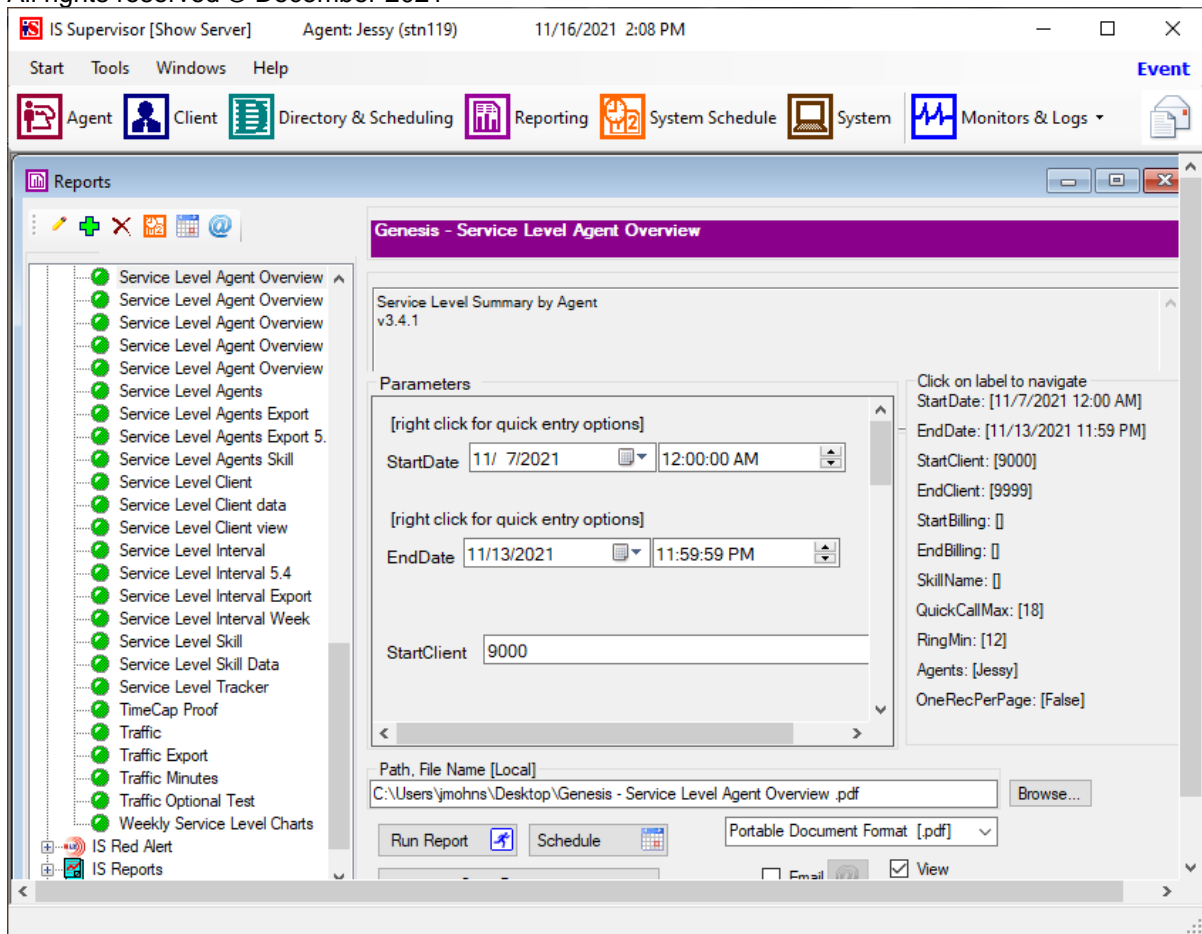


Genesis Export and Data Reports

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Genesis Reporting includes Export and Data reports designed specifically for the Genesis soft switch telephony data. These reports compile detailed statistical information recorded by the Genesis switch and present it in a variety of formats. These reports are designed to be exported to a TSV file or an XLS file. If a report is exported as a TSV file, the report can be converted from a TSV file to an XLS file.

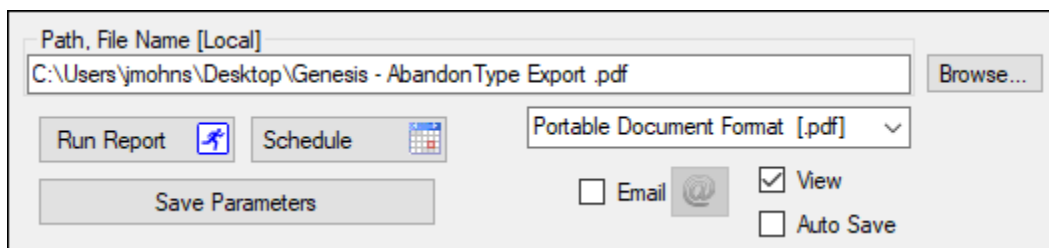
The Export and Data reports are found under the Genesis Reports group in the Reporting section of IS Supervisor.

Saving the Report as a TSV File

Genesis reports can be saved as a Portable Document Format (PDF), Excel Spreadsheet (XLS), Rich Text Format (RTF), Tab Separated Values (TSV), Text File (TXT), or Word Document (DOC). Reports saved as a TSV file enable supervisors to easily adjust data from the report before it is converted to an XLS file. This enables supervisors to remove items such as sensitive data from the report before it is given out.

Generating a TSV File

The report generation options are displayed below the Parameter pane in the Reporting section of the IS Supervisor application. By setting the generation options, supervisors can select where the report file is saved, when the report is generated, who receives the report via e-mail, and in what format the report is generated.

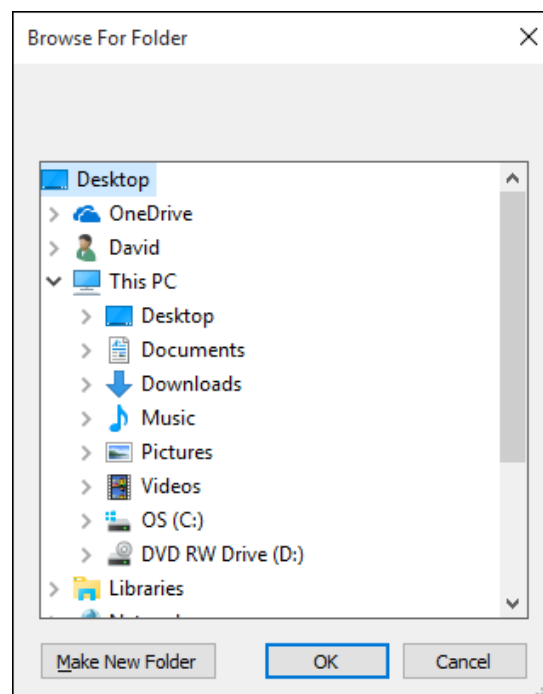


Path, File Name [Local]

This path and file name determine where the report will be generated when the report is run on demand. The path must be accessible from the local computer currently in use. Supervisors can select either a local drive or a mapped network drive.

Click the Browse button to select the report path and file name.

The Browse For Folder window is displayed.



Browse to the desired location to save the report file.

OR

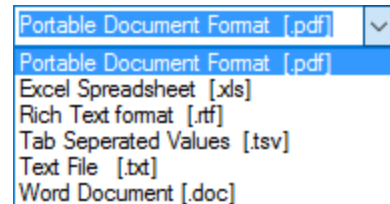
Click the Make New Folder button to create a new folder.

Click the OK button.

The path to the selected folder is displayed, followed by the report name used as the file name. Supervisors can change the file name or append additional text.

Report Generation File Options

The menu located below the Path, File Name [Local] field is used to select a file format type for running the report on demand.



To save the file as a TSV, select Tab Separated Values [.tsv] from the menu.

Email

The Email check box is optional. More information about the Email checkbox is located in the “Reporting” section of the *Intelligent Series Supervisor Reference Guide*.

View

The View check box is optional. More information about the View checkbox is located in the “Reporting” section of the *Intelligent Series Supervisor Reference Guide*.

Auto Save

The Auto Save check box is optional. More information about the Auto Save checkbox is located in the “Reporting” section of the *Intelligent Series Supervisor Reference Guide*.

Run Report or Schedule

There are two buttons for generating reports: the Run Report button and the Schedule button.

- The Run Report button creates a report immediately which is saved to the configured file location.
- The Schedule button schedules a report to be created at a later time to the configured file location.

Running a Report

If you want to run a report immediately, click the Run Report button.

A “report generating” message is displayed temporarily above the Windows Taskbar. Users may continue to work in IS Supervisor and other applications while the report is being generated.

If the View check box was selected, the application matching the TSV file type opens automatically when IS has finished generating the report.

If the Email check box was selected, the report is sent as an e-mail attachment to the e-mail addresses indicated. If no Message text was specified, the body of the e-mail message contains the text, “Report attached”.

Genesis – Abandon Type Export

The Genesis – Abandon Type Export report is an exportable list of calls for a specified date and time range in a format that is designed to be exported to an XLS file. The Abandon Type Export report can be filtered by Client, call type, abandoned or normal calls, and calls with or without agent time. Date and time values in the report are offset by each Client's Time Zone Offset. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.

Genesis		Print Date: Thursday, May 28, 2020 9:44:44AM								
Abandon Type Export		Start Date: 1/1/2020 12:00:00AM End Date: 1/31/2020 11:59:59PM Start Client: 2130 End Client: 2130 Start Billing: End Billing: Completion Code: Any Call Types: All Has Agent: Any								
Selectable call types and durations by date and completion code. Client time zone offset is applied.										
callid	Client Number	Client Name	Billing Code	Call Start	Agent Duration	Call Kind Desc	Agt Name	Completion Code	Agent Flag	Auto Hold Flag
3427014	2130	Mercy Medical Center Ne2130		Tue, Jan 07 02:41:55PM	0:0:22	Secretarial	wade	Abandoned	Yes	Yes
3427015	2130	Mercy Medical Center Ne2130		Tue, Jan 07 02:42:45PM	0:0:12	Secretarial	wade	Normal	Yes	Yes
3427063	2130	Mercy Medical Center Ne2130		Wed, Jan 08 03:23:50PM	0:0:0	Checkin		Abandoned	No	No
3427089	2130	Mercy Medical Center Ne2130		Sat, Jan 11 10:14:15AM	0:0:0	Announcement		Normal	No	No
3427221	2130	Mercy Medical Center Ne2130		Wed, Jan 15 12:33:48PM	0:1:11	Secretarial	wade	Normal	Yes	Yes
3427222	2130	Mercy Medical Center Ne2130		Wed, Jan 15 12:35:32PM	0:12:31	Secretarial	wade	Normal	Yes	Yes
3427223	2130	Mercy Medical Center Ne2130		Wed, Jan 15 12:41:27PM	0:0:0	Secretarial		Abandoned	No	Yes
3427327	2130	Mercy Medical Center Ne2130		Fri, Jan 17 10:38:28AM	0:0:24	Secretarial	paul	Normal	Yes	Yes
3427371	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:51:28AM	0:0:0	Secretarial		Abandoned	No	No
3427372	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:52:55AM	0:1:15	Secretarial	amy	Normal	Yes	Yes
3427373	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:55:36AM	0:3:56	Secretarial	amy	Normal	Yes	Yes
3427374	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:59:08AM	0:0:27	Secretarial	amy	Normal	Yes	Yes
3427376	2130	Mercy Medical Center Ne2130		Mon, Jan 20 09:00:22AM	0:2:44	Secretarial	amy	Normal	Yes	Yes
3427381	2130	Mercy Medical Center Ne2130		Mon, Jan 20 09:27:17AM	0:0:0	Announcement		Normal	No	No
3427382	2130	Mercy Medical Center Ne2130		Mon, Jan 20 09:27:28AM	0:0:18	Secretarial	amy	Abandoned	Yes	Yes
3427393	2130	Mercy Medical Center Ne2130		Mon, Jan 20 02:43:35PM	0:0:0	Announcement		Normal	No	No
3427449	2130	Mercy Medical Center Ne2130		Tue, Jan 21 10:28:54AM	0:1:8	Secretarial	wade	Normal	Yes	Yes
3427564	2130	Mercy Medical Center Ne2130		Wed, Jan 22 12:39:18PM	0:1:7	Secretarial	amy	Normal	Yes	Yes
3427565	2130	Mercy Medical Center Ne2130		Wed, Jan 22 12:39:48PM	0:0:28	Secretarial	amy	Normal	Yes	Yes

Abandon Type Export Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report
Call Types	The CallTypes parameter filters the report data based on the type of call. Select the Call Types to include in the report or select "All" to include data for all Call Types. More information about Call Types can be found in the "Intelligent Series and Genesis Report Terminology" white paper.

Parameter	Description
AbandonType	<p>The AbandonType parameter is used to filter the report to show abandoned calls, calls that ended normally, or both.</p> <ul style="list-style-type: none"> • Select “Any” to include both abandoned calls and calls that ended normally. • Select “Normal” to include only calls that ended normally. • Select “Abandoned” to include only abandoned calls.
HasOp	<p>The HasOp parameter is used to filter the report to show calls that were handled by an agent, calls that were not handled by an agent, or both.</p> <ul style="list-style-type: none"> • Select “Any” to include both calls with agent time and calls that do not have agent time. • Select “No” to include only calls that do not have agent time. • Select “Yes” to include only calls that have agent time.

Abandon Type Export Data Fields

Data Field	Description
	The report is grouped by Client Number.
callid	The IS Call ID is the serial number assigned to each call record by the IS Server.
Client Number	The Client Number associated with the call.
Client Name	The Client Name associated with the Client Number, as it is programmed in the Client Setup pages of the IS Supervisor application.
Billing Code	The Billing Code associated with the Client Number, as it is programmed in the Client Setup pages of the IS Supervisor application.
Call Start	The start date and time of the call.
Agent Duration	The length of time in hours, minutes, and seconds an agent was in the Talk, Talk1, Talk2, or Conference call state for the call.
Call Kind Desc	<p>The Call Kind Desc field displays the Call Type of each call.</p> <p>More information about Call Types can be found in the “Intelligent Series and Genesis Report Terminology” white paper.</p>
Agt Name	The Agent Name of the agent who took the call. The Agent Name is displayed exactly as it is programmed in the Agent Setup pages of IS Supervisor.

