

A User Guide On -

Hashmi infonet Performance



Performance

Table of Index

S. No.	Title	Page No.
1.	Performance	5
2.	Agent - Hit Analysis	6
3.	- Breakdown	10
4.	- Date Range	11
5.	- Heatmap Chart	12
6.	- Timeline Chart	14
7.	- Log Table	16
8.	- Counter Table	18
9.	Agent - Disposition Analysis	20

Table of Index

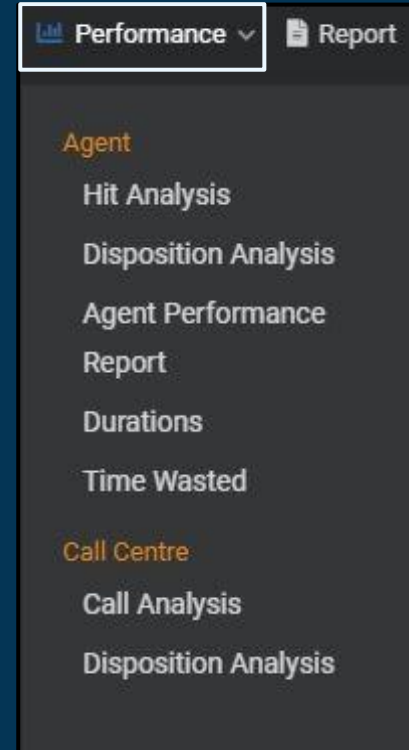
S. No.	Title	Page No.
10.	Agent - Agent Performance Report	21
11.	Agent - Durations	22
12.	Agent - Time Wasted	24
13.	Call Center - Call Analysis	25
14.	Call Centre - Disposition Analysis	31

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



Agent - Hit Analysis

Agent Hits Analysis 8

Breakdown ▾

< January 15, 2024 ▾ >

Today

Date Range

+

🔄

Display Setting

Columns

24 Hour Records ▾

Excel

Agent Id	Approached Hits ▾	Missed Hits ▾	Answered Hits ▾	Retry Hits ▾	Talk Time ▾	Hold Time ▾	Handling Time ▾	Total Retry ▾	Ring Duration (1st Attempt + Retry) ▾
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00
#14539 ASHWINI	160	1	159	0	00:32:29	00:00:00	00:38:44	1	00:02:28
#14248 Aditi	168	4	164	0	00:34:04	00:00:00	00:40:07	7	00:06:35

Every Counter is clickable and opens a new window where all the call details are listed.

Hits (4)

Agent Id : 130 Date : From - Wed May 05 2021 To - Wed May 05 2021

📄 Calls Detail Log

📄 Excel

Agent Id	DID	Caller	Group	Ping Type	Talk Start Time	Talk End Time	Talk Duration	Total Hold Duration	Call Type	Hits Status
130			#67	Direct	05-05-2021 15:54:47 pm	05-05-2021 15:55:32 pm	00:00:45	00:00:00	Inbound	Answered
130			#67	Direct			00:00:00	00:00:00	Inbound	Missed
130			#74	Direct			00:00:00	00:00:00	Inbound	Failed
130			#74	Direct	05-05-2021 11:13:46 am	05-05-2021 11:13:47 am	00:00:01	00:00:00	Inbound	Answered

Agent - Hit Analysis - Add New Filter

Agent Hits Analysis 8 Add New Filter Breakdown < January 15, 2024 > Today Date Range

+ Agent Id is Apply X

Agent Id	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retry	Ring Duration (1st Attempt + Retry)
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00
#14539 ASHWINI	160	1	159	0	00:32:29	00:00:00	00:38:44	1	00:02:28
#14248 Aditi	168	4	164	0	00:34:04	00:00:00	00:40:07	7	00:06:35

- Agent Id
- User Id
- Group Id
- Campaign Id
- Ping Type
- IVR ID
- DID Number
- Call Type

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.

The screenshot shows the 'Agent Hits Analysis' dashboard. At the top, there are filters for 'Breakdown', 'January 15, 2024', 'Today', and 'Date Range'. A 'Display Setting' button is highlighted with a white box. A modal window is open, titled 'Choose a table view', with two options: 'Agent ID - Date' (selected) and 'Date - Agent Id'. The modal also has 'Cancel' and 'OK' buttons. The background table shows columns for Agent Id, Approached Hits, Missed Hits, Answered Hits, Retry Hits, Talk Time, Hold Time, Handling Time, Total Retry, and Ring Duration (1st Attempt + Retry). The table data is as follows:

Agent Id (↑ Date)	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retry	Ring Duration (1st Attempt + Retry)
▼ #14254 ANISHA	0	0	0	0	00:00:00	00:00:00			
▼ #14539 ASHWINI	184	3	181	0	00:33:09	00:00:00			
15 JANUARY 2024	185	3	182	0	00:33:09	00:00:00			
▼ #14248 Aditi	202	4	198	0	00:38:32	00:00:00			
15 JANUARY 2024	203	4	199	0	00:38:58	00:00:00			

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.

