NEXTIVA CONTACT CENTER

CALL CENTER

SUPERVISOR

GETTING STARTED GUIDE

SERVICE DELIVERY CUSTOMER TRAINING
VERSION 2.01

Introduction

Welcome to the NCC Call Center Supervisor Guide! As a supervisor, you play a vital role in ensuring smooth contact center operations, efficient team management, and exceptional customer service. This guide will equip you with the knowledge and tools to excel in your role using NCC Call Center .

NCC Call Center Supervisor Getting Started Guide provides a comprehensive suite of features designed to empower you as a supervisor.

This guide covers key aspects of the supervisor experience:

- Accessing and navigating the dashboards
- Understanding the various metrics and visualizations
- Utilizing the Supervisor dashboard to monitor and assist agents
- Assisting an Agent live with Agent Assistance
- Redirecting workitems, including to yourself as a Supervisor
- Running reports that are relevant to your experience as a Supervisor

By mastering these functionalities, you'll be able to leverage NCC Contact Center to enhance team productivity and efficiency, improve customer satisfaction and loyalty, and drive contact center success and achieve business goals.

For information on call functionality and other agent tools, refer to the NCC Call Center Agent Getting Started Guide.

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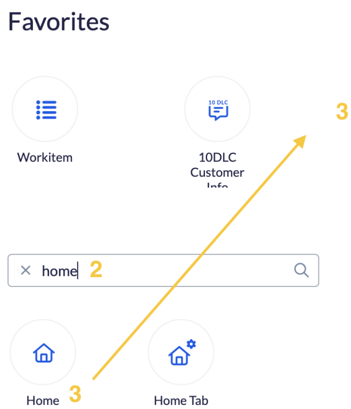
Navigation Favorites

Add Home to Favorites

1. Select the **Options** icon (three lines) in the top left corner.
2. In the search bar, type “home” (NOT “home tab” icon).

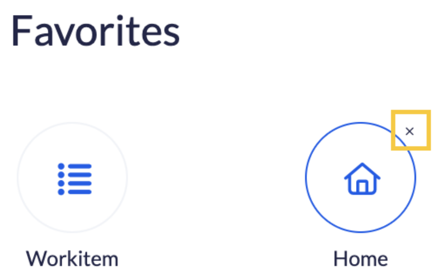


3. Click and drag the icon up to **Add to Favorites**.

XBert Tip: Adding icons to your favorites list creates shortcuts for those items in the handy sidebar, making them easily accessible whenever you need them.

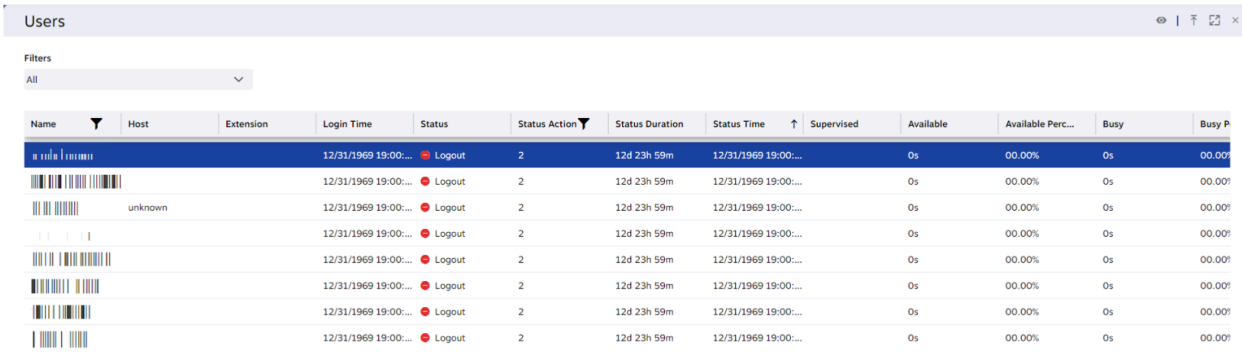
Removing Icons from Favorites

1. Select the **Options** icon to open favorites.
2. Hover over the icon you want to remove from favorites.
3. Select the **x** that populates by the icon.



Agent Metrics and Dashboards

Welcome to your dashboard! This dynamic tool provides real-time insights into key performance indicators, allowing you to monitor and analyze your contact center operations effectively.



Users

Filters

All

Name	Host	Extension	Login Time	Status	Status Action	Status Duration	Status Time	Supervised	Available	Available Perc...	Busy	Busy P
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
	unknown		12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00
			12/31/1969 19:00:...	Logout	2	12d 23h 59m	12/31/1969 19:00:...		0s	00.00%	0s	00.00

Here's a quick overview of the features you'll find:

- **Real-time data:** Stay up-to-date with the latest information on user activity, queue performance, customer interactions, and campaign progress.
- **Filters:** Refine your view by using the drop-down menus to filter information by various criteria, such as work item type (Voice, SMS, Chat, Email, etc.), date and time range, agent, queue, or campaign.
- **Customizable Columns:** Tailor the data display to your preferences by adding or removing columns. Choose the information that is most relevant to your needs and easily reorder columns for optimal viewing.
- **Visualizations:** Gain a clearer understanding of trends and patterns with graphical representations of data. Some dashboards include charts and graphs located at the bottom, providing visual summaries of key metrics.

With these features, you can quickly assess performance, identify areas for improvement, and make informed decisions to optimize your contact center operations.

Dashboard Types

Supervisor Dashboard

The Supervisor Dashboard is a centralized hub for overseeing agent activity and optimizing contact center operations. It provides real-time insights into key metrics and agent performance, enabling supervisors to make informed decisions and ensure exceptional customer support.

Learn more about the User Column Types in the glossary.

Learn more about the Supervisor Dashboard.

User Dashboard

The User Dashboard provides a comprehensive overview of user activity, performance, and status in real-time. Monitor agent productivity, track key metrics, and identify areas for improvement with this centralized hub of user information.

Learn more about the User Column Types in the glossary.

Learn more about Supervising Users.

Queues Dashboard

The Queues Dashboard offers valuable insights into the real-time status and performance of your queues.

Learn more about the Queue Column Types in the glossary.

Learn more about Supervising Queues.

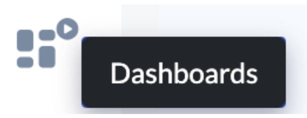
Workitem Dashboard

The Workitem Dashboard gives supervisors a complete view of all work items assigned to their teams. Monitor the number, type, status, and detailed metrics of each work item to optimize workflow and ensure timely completion.

Learn more about the Workitems Column Types in the glossary.

Learn more about Supervising Workitems.

Opening a Dashboard



1. Select the **Dashboard icon** at the from the left menu toolbar.

2. **Choose your opening preference.** A pop-up or dropdown menu appears, offering where to open the dashboard:

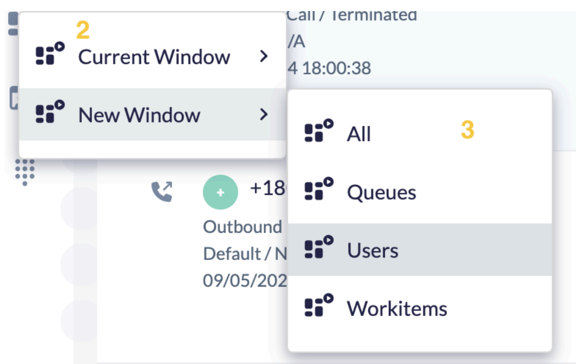
    a. **Current Window**: replacing your current view

    b. **New Window**: opening in a separate tab or window. Each dashboard will appear in a separate tab in your browser.