Data Field	Description
Completion Code	The Completion Code that indicates whether the call ended normally or was abandoned. The AbandonType parameter determines which calls are included in the report based on the Completion Code. <ul style="list-style-type: none"><li data-bbox="607 409 1414 512">• More information about Completion Codes can be found in the “Intelligent Series and Genesis Report Terminology” white paper.
Agent Flag	The Agent Flag column displays a Yes or No value indicating whether the abandon was an Agent Abandon or a System Abandon. If “Yes” is displayed, the call was abandoned on an agent’s screen.
Auto Hold Flag	The AutoHold Flag column displays a Yes or No value indicating whether the abandon occurred while the call was on hold using the Auto Answer feature.

Genesis – Billing Export 200 Fields

The Genesis – Billing Export 200 Fields report outputs 200 billing fields for a Client range within a billing period. The report contains the summary information from the Billing Details report in a format that is designed to be saved as a delimited file. Delimited files use a character such as a tab or a comma to separate the data fields. This allows the data to be imported into billing applications.

The XLS version of this report does not show fields of data past column IV. When exported as a PDF or TSV file, all report fields are included.

All time values are in seconds.

Billing Export 200 Fields Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report.
EndDate	The end of the date and time range to include in the report.
StartClient	The start of the Client Number range to include in the report.
EndClient	The end of the Client Number range to include in the report.
StartBilling	The start of the Billing Code range to include in the report.
EndBilling	The end of the Billing Code range to include in the report.
HideFieldNames	<p>The HideFieldNames parameter gives the option to remove the column headers on the report.</p> <ul style="list-style-type: none"> • Select “True” to remove the column headers from the report. • Select “False” to include the column headers in the report.
TotalBy	The TotalBy parameter group the report by Client Number or by Billing Code.
TimeCap	<p>The TimeCap parameter enables you to set a maximum duration for each of the Secretarial call durations and Fetch call durations when calculating the values in the SecTimeCap and FetchTimeCap columns. Individual call durations that are greater than the number of minutes specified in the TimeCap box are replaced with the TimeCap value before the durations are summed.</p> <p>A detailed breakdown of the SecTimeCap and FetchTimeCap values and how they are affected by the TimeCap parameter is provided in the Genesis – TimeCap Proof report.</p>

Billing Export 200 Fields Data Fields

Data Field	Description
ClientNumber	The Client Number assigned to each Client.
ClientName	The Client Name as it is programmed in the Intelligent Series (IS) Supervisor Client Setup pages.
BillingCode	The alphanumeric Billing Code assigned to the Client.
ClientSetups	A count of the number of times Client Setup changes were saved for the Client.
ClientSetupsDur	The duration of time users spent in Client Setup for the Client before saving Client changes.
ScriptEdits	A count of the number of times script changes were saved for the Client.
ScriptEditsDur	The duration of time users spent in the Easy Script Editor before saving the script changes for the Client.
Dispatches	A count of dispatches for the Client. This does not include dispatch jobs that have been purged from the database.
DispSaved	A count of the number of dispatch jobs saved for the Client.
DispDelivered	A count of the number of dispatch jobs delivered for the Client.
DispDeleted	A count of the number of dispatch jobs deleted by the IS system or agents for the Client.
DispDuration	The duration of dispatches for the Client. This is calculated as the difference between the date and time the dispatch job was created and the date and time that the dispatch job was deleted. Dispatch jobs that were not deleted are not included in this calculation.
MsgEdits	The number of message edits performed for the Client.
MsgDivrd	The number of messages delivered for the Client.
MsgTaken	The number of messages taken for the Client. This does not include messages that have been purged from the database.
Dialouts	A count of dialouts for the Client.
DialoutDur	The total of the duration of dialouts for the Client.
Email	A count of e-mail messages for the Client.
EmailIn	A count of incoming e-mail messages for the Client. This count includes replies and unsolicited e-mail messages.
Msm	A count of miSecureMessages (MSM) messages for the Client.

Data Field	Description
MsmIn	A count of incoming MSM messages for the Client. This count includes replies and unsolicited MSM messages.
Sms	A count of Short Message Service (SMS) text messages for the Client.
SmsIn	A count of incoming SMS text messages for the Client. This count includes replies and unsolicited SMS messages.
Snpp	A count of Simple Network Paging Protocol (SNPP) messages for the Client.
SnppIn	A count of incoming SNPP messages for the Client. This count includes replies and unsolicited SNPP messages.
Tap	A count of Telocator Alphanumeric Protocol (TAP) paging messages for the Client.
TapIn	A count of incoming TAP messages for the Client. This count includes replies and unsolicited TAP messages.
Wctp	A count of Wireless Communications Transfer Protocol (WCTP) messages for the Client.
WctpIn	A count of incoming WCTP messages for the Client. This count includes replies and unsolicited WCTP messages.
Vocera	A count of Vocera messages for the Client.
VoceraFail	A count of Vocera messages for the Client that generated an error message.
VoceraIn	A count of incoming Vocera for the Client. This count includes replies and unsolicited Vocera messages.
Cisco	A count of Cisco IP Phone messages for the Client.
CiscoIn	A count of incoming Cisco IP Phone messages for the Client. This count includes replies and unsolicited Cisco messages.
Fax	A count of fax messages for the Client.
FaxIn	A count of incoming fax messages for the Client. This count includes replies and unsolicited fax messages.
UserTaken	A count of messages taken by IS Agents for the Client.
SysTaken	A count of messages taken by the IS system for the Client.
InfTaken	A count of messages taken by the Infinity Bridge for the Client.
SmsTaken	A count of messages taken by the SMS component of the IS Service for the Client.
TapTaken	A count of messages taken by the TAP Station for the Client.

Data Field	Description
MsmTaken	A count of messages taken by the MSM Station for the Client.
SnppTaken	A count of messages taken by the SNPP component of the IS Service for the Client.
WctpTaken	A count of messages taken by the WCTP component of the IS Service for the Client.
EmailTaken	A count of messages taken by the E-mail component of the IS Service for the Client.
VmTaken	A count of messages taken by the Voice Mail Service for the Client.
FaxTaken	A count of messages taken by the Fax Station for the Client.
VoceraTaken	A count of messages by the Vocera Service for the Client.
HI7Taken	A count of messages taken by the Health Level Seven (HL7) Service for the Client.
MergeCommTaken	A count of messages by MergeComm for the Client.
TapTermTaken	A count of messages taken by the TAP Terminal Station for the Client.
AutoTaken	This field is not currently implemented.
CiscoTaken	A count of messages taken by the Cisco component of the IS Service for the Client.
Smtptaken	A count of messages taken by the internal SMTP server, usually for MergeComm, for the Client.
UserDelivered	A count of messages delivered by an IS Agent for the Client.
SysDelivered	A count of messages delivered by the IS system for the Client.
InfDelivered	A count of messages delivered by the Infinity Bridge for the Client.
SmsDelivered	A count of messages delivered by the SMS component of the IS Service for the Client.
TapDelivered	A count of messages delivered by the TAP Station for the Client.
MsmDelivered	A count of messages delivered by the MSM Station for the Client.
SnppDelivered	A count of messages delivered by the SNPP component of the IS Service for the Client.

Data Field	Description
WctpDelivered	A count of messages delivered by the WCTP component of the IS Service for the Client.
EmailDelivered	A count of messages delivered by the E-mail component of the IS Service for the Client.
VmDelivered	A count of messages delivered by the Voice Mail Service for the Client.
FaxDelivered	A count of messages delivered by the Fax Station for the Client.
VoceraDelivered	A count of messages delivered by the Vocera Service for the Client.
HI7Delivered	A count of messages delivered by the HL7 Service for the Client.
MergeCommDelivered	A count of messages delivered by MergeComm for the Client.
TapTermDelivered	A count of messages delivered by the TAP Terminal Station for the Client.
AutoDelivered	This field is not currently implemented.
CiscoDelivered	A count of messages delivered by the Cisco component of the IS Service for the Client.
SmtplDelivered	A count of messages delivered by the internal SMTP Server, usually for MergeComm, for the Client.
UserUrgent	A count of Agent messages flagged Urgent for the Client.
EmailUrgent	A count of e-mail messages flagged Urgent for the Client.
VoceraUrgent	A count of Vocera messages flagged Urgent for the Client.
MergeCommUrgent	A count of MergeComm messages flagged Urgent for the Client.
Calls	The total calls of all Call Types for the Client. More information about Call Types can be found in the “Intelligent Series and Genesis Report Terminology” white paper.
CallDuration	The total duration of all calls of all Call Types for the Client, including time it took for the calls to connect to the system, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
SecCalls	A count of all Secretarial calls for the Client.
CheckCalls	A count of all Check-in calls for the Client.

Data Field	Description
FetchCalls	A count of all Fetch calls for the Client.
SchedCalls	A count of all Scheduled calls for the Client.
IVRCalls	A count of all Interactive Voice Response (IVR) calls for the Client.
WebScrCalls	This field is not currently implemented.
VMCalls	A count of all Voice Mail calls for the Client.
AutoCalls	A count of all Autodial calls generated by MergeComm Auto Dispatch for the Client.
AnnCalls	A count of all Announcement calls for the Client.
MCommCalls	A count of all MergeComm calls for the Client.
PgConfirmCalls	A count of all Page Confirmation calls for the Client.
SmartPgCalls	A count of all Smart Paging calls for the Client.
CngClientCalls	A count of all Change Client calls for the Client.
AudioCalls	A count of all Agent Audio calls for the Client.
RaulandCalls	A count of all Rauland Responder calls for the Client.
SelDisc	The sum of all Selected disconnect time for calls in the Disc state for the Client.
UnSelDisc	The sum of all Unselected disconnect time for calls in the Disc state for the Client.
SelRing	The sum of all Selected ringing time for calls in the Ring state for the Client.
UnSelRing	The sum of all Unselected ringing time for calls in the Ring state for the Client.
SelTalk	The sum of all Selected talk time for calls in the Talk state for the Client.
UnSelTalk	This field is not currently implemented.
SelTalk1	The sum of all Selected talk time for calls in the Talk1 state, the first leg of a conference call, for the Client.
UnSelTalk1	This field is not currently implemented.
SelTalk2	The sum of all Selected talk time for calls in the Talk2 state, the second leg of a conference call, for the Client.
UnSelTalk2	This field is not currently implemented.
SelConf	The sum of all Selected conference time for calls in the Conference state for the Client. The Conference state is when the call is connected to leg1, leg2 and an agent.

Data Field	Description
UnSelConf	This field is not currently implemented.
SelHold	The sum of all Selected hold time for calls in the Hold state for the Client.
UnSelHold	The sum of all Unselected hold time for calls in the Hold state for the Client.
SelInProg	The sum of all Selected in-progress time for calls in the InProgress state for the Client. The InProgress state is when the call is a dial-out with the agent hearing ring back or other call progress tones.
UnSelInProg	The sum of all Unselected in-progress time for calls in the InProgress state for the Client.
SelVM	This field is not currently implemented.
UnSelVM	The sum of all Unselected time for calls in the VoiceMail state for the Client.
SelAuto	This field is not currently implemented.
UnSelAuto	The sum of all Unselected time for calls in the Auto state for the Client. The Auto Call State is used during autodial calls generated by Auto Dispatch and when one of the following behaviors is being performed: ACD Callback, Agent Audio, Announce ANI, Announce Time, Auto Attendant, Bye, Change Client, Closed, Conference Bridge, Directory Assistance, Follow Me, Listing Lookup, MergeComm, Navigation Menu, Page Confirmation, Park Orbit, Quick Checkin, Rauland, Seek Operator, Smart Paging, Status Checkin, or Voice Mail Checkin.
SelOutboundQueue	The sum of Selected time an outbound call was in queue waiting for a dialout trunk for the Client.
UnSelOutboundQueue	The sum of Unselected time an outbound call was in queue waiting for a dialout trunk for the Client.
SelAutoHold	This field is not currently implemented.
UnSelAutoHold	The sum of all Unselected time for auto hold calls for the Client.
SelPatch	The sum of all Selected Patch time for the Client.
UnSelPatch	The sum of all Unselected Patch time for the Client.
SecDuration	The duration of all Secretarial calls for the Client.
SelSecDuration	The duration of all Selected time for Secretarial calls for the Client.

Data Field	Description
CheckDuration	The duration of all Check-in calls for the Client.
SelCheckDuration	The duration of all Selected time for Check-in calls for the Client.
FetchDuration	The duration of all Fetch calls for the Client.
SelFetchDuration	The duration of all Selected time for Fetch calls for the Client.
SchedDuration	This field is not currently implemented.
SelSchedDuration	This field is not currently implemented.
IVRDuration	The duration of all IVR calls for the Client.
SelIVRDuration	The duration of all Selected time for IVR calls for the Client.
WebScrDuration	This field is not currently implemented.
SelWebScrDuration	This field is not currently implemented.
VMDuration	The duration of all Voice Mail calls for the Client.
SelVMDuration	The duration of all Selected time for Voice Mail calls for the Client.
AutoDuration	The duration of all Autodial calls generated by MergeComm Auto Dispatch for the Client.
SelAutoDuration	This field is not currently implemented.
AnnDuration	The duration of all Announcement calls for the Client.
SelAnnDuration	The duration of all Selected time for Announcement calls for the Client.
MCommDuration	The duration of all MergeComm calls for the Client.
SelMCommDuration	The duration of all Selected time for MergeComm calls for the Client.
PgConfirmDuration	The duration of all Page Confirmation calls for the Client.
SelPgConfirmDuration	The duration of all Selected time for Page Confirmation calls for the Client.
SmartPgDuration	The duration of all Smart Paging calls for the Client.
SelSmartPgDuration	The duration of all Selected time for Smart Paging calls for the Client.
CngClientDuration	The duration of all Change Client calls for the Client.
SelCngClientDuration	The duration of all Selected time for Change Client calls for the Client.
AudioDuration	The duration of all Agent Audio calls for the Client.