Agent - Hit Analysis - Breakdown

Agent Hits Analysis 420

Breakdown January 5, 2024 Today Date Range

+ Refresh 24 Hour Records Excel

Agent ID (Date)	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Hand	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

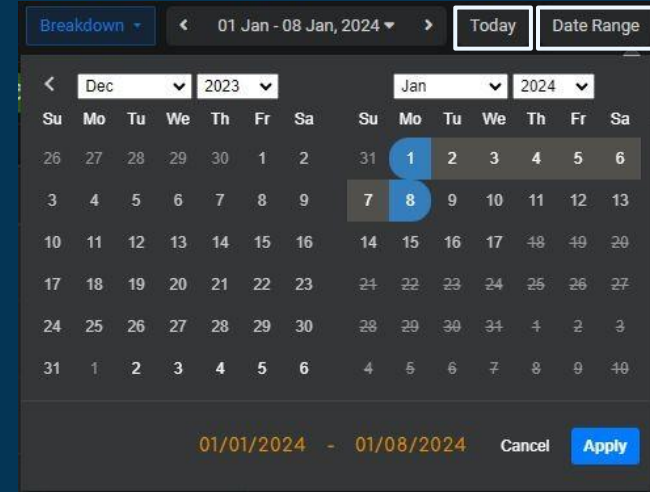
Breakdown menu options: None (selected), Date, Did Number, Campaign, Call Type, Ping Type, Group, Ivrr

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

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

Agent Hits Analysis 8

Breakdown < January 15, 2024 > Today Date Range

Agent Id is Apply X

Display Setting Columns 24 Hour Records Excel

Agent Id	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00
#14539 ASHWINI	453	5	448	0	01:05:18	00:00:00
#14248 Aditi					01:50:39	00:00:00
#18822 Darshana					00:00:00	00:00:00
#14251 MONIKA						
#14252 POOJA						

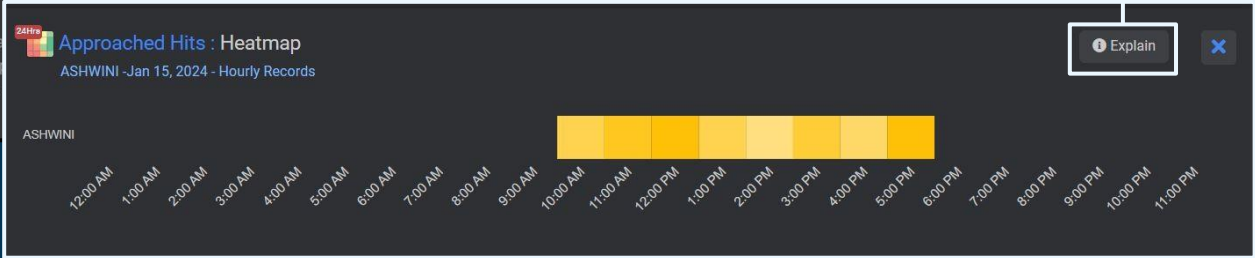
Here you can analyse the 24 Hour's data comparison of Approached Hits hits of ASHWINI on Jan 15, 2024 in a Heatmap

Heatmap helps you to understanding and compare numeric values using color codes.

OK, Understand

HeatMap Chart

Here you can analyse the 24 Hour's data comparison of Approached Hits of ASHWINI on Jan 15, 2024 in a HeatMap Chart



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

Agent Hits Analysis 8

Breakdown January 15, 2024 Today Date Range

Agent Id is Apply

Display Setting Columns 24 Hour Records Excel

Agent Id	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retry	Ring Duration (1st Attempt + Retry)
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00	00:00:00	0	00:00:00
#14539 ASHWINI	453	5	448	0	01:05:18	00:00:00	01:05:18	0	01:05:18
#14248 Aditi				0	01:50:39	00:00:00	02:00:00	0	02:00:00
#18822 Darshana				0	00:00:00	00:00:00	00:00:00	0	00:00:00
#14251 MONIKA				0	00:00:00	00:00:00	00:00:00	0	00:00:00
#14252 POOJA				0	00:00:00	00:00:00	00:00:00	0	00:00:00