3. **Select the desired dashboards.**

    a. **All dashboards** open all dashboards assigned to your user profile.

    b. **Specific dashboard** open the selected dashboard from the list.



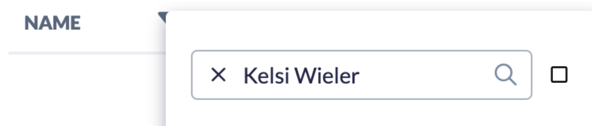
XBert Tip: If you select **All** in **Current Window**, you can click and drag each window so as to view all dashboards simultaneously.

Filters

Filtering by Name

1. Select the Filter icon next to **Name.**

2. In the search box, type the name of the user you would like to filter.



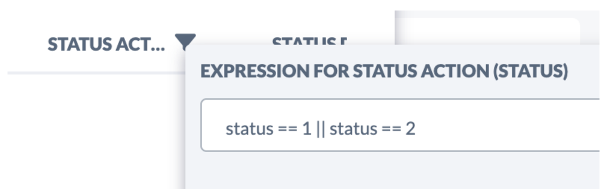
   Xbert Tip: Names already listed will appear on the checklist of available users. Check the box next to the name(s) of the users you want to display.

3. Press **Enter** to apply the filter. The table will now only show the selected users.

Filtering by Status Action

1. Select the Filter icon next to **Status Action**.

2. In the filter field, type "status" followed by the equal sign (=) and the number corresponding to the desired status:
    - `status = -1` : Working
    - `status = 0` : Available
    - `status = 1` : Login
    - `status = 2` : Logged Out
    - `status = 3` : Busy



3. Press **Enter** to apply the filter.

XBert Tip: Combine expressions to display users with multiple statuses by using the "OR" symbol (`||`) between expressions. For example, to show users who are Available OR Busy, enter: `status == 0 || status == 3`

Removing a Filter

1. Right-click on the desired column header.
2. Select **Reset Filter Field.**

Customize Column Headers

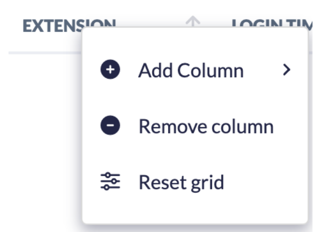
Your dashboard's column headers display the categories of data presented in the table. To make the data more relevant and easier to analyze, you can customize these headers to your liking.

XBert Tips for Customizing Headers

- **Focus on relevance:** Add only the columns that are essential for your analysis. Too many columns can make the dashboard cluttered and difficult to read.
- **Strategic sorting:** Arrange columns in a logical order that makes it easy to find and interpret the information.
- **Experiment:** Don't be afraid to experiment with different column configurations to find what works best for you. You can always reset to the default layout if needed.

By customizing your column headers, you can create a dashboard that presents the most relevant data in a clear and organized way, making it easier to monitor performance and make informed decisions.

Access Column Header Options

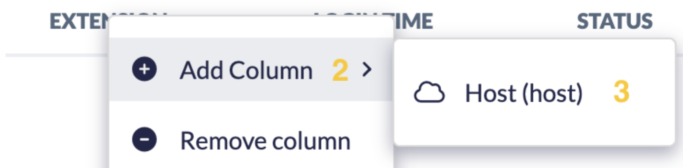


Right-click on any existing column header in your dashboard. This will open a context menu with customization options.

Add Columns

1. Right-click on any existing column header in your dashboard.

2. Select **Add Column** from the context menu.



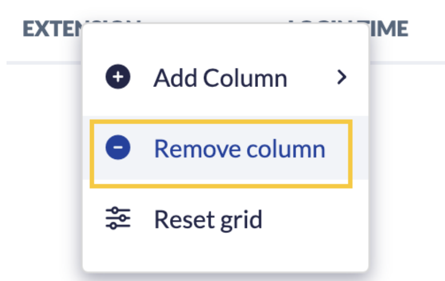
3. A list of available columns that are not currently displayed will appear. Select the column(s) you want to add.

4. Select OK or a similar confirmation button to add the selected column(s) to your dashboard.

XBert Tip: If all columns are currently displayed, the option to add columns will not be available.

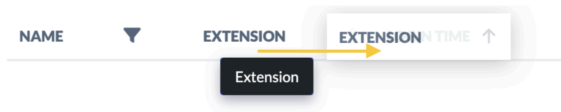
Remove Columns

1. Right-click on any existing column header in your dashboard.
2. Select **Remove Column** from the context menu. This will remove the column you right-clicked on.



Sort Columns

1. Click on the desired column header and, while holding down the mouse button, drag it to the left or right.



2. Release the mouse button when the column is in your preferred position. The other columns will automatically adjust to accommodate the change.

Reset to Default

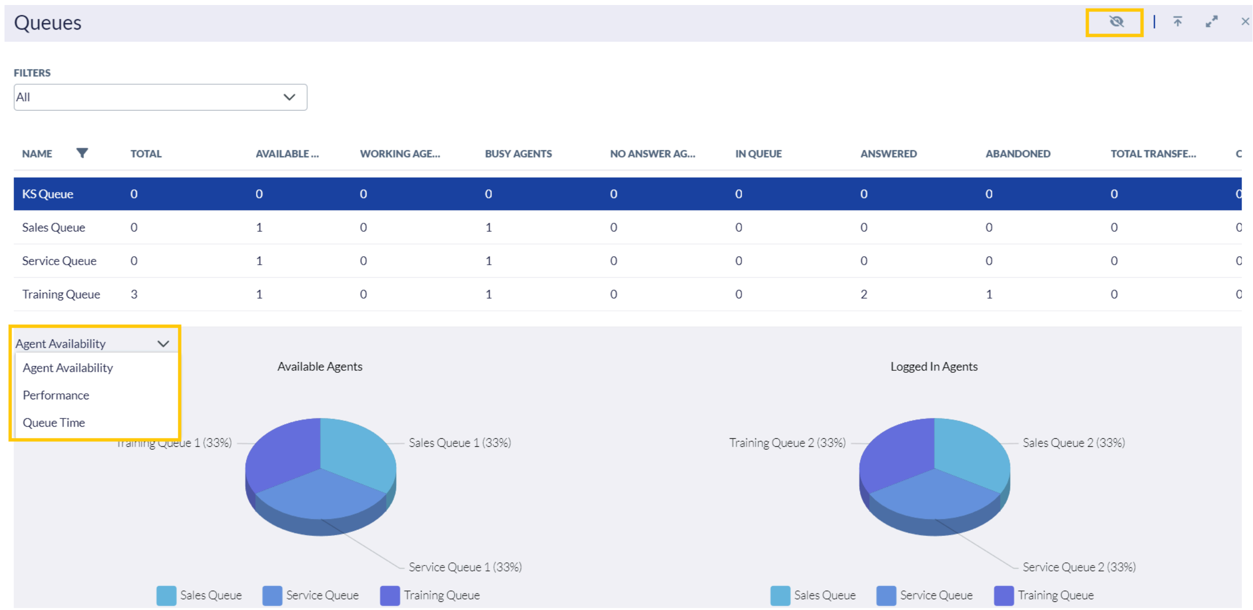
Revert to the original column configuration by resetting the grid.

