



# Genesis Reports

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## Supervisor Reference Guide

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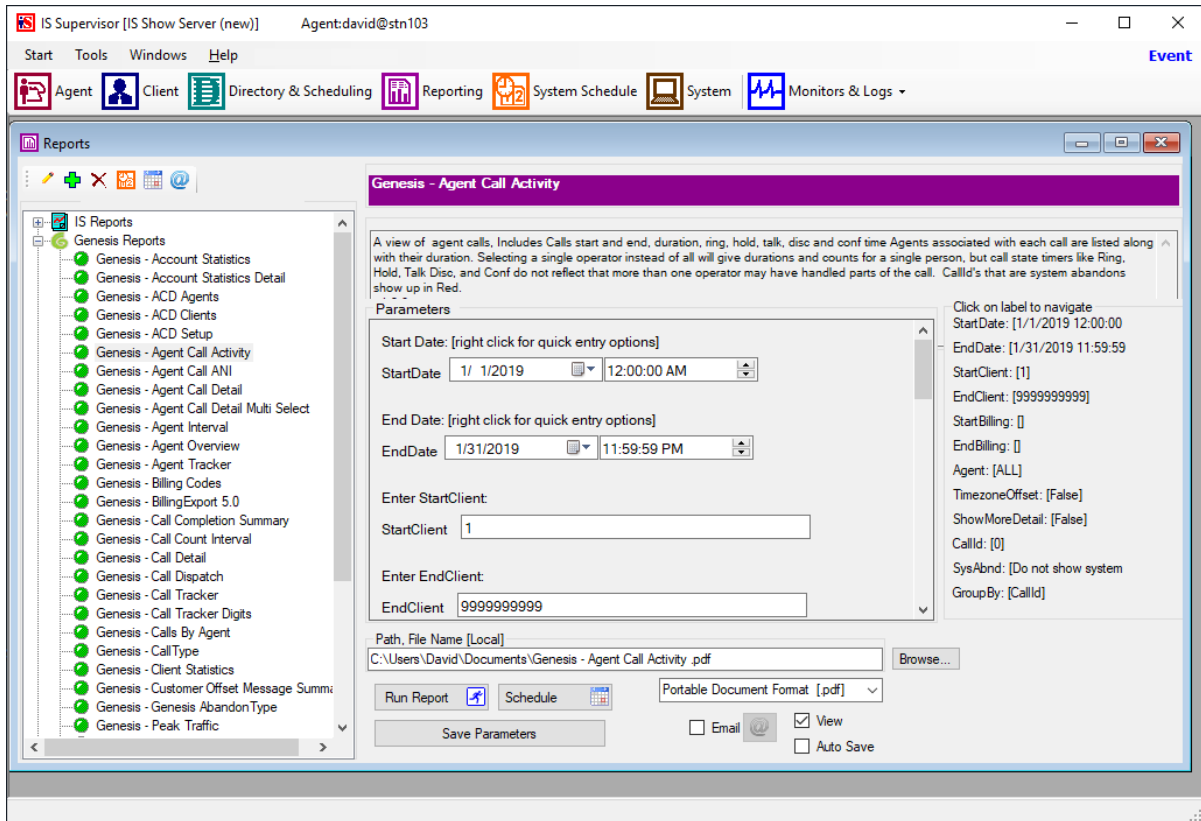
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# Contents

Genesis Reports .....	1
Genesis Report Descriptions.....	2
Genesis – Abandon Type Export .....	5
Genesis – Account Statistics .....	8
Genesis – Account Statistics Detail .....	20
Genesis – ACD Agents .....	40
Genesis – ACD Clients .....	42
Genesis – ACD Setup .....	44
Genesis – Agent Call Activity .....	46
Genesis – Agent Call ANI .....	51
Genesis – Agent Call Detail.....	54
Genesis – Agent Call Detail Multi Select.....	57
Genesis – Agent Interval.....	60
Genesis – Agent Overview .....	63
Genesis – Agent Tracker.....	66
Genesis – Billing Codes.....	68
Genesis – Billing Export 5.0.....	71
Genesis – Call Completion Summary.....	79
Genesis – Call Count Interval.....	83
Genesis – Call Detail .....	86
Genesis – Call Dispatch.....	90
Genesis – Call Tracker.....	92
Genesis – Call Tracker Digits.....	97
Genesis – Calls By Agent .....	101
Genesis – Call Type.....	103
Genesis – Client Statistics.....	107
Genesis – Customer Offset Message Summary.....	110
Genesis – Genesis Abandon Type .....	115
Genesis – Peak Traffic .....	118
Genesis – Service Level.....	121
Genesis – Service Level Agent Overview .....	126
Genesis – Service Level Agent Overview Export .....	130
Genesis – Service Level Agents .....	133
Genesis – Service Level Agents Skill.....	138
Genesis – Service Level Client.....	143
Genesis – Service Level Interval .....	148
Genesis – Service Level Interval Week .....	153
Genesis – Service Level Tracker .....	159
Genesis – TimeCap Proof.....	165
Genesis – Traffic.....	170
Genesis – Weekly Service Level Charts.....	172



# Genesis Reports



Genesis Reporting includes reports designed specifically for Genesis soft switch telephony data. These reports compile the detailed statistical information recorded by the Genesis switch and present it in a variety of easy-to-understand formats. These reports can be used for client billing, sharing account information with clients, evaluating agent performance, and tracking system usage.

### Genesis Report Descriptions

The following is a description of the reports that are included with Intelligent Series for use with the Genesis soft switch. You can run these reports just as they are or use them as starting templates for creating your own customized reports.

A description of each of the Genesis reports is provided in a table. The list of report descriptions is followed by sample images of each report and an explanation of the report parameters and data fields.

<b>Report</b>	<b>Description</b>
<b>Abandon Type Export</b>	An exportable list of calls that can be filtered by Client, call type, abandoned or normal calls, and calls with or without agent time.
<b>Account Statistics</b>	Comprehensive client call volume statistics sorted by Billing Code and Client Number that can be used for client billing and for evaluating system and agent performance.
<b>Account Statistics Detail</b>	Comprehensive client call volume statistics sorted by Billing Code and Client Number that can be used for client billing and for evaluating system and agent performance. The Account Statistics Detail report shows every message taken for a specific account for Contact Methods like miSecureMessages, Short Message Service (SMS), and faxing during the selected date and time period. The report can grow large in size if all parameter check boxes are selected and a large range of dates is selected
<b>ACD Agents</b>	A comprehensive list of the Agent Skill Groups assigned to each agent and the ACD Skill Table settings for each of those groups.
<b>ACD Clients</b>	A comprehensive list of client ACD Skill settings.
<b>ACD Setup</b>	A comprehensive list of ACD Skill Table settings.
<b>Agent Call Activity Report</b>	A view of agent calls grouped by Call ID or Agent Name. The report includes call start and end date and times, duration, ring, hold, talk, disconnect and conference time. Call IDs for system abandons are displayed in red text.
<b>Agent Call ANI Report</b>	A detailed view of IS agent calls that can be filtered by ANI. The report includes ring, hold, talk, disconnect and conference time totals per agent.
<b>Agent Call Detail Report</b>	A detailed view of agent calls. The report includes ring, hold, talk, disconnect and conference time totals per call.
<b>Agent Call Detail Multi Select Report</b>	A detailed view of agent calls with the ability to select more than one agent. The report includes ring, hold, talk, disconnect and conference time totals per call.
<b>Agent Interval Report</b>	A view of live calls at specified time intervals. The report includes counts and averages for ring time, hold time, and duration.

<b>Report</b>	<b>Description</b>
<b>Agent Overview Report</b>	An overview of agent activity including IS call time, number of IS calls, number of IS dispatches, and time spent editing scripts and setting up IS directories.
<b>Agent Tracker Report</b>	A view of Login, Logout, Ready and Not Ready events for IS agents.
<b>Billing Codes Report</b>	A list of all the Billing Codes currently assigned to an account and a list of client numbers without assigned Billing Codes.
<b>Billing Export 5.0 Report</b>	Outputs each billing field for a client range within a billing period. All time is in seconds.
<b>Call Completion Summary Report</b>	A detailed list that shows information about how calls coming into the system were completed.
<b>Call Count Interval Report</b>	A count of live calls per hour or per day.
<b>Call Detail Report</b>	A detailed view of all calls during a selected date and time period. The report can be grouped by client or by call date.
<b>Call Dispatch Report</b>	Provides dispatch and call information for tracking call time and dispatch time for dispatch jobs.
<b>Call Tracker Report</b>	A summary of Call Tracker events by Call ID or agent.
<b>Call Tracker Digits Report</b>	Provides data for only Digit Menu Entry events and Speech Rec events.
<b>Calls By Agent Report</b>	A table view of all the calls for a specific client number range and which agent handled them. The report shows which client numbers are receiving the most calls and which agents are taking the most calls.
<b>Call Type Report</b>	A list of Call Types, durations, and completion codes by client number and date.
<b>Client Statistics Report</b>	A breakdown of information about each client's call history.
<b>Customer Offset Message Summary Report</b>	Provides the detailed summary information generated by Intelligent Messaging scripts with an option to include IS message history.
<b>Peak Traffic Report</b>	A view of call traffic that specifies the peak traffic time for each day and the number calls answered during the peak traffic time.
<b>Service Level Report</b>	A breakdown of service-related data showing how well calls for various ACD Skills are being handled, with visual threshold warnings.
<b>Service Level Agent Overview Report</b>	A breakdown of service-related data of an agent's activity in Soft Agent and Web Agent.


## Genesis Reports

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<b>Report</b>	<b>Description</b>
<b>Service Level Agent Overview Export Report</b>	A breakdown of service-related data of an agent's activity in Soft Agent and Web Agent. This report is formatted for exporting to an XSL file.
<b>Service Level Agents Report</b>	A breakdown of service-related data showing how well individual agents are handling calls, with visual threshold warnings.
<b>Service Level Agents Skill Report</b>	A breakdown of service-related data showing how well individual agents are handling calls for a certain ACD Skill, with visual threshold warnings.
<b>Service Level Client Report</b>	A breakdown of service-related data that shows how well agents handled the calls for individual client numbers, with visual threshold warnings.
<b>Service Level Interval Report</b>	A breakdown of service-related data showing how well agents were handling calls for specific time intervals, with visual threshold warnings.
<b>Service Level Interval Week Report</b>	A breakdown of service-related data showing how well agents handled calls for the week with Line Graphs and Stacked Area Charts.
<b>TimeCap Proof Report</b>	Compares actual talk time and time-capped talk time for Fetch calls and Secretarial calls.
<b>Traffic Report</b>	An interval-based assessment of call traffic to help gauge call volume and agent staffing. This report counts live calls only.
<b>Weekly Service Level Charts</b>	A graphical view of service-related data showing how well agents handled calls for the week with Line Graphs, Stacked Area Charts, and a three-dimensional (3-D) hexagonal Bar Graph.

## Genesis – Abandon Type Export

The Genesis – Abandon Type Export report is an exportable list of calls for a specified date and time range that 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.

		Print Date: Thursday, May 28, 2020 9:44:44AM																			
<b>Abandon Type Export</b>		<table border="1"> <tr> <td>Start Date:</td> <td>1/1/2020 12:00:00AM</td> </tr> <tr> <td>End Date:</td> <td>1/31/2020 11:59:59PM</td> </tr> <tr> <td>Start Client:</td> <td>2130</td> </tr> <tr> <td>End Client:</td> <td>2130</td> </tr> <tr> <td>Start Billing:</td> <td></td> </tr> <tr> <td>End Billing:</td> <td></td> </tr> <tr> <td>Completion Code:</td> <td>Any</td> </tr> <tr> <td>Call Types:</td> <td>All</td> </tr> <tr> <td>Has Agent:</td> <td>Any</td> </tr> </table>		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
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	Formatted Duration	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 :00:00.52	0:0:22	Secretarial	wade	Abandoned	Yes	Yes										
3427015	2130	Mercy Medical Center Ne2130		Tue, Jan 07 02:42:45PM	0 :00:00.38	0:0:12	Secretarial	wade	Normal	Yes	Yes										
3427063	2130	Mercy Medical Center Ne2130		Wed, Jan 08 03:23:50PM	0 :00:00.50	0:0:0	Checkin		Abandoned	No	No										
3427089	2130	Mercy Medical Center Ne2130		Sat, Jan 11 10:14:15AM	0 :00:05.19	0:0:0	Announcement		Normal	No	No										
3427221	2130	Mercy Medical Center Ne2130		Wed, Jan 15 12:33:48PM	0 :00:01.39	0:1:11	Secretarial	wade	Normal	Yes	Yes										
3427222	2130	Mercy Medical Center Ne2130		Wed, Jan 15 12:35:32PM	0 :00:12.38	0:12:31	Secretarial	wade	Normal	Yes	Yes										
3427223	2130	Mercy Medical Center Ne2130		Wed, Jan 15 12:41:27PM	0 :00:00.53	0:0:0	Secretarial		Abandoned	No	Yes										
3427327	2130	Mercy Medical Center Ne2130		Fri, Jan 17 10:38:28AM	0 :00:01.42	0:0:24	Secretarial	paul	Normal	Yes	Yes										
3427371	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:51:28AM	0 :00:00.22	0:0:0	Secretarial		Abandoned	No	No										
3427372	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:52:55AM	0 :00:03.26	0:1:15	Secretarial	amy	Normal	Yes	Yes										
3427373	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:55:36AM	0 :00:04.05	0:3:56	Secretarial	amy	Normal	Yes	Yes										
3427374	2130	Mercy Medical Center Ne2130		Mon, Jan 20 08:59:08AM	0 :00:00.29	0:0:27	Secretarial	amy	Normal	Yes	Yes										
3427376	2130	Mercy Medical Center Ne2130		Mon, Jan 20 09:00:22AM	0 :00:02.48	0:2:44	Secretarial	amy	Normal	Yes	Yes										
3427381	2130	Mercy Medical Center Ne2130		Mon, Jan 20 09:27:17AM	0 :00:00.12	0:0:0	Announcement		Normal	No	No										
3427382	2130	Mercy Medical Center Ne2130		Mon, Jan 20 09:27:28AM	0 :00:00.24	0:0:18	Secretarial	amy	Abandoned	Yes	Yes										
3427393	2130	Mercy Medical Center Ne2130		Mon, Jan 20 02:43:35PM	0 :00:00.50	0:0:0	Announcement		Normal	No	No										
3427449	2130	Mercy Medical Center Ne2130		Tue, Jan 21 10:28:54AM	0 :00:01.16	0:1:8	Secretarial	wade	Normal	Yes	Yes										
3427564	2130	Mercy Medical Center Ne2130		Wed, Jan 22 12:39:18PM	0 :00:01.18	0:1:7	Secretarial	amy	Normal	Yes	Yes										
3427565	2130	Mercy Medical Center Ne2130		Wed, Jan 22 12:39:48PM	0 :00:00.37	0:0:28	Secretarial	amy	Normal	Yes	Yes										

### Abandon Type Export Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report
<b>EndDate</b>	The end of the date and time range to include in the report
<b>StartClient</b>	The start of the Client Number range to include in the report
<b>EndClient</b>	The end of the Client Number range to include in the report
<b>Start Billing</b>	The start of the Billing Code range to include in the report
<b>End Billing</b>	The end of the Billing Code range to include in the report
<b>Call Types</b>	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.

## Genesis – Abandon Type Export

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Parameter	Description
<b>AbandonType</b>	<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"><li>• Select “Any” to include both abandoned calls and calls that ended normally.</li><li>• Select “Normal” to include only calls that ended normally.</li><li>• Select “Abandoned” to include only abandoned calls.</li></ul>
<b>HasOp</b>	<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"><li>• Select “Any” to include both calls with agent time and calls that do not have agent time.</li><li>• Select “No” to include only calls that do not have agent time.</li><li>• Select “Yes” to include only calls that have agent time.</li></ul>

### Abandon Type Export Data Fields

Data Field	Description
	The report is grouped by Client Number.
<b>callid</b>	The IS Call ID is the serial number assigned to each call record by the IS Server.
<b>Client Number</b>	The Client Number associated with the call.
<b>Client Name</b>	The Client Name associated with the Client Number, as it is programmed in the Client Setup pages of the IS Supervisor application.
<b>Billing Code</b>	The Billing Code associated with the Client Number, as it is programmed in the Client Setup pages of the IS Supervisor application.
<b>Call Start</b>	The start date and time of the call.
<b>Formatted Duration</b>	The total length of the call in days, hours, minutes, and seconds.
<b>Agent Duration</b>	The length of time in hours, minutes, and seconds an agent was in the Talk, Talk1, Talk2, or Conference call state for the call.
<b>Call Kind Desc</b>	The Call Kind Desc field displays the Call Type of each call. Call Types for this report include Undefined, Secretarial, Checkin, and Announcement.
<b>Agt Name</b>	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.

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<b>Data Field</b>	<b>Description</b>
<b>Completion Code</b>	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.
<b>Agent Flag</b>	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.
<b>Auto Hold Flag</b>	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 – Account Statistics

The Genesis – Account Statistics report is a listing of call, messaging, and dialout activity and the level of service for billing groups and individual clients. Statistics are reported as total counts and as time spent on individual tasks. The Account Statistics report is the report most often used for client billing.

### Account Statistics with Show Account Details

Client Number: 9092		MMCNET		<a href="#">AbandonAv</a>
Billing Code: 9092				
<b>Account Details</b>	<b>Activity counts &amp; Durations</b>			<b>Call State Durations</b>
	<u>Counts</u>	<u>Duration</u>	<u>Selected Duration</u>	<u>Selected</u> <u>UnSelected</u> <u>Total</u>
Total calls:	5	1:39:30		Talk(s) 1:21:57 0:0:0 1:21:57
Secretarial:	1	0:22:5	0:21:45	Talk 0:51:4 0:0:0 0:51:4
Checkin:	0	0:0:0	0:0:0	Talk1 0:0:0 0:0:0 0:0:0
IVRs:	0	0:0:0	0:0:0	Talk2 0:0:10 0:0:0 0:0:10
Voice:	0	0:0:0	0:0:0	Conf 0:30:43 0:0:0 0:30:43
Change Client:	0	0:0:0	0:0:0	Patch 0:0:0 0:0:0 0:0:0
Audio:	0	0:0:0	0:0:0	Hold 0:1:59 0:0:10 0:2:9
Auto:	0	0:0:0	0:0:0	Disc 0:15:10 0:0:0 0:15:10
Announce:	0	0:0:0	0:0:0	Voice 0:0:0 0:0:0 0:0:0
Web Script:	0	0:0:0	0:0:0	In Prog 0:0:2 0:0:0 0:0:2
MergeComm:	0	0:0:0	0:0:0	AHold 0:0:0 0:0:0 0:0:0
Page Confirms:	0	0:0:0	0:0:0	Auto 0:0:0 0:0:0 0:0:0
Smart Pages:	0	0:0:0	0:0:0	Ring 0:0:9 0:0:0 0:0:9
Scheduled:	0	0:0:0	0:0:0	Outbound Queue 0:0:0 0:0:0 0:0:0
Fetch:	4	1:17:25	1:17:23	
Rauland:	0	0:0:0	0:0:0	
Dispatches	0	0:0:0		
Dialouts	5	1:13:21		
ClientSetup	0	0:0:0		
ScriptEdits	0	0:0:0		
MsgEdits	1			
MsgDivrd	3			
MsgTaken	2			
<b>Contact Methods</b>	<u>Outbound</u>	<u>Inbound</u>	<u>MergeComm Triggers</u>	<b>Outbound Queue</b>
Email:	0	0	0	<u>Selected</u> <u>UnSelected</u>
Msm:	0	0	0	Patch Count: 0 0
Sms:	0	0	0	Secretarial Count: 1 0
Snpp:	0	0	0	Checkin Count: 0 0
Tap:	0	0	0	Answered: 3 Abandon: 0
Wctp:	0	0	0	Abandon %: 0.00%
Vocera:	0	0	0	Avg Abandon: 0:0:0
Cisco:	0	0	0	Avg Answer: 0:0:3
Fax:	0	0	0	<u>Talk Time</u> Secretarial: 0:17:35
				Checkin: 0:0:0
				NonLive: 1:4:22
				<u>Client Logins</u>
				<u>Counts</u> <u>Duration</u>
				MiTeam Web: 0 0:0:0
				IS Web: 0 0:0:0
				Web Msg: 0 0:0:0

Account Statistics with Do Not Show Account Details

Totals Summary				Accounts 792		
Activity counts & Durations				Call State Durations		
	Counts	Duration	Selected Duration	Selected	Un Selected	Total
Total calls:	1,220	470:43:18		Talk(s)	106:19:48	0:0:0 106:19:48
Secretarial:	240	46:10:20	40:42:52	Talk	105:22:43	105:22:43
Checkin:	0	0:0:0	0:0:0	Talk1	0:0:3	0:0:3
IVRs:	0	0:0:0	0:0:0	Talk2	0:0:17	0:0:17
Voice:	0	0:0:0	0:0:0	Conf	0:56:45	0:56:45
Change Client:	0	0:0:0	0:0:0	Patch	0:0:0	0:0:0
Audio:	0	0:0:0	0:0:0	Hold	1:54:24	0:24:59 2:19:23
Announce:	0	0:0:0	0:0:0	Disc	276:20:30	64:40:47 341:1:17
Auto:	0	0:0:0	0:0:0	Voice	0:0:0	0:0:0
Web Script:	0	0:0:0	0:0:0	In Prog	0:34:8	0:34:8
MergeComm:	0	0:0:0	0:0:0	AHold	0:0:0	0:8:26 0:8:26
Page Confirms:	0	0:0:0	0:0:0	Auto		0:1:38 0:1:38
Smart Pages:	0	0:0:0	0:0:0	Ring		0:33:20 0:33:20
Scheduled:	0	0:0:0	0:0:0	Out bnd		0:0:0 0:0:0
Fetch:	980	424:32:58	344:25:58	Queue		
Rauland:	0	0:0:0	0:0:0			
	Counts	Duration		Selected	UnSelected	
Dispatches	227	547:43:23		Patch		
Dialouts	418	79:23:58		Count:	0	0
ClientSetup	3	0:0:3		Secretsrial		
ScriptEdits	0	0:0:0		Count:	240	0
MsgEdits	350			Checkin		
MsgDlvrd	579			Count:	0	0
MsgTaken	455			Answered:	545	Abandon: 0
Contact			MergeComm	Avg		Abandon %: 0.00%
Methods:	Inbound	Outbound	Triggers	Answer:	0:0:5	Avg Abandon: 0:0:0
Email:	175	0	0.00	Talk Time		
Msm:	0	0	0.00	Secretarial:	29:31:1	
Sms:	0	0	0.00	Checkin:	0:0:0	
Snpp:	0	0	0.00	NonLive:	76:48:47	
Tap:	0	0	0.00	Client		
Wctp:	0	0	0.00	Logins	Counts	Duration
Vocera:	0	0	0.00	MiTeam Web:	0	0:0:0
Cisco:	0	0	0.00	IS Web:	0	0:0:0
Fax:	0	0	0.00	Web Msg:	0	0:0:0

Account Statistics 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

## Genesis – Account Statistics

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Parameter	Description
<b>Hide Details</b>	<p>The Hide Details parameter allows the report to be run two different ways through either the “Do not show individual accounts” or “Show Account details” options.</p> <ul style="list-style-type: none"><li>• Select “Show Account details” to break down the details from each account and list them per account.</li><li>• Select “Do not show individual accounts” to combine the data from all the accounts in the selected Start Client and End Client range and display it on one page. The “Do not show individual accounts” option shows the same information as the “Totals Summary” page found on the last page of the “Show Account details” option.</li></ul>

**TimeCap** This parameter is not currently implemented.

### Account Statistics Data Fields

Data Field	Description
<b>Client Number</b>	If the Hide Details parameter is set to “False,” the Client Number assigned to each client’s account is displayed.
<b>Billing Code</b>	If the Hide Details parameter is set to “False,” the alphanumeric Billing Code that is assigned to the client number is displayed.
<b>Account</b>	<p>If the Hide Details parameter is set to “False,” a section header is displayed, showing the Client Number for the following group of calls.</p> <p>The Client Name associated with the Client Number, as it is programmed in the Infinity Supervisor or IS Supervisor Client Setup pages, is centered at the top of the page.</p>

### ACTIVITY COUNTS & DURATIONS

**Accounts**  
*Do not show individual accounts*

If the Hide Details parameter is set to “Do not show individual accounts,” the total number of accounts included in the report is displayed following the Accounts section header. This number is determined by the number of client numbers created within the StartClient and EndClient parameters.

#### Total Calls

**Counts** The number of calls that were in the system during the date and time period.

**Duration** The length of time in hours, minutes, and seconds it took for all calls to connect to the modem, be processed, and be disconnected.

#### Secretarial

**Counts** The number of Secretarial calls that were in the system during the date and time period

<b>Data Field</b>	<b>Description</b>
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Secretarial calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Secretarial calls were selected on an agent's screen.
<b>Checkin</b>	
<b>Counts</b>	The number of Check-in calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Check-in calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Check-in calls were selected on an agent's screen.
<b>IVRs</b>	
<b>Counts</b>	The number of Interactive Voice Response (IVR) calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the IVR calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that IVR calls were selected on an agent's screen.
<b>Voice</b>	
<b>Counts</b>	The number of Voice Mail calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds of the Voice Mail calls for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Voice Mail calls were selected on an agent's screen.
<b>Change Client</b>	
<b>Counts</b>	The number of Change Client calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Change Client calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Change Client calls were selected on an agent's screen.

## Genesis – Account Statistics

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<b>Data Field</b>	<b>Description</b>
<b>Audio</b>	
<b>Counts</b>	The number of agent audio calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the agent audio calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that agent audio calls were selected on an agent's screen.
<b>Auto</b>	
<b>Counts</b>	The number of autodial calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the autodial calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that autodial calls were selected on an agent's screen.
<b>Announce</b>	
<b>Counts</b>	The number of announcement calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the announcement calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that announcement calls were selected on an agent's screen.
<b>Web Script</b>	
<b>Counts</b>	The number of web scripting calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the web scripting calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that web scripting calls were selected on an agent's screen.
<b>MergeComm</b>	
<b>Counts</b>	The number of MergeComm calls that were in the system during the date and time period.

<b>Data Field</b>	<b>Description</b>
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the MergeComm calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that MergeComm calls were selected on an agent's screen.
<b>Page Confirms</b>	
<b>Counts</b>	The number of Page Confirmation calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Page Confirmation calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Page Confirmation calls were selected on an agent's screen.
<b>Smart Pages</b>	
<b>Counts</b>	The number of Smart Paging calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Smart Paging calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Smart Paging calls were selected on an agent's screen.
<b>Scheduled</b>	
<b>Counts</b>	The number of scheduled calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the scheduled calls including Cues and Repeats to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that scheduled calls was selected on an agent's screen.
<b>Fetch</b>	
<b>Counts</b>	The number of Fetch calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Fetch calls to connect to the modem, be processed, and be disconnected for the client range specified.

## Genesis – Account Statistics

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<b>Data Field</b>	<b>Description</b>
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Fetch calls were selected on an agent's screen.
<b>Rauland</b>	
<b>Counts</b>	The number of Rauland Responder calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the Rauland Responder calls to connect to the modem, be processed, and be disconnected for the client range specified.
<b>Selected Duration</b>	The length of time in hours, minutes, and seconds that Rauland Responder calls were selected on an agent's screen.
<b>Dispatches</b>	
<b>Counts</b>	The number of dispatch jobs that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds for dispatch jobs to be delivered for the clients in the indicated range for the client range specified.
<b>Dialouts</b>	
<b>Counts</b>	The number of outbound calls that were in the system during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for an outbound call that sat in the queue waiting for a dialout trunk for the client range specified.
<b>ClientSetup</b>	
<b>Counts</b>	The number of times changes to the Client Setup pages were saved during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds of changes made to Client Setup pages (calculated from the time a change was begun to the time the change was saved) for the client range specified.
<b>Script Edits</b>	
<b>Counts</b>	The number of times changes to the client's scripts were saved during the date and time period.
<b>Duration</b>	The length of time in hours, minutes, and seconds of changes made to the client's scripts (calculated from the time a change was begun to the time the change was saved) for the client range specified.
<b>MsgEdits</b>	
<b>Counts</b>	The number of message edits performed during the date and time period.

<b>Data Field</b>	<b>Description</b>
<b>MsgDlvrD</b>	
<b>Counts</b>	The number of messages delivered during the date and time period.
<b>MsgTaken</b>	
<b>Counts</b>	The number of messages taken during the date and time period.
<b>CONTACT METHODS</b>	
<b>Email</b>	
<b>Outbound</b>	The number of outbound e-mail messages sent.
<b>Inbound</b>	The number of inbound e-mail messages received.
<b>MergeComm Triggers</b>	The number of e-mail messages taken by MergeComm.
<b>Msm</b>	
<b>Outbound</b>	The number of outbound miSecureMessages messages sent.
<b>Inbound</b>	The number of inbound miSecureMessages messages received.
<b>MergeComm Triggers</b>	The number of miSecureMessages messages taken by MergeComm.
<b>Sms</b>	
<b>Outbound</b>	The number of outbound Short Message Service (SMS) messages sent.
<b>Inbound</b>	The number of inbound SMS messages received.
<b>MergeComm Triggers</b>	The number of SMS messages taken by MergeComm.
<b>Snpp</b>	
<b>Outbound</b>	The number of outbound Simple Network Paging Protocol (SNPP) messages sent.
<b>Inbound</b>	The number of inbound SNPP messages received.
<b>MergeComm Triggers</b>	The number of SNPP messages taken by MergeComm.
<b>Tap</b>	
<b>Outbound</b>	The number of outbound Telocator Alphanumeric Protocol (TAP) messages sent.
<b>Inbound</b>	The number of inbound TAP messages received.
<b>MergeComm Triggers</b>	The number of TAP messages taken by MergeComm.

## Genesis – Account Statistics

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<b>Data Field</b>	<b>Description</b>
<b>Wctp</b>	
<b>Outbound</b>	The number of outbound Telocator Alphanumeric Protocol (WCTP) messages sent.
<b>Inbound</b>	The number of inbound WCTP messages received.
<b>MergeComm Triggers</b>	The number of WCTP messages taken by MergeComm.
<b>Vocera</b>	
<b>Outbound</b>	The number of outbound Vocera messages sent.
<b>Inbound</b>	The number of inbound Vocera messages received.
<b>MergeComm Triggers</b>	The number of Vocera messages taken by MergeComm.
<b>Cisco</b>	
<b>Outbound</b>	The number of outbound Cisco messages sent.
<b>Inbound</b>	The number of inbound Cisco messages received.
<b>Fax</b>	
<b>Outbound</b>	The number of outbound Faxes sent.
<b>Inbound</b>	The number of inbound Faxes received.
<b>MergeComm Triggers</b>	The number of Faxes taken by MergeComm.
<b>CALL STATE DURATIONS</b>	
<b>Talk(s)</b>	
<b>Selected</b>	The sum of all Selected Talk time for calls in the Talk state.
<b>UnSelected</b>	The sum of all Unselected Talk time for calls in the Talk state.
<b>Total</b>	The total sum of all Talk time for calls in the Talk state.
<b>Talk</b>	
<b>Selected</b>	The duration of all Selected Talk time for calls in the Talk state.
<b>Total</b>	The total Talk time duration for calls in the Talk state.
<b>Talk1</b>	
	The Talk1 state occurs when three parties are on a call with the agent and caller 1 connected and caller 2 on hold.
<b>Selected</b>	The duration of all Selected Talk time for calls in the Talk1 state, which can become a conference call.
<b>Total</b>	The total Talk time duration for calls in the Talk1 state.

<b>Data Field</b>	<b>Description</b>
<b>Talk2</b>	The Talk2 state occurs when three parties are on a call with the agent and caller 2 connected and caller 1 on hold.
<b>Selected</b>	The duration of all Selected Talk time for calls in the Talk2 state, which can become a conference call.
<b>UnSelected</b>	The duration of all Unselected Talk time for calls in the Talk2 state, which can become a conference call.
<b>Total</b>	The total Talk time duration for calls in the Talk2 state.
<b>Conf</b>	Conference call state is when an agent connects the calls between his or herself, the Talk1 caller, and the Talk2 caller. Once an agent has created a conference call, it cannot be undone unless all parties disconnect.
<b>Selected</b>	The duration of all Selected conference time for calls in the Conference state.
<b>UnSelected</b>	The duration of all Unselected conference time for calls in the Conference state.
<b>Total</b>	The total Talk time duration for calls in the Conference state.
<b>Patch</b>	
<b>Selected</b>	The duration of all Selected Patch calls.
<b>UnSelected</b>	The duration of all Unselected Patch calls.
<b>Total</b>	The sum of all Patch time.
<b>Hold</b>	
<b>Selected</b>	The duration of all Selected Hold calls.
<b>UnSelected</b>	The duration of all Unselected Hold calls.
<b>Total</b>	The sum of all Hold time.
<b>Disc</b>	
<b>Selected</b>	The duration of all Selected Disconnect calls.
<b>UnSelected</b>	The duration of all Unselected Disconnect calls.
<b>Total</b>	The sum of all Disconnect time.
<b>Voice</b>	
<b>Selected</b>	The duration of all Selected Voice Mail calls.
<b>UnSelected</b>	The duration of all Unselected Voice Mail calls.
<b>Total</b>	The sum of all Voice Mail call time.
<b>In Prog</b>	
<b>Selected</b>	The duration of all Selected In Progress calls.

## Genesis – Account Statistics

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<b>Data Field</b>	<b>Description</b>
<b>UnSelected</b>	The duration of all Unselected In Progress calls.
<b>Total</b>	The sum of all In Progress time.
<b>AHold</b>	
<b>Selected</b>	The duration of all Selected Auto Hold calls.
<b>UnSelected</b>	The duration of all Unselected Auto Hold calls.
<b>Total</b>	The sum of all Auto Hold time.
<b>Auto</b>	
<b>UnSelected</b>	The duration of all Unselected autodial calls.
<b>Total</b>	The sum of all autodial time.
<b>Ring</b>	
<b>UnSelected</b>	The duration of all Unselected Ring calls.
<b>Total</b>	The sum of all Ring time.
<b>Out bnd Queue</b>	The amount of time a call was in queue waiting for a trunk to use to dialout.
<b>Patch Count</b>	
<b>Selected</b>	The number of all Selected Patch calls.
<b>UnSelected</b>	The number of all Unselected Patch calls.
<b>Secretarial Count</b>	
<b>Selected</b>	The number of all Selected Secretarial calls.
<b>UnSelected</b>	The number of all Unselected Secretarial calls.
<b>Checkin Count</b>	
<b>Selected</b>	The number of all Selected Check-in calls.
<b>UnSelected</b>	The number of all Unselected Check-in calls.
<b>Answered</b>	The number of all answered calls during the date and time period.
<b>Abandon</b>	The number of abandoned calls on a specific client number or all accounts.
<b>Abandon %</b>	The percentage of calls that were abandoned relative to the total number of calls.
<b>Avg Abandon</b>	The average amount of time in hours, minutes, and seconds it took before an agent cleared an abandon call.
<b>Avg Answer</b>	The average amount of time in hour, minutes, and seconds it took for an agent to answer an incoming call.

<b>Data Field</b>	<b>Description</b>
<b>TALK TIME</b>	
<b>Secretarial</b>	The sum of Talk time for all Secretarial calls.
<b>Checkin</b>	The sum of Talk time for all Check-in calls.
<b>NonLive</b>	The sum of Talk time for all calls not categorized as Secretarial or Check-in.
<b>CLIENT LOGINS</b>	
<b>MiTeam Web</b>	
<b>Counts</b>	The number of times a user logged into miTeamWeb for a specific client or all clients.
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into miTeamWeb for the client range specified.
<b>IS Web</b>	
<b>Counts</b>	The number of times a user logged into IS Web for the client range specified.
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into IS Web for the client range specified.
<b>Web Msg</b>	
<b>Counts</b>	The number of times a user logged into Web Messaging for the client range specified.
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into Web Messaging for the client range specified.
<b>TOTALS SUMMARY</b>	The sum of counts and durations for all data included in the report.


## Genesis – Account Statistics Detail

The Genesis – Account Statistic Detail report is a detailed listing of calls, call stats, dialouts, dispatch jobs, messages, and login activity and the level of service for billing groups or individual clients for a specific date and time period. Statistics are reported as total counts and as time spent on individual tasks. The Genesis – Account Statistic Detail report can grow large in size if all parameter check boxes are selected and a large range of dates is selected.

The Contact Method detail shown depends on which Contact Method (CM) parameter check boxes are selected. If there is no data for a selected Contact Method parameter, “Count: 0” and “Inbound: 0” are listed under the name of the Contact Method. The Genesis – Account Statistics Detail report has parameters for e-mail, miSecureMessages, Short Message Service (SMS), Simple Network Paging Protocol (SNPP), Telocator Alphanumeric Protocol (TAP), Wireless Communications Transfer Protocol (WCTP), Vocera, Cisco, and Fax Contact Methods.

