

Alcatel **OmniPCX** Office

Alcatel OmniTouch Call Center Office

Statistics Application

User Manual



NOTE

Product specifications contained in this document are subject to change without notice. Products and services described in this document may not be offered in every country. For the most current information, please contact your Alcatel representative or your Alcatel equipment provider.

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The CE mark indicates that this product conforms to the following Council Directives:

- 89/336/CEE (concerning electro-magnetic compatibility)
- 73/23/CEE (concerning electrical safety)
- 1999/5/CE (R&TTE)



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1-1 Presentation of the Statistics application

1-1-1 What is the Statistics application?

The **Statistics** application is a software package which allows you to access daily statistics on groups, agents, lines and calls. This information is presented in the form of tables and/or graphs.

The principal purposes of this application are to:

1. Display statistics as:
 - Graphs,
 - Periods of time,
 - Absolute values,
 - Percentages.
2. Configure the frequency with which statistics are compiled.
3. Configure the appearance of graphs.
4. Set the parameters of statistics.
5. Set the parameters for automatic printing.

1-1-2 Presentation of the interface

A typical page of the application contains three main areas:

- The upper tabs area.
- The body of the screen.
- The lower tabs area.

The upper tabs area.

This area is used to change how the statistics are displayed and to set the parameters for automatic printing.

The body of the screen.

This area is used to display the elements you want to obtain statistics on and to display information related to the tabs selected.

The lower tabs area.

This area is used to access the different options for configuring statistics in the Statistics application.

1-2 Connecting and disconnecting**1-2-1 Open the Statistics application using a local connection**

The **Statistics** application can be used to compile statistics using a local connection, remote connection or locally without a connection.

Procedure

To open the **Statistics** application using a local connection, perform the following steps:

1. Select the **Statistic Manager** application in your program manager. The **Statistic Manager** window is displayed.

The functions available in this window are:

- **Configuration:** used to configure the Statistic Manager application.
 - **Call Statistics:** used to access statistics on calls.
 - **Line Statistics:** used to access information on the internal resources of the call centre.
 - **ACD:** used to access statistics on groups and agents and configure automatic printing of these statistics.
2. In the **Configuration** menu, check that **PBX Server** is selected with the IP address of the corresponding PBX, then click **OK**.
 3. Select the function that you want to access. The window for this function is then displayed.

1-2-2 Open the Statistics application using a remote connection

The **Statistics** application can be used to compile statistics using a remote connection, local connection or locally without a connection.

Procedure

To open the **Statistics** application using a remote connection, perform the following steps:

1. Open a **PM5** connection on the remote server.
2. Note the IP address used by this connection by running **Ipconfig** in DOS or check the PPP address of the system CPU board in the menu **PM5/Hardware and Limits/IP Boards/IP Address** of the PABX

Note: The value is usually 10.168.92.100.

3. Enter this IP address in the Statistics application menu **Statistics/Configuration/PBX Server/IP Address**.
4. Run the statistics.

Caution: Depending on the statistics requested, the repatriation time may be very long.

1-2-3 Open the Statistics application locally without a connection

The **Statistics** application can be used to display statistics locally by using the ACD statistics files available on the PC (hard disk or other medium).

1. Select the **Statistics** application in your program manager: the **Statistic Manager** window is displayed.
2. Click on **Configuration**, then on **Local**.
3. Select the **Trace** folder in which the statistics files are stored.
4. Select the function that you want to display.

1-2-4 Look up Statistics on agents and groups

Procedure

1. Select the **Statistic Manager** application in your program manager. The **Statistic Manager** window is displayed.
2. Click the **ACD** button. The **ACD** window is displayed.

The functions available in this window are:

- **Group Statistics:** used to display group statistics as a graph, time period, absolute value or percentage.
- **Agent Statistics:** used to display agent statistics as a graph, time period or absolute value.
- **Automatic Printing of Statistics - Groups:** used to set the parameters for automatic printing of statistics on groups.
- **Automatic Printing of Statistics - Agents:** used to set the parameters for automatic printing of statistics on agents.