1. Right-click on any existing column header in your dashboard.
2. Choose the **Reset Grid** option from the context menu. This will restore the default column layout.

Working with Graphs

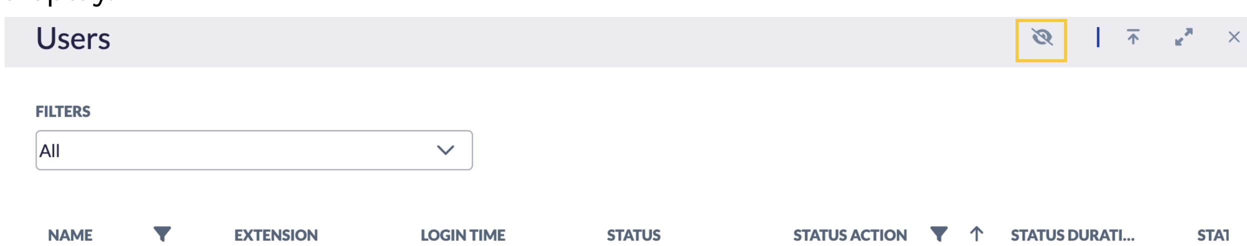
Display Graphs

After opening the dashboard into a new window, select the Graphics Icon at the top right corner of the dashboard to show the graph relevant to the chart. You can view more graphs by hitting the drop down menu on the left.



Hide Graphs

Click the **Hide Graphics** icon at the top right corner to hide the graphical display.



Filter Graphs

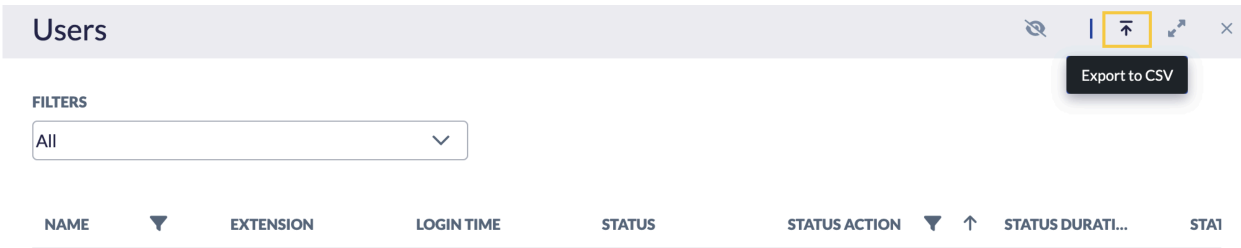
Use the drop-down arrow in the graphical area to apply filters to the displayed data.

Additional Notes:

- **Custom Fields:** You can add extra fields from the database to the dashboards in the "Custom Fields" section.
- **Real-time Updates:** Dashboards provide real-time data, ensuring you always have the latest information.

Exporting Data

Select the **export button** at the top right of the dashboard to save the displayed information as a CSV file.

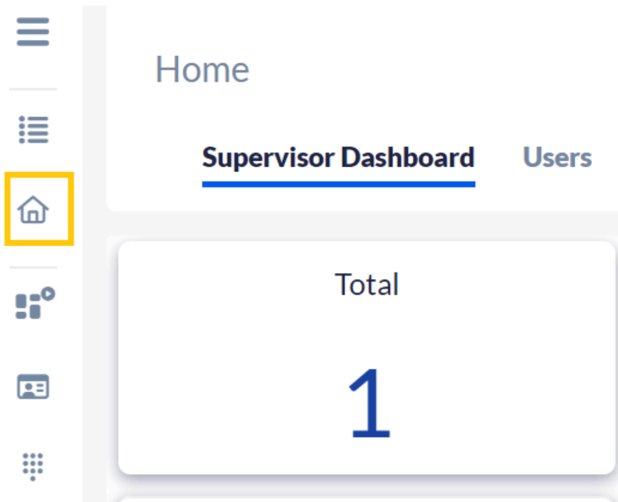


Supervisor Dashboard

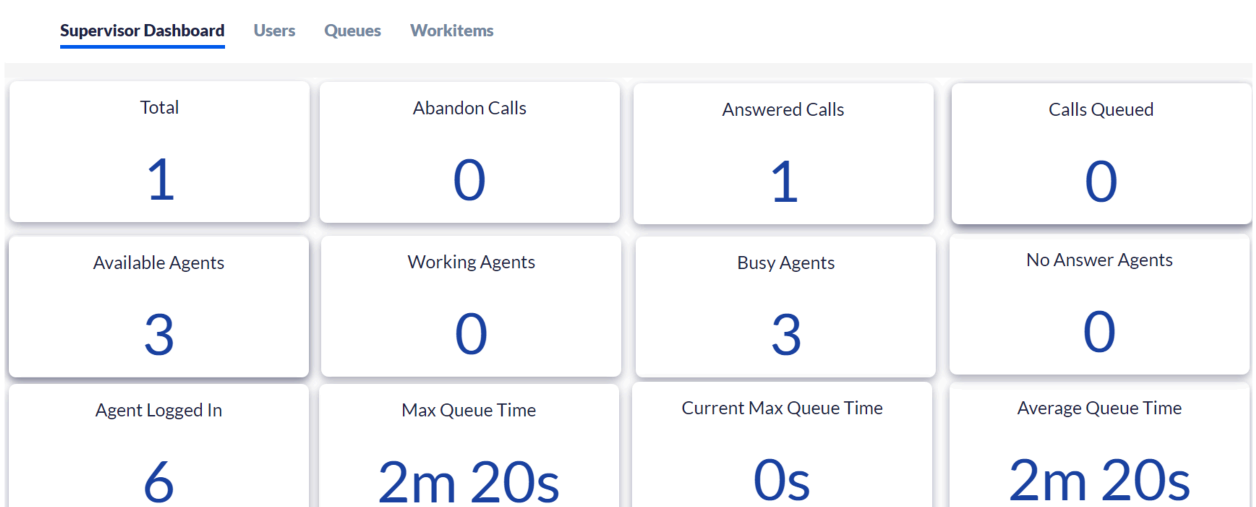
Your Supervisor Dashboard is your central hub for monitoring agent activity.

Access the Supervisor Dashboard

Select the **home icon** from your favorites toolbar.



XBert Tip: If home is not on your favorites toolbar, refer to Add Home to Favorites.