### Account Statistics Detail with Show Account Details

Account Statistics Detail



*A detail view of the billing data with a grand total and totals for accounts and groups.*

*This report can grow large so try to keep selected sections and date range as small as possible for maximum usability.*

Time in h:m:s

Print Date: Tuesday, November 13, 2018 10:48:58AM

Start Date: 11/4/2018 12:00:00AM  
 End Date: 11/10/2018 11:59:59PM  
 Start Client: 9092  
 End Client: 9092  
 Start Billing:  
 End Billing:  
 Hide Details: False  
 Disposition: Any  
 Show Only Abandons: False

Total Page Count: 16

**Client Number:** 9092 MMCNET

**Calls** Details - Client Number: 9092 MMCNET | Billing Code: 9092

Call Start:	11/9/2018 7:08:16AM	Ring Time	Answer Time	Secretarial	Abandon: no	Answered: yes	callID {8080113}					
Call End:	11/9/2018 7:09:52AM	0:0:8	0:0:8									
Duration:	0:1:37											
	Disc	Talk	Talk1	Talk2	Conf	Talk & Conf Time	Hold	Prog	Ahold	Patch	Auto	Out Bound Queue
Sel:	0:0:0	0:1:28	0:0:0	0:0:0	0:0:0	0:1:28	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
UnSel:	0:0:0			0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
Total:	0:0:0			0:0:0	0:0:0	0:1:28	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0


**Call Stats** Details - Client Number: 9092 MMCNET | Billing Code: 9092

Abandon: no	Answered: no	Count	Talk Time
Patches With Op:	0	0	Secretarial: 0:2:51
Patches No Op:	0	0	Checkin: 0:0:0
Secretarial With Op:	2	2	NonLive: 0:27:12
Checkin With Op:	0	0	

**Dials** Details - Client Number: 9092 MMCNET | Billing Code: 9092

Account Statistics Detail with Show Account Details and Show Abandons Only

Account Statistics Detail



*A detail view of the billing data with a grand total and totals for accounts and groups.*

*This report can grow large so try to keep selected sections and date range as small as possible for maximum usability.*

Time in h:m:s

Print Date: Tuesday, November 13, 2018 10:46:43AM

Start Date: 11/4/2018 12:00:00AM  
 End Date: 11/10/2018 11:59:59PM  
 Start Client: 9092  
 End Client: 9092  
 Start Billing:  
 End Billing:  
 Hide Details: False  
 Disposition: Any  
 Show Only Abandons: True  
 Total Page Count: 7

Client Number: **9092** **MMCNET**

**Calls** Details - Client Number: 9092 MMCNET | Billing Code: 9092

Call Start:	11/8/2018 1:14:20PM	Ring Time	0:0:18	Answer Time	0:0:35	Secretarial		Abandon: yes		Answered: no		callID {8080882}	
Call End:	11/8/2018 1:14:55PM	Duration:	0:0:36	Talk & Conf Time		Hold		Prog		Ahold		Patch	
Disc	0:0:0	Talk	0:0:0	Talk1	0:0:0	Talk2	0:0:0	Conf	0:0:0	Time	0:0:0	Hold	0:0:0
Set:	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
UnSet:	0:0:0			0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:17	0:0:0	0:0:0	0:0:0
Total:	0:0:0			0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:17	0:0:0	0:0:0	0:0:0

Account Statistics Detail Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>Start Billing</b>	The start of the Billing Code range to include in the report.
<b>End Billing</b>	The end of the Billing Code range to include in the report.
<b>Hide Details</b>	<p>The Hide Details parameter allows the report to be run two different ways through either the “Do not show individual accounts” or “Show Account details” options.</p> <ul style="list-style-type: none"> <li>Select “Do not show individual accounts” to display just the totals summary of the data from all the accounts selected in the Start Client and End Client range.</li> <li>Select “Show Account details” to list the data from each account separately followed by a totals Summary” of all of the data.</li> </ul>
<b>Sections</b>	<p>Select the check box next to the sections to include in the report.</p> <ul style="list-style-type: none"> <li>The Calls section shows all the calls taken during the selected date and time period including ring times, types of call, the Call ID, and selected and unselected time.</li> </ul>

Parameter	Description
	<ul style="list-style-type: none"><li>• The Call Stats section shows grand totals of call statistics for the client numbers selected in the Start Client and End Client range.</li><li>• The Client Maintenance section displays the amount of time a user accesses a particular client number in the IS Supervisor application. The date, time, duration, and type of change are all displayed. Type of change indicates either the script that was changed or the information in the client number that was changed. The Client Maintenance Summary displays the total amount of time spent on changes made to a client script and the total amount of time spent on changes made to a client number. The Client Maintenance Summary also shows a count of how many times a client script or a client number was changed.</li><li>• The Dispatch section displays the duration and number of dispatch jobs for each account or for all accounts.</li><li>• The Dialout section displays information on all the dialouts made on a specific client number or on all accounts. The Dialout section includes the time and date the dialout was made, the duration of the dialout, and the dialstring used for the dialout.</li><li>• The Contact Methods (CM) – E-mail section shows e-mail messages for the client number during the selected date and time period. The Contact Methods – E-mail section shows to whom the e-mail message was sent, who sent the e-mail message, the time it was sent, the date it was sent, whether it was an inbound or outbound message, the e-mail subject, and the e-mail message.</li><li>• The Contact Methods (CM) – miSecureMessaging section shows miSecureMessages messages for the client number during the selected date and time period. The Contact Methods – miSecureMessaging section shows the date the miSecureMessages message was received or sent, the miSecureMessages username, the message, whether it was an inbound or outbound message, and any errors that were encountered.</li><li>• The Contact Methods (CM) – SMS section shows Short Message Service (SMS) messages for the client number during the selected date and time period. The Contact Methods – SMS section shows the date the SMS message was received or sent, the time the message was</li></ul>

Parameter	Description
	<p>received or sent, the message, whether it is an inbound or outbound message, the phone number, and the type of device used.</p> <ul style="list-style-type: none"> <li data-bbox="662 373 1442 661">• The Contact Methods (CM) – SNPP section shows Simple Network Paging Protocol (SNPP) pages for the client number during the selected date and time period. The Contact Methods – SNPP section shows the date the SNPP message was received or sent, the time the message was received or sent, the pager number, the message, whether it is an inbound or outbound message, and any errors that were encountered.</li> <li data-bbox="662 682 1442 970">• The Contact Methods (CM) – TAP section shows Telocator Alphanumeric Protocol (TAP) pages for the client number during the selected date and time period. The Contact Methods – TAP section shows the date the TAP message was received or sent, the time the message was received or sent, the pager number, the message, whether it is an inbound or outbound message, and any errors that were encountered.</li> <li data-bbox="662 991 1442 1278">• The Contact Methods (CM) – WCTP section shows Wireless Communications Transfer Protocol (WCTP) messages for the client number during the selected date and time period. The Contact Methods – WCTP section shows the date the WCTP message was received or sent, the time the message was received or sent, the pager number, the message, whether it is an inbound or outbound message, and if there were any errors encountered.</li> <li data-bbox="662 1299 1442 1587">• The Contact Methods (CM) – Vocera section shows Vocera messages for the client number during the selected date and time period. The Contact Methods – Vocera section shows the date the Vocera message was received or sent, the time the message was received or sent, the Vocera user or group, the message, whether it is an inbound or outbound message, and any errors that were encountered.</li> <li data-bbox="662 1608 1442 1866">• The Contact Methods (CM) – Cisco section shows Cisco messages for the client number during the selected date and time period. The Contact Methods – Cisco section shows the date the Cisco message was received or sent, the time the message was received or sent, the device ID, the message, whether it is an</li> </ul>

## Genesis – Account Statistics Detail

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Parameter	Description
	<p>inbound or outbound message, and any errors that were encountered.</p> <ul style="list-style-type: none"><li>• The Contact Methods (CM) – Fax section shows fax message for the client number during the selected date and time period. The Contact Methods – Fax section shows the date the fax messages were received or sent, the time the messages were received or sent, the message, whether it is an inbound or outbound message, the phone number, and any errors that were encountered.</li><li>• The Messages section shows all of the messages taken for the client during the selected date and time period.</li><li>• The MergeComm section displays all the MergeComm jobs for the client in the selected date and time period.</li><li>• The Logins section displays how many times a user was logged into miTeamWeb, IS Web, and Web Messaging and how long the user was logged into miTeamWeb, IS Web, and Web Messaging.</li><li>• The Directory Edits section displays how many times a user saved directory changes and how much time a user spent making directory changes.</li></ul>
<b>Disposition</b>	<p>Select the check box next to the message dispositions to include in the report.</p> <ul style="list-style-type: none"><li>• If the Any check box is selected, any messages that were taken, edited, and delivered for the client during the selected date and time period are displayed in the report.</li><li>• If the Taken check box is selected, messages taken for the client during the selected date and time period are displayed in the Account Statistics Detail report.</li><li>• If the Edited check box is selected, edited messages for the client during the selected date and time period are displayed in the Account Statistics Detail report.</li><li>• If the Delivered check box is selected, delivered messages for the client during the selected date and time period are displayed in the Account Statistics Detail report.</li></ul>

Parameter	Description
	<ul style="list-style-type: none"> <li>If the Dial check box is selected, dialouts for the client during the selected date and time period are displayed in the Account Statistics Detail report.</li> </ul>
<b>ShowOnlyAbandonedCalls</b>	<p>The Show Only Abandoned Calls parameter allows the report to be run two different ways by setting the parameter to “True” or “False.”</p> <ul style="list-style-type: none"> <li>Select “False” to include all call details from the report data.</li> <li>Select “True” to include only abandon calls in the report.</li> </ul>

#### Account Statistic Details Data Fields

Data Field	Description
<b>Client Number</b>	<p>The number assigned to each client’s account.</p> <p>The Client Name associated with the Client Number, as it is programmed in the Infinity Supervisor or IS Supervisor Client Setup pages, is displayed to the right of the Client Number.</p>
<b>Details</b>	<p>The Client Number, the Client Name, and the Billing Code for the client number are listed at the start of each section of the report.</p>
<b>CALLS</b>	
<b>Call Start</b>	The start date and time range of the call listed in the report.
<b>Call End</b>	The end date and time range of the call listed in the report.
<b>Duration</b>	The duration of the call in hours, minutes, and seconds including the time it took for the call to connect to the modem, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
<b>Ring Time</b>	The time secretarial and check-in calls spent in the Ring state for ringing calls answered by an agent.
<b>Answer Time</b>	<p>The time secretarial and check-in calls spent in the Ring state before being answered by an agent.</p> <p>The kind of call (Secretarial, Check-in, Repeat, Cue, Fetch, Autodial, Print Failed, Page Failed, Voice Link Failed, UltraComm Failed, Wireless Response, or Agent Check-in) is displayed to the right of the Answer Time.</p>
<b>Abandon</b>	A Yes or No value indicating whether the caller abandoned the call before it was answered by an agent. Abandon types for this report include: Agent, Op Hangup, Reverted, and Answer Reverted, System, and Greeting Hangup.

## Genesis – Account Statistics Detail

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<b>Data Field</b>	<b>Description</b>
<b>Answered</b>	A Yes or No value indicating whether the call was answered by an agent.
<b>Call ID</b>	The IS Call ID is the serial number assigned to each call record by the IS Server.
<b>Disc</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Disconnect state while selected on an agent's screen.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Disconnect state while not selected on an agent's screen.
<b>Total</b>	The amount of time in hours, minutes, and seconds that the call spent in the Disconnect state.
<b>Talk(s)</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Talk state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>Talk1</b>	The Talk1 state occurs when three parties are on a call with the agent and caller 1 connected and caller 2 on hold.
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Talk1 state while Selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>Talk2</b>	The Talk2 state occurs when three parties are on a call with the agent and caller 2 connected and caller 1 on hold.
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Talk2 state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Talk2 state while not selected on an agent's screen.
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the Talk2 state.
<b>Conf</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds the call spent in the Conference state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds the call spent in the Conference state while not selected on an agent's screen.

Data Field	Description
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the Conference state.
<b>Talk &amp; Conf Time</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Talk & Conference state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds the call spent in the Talk & Conference state while not selected on an agent's screen.
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the Talk & Conference state.
<b>Hold</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Hold state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Hold state while not selected on an agent's screen.
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the Hold state.
<b>Prog</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the In Progress state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the In Progress state while not selected on an agent's screen.
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the In Progress state.
<b>Ahold</b>	
<b>Sel</b>	The total amount of time in hours, minutes, and seconds that the call spent in the Auto Hold state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Auto Hold state while not selected on an agent's screen.
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the Auto Hold state.

## Genesis – Account Statistics Detail

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<b>Data Field</b>	<b>Description</b>
<b>Patch</b>	
<b>Sel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Patch state while selected on an agent's screen. The Selected time is highlighted in yellow on the report.
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Patch state while not selected on an agent's screen.
<b>Total</b>	The total amount of time in hours, minutes, and seconds that calls spent in the Patch state.
<b>Auto</b>	
<b>UnSel</b>	The amount of time in hours, minutes, and seconds that the call spent in the Autodial state while not selected on an agent's screen.
<b>Out Bound Queue</b>	
<b>UnSel</b>	The amount of Unselected time in hours, minutes, and seconds that the outbound call was in queue waiting for a dialout trunk.
<b>CALL STATS</b>	
<b>Abandon</b>	A Yes or No value indicating whether the caller abandoned the call before it was answered by an agent. Abandon types for this report include: Agent, Op Hangup, Reverted, and Answer Reverted, System, and Greeting Hangup.
<b>Answered</b>	A Yes or No value indicating whether the call was answered by an agent.
<b>Count</b>	
<b>Patches With Op</b>	A count of patches with an agent.
<b>Patches No Op</b>	A count of patches without an agent.
<b>Secretarial With Op</b>	A count of Secretarial calls with an agent.
<b>Checkin With Op</b>	A count of Check-in calls with an agent.
<b>Talk Time</b>	
<b>Secretarial</b>	The length of time in hours, minutes, and seconds that Secretarial calls were in the Talk state.
<b>Checkin</b>	The length of time in hours, minutes, and seconds that Check-in calls were in the Talk state.
<b>NonLive</b>	The length of time in hours, minutes, and seconds that non-live calls were in the Talk state.
<b>DIALS</b>	
<b>Stamp</b>	The date and time that the call rang into the system.

<b>Data Field</b>	<b>Description</b>
<b>Duration</b>	The length of time in hours, minutes, and seconds it took for the dialout to connect to the modem, be answered, be on hold, and be hung up.
<b>Dialstring</b>	The dial string dialed.
<b>DISPATCHES</b>	
<b>Stamp</b>	The date and time that the dispatch job was created.
<b>EndStamp</b>	The date and time that the dispatch job was delivered, saved, or deleted.
<b>Duration</b>	The duration of the dispatch job in hours, minutes, and seconds.
<b>Job</b>	The name of the dispatch job as displayed in the Dispatch List.
<b>Dispatch Delete Reason</b>	The reason the dispatch job was deleted. The Dispatch Delete Reason can be: Saved, Deleted, or Delivered.
<b>MESSAGES</b>	
<b>Stamp</b>	The date and time that the message was saved.
<b>Urgent</b>	A True or False value indicating whether the message was marked Urgent.
<b>Special</b>	A True or False value indicating whether the message was a special.
<b>Summary</b>	The IS message summary.
<b>Disposition</b>	The disposition of the message.
<b>msgID</b>	The Intelligent Message ID assigned to the message. The Intelligent Series server assigns a unique Intelligent Message ID to each Intelligent Message created.
<b>Listing Desc:</b>	The Listing Description of the contact assigned to the message.
<b>Agent</b>	The Agent Name of the agent who saved the message, edited the message, sent the message to dispatch, delivered the message, or deleted the dispatch job.
<b>CONTACT METHOD E-MAIL</b>	
<b>Stamp</b>	The date and time that an e-mail message was sent or received
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Email Msg</b>	The content of the e-mail message.
<b>To</b>	The To address of the e-mail message.
<b>From</b>	The return address of the e-mail message.

## Genesis – Account Statistics Detail

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<b>Data Field</b>	<b>Description</b>
<b>Error</b>	Any errors encountered sending or receiving the e-mail message.
<b>CONTACT METHOD miSECURE MESSAGING</b>	
<b>Stamp</b>	The date and time that a miSecureMessages message was sent or received.
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Msm Msg</b>	The content of the miSecureMessages message.
<b>DeviceID</b>	The miSecureMessages username associated with the miSecureMessages message.
<b>Error</b>	Any errors encountered sending or receiving the miSecureMessages message.
<b>CONTACT METHOD SMS</b>	
<b>Stamp</b>	The date and time that a Short Message Service (SMS) message was sent to received.
<b>Sms Msg</b>	The content of the SMS message.
<b>Phone</b>	The phone number associated with the SMS message.
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Type</b>	The type of terminal used to send the SMS message: Modem or Aggregator.
<b>CONTACT METHOD SNPP</b>	
<b>Stamp</b>	The date and time that a Simple Network Paging Protocol (SNPP) message was sent or received.
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Snpp Msg</b>	The content of the SNPP message.
<b>Pager</b>	The pager number associated with the SNPP message.
<b>Error</b>	Any errors encountered sending or receiving the SNPP message.
<b>CONTACT METHOD TAP</b>	
<b>Stamp</b>	The date and time that a Telocator Alphanumeric Protocol (TAP) message was sent or received.

<b>Data Field</b>	<b>Description</b>
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Tap Msg</b>	The content of the TAP message.
<b>Pager</b>	The pager number associated with the TAP message.
<b>Error</b>	Any errors encountered sending or receiving the TAP message.
<b>CONTACT METHOD WCTP</b>	
<b>Stamp</b>	The date and time that a Wireless Communications Transfer Protocol (WCTP) message was sent or received.
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Wctp Msg</b>	The content of the WCTP message.
<b>Pager</b>	The pager number associated with the WCTP message.
<b>Error</b>	Any errors encountered sending or receiving the WCTP message.
<b>CONTACT METHOD VOCERA</b>	
<b>Stamp</b>	The date and time that a Vocera message was sent or received.
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Vocera Msg</b>	The content of the Vocera message.
<b>Device</b>	The Vocera user or group associated with the message.
<b>Error</b>	Any errors encountered sending or receiving the Vocera message.
<b>CONTACT METHOD CISCO</b>	
<b>Stamp</b>	The date and time that a Cisco message was sent or received.
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Cisco Msg</b>	The content of the Cisco message.
<b>DeviceID</b>	The Device ID associated with the Cisco message.
<b>Error</b>	Any errors encountered sending or receiving the Cisco message.
<b>CONTACT METHOD FAX</b>	
<b>Stamp</b>	The date and time that a fax messages was sent or received.

## Genesis – Account Statistics Detail

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<b>Data Field</b>	<b>Description</b>
<b>Inbound</b>	A 0 (zero) or 1 (one) indicating whether the message was an inbound message. A value of 1 indicates an inbound message, and a value of 0 indicates an outbound message.
<b>Fax Msg</b>	The content of the fax message.
<b>Phone</b>	The phone number associated with the fax message.
<b>Error</b>	Any errors encountered sending or receiving the fax message.
<b>CALLS SUMMARY</b>	
<b>Duration</b>	
<b>Sum</b>	The total duration of calls in hours, minutes, and seconds.
<b>Avg</b>	The average length of calls in hours, minutes, and seconds.
<b>Ring Time</b>	
<b>Sum</b>	The total length of time in hours, minutes, and seconds that calls rang in the system before an agent answered the call for the client range specified.
<b>Avg</b>	The average ring time in hours, minutes, and seconds that calls rang in the system before an agent answered the call for the client range specified.
<b>Out Bound Queue</b>	
<b>Sum</b>	The total length of time in hours, minutes, and seconds that outbound calls were in queue waiting for a dialout trunk.
<b>Avg</b>	The average length of time in hours, minutes, and seconds that outbound calls were in queue waiting for a dialout trunk.
<b>Auto</b>	
<b>Sum</b>	The total duration in hours, minutes, and seconds of Autodial calls.
<b>Avg</b>	The average duration in hours, minutes, and seconds of Autodial calls.
<b>Secretarial</b>	
<b>Count</b>	The number of Secretarial calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Secretarial calls.
<b>Checkin</b>	
<b>Count</b>	The number of Check-in calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Check-in calls.

<b>Data Field</b>	<b>Description</b>
<b>Fetch</b>	
<b>Count</b>	The number of Fetch calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Fetch calls.
<b>Auto</b>	
<b>Count</b>	The number of Autodial calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Autodial calls.
<b>WebScr</b>	
<b>Count</b>	The number of web scripting calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of web scripting calls.
<b>Ann</b>	
<b>Count</b>	The number of announcement calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of announcement calls.
<b>Answered</b>	
<b>Count</b>	The number of calls that were answered during the date and time period.
<b>MergeComm</b>	
<b>Count</b>	The number of MergeComm calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of MergeComm calls.
<b>PgConfirm</b>	
<b>Count</b>	The number of Page Confirmation calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Page Confirmation calls.
<b>SmartPg</b>	
<b>Count</b>	The number of Smart Paging calls that were in the system during the date and time period.

## Genesis – Account Statistics Detail

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<b>Data Field</b>	<b>Description</b>
<b>Duration</b>	The total duration in hours, minutes, and seconds of Smart Paging calls.
<b>Cng Client</b>	
<b>Count</b>	The number of Change Client calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Change Client calls.
<b>Audio</b>	
<b>Count</b>	The number of agent audio calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds for agent audio calls.
<b>Rauland</b>	
<b>Count</b>	The number of Rauland Responder calls that were in the system during the date and time period.
<b>Duration</b>	The total duration in hours, minutes, and seconds of Rauland Responder calls.
<b>Abandons</b>	
<b>Count</b>	The number of abandoned calls during the date and time period.
<b>CLIENT MAINTENANCE SUMMARY</b>	
<b>Script</b>	
<b>Duration</b>	The length of time in hours, minutes, and seconds that users spent in the Easy Script Editor before saving the script changes.
<b>Count</b>	The number of times script changes were saved during the date and time period.
<b>Client</b>	
<b>Duration</b>	The length of time in hours, minutes, and seconds that users spent in client setup before saving the client number changes.
<b>Count</b>	The number of times client number changes were saved during the date and time period.
<b>Cisco Summary</b>	
<b>Count</b>	The number of Cisco messages received during the date and time period.
<b>Inbound</b>	The number of inbound Cisco messages received during the date and time period.

<b>Data Field</b>	<b>Description</b>
<b>Email Summary</b>	
<b>Count</b>	The number of e-mail messages received during the date and time period.
<b>Inbound</b>	The number of inbound e-mail messages received during the date and time period.
<b>Fax Summary</b>	
<b>Count</b>	The number of faxes received during the date and time period.
<b>Inbound</b>	The number of inbound faxes received during the date and time period.
<b>Msm Summary</b>	
<b>Count</b>	The number of miSecureMessages message received during the date and time period.
<b>Inbound</b>	The number of inbound miSecureMessages messages received during the date and time period.
<b>Sms Summary</b>	
<b>Count</b>	The number of SMS messages received during the date and time period.
<b>Inbound</b>	The number of inbound SMS messages received during the date and time period.
<b>Snpp Summary</b>	
<b>Count</b>	The number of SNPP messages received during the date and time period.
<b>Inbound</b>	The number of inbound SNPP messages received during the date and time period.
<b>Tap Summary</b>	
<b>Count</b>	The number of TAP messages received during the date and time period.
<b>Inbound</b>	The number of inbound TAP messages received during the date and time period.
<b>Vocera Summary</b>	
<b>Count</b>	The number of Vocera messages received during the date and time period.
<b>Inbound</b>	The number of inbound Vocera messages received during the date and time period.

## Genesis – Account Statistics Detail

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Data Field	Description
<b>Wctp Summary</b>	
<b>Count</b>	The number of WCTP messages received during the date and time period.
<b>Inbound</b>	The number of inbound WCTP messages received during the date and time period.
<b>DIALOUTS SUMMARY</b>	
<b>Duration</b>	The total duration in hours, minutes, and seconds of dialouts.
<b>Count</b>	The number of dialouts during the date and time period.
<b>DISPATCH SUMMARY</b>	
<b>Saved</b>	
<b>Duration</b>	The total duration in hours, minutes, and seconds of saved dispatch jobs.
<b>Count</b>	The number of saved dispatch jobs during the date and time period.
<b>Delivered</b>	
<b>Duration</b>	The total duration in hours, minutes, and seconds of delivered dispatch jobs.
<b>Count</b>	The number of delivered dispatch jobs during the date and time period.
<b>Deleted</b>	
<b>Duration</b>	The total duration in hours, minutes, and seconds of deleted dispatch jobs.
<b>Count</b>	The number of deleted dispatch jobs during the date and time period.
<b>Completed</b>	
<b>Duration</b>	The total duration in hours, minutes, and seconds of completed dispatch jobs.
<b>Count</b>	The number of completed dispatch jobs during the date and time period.
<b>All</b>	
<b>Duration</b>	The total duration in hours, minutes, and seconds of all dispatch jobs.
<b>Count</b>	The total number of dispatch jobs saved, delivered, deleted, or completed during the date and time period.

<b>Data Field</b>	<b>Description</b>
<b>MESSAGE SUMMARY</b>	
<b>Urgent</b>	
<b>Count</b>	The number of urgent messages taken during the date and time period.
<b>Special</b>	
<b>Count</b>	The number of specials taken during the date and time period.
<b>Taken</b>	
<b>Count</b>	The number of messages taken during the date and time period.
<b>Delivered</b>	
<b>Count</b>	The number of messages delivered during the date and time period.
<b>Edited</b>	
<b>Count</b>	The number of messages edited during the date and time period.
<b>Dial</b>	
<b>Count</b>	The number of dialouts during the date and time period.
<b>Undelivered</b>	
<b>Count</b>	The number of undelivered messages taken during the date and time period.
<b>MERGECOMM SUMMARY</b>	
<b>Msm</b>	
<b>Count</b>	The number of miSecureMessages messages received by MergeComm during the date and time period.
<b>Email</b>	
<b>Count</b>	The number of e-mail messages received by MergeComm during the date and time period.
<b>Sms</b>	
<b>Count</b>	The number of SMS messages received by MergeComm during the date and time period.
<b>Phone</b>	
<b>Count</b>	The number of phone calls received by MergeComm during the date and time period.
<b>Smtip</b>	
<b>Count</b>	The number of SMTP messages received by MergeComm during the date and time period.

## Genesis – Account Statistics Detail

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<b>Data Field</b>	<b>Description</b>
<b>Script</b>	
<b>Count</b>	The number of script triggers received by MergeComm during the date and time period.
<b>Sched</b>	
<b>Count</b>	The number of scheduled triggers received by MergeComm during the date and time period.
<b>Wctp</b>	
<b>Count</b>	The number of WCTP messages received by MergeComm during the date and time period.
<b>Snpp</b>	
<b>Count</b>	The number of SNPP messages received by MergeComm during the date and time period.
<b>Tap</b>	
<b>Count</b>	The number of TAP messages received by MergeComm during the date and time period.
<b>Fax</b>	
<b>Count</b>	The number of faxes received by MergeComm during the date and time period.
<b>HI7</b>	
<b>Count</b>	The number of HL7 messages received by MergeComm during the date and time period.
<b>Vocera</b>	
<b>Count</b>	The number of Vocera messages received by MergeComm during the date and time period.
<b>Other</b>	
<b>Count</b>	The number of other messages received by MergeComm during the date and time period.
<b>Started</b>	The number of MergeComm jobs started during the date and time period.
<b>Completed</b>	The number of MergeComm jobs completed during the date and time period.

### LOGINS SUMMARY

#### Login Type

##### MiTeamWeb


**Count**                   The number of times a user logged into miTeamWeb.

<b>Data Field</b>	<b>Description</b>
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into miTeamWeb.
<b>IS Web</b>	
<b>Count</b>	The number of times a user logged into IS Web for a specific.
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into IS Web.
<b>Web Messaging</b>	
<b>Count</b>	The number of times a user logged into Web Messaging for the client range specified.
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into Web Messaging.
<b>DIRECTORY EDITS SUMMARY</b>	
<b>Duration</b>	The length of time in hours, minutes, and seconds a user was logged into the IS Directory and made changes.
<b>Counts</b>	The number of times a user logged into the directory and made changes.
<b>GRAND TOTALS</b>	Total sums and averages of all statistics included in the report.


## Genesis – ACD Agents

The Genesis – Automatic Call Distribution (ACD) Agents report is designed to show which agents belong to each Agent Skill Group and the ACD Skill Table settings for those Skill Groups. The report also provides the value of the Code Call and Re-Seek Agent options.

More information about Agent Skill Groups and ACD Skill Tables is provided in the “Agent Setup” and “System Setup” sections of the *Intelligent Series Supervisor Reference Guide*.

 <p><b>ACD Agents</b></p> <p>A view of agents skill group membership.</p>		Print Date: Tuesday, November 20, 2018 11:25:44AM						
		Total Page Count: 1 Agents: david, Jessy, amy						
Skill Group	Skill Table	Ring Priority	Answered Priority	Check Priority	Disc Priority	Disp Priority	Code Call	Re Seek
<b>amy</b>								
General	General	8	8	8	8	8	False	False
General	Code	5	5	5	5	5	True	False
<b>david</b>								
General	General	8	8	8	8	8	False	False
General	Code	5	5	5	5	5	True	False
<b>Jessy</b>								
General	General	8	8	8	8	8	False	False
General	Code	5	5	5	5	5	True	False

## ACD Agents Parameters

Parameter	Description
<b>Agents</b>	<p>The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>


## ACD Agents Data Fields

Data Field	Description
	The report is grouped by the Agent Name.
<b>Skill Group</b>	The Skill Group column lists the Agent Skill Groups to which each agent belongs. If the agent is part of multiple Agent Skill Groups, each of those groups are listed below the Agent Name. Agents are

Data Field	Description
<b>Skill Table</b>	assigned to Agent Skill Groups in the Agent Setup pages of IS Supervisor.
<b>Skill Table</b>	The Skill Table column lists each ACD Skill that contains Skill Table settings for the Agent Skill Group. Agent Skill Groups are assigned to ACD Skill Tables in the System Setup pages of IS Supervisor.
<b>Ring Priority</b>	The Ring Priority column displays the priority assigned to the Agent Skill Group for ringing calls. The Ring Priority is configured in the Skill Tables located in the System Setup pages of IS Supervisor.
<b>Answered Priority</b>	The Answered Priority column displays the priority assigned to the Agent Skill Group for answered calls. The Answered Priority is configured in the Skill Tables located in the System Setup pages of IS Supervisor.
<b>Check Priority</b>	The Check Priority column displays the priority assigned to the Agent Skill Group for Check-in calls. The Checkin Priority is configured in the Skill Tables located in the System Setup pages of IS Supervisor.
<b>Disc Priority</b>	The Disc Priority column displays the priority assigned to the Agent Skill Group for disconnect calls. The Disc Priority is configured in the Skill Tables located in the System Setup pages of IS Supervisor.
<b>Disp Priority</b>	The Disp Priority column displays the priority assigned to the Agent Skill Group for dispatch job calls. The Dispatch Priority is configured in the Skill Tables located in the System Setup pages of IS Supervisor.
<b>Code Call</b>	The Code Call column displays a True or False value that indicates whether the “Code call – pop alert to agents” property is selected for the ACD Skill. The “Code call – pop alert to agents” property is configured in the System Setup pages of IS Supervisor.
<b>Re Seek</b>	The Re Seek column displays a True or False value that indicates whether the “Re-seek agent instead of waits” property is selected for the ACD Skill. The “Re-seek agent instead of waits” property is configured in the System Setup pages of IS Supervisor.

## Genesis – ACD Clients

The Genesis – Automatic Call Distribution (ACD) Clients report is designed to provide client ACD Skill settings with details about the Client Number, Client Name, Billing Code, Re-Seek Agent option, and Code Call option. More information about ACD Skill Groups is provided in the “Client Setup” and “System Setup” sections of the *Intelligent Series Supervisor Reference Guide*.



Print Date: Tuesday, November 27, 2018 8:56:43AM

**ACD Clients**

A View of Customer ACD Setups

Total Page Count: 1

Start Client: 9092

End Client: 9094

Start Billing:

End Billing:

Skill: All

ClientNumber	ClientName	BillingCode	ReSeek	CodeCall
<b>ServiceGeneral</b>				
9092	MERCYMEDICAL CENTER NETWORK	9092	True False	True False
9093	ABC PLUMBING	9093		
9094	DR. DAVID DARCY'S OFFICE	9094	True	False

### ACD Clients Parameters

Parameter	Description
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Skill</b>	The Skill box is used to type in the name of the Agent Skill Group to include in the report. The default value is “All,” but it can be deleted and replaced with a specific Agent Skill Group name. Only Agent Skill Group names or “All” can be entered into the box. If multiple Agent Skill Groups included in the report, each Skill Group name must be listed on its own line.

### ACD Clients Data Fields

Data Field	Description
<b>ClientNumber</b>	The report is grouped by ACD Skill.  The ClientNumber column lists the Client Number of each client that is configured to use the ACD Skill. The client’s ACD Skill setting is configured under the General tab on the Genesis Call Handling page of Client Setup.


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Data Field	Description
<b>ClientName</b>	The Client Name associated with the Client Number, as it is programmed in the Client Setup pages of the IS Supervisor application.
<b>BillingCode</b>	The Billing Code associated with the Client Number, as it is programmed in the Client Setup pages of the IS Supervisor application.
<b>ReSeek</b>	The ReSeek column displays a True or False value that indicates whether the “Re-seek agent instead of waits” property is selected for the ACD Skill. The “Re-seek agent instead of waits” property is configured in the System Setup pages of IS Supervisor.
<b>CodeCall</b>	The CodeCall column displays a True or False value that indicates whether the “Code call – pop alert to agents” property is selected for the ACD Skill. The “Code call – pop alert to agents” property is configured in the System Setup pages of IS Supervisor.

## Genesis – ACD Setup

The Genesis – Automatic Call Distribution (ACD) Setup report is designed to show how ACD Skill Tables are configured with details about the Ring Priority, Answer Priority, Check-in Priority, Disconnect Priority, Dispatch Priority, Code Call option, and Re-Seek Agent option. More information about ACD Skill Tables is provided in the “System Setup” section of the *Intelligent Series Supervisor Reference Guide*.

Print Date: Tuesday, November 27, 2018 9:20:28AM



### ACD Setup

A view of how Genesis ACD is Setup.

RecType	Skill Table	Skill Group	Stn Id	Ring Priority	Answer Priority	Check Priority	Disc Priority	Disp Priority	Code Call	Re Seek
SkillGroups	General	General		0	0	0	0	0	False	False
SkillGroups	Service	General		0	0	0	0	0	False	False
SkillGroups	Code	General		5	5	5	5	5	True	False
SkillStations	amy		1	1	10	1	1	1	True	False
SkillStations	david		3	0	0	0	0	0	True	True
SkillStations	Jessy		4	1	1	1	1	1	False	True

v1.1.0
ACD Setup
1

### ACD Setup Parameters

The Genesis – ACD Setup report does not have any configurable parameters.

### ACD Setup Data Fields

Data Field	Description
<b>RecType</b>	The RecType columns specify the type of Skill Table record being displayed (Skill Groups or Skill Stations). Skill Tables are configured in the System Setup pages of the IS Supervisor application.
<b>Skill Table</b>	The Skill Table column lists each ACD Skill programmed in the System Setup pages of the IS Supervisor application. If a Skill Table has multiple records, the Skill Table is listed once for each record.
<b>Skill Group</b>	The Skill Group lists each Agent Skill Groups assigned to the Skill Table. Agent Skill Groups are assigned to Skill Tables in the IS Supervisor System Settings.
<b>Stn Id</b>	The Stn Id column lists each Station ID assigned to the Skill Table. Station IDs are assigned to Skill Table in the IS Supervisor System Settings.
<b>Ring Priority</b>	The Ring setting determines the priority assigned to this Agent Skill Group or Station ID for ringing calls. The number in the Ring Priority column was already assigned to the group in the Skill Tables located in the System Settings.

Data Field	Description
<b>Answer Priority</b>	The Answered column displays the priority assigned to this Agent Skill Group or Station ID for answered calls. The number in the Answered Priority column was already assigned to the group in the Skill Tables located in the System Settings.
<b>Check Priority</b>	The Check Priority column displays the priority assigned to this Agent Skill Group or Station ID for Check-in calls. The number in the Check Priority column was already assigned to the group in the Skill Tables located in the System Settings.
<b>Disc Priority</b>	The Disc Priority column displays the priority assigned to this Agent Skill Group or Station ID for disconnect calls. The number in the Disc Priority column was already assigned to the group in the Skill Tables located in the System Settings.
<b>Disp Priority</b>	The Disp Priority column displays the priority assigned to this Agent Skill Group or Station ID for dispatch job calls. The number in the Disp Priority column was already assigned to the group in the Skill Tables located in the System Settings.
<b>Code Call</b>	The Code Call column displays a True or False value that indicates whether the “Code call – pop alert to agents” property is selected for the ACD Skill. The “Code call – pop alert to agents” property is configured in the System Setup pages of IS Supervisor.
<b>Re Seek</b>	<p>The Re Seek column displays a True or False value that indicates whether the “Re-seek agent instead of waits” property is selected for the ACD Skill. The “Re-seek agent instead of waits” property is configured in the System Setup pages of IS Supervisor.</p> <p>The Station Type is displayed to the right of the Re Seek value for Skill Stations records. Station Types include: Infinity Telephone Agent, IS Supervisor, WebDirectory (IS Web), WebMessaging, Infinity Bridge, miTeamWeb, Monitor Station, SecureMessaging (miSecureMessages), Reports, and Soft Agent.</p>

## Genesis – Agent Call Activity

The Genesis – Agent Call Activity report provides a detail view of agent calls including the when the call came into the system, when the call left the system, the duration of the call, how long the call rang, how long the call was on hold, how long the call was in the Talk state, how long the call was disconnected on an agent’s screen, how long the call was in a Conference state, and how long a call was in a Patch state.


When grouped by agent, all of the data about the call and the call segments is listed under the agent who answered the call first when it came into the system.

When grouped by Call ID, the Call IDs for system abandons are displayed in red text.

The Answer, Hold, Talk, Disc, Conf, and Patch columns show the call statistics broken down into the individual call types.

**Note:** Answer, Hold, Talk, Disc, Conf, and Patch times do not reflect if the call was handled by more than one agent.

Print Date: Tuesday, November 27, 2018
11:00:03AM



**Agent Call Activity**

*A view of agent calls, Includes Calls start and end, duration, ring, hold, talk, disc and conf time Agents associated with each call are listed along with their duration. Selecting a single operator instead of all will give durations and counts for a single person, but call state timers like Ring, Hold, Talk Disc, and Conf do not reflect that more than one operator may have handled parts of the call. CallId's that are system abandons show up in Red.*

*[All times are in hours:minutes:seconds]*

Start Date: 11/18/2018 12:00:00AM  
 End Date: 11/24/2018 11:59:59PM  
 Start Client: 9092  
 End Client: 9094  
 Start Billing:  
 End Billing:  
 Show Detail: True  
 System Abandons: Show  
 Group By: Agent  
 CallId [zero for all]: 0  
 Total Page Count: 29  
 Agents: david, Jessy, amy

Call state times  
*[Ring, Hold, Talk, Disc & Conf times are per call not per Agent ]*

Call	Answer	Hold	Talk	Disc	Conf	Patch
0:0:0	0:6:19	0:5:47	1:13:53	4:14:3	0:0:0	0:0:0
0:2:3	0:0:7	0:0:50	0:1:16	0:7:28	0:0:0	0:0:0
58						

Agent amy	Dials	0:0:0	0:0:0	0							
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Call Details: callId 8809506	Call Duration 0:0:0	Acct: 9092	ABC PLUMBING	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
Start 11/19/2018 7:28:52AM	End 11/19/2018 9:31:15AM	11/19/2018 7:28:52AM amy	0:1:11	AgentCall						

Call Details: callId 8809509	Call Duration 0:1:4	Acct: 9094	MMCNET	0:0:14	0:0:0	0:0:46	0:0:4	0:0:0	0:0:0	0:0:0
Start 11/19/2018 7:34:05AM	End 11/19/2018 7:35:09AM	amy	0:1:4	Call						
11/19/2018 7:34:05AM amy	0:1:4	AgentCall								


v1.3.0 Agent Call Summary 1

### Agent Call Activity Parameters

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

46

Intelligent Series Supervisor Reference Guide

Parameter	Description
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Agent</b>	<p>The Agent menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>
<b>TimezoneOffset</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. The client Time Zone Offset is programmed in the Client Setup pages of IS Supervisor.
<b>ShowMoreDetail</b>	The Show More Detail parameter allows the report to be run two different ways by setting the parameter to “True” or “False”. Select “True” to include details about the call segments for each call. Select “False” to exclude details about the call segments for each call.
<b>CallId</b>	The IS Call ID is the serial number assigned to each call record by the IS Server. This number is different from the call number assigned by Infinity. The Call ID parameter allows the report to be filtered by a specific Call ID. In order for this parameter to function, the complete Call ID number must be entered. Typing only a few numbers of the Call ID results in a blank report.
<b>SysAbnd</b>	Set this parameter to “True” to include the system abandon calls in the report data. Set this parameter to “False” to exclude the system abandon calls from the report data.
<b>GroupBy</b>	The report can be group by Agent or by the IS Call ID. The default value is “CallId.”