HeatMap Chart
Here you can analyse the 24 Hour's data comparison of Approached Hits of ASHWINI on Jan 15, 2024 in a HeatMap Chart

Timeline Chart
Here you can analyse the 24 Hour's data comparison of Approached Hits of ASHWINI on Jan 15, 2024 in a Timeline Chart

Here you can analyse the 24 Hour's data comparison of Approached Hits hits of ASHWINI on Jan 15, 2024 in a Timeline chart

Timeline chart is an effective way to visualise data using chronological order, which means, arranging events in the order in which they happened.

OK, Understand

Approached Hits : Timeline
ASHWINI -Jan 15, 2024 - Hourly Records

19:00 20:00 21:00 22:00 23:00 15 Jan 01:00 02:00 03:00 04:00 05:00 06:00 07:00 08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00

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.

Log Table

Agent Hits Analysis 8

Breakdown

January 15, 2024

Today

Date Range

Agent Id is Apply



Display Setting

Columns

24 Hour Records

Excel

Agent Id	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Retry
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00	
#14539 ASHWINI	453	5	448	0	01:05:18	00:00:00	
#14248 Aditi	520			0	01:50:39	00:00:00	
#18822 Darshana	0			0	00:00:00	00:00:00	
#14251 MONIKA	0						
#14252 POOJA	0						

Log Table
Here you can analyse the data of Approached Hits of ASHWINI on Jan 15, 2024 in a Log Table

Counter Table
Here you can analyse the data of Approached Hits of ASHWINI on Jan 15, 2024 in a Counter Table

Here you can analyse the **Approached Hits** hits of **ASHWINI** on **Jan 15, 2024** in a **Agent Log Details**

Agent Log Details contains row by row detail records in the order of their occurrence.

OK, Understand

Approached Hits : Agent Log Details
ASHWINI - Jan 15, 2024

Agent Log Details (100)

Agent Id	DID	Caller	Group	Ping	Call Time	Talk Start	Talk Durat...	Total Hol...	Call Type	Call Status	Hits Status
#14539 ASHWINI	-		#NA	Direct	15-01-2024 05:55:49 pm		00:00:00	00:00:00	Agent Camp.	Agent/From Unanswered	Missed
#14539 ASHWINI	-		#NA	Direct	15-01-2024 05:55:19 pm		00:00:00	00:00:00	Agent Camp.	Cust/To Unans - Agent/From Ans.	Answered
#14539 ASHWINI	-		#NA	Direct	15-01-2024 05:54:29 pm		00:00:00	00:00:00	Agent Camp.	Cust/To Unans - Agent/From Ans.	Answered
#14539 ASHWINI	-		#NA	Direct	15-01-2024 05:53:39 pm		00:00:00	00:00:00	Agent Camp.	Cust/To Unans - Agent/From Ans.	Answered

Explain

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

Agent Hits Analysis 8

Breakdown January 15, 2024 Today Date Range

Agent Id is Apply

Display Setting Columns 24 Hour Records Excel

Agent Id	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retry	Ring Duration (1st Attempt + Retry)
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00			
#14539 ASHWINI	453 <small>Log Table</small>	5 <small>Log Table</small>	448 <small>Log Table</small>	0 <small>Log Table</small>	01:05:18 <small>Log Table</small>	00:00:00 <small>Log Table</small>			
#14248 Aditi	520 <small>Log Table</small>				01:50:39	00:00:00			
#18822 Darshana	0				00:00:00	00:00:00			
#14251 MONIKA	0				00:00:00	00:00:00			
#14252 POOJA	0				00:00:00	00:00:00			

Log Table
Here you can analyse the data of Approached Hits of ASHWINI on Jan 15, 2024 in a Log Table

Counter Table
Here you can analyse the 24 Hour's data of Approached Hits of ASHWINI on Jan 15, 2024 in a Counter Table

Here you can analyse the daily data Approached Hits hits of ASHWINI from Jan 01, 2024 to Jan 08, 2024 in a Counter Table

As the name explains; Counter Table shows the number of times an event happened, according to the filters.

