iACD Integrated Automatic Call Distribution

ADMINISTRATOR + SUPERVISOR

USER MANUAL

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WHAT IS INTEGRATED ACD (iACD)

Integrated ACD (Automatic Call Distribution) is a separately licensed component that enables you to use one or more Multi-Line Hunt Groups (MLHGs) within your Business Group (BG) to provide call center functionality by providing detailed statistics on MLHG activity as well as information on incoming calls. Integrated ACD also offers other supervisory features such as the ability to monitor agent calls.

Who should use Integrated ACD?

Integrated ACD is suitable for small call centers that need supervisory and agent features in addition to call queuing. Integrated ACD uses the CommPortal BG Admin interface to provide customers with a supervisor dashboard that displays calls in queue and agent activity. Supervisors can view and download detailed statistics and generate reports. It provides agents with an agent dashboard that shows them calls in queue and wait times.

In addition, Premium ACD offers the following features:

+ Configurable Agent States to allow MLHG members to indicate their current availability. These include a wrap-up state which can be used by MLHG members when completing paperwork or customer information after the call is completed.

+ Configurable Disposition Codes that MLHG members can assign to completed calls to indicate how they were resolved or for tracking types of calls.

+ Monitor, Whisper and Barge-in actions, allowing Business Group Supervisor to:
    + listen in on an existing call between a MLHG member and a customer for training purposes.
    + speak to or advise a MLHG member during a call without the customer hearing.
    + fully join the call, speaking to both the MLHG member and the customer.

SUPERVISOR DASHBOARD

If the BG Admin also has an ACD Supervisor license, they will see the **Supervisor Dashboard** link on the BG Admin CommPortal User Interface (UI). The Supervisor Dashboard will launch in a new browser window that will enable the administrator to view a range of graphs for all the MLHGs that they administer.

BG Administrators will also be able to manage a number of different supervisory features for monitoring MLHGs, including the ability to listen in or participate in a MLHG member's call. BG Administrators who are also ACD Supervisors can launch the ACD Report Scheduler to generate and schedule reports on MLHG activity.

GETTING STARTED

To view the iACD Supervisor Dashboard for your business group, you will need access to the Business Group Admin Portal. Simply enter the following in your web browser or click on the link below to bring you to the login screen:
https://bucommportal.northland.net/bg/

Enter your 10-digit telephone number and the password provided to you from your System Administrator.
You will be able to change the password later.

This will bring you to the HOME tab of the Business Group Admin in CommPortal.

You can access the Supervisor Dashboard by selecting it from the list under the Home section on the left, or by choosing the Supervisor Dashboard widget on the right. This will bring you to the Supervisor Dashboard Summary Tab.
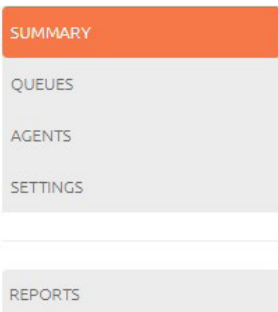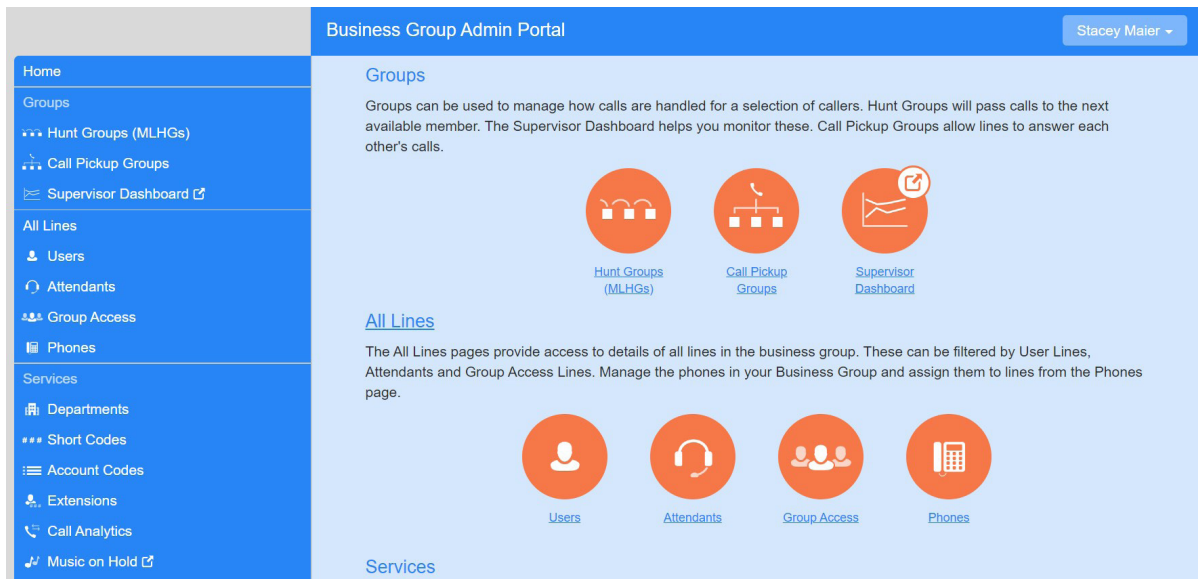
On the left of the Supervisor Dashboard, is a menu of the available tabs. The dashboard opens to the Summary tab.

SUMMARY SCREEN

The Summary Screen shows various graphical statistics for all departments you are responsible for. You can display these statistics in increments of 1 hour, 8 hours, 1 week, 1 month and 1 year. You can hover over any area on a graph to view the statistics in writing. In this example we are looking at the 1 hour display.

Let's take a look at these graphs.

Average Waiting Time Graph
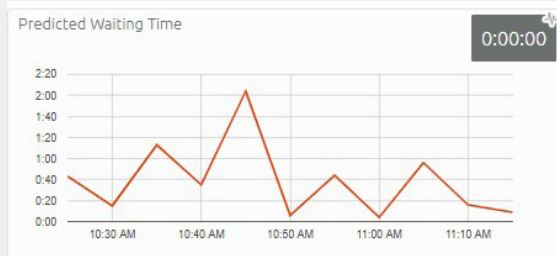
The Average Waiting Time Graph displays the average time callers were waiting before being connected to an agent.

Callers Waiting Graph

The Callers Waiting Graph will display the average number of callers that were waiting to be answered.

Logged-in Members Graph
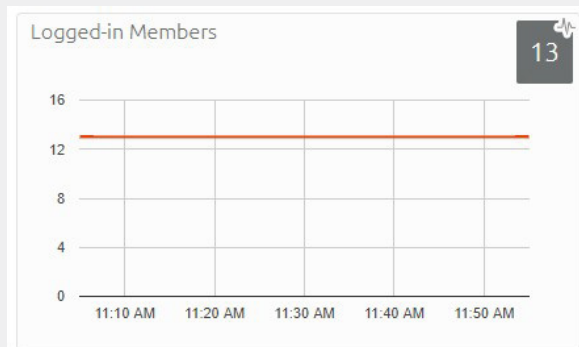
The Logged-In Members Graph will display the average number of agents logged in to the queue for the specified time period.