1-2-5 Close the Statistics application

Procedure

To close the **Statistics** application, use the following procedure:

1. Close the current window. The **Statistic Manager** window is displayed.

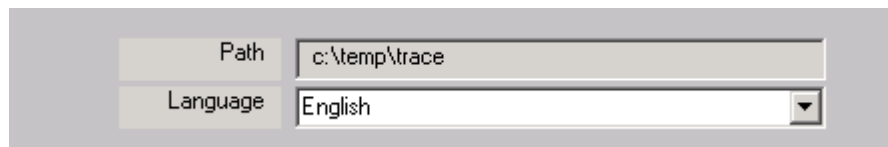
2. Click on the icon . The interface disappears.

Configuration of the Statistics application

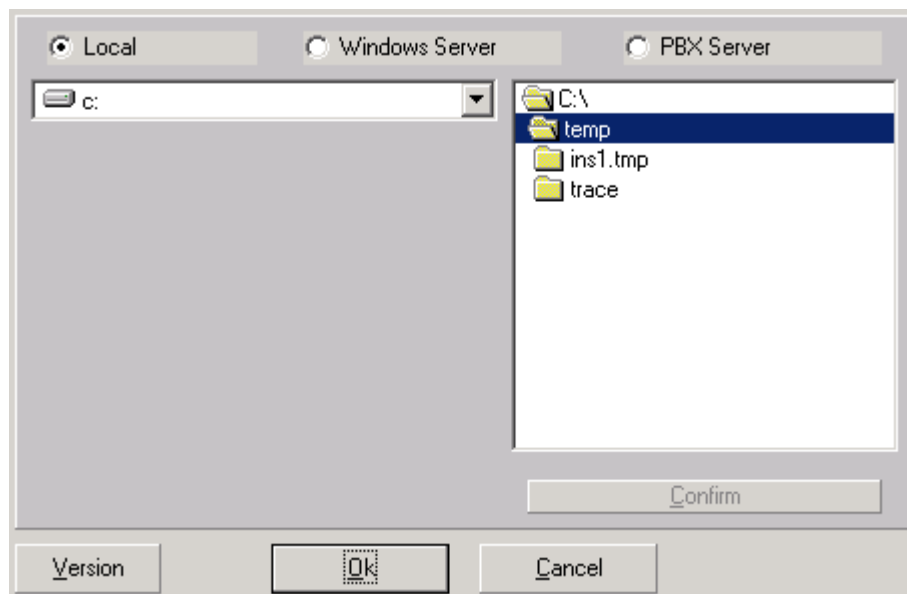
2-1 Configure access to the Statistics application

Procedure

1. Access the welcome page of Statistic Manager.
2. Click Configuration. The window is displayed. It contains two areas:
 - **Upper area:** used to select the language the application is displayed in. The languages available from the drop-down list are: French, German, English, Spanish, Italian and Dutch.



- **Lower area with buttons:** used to select the application server and the IP address to be entered from one of the three buttons.



Note: To find out which version of the application you are using, click Version in the lower area of the window.

3. Select the display language from the drop-down list in the upper area.
4. Select **PBX Server**, then enter the IP address of the system in the **IP Address** field.

Note: Select Windows Server if the system has an external server and select Local if you want to compile statistics using files available locally on the PC.

5. Click **Confirm** to confirm the data.

6. Click **OK**.

2-2 Configuration of statistics period

2-2-1 Configure the period of statistics for Call Statistics

Procedure

1. Access the **Call Statistics** window.
2. Click the **Statistics** button. The parameter setting window appears. The period can be configured on the basis of three criteria:
 - **Daily**: used to select a full day or to select a time slot and to choose whether the statistics are presented every half-hour or hour.
 - **Period**: used to configure the period of statistics with a start date and an end date for the period in question.
 - **Monthly**: used to configure the period of statistics based on a specific month of the calendar.
3. Select the configuration parameters you require, then click **Apply** to confirm the data.
4. Click **OK** to close the window.