Data Field	Description
SelAudioDuration	The duration of all Selected time for Agent Audio calls for the Client.
RaulandDuration	The duration of all Rauland Responder calls for the Client
SelRaulandDuration	The duration of all Selected time for Rauland Responder calls for the Client.
SelPatches	The number of patches with an agent for the Client.
UnSelPatches	The number of patches without an agent for the Client.
SelSecCalls	The number of Secretarial calls with an agent for the Client.
SelCheckCall	The number of Check-in calls with an agent for the Client.
SecTalkTime	The sum of Talk time for all Secretarial calls for the Client.
CheckTalkTime	The sum of Talk time for all Check-in calls for the Client.
NonLiveTalkTime	The sum of Talk time for all calls not categorized as Secretarial or Check-in for the Client.
OtherSource	The number of MergeComm jobs for the Client triggered by a source not listed in the following fields of the report.
ScriptSource	The Number of MergeComm jobs triggered by script for the Client.
ScheduleSource	The Number of MergeComm jobs triggered by the System Schedule for the Client.
PhoneSource	The Number of MergeComm jobs triggered by phone for the Client.
SmsSource	The Number of MergeComm jobs triggered by SMS for the Client.
MsmSource	The Number of MergeComm jobs triggered by MSM for the Client.
HI7Source	The Number of MergeComm jobs triggered by HL7 for the Client.
SmtptSource	The Number of MergeComm jobs triggered by SMTP for the Client.
EmailSource	The Number of MergeComm jobs triggered by e-mail for the Client.
WctptSource	The Number of MergeComm jobs triggered by WCTP for the Client.
VoceraSource	The Number of MergeComm jobs triggered by Vocera for the Client.

Data Field	Description
FaxSource	The Number of MergeComm jobs triggered by fax for the Client.
TapSource	The Number of MergeComm jobs triggered by TAP for the Client.
SnppSource	The Number of MergeComm jobs triggered by SNPP for the Client.
RaulandBorgSource	The Number of MergeComm jobs triggered by Rauland Responder for the Client.
WebServiceSource	The Number of MergeComm jobs triggered by a Web Service for the Client.
OtherSourceDur	The total duration of MergeComm jobs for the Client triggered by a source not listed in the following fields of the report.
ScriptSourceDur	The total duration of MergeComm jobs triggered by a script for the Client.
ScheduleSourceDur	The total duration of MergeComm jobs triggered by the System Schedule for the Client.
PhoneSourceDur	The total duration of MergeComm jobs triggered by phone for the Client.
SmsSourceDur	The total duration of MergeComm jobs triggered by SMS for the Client.
MsmSourceDur	The total duration of MergeComm jobs triggered by MSM for the Client.
HI7SourceDur	The total duration of MergeComm jobs triggered by HL7 for the Client.
SmtplibSourceDur	The total duration of MergeComm jobs triggered by SMTP for the Client.
EmailSourceDur	The total duration of MergeComm jobs triggered by e-mail for the Client.
WctplibSourceDur	The total duration of MergeComm jobs triggered by WCTP for the Client.
VoceraSourceDur	The total duration of MergeComm jobs triggered by Vocera for the Client.
FaxSourceDur	The total duration of MergeComm jobs triggered by fax for the Client.
TapSourceDur	The total duration of MergeComm jobs triggered by TAP for the Client.

Data Field	Description
SnppSourceDur	The total duration of MergeComm jobs triggered by SNPP for the Client.
RaulandBorgSourceDur	The total duration of MergeComm jobs triggered by Rauland Responder for the Client.
WebServiceSourceDur	The total duration of MergeComm jobs triggered by a Web Service for the Client.
WebDirectory	A count of the number of times that users logged into the IS Web application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
WebMessaging	A count of the number of times that users logged into IS Web Scripting with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
MiTeamWeb	A count of the number of times users logged into the miTeamWeb application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
WebDirectoryDur	The total of the amounts of time each user was logged into the IS Web application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
WebMessagingDur	The total of the amounts of time each user was logged into IS Web Scripting with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
MiTeamWebDur	The total of the amounts of time each user was logged into the miTeamWeb application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
DirSetups	The number of times agents saved changes to an IS Directory Subject that has the Client configured as the Billing Client.
DirSetupsDuration	The amount of time in minutes agents spent making changes to an IS Directory Subject that has the Client configured as the Billing Client.
SecTimeCap	The duration of selected secretarial calls for the Client.
FetchTimeCap	The duration of selected fetch calls for the Client.
Answered	The number of calls that were answered for the Client.

Data Field	Description
AbandonedCalls	The number of calls that were abandoned for the Client.
AutoAttendantCalls	A count of calls that went to Auto Attendant for the Client.
ListingLookupCalls	A count of calls that went to Listing Lookup for the Client.
DispatchCalls	A count of calls generated by Intelligent Dispatching for dispatch jobs for the Client.
ParkOrbitCalls	A count of calls that went to Park Line Pickup for the Client.
VMCallbackCalls	A count of calls that went to Voice Mail Callback for the Client.
CueCalls	A count of calls generated for Cues for the Client.
RepeatCalls	A count of calls generated for Repeats for the Client.
ConfBridgeCalls	A count of calls into IS Conference Bridge for the Client.
OrbitCalls	A count of calls that were put into orbit for the Client.
AutoAttendantDuration	The duration of all calls that went to Auto Attendant for the Client.
UnSelAutoAttendantDuration	The sum of all Unselected time for calls that went to Auto Attendant for the Client.
ListingLookupDuration	The duration of all calls that went to Listing Lookup for the Client.
UnSelListingLookupDuration	The sum of all Unselected time for calls that went to Listing Lookup for the Client.
DispatchDuration	The duration of all calls generated by Intelligent Dispatching for dispatch jobs for the Client.
UnSelDispatchDuration	The sum of all Unselected time for calls generated by Intelligent Dispatching for dispatch jobs for the Client.
ParkOrbitDuration	The duration of all calls that went to Park Line Pickup for the Client.
UnSelParkOrbitDuration	The sum of all Unselected time for calls that went to Park Line Pickup for the Client.
VMCallbackDuration	The duration of all calls that went to Voice Mail Callback for the Client.
UnSelVMCallbackDuration	The sum of all Unselected time for calls that went to Voice Mail Callback for the Client.
CueDuration	The duration of all calls generated for Cues for the Client.
UnSelCueDuration	The sum of all Unselected time for calls generated for Cues for the Client.

Data Field	Description
RepeatDuration	The duration of all calls generated for Repeats for the Client.
UnSelRepeatDuration	The sum of all Unselected time for calls generated for Repeats for the Client.
ConfBridgeDuration	The duration of all calls into IS Conference Bridge for the Client.
UnSelConfBridgeDuration	The sum of all Unselected time for calls into IS Conference Bridge for the Client.
OrbitDuration	The duration of all calls that were put into orbit for the Client.
UnSelOrbitDuration	The sum of all Unselected time for calls that were put into orbit for the Client.

Genesis – Billing Export 5.0

The Genesis – Billing Export 5.0 report contains the summary information from the Billing Details report in a format that is designed to be saved as a delimited file. Delimited files use a character such as a tab or a comma to separate the data fields. This allows the data to be imported into billing applications.

The XLS version of this report does not show fields of data past column IV. When exported as a PDF or TSV file, all report fields are included.

All time values are in seconds.

Billing Export 5.0 Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report.
EndDate	The end of the date and time range to include in the report.
StartClient	The start of the Client Number range to include in the report.
EndClient	The end of the Client Number range to include in the report.
StartBilling	The start of the Billing Code range to include in the report.
EndBilling	The end of the Billing Code range to include in the report.
HideFieldNames	The HideFieldNames parameter gives the option to remove the column headers on the report. <ul style="list-style-type: none"> • Select “True” to remove the column headers from the report. • Select “False” to include the column headers in the report.
TotalBy	The TotalBy parameter group the report by Client Number or by Billing Code.
TimeCap	The TimeCap parameter enables you to set a maximum duration for each of the Secretarial call durations and Fetch call durations when calculating the values in the SelSecDurationCap and SelFetchDurationCap columns. Individual call durations that are greater than the number of minutes specified in the TimeCap box are replaced with the TimeCap value before the durations are summed. <p>A detailed breakdown of the SecTimeCap and FetchTimeCap values and how they are affected by the TimeCap parameter is provided in the Genesis – TimeCap Proof report.</p>

Billing Export 5.0 Data Fields

Data Field	Description
ClientNumber	The Client Number assigned to each Client.
ClientName	The Client Name as it is programmed in the Intelligent Series (IS) Supervisor Client Setup pages.
BillingCode	The alphanumeric Billing Code assigned to the Client.
ClientSetups	A count of the number of times Client Setup changes were saved for the Client.
ClientSetupsDur	The duration of time users spent in Client Setup for the Client before saving Client changes.
ScriptEdits	A count of the number of times script changes were saved for the Client.
ScriptEditsDur	The duration of time users spent in the Easy Script Editor before saving the script changes for the Client.
Dispatches	A count of dispatches for the Client. This does not include dispatch jobs that have been purged from the database.
DispSaved	A count of the number of dispatch jobs saved for the Client.
DispDelivered	A count of the number of dispatch jobs delivered for the Client.
DispDeleted	A count of the number of dispatch jobs deleted by the IS system or agents for the Client.
DispDuration	The duration of dispatches for the Client. This is calculated as the difference between the date and time the dispatch job was created and the date and time that the dispatch job was deleted. Dispatch jobs that were not deleted are not included in this calculation.
MsgEdits	The number of message edits performed for the Client.
MsgDlvrd	The number of messages delivered for the Client.
MsgTaken	The number of messages taken for the Client. This does not include messages that have been purged from the database.
Dialouts	A count of dialouts for the Client.
DialoutDur	The total of the duration of dialouts for the Client.
Email	A count of e-mail messages for the Client.
EmailFail	A count of e-mail messages for the Client that generated an error message.
EmailIn	A count of incoming e-mail messages for the Client. This count includes replies and unsolicited e-mail messages.
Msm	A count of miSecureMessages (MSM) messages for the Client.

MSMFail	A count of MSM messages for the Client that generated an error message.
MsmIn	A count of incoming MSM messages for the Client. This count includes replies and unsolicited MSM messages
Sms	A count of Short Message Service (SMS) text messages for the Client.
SMSFail	A count of SMS text messages for the Client that generated an error message.
SmsIn	A count of incoming SMS text messages for the Client. This count includes replies and unsolicited SMS messages.
Snpp	A count of Simple Network Paging Protocol (SNPP) messages for the Client.
SnppFail	A count of SNPP messages for the Client that generated an error message.
SnppIn	A count of incoming SNPP messages for the Client. This count includes replies and unsolicited SNPP messages.
Tap	A count of Telocator Alphanumeric Protocol (TAP) paging messages for the Client.
TapFail	A count of TAP messages for the Client that generated an error message.
TapIn	A count of incoming TAP messages for the Client. This count includes replies and unsolicited TAP messages.
Wctp	A count of Wireless Communications Transfer Protocol (WCTP) messages for the Client.
WctpFail	A count of WCTP messages for the Client that generated an error message.
WctpIn	A count of incoming WCTP messages for the Client. This count includes replies and unsolicited WCTP messages.
Vocera	A count of Vocera messages for the Client.
VoceraFail	A count of Vocera messages for the Client that generated an error message.
VoceraIn	A count of incoming Vocera messages for the Client. This count includes replies and unsolicited Vocera messages
Cisco	A count of Cisco IP Phone messages for the Client.
CiscoFail	A count of Cisco IP Phone messages for the Client that generated an error message.
CiscoIn	A count of incoming Cisco IP Phone messages for the Client. This count includes replies and unsolicited Cisco messages.
Fax	A count of fax messages for the Client.

FaxFail	A count of fax messages for the Client that generated an error message.
FaxIn	A count of incoming fax messages for the Client. This count includes replies and unsolicited fax messages.
UserTaken	A count of messages taken by IS Agents for the Client.
SysTaken	A count of messages taken by the IS system for the Client.
InfTaken	A count of messages taken by the Infinity Bridge for the Client.
SmsTaken	A count of messages taken by the SMS component of the IS Service for the Client.
TapTaken	A count of messages taken by the TAP Station for the Client.
MsmTaken	A count of messages taken by the MSM Station for the Client.
SnpTaken	A count of messages taken by the SNPP component of the IS Service for the Client.
WctpTaken	A count of messages taken by the WCTP component of the IS Service for the Client.
EmailTaken	A count of messages taken by the E-mail component of the IS Service for the Client.
VmTaken	A count of messages taken by the Voice Mail Service for the Client.
FaxTaken	A count of messages taken by the Fax Station for the Client.
VoceraTaken	A count of messages by the Vocera Service for the Client.
HL7Taken	A count of messages taken by the Health Level Seven (HL7) Service for the Client.
MergeCommTaken	A count of messages taken by MergeComm for the Client.
TapTermTaken	A count of messages taken by the TAP Terminal Station for the Client.
AutoTaken	This field is not currently implemented.
CiscoTaken	A count of messages taken by the Cisco component of the IS Service for the Client.
Smtptaken	A count of messages taken by the internal SMTP server, usually for MergeComm, for the Client.
UserDelivered	A count of messages delivered by an IS Agent for the Client.
SysDelivered	A count of messages delivered by the IS system for the Client.
InfDelivered	A count of messages delivered by the Infinity Bridge for the Client.
SmsDelivered	A count of messages delivered by the SMS component of the IS Service for the Client.
TapDelivered	A count of messages delivered by the TAP Station for the Client.
MsmDelivered	A count of messages delivered by the MSM Station for the Client.

SnppDelivered	A count of messages delivered by the SNPP component of the IS Service for the Client.
WctpDelivered	A count of messages delivered by the WCTP component of the IS Service for the Client.
EmailDelivered	A count of messages delivered by the E-mail component of the IS Service for the Client.
VmDelivered	A count of messages delivered by the Voice Mail Service for the Client.
FaxDelivered	A count of messages delivered by the Fax Station for the Client.
VoceraDelivered	A count of messages delivered by the Vocera Service for the Client.
HI7Delivered	A count of messages delivered by the HL7 Service for the Client.
MergeCommDelivered	A count of messages delivered by MergeComm for the Client.
TapTermDelivered	A count of messages delivered by the TAP Terminal Station for the Client.
AutoDelivered	This field is not currently implemented.
CiscoDelivered	A count of messages delivered by the Cisco component of the IS Service for the Client.
SmtppDelivered	A count of messages delivered by the internal SMTP Server, usually for MergeComm, for the Client.
UserUrgent	A count of Agent messages flagged Urgent for the Client.
SysUrgent	A count of System messages flagged Urgent for the Client.
InfUrgent	A count of Infinity Bridge messages flagged Urgent for the Client.
SmsUrgent	A count of SMS messages flagged Urgent for the Client.
TapUrgent	A count of TAP messages flagged Urgent for the Client.
MsmUrgent	A count of MSM messages flagged Urgent for the Client.
SnppUrgent	A count of SNPP messages flagged Urgent for the Client.
WctpUrgent	A count of WCTP messages flagged Urgent for the Client.
EmailUrgent	A count of e-mail messages flagged Urgent for the Client.
VmUrgent	A count of Voice Mail messages flagged Urgent for the Client.
FaxUrgent	A count of fax messages flagged Urgent for the Client.
VoceraUrgent	A count of Vocera messages flagged Urgent for the Client.
HI7Urgent	A county of HL7 Service messages flagged Urgent for the Client.
MergeCommUrgent	A count of MergeComm messages flagged Urgent for the Client.
TapTermUrgent	A count of TAP Terminal messages flagged Urgent for the Client.
AutoUrgent	This field is not currently implemented.