Callers Graph

The Callers Graph will display the average number of calls presented. The graph breaks the calls down by calls answered in green, calls abandoned (unanswered either by an Agent or voicemail) in blue and call rejected in red. A call is categorized as rejected because there were no agents available to take the call and the call couldn't be placed on hold. This could be because the maximum number of callers on hold has been reached, or the queue does not support keeping callers on hold. A call is also considered rejected if it rolls to voicemail after sitting in queue.
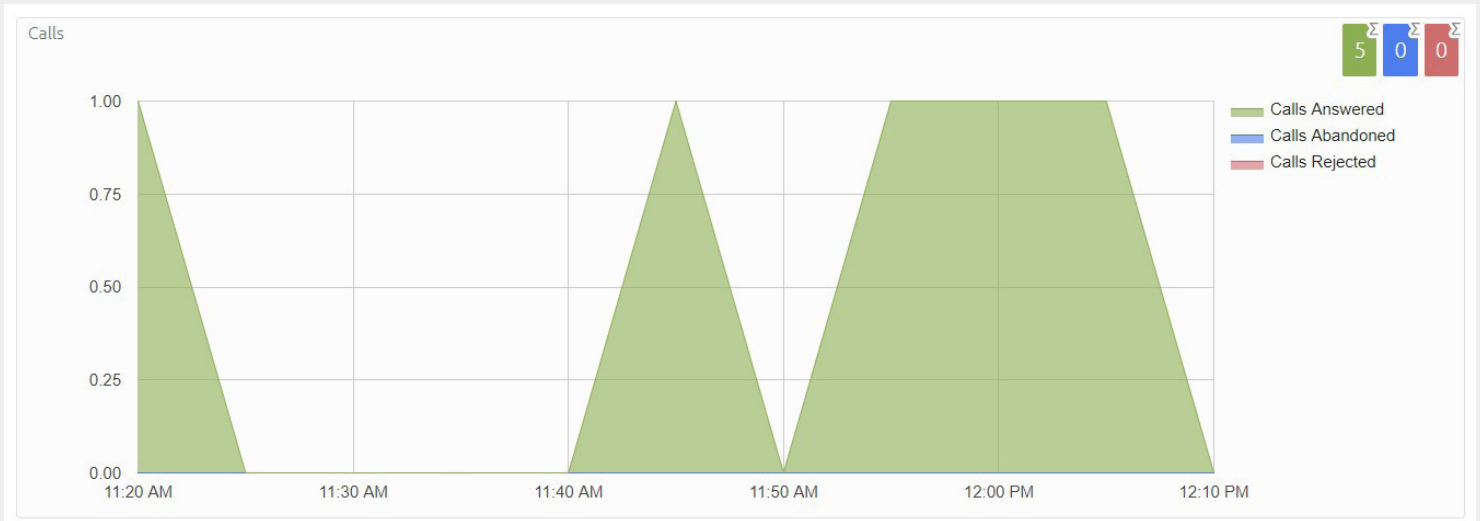
QUEUES SCREEN

The Queues Screen shows various graphical statistics for the departments you are responsible for. Unlike the summary tab, there are 18 graphs available in the Queues tab.

You can display these statistics in increments of 1 hour, 8 hours, 1 week, 1 month and 1 year.

You can hover over any area on a graph to view the statistics in writing.

In these examples we are viewing the 8 hour display.

When you are responsible for more than one group, to the left of the graphs, you can select which groups to view.

Average Waiting Time Graph
The Average Waiting Time Graph displays the average time callers were waiting in Queue before being connected to an agent.

Callers Waiting Graph
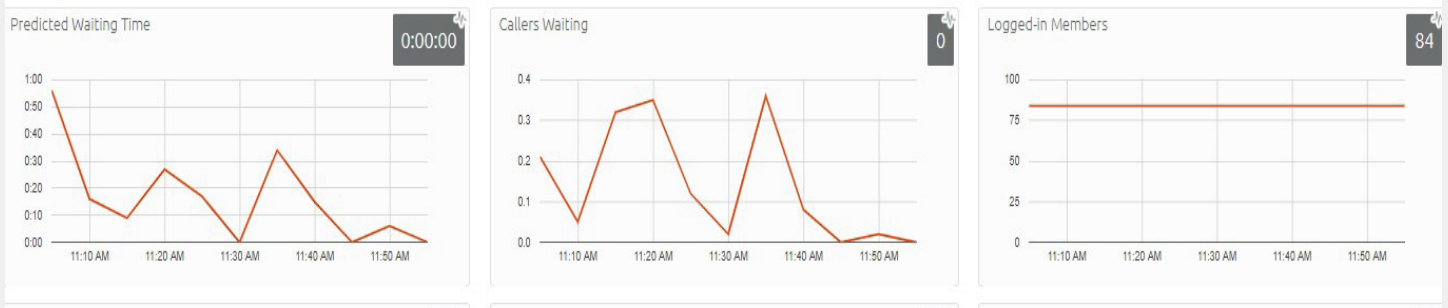The Callers Waiting Graph displays the average number of callers waiting in Queue during the time frame specified.

Logged-In Members Graph
The Logged-In Graph displays the number of agents who are currently logged in.
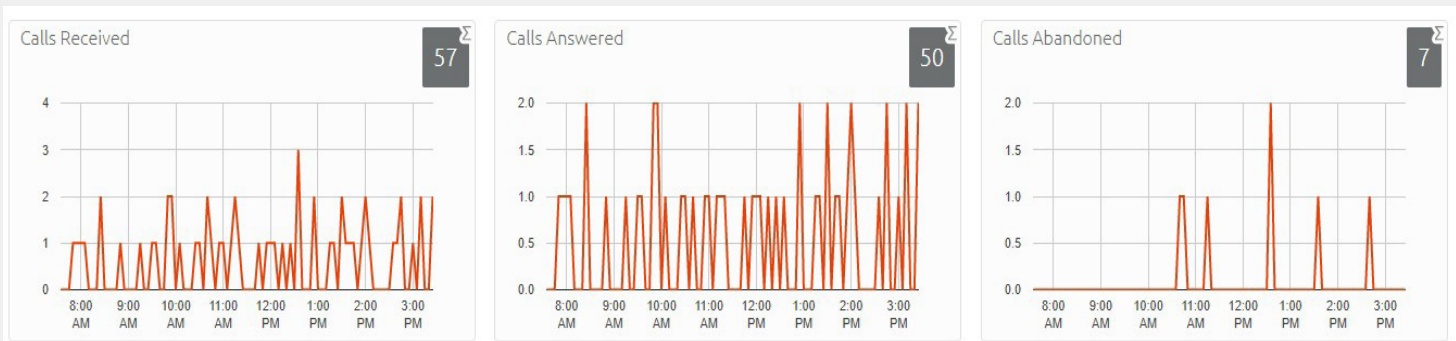
Calls Received Graph
The Calls Received Graph displays the number of calls received in Queue during the time frame specified. The cumulative total is displayed in gray in the upper right hand corner.