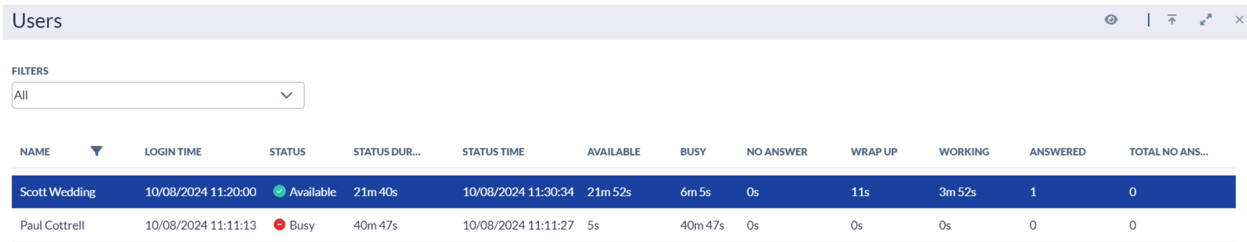
Key Supervisor Dashboard Metrics

- **Total:** Total number of workitems/calls.
- **Abandon Calls:** Total number of abandoned calls (meaning that the caller hung up before the call was answered.)
- **Answered Calls:** Total number of calls answered.
- **Calls Queued:** Total number of calls that are currently waiting in queue.
- **Available Agents:** Total number of agents that are currently in the Available status.
- **Working Agents:** Total number of agents that are currently in the Working status (for calls, this means the agent is currently on the call.)
- **Busy Agents:** Total number of agents that are currently in the Busy status (meaning that they are not available for workitems/calls at this current time.)
- **No Answer Agents:** Total number of agents that are currently in the No Answer status (meaning they were presented with a workitem/call that went unanswered, setting their status to No Answer until they change **it.)**
- **Agent Logged In:** Total number of agents signed in, regardless of current status.
- **Max Queue Time:** The time of the LONGEST workitem/call that has waited in queue.
- **Current Max Queue Time:** The time of the longest workitem/call that is CURRENTLY in queue.
- **Average Queue Time:** The average amount of time workitems/calls spent waiting in queue.

XBERT TIP: You can look up the definitions for any non-key metric by referring to the glossary at the end of this document.

Users

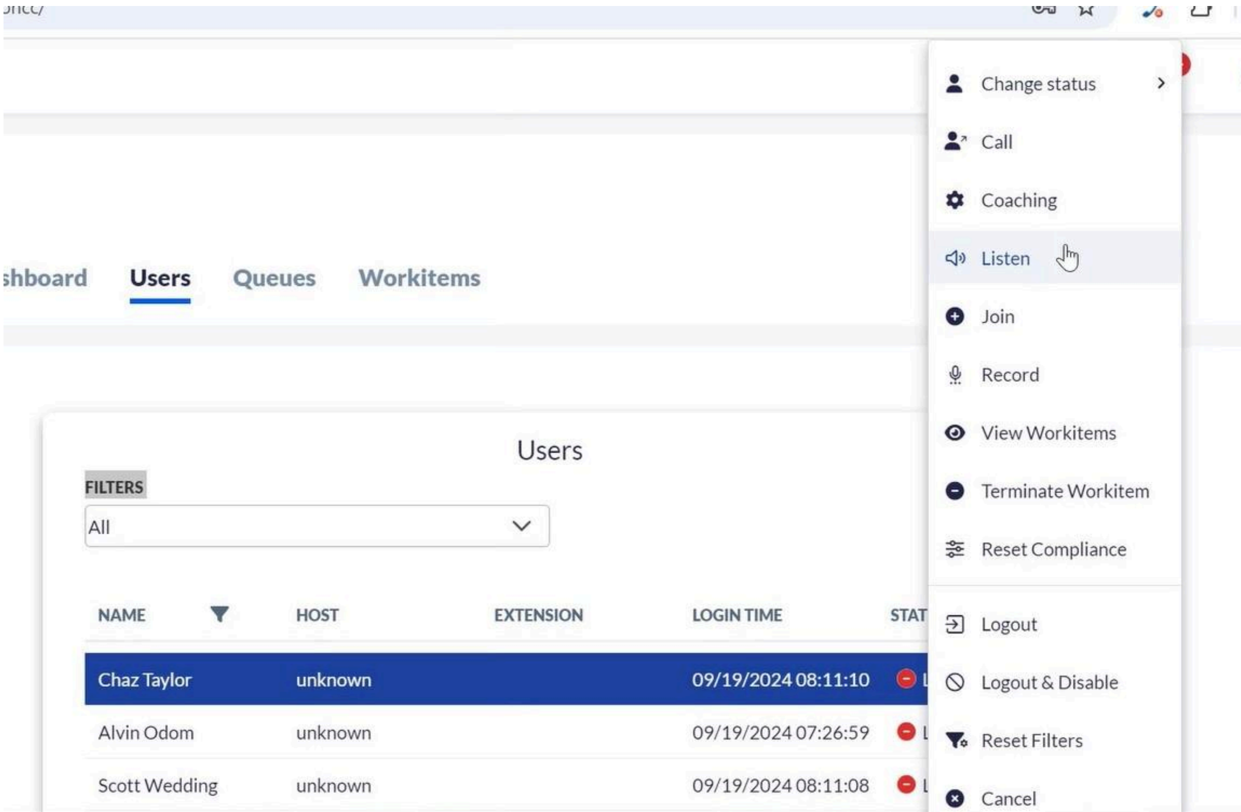
You can add/remove columns by right clicking the header, and can reorder columns by clicking and dragging. For more information, refer to the Customize Column Headers section.



Key User Metrics

- **Name:** Name of the agent
- **Login Time:** Timestamp of exact time the agent logged in
- **Status:** Current status of the agent (Available, Busy, No Answer)
- **Status Duration:** The amount of time the agent has been in their current status
- **Status Time:** Timestamp of when agent changed to current status
- **Available:** Amount of time spent in the Available status so far today
- **Busy:** Amount of time spent in the Busy status so far today
- **No Answer:** Amount of time spent in the No Answer status so far today
- **Wrap-Up:** Amount of time spent in the Wrap-Up status so far today
- **Working:** Amount of time spent in the Working status so far today
- **Answered:** Number of workitems/calls answered by the agent so far today
- **Total No Answer:** Number of workitems/calls that were presented to agent with no answer so far today

XBERT TIP: You can look up the definitions for any non-key metric by referring to the glossary at the end of this document.

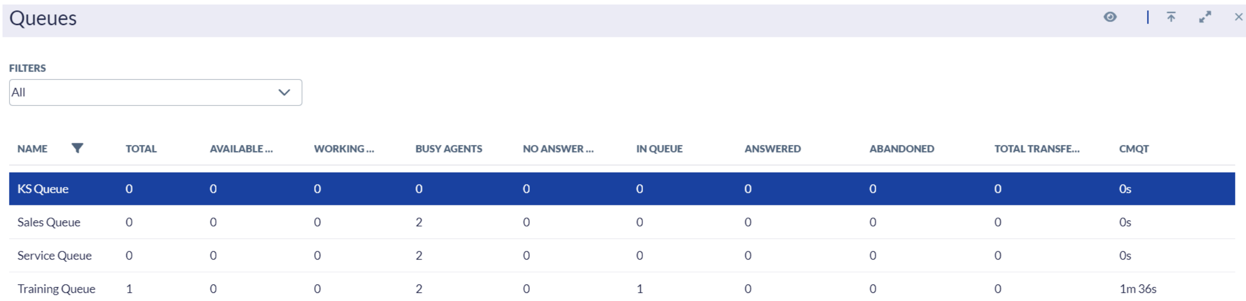


User Right-Click Menu Options

- **Change Status:** Manually update the agent's status
- **Call:** Initiate a call to the agent
- **Coaching:** Listen to a live conversation and provide whispered feedback to the agent (customer cannot hear)
- **Listen:** Silently monitor a live conversation
- **Join:** Join an ongoing call as a third party
- **Record:** Start or stop recording an agent's interactions **not used
- **View Workitems:** See the tasks the agent is currently handling
- **Terminate Workitem:** End an ongoing call or task
- **Logout:** logs the agent out of the queue(s)
- **Reset Filters** resets your search filters

Queues

XBERT TIP: Remember that you can add/remove columns by right clicking the header, and can reorder columns by clicking and dragging. For more information, refer to the Customize Column Headers section above.