CiscoUrgent	A count of Cisco messages flagged Urgent for the Client.
SmtpUrgent	A count of SMTP messages flagged Urgent for the Client.
UserUrgDelivered	A count of urgent messages delivered by an IS Agent for the Client.
SysUrgDelivered	A count of urgent messages delivered by the IS system for the Client.
InfUrgDelivered	A count of urgent messages delivered by the Infinity Bridge for the Client.
SmsUrgDelivered	A count of urgent messages delivered by the SMS component of the IS Service for the Client.
TapUrgDelivered	A count of urgent messages delivered by the TAP Station for the Client.
MsmUrgDelivered	A count of urgent messages delivered by the MSM Station for the Client.
SnppUrgDelivered	A count of urgent messages delivered by the SNPP component of the IS Service for the Client.
WctpUrgDelivered	A count of urgent messages delivered by the WCTP component of the IS Service for the Client.
EmailUrgDelivered	A count of urgent messages delivered by the E-mail component of the IS Service for the Client.
VmUrgDelivered	A count of urgent messages delivered by the Voice Mail Service for the Client.
FaxUrgDelivered	A count of urgent messages delivered by the Fax Station for the Client.
VoceraUrgDelivered	A count of urgent messages delivered by the Vocera Service for the Client.
HI7UrgDelivered	A count of urgent messages delivered by The HL7 Service for the Client.
MergeCommUrgDelivered	A count of urgent messages delivered by MergeComm for the Client.
TapTermUrgDelivered	A count of urgent messages delivered by the TAP Terminal Station for the Client.
AutoUrgDelivered	This field is not currently implemented.
CiscoUrgDelivered	A count of urgent messages delivered by the Cisco component of the IS Service for the Client.
SmtpUrgDelivered	A count of urgent messages delivered by the internal SMTP Server that is mostly for MergeComm for the Client.

Calls	The total calls of all Call Types for the Client. More information about Call Types can be found in the “Intelligent Series and Genesis Report Terminology” white paper.
CallDuration	The total duration of all calls of all Call Types for the Client, including the time it took for the calls to connect to the system, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
SecCalls	A count of all Secretarial calls for the Client.
CheckCalls	A count of all Check-in calls for the Client.
FetchCalls	A count of all Fetch calls for the Client.
SchedCalls	A count of all Scheduled calls for the Client.
IVRCalls	A count of all Interactive Voice Response (IVR) calls for the Client.
WebScrCalls	This field is not currently implemented.
VMCalls	A count of all Voice Mail calls for the Client.
AutoCalls	A count of all Autodial calls generated by MergeComm Auto Dispatch for the Client.
AnnCalls	A count of all Announcement calls for the Client.
MCommCalls	A count of all MergeComm calls for the Client.
PgConfirmCalls	A count of all Page Confirmation calls for the Client.
SmartPgCalls	A count of all Smart Paging calls for the Client.
CngClientCalls	A count of all Change Client calls for the Client.
AudioCalls	A count of all Agent Audio calls for the Client.
RaulandCalls	A count of all Rauland Responder calls for the Client.
SelDisc	The sum of all Selected disconnect time for calls in the Disc state for the Client.
UnSelDisc	The sum of all Unselected disconnect time for calls in the Disc state for the Client.
SelRing	The sum of all Selected ringing time for calls in the Ring state for the Client.
UnSelRing	The sum of all Unselected ringing time for calls in the Ring state for the Client.
SelTalk	The sum of all Selected talk time for calls in the Talk state for the Client.
UnSelTalk	This field is not currently implemented.
SelTalk1	The sum of all Selected talk time for calls in the Talk1 state, the first leg of a conference call, for the Client.

UnSelTalk1	This field is not currently implemented.
SelTalk2	The sum of all Selected talk time for calls in the Talk2 state, the second leg of a conference call, for the Client.
UnSelTalk2	This field is not currently implemented.
SelConf	The sum of all Selected conference time for calls in the Conference state for the Client. The Conference state is when the call is connected to leg1, leg2 and an agent.
UnSelConf	This field is not currently implemented.
SelHold	The sum of all Selected hold time for calls in the Hold state for the Client.
UnSelHold	The sum of all Unselected hold time for calls in the Hold state for the Client.
SelInProg	The sum of all Selected in-progress time for calls in the InProgress state for the Client. The InProgress state is when the call is a dial-out with the agent hearing ring back or other call progress tones.
UnSelInProg	The sum of all Unselected in-progress time for calls in the InProgress state for the Client.
SelVM	This field is not currently implemented.
UnSelVM	The sum of all Unselected time for calls in the VoiceMail state for the Client.
SelAuto	This field is not currently implemented.
UnSelAuto	The sum of all Unselected time for calls in the Auto state for the Client. The Auto Call State is used during autodial calls generated by Auto Dispatch and when one of the following behaviors is being performed: ACD Callback, Agent Audio, Announce ANI, Announce Time, Auto Attendant, Bye, Change Client, Closed, Conference Bridge, Directory Assistance, Follow Me, Listing Lookup, MergeComm, Navigation Menu, Page Confirmation, Park Orbit, Quick Checkin, Rauland, Seek Operator, Smart Paging, Status Checkin, or Voice Mail Checkin.
SelOutboundQueue	The sum of Selected time an outbound call was in queue waiting for a dialout trunk for the Client.
UnSelOutboundQueue	The sum of Unselected time an outbound call was in queue waiting for a dialout trunk for the Client.
SelAutoHold	This field is not currently implemented.
UnSelAutoHold	The sum of all Unselected time for auto hold calls for the Client.
SelPatch	The sum of all Selected Patch time for the Client.
UnSelPatch	The sum of all Unselected Patch time for the Client.
SecDuration	The duration of all Secretarial calls for the Client.

SelSecDuration	The duration of all Selected time for Secretarial calls for the Client.
CheckDuration	The duration of all Check-in calls for the Client.
SelCheckDuration	The duration of all Selected time for Check-in calls for the Client.
FetchDuration	The duration of all Fetch calls for the Client.
SelfFetchDuration	The duration of all Selected time for Fetch calls for the Client.
SchedDuration	This field is not currently implemented.
SelSchedDuration	This field is not currently implemented.
IVRDuration	The duration of all IVR calls for the Client.
SelIVRDuration	The duration of all Selected time for IVR calls for the Client.
WebScrDuration	This field is not currently implemented.
SelWebScrDuration	This field is not currently implemented.
VMDuration	The duration of all Voice Mail calls for the Client.
SelVMDuration	The duration of all Selected time for Voice Mail calls for the Client.
AutoDuration	The duration of all Autodial calls generated by MergeComm Auto Dispatch for the Client.
SelAutoDuration	This field is not currently implemented.
AnnDuration	The duration of all Announcement calls for the Client.
SelAnnDuration	The duration of all Selected time for Announcement calls for the Client.
MCommDuration	The duration of all MergeComm calls for the Client.
SelMCommDuration	The duration of all Selected time for MergeComm calls for the Client.
PgConfirmDuration	The duration of all Page Confirmation calls for the Client.
SelPgConfirmDuration	The duration of all Selected time for Page Confirmation calls for the Client.
SmartPgDuration	The duration of all Smart Paging calls for the Client.
SelSmartPgDuration	The duration of all Selected time for Smart Paging calls for the Client.
CngClientDuration	The duration of all Change Client calls for the Client.
SelCngClientDuration	The duration of all Selected time for Change Client calls for the Client.
AudioDuration	The duration of all Agent Audio calls for the Client.
SelAudioDuration	The duration of all Selected time for Agent Audio calls for the Client.
RaulandDuration	The duration of all Rauland Responder calls for the Client.

SeIRaulandDuration	The duration of all Selected time for Rauland Responder calls for the Client.
SeIPatches	The number of patches with an agent for the Client.
UnSeIPatches	The number of patches without an agent for the Client.
SeISecCalls	The number of Secretarial calls with an agent for the Client.
SeICheckCalls	The number of Check-in calls with an agent for the Client.
SecTalkTime	The sum of Talk time for all Secretarial calls for the Client.
CheckTalkTime	The sum of Talk time for all Check-in calls for the Client.
NonLiveTalkTime	The sum of Talk time for all calls not categorized as Secretarial or Check-in for the Client.
OtherSource	The number of MergeComm jobs for the Client triggered by a source not listed in the following fields of the report.
ScriptSource	The number of MergeComm jobs triggered by a script for the Client.
ScheduleSource	The number of MergeComm jobs triggered by the System Schedule for the Client.
PhoneSource	The number of MergeComm jobs triggered by phone for the Client.
SmsSource	The number of MergeComm jobs triggered by SMS for the Client.
MsmSource	The number of MergeComm jobs triggered by MSM for the Client.
HI7Source	The number of MergeComm jobs triggered by HL7 for the Client.
SmtPSource	The number of MergeComm jobs triggered by SMTP for the Client.
EmailSource	The number of MergeComm jobs triggered by e-mail for the Client.
WctpSource	The number of MergeComm jobs triggered by WCTP for the Client.
VoceraSource	The number of MergeComm jobs triggered by Vocera for the Client.
FaxSource	The number of MergeComm jobs triggered by fax for the Client.
TapSource	The number of MergeComm jobs triggered by TAP for the Client.
SnppSource	The number of MergeComm jobs triggered by SNPP for the Client.
RaulandBorgSource	The number of MergeComm jobs triggered by Rauland Responder for the Client.
WebServiceSource	The number of MergeComm jobs triggered by a Web Service for the Client.
OtherSourceDur	The total duration of MergeComm jobs for the Client triggered by a source not listed in the following fields of the report.
ScriptSourceDur	The total duration of MergeComm jobs triggered by a script for the Client.

ScheduleSourceDur	The total duration of MergeComm jobs triggered by the System Schedule for the Client.
PhoneSourceDur	The total duration of MergeComm jobs triggered by phone for the Client.
SmsSourceDur	The total duration of MergeComm jobs triggered by SMS for the Client.
MsmSourceDur	The total duration of MergeComm jobs triggered by MSM for the Client.
HI7SourceDur	The total duration of MergeComm jobs triggered by HL7 for the Client.
SmtplibSourceDur	The total duration of MergeComm jobs triggered by SMTP for the Client.
EmailSourceDur	The total duration of MergeComm jobs triggered by e-mail for the Client.
WctplibSourceDur	The total duration of MergeComm jobs triggered by WCTP for the Client.
VoceraSourceDur	The total duration of MergeComm jobs triggered by Vocera for the Client.
FaxSourceDur	The total duration of MergeComm jobs triggered by fax for the Client.
TapSourceDur	The total duration of MergeComm jobs triggered by TAP for the Client.
SnppSourceDur	The total duration of MergeComm jobs triggered by SNPP for the Client.
RaulandBorgSourceDur	The total duration of MergeComm jobs triggered by Rauland Responder for the Client.
WebServiceSourceDur	The total duration of MergeComm jobs triggered by a Web Service for the Client.
WebDirectory	A count of the number of times that users logged into the IS Web application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
WebMessaging	A count of the number of times that users logged into IS Web Scripting with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
MiTeamWeb	A count of the number of times users logged into the miTeamWeb application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.

WebDirectoryDur	The total of the amounts of time each user was logged into the IS Web application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
WebMessagingDur	The total of the amounts of time each user was logged into IS Web Scripting with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
MiTeamWebDur	The total of the amounts of time each user was logged into the miTeamWeb application with an Agent ID that is linked to the Client. Agent IDs are linked to a Client by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
DirSetups	The number of times agents saved changes to an IS Directory Subject that has the Client configured as the Billing Client.
DirSetupsDuration	The amount of time in minutes agents spent making changes to an IS Directory Subject that has the Client configured as the Billing Client.
SelSecDurationCap	<p>The sum of all Secretarial time for the Client after applying the TimeCap limit to each individual call.</p> <p>A detailed breakdown of the SelSecDurationCap and SelfFetchDurationCap values and how they are affected by the TimeCap parameter is provided in the Genesis – TimeCap Proof report.</p>
SelfFetchDurationCap	<p>The sum of all Fetch time for the Client after applying the TimeCap limit to each individual call.</p> <p>A detailed breakdown of the SelSecDurationCap and SelfFetchDurationCap values and how they are affected by the TimeCap parameter is provided in the Genesis – TimeCap Proof report.</p>
AnsweredCalls	The number of calls that were answered for the Client.
AbandonedCalls	The number of calls that were abandoned for the Client.
AutoAttendantCalls	A count of calls that went to Auto Attendant for the Client.
ListingLookupCalls	A count of calls that went to Listing Lookup for the Client.
DispatchCalls	A count of calls generated by Intelligent Dispatching for dispatch jobs for the Client.
ParkOrbitCalls	A count of calls that went to Park Line Pickup for the Client.
VMCallbackCalls	A count of calls that went to Voice Mail Callback for the Client.