Note: For all these choices, it is possible to select the time slot over 24 hours or over a value defined in the drop-down menus of the option Between.

2-2-2 Configure the period of statistics for Line Statistics

Procedure

1. Access the **Line Statistics** window.
2. Click the **Statistics** button. The parameter setting window appears. The period with which statistics are compiled can be configured on the basis of three criteria:
 - **Daily**: used to select a full day or to select a time slot and to choose whether the statistics are presented every half-hour or hour.
 - **Period**: used to configure the period of statistics with a start day and an end day for the period in question.
 - **Monthly**: used to configure the period of statistics based on a specific month of the calendar.
3. Select the configuration parameters you require, then click **Apply** to confirm the data.
4. Click **OK** to close the window.

Note: For all these choices, it is possible to select the time slot over 24 hours or over a value defined in the drop-down menus of the option Between.

2-2-3 Configure the period of statistics for the ACD

2-2-3-1 Configure the period of statistics for the ACD - Agent statistics

Procedure

1. Access the **ACD** window.
2. Click the **Agent Statistics** icon.
3. Click the **Statistics** button. The parameter setting window appears. The period with which statistics are compiled can be configured on the basis of three criteria:
 - **Daily**: used to select a full day or to select a time slot and to choose whether the statistics are presented every half-hour or hour.
 - **Period**: used to configure the period of statistics with a start day and an end day for the period in question.
 - **Monthly**: used to configure the period of statistics based on a specific month of the calendar.
4. Select the configuration parameters you require, then click **Apply** to confirm the data.
5. Click **OK** to close the window.

Note: For all these choices, it is possible to select the time slot over 24 hours or over a value defined in the drop-down menus of the option Between.

2-2-3-2 Configure the period of statistics for the ACD - Group statistics

Procedure

1. Access the **ACD** window.
2. Click the **Group Statistics** icon.
3. Click the **Statistics** button. The parameter setting window appears. The period with which statistics are compiled can be configured on the basis of three criteria:
 - **Daily**: used to select a full day or to select a time slot and to choose whether the statistics are presented every half-hour or hour.
 - **Period**: used to configure the period of statistics with a start day and an end day for the period in question.
 - **Monthly**: used to configure the period of statistics based on a specific month of the calendar.
4. Select the configuration parameters you require, then click **Apply** to confirm the data.
5. Click on **OK** to close the window.

Note: For all these choices, it is possible to select the time slot over 24 hours or over a value defined in the drop-down menus of the option Between.

2-3 Configuration of the appearance of graphs

2-3-1 Configure the appearance of graphs for Call Statistics

Procedure

1. Access the **Call Statistics** window.
2. Click the **Options** button. The parameter setting window appears. It contains four areas:
 - **Appearance**: used to configure the colour of the graph curves.
 - **Gridlines**: used to configure the type of gridlines used in graphs.
 - **Graph**: used to select the graph type.
 - **Option**: used to select the type of call you want to display statistics on. This information will be displayed in the **Absolute Value** tab.
3. Change the parameters as required.
4. Click **OK** to confirm the data.

2-3-2 Configure the appearance of graphs for Line Statistics

Procedure

1. Access the **Line Statistics** window.
2. Click the **Options** button. The parameter setting window appears. It contains four areas:
 - **Appearance**: used to configure the colour of the graph curves.
 - **Gridlines**: used to configure the type of gridlines used in graphs.
 - **Graph**: used to select the graph type.
 - **Option**: used to select the type of call you want to display statistics on. This information will be displayed in the **Absolute Value** tab.
3. Change the parameters as required.
4. Click **OK** to confirm the data.