#### Agent Call Activity Data Fields

Data Field	Description
<b>Call Details</b>	If the GroupBy parameter is set to “CallId,” the IS Call ID, Answered, Abandon, Call Type, Call Duration, Start, End, Client Number, and Client Name associated with each call are displayed.
<b>callId</b>	The IS Call ID is the serial number assigned to each call record by the IS Server.

## Genesis – Agent Call Activity

Data Field	Description
<b>Answered</b>	A “yes” or “no” value indicating whether the call was answered by an agent.
<b>Abandon</b>	<p>A “yes” or “no” value indicating whether the caller hung up before being connected to an agent.</p> <p>The Call Type is displayed to the right of the Abandon field. Call types include: Undefined, Secretarial, Check-in, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.</p>
<b>Call Duration</b>	The duration of the call in hours, minutes, and seconds including the time it took for the call to connect to the modem, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
<b>Start</b>	The date and time that the call began.
<b>End</b>	The date and time that the call ended.
<b>Acct</b>	<p>The Client Number associated with the call.</p> <p>The Client Name programmed in the Client Setup pages of IS Supervisor is displayed to the right of the Client Number.</p> <p>If the ShowMoreDetails parameter is set to “True,” details about the call segments are displayed below the end date and time, The date and times, the agent to handle each part of the call segment, the duration of each segment, and the type of call for each call segment are displayed.</p>
<b>Agent</b>	<p>If the GroupBy parameter is set to “Agent,” the Agent Name of each agent who initially answered a call is displayed.</p> <p><b>Note:</b> When the GroupBy parameter is set to “Agent,” the times reflected under the Answer, Hold, Talk, Disc, Conf, and Patch columns do not reflect that more than one agent may have handled certain parts of the call. All data is listed under the agent who answered the call when it came into the system first.</p>
<b>Dials</b>	<p>If the GroupBy parameter is set to “Agent,” the Dials column is displayed.</p> <ul style="list-style-type: none"> <li>• The total duration of the agent’s dialouts in hours, minutes, and seconds is highlighted in pink.</li> <li>• The average duration of the agent’s dialouts in hours, minutes, and seconds is highlighted in yellow.</li> </ul>

Data Field	Description
<b>Call</b>	<ul style="list-style-type: none"> <li>• The number of dialouts the agent performed during the date and time period is highlighted in gray.</li> </ul> <p>If the GroupBy parameter is set to “Agent,” the Call column displays the total duration, average duration, and number of calls initially answered by the agent.</p> <ul style="list-style-type: none"> <li>• The total duration in hours, minutes, and seconds for all calls initially answered by the agent is highlighted in pink.</li> <li>• The average duration in hours, minutes, and seconds for all calls initially answered by the agent are highlighted in yellow.</li> <li>• The number of calls initially answered by the agent are highlighted in gray.</li> </ul>
<b>Answer</b>	<p>If the GroupBy parameter is set to “CallId,” the Calls column is blank.</p> <p>The Answer column displays the time that it took for the calls to be answered by an agent.</p> <ul style="list-style-type: none"> <li>• The total time in hours, minutes, and seconds that the calls were in the Answer state is highlighted in pink.</li> <li>• If the GroupBy parameter is set to “Agent,” the average time in hours, minutes, and seconds that the calls were in the Answer state is highlighted in yellow.</li> </ul>
<b>Hold</b>	<p>The Hold column displays the time that the calls were on hold.</p> <ul style="list-style-type: none"> <li>• The total length of time in hours, minutes, and seconds that the calls were in the Hold state is highlighted in pink.</li> <li>• If the GroupBy parameter is set to “Agent,” the average length of time in hours, minutes, and seconds that the calls were in the Hold state is highlighted in yellow.</li> </ul>
<b>Talk</b>	<p>The Talk column displays the time in that the calls were in the Talk, Talk1, or Talk2 state.</p> <ul style="list-style-type: none"> <li>• The total length of time in hours, minutes, and seconds that the calls were in the Talk, Talk1, or Talk2 state is highlighted in pink.</li> <li>• If the GroupBy parameter is set to “Agent,” the average length of time in hours, minutes, and seconds that the calls were in the Talk, Talk1, or Talk2 state is highlighted in yellow.</li> </ul>


## Genesis – Agent Call Activity

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<b>Data Field</b>	<b>Description</b>
<b>Disc</b>	<p>The Disc column displays the time that the calls were disconnected on screen.</p> <ul style="list-style-type: none"><li>• The total length of time in hours, minutes, and seconds that the calls were in the Disconnect state is highlighted in pink.</li><li>• If the GroupBy parameter is set to “Agent,” the average length of time in hours, minutes, and seconds that the calls were in the Disconnect state is highlighted in yellow.</li></ul>
<b>Conf</b>	<p>The Conf column displays the time that the calls were in a conference.</p> <ul style="list-style-type: none"><li>• The total length of time in hours, minutes, and seconds that the calls were in the Conference state is highlighted in pink.</li><li>• If the GroupBy parameter is set to “Agent,” the average length of time in hours, minutes, and seconds that the calls were in the Conference state is highlighted in yellow.</li></ul>
<b>Patch</b>	<p>The Patch column displays the time that the calls spent in the Patch state.</p> <ul style="list-style-type: none"><li>• The total length of time in hours, minutes, and seconds that the calls spent in the Patch state is highlighted in pink.</li><li>• If the GroupBy parameter is set to “Agent,” the average length of time in hours, minutes, and seconds that the calls spent in the Patch state is highlighted in yellow.</li></ul>
<b>Totals</b>	
<b>Dials</b>	
<b>Durations</b>	The total length of time in hours, minutes, and seconds of all dialouts included in the report.
<b>Averages</b>	The average length of time in hours, minutes, and seconds of all dialouts included in the report.
<b>Call Count</b>	The number of dialouts included in the report.
<b>Calls</b>	
<b>Durations</b>	The total duration in hours, minutes, and seconds of all calls included in the report.
<b>Averages</b>	The average length of time in hours, minutes, and seconds of all calls included in the report.
<b>Call Count</b>	The number of calls included in the report.

## Genesis – Agent Call ANI

The Genesis – Agent Call ANI (Automatic Number Identification) report lists details about the incoming calls for individual clients. These details are the date and time of the call, ring time, hold time, talk time, disc time, and conference time, the type of call segment, the Client Number, the IS Call ID, the Client Name, and the calling party’s telephone number for each call that entered the system. The report is grouped by agent which is selected before the report is run. Only one agent may be selected for each report.



Print Date: Tuesday, November 27, 2018 11:24:44AM

**Agent Call ANI**

Detail view of IS agent calls, Includes ring, hold, talk, disc and conf time totals per call.

Start Date: 10/1/2018 12:00:00AM  
 End Date: 10/31/2018 11:59:59PM  
 Start Client: 9092  
 End Client: 9094  
 Start Billing:  
 End Billing:  
 Agent: Jessy  
 Adjusted Timezones: False  
 ANI Filter:  
 Total Page Count: 14

DateTime	Type	Client #	ClientName	Duration	ANI
<b>Jessy</b>					
<i>[Jessy]</i>					
Call Id: 8809546		Call Count:	97	Answered: no	Abandon: no
<b>Mon, Nov 19, 2018</b>					
11/19/2018 2:35:11PM	Agent Call	9092	ABC PLUMBING	0:0:30	
Call Id: 8809548		Answered: no	Abandon: no		
<b>Mon, Nov 19, 2018</b>					
11/19/2018 2:38:07PM	Agent Call	9094	MMCNET	0:2:30	
Call Id: 8809551		Answered: no	Abandon: yes		
<b>Mon, Nov 19, 2018</b>					
11/19/2018 3:01:23PM	Call Start	9093	CITY LINK EXCHANGE CENTER	10312 (5160)	ANI: 7115553524
11/19/2018 3:01:53PM	Agent Call	9093	CITY LINK EXCHANGE CENTER	10312 (5160)	0:0:2
11/19/2018 3:01:55PM	Call End	9093	CITY LINK EXCHANGE CENTER	10312 (5160)	0:0:0

v1.5.0 Agent Call ANI 1

### Agent Call ANI Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Agent</b>	The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Only one Agent Name may be selected. Select an Agent Name to filter the report for that agent, or select “ALL” to display calls for all agents.

## Genesis – Agent Call ANI

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Parameter	Description
<b>TimezoneOffset</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.
<b>SysAbnd</b>	Set this parameter to “True” to include the system abandon calls in the report data. Select “False” to exclude the system abandon calls from the report data.
<b>ANI</b>	The Automatic Number Identification (ANI) parameter is used to filter the report by the phone number of the caller indicated by Caller ID. To use this filter, either type in the area code of the desired number or the entire number. If the system cannot find any calls with the area code or phone number within the selected date, time, or agent parameters, it generates an Agent Call ANI report of all the calls without an ANI taken within the selected date, time, and agent parameters.


### Agent Call ANI Data Fields

Data Field	Description
	The report is grouped by Agent Name.
<b>Call Count</b>	The Call Count is the number of calls taken by the agent. This differs from the Agent Call Count at the end of each agent summary, which does not include count multiple calls from the same client.
<b>DateTime</b>	The date and time of each call segment
<b>Type</b>	The type of the call segment. Call segment types include: Call Start, Call End, and Agent Call.
<b>Client #</b>	The Client Number associated with the call segment.
<b>ClientName</b>	The Client Name associated with the Client Number, as it is programmed in the IS Supervisor Client Setup pages.
<b>Duration</b>	The duration of the call segment in hours, minutes, and seconds.
<b>ANI</b>	The Automatic Number Identification (ANI) is the phone number indicated by Caller ID as the number of the caller.
<b>Call Id</b>	The IS Call ID, a serial number assigned to each call record by the IS Server.
<b>Answered</b>	A yes or no value that indicates whether the call was answered.
<b>Abandon</b>	A yes or no value that indicates whether the call was abandoned The Call ID is displayed in red text if the call was abandoned.

Data Field	Description
<b>Summary</b>	
<b>Agent Call Count</b>	The total number of client numbers associated with the calls included in the report.
<b>Duration</b>	The total duration in hours, minutes, and seconds of all calls in the report

## Genesis – Agent Call Detail

The Genesis – Agent Call Detail report lists details about calls for individual agents. These details are the date and time of the call, ring time, hold time, talk time, disc time, and conference time, the type of call segment, the Client Number, the Call ID, Billing Code, whether the agent took a message, edited a message, or delivered a message, and the calling party’s telephone number for each call that entered the system. The report is grouped by agent in alphabetical order and all agents are included in the report.



**Agent Call Detail**

Detail view of agent calls. Includes ring, hold, talk, disc and conf time totals per call.

Print Date: Thursday, November 29, 2018 10:32:15AM

Start Date: 11/18/2018 12:00:00AM  
 End Date: 11/24/2018 11:59:59PM  
 Start Client: 9092  
 End Client: 9094  
 Start Billing:  
 End Billing:

Adjusted Timezones: False

Total Page Count: 51

DateTime	Type	Client	Duration	ANI	BillingCode
<p>amy Call Count: 4</p> <p>Call Id: 8809551 [amy] Answered: no Abandoned: yes</p> <p>Wed, Nov 21, 2018</p>					
11/21/2018 3:44:02PM	Call End	9093	0:0:0	CITY LINK EXCHANGE CENTER	9093
Msg counts for calls	Taken 0	Edited 0	Delivered 0	answer time 0:0:11 hold time 0:0:0 talk time 0:2:38 disc time 0:0:1 conf time 0:0:0 patch time 0:0:0	
<p>Call Id: 8809546 [amy] Answered: yes Abandoned: no</p> <p>Wed, Nov 21, 2018</p>					
11/21/2018 4:22:10PM	Call End	9092	0:0:0	ABC PLUMBING	9092
Msg counts for calls	Taken 1	Edited 2	Delivered 0	answer time 0:0:14 hold time 0:0:0 talk time 0:0:27 disc time 0:0:8 conf time 0:0:0 patch time 0:0:0	

v1.6.0 Agent Call Detail 1

### Agent Call Detail Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>TimezoneOffset</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.
<b>SysAbnd</b>	Set this parameter to “True” to include the system abandon calls in the report data. Set this parameter to “False” to exclude the system abandon calls from the report data.

## Agent Call Detail Data Fields

<b>Data Field</b>	<b>Description</b>
	The report is grouped by Agent Name.
<b>Call Count</b>	The Call Count is the number of calls taken by the agent.
<b>Call Id</b>	The IS Call ID, a serial number assigned to each call record by the IS Server.
<b>Answered</b>	A yes or no value indicating whether call was answered.
<b>Abandoned</b>	A yes or no value indicating whether the call was abandoned. The Call ID is displayed in red text if the call is abandoned.
<b>DateTime</b>	The start date and time of each call segment.
<b>Type</b>	The type of the call segment. Call segment types include: Call Start, Call End, and Agent Call.
<b>Client</b>	The Client Number associated with the call segment. The Client Name as it is programmed in the IS Supervisor Client Setup pages is displayed to the right of the Client Number.
<b>Duration</b>	The duration in hours, minutes, and seconds of the call segment.
<b>ANI</b>	The Automatic Number Identification (ANI) is the phone number indicated by Caller ID as the number of the caller.
<b>BillingCode</b>	An alphanumeric Billing Code that is assigned to the client number.
<b>Msg counts for call</b>	
<b>Taken</b>	The number of messages taken for the call.
<b>Edited</b>	The number of message edits for the call.
<b>Delivered</b>	The number of delivered messages for the call.
<b>answer time</b>	The length of time in hours, minutes, and seconds it took for the call to be answered.
<b>hold time</b>	The length of time in hours, minutes, and seconds the call was on hold.
<b>talk time</b>	The length of time in hours, minutes, and seconds the call was in the Talk, Talk1, or Talk2 state.
<b>disc time</b>	The total length of time in hours, minutes, and seconds the call was disconnected on an agent's screen.
<b>conf time</b>	The total length of time in hours, minutes, and seconds the call was in the Conference state.
<b>patch time</b>	The total length of time in hours, minutes, and seconds the call spent in the Patch state.


## Genesis – Agent Call Detail

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<b>Data Field</b>	<b>Description</b>
<b>Summary</b>	The total number of calls and the total duration, ring time, hold time, talk time, disconnect time, and conference time in seconds for all of the calls in the report.

## Genesis – Agent Call Detail Multi Select

The Genesis – Agent Call Detail Multi Select report lists details about calls for individual agents. These details are the date and time of the call, ring time, hold time, talk time, disc time, and conference time, the type of call segment, the Client Number, the Call ID, Billing Code, whether the agent took a message, edited a message, or delivered a message, and the calling party’s telephone number for each call that entered the system. The report is grouped by agent in alphabetical order. This report gives the option to select specific agents or all agents.



Print Date: Thursday, November 29, 2018 10:32:15AM

**Agent Call Detail**

Detail view of agent calls, includes ring, hold, talk, disc and conf time totals per call.

Start Date: 11/18/2018 12:00:00AM  
 End Date: 11/24/2018 11:59:59PM  
 Start Client: 2000  
 End Client: 3000  
 Start Billing:  
 End Billing:  
 Adjusted Timezones: False  
 Total Page Count: 29  
 Agents: david, Jessy, amy

DateTime	Type	Client	Duration	ANI	BillingCode				
amy		Call Count: 4							
Call Id: 8809551 [amy]		Answered: no	Abandoned: yes						
Wed, Nov 21, 2018									
11/21/2018 3:44:02PM	Call End	9093	0:0:0	CITY LINK EXCHANGE CENTER	9093				
Msg counts for calls	Taken 0	Edited 0	Delivered 0	answer time 0:0:11	hold time 0:0:0	talk time 0:2:38	disc time 0:0:1	conf time 0:0:0	patch time 0:0:0
Call Id: 8809546 [amy]		Answered: yes	Abandoned: no						
Wed, Nov 21, 2018									
11/21/2018 4:22:10PM	Call End	9092	0:0:0	ABC PLUMBING	9092				
Msg counts for calls	Taken 1	Edited 2	Delivered 0	answer time 0:0:14	hold time 0:0:0	talk time 0:0:27	disc time 0:0:8	conf time 0:0:0	patch time 0:0:0


v1.6.0 Agent Call Detail 1

### Agent Call Detail Multi Select Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>TimezoneOffset</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.

## Genesis – Agent Call Detail Multi Select

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Parameter	Description
<b>SysAbnd</b>	Set this parameter to “True” to include the system abandon calls in the report data. Set this parameter to “False” to exclude the system abandon calls from the report data.
<b>Agents</b>	<p>The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>

### Agent Call Detail Multi Select Data Fields

Data Field	Description
	The report is grouped by Agent Name.
<b>Call Count</b>	The Call Count is the number of calls taken by the agent.
<b>Call Id</b>	The IS Call ID, a serial number assigned to each call record by the IS Server.
<b>Answered</b>	A yes or no value indicating whether call was answered.
<b>Abandoned</b>	A yes or no value indicating whether the call was abandoned. The Call ID is displayed in red text if the call is abandoned.
<b>DateTime</b>	The start date and time of each call segment.
<b>Type</b>	The type of the call segment. Call segment types include: Call Start, Call End, and Agent Call.
<b>Client</b>	<p>The Client Number associated with the call segment.</p> <p>The Client Name as it is programmed in the IS Supervisor Client Setup pages is displayed to the right of the Client Number.</p>
<b>Duration</b>	The duration in hours, minutes, and seconds of the call segment.
<b>ANI</b>	The Automatic Number Identification (ANI) is the phone number indicated by Caller ID as the number of the caller.
<b>BillingCode</b>	An alphanumeric Billing Code that is assigned to the client number.
<b>Msg counts for call</b>	
<b>Taken</b>	The number of messages taken for the call.
<b>Edited</b>	The number of message edits for the call.
<b>Delivered</b>	The number of delivered messages for the call.

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<b>Data Field</b>	<b>Description</b>
<b>answer time</b>	The length of time in hours, minutes, and seconds it took for the call to be answered.
<b>hold time</b>	The length of time in hours, minutes, and seconds the call was on hold.
<b>talk time</b>	The length of time in hours, minutes, and seconds the call was in the Talk, Talk1, or Talk2 state.
<b>disc time</b>	The total length of time in hours, minutes, and seconds the call was disconnected on an agent's screen.
<b>conf time</b>	The total length of time in hours, minutes, and seconds the call was in the Conference state.
<b>patch time</b>	The total length of time in hours, minutes, and seconds the call spent in the Patch state.
<b>Summary</b>	The total number of calls and the total duration, ring time, hold time, talk time, disconnect time, and conference time in seconds for all of the calls in the report.

## Genesis – Agent Interval

The Genesis – Agent Interval report provides a summary view of IS calls, with counts and averages for agents, calls, ring time, hold time, and call duration. At the top of the report, the counts and averages are displayed for the entire date and time range specified. Below that, the counts and averages are broken into a series of time intervals specified by the Time Interval parameter.


The Agent Interval report can be used to evaluate employee performance and how agent resources are being used at various times throughout the day.

### Agent Interval with the Default Time Interval

Agent Interval		Print Date: Thursday, November 29, 2018 12:37:19PM																																																																														
 <p>Summary view of live calls, counts and averages. for ring, hold and duration</p>		<b>Start Date:</b> 11/18/2018 12:00:00AM <b>End Date:</b> 11/20/2018 11:59:59PM <b>Start Client:</b> 9000 <b>End Client:</b> 9999 <b>Start Billing:</b> <b>End Billing:</b> <b>Adjusted Timezones:</b> False <b>Time Interval:</b> 1440 [minutes] <b>Total Page Count:</b> 1																																																																														
		<table border="1"> <thead> <tr> <th>Date</th> <th>Agent Count</th> <th>Call Count</th> <th>Total Ring</th> <th>Avg Ring Duration</th> <th>Total Hold</th> <th>Avg Hold</th> <th>Duration</th> <th>Avg Duration</th> </tr> </thead> <tbody> <tr> <td>Sun, Nov 18, 2018</td> <td>0</td> <td>0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> </tr> <tr> <td>11/18/2018 12:00AM</td> <td>0</td> <td>0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> <td>0:0:0</td> </tr> <tr> <td>Mon, Nov 19, 2018</td> <td>13</td> <td>80</td> <td>0:10:15</td> <td>0:0:8</td> <td>0:31:56</td> <td>0:0:24</td> <td>17:24:38</td> <td>0:13:3</td> </tr> <tr> <td>11/19/2018 12:00AM</td> <td>13</td> <td>80</td> <td>0:10:15</td> <td>0:0:8</td> <td>0:31:56</td> <td>0:0:24</td> <td>17:24:38</td> <td>0:13:3</td> </tr> <tr> <td>Tue, Nov 20, 2018</td> <td>11</td> <td>70</td> <td>0:9:35</td> <td>0:0:8</td> <td>0:32:10</td> <td>0:0:28</td> <td>6:54:8</td> <td>0:5:55</td> </tr> <tr> <td>11/20/2018 12:00AM</td> <td>11</td> <td>70</td> <td>0:9:35</td> <td>0:0:8</td> <td>0:32:10</td> <td>0:0:28</td> <td>6:54:8</td> <td>0:5:55</td> </tr> <tr> <td>Wed, Nov 21, 2018</td> <td>14</td> <td>47</td> <td>0:5:52</td> <td>0:0:7</td> <td>0:33:54</td> <td>0:0:43</td> <td>6:53:11</td> <td>0:8:47</td> </tr> </tbody> </table>									Date	Agent Count	Call Count	Total Ring	Avg Ring Duration	Total Hold	Avg Hold	Duration	Avg Duration	Sun, Nov 18, 2018	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	11/18/2018 12:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	Mon, Nov 19, 2018	13	80	0:10:15	0:0:8	0:31:56	0:0:24	17:24:38	0:13:3	11/19/2018 12:00AM	13	80	0:10:15	0:0:8	0:31:56	0:0:24	17:24:38	0:13:3	Tue, Nov 20, 2018	11	70	0:9:35	0:0:8	0:32:10	0:0:28	6:54:8	0:5:55	11/20/2018 12:00AM	11	70	0:9:35	0:0:8	0:32:10	0:0:28	6:54:8	0:5:55	Wed, Nov 21, 2018	14	47	0:5:52	0:0:7	0:33:54	0:0:43
Date	Agent Count	Call Count	Total Ring	Avg Ring Duration	Total Hold	Avg Hold	Duration	Avg Duration																																																																								
Sun, Nov 18, 2018	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0																																																																								
11/18/2018 12:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0																																																																								
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Wed, Nov 21, 2018	14	47	0:5:52	0:0:7	0:33:54	0:0:43	6:53:11	0:8:47																																																																								

Agent Interval with a Time Interval of 60 Minutes

**Agent Interval**



Summary view of live calls, counts and averages. for ring, hold and duration

Print Date: Thursday, November 29, 2018 12:38:12PM

Start Date: 11/18/2018 12:00:00AM  
 End Date: 11/24/2018 11:59:59PM  
 Start Client: 9000  
 End Client: 9999  
 Start Billing:  
 End Billing:  
 Adjusted Timezones: False  
 Time Interval: 60 [minutes]  
 Total Page Count: 4

Sun, Nov 18, 2018	Agent Count	Call Count	Total Ring	Avg Ring Duration	Total Hold	Avg Hold	Duration	Avg Duration
	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 12:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 1:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 2:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 3:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 4:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 5:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 6:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 7:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 8:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 9:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 10:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 11:00AM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 12:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 1:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 2:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 3:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 4:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 5:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 6:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 7:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 8:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 9:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 10:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
11/18/2018 11:00PM	0	0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0
Mon, Nov 19, 2018	Agent Count	Call Count	Total Ring	Avg Ring Duration	Total Hold	Avg Hold	Duration	Avg Duration
	13	80	0:10:15	0:0:8	0:31:56	0:0:24	17:24:38	0:13:3

Agent Interval Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.

## Genesis – Agent Interval

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<b>Parameter</b>	<b>Description</b>
<b>TimezoneOffset</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.
<b>Time Interval</b>	Select the number of minutes to include in each interval. The default value is 1,440 because there are 1,440 minutes in a 24-hour day.

### Agent Interval Data Fields

<b>Data Field</b>	<b>Description</b>
	The report is grouped by date, which is display as weekday, month, day, and year.
	Below each date, the date and time of each interval is displayed.
<b>Agent Count</b>	A count of the number of agents that handled calls during the interval.
<b>Call Count</b>	The number of calls that were in the system during the interval.
<b>Total Ring</b>	The amount of time calls spent in the Ring state in hours, minutes, and seconds.
<b>Avg Ring Duration</b>	The average Ring time per call in hours, minutes, and seconds.
<b>Total Hold</b>	The amount of time calls spent in the Hold state in hours, minutes, and seconds.
<b>Avg Hold</b>	The average Hold time per call in hours, minutes, and seconds.
<b>Duration</b>	The total duration of calls in hours, minutes, and seconds including the time it took for the call to connect to the modem, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
<b>Avg Duration</b>	The average duration per call in hours, minutes, and seconds.
<b>Grand Totals</b>	The total Agent Count, Call Count, Ring, Hold, and Duration for the selected date and time range indicated by the StartDate and EndDate parameters. The Grand Totals also include the averages for the Ring Duration, Hold, and Duration for the selected date and time range indicated by the StartDate and EndDate parameters.

## Genesis – Agent Overview

The Genesis – Agent Overview report provides a detailed overview of an agent’s activity including the total amount of time an agent was on a call (in minutes), the number of calls an agent took, the number of calls an agent sent to dispatch, the number of times an agent edited scripts, the amount of time an agent spent editing scripts, the number of times an agent made changes to the IS Directory, the amount of time an agent spent editing the IS Directory, and the number of dialouts an agent made. The report also shows percentages that indicate how the agent’s statistics relate to the totals for all the agents included in the report.



### Agent Overview

The Agent Overview report provides an overview of agent activity including IS call time, number of IS calls, number of IS dispatches, and time spent editing scripts and setting up IS directories.

*all time in minutes*

Print Date: Thursday, November 29, 2018 1:38:12PM

Start Date: 10/1/2018 12:00:00AM  
 End Date: 10/31/2018 11:59:59PM  
 Agent: amy  
 One Page Per Agent: False  
 Total Page Count: 2

<b>Agent:</b> amy	<b>Initials:</b> amy	<b>Individual Avg Time</b>	<b>Locked Out:</b> No
Agent Call Time: 34	0.5%		
Number of Calls: 15	1.8%	2.24	
Dispatches: 8	1.7%		
Script Edits: 0	0.0%		
Script Edit Time: 0	0.0%	0.00	
Directory Setups: 0	0.0%		
Directory Setup Time: 0	0.0%	0.00	
Dials: 5	1.5%	1.12	

<b>Agent:</b> david	<b>Initials:</b> dmd	<b>Individual Avg Time</b>	<b>Locked Out:</b> No
Agent Call Time: 171	2.3%		
Number of Calls: 89	10.5%	1.93	
Dispatches: 47	9.8%		
Script Edits: 0	0.0%		
Script Edit Time: 0	0.0%	0.00	
Directory Setups: 0	0.0%		
Directory Setup Time: 0	0.0%	0.00	
Dials: 0	0.0%	0.00	


<b>Agent:</b> Jessy	<b>Initials:</b> JJM	<b>Individual Avg Time</b>	<b>Locked Out:</b> No
Agent Call Time: 6,683	89.9%		
Number of Calls: 436	51.6%	15.33	
Dispatches: 243	50.5%		

### Agent Overview Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.

## Genesis – Agent Overview

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Parameter	Description
<b>Agent</b>	<p>The Agent menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>
<b>PerPage</b>	<p>If the PerPage parameter is set to “Yes,” the data for each agent is displayed on a separate page of the report. If this parameter is set to “No,” the data is not divided into separate pages for each agent. For either setting, the Group Totals, Maximum results, and Averages are displayed on a separate page at the end of the report.</p>


### Agent Overview Data Fields

Data Field	Description
<b>Agent</b>	The Agent Name of the agent as it programmed in the Agent Setup pages of IS Supervisor.
<b>Initials</b>	The initials of the agent as programmed in the Agent Setup pages of IS Supervisor.
<b>Individual Avg Time</b>	The Individual Avg Time column displays the average amount of time the agent spent on calls, editing scripts, editing the IS Directory, and dialing out.
<b>Locked Out</b>	A Yes or No value indicating whether the agent’s ID is locked. If an agent mistypes the agent password too many times, the agent ID becomes locked to prevent unauthorized access. Agent IDs can be unlocked from the Agent Setup pages of IS Supervisor.
<b>Agent Call Time</b>	The amount of time in minutes the agent spent on calls.
<b>Number of Calls</b>	The number of calls the agent received.
<b>Dispatches</b>	The number of dispatch jobs the agent created.
<b>Script Edits</b>	The number of times the agent saved script changes.
<b>Script Edit Time</b>	The amount of time in minutes the agent spent in the Easy Script Editor before saving the script changes.
<b>Directory Setups</b>	The number of times the agent saved changes to the IS Directory.
<b>Directory Setup Time</b>	The amount of time in minutes the agent spent making changes to the IS Directory.
<b>Dials</b>	The number of dialouts the agent performed.

Data Field	Description
<b>Group Totals</b>	<p>The total Agent Call Time, Number of Calls, Dispatches, Script Edits, Script Edit Time, Directory Setups, Directory Setup Time, and Dial Time for all agents included in the report.</p> <p>Group Totals only reflect the agents chosen in the Selected Agents parameter; they do not include data from agents who are not in the Selected Agents list.</p>
<b>Maximum</b>	<p>The Maximum column shows the highest value of all of the Agent Call Time, Number of Calls, Dispatches, Script Edits, Script Edit Time, Directory Setups, Directory Setup Time, and Dial Time data in the report.</p>
<b>Averages</b>	<p>The Averages column shows the average Agent Call Time, Number of Calls, Dispatches, Script Edits, Script Edit Time, Directory Setups, Directory Setup Time, and Dial Time for all of the data in the report.</p>

## Genesis – Agent Tracker

The Genesis – Agent Tracker report shows a detailed view of date, time, duration, and station type for Login, Logout, Ready, and Not Ready events.



Print Date: Tuesday, December 4, 2018 8:50:07AM

Start Date: 11/25/2018 12:00:00AM  
 End Date: 12/1/2018 11:59:59PM  
 Show: All

**Agent Tracker**


A view of logon, logoff, ready and not ready events

stamp	Duration	Event	Value	Stn Type
amy				
11/26/2018 6:41:22AM		Login		Supervisor
11/26/2018 6:43:27AM		Login		Agent
11/26/2018 6:44:08AM		Login		Soft Agent
11/26/2018 6:44:32AM		Ready		Soft Agent
11/26/2018 8:53:34AM		Logout		Supervisor
11/26/2018 9:52:54AM		Not Ready		Soft Agent
11/26/2018 9:53:44AM		Ready		Soft Agent
11/26/2018 11:06:11AM		Login		Supervisor
11/26/2018 11:45:20AM		Not Ready		Soft Agent
11/26/2018 12:48:31PM		Ready		Soft Agent
11/26/2018 12:56:39PM		Not Ready		Soft Agent
11/26/2018 12:59:45PM		Ready		Soft Agent
11/26/2018 2:19:19PM		Logout		Supervisor
11/26/2018 3:58:34PM		Logout		Agent
11/26/2018 3:59:17PM		Not Ready		Soft Agent
11/26/2018 3:59:19PM		Logout		Soft Agent
11/27/2018 6:44:14AM		Login		Agent
11/27/2018 6:45:07AM		Login		Soft Agent
11/27/2018 6:45:24AM		Ready		Soft Agent
11/27/2018 8:48:36AM		Login		Supervisor
11/27/2018 11:21:12AM		Not Ready		Soft Agent
11/27/2018 11:31:50AM		Ready		Soft Agent
11/27/2018 11:40:26AM		Not Ready		Soft Agent
11/27/2018 1:16:35PM		Logout		Supervisor
11/27/2018 1:18:19PM		Ready		Soft Agent
11/27/2018 1:37:44PM		Not Ready		Soft Agent
11/27/2018 1:39:32PM		Ready		Soft Agent
11/27/2018 2:09:15PM		Logout		Agent
11/27/2018 3:59:40PM		Not Ready		Soft Agent

v1.3.0
Agent Tracker
1

### Agent Tracker Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>Agents</b>	The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents

Parameter	Description
	<p>menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>
<b>Filter</b>	<p>The Filter parameter determines which events are included in the report.</p> <ul style="list-style-type: none"> <li>• Select “All” to include Login, Logout, Ready, and Not Ready events in the report.</li> <li>• Select “LogIn/LogOut” to include only Login and Logout events in the report.</li> <li>• Select “Ready/NotReady” to include only Ready and Not Ready events in the report.</li> </ul>


#### Agent Tracker Data Fields

Data Field	Description
	The report is grouped by Agent Name.
<b>Stamp</b>	The date and time in hours, minutes, and seconds the agent logged into a station, logged out of a station, switched to Ready, or switched to Not Ready.
<b>Duration</b>	For Logout events, the Duration column displays the duration of time in hours, minutes, and seconds that the agent was logged in.
<b>Event</b>	The Event column shows if the agent logged in, logged out, switched to Ready, or switched to Not Ready.
<b>Value</b>	This field is not currently implemented.
<b>Stn Type</b>	The Stn Type column shows the type of station the agent logged into, logged out of, or used to switch to Ready or Not Ready. Station Types include: Infinity Telephone Agent, IS Supervisor, WebDirectory (IS Web), WebMessaging, Infinity Bridge, MiTeamWeb, Monitor Station, SecureMessaging (miSecureMessages), Reports, and Soft Agent.

## Genesis – Billing Codes

The Genesis – Billing Codes report displays a list of all the Billing Codes currently assigned to an account and a list of client numbers without assigned Billing Codes. There are three options for viewing the Genesis – Billing Codes report: Show All, Hide Blank Billing Codes, and Hide Non-Blank Billing Codes. All Billing Codes are listed in the report, but details are shown or hidden according to the option selected. The following two report examples show a report with the filter set to “Show All” and a report with the filter set to “Hide Blank Billing Codes.”

### Billing Codes with Show All



Print Date: Tuesday, December 4, 2018 9:32:04AM


**Billing Codes**

A simple view of Billing Codes and their Clients.

Start Client: 3900  
 End Client: 9999  
 Start Billing:  
 End Billing:  
 Hide Blank Billing Codes: Show All  
 Total Page Count: 50

Billing Code:	Client Count :		
<b>No Billing Code</b>	<b>11</b>		
Client:	1	Client 1	No Billing Code
Client:	5	Client 5	No Billing Code
Client:	12	Client 12	No Billing Code
Client:	29	Client 29	No Billing Code
Client:	30	Client 30	No Billing Code
Client:	33	Client 33	No Billing Code
Client:	67	Client 67	No Billing Code
Client:	68	Client 68	No Billing Code
Client:	69	Client 69	No Billing Code
Client:	70	Client 70	No Billing Code
Client:	100	Client 100	No Billing Code
<b>3912</b>	<b>1</b>		
Client:	3912	CITY LINK EXCHANGE CENTER	3912
<b>3913</b>	<b>1</b>		
Client:	3913	ABC PLUMBING	3913

## Billing Codes with Hide Blank Billing Codes



### Billing Codes

A simple view of Billing Codes and their Clients.

Print Date: Tuesday, December 4, 2018 9:32:37AM

Start Client: 3900  
End Client: 9999  
Start Billing:  
End Billing:

Hide Blank Billing Codes: Hide Blank Billing Codes

Total Page Count: 40

Billing Code:	No Billing Code	Client Count :	554	(hidden)
Billing Code:	3912	Client Count :	1	
Client:	3912		CITY LINK EXCHANGE CENTER	3912
Billing Code:	3913	Client Count :	1	
Client:	3913		ABC PLUMBING	3913
Billing Code:	3914	Client Count :	1	
Client:	3914		DR. DARCY'S OFFICE	3914
Billing Code:	3915	Client Count :	1	
Client:	3915		HEATING & COOLING MIDWEST	3915
Billing Code:	3917	Client Count :	4	
Client:	3917		NORTH MMC NETWORK	3917
Client:	3918		EAST MMC NETWORK	3917
Client:	3919		SOUTH MMC NETWORK	3917
Client:	3920		WEST MMC NETWORK	3917

## Billing Codes Parameters

Parameter	Description
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Hide</b>	<p>The Hide parameter determines which details are included in the report. All Billing Codes are listed in the report, but details are shown or hidden according to the option selected.</p> <ul style="list-style-type: none"> <li>Select “Show All” to show details for all blank codes and non-blank codes in the report.</li> <li>Select “Hide Blank Codes” to specify how many client numbers do not have a Billing Code, but to hide any details about the accounts that do not have a Billing Code.</li> <li>Select “Hide Non Blank Codes” to list all non-blank codes and how many client numbers are assigned to them, but to</li> </ul>

## Genesis – Billing Codes

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<b>Parameter</b>	<b>Description</b>
	hide any details about the accounts assigned to the Billing Codes.