CueCalls	A count of calls generated for Cues for the Client.
RepeatCalls	A count of calls generated for Repeats for the Client.
ConfBridgeCalls	A count of calls into IS Conference Bridge for the Client.
OrbitCalls	A count of calls that were put into orbit for the Client.
AutoAttendantDuration	The duration of all calls that went to Auto Attendant for the Client.
UnSelAutoAttendantDuration	The sum of all Unselected time for calls that went to Auto Attendant for the Client.
ListingLookupDuration	The duration of all calls that went to Listing Lookup for the Client.
UnSelListingLookupDuration	The sum of all Unselected time for calls that went to Listing Lookup for the Client.
DispatchDuration	The duration of all calls generated by Intelligent Dispatching for dispatch jobs for the Client.
UnSelDispatchDuration	The sum of all Unselected time for calls generated by Intelligent Dispatching for dispatch jobs for the Client.
ParkOrbitDuration	The duration of all calls that went to Park Line Pickup for the Client.
UnSelParkOrbitDuration	The sum of all Unselected time for calls that went to Park Line Pickup for the Client.
VMCallBackDuration	The duration of all calls that went to Voice Mail Callback for the Client.
UnSelVMCallBackDuration	The sum of all Unselected time for calls that went to Voice Mail Callback for the Client.
CueDuration	The duration of all calls generated for Cues for the Client.
UnSelCueDuration	The sum of all Unselected time for calls generated for Cues for the Client.
RepeatDuration	The duration of all calls generated for Repeats for the Client.
UnSelRepeatDuration	The sum of all Unselected time for calls generated for Repeats for the Client.
ConfBridgeDuration	The duration of all calls into IS Conference Bridge for the Client.
UnSelConfBridgeDuration	The sum of all Unselected time for calls into IS Conference Bridge for the Client.
OrbitDuration	The duration of all calls that were put into orbit for the Client.
UnSelOrbitDuration	The sum of all Unselected time for calls that were put into orbit for the Client.

AgtDuration	The duration of time agents spent on calls for the Client.
VoiceTaken	The number of voice messages taken for the Client.

Genesis – Service Level Agent Overview Export

The Genesis – Service Level Agent Overview Export report provides a detailed breakdown of an agent’s activity in Web Agent and Soft Agent in a format that is designed to be exported to an XLS file. The Genesis – Service Level Agent Overview Export includes the average time the agent spent on calls, the number of calls the agent took, the number of calls the agent abandoned, how long the agent was logged in, how long the agent spent in the Ready state, and how long the agent spent in the Not Ready state. All durations are listed in hours, minutes, and seconds, separated by colons.

Service Level Agent Overview Export Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report
SkillName	Enter the name of a specific ACD Skill into the SkillName parameter to filter the report on that skill. Leave the SkillName parameter blank to include all ACD Skills in the report data.
QuickCallMax	The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiply by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds.
Note:	The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.

Parameter	Description
RingMin	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p> <p>Note: The RingMin parameter filters out all abandon calls and only answered calls that do not meet the RingMin criteria.</p>
Agents	<p>The Agent menu allows the report to be filtered for a specific agent or for all agents. Select “ALL” at the top of the list to select all agents or select an Agent Name to filter the report to show calls handled by that agent.</p>
Clear Headers	<p>The Clear Headers parameter provides the option to remove the column headers from the report.</p> <ul style="list-style-type: none"> • Select “True” to remove column headers from the report. • Select “False” to include the column headers in the report.

Service Level Agent Overview Export Data Fields

Data Field	Description
Calls Filtered out	<p>If there are calls which do not meet the minimum ring count set in the RingMin parameter, the report does not show the information for those calls. In the parameter box on the report, the number of calls not included in the report for the specified date range is listed under the heading “Calls Filtered out.”</p> <p>The data is listed by Agent Name. The name of each agent as it is programmed in the Agent Setup pages of IS Supervisor is listed if there is data for that agent. Agents that handled no calls within the selected date and time period are not listed.</p>
Average Call Duration	<p>The average duration of all calls assigned to the agent.</p>
Secretarial Calls	<p>The total number of secretarial calls the agent took.</p>
Assigned	<p>The total number of calls that were assigned to the agent. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.</p>
Answered	<p>The total number of calls the agent answered.</p>
Average Answer Time	<p>The average time it took for the agent to answer calls during the selected date and time period, calculated from the time when a call was assigned to an agent to the time when an agent answered the call.</p>
Service Level %	<p>The percentage of calls the agent answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.</p>
Quick Call %	<p>The percentage of Quick Calls relative to the total number of calls taken by the agent.</p>

Data Field	Description
Reassign Count	The total number of calls reassigned to the agent. Note: One call can be reassigned multiple times if agents do not answer the call.
Reassign %	The percentage of calls that were reassigned relative to the total number of calls taken by the agent.
Agent Abandons	The number of calls abandoned after being assigned to the agent.
Abandon %	The percentage of calls that were abandoned by the agent relative to the total number of calls taken by the agent.
Average Ring Duration	The average length time a call spent in the Ring state on the agent's station.
Login Duration	The total length of time the agent was logged in.
Calls Per Hour	The number of calls answered by the agent divided by the number of hours the agent was logged in.
Not Ready Duration	The total length of time the agent spent in the Not Ready.
Not Ready Count	The number of times the agent went into the Not Ready state.
Ready Duration	The total length of time the agent spent in the Ready state.
Ready %	The percentage of time the agent spent in the Ready state relative to the total number of time the agent spent logged.
Disconnect Duration	The total length of time the agent spent in the Disconnect state.
Disconnect %	The percentage of time the agent spent in the Disconnect state relative to the total number of time the agent spent logged in.
Fetch Duration	The total length of time the agent spent with a fetched IS Client on their screen.
Fetch %	The percentage of time the agent spent with a fetched IS Client on their screen relative to the total length of time the agent spent logged in.
Abandon Duration	The total length of time all of the agent's abandoned calls spent in the system before they were abandoned.
Hold Duration	The total length of time calls spent in the Hold state on the agent's station.
Agt Call Duration	The total length of time the agent spent with an active call on their station.
Avg Agt Call Duration	The average length of time the agent spent with an active call on their station.
Talk Time	The total length of time the agent spent in the Talk, Talk1, and Talk2 call states.

Data Field	Description
Average Service Level %	The average percentage of calls all agents answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.
Average Ready Duration	The average length of time all agents spent in the Ready state.
Average Disconnect Duration	The average length of time all agents spent with a Disconnected call on their screen.
Average Fetch Duration	The average length of time all agents spent with a Fetch call on their screen.
Reassigns	<p>The number of calls reassigned to another agent.</p> <p>The percentage of calls reassigned to another agent out of the total number of calls all agents took is displayed to the right of the number of reassigns.</p>

Genesis – Service Level Agent Overview Export Search List

The Genesis – Service Level Agent Overview Export Search List report provides a detailed breakdown of a specific agent’s or multiple agents’ activity in Web Agent and Soft Agent in a format that is designed to be exported to an XLS file. The Genesis – Service Level Agent Overview Export Search List includes the average time the chosen agent spent on calls, the number of calls the agent took, the number of calls the agent abandoned, how long the agent was logged in, how long the agent spent in the Ready state, and how long the agent spent in the Not Ready state. All durations are listed in hours, minutes, and seconds, separated by colons.

Genesis Service Level Agent Overview Export Search List

Start Date: 10/10/2011 12:00:00AM
 End Date: 10/10/2011 11:59:59PM
 Start Client: 0000
 End Client: 0000
 Start Billing: 0000
 End Billing: 0000

Quick Call: 10 (seconds)
 Call Filtered out: 0

Total Page Count: 1

Agent	Average Call Duration	Secretarial Calls	Assigned	Answered	Average Answer Time	Service Level %	Quick Call %	Message %	Agent Abandonment %	Abandon %	Average Login Duration	Calls Per Hour	Not Ready Duration	Not Ready Count	Ready Duration	Ready %	Disconnect Duration	Disconnect %	Fails	Fails Duration	Fails %	Abandon Duration	Hold Duration	Avg Call Duration	Avg Agent Call Duration	Talk Time	
Adam	0:15	5	5	5	0:13	100.00%	100.00%	0	0.00%	0	0.00%	0:21	8.3333	0	4:03	17	3:50	45.47%	0:00	1:30	0:00	0:00	0:00	0:21	0:42	0:15	0:33
Alex	0:23	7	7	7	0:17	100.00%	100.00%	0	0.00%	0	0.00%	0:22	41.506	0	41:15:00	1	0:34:10	1.36%	5:58	14.19%	0:14:30	22.00%	0:00	0:44	2:42:37	0:23:14	2:23:00
Chris	0:21	10	10	10	0:16	90.00%	90.00%	0	0.00%	0	0.00%	0:04	122:31:50	0	20:51:26	2	0:30:07	0.42%	5:28:44	4.47%	21:22:52	17.45%	0:00	0:28	3:20:44	0:20:58	2:05:33
Jerry	0:13	1	1	1	0:05	100.00%	100.00%	0	0.00%	0	0.00%	0:00	100:28:52	0	18:24:15	1	0:04	0.00%	38:43	33.88%	43:11:59	39.47%	0:00	0:03	0:13:52	0:13:52	0:09:33
Melissa	0:20	68	68	68	0:16	100.00%	100.00%	0	0.00%	0	0.00%	0:05	36:19:21	1	7:8:18	44	32:5:56	81.60%	32:30:52	82.89%	32:43:16	83.21%	0:00	0:16:42	2:36:48	0:16:42	1:00:52
Peter	0:30	14	14	14	0:18	100.00%	100.00%	0	0.00%	0	0.00%	0:33	103:40:27	0	2:54:35	1	1:30:00	1.90%	10:1:28	8.89%	18:11:17	18.30%	0:00	0:18:47	11:52:37	0:56:54	8:37:48
Tom	0:37	9	9	9	0:15	100.00%	100.00%	0	0.00%	0	0.00%	0:11	42:30:31	0	41:29:27	2	1:0:2	2.90%	21:7:19	49.94%	20:32:8	48.21%	0:00	0:11:6	5:38:31	0:37:37	2:40:00
Tyler	0:21	7	7	7	0:14	100.00%	100.00%	0	0.00%	0	0.00%	0:33	7:18:3	1	0:10:38	0	7:25	97.07%	0:48	0:48	0:14	0:30%	0:00	0:06	0:15:55	0:21:0	0:12:30

Average Service Level %: 93.17%
 Average Ready Duration: 21:25:26
 Average Disconnect Duration: 65:57:50
 Average Fails Duration: 65:58:50
 Average Abandonment: 0%

v2.8.1 Service Level Agent Overview Export Search List

Service Level Agent Overview Export Search List Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report
SkillName	Enter the name of a specific ACD Skill into the SkillName parameter to filter the report on that skill. Leave the SkillName parameter blank to include all ACD Skills in the report data.
QuickCallMax	The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiply by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds.

Note: The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.

Parameter	Description
RingMin	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p> <p>Note: The RingMin parameter filters out all abandon calls and only answered calls that do not meet the RingMin criteria.</p>
Clear Headers	<p>The Clear Headers parameter provides the option to remove the column headers from the report.</p> <ul style="list-style-type: none"> • Select “True” to remove column headers from the report. • Select “False” to include the column headers in the report.
Item	<p>The Item parameter enables you to enter a specific agent’s name to include in the report. If you want to include more than one agent’s name, type each agent’s name as a separate line in the Item parameter text box with a carriage return at the end of each line except the last. To include all agents, run the Genesis – Service Level Agent Overview Export report.</p>

Service Level Agent Overview Export Search List Data Fields

Data Field	Description
Calls Filtered out	<p>If there are calls which do not meet the minimum ring count set in the RingMin parameter, the report does not show the information for those calls. In the parameter box on the report, the number of calls not included in the report for the specified date range is listed under the heading “Calls Filtered out.”</p> <p>The data is listed by Agent Name. The name of each agent as it is programmed in the Agent Setup pages of IS Supervisor is listed if there is data for that agent. Agents that handled no calls within the selected date and time period are not listed.</p>
Average Call Duration	The average duration of all calls assigned to the agent.
Secretarial Calls	The total number of secretarial calls the agent took.
Assigned	The total number of calls that were assigned to the agent. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.
Answered	The total number of calls the agent answered.
Average Answer Time	The average time it took for the agent to answer calls during the selected date and time period, calculated from the time when a call was assigned to an agent to the time when an agent answered the call.
Service Level %	The percentage of calls the agent answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.

Data Field	Description
Quick Call %	The percentage of Quick Calls relative to the total number of calls taken by the agent.
Reassign Count	The total number of calls reassigned to the agent. Note: One call can be reassigned multiple times if agents do not answer the call.
Reassign %	The percentage of calls that were reassigned relative to the total number of calls taken by the agent.
Agent Abandons	The number of calls abandoned after being assigned to the agent.
Abandon %	The percentage of calls that were abandoned by the agent relative to the total number of calls taken by the agent.
Average Ring Duration	The average length time a call spent in the Ring state on the agent's station.
Login Duration	The total length of time the agent was logged in.
Calls Per Hour	The number of calls answered by the agent divided by the number of hours the agent was logged in.
Not Ready Duration	The total length of time the agent spent in the Not Ready.
Not Ready Count	The number of times the agent went into the Not Ready state.
Ready Duration	The total length of time the agent spent in the Ready state.
Ready %	The percentage of time the agent spent in the Ready state relative to the total number of time the agent spent logged.
Disconnect Duration	The total length of time the agent spent in the Disconnect state.
Disconnect %	The percentage of time the agent spent in the Disconnect state relative to the total number of time the agent spent logged in.
Fetch Duration	The total length of time the agent spent with a fetched IS Client on their screen.
Fetch %	The percentage of time the agent spent with a fetched IS Client on their screen relative to the total length of time the agent spent logged in.
Abandon Duration	The total length of time all of the agent's abandoned calls spent in the system before they were abandoned.
Hold Duration	The total length of time calls spent in the Hold state on the agent's station.
Agt Call Duration	The total length of time the agent spent with an active call on their station.
Avg Agt Call Duration	The average length of time the agent spent with an active call on their station.

Data Field	Description
Talk Time	The total length of time the agent spent in the Talk, Talk1, and Talk2 call states.
Average Service Level %	The average percentage of calls all agents answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.
Average Ready Duration	The average length of time all agents spent in the Ready state.
Average Disconnect Duration	The average length of time all agents spent with a Disconnected call on their screen.
Average Fetch Duration	The average length of time all agents spent with a Fetch call on their screen.
Reassigns	<p>The number of calls reassigned to another agent.</p> <p>The percentage of calls reassigned to another agent out of the total number of calls all agents took is displayed to the right of the number of reassigns.</p>

Genesis – Service Level Agents Export

The Genesis – Service Level Agents Export report shows how well individual agents are handling calls in a format that is designed to be exported to an XLS file. The Genesis – Service Level Agents Export report lists the data by Agent Name and provides visual warnings to show if the agent is reaching the requirements configured in the parameters including Quick Calls and minimum ring counts. This report also shows information about abandon calls including system abandons and agent abandons. All time is in minutes.

