

Reports - List of Standard Reports

A Standard Reports application is provided as-built with UC for Business. The current complement is the result of 10 years of input and feedback from contact center managers and supervisors around the globe, demanding metrics that assist them in maximizing their contact center tools and resource at the highest and lowest levels.



Over 200 Reports and Graphs are now available!

This document provides a complete list of reports available.

Table of contents

Introduction	1
Dynamic Reports.....	1
Detailed Queuing Reports	1
Historical Queuing Reports	3
Voice Messaging Reports	3
Console Reports	3
Fax Reports	4
System Reports	4
Personal Reports	4
Static Reports	4
System Setup Reports	5
Voice Messaging.....	5
Graphs	5
Detailed Queuing Graphs.....	5
Historical Queuing Graphs	5

Introduction

This is a listing of all standard reports currently available within UCB. Currently there are 212 dynamic reports, 15 static setup reports and 49 graphs plus the Personal reports section where customized reports can be created and either scheduled or run as required.

For information regarding the Custom Reporting module please see the Custom Reporting Whitepaper.

This list of reports has been split into each Report category.

Dynamic Reports

Detailed Queuing Reports

Detailed Reports are based on the original data logged for every call and event. They allow a complete view of information. They can be limited to show specific information such as a specific type of call or activity by a particular agent.

- Queue Performance - All details
- Queue Performance - Summary
- Queue Performance - Totals only
- Queue Performance - Monthly breakdown
- Queue Traffic Analysis - All details
- Queue Traffic Analysis - Summary
- Queue Traffic Analysis - Totals only
- Queue Traffic Analysis - Monthly breakdown
- Queue Traffic Comparison - All details
- Queue Traffic Comparison - Summary
- Queue Traffic Comparison - Totals only
- Queue Traffic Comparison - Monthly breakdown
- Queue Service Level - All details
- Queue Service Level - Summary
- Queue Service Level - Totals only
- Queue Service Level - Monthly breakdown
- Queue Multimedia - All details
- Queue Multimedia -Summary
- Queue Multimedia -Totals only
- Queue Multimedia -Monthly breakdown
- Queue Transferred Calls - All details
- Queue Transferred Calls - Summary
- Queue Transferred Calls - Totals only
- Queue Transferred Calls - Monthly breakdown
- Agent Performance - All details
- Agent Performance - Summary
- Agent Performance - Totals only
- Agent Performance - Monthly breakdown
- Agent Activity – All details
- Agent Availability - All details
- Agent Availability - Summary
- Agent Availability - Totals only
- Agent Availability - Monthly breakdown
- Agent Snapshot - All details
- Agent Snapshot - Summary
- Agent Snapshot - Totals only
- Agent Snapshot - Monthly breakdown
- Agent Summary - All details
- Agent Summary - Summary
- Agent Summary - Totals only
- Agent Summary - Monthly breakdown
- Agent Multimedia - All details
- Agent Multimedia – Summary
- Agent Multimedia - Totals only
- Agent Multimedia - Monthly breakdown
- X Seconds - All details
- X Seconds - Summary
- X Seconds - Totals only
- X Seconds - Monthly breakdown
- Callback Analysis - All details

UC for Business list of standard reports

- Callback Analysis - Summary
- Callback Analysis - Totals only
- Callback Analysis - Monthly breakdown
- Call Type Analysis - All details
- Call Type Analysis - Summary
- Call Type Analysis - Totals only
- Call Type Analysis - Monthly breakdown
- Call Tracking - All details
- Call Tracking – Summary
- Call Tracking – Monthly breakdown
- Call Tracking – Totals only
- Wrapup Code - All details
- Wrapup Code - Summary
- Wrapup Code - Totals only
- Wrapup Code - Monthly breakdown
- Agent Wrapup Code - All details
- Agent Wrapup Code - Summary
- Agent Wrapup Code - Totals only
- Agent Wrapup Code - Monthly breakdown
- Queue Wrapup Code - All details
- Queue Wrapup Code - Summary
- Queue Wrapup Code - Totals only
- Queue Wrapup Code - Monthly breakdown
- Departmental Inbound Call - All details
- Departmental Inbound Call - Summary
- Departmental Inbound Call - Totals only
- Departmental Inbound Call - Monthly breakdown
- Departmental Outbound Call - All details
- Departmental Outbound Call - Summary
- Departmental Outbound Call - Totals only
- Departmental Outbound Call - Monthly breakdown
- Held Calls - All details
- Held Calls - Summary
- Held Calls - Totals only
- Held Calls - Monthly breakdown
- In-dial Calls - All details
- In-dial Calls - Summary
- In-dial Calls - Totals only
- In-dial Calls - Monthly breakdown
- In-dial Performance - All details
- In-dial Performance - Summary
- In-dial Performance - Totals only
- In-dial Performance - Monthly breakdown
- In-dial Traffic Analysis - All details
- In-dial Traffic Analysis - Summary
- In-dial Traffic Analysis - Totals only
- In-dial Traffic Analysis - Monthly breakdown
- Auto-Attendant Option - All details
- Auto-Attendant Option - Summary
- Auto-Attendant Option - Totals only
- Auto-Attendant Option - Monthly breakdown
- ETA Performance - All details
- ETA Performance - Summary
- ETA Performance - Totals only
- ETA Performance - Monthly breakdown
- Mode Change - All details
- Mode Change - Summary
- Mode Change - Totals only
- Mode Change - Monthly breakdown