### Billing Codes Data Fields

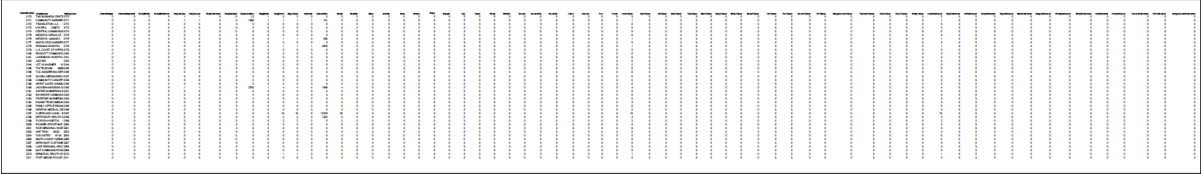
<b>Data Field</b>	<b>Description</b>
<b>Billing Code</b>	The report is grouped by Billing Code. The first group is labeled “No Billing Code” to indicate data about client numbers that do not have a Billing Code. This is followed by a group for each alphanumeric Billing Code that is assigned to one or more client numbers.
<b>Client Count</b>	In the “No Billing Code” group, the Client Count indicates the number of client numbers that do not have a Billing Code. In the other Billing Code groups, the Client Count indicates the number of client numbers assigned to the Billing Code.
<b>Client</b>	<p>If the Hide parameter is set to “Show All,” the Client Number and Client Name of each client number that has no Billing Code are listed under the “No Billing Code” group, and the Client Number, Client Name, and Billing Code of each client number that is assigned to the Billing Code are listed under the Billing Code groups.</p> <p>If the Hide parameter is set to “Hide Blank Codes,” no Client information is listed under the “No Billing Code” group, and the Client Number, Client Name, and Billing Code of each client number that is assigned to the Billing Code are listed under the Billing Code groups.</p> <p>If the Hide parameter is set to “Hide Non Blank Codes,” the Client Number and Client Name of each client number that has no Billing Code are listed under the “No Billing Code” group, and no Client information is listed under the Billing Code groups.</p>

## 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
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>HideFieldNames</b>	The HideFieldNames parameter gives the option to remove the column headers on the report. <ul style="list-style-type: none"> <li>• Select “True” to remove the column headers from the report.</li> <li>• Select “False” to include the column headers in the report.</li> </ul>
<b>TotalBy</b>	The TotalBy parameter group the report by Client Number or by Billing Code.
<b>TimeCap</b>	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.  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.

Billing Export 5.0 Data Fields

Data Field	Description
<b>ClientNumber</b>	The Client Number assigned to each client number.
<b>ClientName</b>	The Client Name as it is programmed in the IS Supervisor Client Setup pages.
<b>BillingCode</b>	The alphanumeric Billing Code assigned to the client number.
<b>ClientSetups</b>	A count of the number of times client number changes were saved for the client number.
<b>ClientSetupsDur</b>	The duration of time users spent in client setup before saving the client number changes.
<b>ScriptEdits</b>	A count of the number of times script changes were saved for the client number.
<b>ScriptEditsDur</b>	The duration of time users spent in the Easy Script Editor before saving the script changes.
<b>Dispatches</b>	A count of dispatches for the client number.
<b>DispSaved</b>	A count of the number of jobs saved for the client number.
<b>DispDelivered</b>	A count of the number of dispatch jobs delivered for the client number.
<b>DispDeleted</b>	A count of the number of dispatch jobs deleted by the IS system or agents for the client number.
<b>DispDuration</b>	The duration of dispatches for the client number.
<b>MsgEdits</b>	The number of message edits performed for the client number.
<b>MsgDivrd</b>	The number of messages delivered for the client number.
<b>MsgTaken</b>	The number of messages taken for the client number.
<b>Dialouts</b>	A count of dialouts for the client number.
<b>DialoutDur</b>	The total of the duration of dialouts for the client number.
<b>Email</b>	A count of e-mail messages for the client number.
<b>EmailIn</b>	A count of incoming e-mail messages for the client number. This count includes replies and unsolicited e-mail messages.
<b>Msm</b>	A count of miSecureMessages (MSM) messages for the client number.
<b>MsmIn</b>	A count of incoming MSM messages for the client number. This count includes replies and unsolicited MSM messages
<b>Sms</b>	A count of Short Message Service (SMS) text messages for the client number.
<b>SmsIn</b>	A count of incoming SMS text messages for the client number. This count includes replies and unsolicited SMS messages.
<b>Snpp</b>	A count of Simple Network Paging Protocol (SNPP) messages for the client number.
<b>SnppIn</b>	A count of incoming SNPP messages for the client number. This count includes replies and unsolicited SNPP messages.
<b>Tap</b>	A count of Telocator Alphanumeric Protocol (TAP) paging messages for the client number.
<b>TapIn</b>	A count of incoming TAP messages for the client number. This count includes replies and unsolicited TAP messages.
<b>Wctp</b>	A count of Wireless Communications Transfer Protocol (WCTP) messages for the client number.
<b>WctpIn</b>	A count of incoming WCTP messages for the client number. This count includes replies and unsolicited WCTP messages.
<b>Vocera</b>	A count of Vocera messages for the client number.

<b>VoceraFail</b>	A count of Vocera messages for the client number that generated an error message.
<b>VoceraIn</b>	A count of incoming Vocera messages for the client number. This count includes replies and unsolicited Vocera messages
<b>Cisco</b>	A count of Cisco IP Phone messages for the client number.
<b>CiscoIn</b>	A count of incoming Cisco IP Phone messages for the client number. This count includes replies and unsolicited Cisco messages
<b>Fax</b>	A count of fax messages for the client number.
<b>FaxIn</b>	A count of incoming fax messages for the client number. This count includes replies and unsolicited fax messages.
<b>UserTaken</b>	A count of messages taken by IS Agents for the client number.
<b>SysTaken</b>	A count of messages taken by the IS system for the client number.
<b>InfTaken</b>	A count of messages taken by the Infinity Bridge for the client number.
<b>SmsTaken</b>	A count of messages taken by the SMS component of the IS Service for the client number.
<b>TapTaken</b>	A count of messages taken by the TAP Station for the client number.
<b>MsmTaken</b>	A count of messages taken by the MSM Station for the client number.
<b>SnppTaken</b>	A count of messages taken by the SNPP component of the IS Service for the client number.
<b>WctpTaken</b>	A count of messages taken by the WCTP component of the IS Service for the client number.
<b>EmailTaken</b>	A count of messages by the E-mail component of the IS Service for the client number.
<b>VmTaken</b>	A count of messages taken by the Voice Mail Service for the client number.
<b>FaxTaken</b>	A count of messages taken by the Fax Station for the client number.
<b>VoceraTaken</b>	A count of messages by the Vocera Service for the client number.
<b>HL7Taken</b>	A count of messages taken by the HL7 Service for the client number.
<b>MergeCommTaken</b>	A count of messages taken by MergeComm for the client number.
<b>TapTermTaken</b>	A count of messages taken by the TAP Terminal Station for the client number.
<b>AutoTaken</b>	A count of messages taken by auto dispatch for the client number.
<b>CiscoTaken</b>	A count of messages taken by Cisco component of the IS Service for the client number.
<b>Smtptaken</b>	A count of messages taken by the internal SMTP server, usually for MergeComm, for the client number.
<b>UserDelivered</b>	A count of messages delivered by an agent for the client number.
<b>SysDelivered</b>	A count of messages delivered by the IS system for the client number.
<b>InfDelivered</b>	A count of messages delivered by the Infinity Bridge for the client number.
<b>SmsDelivered</b>	A count of messages delivered by the SMS component of the IS Service for the client number.
<b>TapDelivered</b>	A count of messages delivered by the TAP Station for the client number.
<b>MsmDelivered</b>	A count of messages delivered by the MSM Station for the client number.
<b>SnppDelivered</b>	A count of messages delivered by the SNPP component of the IS Service for the client number.
<b>WctpDelivered</b>	A count of messages delivered by the WCTP component of the IS Service for the client number.
<b>EmailDelivered</b>	A count of messages delivered by the E-mail component of the IS Service for the client number.

<b>VmDelivered</b>	A count of messages delivered by the Voice Mail Service for the client number.
<b>FaxDelivered</b>	A count of messages delivered by the Fax Station for the client number.
<b>VoceraDelivered</b>	A count of messages delivered by the Vocera Service for the client number.
<b>HI7Delivered</b>	A count of messages delivered by the HL7 Service for the client number.
<b>MergeCommDelivered</b>	A count of messages delivered by MergeComm for the client number.
<b>TapTermDelivered</b>	A count of messages delivered by the TAP Terminal Station for the client number.
<b>AutoDelivered</b>	A count of messages delivered by auto dispatch for the client number.
<b>CiscoDelivered</b>	A count of messages delivered by Cisco component of the IS Service for the client number.
<b>SmtplDelivered</b>	A count of messages delivered by the internal SMTP server, usually for MergeComm, for the client number.
<b>UserUrgent</b>	A count of Agent messages flagged Urgent for the client number.
<b>EmailUrgent</b>	A count of E-mail messages flagged Urgent for the client number.
<b>VoceraUrgent</b>	A count of Vocera messages flagged Urgent for the client number.
<b>MergeCommUrgen</b>	A count of MergeComm messages flagged Urgent for the client number.
<b>Calls</b>	The total calls of all call types for the client number.
<b>CallDuration</b>	The total duration of all calls of all call types for the client number including the time it took for the calls to connect to the modem, be answered, be on hold, be hung up, be on a conference call, sit on the agent's screen, and be patched.
<b>SecCalls</b>	A count of all Secretarial calls for the client number.
<b>CheckCalls</b>	A count of all Check-in calls for the client number.
<b>FetchCalls</b>	A count of all Fetch calls for the client number.
<b>SchedCalls</b>	A count of all Scheduled calls for the client number.
<b>IVRCalls</b>	A count of all Interactive Voice Response (IVR) calls for the client number.
<b>WebScrCalls</b>	A count of all Web Scripting calls for the client number.
<b>VMCalls</b>	A count of all Voice Mail calls for the client number.
<b>AutoCalls</b>	A count of all AutoCall calls for the client number.
<b>AnnCalls</b>	A count of all Announcement calls for the client number.
<b>MCommCalls</b>	A count of all MergeComm calls for the client number.
<b>PgConfirmCalls</b>	A count of all Page Confirmation calls for the client number.
<b>SmartPgCalls</b>	A count of all Smart Paging calls for the client number.
<b>CngClientCalls</b>	A count of all Change Client calls for the client number.
<b>AudioCalls</b>	A count of all Agent Audio calls for the client number.
<b>RaulandCalls</b>	A count of all Rauland Responder calls for the client number.
<b>SelDisc</b>	The sum of all Selected disconnect time for calls in the Disc state for the client number.
<b>UnSelDisc</b>	The sum of all Unselected disconnect time for calls in the Disc state for the client number.
<b>SelRing</b>	The sum of all Selected ringing time for calls in the Ring state for the client number.
<b>UnSelRing</b>	The sum of all Unselected ringing time for calls in the Ring state for the client number.
<b>SelTalk</b>	The sum of all Selected Talk time for calls in the Talk state for the client number.

<b>UnSelTalk</b>	The sum of all Unselected Talk time for calls in the Talk state for the client number.
<b>SelTalk1</b>	The sum of all Selected talk time for calls in the Talk1 state, the first leg of a conference call, for the client number.
<b>UnSelTalk1</b>	The sum of all Unselected talk time for calls in the Talk1 state, the first leg of a conference call, for the client number.
<b>SelTalk2</b>	The sum of all Selected talk time for calls in the Talk2 state, the second leg of a conference call, for the client number.
<b>UnSelTalk2</b>	The sum of all Unselected talk time for calls in the Talk2 state, the second leg of a conference call, for the client number.
<b>SelConf</b>	The sum of all Selected conference time for calls in the Conference state for the client number. The Conference state is when the call is connected to leg1, leg2 and an agent.
<b>UnSelConf</b>	The sum of all Unselected conference time for calls in the Conference state for the client number.
<b>SelHold</b>	The sum of all Selected Hold time for calls in the Hold state for the client number.
<b>UnSelHold</b>	The sum of all Unselected Hold time for calls in the Hold state for the client number.
<b>SelInProg</b>	The sum of all Selected InProgress time for calls in the In Prg state for the client number. The In Prg state is when the call is a dial-out with the agent hearing ring back or other call progress tones.
<b>UnSelInProg</b>	The sum of all Unselected InProgress time for calls in the In Prg state for the client number.
<b>SelVM</b>	The sum of all Selected time for calls in the Voice Mail state for the client number.
<b>UnSelVM</b>	The sum of all Unselected time for calls in the Voice Mail state for the client number.
<b>SelAuto</b>	The sum of all Selected time for calls in the Auto state for the client number.
<b>UnSelAuto</b>	The sum of all Unselected time for calls in the Auto state for the client number.
<b>SelOutboundQueue</b>	The sum of Selected time an outbound call is in queue waiting for a dialout trunk for the client number.
<b>UnSelOutboundQueue</b>	The sum of Unselected time an outbound call is in queue waiting for a dialout trunk for the client number.
<b>SelAutoHold</b>	The sum of all Selected time for auto hold calls for the client number.
<b>UnSelAutoHold</b>	The sum of all Unselected time for auto hold calls for the client number.
<b>SelPatch</b>	The sum of all Selected Patch time for the client number.
<b>UnSelPatch</b>	The sum of all Unselected Patch time for the client number.
<b>SecDuration</b>	The duration of all Secretarial calls for the client number.
<b>SelSecDuration</b>	The duration of all Selected Secretarial calls for the client number.
<b>CheckDuration</b>	The duration of all Check-in calls for the client number.
<b>SelCheckDuration</b>	The duration of all Selected Check-in calls for the client number.
<b>FetchDuration</b>	The duration of all Fetch calls for the client number.
<b>SelFetchDuration</b>	The duration of all Selected Fetch calls for the client number.
<b>SchedDuration</b>	The duration of all Scheduled calls for the client number.
<b>SelSchedDuration</b>	The duration of all Selected Scheduled calls for the client number.
<b>IVRDuration</b>	The duration of all IVR calls for the client number.
<b>SelIVRDuration</b>	The duration of all Selected IVR calls for the client number.
<b>WebScrDuration</b>	The duration of all Web Scripting calls for the client number.


<b>SelWebScrDuration</b>	The duration of all Selected Web Scripting calls for the client number.
<b>VMDuration</b>	The duration of all Voice Mail calls for the client number.
<b>SelVMDuration</b>	The duration of all Selected Voice Mail calls for the client number.
<b>AutoDuration</b>	The duration of all AutoCall calls for the client number.
<b>SelAutoDuration</b>	The duration of all Selected AutoCall calls for the client number.
<b>AnnDuration</b>	The duration of all Announcement calls for the client number.
<b>SelAnnDuration</b>	The duration of all Selected Announcement calls for the client number.
<b>MCommDuration</b>	The duration of all MergeComm calls for the client number.
<b>SelMCommDuration</b>	The duration of all Selected MergeComm calls for the client number.
<b>PgConfirmDuration</b>	The duration of all Page Confirmation calls for the client number.
<b>SelPgConfirmDuration</b>	The duration of all Selected Page Confirmation calls for the client number.
<b>SmartPgDuration</b>	The duration of all Smart Paging calls for the client number.
<b>SelSmartPgDuration</b>	The duration of all Selected Smart Paging calls for the client number.
<b>CngClientDuration</b>	The duration of all Change Client calls for the client number.
<b>SelCngClientDuration</b>	The duration of all Selected Change Client calls for the client number.
<b>AudioDuration</b>	The duration of all Agent Audio calls for the client number.
<b>SelAudioDuration</b>	The duration of all Selected Agent Audio calls for the client number.
<b>RaulandDuration</b>	The duration of all Rauland Responder calls for the client number.
<b>SelRaulandDuration</b>	The duration of all Selected Rauland Responder calls for the client number.
<b>SelPatches</b>	The number of calls that have Selected Patch time for the client number.
<b>UnSelPatches</b>	The number of calls that have Unselected Patch time for the client number.
<b>SelSecCalls</b>	The number of Secretarial calls that have Selected time for the client number.
<b>SelCheckCall</b>	The number of Check-in calls that have Selected time for the client number.
<b>SecTalkTime</b>	The amount of Secretarial Talk time for the client number.
<b>CheckTalkTime</b>	The amount of Check-in Talk time for the client number.
<b>NonLiveTalkTim</b>	The amount of Non-Live Talk time for the client number.
<b>OtherSource</b>	The number of MergeComm jobs triggered by a source not listed in the following fields of the report for the client number.
<b>ScriptSource</b>	The number of MergeComm jobs triggered by a script for the client number.
<b>ScheduleSource</b>	The number of MergeComm jobs triggered by the System Schedule for the client number.
<b>PhoneSource</b>	The number of MergeComm jobs triggered by phone for the client number.
<b>SmsSource</b>	The number of MergeComm jobs triggered by SMS for the client number.
<b>MsmSource</b>	The number of MergeComm jobs triggered by MSM for the client number.
<b>HL7Source</b>	The number of MergeComm jobs triggered by HL7 for the client number.
<b>SmtplibSource</b>	The number of MergeComm jobs triggered by SMTP for the client number.
<b>EmailSource</b>	The number of MergeComm jobs triggered by e-mail for the client number.
<b>WctplibSource</b>	The number of MergeComm jobs triggered by WCTP for the client number.

<b>VoceraSource</b>	The number of MergeComm jobs triggered by Vocera for the client number.
<b>FaxSource</b>	The number of MergeComm jobs triggered by fax for the client number.
<b>TapSource</b>	The number of MergeComm jobs triggered by TAP for the client number.
<b>SnppSource</b>	The number of MergeComm jobs triggered by SNPP for the client number.
<b>RaulandBordgS</b>	The number of MergeComm jobs triggered by Rauland Borg for the client number.
<b>WebServiceSource</b>	The number of MergeComm jobs triggered by a Web Service for the client number.
<b>OtherSourceDu</b>	The total duration of MergeComm jobs triggered by a source not listed in the following fields of the report for the client number.
<b>Script SourceDu</b>	The total duration of MergeComm jobs triggered by a script for the client number.
<b>ScheduleSourceDu</b>	The total duration of MergeComm jobs triggered by the System Schedule for the client number.
<b>PhoneSourceDu</b>	The total duration of MergeComm jobs triggered by phone for the client number.
<b>SmsSourceDur</b>	The total duration of MergeComm jobs triggered by SMS for the client number.
<b>MsmSourceDur</b>	The total duration of MergeComm jobs triggered by MSM for the client number.
<b>HL7SourceDur</b>	The total duration of MergeComm jobs triggered by HL7 for the client number.
<b>SmtpSourceDu</b>	The total duration of MergeComm jobs triggered by SMTP for the client number.
<b>EmailSourceDu</b>	The total duration of MergeComm jobs triggered by e-mail for the client number.
<b>WctpSourceDur</b>	The total duration of MergeComm jobs triggered by WCTP for the client number.
<b>VoceraSourceDur</b>	The total duration of MergeComm jobs triggered by Vocera for the client number.
<b>FaxSourceDu</b>	The total duration of MergeComm jobs triggered by fax for the client number.
<b>TapSourceDur</b>	The total duration of MergeComm jobs triggered by TAP for the client number.
<b>SnppSourceDu</b>	The total duration of MergeComm jobs triggered by SNPP for the client number.
<b>RaulandBorgSourceDu</b>	The total duration of MergeComm jobs triggered by Rauland Borg for the client number.
<b>WebServiceSourceDu</b>	The total duration of MergeComm jobs triggered by a Web Service for the client number.
<b>WebDirectory</b>	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 number. Agent IDs are linked to a client number by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
<b>WebMessaging</b>	A count of the number of times that users logged into IS Web Scripting with an Agent ID that is linked to the client number. Agent IDs are linked to a client number by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.

<b>MiTeamWeb</b>	A count of the number of times users logged into the miTeamWeb application with an Agent ID that is linked to the client number. Agent IDs are linked to a client number by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
<b>WebDirectoryDur</b>	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 number. Agent IDs are linked to a client number by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
<b>WebMessagingDur</b>	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 number. Agent IDs are linked to a client number by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
<b>MiTeamWebDur</b>	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 number. Agent IDs are linked to a client number by assigning the Agent ID and Client Number to a Listing in the Agent ID's Default Directory Subject.
<b>DirSetups</b>	The number of times agents saved changes to an IS Directory Subject for the client number.
<b>DirSetupsDuration</b>	The amount of time in minutes agents spent making changes to an IS Directory Subject for the client number.
<b>SecTimeCap</b>	The sum of all Secretarial time for the client number after applying the TimeCap limit to each individual call.  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.
<b>FetchTimeCap</b>	The sum of all Fetch time for the client number after applying the TimeCap limit to each individual call.  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.
<b>AnsweredCall</b>	The number of calls that were answered for the client number.
<b>Abandoned Call</b>	The number of calls that were abandoned for the client number.

## Genesis – Call Completion Summary

The Genesis – Call Completion Summary is a detailed report that shows what type of call came into the system, the Billing Code, the Client Number, the duration of the call, when the call came in, if the call was on AutoHold, if the call was answered, if it was a Quick Call, if the call was answered after the set Ring Minimum, and the ANI (Caller ID). The report can be filtered by the following types of call completion: Normal, Script Timeout, Park Abandon, Abandoned, and Dialout Failed.


Print Date: Thursday, December 6, 2018 9:39:57AM

**Call Completion Summary**

*all time in hh:mm:ss*

Summarizes Normal, Script Timeout, Park Abandon, Abandoned & Dialout Failed Calls.

Start Date : 11/1/2018 12:00:00AM  
 End Date : 11/30/2018 11:59:59PM  
 Start Client: 2000  
 End Client: 3999  
 Start Billing:  
 End Billing:  
 Complete Codes: Normal  
 Quick Call: 6 (seconds)  
 Ring Min: 6 (seconds)

Total Page Count: 91

CallStart	Time	Agent	Code	AutoHold Time	Answered	QuickCall	RingCall	ANI
<b>Billing Code:</b> 3912								
<b>Client:</b> 3912								
11/9/2018 9:07:16AM	0:1:36	MMCNET Jessy	3912 Normal	0:0:0	Yes	No	Yes	7115550363
11/9/2018 12:28:33PM	0:1:48	david	Normal	0:0:0	Yes	No	Yes	7115551889
11/12/2018 11:21:40AM	0:1:38	amy	Normal	0:0:0	Yes	No	Yes	7115550363
11/14/2018 2:23:45PM	0:1:17	david	Normal	0:0:0	Yes	Yes	Yes	7115550363
<b>Client Totals</b>		<b>Normal Count:</b> 4	<b>Abandon Count:</b> 0	0:0:0	4	1	4	
<b>Billing Code Totals</b>								
<b>Billing Code Totals</b>		<b>Normal Count:</b> 4	<b>Abandon Count:</b> 0	0:0:0	4	1	4	
<b>Billing Code:</b> 3919								

v1.1.0 Call Completion Summary 1

### Call Completion Summary Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>CompCodes</b>	The Completion Codes menu filters the report data based on how calls were completed. <ul style="list-style-type: none"> <li>Select “All” to include all calls in the report regardless of completion code.</li> <li>Select “Normal” to include only calls that ended normally. Normal calls are calls that come into the system, are answered by an agent, then transferred or sent to dispatch by the agent.</li> </ul>

## Genesis – Call Completion Summary

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Parameter	Description
	<ul style="list-style-type: none"><li>• Select “Script Timeout” to only include calls in which the script timed out.</li><li>• Select “Park Abandon” to only include calls that were abandoned after the call was parked from one agent to another.</li><li>• Select “Abandon” to only include calls that were abandoned either by an agent, the caller, or the system.</li><li>• Select “Dialout Failed” to only include calls in which the dialout from an agent failed.</li></ul>
<b>QuickCallMax</b>	The QuickCallMax parameter is used to determine whether calls are being answered in a timely manner. Specify the maximum number of seconds that a call can ring before being answered and still be considered a Quick Call. The default value is 6 (six) seconds.
<b>RingMin</b>	The RingCall parameter is used to calculate whether a call rang long enough to be counted when calculating the number of abandoned calls. Specify the minimum number of seconds that a call must ring in order to be counted as ringing call that could have been answered. The default value is 6 (six) seconds.

### Call Completion Summary Data Fields

Data Field	Description
<b>Billing Code</b>	The report is grouped by Billing Code with a list of all the accounts under one Billing Code. The Billing Code is an alphanumeric ID that can be assigned to multiple clients.
<b>Client</b>	Within each Billing Code, the report is grouped by client. The Client Number and Client Name are listed. The Client Number is repeated after the Client Name.
<b>Call Start</b>	The date and time in hours, minutes, and seconds each call was answered by an agent.
<b>Time</b>	The duration of the call in hours, minutes, and seconds including the time it took for the call to connect to the modem, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
<b>Agent</b>	The Agent Name as it is programmed in the Agent Setup pages of IS Supervisor.
<b>Code</b>	The Completion Code that indicates how the call was completed. Completion Codes include “Normal,” “Script Timeout,” “Park Abandon,” “Abandon,” and “Dialout Failed.”

Data Field	Description
<b>AutoHold Time</b>	Total Auto Answer hold time for the call in hours, minutes, and seconds.
<b>Answered</b>	The Answered column indicates if a call was answered. If an agent answered the call, “Yes” is displayed in the Answered column. If an agent did not answer the call, “No” is displayed in the Answered column.
<b>QuickCall</b>	The QuickCall column indicates if the call was answered in a timely manner based on the QuickCallMax parameter. If the call was in the ring state for less than the number of seconds specified by the QuickCallMax parameter before an agent answered the call, “Yes” is displayed in the QuickCall column. If the call was in the ring state for the number of seconds specified by the QuickCallMax parameter before an agent answered the call, “No” is displayed in the QuickCall column.
<b>RingCall</b>	The RingCall column indicates if the call was considered a ringing call based on the RingMin parameter. If the call rang for more than the number of seconds specified by the RingMin parameter, “Yes” is displayed in the RingCall column. If the call did not ring more than the number of seconds specified by the RingMin parameter, “No” is displayed in the RingCall column.
<b>ANI</b>	The Automatic Number Identification (ANI) is the phone number indicated by Caller ID as the number of the caller.
<b>Client Totals</b>	The Normal Count, Abandon Count, total AutoHold time, total number of calls answered, the total number of Quick Calls, and total number of Ring Calls for the client.
<b>Normal Count</b>	The Normal Count is the total number of calls for the client that were completed normally in the date and time period specified in the report parameters.
<b>Abandon Count</b>	The Abandon Count is the total number of RingCalls for the client that were abandoned in the date and time period specified in the report parameters.
<b>Billing Code Totals</b>	The Normal Count, Abandon Count, total AutoHold time, total number of calls answered, the total number of Quick Calls, and total number of Ring Calls for all clients assigned to the Billing Code.
<b>Normal Count</b>	The Normal Count is the total number of calls for all clients assigned to the Billing Code that were completed normally in the date and time period specified in the report parameters.

## Genesis – Call Completion Summary

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<b>Data Field</b>	<b>Description</b>
<b>Abandon Count</b>	The Abandon Count is the total number of RingCalls for all clients assigned to the Billing Code that were abandoned in the date and time period specified in the report parameters.
<b>Report Totals</b>	The Normal Count, Abandon Count, total AutoHold time, total number of calls answered, total number of Quick Calls, and total number of Ring Calls for all calls in the report.
<b>Normal Count</b>	The Normal Count is the total number of calls in the report that were completed normally in the date and time period specified in the report parameters.
<b>Abandon Count</b>	The Abandon Count is the total number of RingCalls in the report that were abandoned in the date and time period specified in the report parameters.

### Genesis – Call Count Interval

The Genesis – Call Count Interval report provides a count of IS calls, broken into a series of hour or day intervals specified by the Time Interval parameter.

The Call Count Interval report can be used to evaluate which days or times of day tend to have a higher number of incoming calls.

#### Agent Interval at One Day



Print Date: Thursday, December 6, 2018 10:14:30AM

Start Date:11/25/2018 12:00:00AM  
 End Date:12/1/2018 11:59:59PM  
 Start Client: 2000  
 End Client: 3000  
 Start Billing:  
 End Billing:  
 Time Interval: 1440 [minutes]


Total Page Count: 1

**Call Count Interval**

Summary view of live calls, counts and averages. for ring, hold and duration

Mon, Nov 26, 2018	Call Count	57
11/26/2018 12:00AM		57
Tue, Nov 27, 2018	Call Count	66
11/27/2018 12:00AM		66
Wed, Nov 28, 2018	Call Count	48
11/28/2018 12:00AM		48
Thu, Nov 29, 2018	Call Count	58
11/29/2018 12:00AM		58
Fri, Nov 30, 2018	Call Count	49
11/30/2018 12:00AM		49
Sat, Dec 1, 2018	Call Count	0
12/1/2018 12:00AM		0
<b>Grand Totals:</b>		<b>278</b>

Agent Interval at An Hour



**Call Count Interval**

Summary view of live calls, counts and averages, for ring, hold and duration

Print Date: Thursday, December 6, 2018 10:15:12AM

Start Date:11/26/2018 12:00:00AM  
 End Date:12/1/2018 11:59:59PM  
 Start Client: 2000  
 End Client: 3000  
 Start Billing:  
 End Billing:  
 Time Interval: 60 [minutes]

Total Page Count: 4

Mon, Nov 26, 2018	Call Count
	57
11/26/2018 12:00AM	0
11/26/2018 1:00AM	0
11/26/2018 2:00AM	0
11/26/2018 3:00AM	0
11/26/2018 4:00AM	0
11/26/2018 5:00AM	0
11/26/2018 6:00AM	0
11/26/2018 7:00AM	1
11/26/2018 8:00AM	3
11/26/2018 9:00AM	8
11/26/2018 10:00AM	5
11/26/2018 11:00AM	11
11/26/2018 12:00PM	6
11/26/2018 1:00PM	9
11/26/2018 2:00PM	6
11/26/2018 3:00PM	5
11/26/2018 4:00PM	1
11/26/2018 5:00PM	2
11/26/2018 6:00PM	0
11/26/2018 7:00PM	0
11/26/2018 8:00PM	0
11/26/2018 9:00PM	0
11/26/2018 10:00PM	0
11/26/2018 11:00PM	0

Call Count Interval Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>TimezoneOffset</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.

<b>Parameter</b>	<b>Description</b>
<b>Time Interval</b>	The Time Interval parameter has two options. The “One Day” option allows the report to show only how many calls were taken for each day during the date and time period selected for this report. The “An Hour” option allows the report to show only how many calls were taken for each hour of the day during the date and time period selected for this report.

#### Call Count Interval Data Fields


<b>Data Field</b>	<b>Description</b>
	<p>The report is grouped by date, which is shown as weekday, month, day, and year. Beneath the date header, the date and start time of each interval is listed.</p> <p>The time reflects whatever is in the time interval. If the default of 1,440 is left, it only shows the date followed by 12:00AM with totals from the last 24-hours in each column. If the Time Interval is set to 60 minutes, it shows data for every 60 minutes between the date and time indicated in the StartDate/EndDate parameter.</p>
<b>Call Count</b>	The number of calls that were in the system during the date or time interval. If the Time Interval parameter is set to “One Day,” the call counts indicate the number of calls that were in the system for the 24-hour period starting at midnight on the date specified. If the Time Interval parameter is set to “An Hour,” the call count for each 24-hour period is listed at the start of each date grouping, and the call count for each hour is listed to the right of the start time for that hour.
<b>Grand Totals</b>	The total Call Count for all the data in the report.

## Genesis – Call Detail

### Genesis – Call Detail

The Genesis – Call Detail report shows details about all calls during a selected date and time period. The Genesis – Call Detail report includes the start date and time of a call, the end date and time of a call, the Client Number associated with the call, the Client Name, the call duration, the agent who handled the call, the amount of time the agent spent on the call, the Time Zone Offset, the ANI (Caller ID), and the Call Type.

#### Call Detail by Date

Call End Date/Time	Client Number	Client Name	Call Start Date/Time	Call Duration	Agent	Agent Duration	Timezone Offset	ANI	CallKind
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>Genesis Call Detail</b></p>  <p><i>Time in h:m:s</i> <i>Timezone Offset in Minutes</i></p> <p>The IS – Call Detail report provides a detailed view of IS call activity as it pertains to agents.</p> </div> <div style="width: 45%; border: 1px solid black; padding: 5px;"> <p>Print Date: Thursday, December 6, 2018 10:47:25AM</p> <p>Start Date: 11/25/2018 12:00:00AM End Date: 12/1/2018 11:59:59PM Start Client: 3000 End Client: 3999 Start Billing: End Billing: Group By: Call Date Adjusted Time Zone: False</p> <p>Total Page Count: 169</p> </div> </div>									
<b>Date: 11/25/2018</b>									
11/25/2018 3:57:53AM	3917	NORTH MMC NETWORK	11/25/2018 3:36:56AM	0:0:0	david	0:20:56	0		Fetch
11/25/2018 3:57:53AM	3917	NORTH MMC NETWORK	11/25/2018 3:36:56AM	0:20:57		0:0:0	0		Fetch
11/25/2018 5:47:09AM	3915	MIDWEST HEATING & COOLING	11/25/2018 5:23:55AM	0:0:0	david	0:23:13	0		Fetch
11/25/2018 5:47:09AM	3915	MIDWEST HEATING & COOLING	11/25/2018 5:23:55AM	0:23:14		0:0:0	0		Fetch
11/25/2018 6:25:01AM	3912	CITY LINK EXCHANGE CENTER	11/25/2018 6:11:37AM	0:0:0	david	0:13:23	0		Fetch
11/25/2018 6:25:01AM	3912	CITY LINK EXCHANGE CENTER	11/25/2018 6:11:37AM	0:13:24		0:0:0	0		Fetch
11/25/2018 11:19:11AM	3913	ABC PLUMBING	11/25/2018 11:04:45AM	0:0:0	Jessy	0:14:25	0	7115558339	Sec
11/25/2018 11:19:11AM	3913	ABC PLUMBING	11/25/2018 11:04:45AM	0:14:26		0:0:0	0		Sec
11/25/2018 12:19:19PM	3920	WEST MMC NETWORK	11/25/2018 12:12:13PM	0:0:0	david	0:7:5	0		Fetch
11/25/2018 12:19:19PM	3920	WEST MMC NETWORK	11/25/2018 12:12:13PM	0:7:6		0:0:0	0		Fetch


v1.3.0

Call Detail

1

Call Detail by Client Number

Genesis Call Detail



*Time in h:m:s*  
*Timezone Offset in Minutes*

The IS – Call Detail report provides a detailed view of IS call activity as it pertains to agents.

Print Date: Thursday, December 6, 2018 10:47:44AM

Start Date: 11/25/2018 12:00:00AM  
End Date: 12/1/2018 11:59:59PM  
Start Client: 2000  
End Client: 3000  
Start Billing:  
End Billing:  
Group By: Client Number  
Adjusted Time Zone: False

Total Page Count: 208

Call End Date/Time	Client Number	Client Name	Call Start Date/Time	Call Duration	Agent	Agent Duration	Timezone Offset	ANI	CallKind
<b>Client:</b>									
11/30/2018 1:57:16PM	3917	NORTH MMC NETWORK	11/30/2018 1:56:46PM	0:0:0	Jessy	0:0:30	0		Fetch
11/30/2018 1:57:16PM	3917	NORTH MMC NETWORK	11/30/2018 1:56:46PM	0:0:30		0:0:0	0		Fetch
<b>Secretarial Calls</b>	<b>1</b>	<b>Checkin Calls: 0</b>	<b>Calls: 1</b>	<b>Total: 0:0:30</b>		<b>0:0:30</b>			
				<b>Average: 0:0:30</b>		<b>0:0:30</b>			
				<b>Maximum: 0:0:30</b>		<b>0:0:30</b>			
<b>Client:</b>									
11/30/2018 1:47:02PM	3913	ABC PLUMBING	11/30/2018 1:46:49PM	0:0:0	Jessy	0:0:13	0		Fetch
11/30/2018 1:47:02PM	3913	ABC PLUMBING	11/30/2018 1:46:49PM	0:0:13		0:0:0	0		Fetch
<b>Secretarial Calls</b>	<b>1</b>	<b>Checkin Calls: 0</b>	<b>Calls: 1</b>	<b>Total: 0:0:13</b>		<b>0:0:13</b>			
				<b>Average: 0:0:13</b>		<b>0:0:13</b>			
				<b>Maximum: 0:0:13</b>		<b>0:0:13</b>			
<b>Client:</b>									
11/29/2018 11:16:56AM	3912	CITY LINK EXCHANGE CENTER	11/29/2018 11:10:23AM	0:0:0	david	0:6:33	0		Fetch
11/29/2018 11:16:56AM	3912	CITY LINK EXCHANGE CENTER	11/29/2018 11:10:23AM	0:6:33		0:0:0	0		Fetch
11/29/2018 11:18:06AM	3912	CITY LINK EXCHANGE CENTER	11/29/2018 11:17:27AM	0:0:0	Jessy	0:0:38	0		Fetch
11/29/2018 11:18:06AM	3912	CITY LINK EXCHANGE CENTER	11/29/2018 11:17:27AM	0:0:39		0:0:0	0		Fetch

v1.3.0 Call Detail 1

Call Detail Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>GroupBy</b>	The GroupBy parameter groups the data by Client Number or call end date. <ul style="list-style-type: none"> <li>• Select “Call Date” to group the report by call end date.</li> <li>• Select “Client Number” to group the report by Client Number.</li> </ul>

## Genesis – Call Detail

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<b>Parameter</b>	<b>Description</b>
<b>AdjustedTimeZones</b>	Set this parameter to “True” to offset date and time values in the report by each client’s Time Zone Offset. Set this parameter to “False” to display date and time values in the IS Server’s local time. Client Time Zone Offsets are programmed in the Client Setup pages of IS Supervisor.


### Call Detail Data Fields

<b>Data Field</b>	<b>Description</b>
<b>Date</b>	If the GroupBy parameter is set to “Call Date,” the report is grouped by the call end date.
<b>Client</b>	If the GroupBy parameter is set to “Client Number,” the report is grouped by the Client Number associated with each call.
<b>Call End Date/Time</b>	The date and time that each call ended.
<b>Client Number</b>	The Client Number associated with the call.
<b>Client Name</b>	The Client Name as it is programmed in the IS Supervisor Client Setup pages.
<b>Call Start Date/Time</b>	The date and time that the call began.
<b>Call Duration</b>	The duration of the call in hours, minutes, and seconds including the time it took for the call to connect to the modem, be answered, be on hold, be hung up, be on a conference call, sit on the agent’s screen, and be patched.
<b>Agent</b>	The Agent Name of the agent who handled the call. The Agent Name is configured in the Agent Setup pages of IS Supervisor.
<b>Agent Duration</b>	The length of time in hours, minutes, and seconds an agent was in the Talk, Talk1, Talk2, or Conference call state for the call.
<b>Timezone Offset</b>	The client’s Time Zone Offset in minutes.
<b>ANI</b>	The Automatic Number Identification (ANI) is the phone number indicated by Caller ID as the number of the caller.
<b>CallKind</b>	The Call Kind displays the Call Type of each call. Call Types include: Undefined, Secretarial, Checkin, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallback.
<b>Secretarial Calls</b>	The total of the number of Secretarial calls for the previous client or call date group.
<b>Checkin Calls</b>	The total of the number of Check-in calls for the previous client or call date group.

