A User Guide On -

Hashmi infonet Performance

Performance

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Performance

In the performance panel, you get to know your agents' performance using accurate stats.

These stats are separated into two sections:

- AGENT
  - Hit Analysis
  - Disposition Analysis
  - Agent Performance Report
  - Durations
  - Time Wasted

- Call Center

  - Call Analysis
  - Disposition analysis

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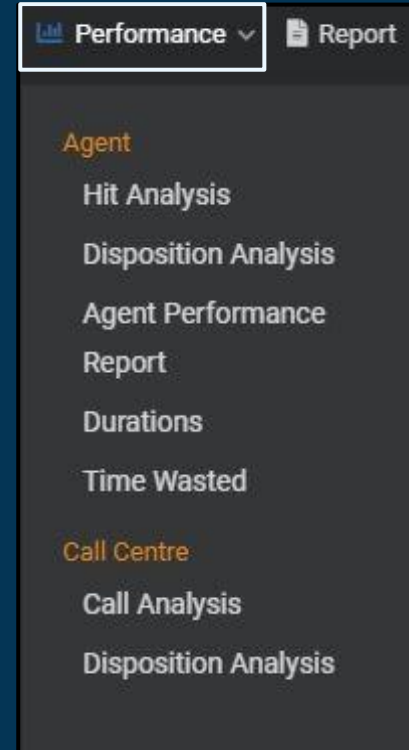
Agent - Hit Analysis

Agent - Hit Analysis - Add New Filter

User has the option to add Filter by clicking on the "+" symbol on the top left-hand side of the screen.

User has the option to filter on the parameters like- Agent Id, User Id, Group Id, Campaign Id, Ping Type, IVR ID, DID Number, and Call Type. Results will be displayed as per the set filter by the user.

Users can also use more than 1 filter at the same time. It will be beneficial to carry out the Call Centre operations in an efficient manner.

Display Settings

View type can be selected. Here Agent ID - Date is the view selected.

Other Filters

Columns

- Add more columns to the existing display.
- By default limited records are displayed & user can add more to it.

24-Hour Records: Multiple selections are possible

- Approached Hits
- Missed Hits
- Answered Hits
- Retry Hits
- Actual Holds Time
- Actual Talks Time
- Ring Duration

Excel

- Download Excel of the visible records.
- Use multiple filters to make your reports more interactive and download them in a similar format.
- The file will be downloaded in CSV format.

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Agent - Hit Analysis - Breakdown

Agent Hits Analysis 420

Breakdown ▾   ‹ January 5, 2024 ▾ ›   Today   Date Range

+   ↻ [   ]s   🕐 24 Hour Records ▾   📄 Excel

Breakdown options:
- ● None
- ● Date
- ● Did Number
- ● Campaign
- ● Call Type
- ● Ping Type
- ● Group
- ● Ivr

Agent ID (↓Date)	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Han	Ring Duration (1st Attempt + Retry)
#136 Aakash Saxena	0	0	0	0	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	0	0
#130 Aanchal Parnami	0	0	0	0	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	0	0
#145 Aashi B	0	0	0	0	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	0	0
#13355 Aashish Avasthi	0	0	0	0	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	0	0

The Breakdown function is used to filter the Hits Analysis list as per the options available in the drop-down.

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Agent - Hit Analysis - Date Range

Select the range of days from the calendar and APPLY to filter the results within this date range

Counters will be updated as per the chosen dates.

Heatmap Chart

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Heatmap Chart

Points to Understand-

- Every chart & table helps the user understand the performance of the complete solution & individual agent.

- Click to open the chart to view the colored hourly records.

- The color difference is based on intensity.

- Example: In this case Maximum Hits=Darker Yellow shade.

- Click on each color box to view the details of the hits managed by the agent each hour.

- A similar is applied to the other parameters under this section.

- By clicking on the "Explain" tab, you will get the information that is available in the box on the right-hand side.

Timeline Chart

Timeline Chart

- Click on any timeline from the chart visible to open the detailed logs below.

- Download the logs in Excel format.

- Hourly records are listed for each day.