Historical Queuing Reports

Historical reports are compiled from summarized data, the history of queue activity. They allow users to overview data for an archived period.

- **Queue Historical** - All details
- Queue Historical - Summary
- Queue Historical - Totals only
- Queue Historical - Monthly breakdown
- **Queue Historical Average** - All details
- Queue Historical Average - Summary
- Queue Historical Average - Totals only
- Queue Historical Average - Monthly breakdown
- **Agent Historical** - All details
- Agent Historical - Summary
- Agent Historical - Totals only
- Agent Historical - Monthly breakdown
- **Agent Historical Average** - All details
- Agent Historical Average - Summary
- Agent Historical Average - Totals only
- Agent Historical Average - Monthly breakdown
- **Callback Queue Historical** - All details
- Callback Queue Historical - Summary
- Callback Queue Historical - Totals only
- Callback Queue Historical - Monthly breakdown
- **Callback Agent Historical** - All details
- Callback Agent Historical - Summary
- Callback Agent Historical - Totals only
- Callback Agent Historical Monthly breakdown
- **In-dial Historical** - All details
- In-dial Historical - Summary
- In-dial Historical - Totals only
- In-dial Historical - Monthly breakdown

Voice Messaging Reports

The Voice Messaging Reports review voice messaging and mailbox use information.

- Notification Attempts - All details
- Notification Attempts - Summary
- Notification Attempts - Totals only
- Notification Attempts - Monthly breakdown
- **Mailbox Auto-Attendant** - All details
- Mailbox Auto-Attendant - Summary
- Mailbox Auto-Attendant - Totals only
- Mailbox Auto-Attendant - Monthly breakdown
- **Mailbox Usage** – All details

Console Reports

The Console reports review operator calls and Console use information.

- Console Performance - All details
- Console Performance - Summary
- Console Performance - Totals only
- Console Performance - Monthly breakdown
- Console Traffic Analysis - All details
- Console Traffic Analysis - Summary
- Console Traffic Analysis - Totals only
- Console Traffic Analysis - Monthly breakdown
- Console Service Level - All details
- Console Service Level - Summary
- Console Service Level - Totals only
- Console Service Level - Monthly breakdown
- Console Transferred Calls - All details
- Console Transferred Calls - Summary
- Console Transferred Calls - Totals only
- Console Transferred Calls - Monthly breakdown

- Console X Seconds - All details
- Console X Seconds - Summary
- Console X Seconds - Totals only
- Console X Seconds - Monthly breakdown
- Console Call Type Analysis - All details
- Console Call Type Analysis - Summary
- Console Call Type Analysis - Totals only
- Console Call Type Analysis - Monthly breakdown
- Operator Performance - All details
- Operator Performance - Summary
- Operator Performance - Totals only
- Operator Performance - Monthly breakdown
- Operator Summary - All details
- Operator Summary - Summary
- Operator Summary - Totals only
- Operator Summary - Monthly breakdown

Fax Reports

The fax reports provide information about inbound and outbound Fax usage.

- **Inbound Fax** - All details
- Inbound Fax - Summary
- Inbound Fax - Totals only
- Inbound Fax - Monthly breakdown
- **Inbound Queue Fax** - All details
- Inbound Queue Fax - Summary
- Inbound Queue Fax - Totals only
- Inbound Queue Fax - Monthly breakdown
- **Fax Destination** - All details
- Fax Destination - Summary
- Fax Destination - Totals only
- Fax Destination - Monthly breakdown
- **Outbound Fax** - All details

- Outbound Fax - Summary
- Outbound Fax - Totals only
- Outbound Fax - Monthly breakdown
- **Outbound Queue Fax** - All details
- Outbound Queue Fax - Summary
- Outbound Queue Fax - Totals only
- Outbound Queue Fax - Monthly breakdown

System Reports

Dynamic system reports provide information on ContactCenter traffic, usage and for Administration and audit purposes.