Queues

FILTERS

All

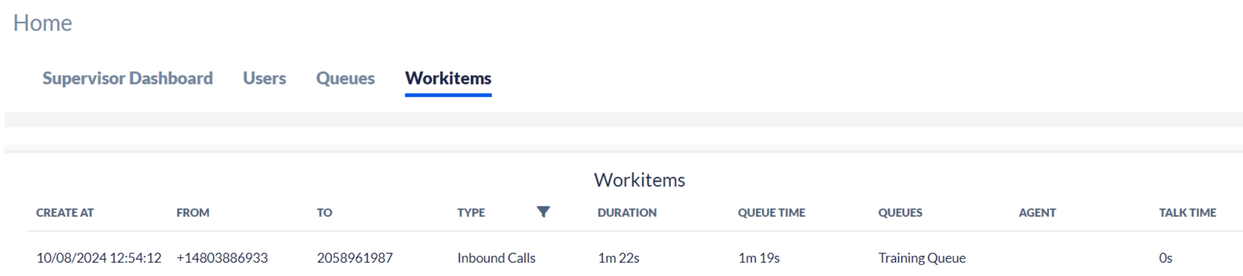
NAME	TOTAL	AVAILABLE ...	WORKING ...	BUSY AGENTS	NO ANSWER ...	IN QUEUE	ANSWERED	ABANDONED	TOTAL TRANSFE...	CMQT
KS Queue	0	0	0	0	0	0	0	0	0	0s
Sales Queue	0	0	0	2	0	0	0	0	0	0s
Service Queue	0	0	0	2	0	0	0	0	0	0s
Training Queue	1	0	0	2	0	1	0	0	0	1m 36s

Key Queue Metrics

- **Name:** The name of the queue(s)
- **Total:** The total number of workitems/calls handled by the queue. A workitem/call can be counted twice if it is transferred back into the queue.
- **Available Agents:** Number of agents that are currently in the available status
- **Working Agents:** Number of agents in the working status (engaged with a workitem/call)
- **Busy Agents:** Number of agents that are currently in the busy status
- **No Answer Agent:** Number of agents that are currently in the no answer status
- **In Queue:** Number of workitems/call currently sitting and waiting in queue
- **Answered:** Number of answered workitems/call
- **Abandoned:** Number of abandoned workitems/calls. For example, if somebody hangs up while waiting in a call queue, that would be an abandoned call to the queue.
- **Total Transferred:** Number of transferred workitems/calls.
- **CMQT (Current Maximum Queue Time):** Longest wait time the CURRENT customer in queue has been waiting

XBERT TIP: You can look up the definitions for any non-key metric by referring to the glossary at the end of this document.

Workitems



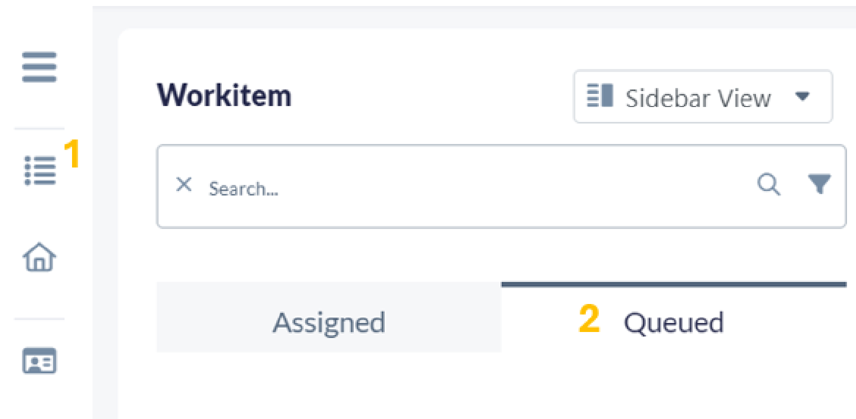
Key Workitem Metrics

- **Create At:** The date and time the workitem/call was created.
- **From:** Phone number of the caller calling into the queue.
- **To:** Phone number that the caller dialed to enter the queue.
- **Type:** Specific type of workitem (will usually be inbound/outbound calls, but systems integrated to include items such as SMS or Email will be labeled as such.)
- **Duration:** Amount of time that the workitem has existed.
- **Queue Time:** Amount of time that the call spends waiting in queue (if call is currently in queue the number updates in real time.)
- **Queues:** The queue is the workitem in (or if already answered, the queue that it came from.)
- **Agent:** If the workitem/call is actively with an agent, this is the agent who received/made the workitem/call.
- **Talk Time:** For calls, this is the amount of talk time spent on this call (so far.)

XBERT TIP: You can look up the definitions for any non-key metric by referring to the glossary at the end of this document.

Taking a Workitem as a Supervisor

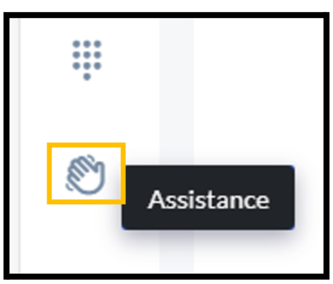
If at any time you'd like to redirect a workitem from the queue to yourself, this can be done by navigating to the **Workitems** option and selecting from the **Queued** tab

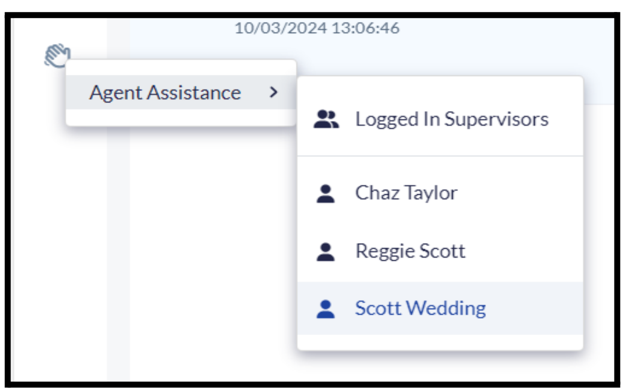


Agent Assistance

This feature allows agents to proactively reach out for help during a customer interaction. From the icon in the Options menu, the agent will choose the name of the supervisor. You'll receive a notification that looks like a Workitem.