Note: The Service Level Agents Export 5.4 report shows “op interval” data recorded by IS version 5.4 and later. The Service Level Agents Export report that does not have “5.4” in the name shows “op interval” data recorded by previous IS versions. When the 5.4 report is run, the date and time range of the available “op interval” data is displayed in bold beneath the report description to assist you in determining which report to use.

Service Level Agents Export with Answered Calls and System Abandon

Agent Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown					System Abandon %	Answer Time Average	Hold Dur Average	Avg Agt Call Time				
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=	All Calls
Adam	5	100.00	5	0		5		0		0		5	0.00	13.40	21.00	114.40
Alec	7	100.00	7	0		7		0		0		7	0.00	6.57	57.33	1,393.86
Andy	6	100.00	6	0		6		0		0		6	0.00	6.67	60.33	2,285.00
Chris	9	90.00	10	0		10		0		0		10	0.00	6.10	36.50	1,258.40
Jason	1	100.00	1	0		1		0		0		1	0.00	5.00	53.00	832.00
Melissa	68	100.00	68	0		68		0		0		68	0.00	6.37	17.28	138.35
Peter	14	100.00	14	0		14		0		0		14	0.00	6.14	93.92	3,054.07
Tom	9	100.00	9	0		9		0		0		9	0.00	5.11	83.25	2,256.78
Tyler	7	100.00	7	0		7		0		0		7	0.00	3.57	6.00	136.43
Minimum:	1	90.00	1	0		1		0		0		1	0.00	3.57	6.00	114.40
Maximum:	68	100.00	68	0		68		0		0		68	0.00	13.40	93.92	3,054.07
Average:	14.00	98.89	14.11	0.00		14.11		0.00		0		14	0.00	6.55	47.62	1,274.37
Total:	126		127	0		127		0		0		127				

Service Level Agents Export with Assigned Calls and Agent Abandons

Agent Name	Quick Calls	Service Level	Assigned	Call breakdown					Agent Abandon %	Answer Time Average	Hold Dur Average	Avg Agt Call Time				
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=	All Calls
Adam	5	100.00	5	0		5		0		0		5	0.00	13.40	21.00	114.40
Alec	7	100.00	7	0		7		0		0		7	0.00	6.57	57.33	1,393.86
Andy	6	100.00	6	0		6		0		0		6	0.00	6.67	60.33	2,285.00
Chris	9	90.00	10	0		10		0		0		10	0.00	6.10	36.50	1,258.40
Jason	1	100.00	1	0		1		0		0		1	0.00	5.00	53.00	832.00
Melissa	68	100.00	68	0		68		0		0		68	0.00	6.37	17.28	138.35
Peter	14	100.00	14	0		14		0		0		14	0.00	6.14	93.92	3,054.07
Tom	9	100.00	9	0		9		0		0		9	0.00	5.11	83.25	2,256.78
Tyler	7	100.00	7	0		7		0		0		7	0.00	3.57	6.00	136.43
Minimum:	1	90.00	1	0		1		0		0		1	0.00	3.57	6.00	114.40
Maximum:	68	100.00	68	0		68		0		0		68	0.00	13.40	93.92	3,054.07
Average:	14.00	98.89	14.11	0.00		14.11		0.00		0		14	0.00	6.55	47.62	1,274.37
Total:	126		127	0		127		0		0		127				

Service Level Agents Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report

Parameter	Description
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report
QuickCallMax	<p>The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiply by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds.</p> <p>Note: The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.</p>
RingMin	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p> <p>Note: The RingMin parameter filters out all abandon calls and only answered calls that do not meet the RingMin criteria.</p>
QuickCall_Opt	<p>The QuickCall_Opt parameter determines whether the Service Level is calculated by dividing the number of assigned calls or the Quick Call Percent is calculated by dividing the number of answered calls. To display the Service Level calculated by dividing the number of Quick Calls by the number of assigned calls, select the “Divide by assigned calls” option. To display the Quick Call Percent calculated by dividing the number of Quick Calls by the number of answered calls, select the “Divide by answered calls” option.</p>
Abandon_option	<p>The Abandon_option parameter enables the report to show the total percentage of Agent Abandon calls or System Abandon calls. To show the percentage of Agent Abandons select the “Show Agent abandons percentage” option. To show the percentage of System Abandons, select the “Show System abandons percentage” option.</p>
Agents	<p>The Agent menu allows the report to be filtered for a specific agent or for all agents. Select “ALL” at the top of the list to select all agents or select an Agent Name to filter the report to show calls handled by that agent.</p>

Service Level Agents Data Fields

Data Field	Description
Agent Name	The data is listed by Agent Name. The name of each agent as it is programmed in the Agent Setup pages of IS Supervisor is listed.

Data Field	Description
[No Agent]	The [No Agent] row appears at the top of the table and contains information about calls that were not assigned to an agent.
Quick Calls	The number of calls answered by the agent within the time frame designated in the QuickCallMax parameter.
Service Level <i>Assigned Calls</i>	The percentage of calls answered within the time specified in the QuickCallMax parameter out of all calls assigned to agents.
Quick Call Percent <i>Answered Calls</i>	The percentage of Quick Calls answered within the time specified in the QuickCallMax parameter out of all calls answered.
Assigned	The number of calls that were assigned to agents. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.
Call Breakdown	
Announce Calls	The number of announcement calls taken by the agent.
Answered	The number of calls the agent answered.
Agent Abandons	The number of calls abandoned after being assigned to the agent.
Sys Abandons	The number of calls abandoned before the call could be assigned to an agent. This value will be zero in all rows except the [No Agent] row.
All Calls	The total number of calls assigned to the agent during the date and time period selected in the StartDate and EndDate parameters.
System Abandon % <i>System Abandon</i>	The percentage of calls that were abandoned before the call could be assigned to an agent relative to the total number of calls. This value will be zero in all rows except the [No Agent] row.
Agent Abandon % <i>Agent Abandon</i>	The percentage of calls that were abandoned after being assigned to the agent relative to the total number of calls assigned to the agent.
Answer Time Average	The average time to answer for the agent, calculated from the time when a call was assigned to an agent to when the agent answered the call.
Hold Dur Average	The average amount of time all calls spent on hold after being assigned to this agent.
Avg Agt Call Time	The average duration of all calls assigned to this agent.
Minimum	The minimum averages and times among all agents.
Maximum	The maximum averages and times among all agents.
Average	The average values for all agents.
Totals	The totals for all agents.

Genesis – Service Level Client Data

The Genesis – Service Level Client Data report shows which Clients received calls, how many Quick Calls they received, and if the call was assigned, in a format that is designed to be exported to an XLS file. The Genesis – Service Level Client Data report groups the data by Client Number and provides data about whether agents answering for the Clients reached the requirements configured in the parameters, including Quick Calls and minimum ring counts. This report also shows information about abandon calls, including system abandons and agent abandons for each Client.

Service Level Client with Answered Calls and System Abandons

Client	Quick Calls	Quick Call Percent	System Service Level	Assigned	Call Breakdown						System Abandon %	Agent Answer Time	Queue Hold Time Average	Total Answer Time Average	Hold Dur Average	Call Dur Average	Greet Time Average	agt abandon + sys abandon + answered Offered	Total Answer Time With Greet Time Average
					Answered Calls	Answered Calls	Agent Abandon	Sys Abandon	Great Hangup	All Calls									
Mercy Medical Center Network	9180	0	0.00%	0	0	0	1	0	1	100.00	0:00	0:00	0:00	0:00	0:16	0:00	1	0:00	
Mercy Medical Center Network (North)	9182	1	100.00%	1	0	1	0	0	0	1	0.00	0:06	0:00	0:06	0:14	0:32:55	0:00	1	0:06
Mercy Medical Center Network (East)	9183	1	100.00%	1	0	1	0	0	0	1	0.00	0:07	0:00	0:07	0:03	0:14:3	0:00	1	0:07
Mercy Medical Center Network (South)	9184	1	100.00%	1	0	1	0	0	0	1	0.00	0:03	0:00	0:03	0:00	0:1:13	0:00	1	0:03
Mercy Medical Center Network (West)	9185	2	100.00%	2	0	2	0	0	0	2	0.00	0:09	0:00	0:09	0:15	0:29:43	0:00	2	0:09
ABC Plumbing	9190	0	0.00%	1	0	1	0	0	0	1	0.00	0:22	0:00	0:22	0:01	0:24:59	0:00	1	0:22
City Link Exchange Center	9192	1	100.00%	1	0	1	0	0	0	1	0.00	0:06	0:06	0:12	0:00	0:15:1	0:00	1	0:12
Midwest Heating & Air Conditioning	9193	1	100.00%	1	0	1	0	0	0	1	0.00	0:03	0:00	0:03	0:00	0:59:5	0:00	1	0:03
MMC Family Dentistry	9196	2	50.00%	4	0	4	0	0	0	4	0.00	0:04	0:26	0:17	0:48	0:30:29	0:00	4	0:17
CAMCO	9198	1	100.00%	1	0	1	0	0	0	1	0.00	0:04	0:00	0:04	0:00	0:3:30	0:00	1	0:04
Bowden Real Estate	9199	1	100.00%	1	0	1	0	0	0	1	0.00	0:10	0:00	0:10	0:30	1:19:40	0:00	1	0:10
Dr. David Darcy's Office (Main Line)	711552000	4	80.00%	5	0	5	0	0	0	5	0.00	0:05	0:16	0:08	0:04	0:37:3	0:00	5	0:08
Dr. David Darcy's Office (Appointment Scheduling Line)	711552001	1	100.00%	1	0	1	0	0	0	1	0.00	0:06	0:00	0:06	0:145	0:31:51	0:00	1	0:06
CAMCO (Northeastern)	711552010	2	66.67%	3	0	3	0	0	0	3	0.00	0:04	0:14	0:13	0:46	0:22:12	0:00	3	0:13
CAMCO (Southwestern)	711552011	2	100.00%	2	0	2	0	0	0	2	0.00	0:06	0:00	0:07	0:06	0:15	0:00	2	0:07

Service Level Client with Assigned Calls and Agent Abandons

Client	Quick Calls	Agent Service Level	System Service Level	Assigned	Call Breakdown						Agent Abandon %	Agent Answer Time	Queue Hold Time Average	Total Answer Time Average	Hold Dur Average	Call Dur Average	Greet Time Average	agt abandon + sys abandon + answered Offered	Total Answer Time With Greet Time Average
					Answered Calls	Answered Calls	Agent Abandon	Sys Abandon	Great Hangup	All Calls									
Mercy Medical Center Network	9180	0	0.00%	0	0	0	1	0	1	0.00	0:00	0:00	0:00	0:00	0:16	0:00	1	0:00	
Mercy Medical Center Network (North)	9182	1	100.00%	1	0	1	0	0	0	1	0.00	0:06	0:00	0:06	0:14	0:32:55	0:00	1	0:06
Mercy Medical Center Network (East)	9183	1	100.00%	1	0	1	0	0	0	1	0.00	0:07	0:00	0:07	0:03	0:14:3	0:00	1	0:07
Mercy Medical Center Network (South)	9184	1	100.00%	1	0	1	0	0	0	1	0.00	0:03	0:00	0:03	0:00	0:1:13	0:00	1	0:03
Mercy Medical Center Network (West)	9185	2	100.00%	2	0	2	0	0	0	2	0.00	0:09	0:00	0:09	0:15	0:29:43	0:00	2	0:09
ABC Plumbing	9190	0	0.00%	1	0	1	0	0	0	1	0.00	0:22	0:00	0:22	0:01	0:24:59	0:00	1	0:22
City Link Exchange Center	9192	1	100.00%	1	0	1	0	0	0	1	0.00	0:06	0:06	0:12	0:00	0:15:1	0:00	1	0:12
Midwest Heating & Air Conditioning	9193	1	100.00%	1	0	1	0	0	0	1	0.00	0:03	0:00	0:03	0:00	0:59:5	0:00	1	0:03
MMC Family Dentistry	9196	2	50.00%	4	0	4	0	0	0	4	0.00	0:04	0:26	0:17	0:48	0:30:29	0:00	4	0:17
CAMCO	9198	1	100.00%	1	0	1	0	0	0	1	0.00	0:04	0:00	0:04	0:00	0:3:30	0:00	1	0:04
Bowden Real Estate	9199	1	100.00%	1	0	1	0	0	0	1	0.00	0:10	0:00	0:10	0:30	1:19:40	0:00	1	0:10
Dr. David Darcy's Office (Main Line)	711552000	4	80.00%	5	0	5	0	0	0	5	0.00	0:05	0:16	0:08	0:04	0:37:3	0:00	5	0:08
Dr. David Darcy's Office (Appointment Scheduling Line)	711552001	1	100.00%	1	0	1	0	0	0	1	0.00	0:06	0:00	0:06	0:145	0:31:51	0:00	1	0:06
CAMCO (Northeastern)	711552010	2	66.67%	3	0	3	0	0	0	3	0.00	0:04	0:14	0:13	0:46	0:22:12	0:00	3	0:13
CAMCO (Southwestern)	711552011	2	100.00%	2	0	2	0	0	0	2	0.00	0:06	0:00	0:07	0:06	0:15	0:00	2	0:07

Service Level Client Data Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report

Parameter	Description
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report
QuickCallMax	<p>The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiply by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds.</p> <p>Note: The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.</p>
RingMin	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p> <p>Note: The RingMin parameter filters out all abandon calls and only answered calls that do not meet the RingMin criteria.</p>
QuickCall_Opt	<p>The QuickCall_Opt parameter determines whether the Service Level is calculated by dividing the number of assigned calls or the Quick Call Percent is calculated by dividing the number of answered calls. To display the Service Level calculated by dividing the number of Quick Calls by the number of assigned calls, select the “Divide by assigned calls” option. To display the Quick Call Percent calculated by dividing the number of Quick Calls by the number of answered calls, select the “Divide by answered calls” option.</p>
Abandon_option	<p>The Abandon_option parameter enables the report to show the total percentage of Agent Abandon calls or System Abandon calls. To show the percentage of Agent Abandons select the “Show Agent abandons percentage” option. To show the percentage of System Abandons, select the “Show System abandons percentage” option.</p>
Hide Client Name	<p>If set to “True,” the Hide Client Name parameter hides the Client Names so that they do not appear in the report. If set to “False,” the Hide Client Name parameter shows the Client Names in the report.</p>
Opt	<p>The Option parameter enables the report to calculate data two different ways. The “Calculate quick call from start of call” option calculates the quick call data from when the call first drops onto an agent screen. The “Calculate quick call from start of wait time” option calculates the quick call data from when the call was placed into waits.</p>