2-3-3 Configuration of graph appearance for the ACD

2-3-3-1 Configure the appearance of graphs for the ACD - Group statistics

Procedure

1. Access the **ACD** window.
2. Click the **Group Statistics** icon.

3. Click the **Graph Options** button. The parameter setting window appears. It contains four areas:
 - **Upper area**: used to select the graph colour.
 - **Central area**: used to select the graph type.
 - **Synthesis area**: used to define from what type of call the statistics are produced. The user can choose between *Incoming Calls* (groups together calls answered, deterred, abandoned and closed, for the day and the groups selected) and *Answered Calls* (groups together direct ACD calls, calls in queue, in queue longer than S1 and in queue longer than S2 for the day and the groups selected).
 - **Number area**: used to select how the graph is displayed through a choice of *Absolute Value* or *Time*.
4. Change the parameters as required.
5. Click **OK** to confirm the data.

2-3-3-2 Configure the appearance of graphs for the ACD - Agent statistics

Procedure

1. Access the **ACD** window.
2. Click the **Agent Statistics** icon.
3. Click the **Options** button. The parameter setting window appears. It contains four areas:
 - **Upper area**: used to select the graph colour.
 - **Central area**: used to select the graph type.
 - **Synthesis area**: used to group together:
 - **Number of Calls**: groups together ACD calls, incoming calls, outgoing calls, on duty calls, off duty calls, no answer, temporary absence and clerical work.
 - **Total Time**: groups together the totals of ACD conversations, ACD rings and other conversations, for the day, the agent(s) and their selected groups.
 - **Average Time**: groups together ACD conversations, ACD rings and other conversations, for the day, the agent(s) and their selected groups.
 - **Detail area**: used to define graphs related to specific statuses.
4. Change the parameters as required.
5. Click **OK** to confirm the data.

2-4 Set the parameters of call statistics

2-4-1 Set parameters by application

The **Statistics** software can be used to select the application the statistics will be compiled for.

Procedure

1. Access the **Call Statistics** window.
2. Click the **Parameters** button.
3. In the **Parameters** area, select **By Application**. The **Applications List** drop-down menu is displayed.
4. Select the application whose statistics you want to display. The selection is displayed in the **Applications Selected** area.
5. In the **Threshold** area, define (in seconds) the thresholds **T1** and **T2**.

Note: By default, T1 and T2 are set to 0. The value of these two parameters can be used to calculate and update the fields "Number of Calls < = T1" and "Number of Calls > = T2".

6. Click **Apply** to validate.
7. Click **OK**.

2-4-2 Set parameters by line

The **Statistics** software can be used to select the lines which statistics will be compiled for.

Procedure

1. Access the **Call Statistics** window.
2. Click the **Parameters** button.
3. In the **Parameters** area, select **By Line**. The **Line Selection** area is displayed to the right of the window.
4. Check the boxes corresponding to the lines you want statistics on.
5. In the **Threshold** area, define (in seconds) the thresholds **T1** and **T2**.

Note: By default, T1 and T2 are set to 0. The value of these two parameters can be used to calculate and update the fields "Number of Calls < = T1" and "Number of Calls > = T2".

6. Click **Apply** to confirm the data.
7. Click **OK**.

2-5 Set the parameters for automatic printing

2-5-1 Set the parameters for automatic printing of statistics on agents

The **Statistics** application can be used to programme automatic printing of daily statistics at certain times of day. Up to 8 printing operations can be programmed per day.

Procedure

1. Access the **ACD** window.
2. Click **Automatic Printing of Statistics - Agents**. The window is displayed.
3. Click on the **Print Parameters** tab.
4. In the **General Parameters** area, define the type of printing required.
5. Select the time range and frequency of automatic printing.
6. In the right-hand area, define:
 - the automatic printing time,
 - the number(s) of the group(s) concerned,
 - the print profile(s) relating to defined profiles 1, 2, 3, 4.
 - the number of the agent (only when printing agent statistics).