- Zoom options.

- Download the timeline chart in SVG or PNG format for references.

- By clicking on the "Explain" tab, you will get the information that is available in the box on the right-hand side.

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Log Table

Log Table

- Detailed logs of all agents. Get each agent's log details individually.

- Users can Download the Log Table in Excel.

- By clicking on the "Explain" tab, you will get the information that is available in the box on the right-hand side.

Counter Table

Counter Table

- Hourly logs of approached hits made agent-wise.

- Excel download available.

- By clicking on the "Explain" tab, you will get the information that is available in the box on the right-hand side.

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Agent - Disposition Analysis
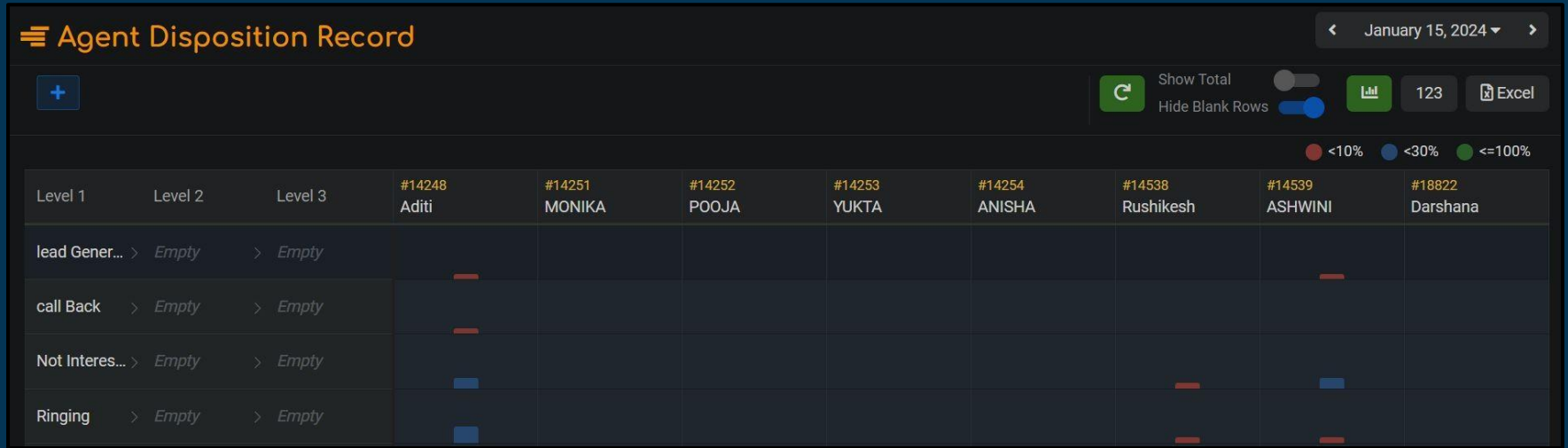
The agent is provided with up to 3 levels of Disposition. It will be very beneficial to increase the efficiency of the Call Centre. In this, if a particular agent marks any call in any disposition category out of the total calls attended in a day, then those will be displayed using a bar graph or numbers.

Red color signifies a disposition between 0-10%, Blue color indicates a disposition between 10-30%, and Green Color indicates a disposition between 30-100%. Here, you have the option to read disposition in bar graph/pie chart along with in absolute numbers.

User has the option to customize dispositions as per their preference. Also, you can download the Excel.

Agent - Agent Performance Report

Agent	Total_Offered	IN_Answered	IN_Abandoned	IN_Total	OUT_Answered	OUT_Abandoned	OUT_Total	Login Duration	Avail. Time	RingTime	TalkTime	Answer Duration	On Call Duration	WrapTime	Total Breaks	Discussion	Lunch
#14248 Aditi	520	0	0	0	515	5	520	08:13:00	03:19:26	00:10:31	01:50:39	04:32:30	04:43:17	00:21:14	00:10:17	00:02:54	00:03:46
#18822 Darshana	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
#14538 Rushikesh	188	0	0	0	188	0	188	04:52:18	00:00:00	00:01:36	00:18:24	01:15:27	01:17:08	00:08:31	14:14:12	00:00:00	00:00:00
		708	0	0	0	703	5	708	13:05:18	03:19:26	00:12:07	02:09:03	05:47:57	06:00:25	00:29:45	14:24:29 111% of login	00:02:54

It provides the information related to the total inbound and outbound calls during the day along with Login Duration, Avail. Time, Ring Time, Talk Time, Answer Duration, On Call Duration, WrapTime, Total Breaks, Discussion, Lunch, Tea, Login and Logout.