Service Level Client Data Data Fields

Data Field	Description
Client	The data is listed by Client Number. The Client Number is the number assigned to the Client as it is programmed in the Client Setup pages of IS Supervisor. If the Hide Client Name parameter is set to False, the name of the Client as it is programmed in the Client Setup pages of IS Supervisor is displayed above the Client Number.
Quick Calls	The number of calls answered for the Client within the time frame designated in the QuickCallMax parameter.
Quick Call Percent Answered Calls	The percentage of Quick Calls answered within the time specified in the QuickCallMax parameter out of all calls answered for that Client.
Agent Service Level Assigned Calls	The percentage of calls the agent answered for that Client within the time specified in the QuickCallMax parameter out of all calls assigned to the agent for that Client.
System Service Level	The percentage of calls for the Skill answered within the time specified in the QuickCallMax parameter out of all calls in the system for the Skill.
Assigned	The number of calls for the Client that were assigned to agents. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.
Call Breakdown	
Announce Calls	The number of announcement calls taken for the Client.
Answered Calls	The number of calls answered for the Client.
Agent Abandons	The number of calls for the Client that were abandoned after being assigned to an agent.
Sys Abandons	The number of calls for the Client that were abandoned before the call could be assigned to an agent.
Greet Hangups	The number of calls for the Client where a caller hung up while they listened to a greeting as part of the ACD behavior.
All Calls	The total number of calls taken for the Client.
System Abandon % System Abandon	The percentage of calls for the Client that were abandoned before the call could be assigned to an agent relative to the total number of calls for the Client.
Agent Abandon % Agent Abandon	The percentage of calls for the Client that were abandoned after being assigned to an agent relative to the total number of calls for the Client.

Data Field	Description
Agent Answer Time	The average time for agents to answer for the Client, calculated from the time a call was assigned to an agent to when an agent answered the call.
Queue Hold Time Average	The average time calls for the Client spent in the queue before they could be assigned to an agent.
Total Answer Time Average	The total average time to answer for the Client, calculated from the time when a call was assigned to an agent to when an agent answered the call.
Hold Dur Average	The average amount of time calls for the Client spent on hold.
Call Dur Average	The average duration of all calls for the Client.
Greet Time Average	The average time in seconds callers for the Client spent listening to a greeting as part of an ACD behavior.
Offered	The number of agent abandons, system abandons, and answered calls for the Client.
Total Answer Time with Greet Time Average	The average length of time it took to answer calls for the Client from the start of the call, including the time it took for the caller to listen to the greeting as part of an ACD behavior.
Minimum	The minimum averages and times for all Clients.
Maximum	The maximum averages and times for all Clients.
Average	The average values for all Clients.
Totals	The totals for all Clients

Genesis – Service Level Interval Export

The Genesis – Service Level Interval Export gives a breakdown of service-related data showing how well agents were handling calls for a specific time interval. The report provides a summary view of calls, with counts and averages for answer time, hold time, and call duration in a format that is designed to be exported to an XLS file. The counts and averages are broken into a series of time intervals specified by the Time Interval parameter.

The Genesis – Service Level Interval Export report lists the data by date and also shows information about abandon calls, including system abandons and agent abandons.

Service Level Interval with 15-minute intervals and Answered Calls

Quick Calls	Quick Call %	System Service Level	Agents	Assigns	Answered Calls	Answered Rate	Call Abandonment	System Abandonment	Agent Abandonment	Hold Time Average	Call Duration Average	Abandon Time Average	Queue Hold Time Average	Agnt. Abandon %	System Abandon %	Total Abandon %	VoiceMail Calls	Queue Time Average	Agnt. Answer Time	Agnt. Abandon + sys. abandon + unanswerd Offered Calls	Total Answer Time With Queue Time Average
Monday, October 18, 2021																					
12:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
12:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
12:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
12:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
1:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
1:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
1:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
1:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
2:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
2:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
2:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
2:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
3:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
3:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
3:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
3:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
4:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
4:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
4:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
4:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
5:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
5:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
5:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
5:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
6:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
6:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
6:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
6:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
7:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
7:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
7:30:00 am	0	0.00%	1	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
7:45:00 am	0	0.00%	1	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00

Service Level Interval with 30-minute intervals and Assigned Calls

Quick Calls	Agent Service Level	System Service Level	Agents	Assigns	Answered Calls	Answered Rate	Call Abandonment	System Abandonment	Agent Abandonment	Hold Time Average	Call Duration Average	Abandon Time Average	Queue Hold Time Average	Agnt. Abandon %	System Abandon %	Total Abandon %	VoiceMail Calls	Queue Time Average	Agnt. Answer Time	Agnt. Abandon + sys. abandon + unanswerd Offered Calls	Total Answer Time With Queue Time Average
Monday, October 18, 2021																					
12:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
12:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
1:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
1:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
2:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
2:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
3:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
3:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
4:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
4:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
5:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
5:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
6:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0	0:00	0:00	0	0:00
6:30:00 am	3	100.00%	2	3	3	3	0	0	0	3	88.7	0:04	0:24	0.2289	0.00	0.00	0.00	0:00	0:00	3	0:08
7:00:00 am	1	100.00%	2	1	0	1	0	0	0	1	88.9	0:05	0:10	0.0989	0.00	0.00	0.00	0:00	0:00	1	0:03
7:30:00 am	1	100.00%	3	1	0	1	0	0	0	1	89.4	0:05	0:28	0.0456	0.00	0.00	0.00	0:00	0:00	1	0:04
8:00:00 am	4	100.00%	2	4	0	4	0	0	0	4	89.9	0:07	0:23	0.0578	0.00	0.00	0.00	0:00	0:00	4	0:08
8:30:00 am	1	50.00%	1	2	0	2	0	0	0	2	89.5	0:04	0:16	0.2283	0.00	0.00	0.00	0:00	0:00	2	0:02
9:00:00 am	2	100.00%	1	2	0	2	0	0	0	2	89.8	0:03	0:22	0.0883	0.00	0.00	0.00	0:00	0:00	2	0:08
9:30:00 am	3	100.00%	1	3	0	3	0	0	0	3	89.7	0:03	0:11	0.2611	0.00	0.00	0.00	0:00	0:00	3	0:07
10:00:00 am	2	100.00%	1	2	0	2	0	0	0	2	89.6	0:02	0:16	0.1423	0.00	0.00	0.00	0:00	0:00	2	0:07
10:30:00 am	3	100.00%	2	4	0	4	0	0	0	4	89.9	0:08	0:48	0.2289	0.00	0.00	0.00	0:00	0:00	4	0:11
11:00:00 am	4	100.00%	1	4	0	4	0	0	0	4	89.6	0:08	0:24	0.2022	0.00	0.00	0.00	0:00	0:00	4	0:08
11:30:00 am	1	100.00%	1	1	0	1	0	0	0	1	89.8	0:17	0:42	0.2028	0.00	0.00	0.00	0:00	0:00	1	0:04

Service Level Interval with hour intervals and Answered Calls

Quick Calls	Quick Call %	System Service Level	Agents	Assign	Call breakdown					Answer Time Average	Hold Dur Average	Call Dur Average	Erlangs	Abandon Time Average	Queue Hold Time Average	Agt Abandon %	System Abandon %	Total Abandon %	VoiceMail Calls	Greet Time Average	Avg Sys Answer Time	Total Answer Time With Greet Time Average
					Answered	Answered %	Agent Abandon	System Abandon	Wait Reason													
Monday, October 18, 2021																						
12:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
12:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
12:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
12:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
1:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
1:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
1:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
1:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
2:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
2:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
2:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
2:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
3:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
3:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
3:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
3:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
4:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
4:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
4:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
4:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
5:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
5:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
5:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
5:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
6:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
6:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
6:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
6:45:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
7:00:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
7:15:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
7:30:00 am	0	0.00%	0	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
7:45:00 am	0	0.00%	1	0	0	0	0	0	0	0	0	0	0.000	0.00	0.00	0.00%	0.00%	0	0.00	0.00	0	0.00
v3.1.1 Service Level Interval data 1																						

Service Level Interval with day intervals and Assigned Calls

Quick Calls	Agent Service Level	System Service Level	Agents	Assign	Call breakdown					Answer Time Average	Hold Dur Average	Call Dur Average	Erlangs	Abandon Time Average	Queue Hold Time Average	Agt Abandon %	System Abandon %	Total Abandon %	VoiceMail Calls	Greet Time Average	Avg Sys Answer Time	Total Answer Time With Greet Time Average
					Answered	Answered %	Agent Abandon	System Abandon	Wait Reason													
Monday, October 18, 2021																						
50	82.20%	0	55	0	55	0	0	0	55	0:0.7	0:0.34	0:14.53	0.629	0:0.0	0:0.18	0.00%	0.00%	0	0:0.0	0:0.9	55	0:0.9
Tuesday, October 19, 2021																						
39	71.79%	66.67%	4	39	0	34	5	0	39	0:0.41	0:0.34	0:13.0	0.283	0:0.46	0:0.14	12.82%	0.00%	0	0:0.0	0:0.46	39	0:0.46
Wednesday, October 20, 2021																						
43	82.50%	0	40	0	40	0	0	0	40	0:0.6	0:0.47	0:22.3	0.673	0:0.0	0:0.25	0.00%	0.00%	0	0:0.0	0:0.14	40	0:0.14
Thursday, October 21, 2021																						
32	91.43%	0	35	0	0	0	0	0	35	0:0.6	0:0.44	0:17.50	0.1828	0:0.0	0:0.25	0.00%	0.00%	0	0:0.0	0:0.13	35	0:0.13
Friday, October 22, 2021																						
34	87.14%	0	35	0	35	0	0	0	35	0:0.5	0:0.55	0:13.40	0.3034	0:0.0	0:0.9	0.00%	0.00%	0	0:0.0	0:0.7	35	0:0.7
28	71.79%	66.67%	3	28	0	24	4	0	28	0:0.5	0:0.34	0:7.50	0.1628	0:0.0	0:0.9	0.00%	0.00%	0	0:0.0	0:0.7	35	0:0.7
58	97.14%	97.14%	5	55	0	55	0	0	55	0:0.41	0:0.35	0:22.3	0.4735	0:0.46	0:0.23	12.82%	0.00%	0	0:0.0	0:0.46	55	0:0.46
25.48	85.10%	85.80%	4	48.89	0.00	39.89	1.00	0	48.89	0.41	0:0.43	0:14.18	0.3474	0:0.36	0:0.18	2.45%	0.00%	0.00	0:0.0	0:0.18	48.89	0:0.18
Totals: 137 85.10% 85.80% 4 48.89 0 39.89 1 0 48.89 0.41 0:0.43 0:14.18 0.3474 0:0.36 0:0.18 2.45% 0.00% 0:0.0 0:0.18 48.89 0:0.18																						
v3.1.1 Service Level Interval data 1																						

Service Level Interval Export Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report

Parameter	Description
Interval	<p>The Interval parameter has four options.</p> <ul style="list-style-type: none">• The “15 minutes” option shows call statistics for each 15-minute interval.• The “30 minutes” option shows call statistics for each 30-minute interval.• The “An Hour” option shows call statistics for each hour of the day.• The “A Day” option shows call statistics for each day.
QuickCallMax	<p>The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiple by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds.</p> <p>Note: The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.</p>
RingMin	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p> <p>Note: The RingMin parameter filters out all abandon calls and only answered calls that do not meet the RingMin criteria.</p>
QuickCall_Opt	<p>The QuickCall_Opt parameter determines whether the Service Level is calculated by dividing the number of assigned calls or the Quick Call Percent is calculated by dividing the number of answered calls. To display the Service Level calculated by dividing the number of Quick Calls by the number of assigned calls, select the “Divide by assigned calls” option. To display the Quick Call Percent calculated by dividing the number of Quick Calls by the number of answered calls, select the “Divide by answered calls” option.</p>
Skill	<p>Enter the name of a specific ACD Skill into the Skill parameter to filter the report on that skill. Leave the Skill parameter blank to include all ACD Skills in the report data.</p>
Opt	<p>The Option parameter enables the report to calculate data two different ways. The “Calculate quick call from start of call” option calculates the quick call data from when the call first drops onto an agent screen. The “Calculate quick call from start of wait time” option calculates the quick call data from when the call was placed into waits.</p>

Service Level Interval Export Data Fields

Data Field	Description
	The report is grouped by date. The date is written as weekday, month, day, and year. Beneath the date, the start time of each interval is listed.
Quick Calls	The number of calls answered for the interval within the time frame designated in the QuickCallMax parameter.
Agent Service Level <i>Assigned Calls</i>	The percentage of calls the agent answered for the interval within the time specified in the QuickCallMax parameter out of all calls assigned to the agent in the interval.
Quick Call % <i>Answered Calls</i>	The percentage of Quick Calls in the interval answered within the time specified in the QuickCallMax parameter out of all calls answered for all intervals.
System Service Level	The percentage of calls for the interval answered within the time specified in the QuickCallMax parameter out of all calls in the system for the interval.
Agents	The number of agents logged in and in the Ready state.
Assign	The number of calls in the interval that were assigned to agents. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.
Call Breakdown	
Announce Calls	The number of announcement calls in the interval.
Answered Calls	The number of calls answered in the interval.
Agent Abandons	The number of calls for the interval abandoned after being assigned to an agent.
Sys Abandons	The number of calls for the interval abandoned before the call could be assigned to an agent.
Greet Hangups	The number of calls where a caller hung up while they listened to a greeting as part of the ACD behavior.
All Calls	The total number of calls taken in the interval during the date and time period selected in the StartDate and EndDate parameter.
Answer Time Average	The average answer time in the interval, calculated from the time when a call was assigned to an agent to when an agent answered the call.
Hold Dur Average	The average amount of time all calls in the interval spent on hold.
Call Dur Average	The average amount of time agents spent on all calls in the interval.