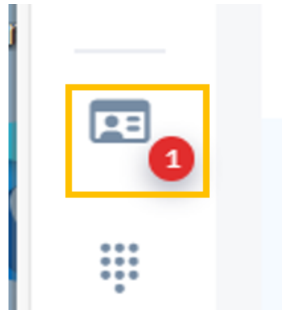
From the agents perspective:

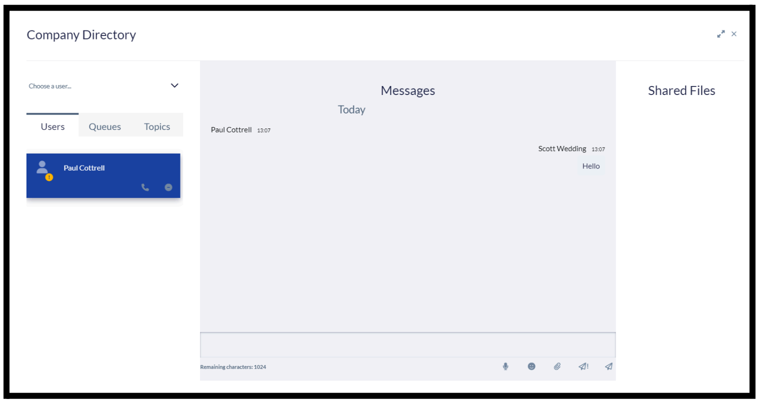




Company Directory

The Company Director is where you’ll chat with the live agent. The agent can then call you directly or transfer their workitem to you.



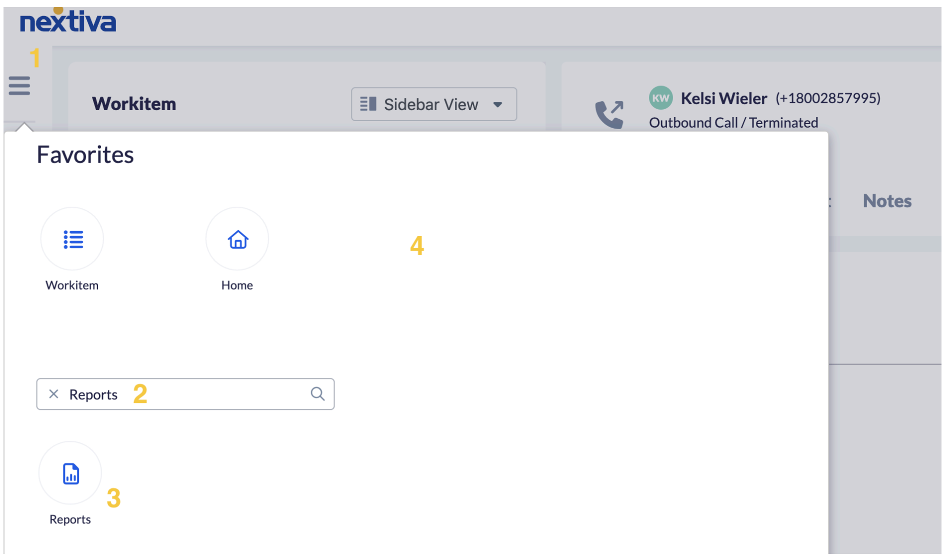


Reports

Dive deep into historical data and gain valuable insights with Nextiva Contact Center's comprehensive reporting system. Analyze agent performance, track trends, measure effectiveness, and evaluate customer satisfaction with a variety of detailed reports.

Access Reports

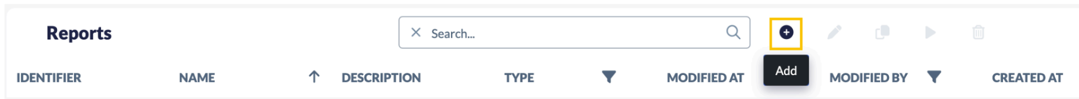
1. Select the **Options icon** in the top left corner of the interface.
2. In the filter section, search for "reports."
3. Click on the **Reports icon**. The Reports window will appear.



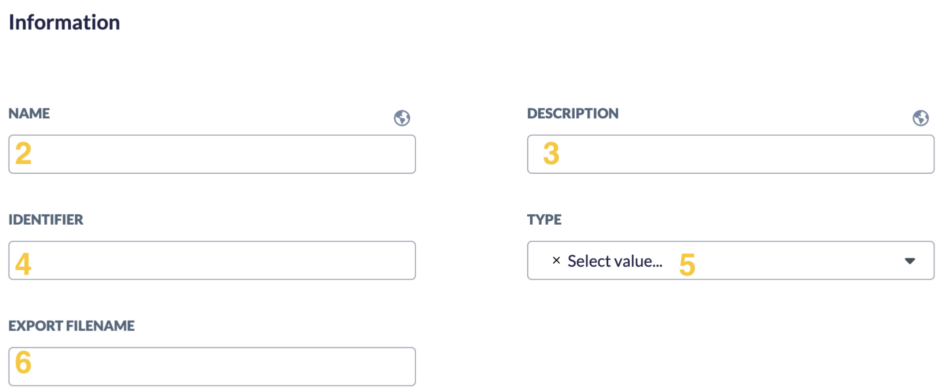
4. (Optional) To add Reports to your favorites, drag the **Reports icon** to the Favorites section. This places the icon in the toolbar at the top for quick access.

Create a New Report

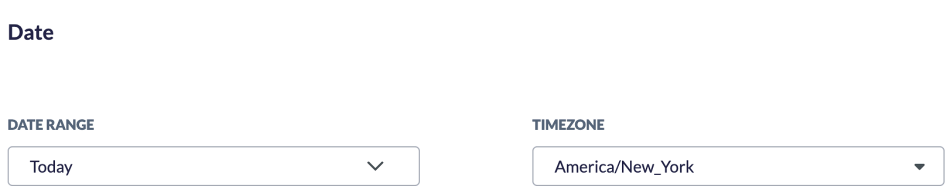
1. Select the **+ (plus sign)** at the top of the Reports section.