Data Field	Description
<b>Calls</b>	The total of the number of calls for the previous client or call date group.
<b>Total</b>	The total Call Duration in hours, minutes, and seconds and total Agent Duration in hours, minutes, and seconds for the previous client or call date group. The last Total is the total Call Duration in hours, minutes, and seconds and total Agent Duration in hours, minutes, and seconds for all calls in the report.
<b>Average</b>	The average Call Duration in hours, minutes, and seconds and average Agent Duration in hours, minutes, and seconds for the previous client or call date group. The last Average is the average Call Duration in hours, minutes, and seconds and average Agent Duration in hours, minutes, and seconds for all calls in the report.
<b>Maximum</b>	The longest Call Duration in hours, minutes, and seconds and longest Agent Duration in hours, minutes, and seconds for the previous client or call date group. The last Maximum is the longest Call Duration in hours, minutes, and seconds and longest Agent Duration in hours, minutes, and seconds for all calls in the report.
<b>Total Secretarial</b>	The total number of Secretarial calls in the report.
<b>Total checkIn Calls</b>	The total number of Check-in calls in the report.
<b>Total Calls</b>	The total number of calls in the report.

## Genesis – Call Dispatch

The Genesis – Call Dispatch report provides details about the dispatch jobs created in IS. The Genesis – Call Dispatch report lists every step involved with the dispatch job from when it created to when it was completed.

Genesis Call Dispatch				Start Date: 12/6/2018 12:00:00AM End Date: 12/6/2018 11:59:59PM Start Client: 3000 End Client: 3999 Start Billing: Start Billing:		
 <p>Shows dispatch and call information for tracking total time per call and dispatch for a message record.</p>				Total Page Count: 1		
3912	3912	ABC Plumbing		MDR - Help Desk	*New Phone	
Monday, November 26 12:32 pm	Dispatch Added	david		1:38:57	Dispatch Time	Call end
Monday, November 26 2:11 pm	Dispatch Selected	david		0:13:5	Call Time	12:32:48PM
Monday, November 26 12:19 pm	Call Started	Jessy		Dispatch added		
Monday, November 26 12:32 pm	Msg Action	david		Taken		
Monday, November 26 12:32 pm	Msg Action	amy		0:0:26	Call Time	2:12:04PM
Monday, November 26 2:11 pm	Call Started	david		Edited		
Monday, November 26 2:12 pm	Msg Action	david		Delivered		
Monday, November 26 2:12 pm	Msg Action	david				
3920	3920	North MMCNetwork		IS - Help Desk	*New Phone Ca	
Thursday, November 29 10:44 am	Dispatch Added	Jessy		2:33:32	Dispatch Time	Call end
Thursday, November 29 1:18 pm	Dispatch Selected	amy		0:2:37	Call Time	10:44:43AM
Thursday, November 29 10:42 am	Call Started	Jessy		Dispatch added		
Thursday, November 29 10:44 am	Msg Action	Jessy		Taken		
Thursday, November 29 10:44 am	Msg Action	Jessy		0:0:12	Call Time	1:18:25PM
Thursday, November 29 1:18 pm	Call Started	amy		Edited		
Thursday, November 29 1:18 pm	Msg Action	amy		Delivered		
Thursday, November 29 1:18 pm	Msg Action	amy				
3919	3919	City Link Exchange Center		INF - Help Desk	*New Phone C	
Thursday, November 29 12:52 pm	Dispatch Added	Jessy		0:7:43	Dispatch Time	Call end
Thursday, November 29 12:59 pm	Dispatch Selected	amy		0:1:31	Call Time	12:52:03PM
Thursday, November 29 12:50 pm	Call Started	Jessy				

### Call Dispatch Parameters

Parameter	Description
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>TimeFormat</b>	This feature is currently not implemented. All durations are listed in hours, minutes, and seconds.


## Call Dispatch Data Fields

Data Field	Description
	<p>The report is grouped by Client Number.</p> <p>The Billing Code is displayed to the right of the Client Number. The Billing Code is an alphanumeric number that can be assigned to multiple clients.</p> <p>The Client Name is displayed to the right of the Billing Code. The Client Name is programmed in the IS Supervisor Client Setup pages.</p> <p>Below the Client Number, the date and time of each dispatch event is displayed. The date is shown as weekday, month, day, and year.</p> <p>The disposition of the dispatch job is displayed to the right of the date and time. Possible disposition values include: “Taken,” “Dispatch Added,” “Dispatch Selected,” “Call Started,” “Msg Action,” “Edited,” and “Delivered.”</p> <p>The Agent Name of the Agent who handled the call is displayed to the right of the disposition.</p> <p>When a message is edited, taken, delivered, or sent to dispatch, the disposition lists “Msg Action” and the type of message action is displayed to the right of the Agent Name.</p> <p>The name of the dispatch job as it appeared in the Dispatch List is displayed to the right of the first event for that dispatch job. If the job name is too long it is truncated.</p>
<b>Dispatch Time</b>	<p>The Dispatch Time is the duration of the dispatch job in hours, minutes, and seconds from when the dispatch job was created to when it was completed.</p>
<b>Call Time</b>	<p>The Call Time is how long in hours, minutes, and seconds an agent was on a call for the dispatch job.</p>
<b>Call End</b>	<p>The Call End is the time that the call ended.</p>

## Genesis – Call Tracker

The Genesis – Call Tracker report is designed to show details about individual calls if grouped by Call ID, or an individual agent’s call statistics if grouped by agent.

### Call Tracker grouped by Call ID



Print Date: Thursday, December 6, 2018 2:30:22PM


**Start Date:** 11/25/2018 12:00:00AM  
**End Date:** 12/1/2018 11:59:59PM  
**Start Client:** 3000  
**End Client:** 3999  
**Start Billing:**  
**End Billing:**  
**Call Id:** 0  
**Group By:** Call Id  
**Agent:** ALL  
  
**Total Page Count:** 358

**Call Tracker**

Summary view of live calls  
by Agent per client,

Stamp	ClientNumber	ClientName	BillingCode				
Call Id:	8813744	MIDWEST HEATING & COOLING	3915				
Duration:	60:56:23						
Nov 26 8:28 am	End Call	Fetch	amy	amy	Disposed	stn#: 307	
Call Id:	8813751	CITY LINK EXCHANGE CENTER	3912				
Duration:	0:20:57						
Nov 25 3:36 am	New Call	Fetch			Unknown	stn#: 0	
Nov 25 3:36 am	New Call	Fetch			Unknown	stn#: 0	
Nov 25 3:38 am	Dial Start	7115558339	Fetch	david	dmd	Disc stn#: 48	
Nov 25 3:44 am	Dial End		Fetch	david	dmd	Talk stn#: 48	
Nov 25 3:44 am	Hang Up		Fetch	david	dmd	Talk stn#: 48	
Nov 25 3:44 am	New Call		Fetch	david	dmd	Talk stn#: 48	
Nov 25 3:57 am	End Call		Fetch	david	dmd	Disposed stn#: 48	

Call Tracker grouped by Agent



Print Date: Thursday, December 6, 2018 2:21:30PM

**Call Tracker**


Summary view of live calls  
by Agent per client,

**Start Date:** 11/25/2018 12:00:00AM  
**End Date:** 12/1/2018 11:59:59PM  
**Start Client:** 3000  
**End Client:** 3999  
**Start Billing:**  
**End Billing:**  
**Call Id:** 0  
**Group By:** Agent  
**Agent:** david  
  
**Total Page Count:** 1

Agent	Counts:
amy	Dials: 1 Hang Ups: 75 Hung Up On: 2 Holds: 36 Distributed calls: 109
david	Dials: 0 Hang Ups: 44 Hung Up On: 2 Holds: 29 Distributed calls: 66
Jessy	Dials: 0 Hang Ups: 7 Hung Up On: 2 Holds: 7 Distributed calls: 13

Call Tracker Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Agents</b>	The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.

Parameter	Description
	To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.
<b>CallId</b>	The IS Call ID is the serial number assigned to each call record by the IS Server. The CallId parameter is used to filter the report to show only data for a specific IS Call ID.
<b>Group By</b>	The Call Tracker report can be grouped two different ways, by Call ID or by agent. Grouping by either Call ID or agent produces a report with different data fields. <ul style="list-style-type: none"> <li>• Select “Call Id” to view detailed information about individual calls, sorted by IS Call ID.</li> <li>• Select “Agent” to view agent call statistics, sorted by Agent Name.</li> </ul>
<b>CallTrackerType</b>	Select the Call Tracker Types to include in the report, or select “All” to include data for all Call Tracker Types.

Call Tracker Data Fields

Data Field	Description
<i>Group By Call ID</i>	When the Group By parameter is set to “Call Id,” the following data fields are included in the report.
<b>Call Id</b>	The IS Call ID is the serial number assigned to each call record by the IS Server.
<b>ClientNumber</b>	The Client Number associated with the call.
<b>ClientName</b>	The Client Name associated with the Client Number, as it is programmed in the IS Supervisor Client Setup pages.
<b>BillingCode</b>	The alphanumeric Billing Code that is assigned to the client number.
<b>Duration</b>	The duration of the call in hours, minutes, and seconds.
<b>Stamp</b>	The date and time of each Call Tracker event that occurred during the call, filtered by the values selected for the CallTrackType parameter.  The Call Tracker Event Type is displayed to the right of the date and time stamp. Call Tracker Types include: New Call, End Call, Distribute, Answered, Hold, Auto Answer, Dial Start, Dial End, Overdial, Hang Up, Hung Up, Change, Reassign, Park, Conference, Patch, Transfer, Digit Menu Entry, Speech Rec, Send To Op, Smart Page, and Transfer To VM.

Data Field	Description
	<ul style="list-style-type: none"> <li>• If the Call Tracker Type is “Conference,” the type of conference or the number of calls in the conference is displayed.</li> <li>• If the Call Tracker Type is “Dial Start,” the dialed phone number is displayed.</li> <li>• If the Call Tracker Type is “Digit Menu Entry,” the menu name and digits entered are displayed.</li> <li>• If the Call Tracker Type is “Distribute,” the ACD Skill is displayed.</li> <li>• If the Call Tracker Type is “New Call,” the ANI (Caller ID) of the caller is displayed.</li> <li>• If the Call Tracker Type is “Overdial,” the dialed digits are displayed.</li> <li>• If the Call Tracker Type is “Park,” the Station Number to which the caller was parked is displayed.</li> <li>• If the Call Tracker Type is “Send To Op,” the reason is displayed.</li> <li>• If the Call Tracker Type is “Speech Rec,” the event details are displayed.</li> <li>• If the Call Tracker Type is “Transfer,” the phone number to which the call was transferred is displayed.</li> <li>• If the Call Tracker Type is “Transfer to VM,” the Message ID is displayed.</li> </ul>

The Call Type is displayed to the right of the Call Tracker Type. Call Types include: Undefined, Secretarial, Checkin, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.

The Agent Name of the agent, if any, who handled the event, is displayed to the right of the Call Type. Agent Names are programmed in the Agent Setup pages of IS Supervisor.

The initials of the Agent are displayed to the right of the Agent Name. Agent initials are programmed in the Agent Setup pages of IS Supervisor.

Data Field	Description
	<p>The state of the call is displayed to the right of the agent initials. Call States include: Unknown, Disposed, Disc, Ring, Talk, Talk1, Talk2, Conference, Hold, InProgress, VoiceMail, OutboundQueue, Auto, AutoHold, Patch, and MaxStates.</p>
	<p>The station number associated with the Call Tracker event is displayed to the right of the Call State.</p>
<b>Totals By Call</b>	<p>The Totals By Call section of the report lists totals of Call Tracker events of specific Call Tracker Types and the total number of unique calls included in the report.</p>
<b>Dials</b>	<p>The total number of dialouts made.</p>
<b>Hang Ups</b>	<p>The total number of times a caller hung up on an agent.</p>
<b>Hung Up On</b>	<p>The total number of times an agent hung up on a caller.</p>
<b>Holds</b>	<p>The total number of times an agent put a call on hold.</p>
<b>Distributed calls</b>	<p>The total number of calls distributed to agents.</p>
<b>Unique calls</b>	<p>The total number of calls in the report, each with a different Call ID.</p>
<i>Group By Agent</i>	<p>When the Group By parameter is set to “Agent,” the following data fields are included in the report.</p> <p>The report is grouped by Agent Name. Agent Names are programmed in the Agent Setup pages of IS Supervisor.</p>
<b>Dials</b>	<p>The number of dialouts the agent made.</p>
<b>Hang Ups</b>	<p>The number of times a caller hung up on the agent.</p>
<b>Hung Up On</b>	<p>The number of times the agent hung up on a caller.</p>
<b>Holds</b>	<p>The number of times the agent put a call on hold.</p>
<b>Distributed calls</b>	<p>The number of calls that were distributed to the agent.</p>
<b>Totals</b>	<p>The Totals section of the report lists the totals of Dials, Hang Ups, Hung Up On, Holds, and Distributed calls for all agents in the report.</p>


## Genesis – Call Tracker Digits

The Genesis – Call Tracker Digits report is designed to pull data for only Digit Menu Entry events and Speech Recognition events during a specified date and time period as stated in the StartDate and EndDate parameters.

The optional Genesis Just Say It Directory Assistance feature uses Nuance Speech Server and Nuance Recognizer to provide voice-enabled directory lookup. The Directory Assistance behavior prompts the caller to say information about a directory listing, performs a directory lookup, verifies which listing is desired, and then transfers or switches the call to the phone number or Client Number stored in a specified field of the directory.

The optional Just Say It IVR feature enables callers can use verbal responses to select a call behavior from a menu. The call behaviors available to select are programmed on the Navigation Menu page of IS Supervisor Client Setup.

### Call Tracker Digits with Details Shown



Print Date: Friday, December 22, 2018 11:17:19AM

Start Date: 1/1/2017 12:00:00AM  
 End Date: 12/31/2017 11:59:59PM  
 Start Client: 3000  
 End Client: 3999  
 Start Billing:  
 End Billing:  
 Tracker Type: All  
 CallId: 0  
 Hide Details: False


Total Page Count: 13

**Call Tracker Digits**

A summary and detail view of Digit Menu and Speech Rec Calls per client, Picking the Digit Menu Entry parameter summarizes counts by menu.

Stamp			Total	Errors	CallId
Client:	3913	<b>Just Say It Directory Assistance</b>	7	0	
Dec 13 1:38 pm	Speech Rec	Directory Assistance(Choice) - '1', Confidence: 0.92, Matches: 1 <?xml version='1.0'?><result><interpretation grammar="file://c:/grammars/15295e3a-b9dd-4444-bc57-38e1f6802cda.grxml" confidence="0.92"><input mode="speech">1</input><instance><SWI_meaning>[N:1]</SWI_meaning><RESULT confidence="0.92">[N:1]</RESULT><SWI_literal>1</SWI_literal><SWI_grammarName>file://c:/grammars/15295e3a-b9dd-4444-bc57-38e1f6802cda.grxml</SWI_grammarName></instance></interpretation></result>	Auto	ListingLookup	9993914
Dec 21 9:05 am	Speech Rec	<b>Menu - Error: E_AstRejected</b>	Auto	Announcement	9994060
		<b>Menu: zzzz digit: 9</b>			
Dec 21 11:53 am	Digit Menu Entry		Auto	Announcement	9996232
Dec 21 11:55 am	Digit Menu Entry		Auto	Announcement	9996233
Dec 21 11:57 am	Digit Menu Entry		Auto	Announcement	9996234
Dec 21 11:58 am	Digit Menu Entry		Auto	Announcement	9996235
Dec 21 12:06 pm	Digit Menu Entry		Auto	Announcement	9996240

Call Tracker Digits with Details Hidden



Print Date: Friday, December 22, 2018 11:06:48AM

**Call Tracker Digits**

A summary and detail view of Digit Menu and Speech Rec Calls per client, Picking the Digit Menu Entry parameter summarizes counts by menu.

Start Date:	1/1/2017 12:00:00AM
End Date:	12/31/2017 11:59:59PM
Start Client:	3000
End Client:	3999
Start Billing:	
End Billing:	
Tracker Type:	All
CallId:	0
Hide Details:	True
Total Page Count: 1	

			Total	Errors
Client:	3913	Just Say It Directory Assistance	7	0
Client:	3920	Genesis Intelligent Series System	60	21

<b>Totals Section</b>	Digit Menu Presses:	14	
	Speech Rec Events:	53	
	Speech Rec Errors:	21	
	Total:	67	

Call Tracker Digits Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>CallTrackerType</b>	<p>The CallTrackerType parameter is used to filter the report to show only Digit Menu Entry events, only Speech Rec events, or both.</p> <ul style="list-style-type: none"> <li>• Select “All” to include both Digit Menu Entry events and Speech Recognition events in the report.</li> <li>• Select “Digit Menu Entry” to include only Digit Menu Entry events. A Digit Menu Entry event is generated by the Nuance software whenever a digit press is detected using the Just Say It features.</li> <li>• Select “Speech Rec” to include only Speech Rec events. A Speech Rec event is generated by the Nuance software whenever a speech recognition attempt is made using the Just Say It features. Speech Rec events include successes, failures, and warnings.</li> </ul>

Parameter	Description
<b>CallId</b>	The IS Call ID is the serial number assigned to each call record by the IS Server. The CallId parameter is used to filter the report to show only data for a specific IS Call ID.
<b>HideDetails</b>	<p>The Hide Details parameter gives the option to show or hide information about each event.</p> <ul style="list-style-type: none"> <li>• Select “True” to hide details about each event and only show counts.</li> <li>• Select “False” to show details information about each event in addition to showing counts.</li> </ul>

### Call Tracker Digits Data Fields

Data Field	Description
<b>Client</b>	The report is grouped by client number. For each client number that had data matching the report parameters, the Client Number is listed along with the Client Name as it is programmed in the IS Supervisor Client Setup pages
<b>Total</b>	The total number of Call Tracker events for the client number that match the CallTrackerType and date and time range specified in the report parameters.
<b>Errors</b>	The total number of error Call Tracker events for the client number that match the CallTrackerType and date and time range specified in the report parameters. If the HideDetails parameter is set to “False,” errors are listed in red text in the report.
<b>Stamp</b> <i>Show Detail</i>	<p>If the HideDetails parameter is set to “False,” the date and time of each Call Tracker event is displayed along with the following information.</p> <p>The Call Tracker Type is displayed in the column to the right of the date and time. The Call Tracker Type indicates whether the event was a Speech Rec event or a Digit Menu Entry event. The CallTrackerType parameter determines which types of events are included in the report.</p> <p>The details of the event or the error are displayed to the right of the Call Tracker type. Errors are displayed in red text.</p> <p>The Call State is displayed to the right of the details or error. Call States include: Unknown, Disposed, Disc, Ring, Talk, Talk1, Talk2, Conference, Hold, InProgress, VoiceMail, OutboundQueue, Auto, AutoHold, Patch, and MaxStates.</p>


## Genesis – Call Tracker Digits

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<b>Data Field</b>	<b>Description</b>
	The Call Type is displayed to the right of the Call State. Call Types include: Undefined, Secretarial, Checkin, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.
<b>CallId</b> <i>Show Detail</i>	If the HideDetails parameter is set to “False,” the IS Call ID associated with the event is displayed .The IS Call ID is the serial number assigned to each call record by the IS Server.
<b>Totals Section</b>	
<b>Digit Menu Presses</b>	The total number of Digit Menu Entry events included in the report data.
<b>Speech Rec Events</b>	The total number of Speech Rec events included in the report data. This number includes Speech Rec errors.
<b>Speech Rec Errors</b>	The total number of Speech Rec errors included in the report data.
<b>Total</b>	The total number of all Digit Menu Entry events and Speech Rec events included in the report data.

## Genesis – Calls By Agent

The Genesis – Calls By Agent report shows a table of all the calls for a specific client number range and which agent handled those calls. The Genesis – Calls By Agent report has three totals: the total number of calls for each client, the total number of calls each agent handled, and the total number of calls for the specified date and time period. This report is an excellent way to see which clients are receiving the most calls and which agents are taking the most calls.



Print Date: Tuesday, December 11, 2018 10:25:12AM

**Start Date:** 12/2/2018 12:00:00AM  
**End Date:** 12/8/2018 11:59:59PM  
**Start Client:** 3000  
**End Client:** 3999  
**Start Billing:**  
**End Billing:**

**Total Page Count: 1**

### Calls By Agent

Summary view of live calls  
by Agent per client,


	Jessy	david	amy	Total
ABC PLUMBING	1	0	1	2
BOWDEN REAL EST	1	0	1	2
CAMCO	0	1	1	2
CITY LINK EXCHANGE	1	0	1	2
DR DAVID DARCY OF	1	0	1	2
EAST MMCNET	1	0	1	2
MIDWEST HEATING	1	0	1	2
MMC FAMILY DENTI	1	0	3	4
NORTH MMCNET	1	0	1	2
SOUTH MMCNET	1	1	2	4
WEST MMCNET	1	0	1	2
<b>Total</b>	<b>10</b>	<b>2</b>	<b>14</b>	<b>26</b>

### Calls By Agent Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.

## Genesis – Calls By Agent

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Parameter	Description
<b>Agents</b>	<p>The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>

### Calls By Agent Data Fields

Data Field	Description
	<p>The Client Names of the client numbers within the StartClient and EndClient parameters are listed to the left of the rows of the table. Client Names are programmed in the IS Supervisor Client Setup pages.</p> <p>The Agent Name of the agents that took calls for one or more of the clients are listed at the top of the columns of the report. Agent Names are programmed in the Agent Setup pages of IS Supervisor.</p> <p>Each cell of the table contains a count of the number of live calls that the agent listed at the top of the column handled for client listed at the left of the row.</p>
<b>Total</b>	<p>The Total column lists the total number of calls per client.</p> <p>The Total row lists the total number of calls per agent.</p> <p>The last box in the Total column and row lists the total number of calls taken by all agents in all accounts for the specified date and time period.</p>

## Genesis – Call Type

The Genesis – Call Type report lists the Call Type and Completion Code for client's calls. The Genesis – Call Type report shows the date and time of the call, how long the call took in hours, minutes, and seconds, what kind of call it was, which agent handled the call, and how the call was completed. This report is good for troubleshooting possible issues with calls not being completed.

Call Start	Call End	Days & Duration	Call Kind Desc	Agt Name	Completion Code																
																					
<b>Call Type</b> Selectable call types and durations by date and completion code.																					
Print Date: Tuesday, December 11, 2018 11:55:23AM																					
<table border="1" style="width: 100%;"> <tr> <td>Start Date:</td> <td>12/2/2018 12:00:00AM</td> </tr> <tr> <td>End Date:</td> <td>12/8/2018 11:59:59PM</td> </tr> <tr> <td>Start Client:</td> <td>3000</td> </tr> <tr> <td>End Client:</td> <td>3999</td> </tr> <tr> <td>Start Billing:</td> <td></td> </tr> <tr> <td>End Billing:</td> <td></td> </tr> <tr> <td>Completion Code:</td> <td>Any</td> </tr> <tr> <td>Call Types:</td> <td>All</td> </tr> </table>						Start Date:	12/2/2018 12:00:00AM	End Date:	12/8/2018 11:59:59PM	Start Client:	3000	End Client:	3999	Start Billing:		End Billing:		Completion Code:	Any	Call Types:	All
Start Date:	12/2/2018 12:00:00AM																				
End Date:	12/8/2018 11:59:59PM																				
Start Client:	3000																				
End Client:	3999																				
Start Billing:																					
End Billing:																					
Completion Code:	Any																				
Call Types:	All																				
<i>Client Number</i> 3912	<i>Client Name</i> ABC Plumbing	<i>Billing Code</i> 3912																			
Mon, Dec 03 01:40:53PM	Mon, Dec 03 01:42:14PM	0 :00:01:21	Secretarial	amy	Normal																
Mon, Dec 03 01:47:20PM	Mon, Dec 03 01:56:35PM	0 :00:09:15	Fetch	david	Normal																
Mon, Dec 03 03:38:06PM	Mon, Dec 03 03:38:25PM	0 :00:00:19	Secretarial	Jessy	Normal																
Mon, Dec 03 03:38:20PM	Mon, Dec 03 03:56:44PM	0 :00:18:24	Secretarial	david	Normal																
Tue, Dec 04 01:05:03PM	Tue, Dec 04 01:06:16PM	0 :00:01:13	Secretarial	Jessy	Normal																
Tue, Dec 04 01:06:09PM	Tue, Dec 04 01:07:40PM	0 :00:01:31	Secretarial	amy	Normal																
Tue, Dec 04 01:12:40PM	Tue, Dec 04 01:25:57PM	0 :00:13:17	Fetch	david	Normal																
<i>Client Number</i> 3920	<i>Client Name</i> North MMCNetwork	<i>Billing Code</i> 3920																			
Wed, Dec 05 09:09:36AM	Wed, Dec 05 09:16:03AM	0 :00:06:27	Secretarial	david	Normal																
Thu, Dec 06 09:54:51AM	Thu, Dec 06 09:56:42AM	0 :00:01:51	Secretarial	Jessy	Normal																
Thu, Dec 06 10:54:51AM	Thu, Dec 06 10:55:01AM	0 :00:00:10	Fetch	Jessy	Normal																
Thu, Dec 06 10:57:06AM	Thu, Dec 06 10:57:44AM	0 :00:00:38	Fetch	david	Normal																
Thu, Dec 06 11:04:42AM	Thu, Dec 06 11:44:28AM	0 :00:39:46	Fetch	Jessy	Normal																
Thu, Dec 06 02:41:50PM	Thu, Dec 06 03:26:27PM	0 :00:44:37	Fetch	amy	Normal																
Fri, Dec 07 10:40:14AM	Fri, Dec 07 10:51:22AM	0 :00:11:08	Fetch	david	Normal																
Fri, Dec 07 11:52:29AM	Fri, Dec 07 11:59:16AM	0 :00:06:47	Fetch	amy	Normal																
v1.1.0	Call Type				1																

## Call Type Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.

## Genesis – Call Type

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<b>Parameter</b>	<b>Description</b>
<b>CallTypes</b>	The CallTypes parameter filters the report data based on the kind of call. Select the Call Types to include in the report, or select “All” to include data for all Call Types.
<b>AbandonType</b>	The AbandonType parameter is used to filter the report to show abandoned calls, calls that ended normally, or both. <ul style="list-style-type: none"><li>• Select “Any” to include both abandoned and calls that ended normally.</li><li>• Select “Normal” to include only calls that ended normally.</li><li>• Select “Abandoned” to include only abandoned calls.</li></ul>

### Call Type Data Fields

<b>Data Field</b>	<b>Description</b>
<b>Client Number</b>	The report is grouped by client number. The Client Number assigned to each client number is displayed.
<b>Client Name</b>	The Client Name associated with the Client Number, as it is programmed in the IS Supervisor Client Setup pages.
<b>Billing Code</b>	The alphanumeric Billing Code that is assigned to the client number.
<b>Call Start</b>	The date and time each call started.
<b>Call End</b>	The date and time the call ended.
<b>Days &amp; Duration</b>	The duration of the call in days, hours, minutes, and seconds. The days column is provided for troubleshooting of calls that are showing durations in excess of 24 hours.
<b>Call Kind Desc</b>	The Call Kind Desc field displays the Call Type of each call. Call Types include: Undefined, Secretarial, Check-in, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.
<b>Agt Name</b>	The Agent Name of the agent who handled the call. The Agent Name is programmed in the Agent Setup pages of IS Supervisor.
<b>Completion Code</b>	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.
<b>Secretarial</b>	The number of Secretarial calls for all client numbers within the report parameters.

<b>Data Field</b>	<b>Description</b>
<b>CheckIn</b>	The number of Check-in calls for all client numbers within the report parameters.
<b>Fetch</b>	The number of Fetched calls for all client numbers within the report parameters.
<b>Scheduled</b>	The number of Scheduled calls for all client numbers within the report parameters.
<b>IVR</b>	The number of IVR calls for all client numbers within the report parameters.
<b>WebScript</b>	The number of Web Script calls for all client numbers within the report parameters.
<b>Voicemail</b>	The number of Voice Mail calls for all client numbers within the report parameters.
<b>AutoCall</b>	The number of AutoCall calls for all client numbers within the report parameters.
<b>Announcement</b>	The number of Announcement calls for all client numbers within the report parameters.
<b>MergeComm</b>	The number of MergeComm calls for all client numbers within the report parameters.
<b>PageConfirm</b>	The number of Page Confirmation calls for all client numbers within the report parameters.
<b>Smart Page</b>	The number of Smart Paging calls for all client numbers within the report parameters.
<b>Change Client</b>	The number of Change Client calls for all client numbers within the report parameters.
<b>Agt Audio</b>	The number of Agent Audio calls for all client numbers within the report parameters.
<b>Rauland</b>	The number of Rauland Responder calls for all client numbers within the report parameters.
<b>AutoAttendant</b>	The number of Auto Attendant calls for all client numbers within the report parameters.
<b>ListingLookup</b>	The number of Listing looked ups for all client numbers within the report parameters.
<b>Dispatch</b>	The number of Dispatch calls for all client numbers within the report parameters.
<b>Park Orbit</b>	The number of Park Orbit calls for all client numbers within the report parameters.


## Genesis – Call Type

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<b>Data Field</b>	<b>Description</b>
<b>VmCallBack</b>	The number of Voice Mail Call Back calls for all client numbers within the report parameters.
<b>Total Calls</b>	The total number of calls for all client numbers within the report parameters.

## Genesis – Client Statistics

The Genesis – Client Statistics report breaks down information about each client’s call history. The Genesis – Client Statistics report show how many calls came into the system, how many client setups edits were performed, how many client script edits were performed, how many dispatch jobs were added, how many messages were taken, how many messages were edited, and how many messages were delivered. The Genesis – Client Statistics report also indicates how much time an agent spent on a call, editing a client setup, editing a client script, taking a message, and working with a dispatch job.

		Print Date: Tuesday, December 11, 2018 1:01:46PM				
		Start Date: 11/1/2018 12:00:00AM End Date: 11/30/2018 11:59:59PM Start Client: 3000 End Client: 3999 Start Billing: End Billing: One Page Per Client : False Total Page Count: 140				
<b>Client Statistics</b>						
Call Time in h:mm:ss						
Other Time in Minutes						
	Counts					Time
Client Number: 3912		Name: ABC Plumbing			Billing Code: 3912	
	All	Secretarial	Checkin	Answered	Abandons	
Calls	3	0	0	0	0	0:0:11
Client Setup Edits	0	Sec + Check	0	Abandon %	0.00%	0:0
Client Script Edits	0					0:0
Dispatches	0					0:0
Messages Taken	0					
Time To Deliver						0:0
Messages Edited	0					
Messages Delivered	0					
Client Number: 3920		Name: North MMCNetwork			Billing Code: 3920	
	All	Secretarial	Checkin	Answered	Abandons	
Calls	1	0	0	0	0	0:0:0
Client Setup Edits	0	Sec + Check	0	Abandon %	0.00%	0:0
Client Script Edits	0					0:0
Dispatches	0					0:0
Messages Taken	0					
Time To Deliver						0:0
Messages Edited	0					
Messages Delivered	0					

### Client Statistics Parameters

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

## Genesis – Client Statistics

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<b>Parameter</b>	<b>Description</b>
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>ClientPerPage</b>	If the ClientPerPage parameter is set to “Yes,” the data for each client is displayed on a separate page of the report. If this parameter is set to “No,” the data is not divided into separate pages for each client.
<b>Start Billing</b>	The start of the Billing Code range to include in the report.
<b>End Billing</b>	The end of the Billing Code range to include in the report.

### Client Statistics Data Fields

<b>Data Field</b>	<b>Description</b>
<b>Client Number</b>	The report is grouped by client number. The Client Number assigned to each client number is displayed.
<b>Name</b>	The Client Name associated with the Client Number, as it is programmed in the IS Supervisor Client Setup pages.
<b>Billing Code</b>	The alphanumeric Billing Code that is assigned to the client number, if any.
<b>Calls</b>	
<b>All</b>	The number of calls for the client number.
<b>Secretarial</b>	The number of Secretarial calls for the client number.
<b>Checkin</b>	The number of Check-in calls for the client number.
<b>Sec + Check</b>	The sum of the number of Secretarial and Check-in calls for the client.
<b>Answered</b>	The number of Answered calls for the client number.
<b>Abandons</b>	The number of Abandoned calls for the client number.
<b>Abandon %</b>	The percentage of calls for the client that were Abandoned calls relative to all calls for the client number.
<b>Time</b>	The total duration of the calls for the client number in hours, minutes, and seconds.
<b>Client Setup Edits</b>	
<b>Counts</b>	The number of times client number changes were saved for the client number.
<b>Time</b>	The total amount of time in minutes and seconds users spent in client setup before saving the client number changes
<b>Client Script Edits</b>	
<b>Counts</b>	The number of times script changes were saved for the client number.

<b>Data Field</b>	<b>Description</b>
<b>Time</b>	The total amount of time in minutes and seconds users spent in the Easy Script Editor before saving the script changes.
<b>Dispatches</b>	
<b>Counts</b>	The number of dispatch jobs for the client number.
<b>Time</b>	The total duration in minutes and seconds of the dispatch jobs for the client number.
<b>Messages Taken</b>	
<b>Counts</b>	The number of messages taken for the client number.
<b>Time to Deliver</b>	The total amount of time in minutes and seconds to delivered messages, calculated by subtracting the time a message was taken from the time a message was delivered.
<b>Messages Edited</b>	
<b>Counts</b>	The number of message edits performed for the client number.
<b>Messages Delivered</b>	
<b>Counts</b>	The number of messages delivered for the client number.
<b>All Clients</b>	The total of the counts and times for all of the clients included in the report.

## Genesis – Customer Offset Message Summary

The Genesis – Customer Offset Message Summary report is designed for viewing a detailed summary of the IS messages generated by Intelligent Messaging scripts. Message summaries can be custom designed for each message script to include or exclude as much information or as little information as desired, optionally including the label and contents of every message field that was edited from when the message was originally taken to when the message was finally delivered. If the message summary for a client is set up to show little information, then it is shown in the report with little information; if the message summary for a client is set up to show a lot of information, then it is shown in the report with a lot of information.

The Genesis – Customer Offset Message Summary report parameters include the option to show or hide the IS message history for the messages in the report.

### Customer Offset Message Summary without Show History



**Genesis Message Summary Customer Offset**

Print Date: Tuesday, December 11, 2018 1:51:38PM


Start Date: 12/2/2018 12:00:00AM  
 End Date: 12/8/2018 11:59:59PM  
 Start Client: 3000  
 End Client: 3999  
 Start Billing:  
 End Billing:  
 Disposition: All Msgs & Specials  
 Show History: False  
 Agent: ALL  
 Contact:

Total Page Count: 367

	Agent	Description
<p><b>Client:</b> 3912 MMCNET  <b>Billing Code:</b> 3912  <b>Client DateTime Offset:</b> False</p>		
<hr/>		
503654		
<p>Discarded: N    Exported: N    Urgent: N    Taken: 12/3/2018 1:42:13PM    Op: HM    Delivered: 12/3/2018 1:56:34PM    Special: False</p> <p>IS MMCNET                      Case #: 503654                      Name: SAM T                      Phone: \$19S(711)555-4887#                      Tech: NED                      Taken by: HM                      Problem: NEEDS HELP GETS INFINITE CONVERGENCE WORKING - THE SMS REPLIES ARE NOT COMING TO HIM. . WHY?                      Resolution/Notes: GOT CONNECTED AND CORRECTED THE PROVIDER NAME ... THEY WILL TEST LATER                      Source: PHONE                      Cause Type: SOFTWARE                      Billable: NO                      Duration: 10.4 minute(s)</p>		

v1.1.0
Message Summary
1

Customer Offset Message Summary with Show History



**Genesis Message Summary Customer Offset**

Print Date: Tuesday, December 11, 2018 1:51:38PM

Start Date: 12/2/2018 12:00:00AM  
 End Date: 12/8/2018 11:59:59PM  
 Start Client: 3000  
 End Client: 3999  
 Start Billing:  
 End Billing:  
 Disposition: All Msgs & Specials  
 Show History: False  
 Agent: ALL  
 Contact:

Total Page Count: 367

Client: 3912 MMCNET  
 Billing Code: 3912  
 Client DateTime Offset: False

503654	Discarded: N	Exported: N	Urgent: N	Taken: 12/3/2018 1:42:13PM	Op: HM	Delivered: 12/3/2018 1:56:34PM	Special: False					
IS MMCNET Case #: 503654 Name: SAM T Phone: \$19S(711)555-4887# Tech: NED Taken by: HM Problem: NEEDS HELP GETS INFINITE CONVERGENCE WORKING - THE SMS REPLIES ARE NOT COMING TO HIM. . . WHY? Resolution/Notes: GOT CONNECTED AND CORRECTED THE PROVIDER NAME ... THEY WILL TEST LATER Source: PHONE Cause Type: SOFTWARE Billable: NO Duration: 10.4 minute(s)												
	History	12/3/2018 1:42:13PM	DispatchAdded	Dispatch added	HM							
	History	12/3/2018 1:42:13PM	Taken	Taken	HM		MMCNET -- 3912					
	History	12/3/2018 1:47:21PM	DispatchSelected	Dispatch selected	ND							
	History	12/3/2018 1:56:34PM	Edited	Edited	ND		MMCNET -- 3912					
	History	12/3/2018 1:56:34PM	DispatchDeleted	Dispatch deleted(MessageSaved)	ND							
	History	12/3/2018 1:56:34PM	Delivered	Delivered	ND							

v1.1.0 Message Summary 1

Customer Offset Message Summary Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Disposition</b>	The Disposition parameter is used to filter the report to show delivered messages, undelivered messages, delivered specials, and undelivered specials. <ul style="list-style-type: none"> <li>Select “All” to display all Delivered, Undelivered, Delivered Specials, and Undelivered Specials.</li> <li>Select “Delivered” to display only Delivered messages.</li> </ul>

## Genesis – Customer Offset Message Summary

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Parameter	Description
	<ul style="list-style-type: none"><li>• Select “Undelivered” to display only messages that aren’t Delivered.</li><li>• Select “Both Delivered &amp; Undelivered” to display both Delivered messages and messages that are not Delivered.</li><li>• Select “Delivered Specials” to display only Delivered Specials.</li><li>• Select “Undelivered Specials” to display only Specials that are not Delivered.</li><li>• Select “Both Delivered &amp; Undelivered Specials” to display only Delivered Specials and Special that are not Delivered.</li></ul>
<b>ShowHistory</b>	<p>The ShowHistory option allows the report to be shown with or without the IS message history.</p> <ul style="list-style-type: none"><li>• Select “True” to show the IS message history of the messages.</li><li>• Select “False” to not show the IS message history of the messages.</li></ul>
<b>Agent</b>	<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 messages taken by that agent.</p>

### Customer Offset Message Summary Data Fields

Data Field	Description
<b>Client</b>	<p>The Client Number and Client Name of each client number as programmed in the Client Setup pages of IS Supervisor.</p>
<b>Billing Code</b>	<p>The alphanumeric Billing Code assigned to the client number.</p>
<b>Client DateTime Offset</b>	<p>A “True” or “False” value indicating whether the client has a Time Zone Offset that has been applied to the date and time of the messages. A Client DateTime Offset of “True” indicates the dates and times are displayed in the client’s local time. A Client DateTime Offset of “False” indicates the dates and times are displayed in the IS Server’s local time. Client Time Zone Offsets are configured in the Client Setup pages of IS Supervisor.</p> <p>Under each client number’s Client DateTime Offset, the message summaries are organized by the Intelligent Series (IS) Message ID which is assigned to an individual message on the Intelligent Series server. The Intelligent Series server assigns a unique IS Message ID to each IS message created.</p>

Data Field	Description
<b>Discarded</b>	A “Y” or “N” value indicating whether the message is a discarded message created by canceling a message script with the “Saved Discarded Messages” feature enabled. “Y” for “Yes” indicates the message is a discarded message; “N” for “No” indicates the message is not a discarded message.
<b>Exported</b>	A “Y” or “N” value indicating whether the message has been exported. “Y” for “Yes” indicates the message has been exported; “N” for “No” indicates the message has not been exported.
<b>Urgent</b>	A “Y” or “N” value indicating whether the message is marked Urgent. “Y” for “Yes” indicates the message is marked Urgent. “N” for “No” indicates the message is not marked Urgent.
<b>Taken</b>	The date and time the message was taken.
<b>Op</b>	The agent’s initials of the agent who originally took the message. Agent initials are programmed in the Agent Setup pages of IS Supervisor.
<b>Delivered</b>	The date and time the message was delivered.
<b>Special</b>	A “True” or “False” value indicating whether the message is a Special. A value of “True” indicates the message is a Special.  The message summary, which can be customized for each client’s account in the IS Supervisor’s Easy Script Editor, is displayed below the message’s Discarded, Exported, Urgent, Taken, Op, Delivered, and Special values.
<b>HistoryStamp</b> <i>Show History</i>	If the ShowHistory parameter is set to “True,” the History Stamp column shows the date and time of every IS message history entry recorded for the message from the time the message was taken to the time the message was delivered.
<b>DispositionType</b> <i>Show History</i>	If the ShowHistory parameter is set to “True,” the Disposition Type column lists the disposition of the message at the time the entry was made. Disposition Types include: Taken, Edited, Delivered, Generic, DispatchAdded, DispatchSelected, DispatchDeleted, PageCompleted, PageFailed, PageInitiated, PageReply, PageReplyTimeout, PageRead, PageAcknowledged, Undelivered, CreditCardSale, CreditCardCredit, CreditCardAuthorization, CreditCardVoid, EmailInitiated, EmailSent, EmailReply, EmailFailed, MsmInitiated, MsmSent, MsmReply, MsmFailed, VoceraInitiated, VoceraSent, VoceraReply, VoceraFailed, VoceraRead, HL7OutInitiated, HL7OutAcknowledged, HL7OutFailed, MergeCommStarted, MergeCommCompleted, MergeCommFailed, SendMessageCompleted, SendMessageFailed, AutoCallInitiated, AutoCallStarted, AutoCallConnected, AutoCallCompleted, AutoCallFailed, AutoCallConfirmed,

## Genesis – Customer Offset Message Summary

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<b>Data Field</b>	<b>Description</b>
	AutoDispatchStarted, MarkedSent, MarkedNotSent, Dialout, Overdial, CopiedFrom, ForwardedFrom, DispatchInfo, VMTaken, VMAppended, VMPlayed, VMDeleted, Held, and Viewed.
<b>Disposition</b> <i>Show History</i>	If the ShowHistory parameter is set to “True,” the Disposition column displays the text that was saved in the message disposition.
<b>Agent</b> <i>Show History</i>	If the ShowHistory parameter is set to “True,” the Agent column shows the initials of the agent who associated with the disposition change. Agent initials are programmed in the Agent Setup pages of IS Supervisor.
<b>Description</b> <i>Show History</i>	If the ShowHistory parameter is set to “True,” the Description column shows the Listing Description of the IS Directory Listing associated with the history entry, if any.
<b>Message Count</b>	A count of the number of messages for the client number.
<b>Total Count</b>	A total count of all of the messages included in the report data.