Calls Answered Graph
The Calls Answered Graph displays the number of calls answered by agents during the time frame specified. The cumulative value is also displayed in the upper right hand corner.

Abandoned Calls Graph
The Abandoned Calls Graph displays the number of calls that were not answered by an agent during the time frame specified.
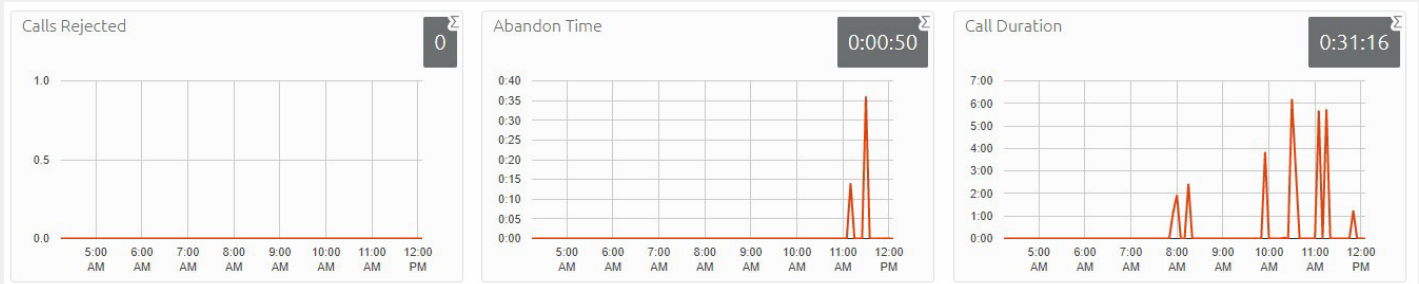
Calls Rejected Graph

The Calls Rejected Graph displays the number of calls that were rejected before reaching an agent. A call is categorized as rejected because there were no agents available to take the call and the call couldn't be placed on hold. This could be because the maximum number of callers on hold has been reached, or the queue does not support keeping callers on hold. A call is also considered rejected if it rolls to voicemail after sitting in queue. The cumulative total is also displayed in the upper right hand corner.

Abandon Time Graph

The Abandon Time Graph displays the time a caller waited in Queue before hanging up without being answered. The cumulative total appears in the gray box in the upper right hand corner.

Call Duration Graph

The Call Duration Graph displays the length of all calls answered by agents. The cumulative total is displayed in the upper right hand corner.
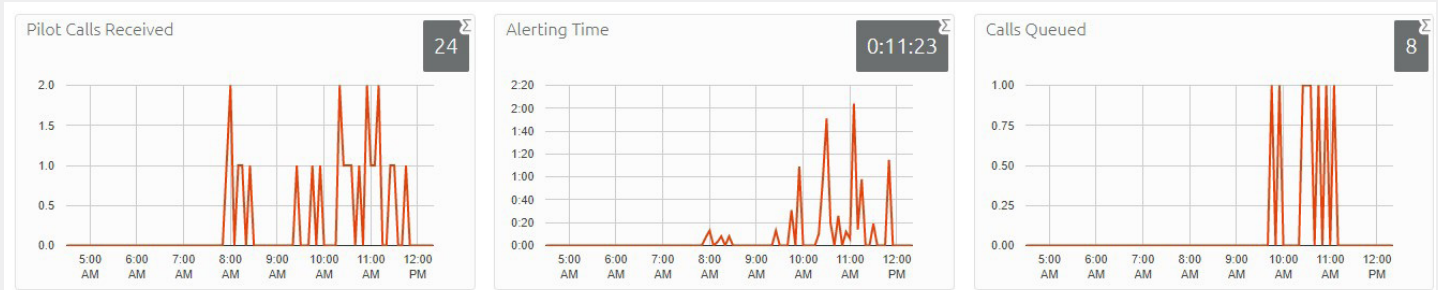
Pilot Calls Received Graph

When a Pilot number is assigned to a hunt group, this graph represents the number of calls for the time period specified, that were received on the Pilot number. Calls may arrive in a queue via either the Pilot number(s) or by calling one of the agents directly.

Alerting Time Graph

The Alerting Time Graph displays the average time between the call being hunted to an agent and the agent answering. The cumulative total appears in the gray box in the upper right.

Calls Queued Graph

The Calls Queued Graph displays the number of calls that were presented to the Queue for the time period specified.
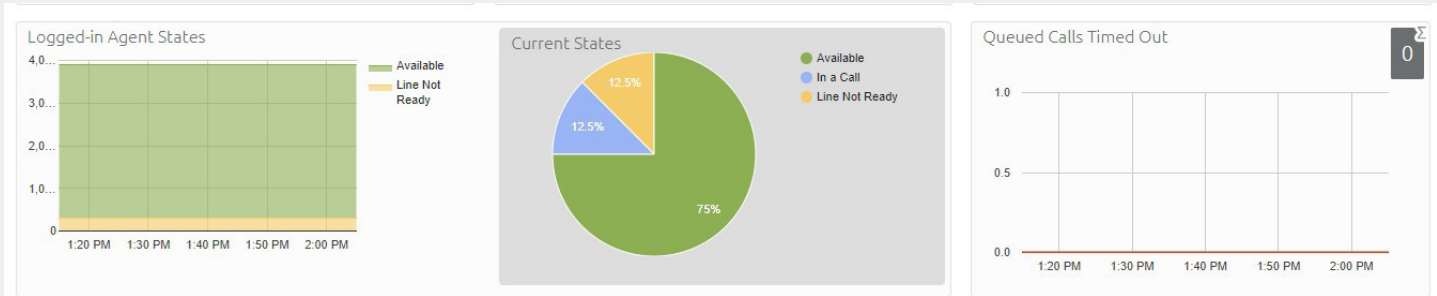
Logged-In Agent States Graph

The Logged-In Agent States Graph displays the total amount of time in seconds that agents logged in to the selected Queues for the time period specified. Agents are only included for times they were logged in to at least one of the selected Queues.

Current States (%) Graph

The Current States Graph displays the percentage of agents that are currently in each state. The statistic only includes agents who are logged in to at least one of the selected Queues and only states that are currently being used by agents are displayed. Agents who are logged out of all the selected Queues are not included.