2. Enter a descriptive name for your report.



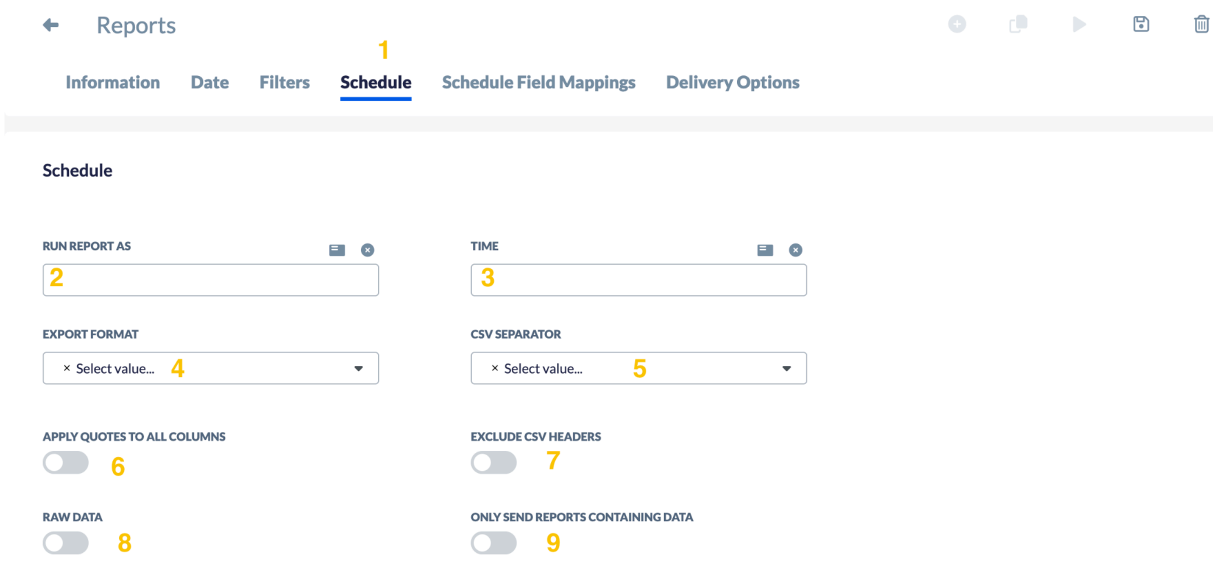
3. (Optional) Provide a brief description to help identify the report's purpose.
4. Enter any identifiers that will help distinguish this report from other reports.
5. Select the desired report type from the dropdown menu.
6. Determine the report's export filename.
7. Choose the timeframe for the report (Today, Yesterday, Last 3 Days, This Week, Last Week, This Month, Last Month, Last 30 Days, or Date Range for a custom period).



8. Select any relevant Filters:
    - To filter by agents, click the switch under **Supervised Agents** to activate it.
    - Click on the **window icon** next to **Selected Users**.
    - In the pop-up window, select specific agents by checking the boxes next to their names. Click **OK**.
    - To filter by queues, repeat the process with **Supervised Queues** and **Selected Queues**.

Scheduling a Report

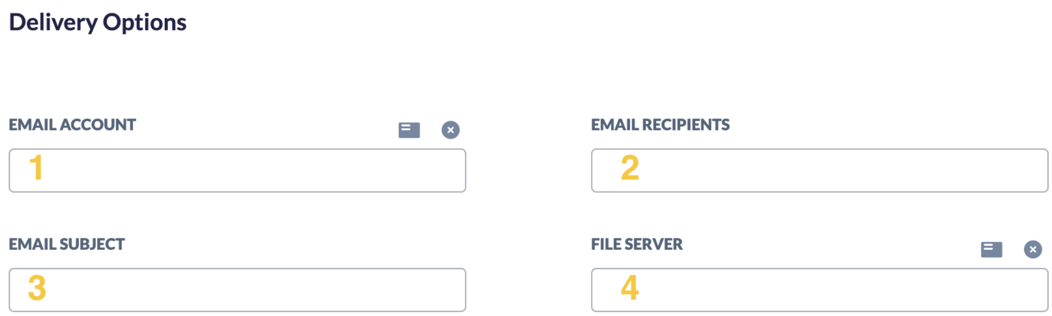
1. Select **Schedule** in the list of options at the top of the window.



2. In **Run Report As**, select the users who should have access to the report.
3. Set the frequency for running the report (e.g., daily, weekly, monthly).
4. Select the **Export Format** from the dropdown menu.
5. Choose **CSV** as the format and select **comma** for the CSV separator.
6. Select **Apply Quotes** if you want quotes added to the columns.
7. Toggle on or off **CSV Headers.**
8. Toggle on or off **Raw Data.**
9. Toggle **Only Send Reports Containing Data** to send reports if they have data (as opposed to blank reports).

Delivery Options

1. Name the **Email Account** if you would like.



2. Under **Email Recipients**, enter the email address(es) where the report should be sent.
3. **Email Subject:** Enter the desired subject line for the email.
4. (Optional) Configure options to send the report to a file server.

Saving and Running a Report

1. Click on the **diskette icon (Save icon)** in the upper right of the Reports window to save the report.
2. Click on the **Play button** to run the report. The report will generate based on the selected timeframe and filters.

Report Types

This detailed guide provides a comprehensive overview of reporting capabilities in Nextiva Contact Center. By utilizing these reports effectively, supervisors can gain valuable insights into agent performance, queue efficiency, campaign success, and customer satisfaction.

XBert Tip:

- Refer to the Nextiva Contact Center glossary for definitions of specific terms and acronyms used in the reports.
- Watch the Nextiva Contact Center Reports webinar for information on real-time reporting and monitoring.

Agent Reports

- **Agent Call Detail:** Provides a detailed log of all calls made or received by an agent, including call ID, agent name, time and date, and caller/callee information.
- **Agent Disposition:** Tracks work item count, average handle time, and the distribution of work items by disposition type.
- **Agent Login:** Monitors agent login and logout times, allowing you to track total logged-in time over a specific period.
- **Agent Media Handle Time:** Displays the handle time for different media types (calls, emails, chats) handled by agents.
- **Agent Media Volume:** Provides a count of work items handled by agents for each media type.
- **Agent Occupancy:** Shows how agents spend their time across various statuses (Available, Working, Busy, etc.).
- **Agent RPC (Right Party Contact):** Tracks outbound agent activity and close rates, indicating successful contact attempts.
- **Agent Scorecards:** Helps identify agent strengths and weaknesses based on scorecard results, highlighting areas for improvement.
- **Agent Status:** Reports the amount of time agents spend in each status state (Available, Working, No Answer, etc.).

Queue Reports

- **Abandon Detail:** Provides details about abandoned calls from a specific queue, including the time of abandonment.
- **Queue SLA:** Measures queue performance based on service level agreements (SLAs), showing the percentage of calls answered within the defined threshold.
- **Queue Interval:** Displays the number of answered and abandoned work items in specific time intervals (e.g., 15, 30, or 60 minutes).

Campaign Reports

- **Campaign Final Disposition:** Shows the number of work items assigned to each disposition type within a campaign.
- **Campaign Queue Interval:** Calculates the total number of work items handled by queues for selected campaigns in specific time intervals.
- **Campaign Queue Summary:** Provides a summary of queue data for selected campaigns, including total work items, answered, abandoned, and other metrics.
- **Campaign Scorecards:** Tracks the use of specific words or phrases in recorded conversations to ensure adherence to scripts or compliance requirements.
- **Campaign Volume Summary:** Provides a count of different work item types involved in a particular campaign.

Outbound/Dialer Reports

- **Failed Outbound Leads:** Lists outbound leads that were not successfully contacted due to issues like bad numbers or errors.
- **Outbound Detail Disposition:** Provides an itemized list of outbound work items and their corresponding dispositions.
- **Outbound Detailed:** Lists outbound leads that have not yet been completed, along with reasons for incompletion.
- **Outbound Dialer Summary:** Gives a count of different results from outbound dialing activities.
- **Outbound List Disposition:** Summarizes all dispositions for each selected outbound list.
- **Outbound Scrub Summary:** Shows how the system processed leads for outbound campaigns (predictive, progressive, quarterback).
- **Outbound Summary:** Summarizes the states of the last attempt made on leads during a specific time interval.
- **Outbound Summary Attempts:** Provides summaries of attempts made on outbound lists, including the number of leads with remaining contact attempts and the percentage of leads reached.