Note: To select all agents, enter 99 in the Agent column.

7. Click **Apply** to confirm the data.
8. Click **OK**.

Note: Statistics can be printed manually from the Group Statistics screen by clicking on the Print tab.

2-5-2 Set the parameters for automatic printing of statistics on groups

The **Statistics** application can be used to programme automatic printing of daily statistics at certain times of day. Up to 8 printing operations can be programmed per day.

Procedure

1. Access the **ACD** window.
2. Click **Automatic Printing of Statistics - Groups**. The window is displayed.
3. Click on the **Print Parameters** tab.
4. In the **General Parameters** area, define the type of printing required.
5. Select the time range and frequency of automatic printing.

6. In the right-hand area, define:

- the automatic printing time,
- the number(s) of the group(s) concerned by the printing operation,
- the print profile(s) relating to defined profiles 1, 2, 3, 4.

7. Click **Apply** to confirm the data.

8. Click **OK**.

Note: Statistics can be printed manually from the Agent Statistics screen by clicking on the Print tab.

2-5-3 Set the parameters of automatic printing profiles

The **Statistics** application can be used to print four types of print profile, depending on the analysis required.

Procedure

1. Access the ACD window.
2. Depending on which type of automatic printing you want to set the parameters of, click **Automatic Printing of Statistics - Agents** or **Automatic Printing of Statistics - Groups**.
3. Click the **Profile 1, 2, 3** or **4** tab.
4. For each profile, select the different statistic screens you want to print by checking the corresponding boxes.
5. Click **Apply** to confirm the data.
6. Click **OK**.

2-6 Definition of agents

2-6-1 Define the agents to be analysed

Procedure

1. Access the **ACD** window.
2. Click **Agent Statistics**.
3. Click the **Statistics** button.
4. From the drop-down menu in the **Agent** area, select the number of the agent to be included in the statistics.

Note: Select All to include all agents.

5. In the **Group** area, check the box of the group(s) which the agent belongs to.
6. Click **Apply** to confirm the data.
7. Click **OK**.

2-7 Definition of groups

2-7-1 Define the groups to be analysed

Procedure

1. Access the **ACD** window.
2. Click **Agent Statistics**.
3. Click the **Statistics** button.
4. In the **Group** area, check the boxes of the groups you want statistics on.
5. Click **Apply** to validate.
6. Click **OK**.

3-1 Graph statistics

3-1-1 Display statistics as a graph

Procedure

1. Access the welcome page of **Statistic Manager**.
2. Select the function that you want statistics on. The window selected is displayed.
3. Click the **Graph** tab. The statistics are displayed as a graph.

3-2 Statistics as periods of time

3-2-1 Display agent statistics as periods of time

Procedure

1. Access the **ACD** window.
2. Click the **Agent Statistics** icon. The window is displayed.
3. Click the **Table of Times** tab. The following statistics are available as periods of time:
 - **Average ACD Com.:** total ACD conversation time/number of ACD calls answered by the agent.
 - **Average ACD Ring Time:** total ring time of ACD calls arriving on the agent set (ring phase)/number of ACD calls answered by the agent.
 - **Average Other Com.:** time during which the line of the agent set is busy ("Incoming" and "Outgoing") excluding calls originating from the ACD server/number of times this set is busy, excluding ACD calls.
 - **Total Fully Busy:** total ringing time of calls from the ACD server + time of ACD conversations + time of Other calls ("Incoming" and "Outgoing").
 - **Total ACD Com.:** total conversation time of ACD calls processed by the agent.
 - **Total Other Com.:** time during which the line of the agent set is busy ("Incoming" and "Outgoing") excluding calls of ACD origin.
 - **Total Temporary Absence:** total time the agent spends in "Clerical Work" status.
 - **Total On Duty:** total time the agent is connected (on duty).