## Genesis – Genesis Abandon Type

The Genesis Abandon Type report gives a detailed view of each step in a client's call. The Genesis Abandon Type report shows the date and time of the call, how long the call took in hours, minutes, and seconds, what type of call it was, which agent handled the call, and whether or not the call was abandoned. This report is good for seeing the different sections of all the calls a client had during the specified date and time period in the parameter. The Genesis Abandon Type report also shows the Call ID of each call in the report, how long an agent was on the phone in the Talk, Talk1, Talk2, or Conference call state, the Agent Flag, and the AutoHold Flag.

Genesis		Abandon Type		Print Date: Thursday, December 13, 2018 11:11:58AM						
Selectable call types and durations by date and completion code. Client time zone offset is applied.				Start Date: 12/2/2018 12:00:00AM End Date: 12/8/2018 11:59:59PM Start Client: 3000 End Client: 39999 Start Billing: End Billing: Completion Code: Any Call Types: All Has Agent: Any						
callId	Call Start	Days & Duration	Agent Duration	Call Kind Desc	Agt Name	Completion Code	Agent Flag	AutoHold Flag		
<i>Client Number</i> 2002	<i>Client Name</i> DING A LING	<i>40069 (5074)</i>		<i>Billing Code</i> 2002						
8814049	Mon, Dec 03 01:40:53PM	0 :00:01:21	0:1:21	Secretarial	amy	Normal	Yes	No		
8814057	Mon, Dec 03 01:47:20PM	0 :00:09:15	0:9:15	Fetch	david	Normal	Yes	No		
8815142	Mon, Dec 03 03:38:06PM	0 :00:00:19	0:0:18	Secretarial	Jessy	Normal	Yes	No		
8815144	Mon, Dec 03 03:38:20PM	0 :00:18:24	0:1:7	Secretarial	david	Normal	Yes	No		
8816144	Mon, Dec 03 03:38:20PM	0 :00:18:24	0:17:17	Secretarial	Jessy	Normal	Yes	No		
8816394	Tue, Dec 04 01:05:03PM	0 :00:01:13	0:0:30	Secretarial	amy	Normal	Yes	Yes		
8817394	Tue, Dec 04 01:05:03PM	0 :00:01:13	0:0:43	Secretarial	Jessy	Normal	Yes	Yes		
8817397	Tue, Dec 04 01:06:09PM	0 :00:01:31	0:1:31	Secretarial	david	Normal	Yes	No		
8818400	Tue, Dec 04 01:12:40PM	0 :00:13:17	0:13:18	Fetch	david	Normal	Yes	No		
v1.1.0		Abandon Type			1					

### Genesis Abandon Type Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>CallTypes</b>	The CallTypes parameter filters the report data based on the kind of call. Select the Call Types to include in the report, or select "All" to include data for all Call Types.

## Genesis – Genesis Abandon Type

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Parameter	Description
<b>AbandonType</b>	<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"><li>• Select “Any” to include both abandoned and calls that ended normally.</li><li>• Select “Normal” to include only calls that ended normally.</li><li>• Select “Abandoned” to include only abandoned calls</li></ul>
<b>HasOp</b>	<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"><li>• Select “Any” to include both calls with agent time and calls that do not have agent time.</li><li>• Select “No” to include only calls that do not have agent time.</li><li>• Select “Yes” to include only calls that have agent time.</li></ul>

### Genesis Abandon Type Data Fields


Data Field	Description
<b>Client Number</b>	The report is grouped by client number. The Client Number assigned to each client’s account is displayed.
<b>Client Name</b>	The Client Name associated with the Client Number, as it is programmed in the IS Supervisor Client Setup pages.
<b>Billing Code</b>	The alphanumeric Billing Code assigned to the client number.
<b>callId</b>	The IS Call ID is the serial number assigned to each call record by the IS Server.
<b>Call Start</b>	The date and time the call started.
<b>Call End</b>	The date and time the call ended.
<b>Days &amp; Duration</b>	Number of days and length of time an agent was on talking to a client.
<b>Agent Duration</b>	The length in hours, minutes, and seconds an agent was on the phone with a client in the Talk, Talk1, Talk2, or Conference call state.
<b>Call Kind Desc</b>	The Call Kind Desc field displays the Call Type of the call. Call Types include: Undefined, Secretarial, Checkin, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, Smart Paging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.

<b>Data Field</b>	<b>Description</b>
<b>Agt Name</b>	The Agent Name is the name of the Agent as it appears in the Agent Setup pages of IS Supervisor.
<b>Completion Code</b>	The Completion Code indicates whether the call was normal or if the call was abandoned.
<b>Agent Flag</b>	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.
<b>AutoHold Flag</b>	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.
<b>Secretarial</b>	The total number of Secretarial calls taken.
<b>CheckIn</b>	The total number of Check-in calls taken.
<b>Fetch</b>	The total number of Fetch calls.
<b>Scheduled</b>	The total number of Scheduled calls.
<b>IVR</b>	The total number of IVR calls.
<b>WebScript</b>	The total number of Web Script calls.
<b>Voicemail</b>	The total number of Voice Mail calls.
<b>AutoCall</b>	The total number of AutoCall calls.
<b>Announcement</b>	The total number of Announcement calls.
<b>MergeComm</b>	The total number of MergeComm calls.
<b>PageConfirm</b>	The total number of Page Confirmation calls.
<b>Smart Page</b>	The total number of Smart Paging calls.
<b>Change Client</b>	The total number of Change Client calls.
<b>Agt Audio</b>	The total number of Agent Audio calls.
<b>Rauland</b>	The total number of Rauland Responder calls.
<b>AutoAttendant</b>	The total number of Auto Attendant calls.
<b>ListingLookup</b>	The total number of Listing Lookup ups.
<b>Dispatch</b>	The total number of Dispatch calls.
<b>Park Orbit</b>	The total number of Park Orbit calls.
<b>VmCallBack</b>	The total number of Voice Mail Call Back calls.
<b>Total Calls</b>	The total number of calls taken.


## Genesis – Peak Traffic

The Genesis – Peak Traffic report shows the number of answered calls, the number abandoned calls, and the duration of calls for a day along with how many client calls were answered during the peak traffic time for that day. The hour that the most calls were answered for the client each day is indicated in the report. The Genesis – Peak Traffic report can be totaled by Billing Code or by the Client Number.

### Peak Traffic Totaled By Client

		Print Date: Thursday, December 13, 2018 11:42:17AM		
		Start Date: 12/2/2018 12:00:00AM End Date: 12/8/2018 11:59:59PM Start Client: 3000 End Client: 3999 Start Billing: End Billing: Totals By: Client		
<b>Peak Traffic</b> A Simple view of answered calls and abandons with a peak time for the day.		Total Page Count: 18		
		<i>Client</i>	<i>Billing</i>	
<b>Client:</b>	3912	CAMCO		3912
		<b>Answered</b>	<b>Abandons</b>	<b>Duration</b> <i>(hh:mm:ss)</i>
Monday, December 3		3	0	0:20:4
3 pm		2		<i>Peak Time</i>
Tuesday, December 4		2	0	0:2:44
1 pm		2		<i>Peak Time</i>
<b>Client Totals:</b>		5	0	0:22:48
		<i>Client</i>	<i>Billing</i>	
<b>Client:</b>	3919	DR. DARCY'S OFFICE		3919
		<b>Answered</b>	<b>Abandons</b>	<b>Duration</b> <i>(hh:mm:ss)</i>
Wednesday, December 5		1	0	0:6:27
9 am		1		<i>Peak Time</i>
Thursday, December 6		1	0	0:1:51
9 am		1		<i>Peak Time</i>
<b>Client Totals:</b>		2	0	0:8:18

**Peak Traffic Totaled By Billing Code**



**Peak Traffic**

A Simple view of answered calls and abandons with a peak time for the day.

Print Date: Thursday, December 13, 2018 11:42:35AM

Start Date: 12/2/2018 12:00:00AM  
 End Date: 12/8/2018 11:59:59PM  
 Start Client: 3000  
 End Client: 3999  
 Start Billing:  
 End Billing:  
 Totals By: Billing Code

Total Page Count: 22

	<i>Client</i>		<i>Billing</i>
<b>Billing Code:</b> 3912			
<b>Client:</b> 3912	CAMCO		3912
	<b>Answered</b>	<b>Abandons</b>	<b>Duration</b> <i>(hh:mm:ss)</i>
<b>Monday, December 3</b>	3	0	0:20:4
3 pm	2		<i>Peak Time</i>
<b>Tuesday, December 4</b>	2	0	0:2:44
1 pm	2		<i>Peak Time</i>
<b>Client Totals:</b>	5	0	0:22:48
<b>Billing Totals:</b>	5	0	0:22:48
<b>Billing Code:</b> 3919			
<b>Client:</b> 3919	DR. DARCY'S OFFICE		3919
	<b>Answered</b>	<b>Abandons</b>	<b>Duration</b> <i>(hh:mm:ss)</i>
<b>Wednesday, December 5</b>	1	0	0:6:27
9 am	1		<i>Peak Time</i>
<b>Thursday, December 6</b>	1	0	0:1:51
9 am	1		<i>Peak Time</i>
<b>Client Totals:</b>	2	0	0:8:18
<b>Billing Totals:</b>	2	0	0:8:18

**Peak Traffic Parameters**

<b>Parameter</b>	<b>Description</b>
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>TotalBy</b>	The TotalBy parameter groups the report by Client Number or by Billing Code.

**Peak Traffic Data Fields**

<b>Data Field</b>	<b>Description</b>
<b>Billing Code</b> <i>Total By Billing Code</i>	If the TotalBy parameter is set to “Billing Code,” the report is grouped by Billing Code.

## Genesis – Peak Traffic


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<b>Data Field</b>	<b>Description</b>
<b>Client</b>	The Client Number of each client number within the StartClient and EndClient range is displayed, followed by the Client Name assigned to the account in the Client Setup pages of IS Supervisor.
<b>Billing</b>	<p>The Billing column displays the alphanumeric Billing Code assigned to the client number. Billing Codes are programmed in the Client Setup pages of IS Supervisor.</p> <p>Each date within the StartDate and EndDate parameters that contain data for the client number is listed beneath the Client Number.</p>
<b>Answered</b>	The number of calls that came into the system and were answered for the client on that date.
<b>Abandons</b>	The number of calls that came into the system and were abandoned for the client on that date.
<b>Duration</b>	The total duration in hours, minutes, and seconds of calls that came into the system for the client on that date.
<b>Peak Time</b>	The hour of the day that the most calls were answered for the client and number of answered calls for the client during that hour.
<b>Client Totals</b>	The total number of answered calls, abandoned calls, and duration of calls for the client number.
<b>Billing Totals</b> <i>Total By Billing Code</i>	If the TotalBy parameter is set to “Billing Code,” the total number of answered calls, abandoned calls, and duration of calls for the clients within the Billing Code are displayed.

## Genesis – Service Level

The Genesis – Service Level report shows how well calls are being handled for each ACD Skill. The Genesis – Service Level 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 requirement settings 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 with Answered Calls and System Abandons



**Service Level**  
all time in hh:mm:ss  
Service Level Summary by Skill  
V1.5.0


Print Date: Thursday, October 24, 2019 9:29:07AM

Start Date :	10/14/2019 12:00:00AM	
End Date :	10/18/2019 11:59:59PM	
Start Client:	9000	
End Client:	9999	
Start Billing:		
End Billing:		
Quick Call:	18 [seconds]	Calls
Ring Min:	12 (seconds)	Filtered out:
Quick Call Threshold:	85 percent	202
Abandons Threshold:	1 percent	
Avg Hold Threshold:	30 [seconds]	
Quick Call % Calc Opt:	Use answered calls [Quick Call %]	
Abandon Option:	Use System abandon percentage	
Total Page Count: 1		

Skill Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown				System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average
				Announce Calls	Answered	Agent Abandons	Sys Abandons				
[Not Set]	0	0.00	0	0	0	0	0	0	0:0:0	0:0:0	0:0:0
Code Calls	3	100.00	4	0	3	1	0	4	0:0:5	0:0:53	0:0:47
Emergency	1	100.00	1	0	1	0	0	1	0:0:3		0:36:46
General	228	91.20	256	0	250	6	0	256	0:0:9	0:1:0	0:8:38
Minimum:	0	0.00	0	0	0	0	0	0	0:0:0	0:0:0	0:0:0
Maximum:	228	100.00	256	0	250	6	0	256	0:0:9	0:1:0	0:36:46
Average:	58.00	72.80	65.25	0.00	63.50	1.75	0	65	0:0:4	28.18	0:11:33
Totals:	232		261	0	254	7	0	261			

Service Level with Assigned Calls and Agent Abandons



**Service Level**  
all time in hh:mm:ss

Service Level Summary by Skill  
V1.5.0

Print Date: Thursday, October 24, 2019 9:43:27AM

Start Date : 10/14/2019 12:00:00AM	
End Date : 10/18/2019 11:59:59PM	
Start Client: 9000	
End Client: 9999	
Start Billing:	
End Billing:	
Quick Call: 18 [seconds]	Calls
Ring Min: 12 (seconds)	Filtered out:
Quick Call Threshold: 85 percent	202
Abandons Threshold: 1 percent	
Avg Hold Threshold: 30 [seconds]	
Quick Call % Calc Opt: Use assigned calls [Service Level]	
Abandon Option: Use Agent abandon percentage	
Total Page Count: 1	

Skill Name	Quick Calls	Service Level	Assigned	Call breakdown					Agent Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average
				Announce Calls	+ Answered	+ Agent Abandons	+ Sys Abandons	= All Calls				
[Not Set]	0	0.00	0	0	0	0	0	0		0:0:0	0:0:0	
Code Calls	3	75.00	4	0	3	1	0	4	25.00	0:0:5	0:0:53	0:0:47
Emergency	1	100.00	1	0	1	0	0	1		0:0:3		0:36:46
General	228	89.06	256	0	250	6	0	256	2.34	0:0:9	0:1:10	0:8:38
Minimum:	0	0.00	0	0	0	0	0	0	0.00	0:0:0	0:0:0	0:0:0
Maximum:	228	100.00	256	0	250	6	0	256	25.00	0:0:9	0:1:0	0:36:46
Average:	58.00	66.02	65.25	0.00	63.50	1.75	0	65	6.84	0:0:4	28.18	0:11:33
Totals:	232		261	0	254	7	0	261				

Service Level Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report
<b>EndDate</b>	The end of the date and time range to include in the report
<b>StartClient</b>	The start of the Client Number range to include in the report
<b>EndClient</b>	The end of the Client Number range to include in the report
<b>Start Billing</b>	The start of the Billing Code range to include in the report
<b>End Billing</b>	The end of the Billing Code range to include in the report
<b>QuickCallMax</b>	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.
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.

Parameter	Description
<b>QuickCallWarn</b>	The Quick Call Warn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.
<b>AbandonWarn</b>	The Abandons Threshold parameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.
<b>HoldWarn</b>	The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.
<b>QuickCall_Opt</b>	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.
<b>Abandon_option</b>	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.

Service Level Data Fields

Data Field	Description
<b>Calls Filtered out</b>	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.”

## Genesis – Service Level


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<b>Data Field</b>	<b>Description</b>
<b>Skill Name</b>	The data is listed by Skill Name. The Skill Name is the name of each ACD Skill as programmed in the IS Supervisor.
<b>[No Name]</b>	The [No Name] row always appears at the top of the table and contains information about calls that were not assigned an ACD Skill.
<b>Quick Calls</b>	The number of calls answered for the Skill within the time frame designated in the QuickCallMax parameter.
<b>Service Level</b> <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.
<b>Quick Call Percent</b> <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.
<b>Assigned</b>	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.
<b>Call Breakdown</b>	
<b>Announce Calls</b>	The number of announcement calls for the Skill.
<b>Answered</b>	The number of calls answered for the Skill.
<b>Agent Abandons</b>	The number of calls for the Skill abandoned after being assigned to an agent.
<b>Sys Abandons</b>	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 except the [No Agent] row.
<b>All Calls</b>	The total number of calls assigned to the Skill during the date and time period selected in the StartDate and EndDate parameter.
<b>System Abandon %</b> <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
<b>Agent Abandon %</b> <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.
<b>Answer Time Average</b>	The average answer time for the Skill.
<b>Hold Dur Average</b>	The average amount of time all calls for the Skill spent on hold.
<b>Call Dur Average</b>	The average amount of time agents spent on all calls for the Skill.
<b>Minimum</b>	The minimum averages and times among all Skills.

<b>Data Field</b>	<b>Description</b>
<b>Maximum</b>	The maximum averages and times among all Skills.
<b>Average</b>	The average values for all Skills.
<b>Totals</b>	The totals for all Skills.

## Genesis – Service Level Agent Overview

The Genesis – Service Level Agent Overview report provides a detailed breakdown of an agent’s activity in Soft Agent and Web Agent including 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. The report also shows percentages that indicate how the agent’s statistics relate to the totals for all the agents included in the report. All durations are listed in hours, minutes, and seconds, separated by colons.



**Service Level Agent Overview**

*all time in hh:mm:ss*

Service Level Summary by Agent

Print Date: Thursday, October 24, 2019 1:15:09PM

Start Date : 10/14/2019 12:00:00AM  
 End Date : 10/18/2019 11:59:59PM  
 Start Client: 9000  
 End Client: 9999  
 Start Billing:  
 End Billing:

**SkillName:**

Agents: Pam

Quick Call: 18 [seconds]      Calls Filtered out:  
 Ring Min: 12 (seconds)      **3**  
 One rec per page :False

Total Page Count 1

Agent Name: Pam

Average Call Duration	0:2:25		
Secretarial Calls	60		
Assigned	62		
Answered	58		
Average Answer Time	0:0:8		
Service Level %	79.37%		
Quick Call %	86.21%		
Reassign %	1.61	Reassign Count	1
Agent Abandons	4	Abandon %	6.45%
Average Ring Duration	0:0:11		
Login Duration	41:53:8	Calls Per Hour	1.4
Not Ready Duration	5:50:55	Not Ready Count	22

Ready Duration	36:2:10	Ready %	86.03%
Disconnect Duration	4:35:42	Disconnect %	10.97%
Fetch Duration	4:24:11	Fetch %	10.51%

\* Percentages of Logged in time

Average Service Level %	80.65%		
Average Ready Duration	36:2:10		
Average Disconnect Duration	4:35:42		
Average Fetch Duration	4:24:11		
Reassigns	1	6200.0%	

### Service Level Agent Overview Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report

<b>Parameter</b>	<b>Description</b>
<b>EndDate</b>	The end of the date and time range to include in the report
<b>StartClient</b>	The start of the Client Number range to include in the report
<b>EndClient</b>	The end of the Client Number range to include in the report
<b>Start Billing</b>	The start of the Billing Code range to include in the report
<b>End Billing</b>	The end of the Billing Code range to include in the report
<b>SkillName</b>	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.
<b>QuickCallMax</b>	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.
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.
<b>Agents</b>	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.
<b>OneRecPerPage</b>	If the OneRecPerPage parameter is set to “True,” the data for each agent is displayed on a separate page of the report. If this parameter is set to “False,” the data is not divided into separate pages for each agent and the totals for Average Service Level %, Average Ready Duration, Average Disconnect Duration, Average Fetch Duration, and Reassigns are displayed on a separate page at the end of the report.

#### Service Level Agent Overview Data Fields

<b>Data Field</b>	<b>Description</b>
<b>Calls Filtered out</b>	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.”
<b>Agent Name</b>	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.
<b>Average Call Duration</b>	The average duration of all calls the agent made.

## Genesis – Service Level Agent Overview

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Data Field	Description
<b>Secretarial Calls</b>	The total number of secretarial calls the agent handled.
<b>Assigned</b>	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.
<b>Answered</b>	The total number of calls the agent answered.
<b>Average Answer Time</b>	The average time it took for the agent to answer calls during the selected date and time period.
<b>Service Level %</b>	The percentage of calls the agent answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.
<b>Quick Call %</b>	The percentage of Quick Calls relative to the total number of calls taken by the agent.
<b>Reassign %</b>	The percentage of calls that were reassigned relative to the total number of calls taken by the agent.
<b>Reassign Count</b>	The total number of calls reassigned to the agent. <b>Note:</b> One call can be reassigned multiple times if agents do not answer the call.
<b>Agent Abandons</b>	The number of calls abandoned after being assigned to the agent.
<b>Abandon %</b>	The percentage of calls that were abandoned by the agent relative to the total number of calls taken by the agent.
<b>Average Ring Duration</b>	The average length time a call spent in the Ring state on the agent's station.
<b>Login Duration</b>	The total length of time the agent was logged in.
<b>Calls Per Hour</b>	The number of calls answered by the agent divided by the number of hours the agent was logged in.
<b>Not Ready Duration</b>	The total length of time the agent spent in the Not Ready state.
<b>Not Ready Count</b>	The number of times the agent went into the Not Ready state.
<b>Ready Duration</b>	The total length of time the agent spent in the Ready state.
<b>Ready %</b>	The percentage of time the agent spent in the Ready state relative to the total number of time the agent spent logged in.
<b>Disconnect Duration</b>	The total length of time the agent spent in the Disconnect state.
<b>Disconnect %</b>	The percentage of time the agent spent in the Disconnect state relative to the total number of time the agent spent logged in.
<b>Fetch Duration</b>	The total length of time the agent spent with a fetched IS Client on their screen.

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<b>Data Field</b>	<b>Description</b>
<b>Fetch %</b>	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.
<b>Average Service Level %</b>	The average percentage of calls the agent answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.
<b>Average Ready Duration</b>	The average length of time all agents spent in the Ready state.
<b>Average Disconnect Duration</b>	The average length of time all agents spent in the Disconnect state.
<b>Average Fetch Duration</b>	The average length of time all agents spent with a fetched IS Client on their screen.
<b>Reassigns</b>	The total number of calls reassigned to another agent for all agents.



Service Level Agent Overview Export Data Fields

Data Field	Description
<b>Calls Filtered out</b>	<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>
<b>Average Call Duration</b>	The average duration of all calls the agent made.
<b>Secretarial Calls Assigned</b>	The total number of secretarial calls the agent took.
<b>Assigned</b>	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.
<b>Answered</b>	The total number of calls the agent answered.
<b>Average Answer Time</b>	The average time it took for the agent to answer calls during the selected date and time period.
<b>Service Level %</b>	The percentage of calls the agent answered within the time specified in the QuickCallMax parameter out of all calls assigned to the agent.
<b>Quick Call %</b>	The percentage of Quick Calls relative to the total number of calls taken by the agent.
<b>Reassign Count</b>	<p>The total number of calls reassigned to the agent.</p> <p><b>Note:</b> One call can be reassigned multiple times if agents do not answer the call.</p>
<b>Reassign %</b>	The percentage of calls that were reassigned relative to the total number of calls taken by the agent.
<b>Agent Abandons</b>	The number of calls abandoned after being assigned to the agent.
<b>Abandon %</b>	The percentage of calls that were abandoned by the agent relative to the total number of calls taken by the agent.
<b>Average Ring Duration</b>	The average length time a call spent in the Ring state on the agent’s station.
<b>Login Duration</b>	The total length of time the agent was logged in.
<b>Calls Per Hour</b>	The number of calls answered by the agent divided by the number of hours the agent was logged in.
<b>Not Ready Duration</b>	The total length of time the agent spent in the Not Ready.

## Genesis – Service Level Agent Overview Export


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<b>Data Field</b>	<b>Description</b>
<b>Not Ready Count</b>	The number of times the agent went into the Not Ready state.
<b>Ready Duration</b>	The total length of time the agent spent in the Ready state.
<b>Ready %</b>	The percentage of time the agent spent in the Ready state relative to the total number of time the agent spent logged.
<b>Disconnect Duration</b>	The total length of time the agent spent in the Disconnect state.
<b>Disconnect %</b>	The percentage of time the agent spent in the Disconnect state relative to the total number of time the agent spent logged in.
<b>Fetch Duration</b>	The total length of time the agent spent with a fetched IS Client on their screen.
<b>Fetch %</b>	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.
<b>Abandon Duration</b>	The total length of time all of the agent's abandoned calls spent in the system before they were abandoned.
<b>Hold Duration</b>	The total length of time a calls spent in the Hold state on the agent's station.

# Genesis – Service Level Agents

The Genesis – Service Level Agents report shows how well individual agents are handling calls. The Genesis – Service Level Agents report lists the data by Agent Name and provides visual warnings to show if the agent is reaching the requirement settings 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 Agents with Answered Calls and System Abandon



**Service Level Agents**  
all time in hh:mm:ss

Service Level Summary by Agent  
V1.4.0

Print Date: Wednesday, October 23, 2019 2:44:41PM

Start Date : 10/14/2019 12:00:00AM End Date : 10/18/2019 11:59:59PM Start Client: 9000 End Client: 9999 Start Billing: End Billing: Agents: ALL Quick Call: 18 [seconds] Ring Min: 12 (seconds)	Calls Filtered out: <div style="text-align: center; font-size: 24px; font-weight: bold;">1</div>
Quick Call Threshold: 85 percent Abandons Threshold: 1 percent Avg Hold Threshold: 30 [seconds] Quick Call % Calc Opt: Use answered calls [Quick Call %] Abandon Option: Use System abandon percentage	

Total Page Count: 2

Agent Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown					System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average
				Announce Calls	+ Answered	+ Agent Abandons	+ Sys Abandons	= All Calls				
Adam	4	100.00	5	0	4	1	0	5	0:0:7	0:0:35	0:1:24	
ben	3	100.00	4	0	3	1	0	4	0:0:11		0:12:11	
Chris	4	80.00	5	0	5	0	0	5	0:0:9	0:2:1	0:4:35	
dan	47	97.92	48	0	48	0	0	48	0:0:5	0:0:40	0:2:12	
denny	2	100.00	2	0	2	0	0	2	0:0:4		0:3:23	
Eric	4	100.00	4	0	4	0	0	4	0:0:7	0:0:57	0:20:54	
Gary	33	100.00	33	0	33	0	0	33	0:0:6	0:0:48	0:10:1	
Leon	2	100.00	2	0	2	0	0	2	0:0:3	0:0:46	0:34:33	
owen	4	100.00	4	0	4	0	0	4	0:0:4		0:5:44	
Pam	61	78.21	83	0	78	5	0	83	0:0:13	0:0:56	0:6:31	
PAT	3	100.00	3	0	3	0	0	3	0:0:7	0:1:5	0:18:18	
PETE	12	100.00	12	0	12	0	0	12	0:0:7	0:1:3	0:30:8	
Robbie	3	75.00	4	0	4	0	0	4	0:0:11	0:0:37	0:10:7	
SEAN	48	96.00	50	0	50	0	0	50	0:0:8	0:0:51	0:10:38	
Tom	2	100.00	2	0	2	0	0	2	0:0:8	0:0:38	0:12:39	

Agent Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown					System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average
				Announce Calls	+ Answered	+ Agent Abandons	+ Sys Abandons	= All Calls				
Minimum:	2	75.00	2	0	2	0	0	2	0.00	0:0:3	0:0:0	0:1:24
Maximum:	61	100.00	83	0	78	5	0	83	0.00	0:0:13	0:2:1	0:34:33
Average:	15.47	95.14	17.40	0.00	16.93	0.47	0	17	0.00	0:0:7	0:0:44	0:12:13
Total:	232		261	0	254	7	0	261				

## Genesis – Service Level Agents

### Service Level Agents with Assigned Calls and Agent Abandons

Genesis		Print Date: Wednesday, October 23, 2019 2:44:41PM														
Service Level Agents		Start Date : 10/14/2019 12:00:00AM End Date : 10/18/2019 11:59:59PM Start Client: 9000 End Client: 9999 Start Billing: End Billing: Agents: ALL Quick Call: 18 [seconds] Ring Min: 12 (seconds) Quick Call Threshold: 85 percent Abandons Threshold: 1 percent Avg Hold Threshold: 30 [seconds] Quick Call % Calc Opt: Use assigned calls [Service Level] Abandon Option: Use Agent abandon percentage														
all time in hh:mm:ss		Calls Filtered out: 1														
Service Level Summary by Agent V1.4.0		Total Page Count: 2														
Agent Name	Quick Calls	Service Level	Assigned	Call breakdown					Agent Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average				
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=	All Calls
Adam	4	80.00	5	0	+	4	+	1	+	0	=	5	20.00	0:0:7	0:0:35	0:1:24
ben	3	75.00	4	0	+	3	+	1	+	0	=	4	25.00	0:0:11		0:12:11
Chris	4	80.00	5	0	+	5	+	0	+	0	=	5		0:0:9	0:2:1	0:4:35
dan	47	97.92	48	0	+	48	+	0	+	0	=	48		0:0:5	0:0:40	0:2:12
denny	2	100.00	2	0	+	2	+	0	+	0	=	2		0:0:4		0:3:23
Eric	4	100.00	4	0	+	4	+	0	+	0	=	4		0:0:7	0:0:57	0:20:54
Gary	33	100.00	33	0	+	33	+	0	+	0	=	33		0:0:6	0:0:48	0:10:1
Leon	2	100.00	2	0	+	2	+	0	+	0	=	2		0:0:3	0:0:46	0:34:33
owen	4	100.00	4	0	+	4	+	0	+	0	=	4		0:0:4		0:5:44
Pam	61	73.49	83	0	+	78	+	5	+	0	=	83	6.02	0:0:13	0:0:56	0:6:31
PAT	3	100.00	3	0	+	3	+	0	+	0	=	3		0:0:7	0:1:5	0:18:18
PETE	12	100.00	12	0	+	12	+	0	+	0	=	12		0:0:7	0:1:3	0:30:8
Robbie	3	75.00	4	0	+	4	+	0	+	0	=	4		0:0:11	0:0:37	0:10:7
SEAN	48	96.00	50	0	+	50	+	0	+	0	=	50		0:0:8	0:0:51	0:10:38
Tom	2	100.00	2	0	+	2	+	0	+	0	=	2		0:0:8	0:0:38	0:12:39
Agent Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown					System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average				
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=	All Calls
Minimum:	2	75.00	2	0	+	2	+	0	+	0	=	2	0.00	0:0:3	0:0:0	0:1:24
Maximum:	61	100.00	83	0	+	78	+	5	+	0	=	83	0.00	0:0:13	0:2:1	0:34:33
Average:	15.47	95.14	17.40	0.00	+	16.93	+	0.47	+	0	=	17	0.00	0:0:7	0:0:44	0:12:13
Total:	232		261	0	+	254	+	7	+	0	=	261				

### 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
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
<b>QuickCallMax</b>	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.
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.
<b>QuickCallWarn</b>	The Quick Call Warn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.
<b>AbandonWarn</b>	The Abandons Threshold parameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.
<b>HoldWarn</b>	The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.
<b>QuickCall_Opt</b>	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.
<b>Abandon_option</b>	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.

## Genesis – Service Level Agents

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Parameter	Description
<b>Agents</b>	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.

### Service Level Agents Data Fields

Data Field	Description
<b>Calls Filtered out</b>	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.”
<b>Agent Name</b>	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.
<b>[No Agent]</b>	The [No Agent] row always appears at the top of the table and contains information about calls that were not assigned to an agent.
<b>Quick Calls</b>	The number of calls answered by the agent within the time frame designated in the QuickCallMax parameter.
<b>Service Level</b> <i>Assigned Calls</i>	The percentage of calls answered within the time specified in the QuickCallMax parameter out of all calls assigned to agents.
<b>Quick Call Percent</b> <i>Answered Calls</i>	The percentage of Quick Calls answered within the time specified in the QuickCallMax parameter out of all calls answered.
<b>Assigned</b>	The number of calls that were assigned to agents. Assigned calls include calls answered by agents and calls abandoned after being assigned to agents.
<b>Call Breakdown</b>	
<b>Announce Calls</b>	The number of announcement calls taken by the agent.
<b>Answered</b>	The number of calls the agent answered.
<b>Agent Abandons</b>	The number of calls abandoned after being assigned to the agent.
<b>Sys Abandons</b>	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.
<b>All Calls</b>	The total number of calls assigned to the agent during the date and time period selected in the StartDate and EndDate parameters.
<b>System Abandon %</b> <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.


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<b>Data Field</b>	<b>Description</b>
<b>Agent Abandon %</b> <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.
<b>Answer Time Average</b>	The average time to answer for the agent.
<b>Hold Dur Average</b>	The average amount of time all calls spent on hold after being assigned to this agent.
<b>Call Dur Average</b>	The average duration of all calls assigned to this agent.
<b>Minimum</b>	The minimum averages and times among all agents.
<b>Maximum</b>	The maximum averages and times among all agents.
<b>Average</b>	The average values for all agents.
<b>Totals</b>	The totals for all agents.