Queued Calls Timed Out Graph

The Queued Calls Timed Out Graph will be displayed if you have configured your Queue to timeout calls that have been queued for longer than a specified period of time.
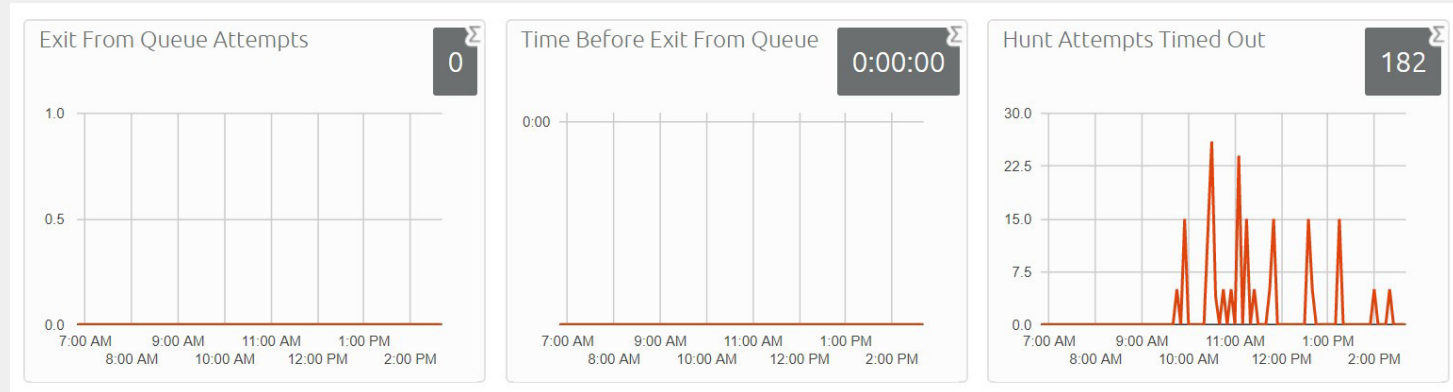
Exit From Queue Attempts Graph

When configured, the Exit from Queue Attempts Graph displays the number of callers who pressed zero (or designated digit) to exit a MLHG and be forwarded to another group, extension or voicemail. The cumulative total appears in the gray box in the upper right.

Time Before Exit From Queue Graph

The Time Before Exit from Queue Graph displays how long callers remain in a MLHG before making a press to exit the Queue. The cumulative number appears in the gray box in the upper right.

Hunt Attempts Timed Out Graph

The Hunt Attempts Timed Out Graph displays the number of calls that were hunted to an agent but timed out before that agent answered, and the call was then hunted to another agent. If the caller hung up before the agent answered, this is not counted in the statistic. (This statistic is only shown if "hunt on no answer" is configured for the MLHG).

AGENTS PAGE

To access the Agents Page, click on Agents to left the of the current screen. This launches the default view, which shows the current values (the white numbers in the gray box in the top right of the graph) and the 1 hour historical data (on the graphs) for the first agent in the Queue(s) that you are administering. Below is a partial view.
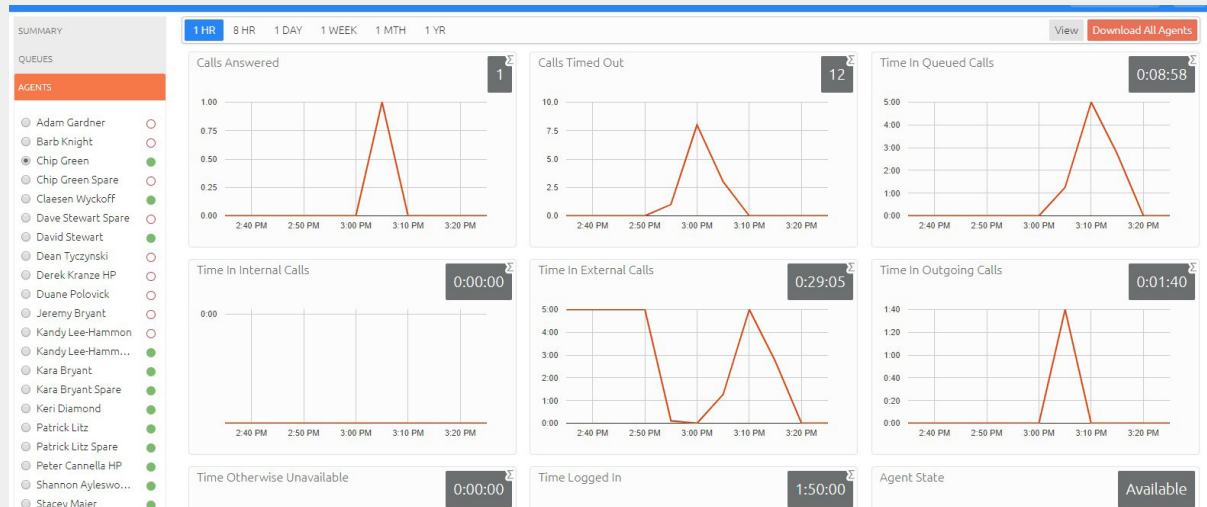
+ Use the radio button next to a specific agent to select the statistics for that agent.
+ Use the Download All Agents button in the upper right to download information in .csv format to view statistics for all agents. The download will include statistics per agent for each Queue that they belong to.
+ Use the View button to view the Agent Status page for the selected agent. (see page 10)

The following apply to all graphs on the Agent Screen:
+ For the historical statistics, this is either the number of calls or the rate of calls per hour.
+ The number in the gray box is the cumulative total for the selected time period.

The following statistics are available on the Agent Screen in graph form:
+ Calls Answered
  + The rate at which this agent answered calls.

+ Calls Timed Out
  + The rate at which this agent failed to answer calls (the calls may therefore have hunted to another agent). If the caller hung up, it is not counted here.

+ Time in Queued Calls
  + The time this agent spent in calls that arrived via a queue.

+ Time in Internal Calls
  + The time this agent spent in calls from other members of their Business Group.

+ Time in External Calls
  + The time this Agent spent in calls dialed directly to the agent from outside the Business Group.

+ Time in Outgoing Calls
  + The time this Agent spent in outgoing calls.

+ Time Otherwise Unavailable
  + The time this Agent was unavailable to answer calls without already being in a call, for example because they enabled Do Not Disturb on their line.

+ Time Logged-In
  + The time this Agent was logged in to a Queue. This number may excede 100% if the Agent is a member of more than one Queue.

+ Wrap-up Time
  + If you have a programmed wrap-up time, this is the average time this Agent spent completing any work associated with the call after the call ended.

+ Agent States
  + This is the percentage of time that this Agent spent in each Agent State, including agents states that are set automatically, for example when an agent was unavailable because they had logged out of all their queues, turned on DND or were on a call.
  + The state the agent is currently in is shown on the top right.

+ Disposition Codes
  + When using disposition codes, this is the total number of calls this Agent has assigned to each disposition code.