3-2-2 Display group statistics as periods of time

Procedure

1. Access the **ACD** window.
2. Click the **Group Statistics** icon. The window is displayed.
3. Click the **Time** tab. Statistics on the following elements are displayed:
 - **Average Busy Time:** total time of calls answered (time measured between the welcome announcement and the end of the call), divided by the number of calls answered.
 - **Average Routing Time:** total routing time of calls answered, divided by the number of calls answered. The announcement time is counted in the routing time.
 - **Average Waiting Time:** total time of calls in the queue, divided by the number of calls answered which have been waiting.
 - **Average Ringing Time:** total ringing time of calls answered, divided by the number of calls answered.
 - **Average Conversation Time:** total conversation time of calls answered, divided by the number of calls answered.
 - **Average Abandoned Time:** total time of calls in the queue before the caller abandons the call (the caller hangs up before being connected to an agent), divided by the number of abandoned calls.
 - **Number of Abandoned Calls:** total time of abandoned calls following a caller hanging up when they were in the queue, or while being transferred after leaving the queue. These calls have gone through the queue. They are a subset of the counter.
 - **Transfer Number Total:** number of calls routed to the transfer number (programmed in *PM5/Call Centre/ACD Service/General Parameters/General tab*) following an abnormal situation (group open with no agents assigned, or call waiting when the last agent has gone off duty from the service, for example). The first call is routed to the transfer number and the following ones to the queue.

3-3 Absolute value statistics

3-3-1 Display agent statistics as an absolute value

Procedure

1. Access the **ACD** window.
2. Click the **Agent Statistics** icon. The window is displayed.
3. Click the **Table of Calls** tab. Statistics on the following elements are displayed:
 - **ACD Calls:** number of ACD calls answered by the agent.
 - **"Incoming" Calls:** number of non-ACD calls arriving on the agent's set (DDI external calls or internal calls to the set).

- **"Outgoing" Calls:** number of non-ACD calls initiated by the agent (internal or external calls to the set).

Caution: This is only possible if the protocol allows the information to be obtained; otherwise all "Non-ACD" or "Other" calls are placed in the "Incoming" Calls column.

- **No Answer:** number of calls of ACD origin that the agent does not answer.

Note: There may be several no answers for the same incoming call number.

- **Temporary Absence:** number of times the agent switches to "Temporary Absence" status.
- **Clerical Work:** number of times the agent switches to "Clerical Work" status.
- **On Duty:** number of times the agent comes "On Duty".
- **Off Duty:** number of times the agent goes "Off Duty".

3-3-2 Display group statistics as an absolute value

Procedure

1. Access the **ACD** window.
2. Click the **Group Statistics** icon. The window is displayed.
3. Click the **Absolute Value** tab. Statistics on the following elements are displayed:
 - **Incoming Calls:** total number of calls arriving in the call distribution chain.
 - **Answered Calls:** number of ACD calls transferred to an agent and connected, regardless of the group (called or through overflow).
 - **Calls Waiting:** Calls in Queue: number of calls placed in the queue before being answered (connected to the customer):
 - **Calls in Queue > S1:** number of calls for which the wait period is longer than threshold S1. This counter is a subset of the "Calls in Queue" counter.
 - **Calls in Queue > S2:** number of calls for which the wait period is longer than threshold S2. This counter is a subset of the "Calls in Queue > S1" counter.
 - **Calls Deterred:** number of calls routed to the dissuasion announcement following saturation of the queue, or if no agent is defined for a given group.
 - **Calls Abandoned:** number of calls which have left the ACD, the caller having hung up before being connected to an agent, regardless of the routing phase of the call.
 - **Calls Service Closed:** number of calls while the group is closed.
 - **Calls Overflow:** number of calls answered by an agent belonging to the group taking the overflow from the group requested. This counter is a subset of the "Answered Calls" counter.