## Genesis – Service Level Agents Skill

The Genesis – Service Level Agent Skill report shows how well individual agents are handling calls for a certain ACD Skill. The Genesis – Service Level Agent Skill report lists the data by Agent Name and provides visual warnings to show if the agent is reaching the requirement settings 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 Agent Skill with Answered Calls and System Abandons

 <p><b>Service Level Agent Skill</b> all time in hh:mm:ss</p> <p>Service Level Summary by Agents for a skill V1.5.0</p>				Print Date: Wednesday, October 23, 2019 2:44:41PM			
				Start Date : 10/14/2019 12:00:00AM End Date : 10/18/2019 11:59:59PM Start Client: 9000 End Client: 9999 Start Billing: End Billing:			
				<b>SkillName:</b>			
				Quick Call: 18 [seconds] Ring Min: 12 (seconds)		Calls Filtered out: <b>202</b>	
				Quick Call Threshold: 85 percent Abandons Threshold: 1 percent Avg Hold Threshold: 30 [seconds]			
				Quick Call % Calc Opt: Use answered calls [Quick Call %]			
				Abandon Option: Use System abandon percentage			
				Total Page Count: 2			


  

Agent Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown				System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average				
				Announce Calls	+	Answered	+					Agent Abandons	+	Sys Abandons	=
Adam	4	100.00	5	0		4		1		0		5	0:0:7	0:0:35	0:1:24
ben	3	100.00	4	0		3		1		0		4	0:0:11		0:12:11
Chris	4	80.00	5	0		5		0		0		5	0:0:9	0:2:1	0:4:35
dan	47	97.92	48	0		48		0		0		48	0:0:5	0:0:40	0:2:12
denny	2	100.00	2	0		2		0		0		2	0:0:4		0:3:23
Eric	4	100.00	4	0		4		0		0		4	0:0:7	0:0:57	0:20:54
Gary	33	100.00	33	0		33		0		0		33	0:0:6	0:0:48	0:10:1
Leon	2	100.00	2	0		2		0		0		2	0:0:3	0:0:46	0:34:33
owen	4	100.00	4	0		4		0		0		4	0:0:4		0:5:44
Pam	61	78.21	83	0		78		5		0		83	0:0:13	0:0:56	0:6:31
PAT	3	100.00	3	0		3		0		0		3	0:0:7	0:1:5	0:18:18
PETE	12	100.00	12	0		12		0		0		12	0:0:7	0:1:3	0:30:8
Robbie	3	75.00	4	0		4		0		0		4	0:0:11	0:0:37	0:10:7
SEAN	48	96.00	50	0		50		0		0		50	0:0:8	0:0:51	0:10:38
Tom	2	100.00	2	0		2		0		0		2	0:0:8	0:0:38	0:12:39

Agent Name	Quick Calls	Quick Call Percent	Assigned	Call breakdown				System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average					
				Announce Calls	+	Answered	+					Agent Abandons	+	Sys Abandons	=	All Calls
Minimum:	2	75.00	2	0		2		0		0		2	0.00	0:0:3	0:0:0	0:1:24
Maximum:	61	100.00	83	0		78		5		0		83	0.00	0:0:13	0:2:1	0:34:33
Average:	15.47	95.14	17.40	0.00		16.93		0.47		0		17	0.00	0:0:7	0:0:44	0:12:13
Total:	232		261	0		254		7		0		261				

Service Level Agent Skill with Assigned Calls and Agent Abandons



**Service Level Agents**  
all time in hh:mm:ss  
Service Level Summary by Agent  
V1.4.0

Print Date: Wednesday, October 23, 2019 2:44:41PM

Start Date :	10/14/2019 12:00:00AM	Calls Filtered out: <b>1</b>
End Date :	10/18/2019 11:59:59PM	
Start Client:	9000	
End Client:	9999	
Start Billing:		
End Billing:		
Agents:	ALL	
Quick Call:	18 [seconds]	
Ring Min:	12 (seconds)	
Quick Call Threshold:	85 percent	
Abandons Threshold:	1 percent	
Avg Hold Threshold:	30 [seconds]	
Quick Call % Calc Opt:	Use assigned calls [Service Level]	
Abandon Option:	Use Agent abandon percentage	

Total Page Count: 2

Agent Name	Quick Calls	Service Level	Assigned	Call breakdown					Agent Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average				
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=	All Calls
Adam	4	80.00	5	0		4		1		0		5	20.00	0:0:7	0:0:35	0:1:24
ben	3	75.00	4	0		3		1		0		4	25.00	0:0:11		0:12:11
Chris	4	80.00	5	0		5		0		0		5		0:0:9	0:2:1	0:4:35
dan	47	97.92	48	0		48		0		0		48		0:0:5	0:0:40	0:2:12
denny	2	100.00	2	0		2		0		0		2		0:0:4		0:3:23
Eric	4	100.00	4	0		4		0		0		4		0:0:7	0:0:57	0:20:54
Gary	33	100.00	33	0		33		0		0		33		0:0:6	0:0:48	0:10:1
Leon	2	100.00	2	0		2		0		0		2		0:0:3	0:0:46	0:34:33
owen	4	100.00	4	0		4		0		0		4		0:0:4		0:5:44
Pam	61	73.49	83	0		78		5		0		83	6.02	0:0:13	0:0:56	0:6:31
PAT	3	100.00	3	0		3		0		0		3		0:0:7	0:1:5	0:18:18
PETE	12	100.00	12	0		12		0		0		12		0:0:7	0:1:3	0:30:8
Robbie	3	75.00	4	0		4		0		0		4		0:0:11	0:0:37	0:10:7
SEAN	48	96.00	50	0		50		0		0		50		0:0:8	0:0:51	0:10:38
Tom	2	100.00	2	0		2		0		0		2		0:0:8	0:0:38	0:12:39

Agent Name	Quick Calls	Service Level	Assigned	Call breakdown					Agent Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average				
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=	All Calls
Minimum:	2	73.49	2	0		2		0		0		2	0.00	0:0:3	0:0:0	0:1:24
Maximum:	61	100.00	83	0		78		5		0		83	25.00	0:0:13	0:2:1	0:34:33
Average:	15.47	91.83	17.40	0.00		16.93		0.47		0		17	3.40	0:0:7	0:0:44	0:12:13
Total:	232		261	0		254		7		0		261				

Service Level Agents Skill Parameters

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

## Genesis – Service Level Agents Skill

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Parameter	Description
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.
<b>QuickCallMax</b>	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.
<b>QuickCallWarn</b>	The Quick Call Warn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.
<b>AbandonWarn</b>	The Abandons Threshold parameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.
<b>HoldWarn</b>	The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.
<b>QuickCall_Opt</b>	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.
<b>Abandon_option</b>	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.

## Service Level Agents Skill Data Fields

<b>Data Field</b>	<b>Description</b>
<b>Calls Filtered out</b>	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.”
<b>Agent Name</b>	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.
<b>[No Agent]</b>	The [No Agent] row always appears at the top of the table and contains information about calls that were not assigned to an agent.
<b>Quick Calls</b>	The number of calls answered by the agent for the ACD Skill specified by the SkillName parameter within the time frame designated in the QuickCallMax parameter.
<b>Service Level</b> <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.
<b>Quick Call Percent</b> <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.
<b>Announce Calls</b> <b>Assigned</b>	The number of announcement calls for the Skill taken by the agent. 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.
<b>Call Breakdown</b>	
<b>Answered</b>	The number of calls the agent answered for the Skill.
<b>Agent Abandons</b>	The number of calls for the Skill that were abandoned after being assigned to the agent.
<b>Sys Abandons</b>	The number of calls for the Skill that were abandoned before the call could be assigned to an agent. This value will be zero in all rows except the [No Agent] row.
<b>All Calls</b>	The total number of calls taken by the agent for the date and time period selected in the StartDate and EndDate parameter.
<b>System Abandon %</b> <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.

## Genesis – Service Level Agents Skill


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<b>Data Field</b>	<b>Description</b>
<b>Agent Abandon %</b> <i>Agent Abandon</i>	The percentage of calls for the Skill that were abandoned after being assigned to the agent relative to the total number of calls assigned to the agent for the Skill.
<b>Answer Time Average</b>	The average time to answer for the agent for this Skill.
<b>Hold Dur Average</b>	The average amount of time all calls for this Skill spent on hold after being assigned to this agent.
<b>Call Dur Average</b>	The average duration of all calls for this Skill that were assigned to the agent.
<b>Minimum</b>	The minimum averages and times among all agents.
<b>Maximum</b>	The maximum averages and times among all agents.
<b>Average</b>	The average values for all agents.
<b>Totals</b>	The totals for all agents.

## Genesis – Service Level Client

The Genesis – Service Level Client report shows which clients received calls, how many Quick Calls they received, and if the call was assigned. The Genesis – Service Level Client report groups the data by Client Number and provides visual warnings to show if the agents answering for the clients reached the requirement settings 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



**Service Level Client**

*all time in hh:mm:ss*

Service Level Summary by Client  
V1.5.0

Print Date: Thursday, October 24, 2019 7:20:31AM


Start Date :	10/14/2019 12:00:00AM	
End Date :	10/18/2019 11:59:59PM	
Start Client:	2000	
End Client:	3000	
Start Billing:		
End Billing:		
Quick Call:	18 [seconds]	Calls
Ring Min:	12 (seconds)	Filtered out:
Quick Call Threshold:	85 percent	202
Abandons Threshold:	1 percent	
Avg Hold Threshold:	30 [seconds]	
Quick Call % Calc Opt:	Use answered calls [Quick Call %]	
Abandon Option:	Use System abandon percentage	
Hide Client Name:	False	

Total Page Count: 8

Client	Quick Calls	Quick Call Percent	Assigned	Call breakdown					System Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average
				Announce Calls	+ Answered	+ Agent Abandons	+ Sys Abandons	= All Calls				
<i>MMCNET NORTH</i>												
9016	1	100.00	1	0	1	0	0	1		0:0:5		0:1:45
<i>CAMCO</i>												
9031	1	100.00	1	0	1	0	0	1		0:0:8	0:0:23	0:3:36
<i>DR. DARCY'S OFFICE</i>												
9035	1	100.00	1	0	1	0	0	1		0:0:5	0:0:28	0:2:17
<i>MMCNET WEST</i>												
9052	3	100.00	3	0	3	0	0	3		0:0:3	0:0:13	0:11:37
<i>ABC PLUMBING</i>												
9063	0	0.00	1	0	1	0	0	1		0:0:20		0:2:8
<i>MMCNET SOUTH</i>												
9064	3	100.00	4	0	3	1	0	4		0:0:5	0:1:16	0:4:15
<i>MMCNET EAST</i>												
9065	5	100.00	5	0	5	0	0	5		0:0:4	0:0:39	0:9:24

Service Level Client with Assigned Calls and Agent Abandons



**Service Level Client**  
all time in hh:mm:ss  
Service Level Summary by Client  
V1.5.0

Print Date: Thursday, October 24, 2019 2:01:12PM

Start Date :	10/14/2019 12:00:00AM	
End Date :	10/18/2019 11:59:59PM	
Start Client:	9000	
End Client:	9999	
Start Billing:		
End Billing:		
Quick Call:	18 [seconds]	Calls
Ring Min:	12 (seconds)	Filtered out:
Quick Call Threshold:	85 percent	202
Abandons Threshold:	1 percent	
Avg Hold Threshold:	30 [seconds]	
Quick Call % Calc Opt:	Use assigned calls [Service Level]	
Abandon Option:	Use Agent abandon percentage	
Hide Client Name:	False	

Total Page Count: 8

Client	Quick Calls	Service Level	Assigned	Call breakdown					Agent Abandon %	Answer Time Average	Hold Dur Average	Call Dur Average			
				Announce Calls	+	Answered	+	Agent Abandons					+	Sys Abandons	=
<i>MMCNET NORTH</i>															
9016	1	100.00	1	0	+	1	+	0	+	0	=	1	0:0.5	0:1.45	
<i>CAMCO</i>															
9031	1	100.00	1	0	+	1	+	0	+	0	=	1	0:0.8	0:0.23 0:3.36	
<i>DR. DARCY'S OFFICE</i>															
9035	1	100.00	1	0	+	1	+	0	+	0	=	1	0:0.5	0:0.28	0:2.17
<i>MMCNET WEST</i>															
9052	3	100.00	3	0	+	3	+	0	+	0	=	3	0:0.3	0:0.13 0:11:37	
<i>ABC PLUMBING</i>															
9063	0	0.00	1	0	+	1	+	0	+	0	=	1	0:0:20	0:2:8	
<i>MMCNET SOUTH</i>															
9064	3	75.00	4	0	+	3	+	1	+	0	=	4	0:0.5	0:1:16	0:4:15
<i>MMCNET EAST</i>															
9065	5	100.00	5	0	+	5	+	0	+	0	=	5	0:0.4	0:0:39	0:9:24

Service Level Client Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report
<b>EndDate</b>	The end of the date and time range to include in the report
<b>StartClient</b>	The start of the Client Number range to include in the report
<b>EndClient</b>	The end of the Client Number range to include in the report
<b>Start Billing</b>	The start of the Billing Code range to include in the report
<b>End Billing</b>	The end of the Billing Code range to include in the report
<b>QuickCallMax</b>	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.
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.

Parameter	Description
<b>QuickCallWarn</b>	The Quick Call Warn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.
<b>AbandonWarn</b>	The Abandons Threshold parameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.
<b>HoldWarn</b>	The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.
<b>QuickCall_Opt</b>	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.
<b>Abandon_option</b>	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.
<b>Hide Client Name</b>	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.

Service Level Client Data Fields

<b>Data Field</b>	<b>Description</b>
<b>Calls Filtered out</b>	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.”
<b>Client</b>	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.
<b>Quick Calls</b>	The number of calls answered for the client within the time frame designated in the QuickCallMax parameter.
<b>Service Level <i>Assigned Calls</i></b>	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.
<b>Quick Call Percent <i>Answered Calls</i></b>	The percentage of Quick Calls answered within the time specified in the QuickCallMax parameter out of all calls answered for that client.
<b>Assigned</b>	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.
<b>Call Breakdown</b>	
<b>Announce Calls</b>	The number of announcement calls taken for the client.
<b>Answered</b>	The number of calls answered for the client.
<b>Agent Abandons</b>	The number of calls for the client that were abandoned after being assigned to an agent.
<b>Sys Abandons</b>	The number of calls for the client that were abandoned before the call could be assigned to an agent.
<b>All Calls</b>	The total number of calls taken for the client.
<b>System Abandon % <i>System Abandon</i></b>	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.
<b>Agent Abandon % <i>Agent Abandon</i></b>	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.
<b>Answer Time Average</b>	The average time to answer for the client.
<b>Hold Dur Average</b>	The average amount of time calls for the client spent on hold.

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<b>Data Field</b>	<b>Description</b>
<b>Call Dur Average</b>	The average duration of all calls for the client.
<b>Minimum</b>	The minimum averages and times for all clients.
<b>Maximum</b>	The maximum averages and times for all clients.
<b>Average</b>	The average values for all clients.
<b>Totals</b>	The totals for all clients

## Genesis – Service Level Interval

The Genesis – Service Level Interval report provides a summary view of calls, with counts and averages for answer time, hold time, and call duration. The counts and averages are broken into a series of time intervals specified by the Time Interval parameter.

The Genesis – Service Level Interval report lists the data by date and provides visual warnings to show if the agents were reaching the requirement settings 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 Interval with 15 minute intervals and Answered Calls

Print Date: Friday, October 25, 2019 11:32:35AM

Start Date : 10/18/2019 12:00:00AM  
 End Date : 10/18/2019 11:59:59PM  
 Start Client: 9000  
 End Client: 9999  
 Start Billing:  
 End Billing:  
 Interval: 15 minutes  
 Quick Call: 18 [seconds]  
 Ring Min: 12 [seconds]  
 Quick Call Threshold: 85 percent  
 Abandons Threshold: 1 percent  
 Avg Hold Threshold: 30 [seconds]  
 Quick Call % Calc Opt: Use answered calls [Quick Call %]

Skills:  
 Total Page Count: 4

Service Level Summary by Interval

Please note that this report requires full days for start and end times and will use 00:00:00 to 23:59:59 for times on start and end dates.

Quick Calls	Quick Call %	Agents	Assign	Announce Calls	Answered	Agent Abandons	Sys Abandons	All Calls	Answer Time Average	Hold Dur Average	Call Dur Average	Erlangs	Abandon Time Average	Queue Hold Time Average	Ag't Abandon %	System Abandon %	Total Abandon %
Friday, October 18, 2019																	
12:00:00 am	0	0.00	0	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0:0:0	0.00%	0.00%	0.00%
12:15:00 am	1	100.00	3	1	0	1	0	0	0:0:4	0:1:6	0.124	0.7900	0:0:0	0:0:13	0.00%	0.00%	0.00%
12:30:00 am	0	0.00	3	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
12:45:00 am	0	0.00	3	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
1:00:00 am	0	0.00	3	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
1:15:00 am	2	100.00	3	2	0	2	0	2	0:0:7	0:1:45	0.2178	0:0:0	0:0:8	0.00%	0.00%	0.00%	
1:30:00 am	0	0.00	3	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
1:45:00 am	3	100.00	3	3	0	3	0	3	0:0:5	0:0:56	0.1700	0:0:0	0:0:5	0.00%	0.00%	0.00%	
2:00:00 am	1	100.00	2	2	0	1	0	2	0:0:5	0:1:8	0.459	0.6278	0:0:21	0:0:16	50.00%	0.00%	50.00%
2:15:00 am	0	0.00	2	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
2:30:00 am	2	100.00	3	2	0	2	0	2	0:0:8	0:1:31	0.1121	1.4456	0:0:0	0:0:30	0.00%	0.00%	0.00%
2:45:00 am	0	0.00	4	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
3:00:00 am	1	100.00	4	1	0	1	0	1	0:0:9	0:1:9	0.2623	1.6844	0:0:0	0:0:17	0.00%	0.00%	0.00%
3:15:00 am	0	0.00	4	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
3:30:00 am	4	100.00	4	4	0	4	0	4	0:0:6	0:1:12	0.214	0.5689	0:0:0	0:0:6	0.00%	0.00%	0.00%
3:45:00 am	0	0.00	4	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	

### Service Level Interval with 30 minute intervals and Assigned Calls

Print Date: Friday, October 25, 2019 11:34:16AM

Start Date : 10/18/2019 12:00:00AM  
 End Date : 10/18/2019 11:59:59PM  
 Start Client: 9000  
 End Client: 9999  
 Start Billing:  
 End Billing:  
 Interval: 30 minutes  
 Quick Call: 18 [seconds]  
 Ring Min: 12 [seconds]  
 Quick Call Threshold: 85 percent  
 Abandons Threshold: 1 percent  
 Avg Hold Threshold: 30 [seconds]  
 Quick Call % Calc Opt: Use assigned calls [Service Level]

Skills:  
 Total Page Count: 3

Service Level Summary by Interval

Please note that this report requires full days for start and end times and will use 00:00:00 to 23:59:59 for times on start and end dates.

Quick Calls	Service Level	Agents	Assign	Announce Calls	Answered	Agent Abandons	Sys Abandons	All Calls	Answer Time Average	Hold Dur Average	Call Dur Average	Erlangs	Abandon Time Average	Queue Hold Time Average	Ag't Abandon %	System Abandon %	Total Abandon %
Friday, October 18, 2019																	
12:00:00 am	2	100.00	3	2	0	2	0	2	0:0:7	0:1:45	0.1089	0:0:0	0:0:8	0.00%	0.00%	0.00%	
12:30:00 am	3	100.00	3	3	0	3	0	3	0:0:5	0:0:56	0.0850	0:0:0	0:0:5	0.00%	0.00%	0.00%	
1:00:00 am	1	50.00	2	2	0	1	0	2	0:0:5	0:1:8	0.459	0.3139	0:0:21	0:0:16	50.00%	0.00%	50.00%
1:30:00 am	2	100.00	4	2	0	2	0	2	0:0:8	0:1:31	0.1121	0.7228	0:0:0	0:0:30	0.00%	0.00%	0.00%
2:00:00 am	1	100.00	4	1	0	1	0	1	0:0:9	0:1:9	0.2623	0.8422	0:0:0	0:0:17	0.00%	0.00%	0.00%
2:30:00 am	4	100.00	4	4	0	4	0	4	0:0:6	0:1:12	0.214	0.2844	0:0:0	0:0:6	0.00%	0.00%	0.00%
3:00:00 am	2	100.00	4	2	0	2	0	2	0:0:11	0:0:33	0.1310	0.8633	0:0:0	0:0:12	0.00%	0.00%	0.00%
3:30:00 am	3	100.00	4	3	0	3	0	3	0:0:8	0:0:57	0.0817	0:0:0	0:0:8	0.00%	0.00%	0.00%	
4:00:00 am	4	100.00	3	4	0	4	0	4	0:0:8	0:0:45	0.421	1.4800	0:0:0	0:0:23	0.00%	0.00%	0.00%
4:30:00 am	2	100.00	4	2	0	2	0	2	0:0:9	0:0:27	0.2152	1.4461	0:0:0	0:0:10	0.00%	0.00%	0.00%
5:00:00 am	0	0.00	4	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	
5:30:00 am	1	100.00	3	1	0	1	0	1	0:0:4	0:1:46	0.0561	0:0:0	0:0:4	0.00%	0.00%	0.00%	
6:00:00 am	4	100.00	3	4	0	4	0	4	0:0:8	0:0:59	0.3510	4.6494	0:0:0	0:0:9	0.00%	0.00%	0.00%
6:30:00 am	3	100.00	2	3	0	3	0	3	0:0:6	0:0:24	0.128	0.1361	0:0:0	0:0:6	0.00%	0.00%	0.00%
7:00:00 am	1	100.00	3	1	0	1	0	1	0:0:4	0:1:16	0.124	0.3950	0:0:0	0:0:13	0.00%	0.00%	0.00%
7:30:00 am	0	0.00	3	0	0	0	0	0	0:0:0	0:0:0	0.0000	0:0:0	0:0:0	0.00%	0.00%	0.00%	

Service Level Interval with hour intervals and Answered Calls

Genesis  
Service Level Interval  
all time in hh:mm:ss  
Service Level Summary by Interval  
Please note that this report requires full days for start and end times and will use 00:00:00 to 23:59:59 for times on start and end dates.

Print Date: Friday, October 25, 2019 11:33:31AM

Start Date : 10/18/2019 12:00:00AM  
End Date : 10/18/2019 11:59:59PM  
Start Client: 9000  
End Client: 9999  
Start Billing:  
End Billing:  
Interval: an hour  
Quick Call: 18 [seconds]  
Ring Min: 12 [seconds]  
Quick Call Threshold: 85 percent  
Abandons Threshold: 1 percent  
Avg Hold Threshold: 30 [seconds]  
Quick Call % Calc Opt: Use answered calls [Quick Call %]  
Skill:  
Calls Filtered out: 1  
Total Page Count: 2

Quick Calls	Quick Call %	Agents	Assign	Announce Calls	Answered	Agent Abandons	Sys Abandons	All Calls	Answer Time Average	Hold Dur Average	Call Dur Average	Erlangs	Abandon Time Average	Queue Hold Time Average	Agt Abandon %	System Abandon %	Total Abandon %	Opt_QC
Friday, October 18, 2019																		
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
0	0.00	0	0	0	0	0	0	0	0:00	0:00	0:00	0.0000	0:00	0:00	0.00%	0.00%	0.00%	0.00
1	100.00	3	1	0	1	0	0	1	0:04	0:16	0:124	0.1975	0:00	0:0:13	0.00%	0.00%	0.00%	100.00
5	100.00	3	5	0	5	0	0	5	0:06	0:16	0.0969	0.00	0:00	0:0:6	0.00%	0.00%	0.00%	100.00
3	100.00	4	4	0	3	1	0	4	0:07	0:120	0.810	0.5183	0:0:21	0:0:23	25.00%	0.00%	25.00%	100.00
5	100.00	4	5	0	5	0	0	5	0:06	0:11	0:74	0.5633	0:00	0:0:18	0.00%	0.00%	0.00%	100.00
5	100.00	4	5	0	5	0	0	5	0:09	0:033	0:550	0.4725	0:00	0:0:10	0.00%	0.00%	0.00%	100.00
6	100.00	4	6	0	6	0	0	6	0:09	0:039	0:3518	1.4631	0:00	0:0:19	0.00%	0.00%	0.00%	100.00
1	100.00	4	1	0	1	0	0	1	0:04	0:146	0.0281	0.00	0:00	0:0:4	0.00%	0.00%	0.00%	100.00
7	100.00	3	7	0	7	0	0	7	0:07	0:047	0:2044	2.3928	0:00	0:0:8	0.00%	0.00%	0.00%	100.00
2	100.00	3	2	0	2	0	0	2	0:07	0:140	0.0508	0.00	0:00	0:0:8	0.00%	0.00%	0.00%	100.00
v2.0.0 Service Level Interval 1																		

Service Level Interval with day intervals and Assigned Calls

Genesis  
Service Level Interval  
all time in hh:mm:ss  
Service Level Summary by Interval  
Please note that this report requires full days for start and end times and will use 00:00:00 to 23:59:59 for times on start and end dates.

Print Date: Thursday, October 24, 2019 2:34:45PM

Start Date : 10/14/2019 12:00:00AM  
End Date : 10/18/2019 11:59:59PM  
Start Client: 9000  
End Client: 9999  
Start Billing:  
End Billing:  
Interval: a day  
Quick Call: 18 [seconds]  
Ring Min: 12 [seconds]  
Quick Call Threshold: 85 percent  
Abandons Threshold: 1 percent  
Avg Hold Threshold: 30 [seconds]  
Quick Call % Calc Opt: Use assigned calls [Service Level]  
Skill:  
Calls Filtered out: 1  
Total Page Count: 1

Quick Calls	Service Level	Agents	Assign	Announce Calls	Answered	Agent Abandons	Sys Abandons	All Calls	Answer Time Average	Hold Dur Average	Call Dur Average	Erlangs	Abandon Time Average	Queue Hold Time Average	Agt Abandon %	System Abandon %	Total Abandon %	Opt_QC
Monday, October 14, 2019																		
39	84.78	4	44	0	44	0	0	44	0:09	0:057	0:510	0.1501	0:00	0:0:11	0.00%	0.00%	0.00%	84.78
41	48.01	7	63	0	58	5	0	63	0:16	0:055	0:740	0.2877	0:10	0:0:34	7.94%	0.00%	7.94%	48.81
64	98.46	6	65	0	64	1	0	65	0:05	0:052	0:922	0.4105	0:18	0:0:11	1.54%	0.00%	1.54%	98.46
Thursday, October 17, 2019																		
50	100.00	6	50	0	50	0	0	50	0:05	0:047	0:823	0.2813	0:00	0:0:10	0.00%	0.00%	0.00%	100.00
Friday, October 18, 2019																		
38	97.44	7	39	0	38	1	0	39	0:07	0:056	0:139	0.2648	0:021	0:0:14	2.56%	0.00%	2.56%	97.44
Minimum:	38	48.81%	4	39	0	38	0	39	0:05	0:047	0:510	0.1501	0:00	0:0:10	0.00%	0.00%	0.00%	
Maximum:	64	100.00%	7	65	0	64	5	65	0:16	0:057	0:139	0.4105	0:10	0:0:34	7.94%	0.00%	7.94%	
Average:	46.40	81.69%	6	52.20	0.00	50.80	1.40	52	0:08	0:053	0:845	0.2789	0:032	0:0:16	2.68%	0.00%	2.68%	
Totals:	232		261	0	254	7	0	261										

Service Level Interval 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

## Genesis – Service Level Interval

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Parameter	Description
<b>End Billing Interval</b>	<p>The end of the Billing Code range to include in the report</p> <p>The Interval parameter has four options.</p> <ul style="list-style-type: none"><li>• The “15 minutes” option shows call statistics for each 15-minute interval.</li><li>• The “30 minutes” option shows call statistics for each 30-minute interval.</li><li>• The “One Day” option shows call statistics for each day.</li><li>• The “An Hour” option shows call statistics for each hour of the day.</li></ul>
<b>QuickCallMax</b>	<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>
<b>RingMin</b>	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p>
<b>QuickCallWarn</b>	<p>The Quick Call Warn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.</p>
<b>AbandonWarn</b>	<p>The Abandons Threshold parameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.</p>
<b>HoldWarn</b>	<p>The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.</p>

<b>Parameter</b>	<b>Description</b>
<b>QuickCall_Opt</b>	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.
<b>QuickCallMax</b>	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.
<b>Service Level Interval Data Fields</b>	
<b>Data Field</b>	<b>Description</b>
<b>Calls Filtered out</b>	<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 report is grouped by date.</p> <p>The date is written as weekday, month, day, and year.</p> <p>Beneath the date, the start time of each interval is listed.</p>
<b>Quick Calls</b>	The number of calls answered for the interval within the time frame designated in the QuickCallMax parameter.
<b>Service Level</b> <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.
<b>Quick Call Percent</b> <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.
<b>Agents</b>	The number of agents logged in and in the Ready state.
<b>Assign</b>	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.
<b>Call Breakdown</b>	
<b>Announce Calls</b>	The number of announcement calls in the interval.

## Genesis – Service Level Interval

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<b>Data Field</b>	<b>Description</b>
<b>Answered</b>	The number of calls answered in the interval.
<b>Agent Abandons</b>	The number of calls for the interval abandoned after being assigned to an agent.
<b>Sys Abandons</b>	The number of calls for the interval abandoned before the call could be assigned to an agent.
<b>All Calls</b>	The total number of calls taken in the interval during the date and time period selected in the StartDate and EndDate parameter.
<b>Answer Time Average</b>	The average answer time in the interval.
<b>Hold Dur Average</b>	The average amount of time all calls in the interval spent on hold.
<b>Call Dur Average</b>	The average amount of time agents spent on all calls in the interval.
<b>Erlangs</b>	<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> $\text{Erlangs} = \text{Total agent duration of interval} \div \text{Interval length}$
<b>Abandon Time Average</b>	The average length of time the caller stays on the phone before hanging up. The Abandon Time Average is limited to the system abandon data and not at agent abandons data.
<b>Queue Hold Time Average</b>	The average length of time a call spent in the queue before the call could be assigned to an agent.
<b>Agt Abandon %</b>	The percentage of calls that were abandoned after being assigned to an agent relative to the total number of calls for that agent.
<b>System Abandon %</b>	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 agent.
<b>Total Abandon %</b>	The percentage of all abandoned calls relative to all calls an agent received.
<b>Minimum</b>	The minimum averages and times for all intervals included in the report.
<b>Maximum</b>	The maximum averages and times for all intervals included in the report.
<b>Average</b>	The average values for all intervals.
<b>Totals</b>	The totals for all intervals.

## Genesis – Service Level Interval Week

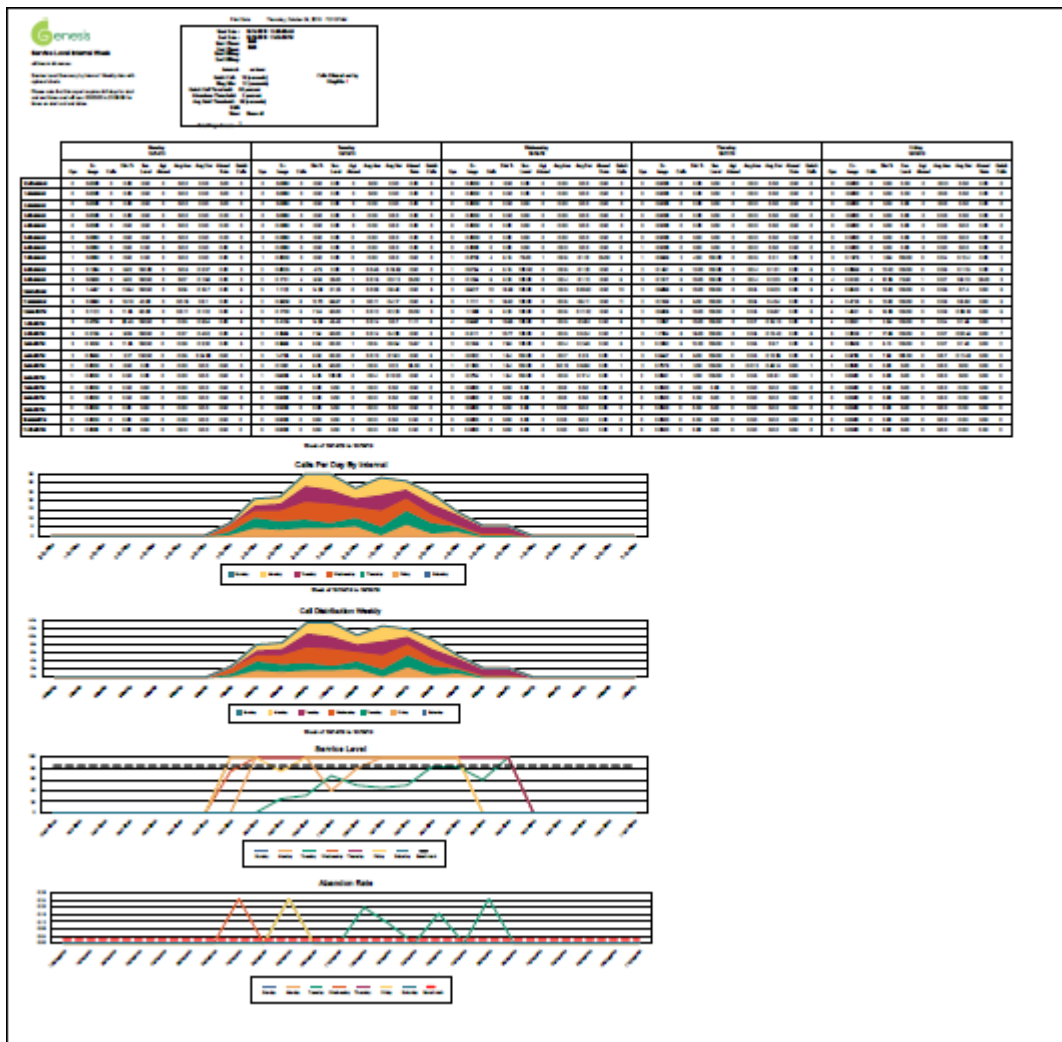
The Genesis – Service Level Interval Week report provides a summary view of calls, with counts and averages for answer time, hold time, and call duration for an entire week. The counts and averages are broken into a series of time intervals specified by the Time Interval parameter.

This report also shows information about abandon calls including system abandons and agent abandons.

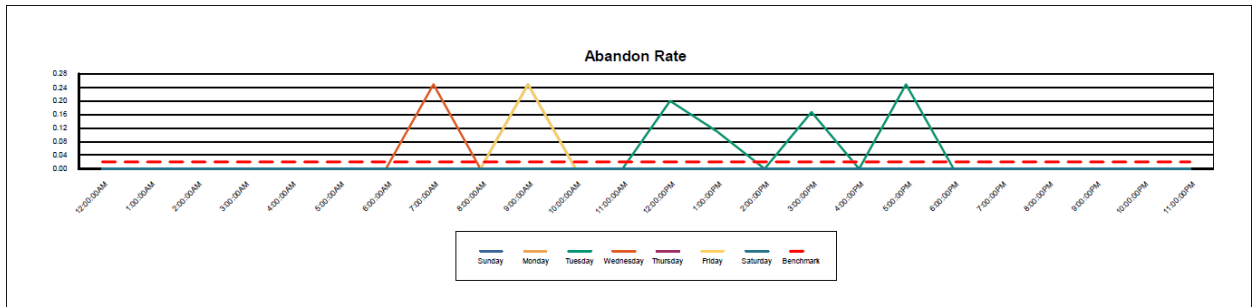
All durations are shown in hours, minutes, and seconds, separated by commas.

**Note:** The Genesis – Service Level Interval Week report is intended to be exported as an XSL file. If it is exported as a PDF file type, it displays all of the data on one page.

### The Service Level Interval Week report displayed as one page







### Service Level Interval Week Parameters

Parameter	Description
<b>StartDate</b>	The start of the date range to include in the report. <b>Note:</b> This report will use 12:00:00 AM as the start time, regardless of the time selected.
<b>EndDate</b>	The end of the date range to include in the report. <b>Note:</b> This report will use 11:59:59 PM as the end time, regardless of the time selected.
<b>StartClient</b>	The start of the Client Number range to include in the report
<b>EndClient</b>	The end of the Client Number range to include in the report
<b>StartBilling</b>	The start of the Billing Code range to include in the report
<b>EndBilling</b>	The end of the Billing Code range to include in the report
<b>Interval</b>	The Interval parameter has two options. <ul style="list-style-type: none"> <li>• The “30 minutes” option shows call statistics for each 30-minute interval.</li> <li>• The “an hour” option shows call statistics for each hour of the day.</li> </ul>
<b>QuickCallMax</b>	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.
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.

## Genesis – Service Level Interval Week

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Parameter	Description
<b>QuickCallWarn</b>	The QuickCallWarn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.
<b>AbandonWarn</b>	The AbandonsWarn parameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.
<b>HoldWarn</b>	The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.
<b>Skill</b>	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.
<b>View Options</b>	The View Options parameter enables the report to display data about calls through a spreadsheet and graphs. <ul style="list-style-type: none"><li>• To show both the spreadsheet and graphs select the “Show All” option.</li><li>• To hide the spreadsheet, select the “Hide Spreadsheet” option.</li><li>• To hide the graphs, select the “Hide Charts” option.</li></ul>

### Service Level Interval Week Data Fields

Data Field	Description
<b>Calls Filtered out by RingMin</b>	<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 report is grouped by date.</p> <p>The date is written as weekday, month, day, and year.</p> <p>Beneath the date, the start time of each interval is listed.</p>

<b>Data Field</b>	<b>Description</b>
<b>Ops</b>	The number of agents logged in and in the Ready state.
<b>Erlangs</b>	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 = Total agent duration of interval ÷ Interval length
<b>Calls</b>	The number of calls that came into the system during the interval.
<b>Dist %</b>	The percentage of the day's calls for the selected client range that were taken during this time interval.
<b>Svc Level</b>	The percentage of calls agents answered for the interval within the time specified in the QuickCallMax parameter out of all calls assigned to agents during the interval.
<b>Agt Aband</b>	The number of calls for the interval abandoned after being assigned to an agent.
<b>Avg Ans</b>	The average answer time during the interval.
<b>Avg Dur</b>	The average amount of time agents spent on all calls during the interval.
<b>Aband Rate</b>	The number of calls abandoned for the interval divided by the total number of calls for the interval.
<b>Quick Calls</b>	The number of calls answered for the interval within the time frame designated in the QuickCallMax parameter.

#### Calls Per Day By Interval

Graphically displays the number of calls that agents received during each interval for each day. The data is presented as a Stacked Area Chart with each weekday set to a different color.

The Calls Per Day By Interval graph is good for spotting traffic patterns to determine if more or less agents are needed during a specific day or time.

#### Call Distribution Weekly

Graphically displays the percentage of calls during each interval for each day relative to the total number of calls taken for the week. The data is presented as a Stacked Area Chart with each weekday set to a different color.

The Call Distribution Weekly graph is good for spotting when most of the calls for that week occurred.

## Genesis – Service Level Interval Week

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<b>Data Field</b>	<b>Description</b>
Service Level	
<b>Week Day</b>	Graphically displays the percentage of calls during each interval for each day that agents answered within the time specified in the QuickCallMax parameter out of all calls assigned to all agents.
<b>Benchmark</b>	Graphically displays the percentage value specified in the QuickCallWarn parameter.
Abandon Rate	
<b>Week Day</b>	Graphically displays the rate at which calls were abandoned after being assigned to an agent during each interval for each day. The abandon rate is the number of calls abandoned for the interval divided by the total number of calls for the interval.
<b>Benchmark</b>	Graphically displays the percentage value specified in the AbandonWarn parameter.

## Genesis – Service Level Tracker

The Genesis – Service Level Tracker report is designed to show calls or agent statistics that do not meet the Service Level criteria. The report can be grouped two ways, by Call ID to show individual calls that did not meet the Service Level criteria, or by agent to show individual agent call statistics that did not meet the Service Level criteria.

The Service Level criteria can be set to show calls that exceeded the QuickCallMax parameter, calls that were system abandons, and calls that were agent abandons. The Service Level Tracker report can be used to spot when an agent abandoned a call, how long it took for the agent to answer a call, and how long a call sat on an agent’s station.