You have the option to view any day data from the calendar. Also, you can customize the various tabs as per your requirements. You can also download this report in the excel format as well.

Agent - Durations

- **Login** hours & logs
- **Talk Time** hours & logs
- **Hold time** duration & logs
- **Break hours** & logs

In Durations, the user will get to know the durations of each and every aspect of every Agent - Approached Hits, Answered Hits, Missed hits, Failed Hits, Ghost Hits, Break, Login Duration, Talk Time, Wrap-up Time, Hold Time, Avail. Time, Answer Duration, and On-Call Duration.

Users can fetch the data for any particular Date or even select Date Range for analysis.

You can add/remove the columns to be shown on the screen by the "Columns" tab as per your requirement. You can

download the data in Excel.

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Agent - Time Wasted

Agent	Time Wasted ⑦	Waste Score	Talk Time	Ring Duration A , B of 1st Attempt	Ring Duration C , D of Retries	Total Ring Duration	Missed Rings E to make ans. Hits	Ghost Duration G (Ring + Handling Time)	A : (B + G1) ⑦	C : (D + G2) ⑦
#136 Aakash Saxena	00:01:00	2	00:13:51	00:07:10 Answered - 00:07:10 Missed - 00:00:00	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:07:10 Avg. 00:00:06 52% of Talk Time ★★★★	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time ★★★★	430 : 0 ★★★★★	∞ ★★★★
#939 Priya Chippa	00:00:00	1	00:36:50	00:06:19 Answered - 00:06:19 Missed - 00:00:00	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:06:19 Avg. 00:00:05 18% of Talk Time ★★★★	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time ★★★★	379 : 0 ★★★★★	∞ ★★★★
#142 Purva Sharma	00:00:10	4	00:00:00	00:00:10 Answered - 00:00:00 Missed - 00:00:10	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:00:10 Avg. 00:00:05 0% of Talk Time ★★★★	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time ★★★★	0 : 1 ★★★★	0 : 0 ★★★★

Understand how your agents are utilizing or wasting their time during working hours. The analysis is completely based on the call activities. Total Ring

Duration for Time Waste can be calculated by adding the Ring Duration of 1st Attempt and the Ring Duration of Retries.

Missed Rings to make Ans. Hits are available to track the Missed Rings. Ghost

Duration can be calculated by adding the Ring and Handling Time.

These parameters will be very beneficial for finding the flaws of the Agent so that they can be improved by utilizing this data.

Call Centre - Call Analysis

Add New Filter

- Five filter types are added to help users analyze any one of them.
- Apply the condition and the result will open according to the set filter.

Breakdown

- As discussed in previous slides, this option helps the user to break down the results based on multiple parameters.

Date Range

- Select the range of days from the calendar to view the results between the selected date range.
- Today: For display of results of the current day.

Display Settings

- Date - IVR
  - The main filter is set as per Date and it keeps results for each IVR separately.
- IVR- Date
  - The main filter is set as per the IVRs and into it, results are further fragmented as per dates.

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Call Centre - Call Analysis

Clicking on the numbers in any column will fetch you the Call Log Report which is a detailed report that includes Caller Number, time, DID Number, Campaign, Agents, Master Agent/Master Number, Call Duration, Queue Duration, Customer Duration, Total Talk Duration, Agent on Call Duration, Amount, Rec., Status, and Details.