Note: S1 and S2 are two threshold values which can be defined in PM5/ACD Service/General Parameters/General tab.

3-3-3 Display statistics as an absolute value for Call Statistics

Procedure

1. Access the **Call Statistics** window.
2. Click the **Absolute Value** tab. Information related to lines is displayed as an absolute value. Information is provided on the following:
 - Total number of calls.
 - Number of calls which are shorter than T1.
 - Number of calls which are longer than T2.
 - Total call time.
 - Average call time = total call time/total number of calls.
 - Maximum time of a call.
 - Minimum time of a call.

3-4 Statistics as percentages

3-4-1 Display group statistics as a percentage

Procedure

1. Access the **ACD** window.
2. Click the **Group Statistics** icon. The window is displayed.
3. Click the **Percentage** tab. Statistics on the following elements are displayed:
 - **Incoming Calls**: total number of calls arriving in the call distribution chain.
 - **Answered Calls**: number of ACD calls transferred to an agent and connected, regardless of the group (called or through overflow).
 - **Calls Waiting**: Calls in Queue: number of calls placed in the queue before being answered (connected to the customer):
 - **Calls in Queue > S1**: number of calls for which the wait period is longer than threshold S1. This counter is a subset of the "Calls in Queue" counter.
 - **Calls in Queue > S2**: number of calls for which the wait period is longer than threshold S2. This counter is a subset of the "Calls in Queue > S1" counter.

- **Calls Deterred:** number of calls routed to the dissuasion announcement following saturation of the queue, or if no agent is defined for a given group.
- **Calls Abandoned:** number of calls which have left the ACD, the caller having hung up before being connected to an agent, regardless of the routing phase of the call.
- **Calls Service Closed:** number of calls while the group is closed.
- **Calls Overflow:** number of calls answered by an agent belonging to the group taking the overflow from the group requested. This counter is a subset of the "Answered Calls" counter.

Note: S1 and S2 are two threshold values which can be defined in PM5/ACD Service/General Parameters/General tab.

3-5 Types

3-5-1 Look up call statistics as a function of call types

A maximum of 10 type codes can be created in the general parameters of the ACD. When using the Agent Assistant, the user can assign (or define) each call processed by selecting one of the type codes.

Procedure

1. Access the **ACD** window.
2. Click the **Agent Statistics** icon.
3. Click the **Table of Calls** tab. Statistics on calls are displayed as an absolute value in the form of a table.
4. Click the **Options** button. The **Table of Calls** area is displayed.
5. Select the **Calls/Type** box. The page of type statuses is displayed.

Note: The General box is checked by default. The General page can be used to display all calls.

6. Click **OK**.

3-5-2 Look up time statistics as a function of call types

Procedure

1. Access the **ACD** window.
2. Click the **Agent Statistics** icon.
3. Click the **Table of Calls** tab.
4. Click the **Options** button. The **Table of Times** area is displayed.

5. Select:

- **Total Time/Type:** to display the total time of calls on the basis of their type.
- **Average Time/Type:** to display the average time of calls on the basis of their type.

6. Click **OK**.

Note: The General box is checked by default. The General page can be used to display the time of all calls.

3-6 Definition of call types for group statistics

Statistics can be produced on the following elements:

- **Incoming Calls:** total number of calls arriving in the call distribution chain.
- **Answered Calls:** number of ACD calls transferred to an agent and connected, regardless of the group (called or through overflow).
- **Calls Waiting:** Calls in Queue: number of calls placed in the queue before being answered (connected to the customer), with:
 - **Calls in Queue > S1:** number of calls for which the wait period is longer than threshold S1. This counter is a subset of the "Calls in Queue" counter.
 - **Calls in Queue > S2:** number of calls for which the wait period is longer than threshold S2. This counter is a subset of the "Calls in Queue > S1" counter.
- **Calls Deterred:** number of calls routed to the dissuasion announcement following saturation of the queue, or if no agent is defined for a given group.
- **Calls Abandoned:** number of calls which have left the ACD, the caller having hung up before being connected to an agent, regardless of the routing phase of the call.
- **Calls Service Closed:** number of calls while the group is closed.
- **Calls Overflow:** number of calls answered by an agent belonging to the group taking the overflow from the group requested. This counter is a subset of the *Calls Answered* counter.