### Service Level Tracker grouped by Call ID



**Service Level Tracker**

Track calls that do not meet the Service Level

Print Date: Thursday, October 24, 2019 7:56:58AM

**Start Date:** 10/14/2019 12:00:00AM  
**End Date:** 10/18/2019 11:59:59PM  
**Start Client:** 9000  
**End Client:** 9999  
**Start Billing:**  
**End Billing:**  
**Group By:** Call Id  
**Agent:** Adam  
**Quick Call:** 18.00 [seconds]  
**RingMin:** 12.00 [seconds]


**Service Level**  
**Events:** ALL

Total Page Count: 7

	ClientNumber	ClientName	BillingCode	stationNumber		
<b>Call Id:</b> 9079187 <b>Agt Abandon</b> <b>Duration:</b> 0:0:21 <b>Answer Time:</b> 0:0:0						
9281 MERCY MEDICAL CENTER NETWORK (NORTH) 9281						
Oct 18 9:00:47 am	Distribute	Secretarial	Adam	Ring	stn#:	5
Oct 18 9:00:56 am	<b>Hung Up</b>	Secretarial	Adam	Ring	stn#:	5
Oct 18 9:00:56 am	End Call	Secretarial	Adam	Disposed	stn#:	5
<b>Call Id:</b> 9057822 <b>Not Quick</b> <b>Duration:</b> 0:12:7 <b>Answer Time:</b> 0:0:37						
9991 MERCY MEDICAL CENTER NETWORK (EAST) 9281						
Oct 14 11:17:18 am	Distribute	Secretarial	Pam	Ring	stn#:	1
Oct 14 11:17:36 am	Auto Answer	Secretarial	Pam	Ring	stn#:	1
Oct 14 11:17:48 am	Reassign	Secretarial	Pam	AutoHold	stn#:	1
Oct 14 11:17:48 am	Distribute	Secretarial	SEAN	AutoHold	stn#:	6
Oct 14 11:17:53 am	<b>Answered</b>	Secretarial	SEAN	Talk	stn#:	6
Oct 14 11:18:16 am	<b>Hold</b>	Secretarial	SEAN	Hold	stn#:	6
Oct 14 11:19:18 am	<b>Answered</b>	Secretarial	SEAN	Talk	stn#:	6
Oct 14 11:19:49 am	<b>Hang Up</b>	Secretarial	SEAN	Talk	stn#:	6
Oct 14 11:19:52 am	End Call	Secretarial	SEAN	Disposed	stn#:	6

Service Level Tracker grouped by Agent



**Service Level Tracker**

Track calls that do not meet the Service Level

Print Date: Friday, October 25, 2019 10:26:24AM

**Start Date:** 10/14/2019 12:00:00AM  
**End Date:** 10/18/2019 11:59:59PM  
**Start Client:** 9000  
**End Client:** 9999  
**Start Billing:**  
**End Billing:**  
**Group By:** Agent  
**Agent:** AdamL  
**Quick Call:** 18.00 [seconds]  
**RingMin:** 12.00 [seconds]


**Service Level**  
**Events:** ALL

Total Page Count: 2

Agent	Counts:
Pam	Dials: 0 Hang Ups: 6 Hung Up On: 4 Holds: 2 Reassigns: 22 Distributed calls: 32 Agt Abandons: 0 Sys Abandons: 0
Adam	Dials: 0 Hang Ups: 0 Hung Up On: 1 Holds: 0 Reassigns: 1 Distributed calls: 3 Agt Abandons: 0 Sys Abandons: 0

Service Level Tracker Parameters

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

Parameter	Description
<b>Agents</b>	<p>The Agents menu contains a list of all the agents that have been created in the IS Supervisor. Select “ALL” at the top of the list to select all agents, or select individual Agent Names to filter the report to show data only for specific agents. The Selected Agents menu displays the Agent Names of all the selected agents. If “ALL” is selected, then “ALL” appears in the Selected Agents menu.</p> <p>To remove an agent from the filter, select the Agent Name to remove from the Selected Agents menu and click the Remove icon  located to the right of the Selected Agents menu.</p>
<b>Group By</b>	<p>The Service Level Tracker report can be grouped two different ways, by Call ID or by agent. Grouping by either Call ID or agent produces a report with different data fields.</p> <ul style="list-style-type: none"> <li>• Select “Call Id” to view detailed information about individual calls, sorted by IS Call ID.</li> <li>• Select “Agent” to view agent call statistics, sorted by Agent Name.</li> </ul>
<b>QuickCallMax</b>	<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>
<b>Ringmin</b>	<p>The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.</p>
<b>Category</b>	<p>Select the Category to include in the report, or select “All” to include data from all categories.</p> <ul style="list-style-type: none"> <li>• Select “Agt Abandon” to view calls that were abandoned after being assigned to an agent.</li> <li>• Select “Sys Abandon” to view calls that were abandoned before the call could be assigned to an agent.</li> <li>• Select “Not Quick” to view calls that were not answered within the time specified in the QuickCallMax parameter.</li> </ul>

#### Service Level Tracker Data Fields

Data Field	Description
<i>Group By Call ID</i>	When the Group By parameter is set to “Call Id,” the following data fields are included in the report.
<b>Call Id</b>	The IS Call ID is the serial number assigned to each call record by the IS Server.

## Genesis – Service Level Tracker

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<b>Data Field</b>	<b>Description</b>
<b>ClientNumber</b>	The Client Number associated with the call.
<b>ClientName</b>	The Client Name associated with the Client Number, as it is programmed in the IS Supervisor Client Setup pages.
<b>BillingCode</b>	The alphanumeric Billing Code that is assigned to the client number.
<b>Duration</b>	The duration of the call in hours, minutes, and seconds.
<b>Answer Time</b>	The length of time it took for the agent to answer the call.
<b>Stamp</b>	<p>The date and time of each Call Tracker event that occurred during the call, filtered by the values selected for the CallTrackType parameter.</p> <p>The Call Tracker Type is displayed to the right of the date and time stamp. Call Tracker Types include: New Call, End Call, Distribute, Answered, Hold, Auto Answer, Dial Start, Dial End, Overdial, Hang Up, Hung Up, Change, Reassign, Park, Conference, Patch, Transfer, Digit Menu Entry, Speech Rec, Send To Op, Smart Page, and Transfer To VM.</p> <p>The Call Type is displayed to the right of the Call Tracker Type. Call Types include: Undefined, Secretarial, Checkin, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.</p> <p>The Agent Name of the agent, if any, who handled the event, is displayed to the right of the Call Type. Agent Names are programmed in the Agent Setup pages of IS Supervisor.</p> <p>The state of the call is displayed to the right of the agent initials. Call States include: Unknown, Disposed, Disc, Ring, Talk, Talk1, Talk2, Conference, Hold, InProgress, VoiceMail, OutboundQueue, Auto, AutoHold, Patch, and MaxStates.</p>
<b>stationNumber</b>	The station number associated with the Call Tracker event is displayed to the right of the Call State.
<b>Totals By Call</b>	The Totals By Call section of the report lists totals of the Call Tracker events of specific Call Tracker Types and the total number of unique calls included in the report.
<b>Dials</b>	The total number of dialouts made.
<b>Hang Ups</b>	The total number of times a caller hung up on an agent.
<b>Hung Up On</b>	The total number of times an agent hung up on a caller.
<b>Holds</b>	The total number of times an agent put a call on hold.

<b>Data Field</b>	<b>Description</b>
<b>Distributed Events</b>	The total number of calls distributed to agents.
<b>Reassigns</b>	The total number of calls that were reassigned to another agent.
<b>Agt Abandons</b>	The number of calls for the interval abandoned after being assigned to an agent.
<b>Sys Abandons</b>	The number of calls that were abandoned before the call could be assigned to an agent.
<b>Not Quick Calls</b>	The number of calls that were not answered within the time frame designated in the QuickCallMax parameter.
<b>Unique calls</b>	The total number of calls in the report, each with a different Call ID.
<b>Call Lengths</b>	<p>The Call Lengths tallies the number of calls by the length of the call in seconds. The Call Lengths values can be used to determine the RingMin parameter to choose for the other Service Level reports.</p> <ul style="list-style-type: none"> <li>• The “3 seconds” category displays the number of calls that were 3, 4, and 5 seconds long. (Three seconds is equivalent to one ring.)</li> <li>• The “6 seconds” category displays the number of calls that were 6, 7, and 8 seconds long.</li> <li>• The “9 seconds” category displays the number of calls that were 9, 10, and 11 seconds long.</li> <li>• The “&gt; 12 seconds” category displays the number of calls that were greater than 12 seconds long.</li> </ul> <p><b>Note:</b> If the RingMin parameter for this report is set to something other than 0 (zero), calls with shorter durations are excluded from the Call Length tallies.</p>
<i>Group By Agent</i>	<p>When the Group By parameter is set to “Agent,” the following data fields are included in the report.</p> <p>The report is grouped by Agent Name. Agent Names are programmed in the Agent Setup pages of IS Supervisor.</p>
<b>Dials</b>	The number of dialouts the agent made.
<b>Hang Ups</b>	The number of times a caller hung up on the agent.
<b>Hung Up On</b>	The number of times the agent hung up on a caller.
<b>Holds</b>	The number of times the agent put a call on hold.
<b>Reassigns</b>	The total number of calls that were reassigned to another agent.
<b>Distributed calls</b>	The number of calls that were distributed to the agent.

## Genesis – Service Level Tracker

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<b>Data Field</b>	<b>Description</b>
<b>Agt Abandons</b>	The number of calls for the interval abandoned after being assigned to an agent.
<b>Sys Abandons</b>	The number of calls that were abandoned before the call could be assigned to an agent.
<b>Totals</b>	The Totals section of the report lists the totals of Dials, Hang Ups, Hung Up On, Holds, and Distributed calls for all agents in the report.

## Genesis – TimeCap Proof

The Genesis – TimeCap Proof report compares actual talk time and time-capped talk time for Fetch calls and Secretarial calls. The TimeCap can be configured for the desired value. Calls that went over the time-capped amount are highlighted in yellow. The Genesis – TimeCap Proof report is useful for seeing how Time Cap values affect billing statistics.

### TimeCap Proof without Summarize Data

Time Cap Proof							
A way to compare real and time-capped values for selected fetch and secretarial time.				<b>Start Date:</b> 12/2/2018 12:00:00AM <b>End Date:</b> 12/8/2018 11:59:59PM <b>Start Client:</b> 3000 <b>End Client:</b> 3999 <b>Start Billing:</b> <b>End Billing:</b> <b>Time Cap:</b> 60 Minutes (3600 seconds) <b>Summarize:</b> False			
Stamp	Call Kind	SecTime	SecTimeCap	FetchTime	FetchTimeCap	Diff Fetch	Diff Secretarial
<b>3922 NORTH MMCNET</b>							
						<b>3922</b>	
12/5/2018 1:50:39PM	Fetch	0:0:0	0:0:0	5:42:36	1:0:0	4:42:36	0:0:0
		0:0:0	0	5:42:36	3,600	4:42:36	0:0:0
<b>3923 CAMCO</b>							
						<b>3923</b>	
12/7/2018 12:47:50PM	Secretarial	0:1:52	0:1:52	0:7:54	0:7:54	0:0:0	0:0:0
12/7/2018 3:02:59PM	Fetch	0:0:0	0	0:7:54	474	0:0:0	0:0:0
<b>3925 MIDWEST HEATING</b>							
						<b>3925</b>	
12/4/2018 10:06:38AM	Fetch	0:0:0	0:0:0	1:2:15	1:0:9	0:2:6	0:0:0
12/5/2018 1:22:17PM	Fetch	0:0:0	0	1:2:6	3,600	0:2:6	0:0:0
12/5/2018 1:22:17PM	Fetch	0:0:0	0	0:0:9	9	0:0:0	0:0:0
<b>3927 WEST MMCNET</b>							
						<b>3922</b>	
12/3/2018 9:28:29AM	Fetch	0:0:0	0:0:0	5:50:36	2:37:43	3:12:53	0:0:0
12/3/2018 3:47:45PM	Fetch	0:0:0	0	1:33:0	3,600	0:33:0	0:0:0
12/3/2018 4:03:49PM	Fetch	0:0:0	0	3:39:53	3,600	2:39:53	0:0:0
12/6/2018 8:14:04AM	Fetch	0:0:0	0	0:14:41	881	0:0:0	0:0:0
12/6/2018 8:14:04AM	Fetch	0:0:0	0	0:23:2	1,382	0:0:0	0:0:0
<b>3942 SOUTH MMCNET</b>							
						<b>3922</b>	
12/3/2018 1:57:14PM	Secretarial	1:22:39	1:9:59	3:37:8	2:8:56	1:28:12	0:12:40
12/3/2018 2:55:57PM	Fetch	0:0:0	0	0:0:0	0	0:0:0	0:0:0
12/3/2018 3:07:04PM	Secretarial	0:3:50	230	0:0:0	0	0:0:0	0:0:0
12/5/2018 6:39:40PM	Fetch	0:0:0	0	2:28:12	3,600	1:28:12	0:0:0
12/6/2018 12:39:49PM	Secretarial	0:1:8	68	0:0:0	0	0:0:0	0:0:0
12/6/2018 1:05:05PM	Fetch	0:0:0	0	0:15:3	903	0:0:0	0:0:0
12/7/2018 7:31:21AM	Secretarial	0:2:9	129	0:0:0	0	0:0:0	0:0:0
12/7/2018 11:14:17AM	Fetch	0:0:0	0	0:48:47	2,927	0:0:0	0:0:0
12/7/2018 12:25:57PM	Secretarial	1:12:40	3,600	0:0:0	0	0:0:0	0:12:40

### TimeCap Proof with Summarize Data

Time Cap Proof							
A way to compare real and time-capped values for selected fetch and secretarial time.				<b>Start Date:</b> 12/2/2018 12:00:00AM <b>End Date:</b> 12/8/2018 11:59:59PM <b>Start Client:</b> 2000 <b>End Client:</b> 3000 <b>Start Billing:</b> <b>End Billing:</b> <b>Time Cap:</b> 60 Minutes (3600 seconds) <b>Summarize:</b> True			
		SecTime	SecTimeCap	FetchTime	FetchTimeCap	Diff Fetch	Diff Secretarial
<b>3922 NORTH MMCNET</b>							
						<b>2002</b>	
		1:49:37	1:16:37	0:30:15	0:30:15	0:0:0	0:33:0
<b>3923 CAMCO</b>							
						<b>2009</b>	
		0:8:3	0:8:3	1:23:9	1:23:9	0:0:0	0:0:0
<b>3925 MIDWEST HEATING</b>							
						<b>2011</b>	
		1:22:39	1:9:59	3:37:8	2:8:56	1:28:12	0:12:40
<b>3927 WEST MMCNET</b>							
						<b>2012</b>	
		0:0:0	0:0:0	5:50:36	2:37:43	3:12:53	0:0:0
<b>3942 SOUTH MMCNET</b>							
						<b>2013</b>	
		0:0:0	0:0:0	5:42:36	1:0:0	4:42:36	0:0:0

v1.0.0

### TimeCap Proof Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>HideFieldNames</b>	The Hide Field Names parameter provides the option to remove the column headers from the report. <ul style="list-style-type: none"> <li>• Select “True” to remove column headers from the report.</li> <li>• Select “False” to keep the column headers in the report.</li> </ul>
<b>TotalBy</b>	This parameter is not currently implemented.
<b>TimeCap</b>	The TimeCap parameter enables you to set a maximum duration for each of the Secretarial call durations and Fetch call durations. Individual call durations in the SecTimeCap and FetchTimeCap columns that are greater than the number of minutes specified in the TimeCap box are replaced with the TimeCap value.
<b>Summarize</b>	If the Summarize parameter is set to “True,” individual times for calls are removed from the report, and only the total times for each client number are displayed.

### TimeCap Proof Data Fields

Data Field	Description
<b>Billing Code</b> <i>BillingStart/BillingEnd</i>	The report data is grouped by Billing Code, but the Billing Code headers are only displayed if the StartBilling and EndBilling parameters are not blank. If the StartBilling and EndBilling parameters are set, the Billing Code and the totals, in seconds, of the values for all clients within the Billing Code are displayed in bold.  Within Billing Code, the report data is grouped by client. The Client Number, the Client Name, and the Billing Code of each client as it is programmed in the Client Setup pages of IS Supervisor are displayed. Beneath the client information, the totals, in hours, minutes, and seconds, for all values for the client number are displayed in bold.
<b>Stamp</b> <i>Summarize</i>	If the Summarize parameter is set to “False,” the date and time that each call rang into the system or was fetched is listed.


Data Field	Description
<b>Call Kind</b> <i>Summarize</i>	If the Summarize parameter is set to “False,” the Call Kind field displays the Call Type of each call. Call Types include: Undefined, Secretarial, Checkin, Fetch, Scheduled, IVR, WebScript, VoiceMail, AutoCall, Announcement, MergeComm, PageConfirmation, SmartPaging, ChangeClient, AgentAudio, Rauland, AutoAttendant, ListingLookup, Dispatch, ParkOrbit, and VMCallBack.
<b>SecTime</b>	The amount of time an agent was on the phone with a Secretarial call. <ul style="list-style-type: none"> <li>• If the Summarize parameter is set to “False,” the SecTime for individual calls is displayed in hours, minutes, and seconds.</li> <li>• The total SecTime for the client number is displayed in bold in hours, minutes, and seconds.</li> <li>• If the StartBilling and EndBilling parameters are set, the total SecTime for all clients within each Billing Code is displayed in bold in seconds.</li> </ul>
<b>SecTimeCap</b>	The amount of time calls spent in the Secretarial state if less than the TimeCap. Call durations greater than the number of minutes specified in the TimeCap box are replaced with the TimeCap value. For example if the TimeCap parameter is set to 60, call durations are maxed out at 60 minutes or 3,600 seconds. A Secretarial call that is 1 hour and 30 minutes or 5,400 seconds, is displayed as 3,600 in the SecTimeCap column. <ul style="list-style-type: none"> <li>• If the Summarize parameter is set to “False,” the SecTimeCap for individual calls is displayed in hours, minutes, and seconds. If the actual SecTime time was replaced by the TimeCap value, the value is highlighted in yellow.</li> <li>• The total SecTimeCap for the client number is displayed in bold in hours, minutes, and seconds. 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.</li> <li>• If the StartBilling and EndBilling parameters are set, the total SecTimeCap for all clients within each Billing Code is displayed in bold in seconds. 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.</li> </ul>

Data Field	Description
<b>FetchTime</b>	<p>The amount of time an agent was on the phone with a Fetch call.</p> <ul style="list-style-type: none"> <li>• If the Summarize parameter is set to “False,” the FetchTime for individual calls is displayed in hours, minutes, and seconds.</li> <li>• The total FetchTime for the client number is displayed in bold in hours, minutes, and seconds.</li> <li>• If the StartBilling and EndBilling parameters are set, the total FetchTime for all clients within each Billing Code is displayed in bold in seconds.</li> </ul>
<b>FetchTimeCap</b>	<p>The amount of time calls spent in the Fetch state if less than the TimeCap. Call durations greater than the number of minutes specified in the TimeCap box are replaced with the TimeCap value. For example if the TimeCap parameter is set to 60, call durations are maxed out at 60 minutes or 3,600 seconds. A Fetch call that is 1 hour and 30 minutes or 5,400 seconds, is displayed as 3,600 in the FetchTimeCap column.</p> <ul style="list-style-type: none"> <li>• If the Summarize parameter is set to “False,” the FetchTimeCap for individual calls is displayed in hours, minutes, and seconds. If the actual FetchTime time was replaced by the TimeCap value, the value is highlighted in yellow.</li> <li>• The total FetchTimeCap for the client number is displayed in bold in hours, minutes, and seconds. 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.</li> <li>• If the StartBilling and EndBilling parameters are set, the total FetchTimeCap for all clients within each Billing Code is displayed in bold in seconds. 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.</li> </ul>
<b>Diff Fetch</b>	<p>The Diff Fetch column displays the difference between the FetchTime and the FetchTimeCap as calculated by subtracting the value in the FetchTime column from the value in the FetchTimeCap column.</p> <ul style="list-style-type: none"> <li>• If the Summarize parameter is set to “False,” the Diff Fetch for individual calls is displayed in hours, minutes, and seconds.</li> </ul>

Data Field	Description
<b>Diff Secretarial</b>	<ul style="list-style-type: none"> <li>• The total Diff Fetch for the client number is displayed in bold in hours, minutes, and seconds.</li> <li>• If the StartBilling and EndBilling parameters are set, the total Diff Fetch for all clients within each Billing Code is displayed in bold in seconds.</li> </ul> <p>The Diff Secretarial column displays the difference between the SecTime and the SecTimeCap as calculated by subtracting the value in the SecTime column from the value in the SecTimeCap column.</p> <ul style="list-style-type: none"> <li>• If the Summarize parameter is set to “False,” the Diff Secretarial for individual calls is displayed in hours, minutes, and seconds.</li> <li>• The total Diff Secretarial for the client number is displayed in bold in hours, minutes, and seconds.</li> <li>• If the StartBilling and EndBilling parameters are set, the total Diff Secretarial for all clients within each Billing Code is displayed in bold in seconds.</li> </ul>
<b>Grand Totals</b>	The total of the Diff Fetch values and Diff Secretarial values for all of the data in the report, displayed in seconds.
<b>hh:mm:ss</b>	The total of the Diff Fetch values and Diff Secretarial values for all of the data in the report, displayed in hours, minutes, and seconds.

## Genesis – Traffic

The Genesis – Traffic report is an interval-based assessment of call traffic to help gauge call volume and agent staffing. The 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 client numbers.



**Traffic**

The Genesis – Traffic report is an interval-based assessment of call traffic to help gauge call volume and agent staffing. This report counts live calls only.

Note that the report does not show client names or numbers because of the grouping by Interval; but the data can be filtered out by client & Billing Code.

Print Date: Friday, December 14, 2018 9:35:34AM

Start Date: 12/7/2018 7:00:00AM  
 End Date: 12/7/2018 6:59:59PM  
 Start Client: 3000  
 End Client: 3999  
 Start Billing:  
 End Billing:  
 Interval: An Hour  
 Total Page Count: 1

	Agents	Calls	Answered	Abandoned	Abandon %	Average Answer Time	Call Duration	Avg Call Duration	Agent Duration	Avg Agent Duration	Erlangs
<b>Friday, Dec 7</b>		<b>46</b>	<b>44</b>	<b>1</b>	<b>2.17%</b>	<b>0:0:10</b>					
12/7/2018 7:00:00AM	1	1	1	0	0.00%	0:0:4	0:2:13	0:2:13	0:2:13	0:2:13	.0
12/7/2018 8:00:00AM	0	0	0	0	0.00%	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	.0
12/7/2018 9:00:00AM	5	7	6	1	14.29%	0:0:8	0:31:23	0:4:29	0:31:8	0:6:14	.5
12/7/2018 10:00:00AM	3	6	6	0	0.00%	0:0:5	0:57:29	0:9:35	0:57:26	0:19:9	1.0
12/7/2018 11:00:00AM	7	9	9	0	0.00%	0:0:17	1:23:54	0:9:19	1:22:19	0:11:46	1.4
12/7/2018 12:00:00PM	4	7	7	0	0.00%	0:0:5	1:35:33	0:13:39	1:35:29	0:23:52	1.6
12/7/2018 1:00:00PM	2	5	5	0	0.00%	0:0:11	0:56:27	0:11:17	0:56:2	0:28:1	.9
12/7/2018 2:00:00PM	2	5	4	0	0.00%	0:0:16	0:14:2	0:2:48	0:13:27	0:6:44	.2
12/7/2018 3:00:00PM	2	1	1	0	0.00%	0:0:17	0:59:27	0:59:27	0:59:12	0:29:36	1.0
12/7/2018 4:00:00PM	4	4	4	0	0.00%	0:0:7	3:42:16	0:55:34	3:42:10	0:55:33	3.7
12/7/2018 5:00:00PM	1	1	1	0	0.00%	0:0:5	0:3:21	0:3:21	0:3:20	0:3:20	.1
12/7/2018 6:00:00PM	0	0	0	0	0.00%	0:0:0	0:0:0	0:0:0	0:0:0	0:0:0	.0
<b>Totals:</b>	<b>46</b>	<b>44</b>	<b>1</b>	<b>2%</b>	<b>0:0:10</b>						

v1.6.0 Client Traffic 1

### Traffic Parameters

Parameter	Description
<b>StartDate</b>	The start of the date and time range to include in the report.
<b>EndDate</b>	The end of the date and time range to include in the report.
<b>StartClient</b>	The start of the Client Number range to include in the report.
<b>EndClient</b>	The end of the Client Number range to include in the report.
<b>StartBilling</b>	The start of the Billing Code range to include in the report.
<b>EndBilling</b>	The end of the Billing Code range to include in the report.
<b>Interval</b>	Select the interval to use for the report data. The report data will be calculated based on the select time interval.

## Traffic Data Fields

Data Field	Description
	The report is grouped by date. The total Calls, Answered, Abandoned, Abandon %, and Average Answer Time for that date are displayed in bold.
	The date and start time of each interval is listed.
<b>Agents</b>	The number of agents who answered the calls for each interval.
<b>Calls</b>	The number of calls that came into the system for each interval.
<b>Answered</b>	A count of answered calls that came into the system for each interval.
<b>Abandoned</b>	A count of abandoned calls that came into the system for each interval.
<b>Abandon%</b>	A percentage of calls that were abandoned relative to all calls taken for that interval.
<b>Average Answer Time</b>	The average amount of time for agents to answer calls for each interval.
<b>Call Duration</b>	The length in hours, minutes, and seconds of all calls taken during each interval.
<b>Avg Call Duration</b>	The average length in hours, minutes, and seconds of all calls taken during each interval.
<b>Agent Duration</b>	The length in hours, minutes, and seconds agents spent in Talk, Talk1, Talk2, or Conference call states during each interval.
<b>Avg Agent Duration</b>	The average length in hours, minutes, and seconds agents spent in Talk, Talk1, Talk2, or Conference call states during each interval.
<b>Erlangs</b>	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 = Total agent duration of interval ÷ Interval length

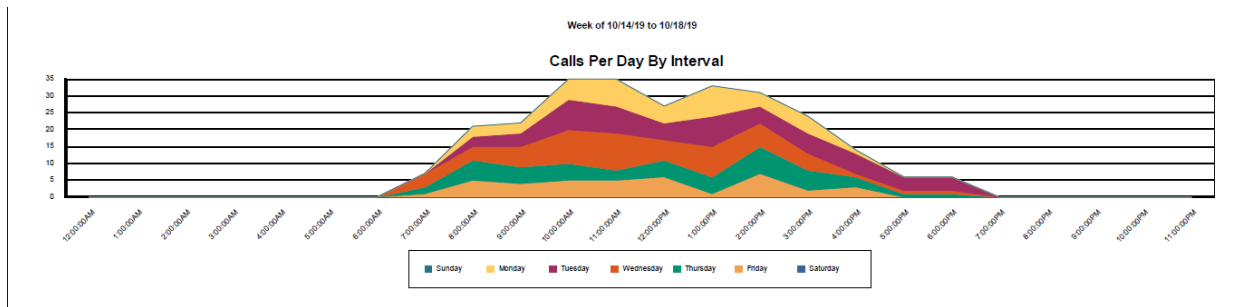
## Genesis – Weekly Service Level Charts

The Genesis – Weekly Service Level Charts report provides a graphical view of calls, with counts and averages for answer time, hold time, and call duration for an entire week. The counts and averages are broken into a series of time intervals specified by the Time Interval parameter. The data for the Weekly Service Level Charts is displayed in Stacked Area Charts, Line Graphs, and three-dimensional (3-D) hexagonal Bar Graphs.

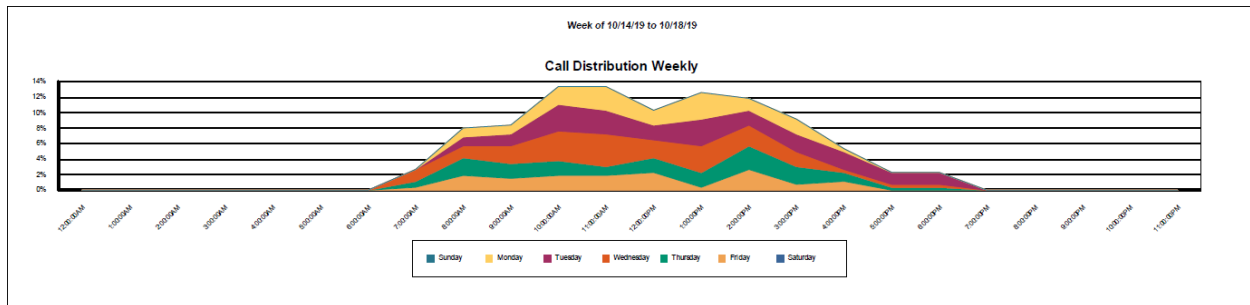
This report also shows information about abandon calls including system abandons and agent abandons.

All durations are shown in hours, minutes, and seconds, separated by commas.

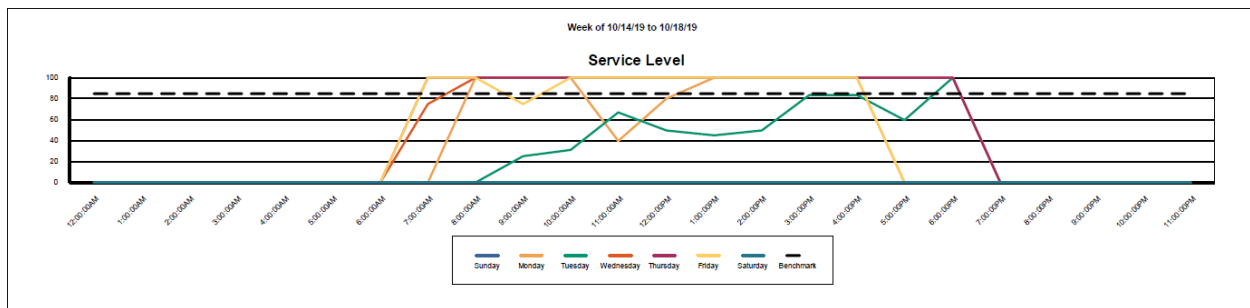
### Weekly Service Level Charts – Calls Per Day By Interval



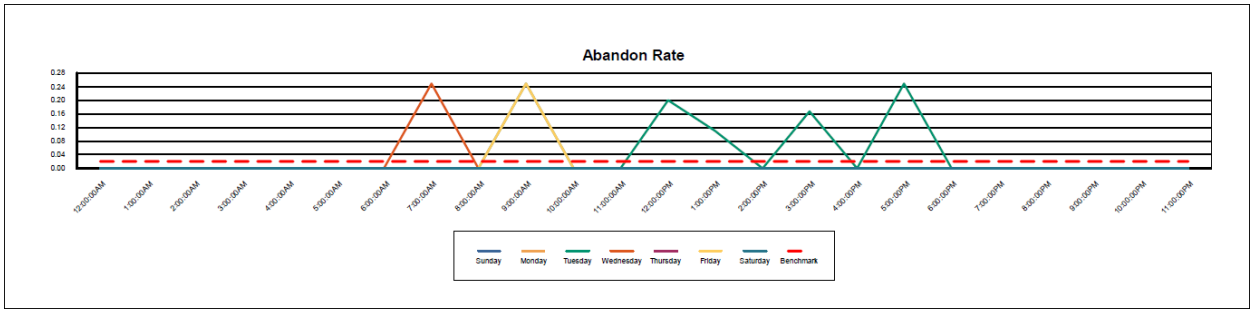
### Weekly Service Level Charts – Call Distribution Weekly



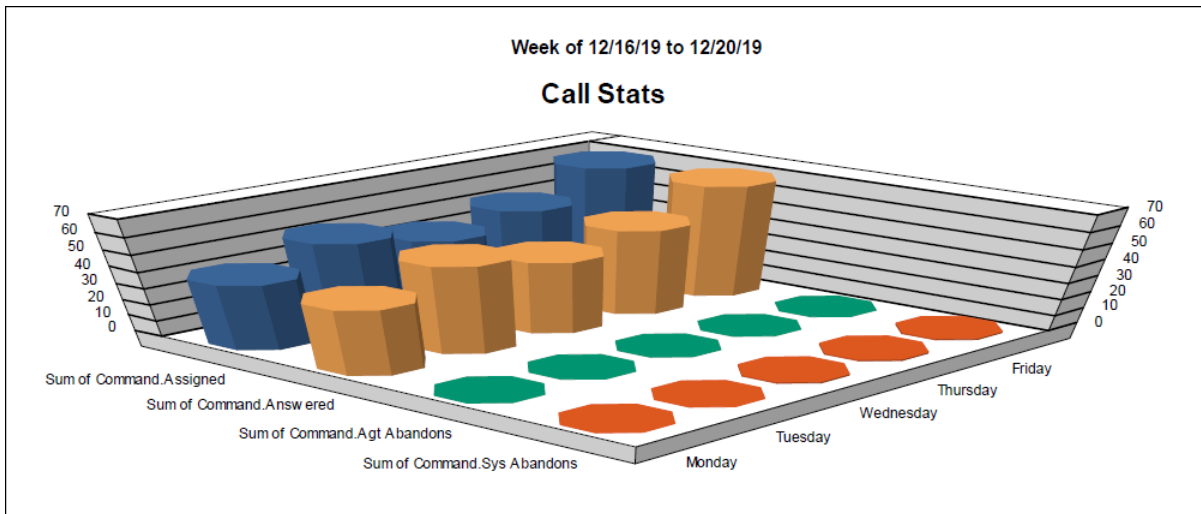
### Weekly Service Level Charts – Service Level



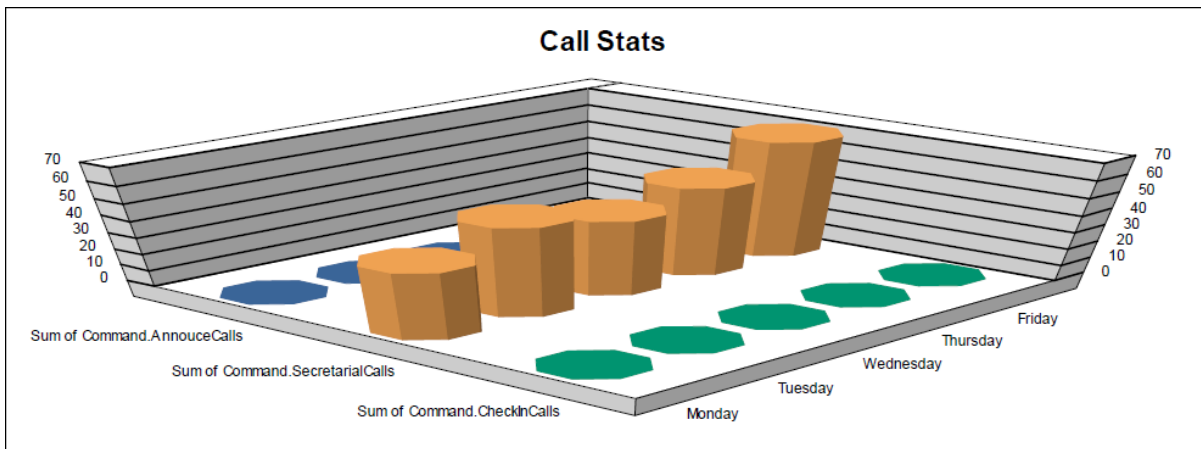
Weekly Service Level Charts – Abandon Rate



Weekly Service Level Charts – Call Stats (Graph 1 of 2)



Weekly Service Level Charts – Call Stats (Graph 2 of 2)



Weekly Service Level Charts Parameters

Parameter	Description
StartDate	The start of the date range to include in the report. <b>Note:</b> This report will use 12:00:00 AM as the start time, regardless of the time selected.

Parameter	Description
<b>EndDate</b>	The end of the date range to include in the report. <b>Note:</b> This report will use 11:59:59 PM as the end time, regardless of the time selected.
<b>StartClient</b>	The start of the Client Number range to include in the report
<b>EndClient</b>	The end of the Client Number range to include in the report
<b>Start Billing</b>	The start of the Billing Code range to include in the report
<b>End Billing</b>	The end of the Billing Code range to include in the report
<b>Interval</b>	The Interval parameter has two options. <ul style="list-style-type: none"> <li>• The “30 minutes” option shows call statistics for each 30-minute interval.</li> <li>• The “an hour” option shows call statistics for each hour of the day.</li> </ul>
<b>QuickCallMax</b>	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.
<b>RingMin</b>	The Ring Minimum excludes calls with a ring time less than the number of seconds in the RingMin parameter.
<b>QuickCallWarn</b>	The QuickCallWarn parameter indicates if the Service Level or Quick Call percentage is below a certain value. If the Service Level or Quick Call Percent is lower than the number in the QuickCallWarn parameter, the value is highlighted in red in the report. If the Service Level or Quick Call Percent is higher than the number in the QuickCallWarn parameter, the value is highlighted in green.
<b>AbandonWarn</b>	The AbandonsWarnparameter indicates if the abandons percentage is higher than a certain value. If the Agent Abandon % or System Abandon % is higher than the number in the AbandonWarn parameter, the value is highlighted in red on the report.
<b>HoldWarn</b>	The HoldWarn parameter indicates if the hold duration average of calls exceeds a certain number of seconds. If the hold duration average was higher than the number of seconds in the HoldWarn parameter, the time is highlighted in red on the report. If the hold duration average was lower than the number of seconds in the HoldWarn parameter, the time is not highlighted on the report. The default value is 30 seconds.

Parameter	Description
<b>Skill</b>	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.

### Weekly Service Level Charts Data Fields

Data Field	Description
<b>Calls Filtered out by RingMin</b>	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 by RingMin.”

### Calls Per Day By Interval

Graphically displays the number of calls that agents received during each interval for each day. The data is presented as a Stacked Area Chart with each weekday set to a different color.

The Calls Per Day By Interval graph is good for spotting traffic patterns to determine if more or less agents are needed during a specific day or time.

### Call Distribution Weekly

Graphically displays the percentage of calls during each interval for each day relative to the total number of calls taken for the week. The data is presented as a Stacked Area Chart with each weekday set to a different color.

The Call Distribution Weekly graph is good for spotting when most of the calls for that week occurred.

### Service Level

**Week Day** Graphically displays the percentage of calls during each interval for each day that agents answered within the time specified in the QuickCallMax parameter out of all calls assigned to all agents.

**Benchmark** Graphically displays the percentage value specified in the QuickCallWarn parameter.

### Abandon Rate

**Week Day** Graphically displays the rate at which calls were abandoned after being assigned to an agent during each interval for each day. The abandon rate is the number of calls abandoned for the interval divided by the total number of calls for the interval.

**Benchmark** Graphically displays the percentage value specified in the AbandonWarn parameter.

## Genesis – Traffic

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Data Field	Description
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Call Stats

Graphically displays the total number of assigned calls, answered calls, agent abandons, system abandons, announce calls, Secretarial calls, and Check-in calls during each interval for each week day. The data is presented as a three-dimensional (3-D) hexagonal Bar Graph with each category set to a different color.







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