AGENT STATUS PAGE

The Agent Status page is used by MLHG members to view information on the current activity of the Queues that they belong to and manage Agent status.

To access the Agent Status page, from the Supervisor Dashboard, go to the Agents page and in the panel on the left, use the radio button to the left of the Agent's name to select the Agent. Click the View button on the top right of the Agent's page to open the Agent Status page.
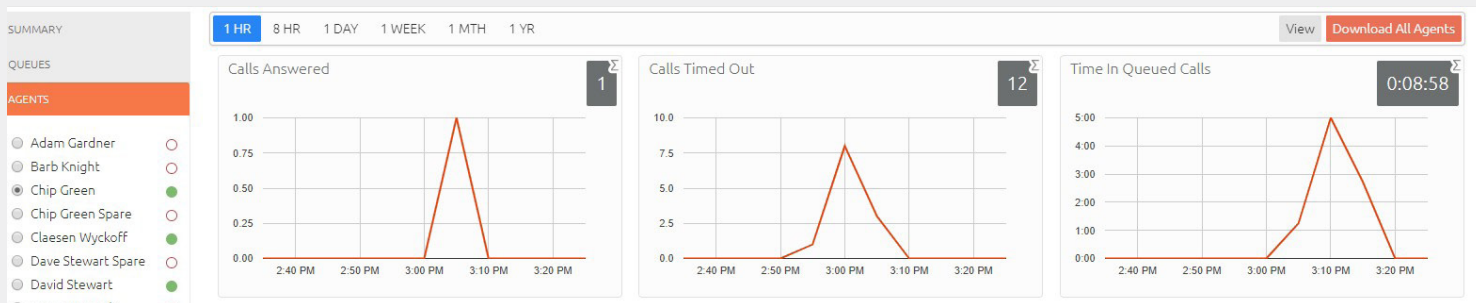
This brings you to the Agent Status page. Here you can see what state the Agent is in:
- Available
- On an active call
- Logged out or on Not Ready (Do Not Disturb).
  Hovering over the icon to the right of an Agent's name, will tell you the Agent state.
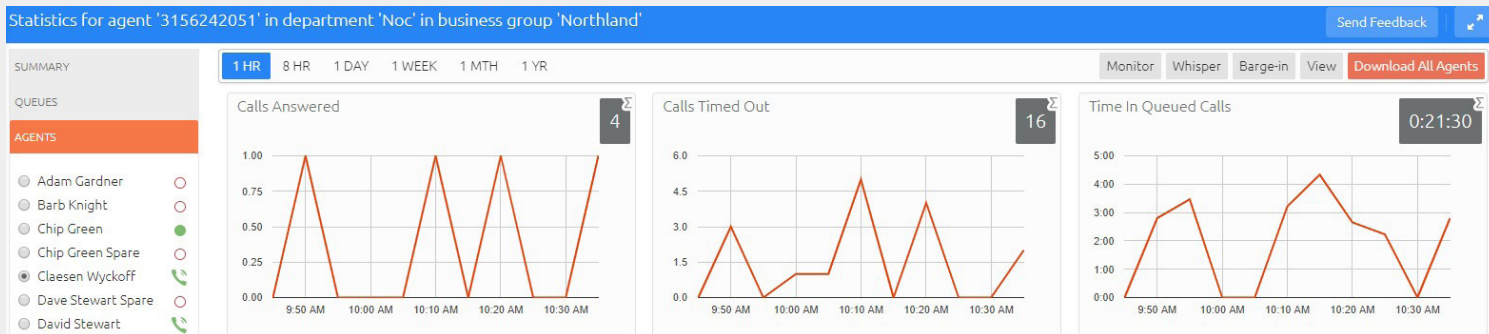
 You can also monitor an active call (listen to a call), Whisper (talk to the agent without being heard by the caller), Barge in (join the call) or view the Agent's dashboard (as the Agent sees it).

To Monitor, Whisper or Barge in, select the appropriate button. When you choose any of the buttons, your phone will ring and you will be connected to the Agent's call when you answer your telephone.

You can only use the Monitor, Whisper or Barge in features when the Agent is a member of the Business Group and department that you manage or any of it is sub-departments.

AGENT VIEW PAGE

The Agent View page will display just as it does for the Agent on their dashboard.
To access the Agent View page, click the View button on the top right of the Agent Status page.
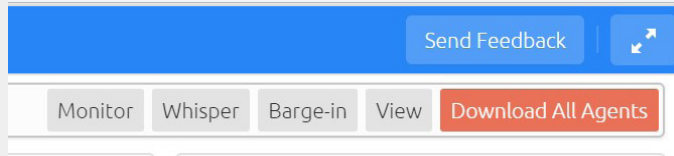
This brings up the Agent's view as they see it in their own Agent Dashboard.
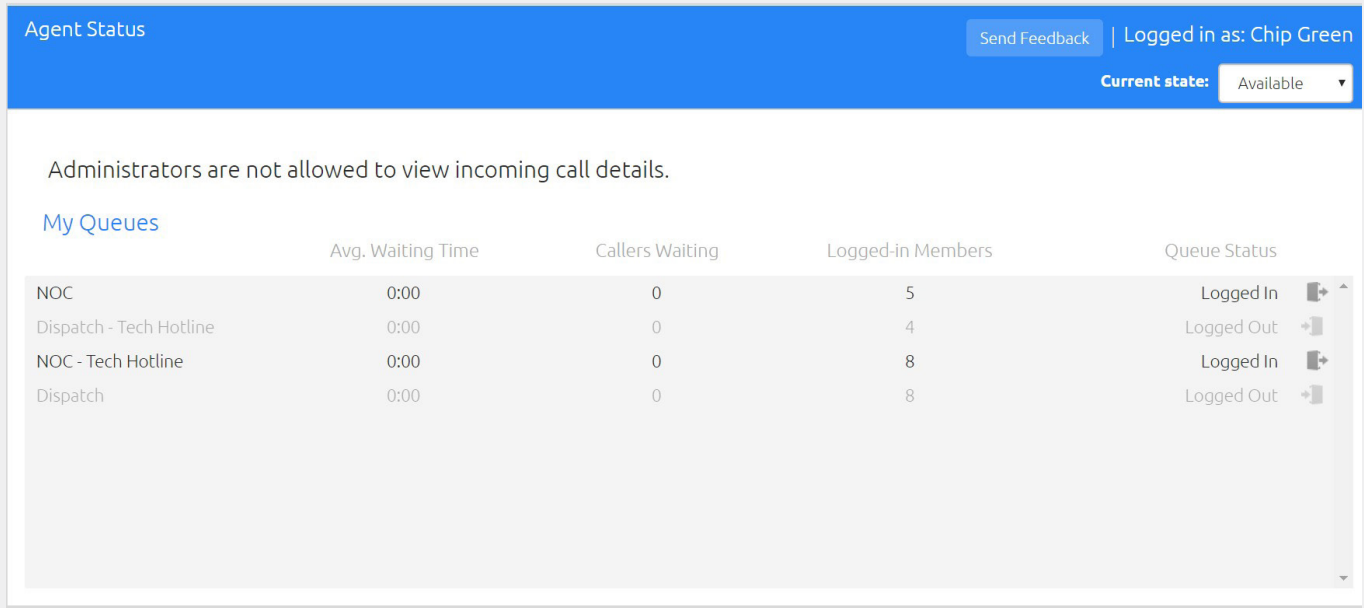
Here you see the queues that are assigned to the Agent, as well as whether they are logged in or logged out.
This view also displays how many calls are waiting in Queue and how many people are logged in.