Data Field	Description
Erlangs	A calculation of needed agent staffing. The formula for the calculation is the total agent duration for the interval divided by the length of the interval: $Erlangs = \frac{Total\ Agent\ Duration\ of\ Interval}{Interval\ Length}$
Abandon Time Average	The average length of time the caller stayed on the phone before hanging up during the interval. The Abandon Time Average is limited to the system abandon data and not at agent abandon data.
Queue Hold Time Average	The average length of time a call spent in the queue for the interval waiting to be assigned to an agent.
Agt Abandon %	The percentage of calls that were abandoned after being assigned to an agent relative to the total number of calls for that interval.
System Abandon %	The percentage of calls that were abandoned before the call could be assigned to an agent relative to the total number of calls for that interval.
Total Abandon %	The percentage of all abandoned calls relative to all calls during the interval.
VoiceMail Calls	The number of Voice Mail calls taken during the interval.
Greet Time Average	The average time in seconds callers spent listening to a greeting as part of an ACD behavior during the interval.
Avg Sys Answer Time	The average time in hours, minutes, and seconds the call spent in the system for the interval.
Offered Calls	The number of agent abandons, system abandons, and answered calls for the interval.
Total Answer Time With Greet Time Average	The average length of time it took to answer calls during the interval from the start of the call, including the time it took for the caller to listen to the greeting as part of an ACD behavior.
Minimum	The minimum averages and times for all intervals included in the report.
Maximum	The maximum averages and times for all intervals included in the report.
Average	The average values for all intervals.
Totals	The totals for all intervals.

Genesis – Service Level Skill Data

The Genesis – Service Level Skill Data report shows how well calls are being handled for each ACD Skill in a format that is designed to be exported to an XLS file. The Genesis – Service Level Skill Data report groups the data by ACD Skill and provides visual warnings to show if the calls for those Skills are being handled according to the requirements configured in the parameters, including Quick Calls and minimum ring counts. This report also shows information about abandon calls, including system abandons and agent abandons.

Service Level Skill Data with Answered Calls and System Abandons

Skill Name	Quick Calls	Quick Call Percent	System Service Level	Assigned	Call Breakdown							System Abandon %	Agent Answer Time	Queue Hold Time Average	Total Answer Time Average	Hold Dur Average	Call Dur Average	agt abandon + sys abandon + answered Offered Calls	Total Answer Time With Guest Time Average
					Answered Calls	Unanswered Calls	Agent Abandons	Sys Abandons	Meet Hangers	All Calls									
General	4	66.67%	30.77%	11	0	6	5	0	0	11	0.00	0:3.14	0:5.52	0:3.24	0:0:59	0:14:0	11	0:3.24	
ServiceCode	0	0.00%	0.00%	1	0	1	0	0	0	1	0.00	0:1.20	0:1.20	0:1.20	0:0:0	0:0:0	1	0:1.20	
ServiceGeneral	173	90.10%	90.10%	192	0	192	0	0	0	192	0.00	0:0:6	0:0:21	0:0:10	0:0:41	0:14:36	192	0:0:10	
Minimum:	0	0.00	0.00%	1	0	1	0	0	0	1	0.00	0:0:0	0:0:21	0:0:10	0:0:0	0:0:0	1	10.33	
Maximum:	173	90.10	90.10%	192	0	192	5	0	0	192	0.00	0:3:14	0:5:52	0:3:24	0:0:59	0:14:36	192	203.50	
Average:	59.00	52.26	40.29%	68.00	0.00	66.33	1.67	0	0	68	0.00	0:1:33	0:2:31	0:1:38	33.39	0:11:14	68	97.04	
Totals:	177			204	0	199	5	0	0	204							204		

Service Level Skill Data with Assigned Calls and Agent Abandons

Skill Name	Quick Calls	Agent Service Level	System Service Level	Assigned	Call Breakdown							Agent Abandon %	Agent Answer Time	Queue Hold Time Average	Total Answer Time Average	Hold Dur Average	Call Dur Average	agt abandon + sys abandon + answered Offered Calls	Total Answer Time With Guest Time Average
					Answered Calls	Unanswered Calls	Agent Abandons	Sys Abandons	Meet Hangers	All Calls									
General	4	35.36%	30.77%	11	0	6	5	0	0	11	45.45	0:3.14	0:5.52	0:3.24	0:0:59	0:14:0	11	0:3.24	
ServiceCode	0	0.00%	0.00%	1	0	1	0	0	0	1	0.00	0:1.20	0:1.20	0:1.20	0:0:0	0:0:0	1	0:1.20	
ServiceGeneral	173	90.10%	90.10%	192	0	192	0	0	0	192	0.00	0:0:6	0:0:21	0:0:10	0:0:41	0:14:36	192	0:0:10	
Minimum:	0	0.00	0.00%	1	0	1	0	0	0	1	0.00	0:0:6	0:0:21	0:0:10	0:0:0	0:0:0	1	10.33	
Maximum:	173	90.10	90.10%	192	0	192	5	0	0	192	45.45	0:3:14	0:5:52	0:3:24	0:0:59	0:14:36	192	203.50	
Average:	59.00	42.16	40.29%	68.00	0.00	66.33	1.67	0	0	68	15.15	0:1:33	0:2:31	0:1:38	33.39	0:11:14	68	97.04	
Totals:	177			204	0	199	5	0	0	204							204		

Service Level Skill Data Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report
EndDate	The end of the date and time range to include in the report
StartClient	The start of the Client Number range to include in the report
EndClient	The end of the Client Number range to include in the report
Start Billing	The start of the Billing Code range to include in the report
End Billing	The end of the Billing Code range to include in the report
QuickCallMax	The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiply by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds. Note: The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.
RingMin	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter. Note: The RingMin parameter filters out all abandon calls and only answered calls that do not meet the RingMin criteria.

Parameter	Description
QuickCall_Opt	The QuickCall_Opt parameter determines whether the Service Level is calculated by dividing the number of assigned calls or the Quick Call Percent is calculated by dividing the number of answered calls. To display the Service Level calculated by dividing the number of Quick Calls by the number of assigned calls, select the “Divide by assigned calls” option. To display the Quick Call Percent calculated by dividing the number of Quick Calls by the number of answered calls, select the “Divide by answered calls” option.
Abandon_option	The Abandon_option parameter enables the report to show the total percentage of Agent Abandon calls or System Abandon calls. To show the percentage of Agent Abandons select the “Show Agent abandons percentage” option. To show the percentage of System Abandons, select the “Show System abandons percentage” option.
Opt	The Option parameter enables the report to calculate data two different ways. The “Calculate quick call from start of call” option calculates the quick call data from when the call first drops onto an agent screen. The “Calculate quick call from start of wait time” option calculates the quick call data from when the call was placed into waits.

Service Level Skill Data Data Fields

Data Field	Description
Skill Name	The data is listed by Skill Name. The Skill Name is the name of each ACD Skill as programmed in the IS Supervisor.
Quick Calls	The number of calls answered for the Skill within the time frame designated in the QuickCallMax parameter.
Quick Call Percent <i>Answered Calls</i>	The percentage of Quick Calls for the Skill answered within the time specified in the QuickCallMax parameter out of all calls answered for the Skill.
Agent Service Level <i>Assigned Calls</i>	The percentage of calls for the Skill answered within the time specified in the QuickCallMax parameter out of all calls assigned to agents for the Skill.
System Service Level	The percentage of calls for the Skill answered within the time specified in the QuickCallMax parameter out of all calls in the system for the Skill.
Assigned	The number of calls for the Skill that were assigned to agents. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.
Call Breakdown	
Announce Calls	The number of announcement calls for the Skill.

Data Field	Description
Answered Calls	The number of calls answered for the Skill.
Agent Abandons	The number of calls for the Skill abandoned after being assigned to an agent.
Sys Abandons	The number of calls for the Skill abandoned before the call could be assigned to an agent. This value will be zero in all rows.
Greet Hangups	The number of calls where a caller hung up while they listened to a greeting as part of the ACD behavior.
All Calls	The total number of calls assigned to the Skill during the date and time period selected in the StartDate and EndDate parameter.
System Abandon % <i>System Abandon</i>	The percentage of calls for the Skill that were abandoned before the call could be assigned to an agent relative to the total number of calls for the Skill. This value will be zero in all rows except the [No Agent] row
Agent Abandon % <i>Agent Abandon</i>	The percentage of calls for the Skill that were abandoned after being assigned to an agent relative to the total number of calls for the Skill.
Agent Answer Time	The average length of time it took for the agent to answer calls for the Skill, calculated from the time when the call was assigned to an agent to when it was answered by the agent.
Queue Hold Time Average	The average time calls for the Skill spent in the queue waiting to be assigned to an agent.
Total Answer Time Average	The average answer time for the Skill. Answer time is the time from when a call is assigned to an agent to when the call is answered by an agent.
Hold Dur Average	The average amount of time all calls for the Skill spent on hold.
Call Dur Average	The average amount of time agents spent on all calls for the Skill.
Offered	The number of agent abandons, system abandons, and answered calls for the Skill.
Total Answer Time With Greet Time Average	The average length of time it took to answer calls for this Skill from the start of the call, including the time it took for the caller to listen to the greeting as part of an ACD behavior.
Minimum	The minimum averages and times among all Skills.
Maximum	The maximum averages and times among all Skills.
Average	The average values for all Skills.
Totals	The totals for all Skills.

Genesis – Traffic Export

The Genesis – Traffic report is an interval-based assessment of call traffic to help gauge call volume and agent staffing in a format that is designed to be exported to an XLS file. The Genesis – Traffic Export report shows a count of agents, calls, answered calls, abandoned calls, abandon call percentages, average answer time, total call duration, average call duration, total agent time, average agent time, and erlangs for a series of intervals. The length of the interval can be set in the report parameters for fifteen (15) minutes, thirty (30) minutes, one (1) hour, or one (1) day. The data in this report is not divided into Clients.

Traffic Export with 15 Minute Intervals

	Agents	Calls	Answered	Abandon	Abandon %	Quick Calls	Quick Call %	Avg Answer Time	Call Duration	Avg Call Duration	Agent Duration	Avg Agent Duration	Erlangs
Monday, Oct 18	56	55	55	1	1.79%	18	32.14%	9					
10/18/2021 12:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 12:15:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 12:30:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 12:45:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 1:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 1:15:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 1:30:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 1:45:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 2:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 2:15:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 2:30:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 2:45:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 3:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 3:15:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 3:30:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 3:45:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 4:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0

Traffic Export with 1 Hour Intervals

	Agents	Calls	Answered	Abandon	Abandon %	Quick Calls	Quick Call %	Avg Answer Time	Call Duration	Avg Call Duration	Agent Duration	Avg Agent Duration	Erlangs
Monday, Oct 18	56	55	55	1	1.79%	18	32.14%	9					
10/18/2021 12:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 1:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 2:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 3:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 4:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 5:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 6:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 7:00:00AM	0	0	0	0	0.00%	0	0.00%	0	0	0	0	0	.0
10/18/2021 8:00:00AM	4	6	6	0	0.00%	3	50.00%	9	4,028	671	0	0	.0
10/18/2021 9:00:00AM	2	4	4	0	0.00%	1	25.00%	7	511	128	0	0	.0
10/18/2021 10:00:00AM	3	7	7	0	0.00%	5	71.43%	5	3,842	549	0	0	.0
10/18/2021 11:00:00AM	8	9	9	0	0.00%	4	44.44%	7	10,445	1,161	0	0	.0

Traffic Export Parameters

Parameter	Description
StartDate	The start of the date and time range to include in the report.
EndDate	The end of the date and time range to include in the report.
StartClient	The start of the Client Number range to include in the report.
EndClient	The end of the Client Number range to include in the report.

Parameter	Description
StartBilling	The start of the Billing Code range to include in the report.
EndBilling	The end of the Billing Code range to include in the report.
Interval	Select the interval to use for the report data. The report data will be calculated based on the select time interval.
QuickCallMax	<p>The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the desired maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. To translate from rings to seconds, multiple by six, for example: for a four-ring quick answer time, set the Quick Answer Time parameter to 24 seconds.</p> <p>Note: The QuickCallMax parameter does not filter out calls but determines how to calculate the percentages in the report.</p>

Traffic Export Data Fields

Data Field	Description
	<p>The report is grouped by date. The total Calls, Answered, Abandoned, Abandon %, and Average Answer Time for that date are displayed in bold.</p> <p>The date and start time of each interval is listed.</p>
Agents	The number of agents who answered the calls for each interval.
Calls	The number of calls that came into the system for each interval.
Answered	A count of answered calls that came into the system for each interval.
Abandon	A count of abandoned calls that came into the system for each interval.
Abandon %	A percentage of calls that were abandoned relative to all calls taken for that interval.
Quick Calls	The number of calls answered for the interval within the time frame designated in the QuickCallMax parameter.
Quick Call %	The percentage of Quick Calls for the interval answered within the time specified in the QuickCallMax parameter out of all calls answered for the interval.
Avg Answer Time	The average amount of time for agents to answer calls for each interval, calculated from the time when a call was assigned to an agent to when the call was answered by an agent.
Call Duration	The length in hours, minutes, and seconds of all calls taken during each interval.

Data Field	Description
Avg Call Duration	The average length in hours, minutes, and seconds of all calls taken during each interval.
Agent Duration	The length in hours, minutes, and seconds agents spent in Talk, Talk1, Talk2, or Conference call states during each interval.
Avg Agent Duration	The average length in hours, minutes, and seconds agents spent in Talk, Talk1, Talk2, or Conference call states during each interval.
Erlangs	<p>A calculation of needed agent staffing. The formula for the calculation is the total agent duration for the interval divided by the length of the interval:</p> $Erlangs = \frac{Total\ Agent\ Duration\ of\ Interval}{Interval\ Length}$
Totals	The total number of calls, answered calls, abandoned calls, and quick calls. The total percentage of abandons and quick calls out of all calls that came into the system. The average answer time for all calls and for all intervals.

Requirements:

- IS Server: 5.3 or later
- IS Supervisor: 5.3 or later
- SQL Server 2014 Standard Edition or later
- 64-bit Microsoft Windows Server 2012 R2 or later
- .NET Framework 4.5
- Crystal Reports 2008
- Genesis: 4.6 or later
- 64-bit Ubuntu 16.04.2 or later Genesis Server