Columns

- There are mainly 6 parameters to this section of Call Analysis.
- Includes 'Approached Calls', 'Forwarded Calls', 'Directed Calls', 'Amount', 'Agent Retry Calls', 'Durations'.
- There are multiple columns listed under each heading.
- Users can select the columns which they wish to view on screen for better analysis.

24 Hour Records

- Here as well there are many parameters listed.
- Every parameter shows a 24-hour record, which presents the hourly progress report. Example: If Amount is selected then per hour record of the amount spent on the calls will be displayed.

Excel

- Download the file with the existing display settings or revise the settings and then download the file in CSV format.

Call Types

- Total = Fresh + Repeat
  - All the incoming and outgoing calls will equal the total number of calls.
- Fresh
  - All the calls excluding the repeat/retry calls are fresh.
  - If the call is received from a number 'n' several times then these 'n' attempts will count as Fresh calls.
- Repeat
  - If a retry is done on any contact; manual or automated.
  - It will carry the results from the outbound call traffic only.

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Call Types

Transferred: Every call travels to a pre-decided call flow like IVR flow. Once the call is answered in IVR it will travel from node to node. The call enters the Call Transfer module to dial the agents/groups available & starts dialing the agents as per the call strategy (One By One or To All).

Answered: When an agent is connected to the customer/caller then the call is marked answered.

Missed: The agent has dialed but if not answered or the call is not connected then the call is marked as missed.

Partially Missed: Partially Missed means the call has been missed by agents on some node but has been answered on some other node.

Now, the flow of IVR is explained below with the example-

Your IVR can have multiple nodes. Node is nothing but simply some defined action that you want to perform during your live call. It may be an announcement or key input, time check, Webhook call, and many more. You can use these nodes multiple times wherever you want. You may also want to transfer your call to some agent or agent group and want to connect them. For this, you can use Call Transfer or Call Centre Module as per the IVR type. Depending upon your use case and the complexity of IVR, you can transfer a call multiple times. For example, you want your incoming call to first land in the Level-1 support group and then you want to transfer it to the Level-2 support group. You can do this as many times as you want.

Now, it is possible that during the live call, no agent answered the call in Level-1 and when it reached the next node, where you wanted it to transfer it to Level-2, one of the agents answered it. So, the call is missed on Level-1 and answered on Level-2. It means the call is answered but not every time. So we will call it a Partially Missed call.

Let's take an example to understand this. Once upon a time, Hogwarts purchased a Toll-free number from us. To make sure that every call was answered, Dumbledore created three levels of groups (he values his wizard community). Ron was in Level 1, Harry was in Level 2 and Hermione was in Level 3. He added three Call Transfer modules on three nodes and assigned them, Groups, accordingly. To test the IVR, he asked Professor Snape to call the number. As he expected, Ron didn't answer the call on the first node (first Call Transfer module). He was surprised when Harry also did not answer on the next node (Harry doesn't like Snape). But fortunately, Hermione answered the call on the third node. In this way, this call is missed on two nodes of the Call Transfer module and answered on one node. So we will label this as a Partially Missed call.

- **Failed**: The agent is dialed to connect with the customer/caller but if the agent does not answer the call, then the call is marked as a failed call.
- **Forwarded**: Calls are answered in IVR and are connected with an agent. If the caller/customer wishes to connect with some other agent then the first agent can forward the call to the desired agent and the first agent is dropped from the call.
- **Amount**: Amount in Rs/INR consumed for a total number of calls daily. Hourly records can be fetched too through the 24-hour records filter.

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Total Talk Duration

The Duration for the day when the agent & customer/caller were connected in a conversation will be calculated and summed to make the total call duration.

An average is also calculated and displayed below the total talk duration for references.

- Hold Duration
  - Total duration for which callers/customers are kept on hold in the IVR flow.

- Average Handling Time
  - This is the duration or time for which the agent and client are connected for an active conversation.
  - This equals the average duration of the total talk duration.

Call Centre – Disposition Analysis

The agent is provided with up to 3 levels of Disposition. It will be very beneficial to increase the efficiency of the Call Centre. In this, if a particular agent marks any call in any disposition category out of the total calls attended in a day, then those will be displayed using a bar graph or numbers.

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