In the upper right hand corner is the Agent's current state. As the Supervisor, you have the ability to log in or out of the Queue on the Agent's behalf as well as change their state.

Below, you can see this Agent's state codes. (see page 17 for more information on State codes).
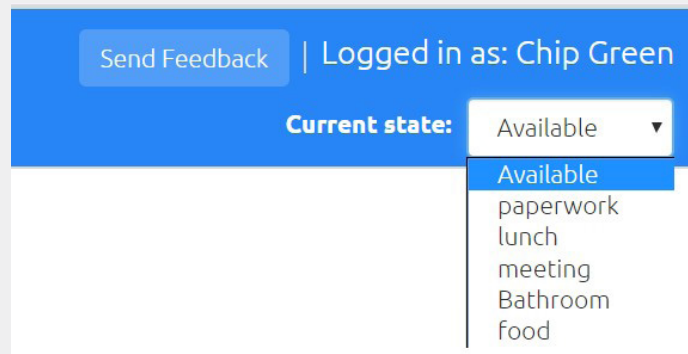
REPORTS PAGE

Reports provide a way to visualize call activity more easily than via raw call logs. There are several standard reports available.

Reports may be viewed directly or may be saved and scheduled so that they can be automatically generated in the future and emailed to specified recipients. From the Supervisor Dashboard, you can create a wide range of reports for the Business Group or Departments and sub-departments that you manage.

You can either schedule reports to be generated on a regular basis, or generate a report on past activity over a specified period of time.

To Access the Reports Page, from the Supervisor Dashboard, select Reports on the left.

SUMMARY

QUEUES

AGENTS

SETTINGS
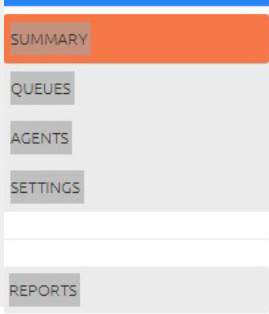
REPORTS

To Access the Reports Page, from the Supervisor Dashboard, select Reports on the left.

This brings up the Reports Page. If you already have scheduled reports, they will be displayed here so that you can work with them.

Report Schedule Manager   Send Feedback   Add a new report

Welcome 'Stacey Maier',
Your scheduled reports are listed below. Schedule a new report with the button in the top right.

Business Group Call Duration Summary
No filters - Call Duration Summary

Scheduled:	Daily	Edit
Next due:	Today	Delete
		Clone
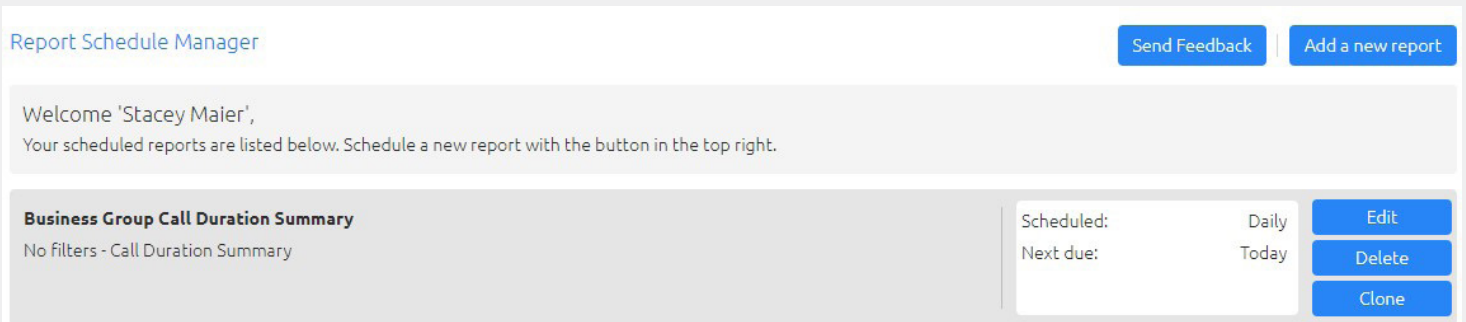
To view or schedule a new report, click on the Add a New Report Button.   When you schedule a report, you will receive it as an email. It can take up to several hours for a report to be generated, so plan accordingly.

Each report includes bulleted information at the bottom with regard to the information the report pulls. This is a more detailed explanation with regard to each report. See example below.

		Data range		
Report Title:		Period:	04/14/2020 - 04/14/2020	
Report Scope:	⦿ ACD ○ BG	Start of day:	12 midnight : 00	
Report Type:	Abandoned Calls Detail	End of day:	12 midnight : 00	
Select Data:	NOC - Tech Hotline	M T W T F S S		
Schedule:	One Off			
Send to:				

- The Abandoned Calls Detail report provides statistics of abandoned calls for each time period.
- Each row will show abandon statistics for a different period with the report's granularity depending on the report range.
- This report displays activity for up to 1 year and any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- All times are in (GMT-5.00) America/Eastern.

AVAILABLE STANDARD REPORTS

Standard reports will show statistics for different time frames depending on the Queue. Any activity outside of the start/end of day or from unselected days of the week will not be displayed.

+ **Abandoned Calls Detail:** Provides statistics of abandoned calls for each time period specified.
+ **Abandoned Calls Summary:** Provides an overview of abandoned calls per queue.
+ **Agent Status Summary:** Shows the proportion of time the selected Agent spends in each state.
+ **Agent Summary:** Shows activity for all Agents broken down by Queue membership.
+ **All Agent Status Summary:** Shows the proportion of time each Agent spends in each state.
+ **Calls by Day:** Shows a summary of the call activity for all Queues by day.
+ **Calls by Queue:** Shows a summary of the call activity for the selected Queue by day.
+ **Call Detail by Agent:** Shows the details for all calls involving the selected Agent.
+ **Call Duration Summary:** Displays the distribution of incoming call durations for the selected Queue.
+ **Call Log:** Displays details for all calls.   Includes redirected information.
+ **Daily Traffic:** Displays a summary of the call activity level for the day.
+ **Frequent Caller Summary:** Provides an overview of the most frequent callers within the selected Queues.
+ **Hourly Usage:** Shows a summary of the call activity level per hour. Only calls to the selected Queue are included.
+ **Inbound Summary:** Shows activity for each pilot number. Activity that doesn't relate to incoming calls via pilot numbers, originating from outside the Business Group are not included.
+ **Queue Summary:** Provides an overview of all Queue activity.
+ **Short calls:** details for all incoming calls that last less than 5 seconds, not including ringing time.
+ **User Statistics:** Shows a summary of the activity level of all agents individually.