- **Announce Exception** - All details
- Announce Exception - Summary
- Announce Exception - Totals only
- Announce Exception - Monthly breakdown
- **Announce Usage** - All details
- Announce Usage - Summary
- Announce Usage - Totals only
- Announce Usage - Monthly breakdown
- **Audit Trail** – All details
- **Call Tracking** - All details
- Call Tracking - Summary
- Call Tracking - Totals only
- Call Tracking - Monthly breakdown

Personal Reports

Personal reports are customized based on the report and parameters required. Setting up Personal reports allows users to save and re-use a set of parameters without re-specifying them each time they wish to run the report.

- Customized Reports

Static Reports

System Setup Reports

System setup reports overview the UCB CTI Server system setup from Administrator

- Auto Attendant Setup
- Class Setup
- Customer Query Setup
- Delivery Pattern Setup
- Group Setup
- Line Setup
- Phonebook Setup
- Progress Setup
- Query Database Setup
- Queue Setup
- Site Notes
- Wrapup Setup

Voice Messaging

Voice Messaging setup reports overview the Voice Messaging system setup from Administrator

- Mailbox Profile
- Mailbox Summary

Graphs

Detailed Queuing Graphs

Graphs are an additional Reports feature that transforms statistical reports into easy to understand visual presentations. They are generated from the report data. Graphs are automatically scaled to fit the screen and scaled to fit the printed page.

- **Queue Performance** - Calls & Abandons - Bar graph
- Queue Performance - Wait Time - Bar graph
- Queue Performance - Ring Time - Bar graph
- Queue Performance - Talk Time - Bar graph

- Queue Performance - Call Duration - Bar graph
- Queue Performance - Abandonment Rate - Bar graph
- Queue Performance - Longest Wait - Bar graph
- Queue Performance - Call Distribution - Pie chart
- **Queue Traffic Analysis** - Calls & Abandons - Bar graph
- Queue Traffic Analysis - Wait Time - Bar graph
- Queue Traffic Analysis - Ring Time - Bar graph
- Queue Traffic Analysis - Talk Time - Bar graph
- Queue Traffic Analysis - Call Duration- Bar graph
- Queue Traffic Analysis - Abandonment Rate - Bar graph
- Queue Traffic Analysis - Longest Wait - Bar graph
- Queue Traffic Analysis - Call Distribution - Pie chart
- **Queue Service Level** - Service Level - Bar graph
- **Agent Performance** - Ring Time - Bar graph
- Agent Performance - Talk Time - Bar graph
- Agent Performance - Call Duration- Bar graph
- Agent Performance - Total Calls- Bar graph
- Agent Performance - Abandoned Calls- Bar graph
- Agent Performance - Call Distribution- Pie chart

Historical Queuing Graphs

The following graphs are available for summarized historical data

- **Queue Historical** - Calls & Abandons - Bar graph
- Queue Historical - Wait Time - Bar graph
- Queue Historical - Ring Time - Bar graph
- Queue Historical - Talk Time - Bar graph
- Queue Historical - Call Duration - Bar graph
- Queue Historical - Abandonment Rate - Bar graph
- Queue Historical - Longest Wait - Bar graph
- **Queue Historical Average** - Calls & Abandons - Bar graph
- Queue Historical Average - Wait Time - Bar graph
- Queue Historical Average - Ring Time - Bar graph
- Queue Historical Average - Talk Time - Bar graph
- Queue Historical Average - Call Duration- Bar graph
- Queue Historical Average - Abandonment Rate - Bar graph
- Queue Historical Average - Longest Wait - Bar graph
- **Agent Historical** - Ring Time - Bar graph
- Agent Historical - Talk Time - Bar graph
- Agent Historical - Call Duration - Bar graph
- Agent Historical - Total Calls - Bar graph
- Agent Historical - Abandoned Calls - Bar graph
- Agent Historical - Call Distribution - Pie chart
- **Agent Historical Average** - Ring Time - Bar graph
- Agent Historical Average - Talk Time - Bar graph
- Agent Historical Average - Call Duration - Bar graph
- Agent Historical Average - Total Calls - Bar graph
- Agent Historical Average - Abandoned Calls - Bar graph
- Agent Historical Average - Call Distribution - Pie chart

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