skill levels.
Agent Duration Report	Provides information related to the duration of calls handled by agents.
Agent Sign-In/Sign-Out Report	Provides information related to the sign-in and sign-out events of agents.
Agent Summary Report	Provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and various states.
Agent Unavailability Report	Provides information related to the unavailability codes used by agents when setting their state to Unavailable.
Call Center Call Detail Report	Provides information related to calls received by the Call Center of DNIS.
Call Center Disposition Code Report	Provides information related to disposition codes used by agents for a given Call Center of DNIS.
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.
Call Center Overflow Matrix Report	Provides information related to calls that overflow from one Call Center or DNIS to another within the same company, in relation to the Overflow policy (size or time).
Call Center Presented Calls Report	Provides information on how calls are handled by Call Centers once they have been queued.
Call Center Report	Provides information related to how calls are handled by Call Centers once they have been queued.
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.
Service Level Report	Provides information related to how incoming calls are handled in relation to service levels provided as input parameters.