SCHEDULE OR VIEW A NEW REPORT

The following is a breakdown of each section you will need to complete.

Report Title:	
Report Scope:	◉ ACD ○ BG
Report Type:	User Statistics ▼
Select Data:	All agents ▼
Schedule:	One Off ▼
Send to:	

+ When scheduling a report to be emailed, you need to give the report a name.
+ When your business has Agent licenses, you will have ACD and Business group reports. Be sure to choose ACD.
+ Choose the report you want to create or schedule from the dropdown.
+ Choose the data you want included in the report.   Not all reports will have a choice in the Data field.
+ When Account codes are required for outbound calling, reports can also be pulled based on the account codes.

Schedule a Report Section

Schedule:	One Off ▼
Send to:	

In this section you can choose the frequency of the scheduled report:
+ One off: typically used if you are looking at the report one time or are requesting a one-off that is not scheduled.
+ Daily: the report is emailed daily.
+ Weekly: the report is emailed weekly. When this option is selected, you will also receive the option to choose the day of the week.
+ Enter a valid email address for the report recipient. If the report is being sent to more than once recipient, enter the email addresses separated by a comma and a space. ie: jsmith@northland.net, sjones@northland.net.

Date Range Section

In this section, you will complete the time period for which you are requesting the report. It will appear differently depending on which schedule you chose in the previous section. Complete the information and click the SAVE button.

Data range

Period:	04/14/2020	-	04/14/2020
Start of day:	12 midnight ▼	:	00 ▼
End of day:	12 midnight ▼	:	00 ▼

| M | T | W | T | F | S | S |

One off
When running a one off report, the date range section includes the period you want to run the report on, the start of day and end of day and which days of the week the report will cover. Complete the information and click the SAVE button.
Or, if you are going to view the report, click the Update Report button.

Update Report

Data range

Next Due:	04/14/2020
Start of day:	12 midnight ▼	:	00 ▼
End of day:	12 midnight ▼	:	00 ▼

| M | T | W | T | F | S | S |

Daily
When scheduling a daily report, you see the next due date day.
Fill in start of day and end of day.
Choose the days of the week that the report should run and click the SAVE button.

Data range

Next Due:	04/13/2020 - 04/19/2020
Start of day:	12 midnight ▼	:	00 ▼
End of day:	12 midnight ▼	:	00 ▼

| M | T | W | T | F | S | S |

Weekly
When scheduling a weekly report, you see the next due date period.
Fill in start of day and end of day.
Choose the days of the week that the report should run and click the SAVE button.

Data range

Next Due:	04/01/2020 - 04/30/2020
Start of day:	12 midnight ▼ : 00 ▼
End of day:	12 midnight ▼ : 00 ▼

M	T	W	T	F	S	S

Monthly
When scheduling a monthly report, you see the next due date period. (this is a one month period).
Fill in start of day and end of day.
Choose the days of the week that the report should run and click the SAVE button.

MANAGE SCHEDULED REPORTS

This will take you to the Report Schedule Manager page, where the information regarding all of your scheduled reports can be viewed, edited, cloned or deleted. You can also add a new report from this page.

Choosing to Clone a report will duplicate all of the information and allows you to edit fields.

Report Schedule Manager   Send Feedback | Add a new report

Welcome 'Stacey Maier',
Your scheduled reports are listed below. Schedule a new report with the button in the top right.
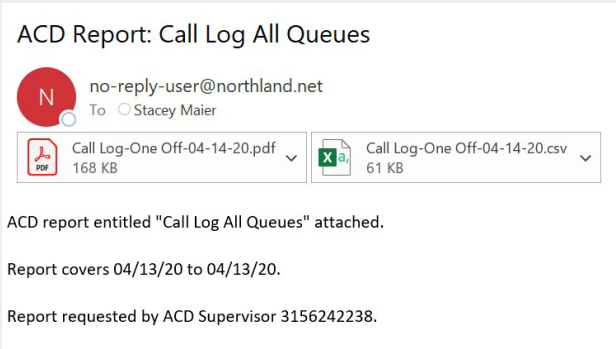
Business Group Call Duration Summary
No filters - Call Duration Summary

Scheduled:	Daily	Edit
Next due:	Today	Delete
		Clone

EMAILED SCHEDULED REPORTS

When a report has been scheduled to be emailed, it will be received in your inbox with both a .csv and a .pdf of the requested report with the subject line: ACD Report: and the name you assigned to the report when you requested it.

ACD Report: Call Log All Queues

N   no-reply-user@northland.net
To   ○ Stacey Maier

📄 Call Log-One Off-04-14-20.pdf   ▼
168 KB

📊 Call Log-One Off-04-14-20.csv   ▼
61 KB

ACD report entitled "Call Log All Queues" attached.

Report covers 04/13/20 to 04/13/20.

Report requested by ACD Supervisor 3156242238.

The .csv file is a raw data report. It is designed so that you can search and/or sort to obtain the details you are looking for.

	A	B	C	D	E	F	G	H
1	Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
2	4/13/2020 11:47	internal	NOC		Patrick Litz	0:09	unconnected	
3	4/13/2020 11:47	inbound	3155276460		Chip Green	0:04	4:07	
4	4/13/2020 11:48	internal	Patrick Litz	3156242200, 3156242223	Shannon Aylesworth	0:04	0:25	
5	4/13/2020 11:49	outbound	David Stewart	Chip Green	3156710031	0:30	0:14	
6	4/13/2020 11:56	inbound	3152695844		NOC	0:01	13:41	
7								

Report Title:	**Call Log All Queues**	**Data range**	
Report Scope:	**ACD**	Period:	**04/13/2020 - 04/13/2020**
Report Type:	**Call Log**	Start of day:	**00:00**
Select Data:	**All queues**	End of day:	**24:00**
Schedule:	**One Off**		
Send to:	**smaier@northland.net**	M T W T F S S	

- The Call Log report shows details for all calls.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 44 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Scheduled reports may take several hours to arrive from the end of the selected time range.

The .pdf file appears in memo form. The top portion gives the specific information that was entered to schedule the report, including the name of the report, time profile, etc. It also includes the bulleted information regarding the report.

The report section of the .pdf may contain linear graphs, bar graphs, pie charts and/or a spreadsheet report. What is received depends on the report that was pulled. It contains all of the same information as the .csv, but it is not searchable.

Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
04/13/2020 11:47:20 am	internal	NOC		Patrick Litz	0:18	unconnected	
04/13/2020 11:47:54 am	inbound	3155276460		Chip Green	0:04	4:07	
04/13/2020 11:48:33 am	internal	Patrick Litz	3156242200, 3156242223	Shannon Aylesworth	0:04	0:25	
04/13/2020 11:49:10 am	outbound	David Stewart	Chip Green	3156710031	0:30	0:14	
04/13/2020 11:56:39 am	inbound	3152695844		NOC	0:01	13:41	

SETTINGS PAGE

Access the Settings Page from the Supervisor Dashboard on the left hand side. The Settings page allows you to configure Agents States, and other settings.

Here you can allow or disallow Agents to be able to log in to multiple queues (perhaps in the instance of an overflow or back-up queue.

Additionally, this is where you enable/disable the Agent States for your group. There are default Agent states and those should not be changed. Changing the default ones can cause historical statistics to become confusing. The Agent state is selected on the Agent dashboard from the dropdown in the upper right. (see illustration on page 12)

Business Group Wide

Allow simultaneous login to multiple Queues ☑

Agent States ❓   Enabled ☑

01:	Available
02:	Wrap-up
03:	In A Call
04:	Do Not Disturb
05:	Logged Out
06:	Line Not Ready
07:	paperwork
08:	lunch
09:	meeting
10:	Bathroom
11:	food
12:	Start typing to add another unavailable state.

NOTES:

+ Avoid changing the position of the states if you want to preserve the meaning of historical data.
+ Statistics are stored and tracked by number. Changes to the order will mean the wrong historical data will be associated with the new state.
+ To delete a state, check that none of your agents are currently using the state by looking at the Current States display on the Queues dashboard. Delete the text and leave the field blank. It will not display in the options available to agents.
+ To add a state, add it at the end of the list. Do not replace states with other states.
+ Click SAVE to be sure your changes take effect.

Wrap-up State, Disposition Codes and Queue Status Announcements

The wrap up state, disposition codes and queue status announcement settings are found at the bottom of the settings page.

Queue NOC

Use Wrap-Up state

Queue status announcement enabled ❓

Queue NOC - Tech Hotline

Use Wrap-Up state

Queue status announcement enabled ❓

Wrap-up State

The **Wrap-up State** is an Agent state that Agents enter immediately after completing a customer call. While in the wrap-up state, Agents should carry out any clerical work related to the call. To use the wrap-up state, check the box across from Use Wrap-up State. This will bring up your wrap-up options
Agent States must be enabled before you enable Wrap-Up state for a Queue.
The **Wrap-up Timer,** when set, takes Agents out of the wrap-up and back to an available state automatically.
To use the wrap-up timer, check the box across from Use a maximum Wrap-up timer.
Disposition Codes are used to determine how a call was resolved. When assigning disposition codes, you will also need to decide whether an agent must enter the code before they are able to leave the wrap-up state. Disposition codes are also great for tracking "types" of calls, for example calls that come in as a result of a new marketing campaign. To use disposition codes, check the box marked required and add your disposition codes below.

NOTES:

+ Avoid changing the position of the codes if you want to preserve the meaning of historical data.
+ Statistics are stored tracked by number, so changes to the order will mean the wrong historical data will be associated with the new state.
+ To delete a code, delete the text and leave the field blank.   It will not display in the options available to agents.
+ To add a code, add it at the end of the list. Do not replace states with other states.
+ Click SAVE to be sure your changes take effect.

Queue NOC

Use Wrap-Up state ✔

Use a maximum Wrap-Up time ❓

Queue status announcement enabled ❓

Disposition Codes ❓   Required ☐

01:   Start typing to add another code.

Queue Status Announcements

Queue Status Announcements play periodically to queued callers providing them with information about where they are in the queue and approximately how long it will take for their call to be answered.

Set both the initial delay (the time before the first announcement is played) and the interval between announcements in **seconds** between 0 and 300.

GLOSSARY OF iACD REPORTS TERMINOLOGY

+ Calls Received
  + The rate at which incoming calls arrive.

+ Calls Answered
  + For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.

+ Calls Abandoned
  + These are received calls where the caller hung up before being connected to an Agent.
  + For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.

+ Call Rejected
  + This is either received calls that were rejected as busy (if the Queue is disabled) or the received calls that were rejected when the Queue was full.
  + For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were rejected.

+ Abandon Time (duration)
  + The average time a caller waits in Queue before hanging up without their call being answered.

+ Call Duration
  +The average length of answered calls.

+ Wrap-up Time (duration)
  + The average time spent by agents completing any work associated with a call after the call has ended.

+ Pilot Calls Received
  + Calls may arrive in a Queue either via the Pilot number or by calling one of the Agents directly. You can configure your Queue so that, if that agent is busy when the call arrives, the call is then queued as if arrived via the Pilot number.
  + For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour received by the Pilot number.

+ Alerting Time (duration)
  + This is the average time between the call being hunted to an Agent and the Agent answering the call. This statistic, along with Hunt attempts not answered, provides a useful metric of how responsive your call center agents are.

+ Logged -in Agents States
  + This is the total amount of time in seconds that agents logged in to the selected Queues spent in agent state in the specified period. Agents are only included on this graph for times when they were logged in to at least one of the selected Queues.

GLOSSARY OF iACD REPORTS TERMINOLOGY

+ **Current States (%)**
  + The percentage of Agents that are currently in each state.
  + This statistic only includes Agents who are logged in to at least one of the selected Queues and only shows states that are currently being used by Agents.
  + This statistic does not include Agents whose state is set **automatically** to unavailable.
  + Agents logged out of all the selected Queues are not shown.

+ **Disposition Codes**
  + The total number of calls that have been assigned to each disposition code entered by Agents in the selected Queues.

+ **Queue Calls Timed Out**
  + You can configure your Queue to timeout calls that have been queued for longer than a specified time. It is recommended in this scenario to forward the caller to voicemail or to another location. If you see a lot of calls being timed out, it may be an indication you need more Agents.
  + If queueing has been disabled, a call will only be accepted if an Agent is available, and this statistic will be hidden.
  + For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.

+ **Hunt Attempts Timed Out (number of calls or calls per hour)**
  + This is the number of calls that were hunted to a particular Agent but the call timed out before the Agent answered. The call then hunted to another Agent. If the caller hung up before the Agent answered, this is not counted in this statistic.
  + This statistic, along with Alerting Time, provides a useful metric for how responsive your call center Agents are.
  + For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.

+ **Exit From Queue Attempts**
  + When programmed, this is the number of callers who pressed a choice on their telephone to exit the Queue to be routed to another number or to leave a message in voicemail.

+ **Time Before Exit From Queue**
  + This is how long callers remain in a MLHG before pressing a choice on their telephone to exit the Queue.