Note: S1 and S2 are two threshold values which can be defined in PM5/ACD Service/General Parameters/General tab.

3-7 Definition of time types for group statistics

The following statistics are available as periods of time:

- **Average Busy Time:** total time of calls answered (time measured between the welcome announcement and the end of the call), divided by the number of calls answered.
- **Average Routing Time:** total routing time of calls answered, divided by the number of calls

answered. The announcement time is counted in the routing time.

- **Average Waiting Time:** total time of calls in the queue, divided by the number of calls answered which have been waiting.
- **Average Ringing Time:** total ringing time of calls answered, divided by the number of calls answered.
- **Average Conversation Time:** total conversation time of calls answered, divided by the number of calls answered.
- **Average Abandoned Time:** total time of calls in the queue before the caller abandons the call (the caller hangs up before being connected to an agent), divided by the number of abandoned calls.
- **Number of Abandoned Calls:** total time of abandoned calls (following a caller hanging up) when they were in the queue, or while being transferred after leaving the queue. These calls have gone through the queue. They are a subset of the counter.
- **Voluntary Exits:** number of calls which have voluntarily left the queue (by pressing the * key) without hanging up, to leave a message in the group mailbox.
- **Transfer Number Total:** number of calls routed to the transfer number (programmed in PM5/ Call Centre/ACD Service/General Parameters/General tab) following an abnormal situation (group open with no agents assigned, or call waiting when the last agent has gone off duty from the service, for example).

The first call is routed to the transfer number and the following ones to the queue.

3-8 Line statistics

3-8-1 Look up statistics on the line busy rate

The line busy rate is the time for which line(s) is(are) busy in relation to the maximum busy time possible. Information on lines shows how the internal resources of the call centre are being used.

The busy rate can be calculated for a given line using the following criteria:

- **Daily:** the busy rate is calculated for half-hour or hour slots with statistics produced over 24 hours or over a given time slot.
- **Period:** the busy rate is calculated for a 24-hour time period over several consecutive days.
- **Monthly:** the busy rate is calculated for a 24-hour time period.
- **Lines:** the busy rate is calculated on a line by line basis or for several lines.

Procedure

1. Access the **Line Statistics** window.
2. In the **Line Statistics** window, click the **Busy** tab. The graphical representation of the line busy rate is displayed.

3-8-2 Look up statistics on the line saturation rate

The saturation rate of lines is a busy rate of 100%. It corresponds to those moments when the line or lines cannot handle other calls.

Procedure

1. Access the **Line Statistics** window.
2. In the **Line Statistics** window, click the **Saturation** tab. The graphical representation of the line saturation rate is displayed as a percentage.

Note: The saturation rate is calculated for a given day. Only the Daily statistics mode can be selected. The statistics modes Period and Monthly cannot be used to display the saturation rate.

3-8-3 Look up line saturation periods

The **Line Saturation Period** screen shows all periods during which the lines are saturated.

Procedure

1. Access the **Line Statistics** window.
2. In the **Line Statistics** window, click the **Line Saturation Period** tab. The saturation periods are displayed as a list.

3-9 List of lost calls

3-9-1 Consult the list of lost calls

Lost calls are calls which do not reach the ACD when all the lines are saturated.

Procedure

1. Access the **Call Statistics** window.
2. Click the **List of Lost Calls** tab. A window is displayed and provides the following information on lost calls:
 - Date.
 - Time.
 - Line.
 - Application.
 - Caller number.
 - Called number.
 - IUU (user-to-user information).