Survey Reports

- **Survey Statistics:** Offers a graphical representation of survey elements and the number of responses for each element, along with breakdowns of customer responses.
- **Survey Workitems:** Provides detailed information about the work item associated with a survey and the corresponding survey responses.
- **User Survey:** (Note: This report's functionality may require further clarification.)

Glossary

User Column Types

Name	The name of the user.
Workitem Type	The type of work item the user handled.
List	The list the user's work item was associated with.
Lead	The ID of the lead.
Extension	The internal extension number assigned to the user.
Skill	The skills related to the user.
Queue	The queues the agent is assigned to.
Login Time	The date and time that the user logged in.
Status	The current status of the user (Available, Busy, Lunch Break, etc.).
Status Action	A number associated with the status name.
Status Duration	The amount of time the user has been on the current status.
Status Time	The date and time that the current status started.
Supervised	An icon will display if the user is being monitored (a supervisor is currently listening, coaching, or has joined a work item).
Available	The cumulative time the user's status has been "Available" for the current day.
Available Percentage	The percentage of the user's day on "Available" status (Available Duration / Login Time).
Busy	The cumulative time the user's status has been "Busy" for the current day.
Busy Percentage	The percentage of the user's day on a "Busy" status (Busy Duration / Login Time).
No Answer	The cumulative time the user's status has been "No Answer" for the current day.
No Answer Percentage	The percentage of the user's day on "No Answer" status (No Answer Duration / Login Time).
Wrap Up	The total time the agent spent in wrap-up time.
Total Wrap Up Time	The amount of time the agent's work items spent in wrap-up.
Wrap Up Percentage	The percentage of the user's day on "Wrap Up" status (Wrap Up Duration / Login Time).
Working	The cumulative time the user's status has been "Working" for the current day.
Working Status Percentage	The percentage of the user's day on "Working" status (Working Duration / Login Time).
Failed Scorecards	The number of scorecards that failed.

Passed Scorecards	The number of scorecards that passed.
Transcription Usage	The number of transcription minutes used out of the total amount of transcription time available (Transcription Minutes / Transcription Time Available).
Campaign	Displays the current Predictive/Progressive/QB campaign the user is logged into.
Group Name	Displays the name of the group the user is currently part of when using Predictive/Progressive/QB.
Group Identifier	Displays the ID number of the group the user is part of when using Predictive/Progressive/QB.
High RTT (Round Trip Time)	The time it takes (in milliseconds) for a request to be sent to the Nextiva server and for the request to be noticed. There will be a red x if the RTT exceeds 1000 milliseconds. Otherwise, it will be a green check.
Low MOS (Mean Option Score)	A rating of an experience on a scale from 1 to 5. There will be a red x if the MOS is below 3.5. Otherwise, it will be a green check.
High Jitter	Jitter is audio delay or any breakup during a call. There will be a red x if the average jitter is more than 5. Otherwise, it will be a green check.
High Packet Loss	Packet loss occurs when bits of information are not carried over a network. There will be a red x if the packet loss is more than 5%. Otherwise, it will be a green check.
Voice Issues	The number of voice issues (jitter, packet loss, etc.) that have occurred on the current day for that user.
Active	Depending on the filter chosen (voice, SMS, email, etc.), the number of work items that the agent currently has.
Answered	Depending on the filter chosen (voice, SMS, email, etc.), the total number of work items answered by an agent for the current day.
Total No Answered	Depending on the filter chosen (voice, SMS, email, etc.), the total number of work items offered from the queue and not answered or rejected by an agent for the current day.
Total Transferred	Depending on the filter chosen (voice, SMS, email, etc.), the current day's total number of transferred work items by an agent.
AHT	Average Handle Time: The average amount of time agents were handling work items for the current day. (Talk Time + Wrap-Up Time of all Calls Taken / Number of Calls Taken)
MHT	Maximum Handle Time: The longest time an agent handled a work item for the current day.
Compliance	An alert to the supervisor that an agent is out of compliance.
Avg Talk Time	The average amount of time the user spent talking to a customer.
Avg Wrap Up Time	The average amount of time the agent's work items spent in wrap-up.
Avg Hold Time	The average amount of time that the customer was on hold for calls that went on hold.
Total Talk Time	The total amount of time the user was talking with a customer.
Total Hold Time	The total amount of time that all work items were on hold.

Queues Column Types

Name	The name of the queue.
Logged In Agents	The number of agents logged into the ACD and specifically logged into this queue. (Excludes agents logged into the system but not yet logged into the ACD.)
Available Agents	The number of logged-in agents available to take work items. (Excludes agents who are busy, in wrap-up, or occupied with other duties.)
Working Agents	The number of agents currently in "Working" status in this queue.
In Queue	The number of active work items currently waiting in this queue.
Wrap Up Agents	The number of agents currently in "Wrap Up" status in this queue.
Answered	The total number of work items answered by agents in this queue for the current day.
Busy Agents	The number of agents currently in "Busy" status in this queue.
Abandoned	The total number of work items abandoned by customers in this queue for the current day.
No Answer Agents	The number of agents currently in "No Answer" status in this queue.
Total Transfers	The total number of work items transferred to this queue for the current day.
Average Abandon Time	The average length of time it took for an abandoned work item to be abandoned (does not include answered work items).
AQT (Average Queue Time)	The average amount of time work items have waited in the queue for the current day (Total time of work items in the queue / Total number of work items that entered the queue).
MQT (Maximum Queue Time)	The longest amount of time a work item has been in the queue for the current day.
SLA (Service Level Agreement)	The percentage of work items answered within the queue's configured service level for the current day.
SLA1	(Answered Within Threshold + Dropped Within Threshold) / All: This calculation includes all work items answered or dropped within the service level threshold.
SLA2	(Answered Within Threshold + Dropped Within Threshold) / (Answered + Dropped After Threshold): This calculation includes all work items answered or dropped within the service level threshold, divided by all work items answered by this queue plus all work items that were in the queue longer than the threshold and dropped.
SLA3	Answered Within Threshold / All: This calculation includes all work items answered within the service level threshold, divided by all work items that entered this queue.
CMQT (Current Max Queue Time)	The longest amount of time a work item is currently waiting in the queue.

Workitem Column Types

Id	A unique ID assigned to each work item.
Created At	The date and time a particular work item was created.
From	The "From" address for a work item (if applicable, such as for emails).
To	The "To" address for a work item (if applicable).
Type	The type of work item (Inbound/Outbound Call, Email, SMS, Chat).
Priority	The priority level assigned to a work item.
Duration	The total length of time a work item was active.
Queue Time	The amount of time a work item spent waiting in a queue before an agent interacted with it.
Queues	The queue(s) associated with a work item.
Agent	The agent currently handling this work item.
State	The current status of a particular work item (e.g., Offered, Active, Terminated, In Wrap-Up).
Campaign	The campaign associated with a work item (if applicable).
Mandatory Skills	The mandatory skills required to handle this work item. The work item will remain in the queue until an agent with these skills is available.
Optional Skills	The optional skills preferred for handling this work item. The work item will be prioritized to an agent with these skills, but if none are available, it will route to any available agent logged into the queue.
Talk Time	The length of time there has been active communication between the customer and the agent on this work item.