OK, Understand

Approached Hits : Counter Table

ASHWINI - Jan 15, 2024 - Hourly Records

Counter Table

Agent 12:00 AM 1:00 AM 2:00 AM 3:00 AM 4:00 AM 5:00 AM 6:00 AM 7:00 AM 8:00 AM 9:00 AM 10:00 AM 11:00 AM 12:00 PM 1:00 PM 2:00 PM 3:00 PM 4:00 PM 5:00 PM 6:00 PM 7:00 PM

#14539 ASHWINI	0	0	0	0	0	0	0	0	0	33	71	73	49	38	57	40	72	0	0
----------------	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	---	---

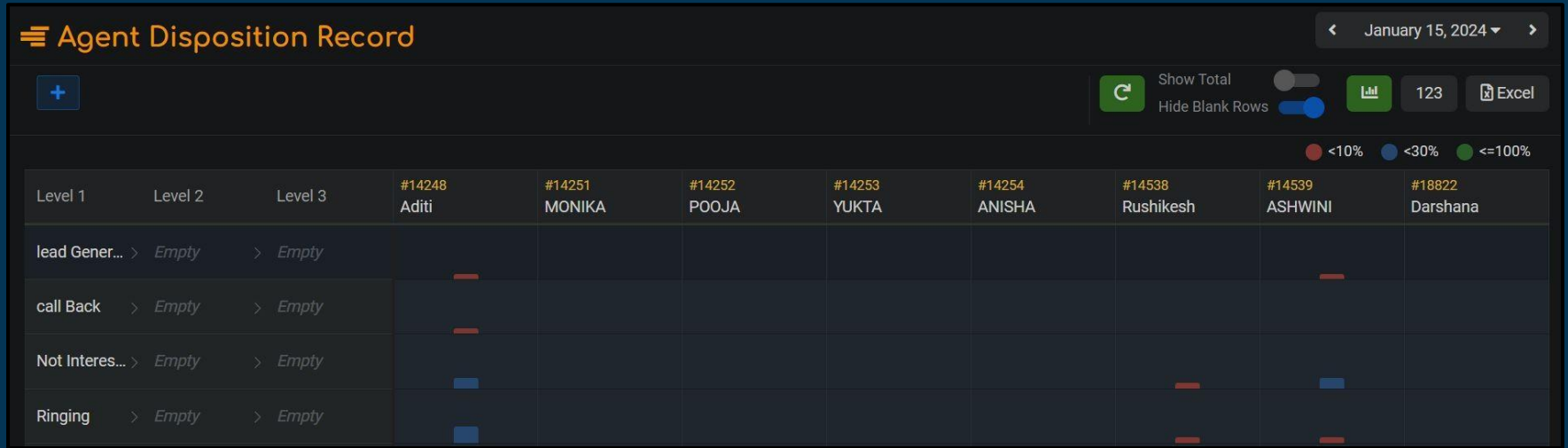
Explain

Excel

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.

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	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	00:02:54
																	111% of login

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.

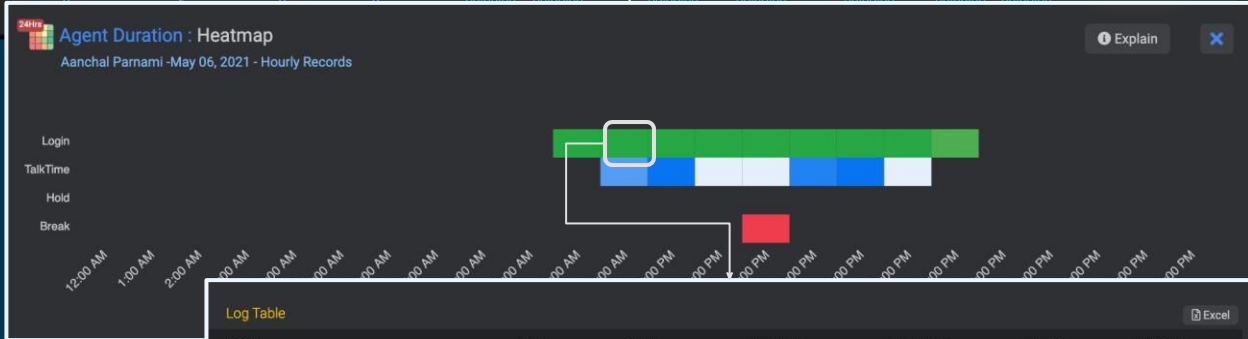
Agent - Durations

Durations

All Group Selected Breakdown May 6, 2021 Today Date Range

Columns Excel

Agent	Approached Hits	Answered Hits	Missed Hits	Failed Hits	Ghost Hits	Break	Login Duration	Talk Time	Wrapup Time	Hold Time	Avail. Time	Handling Time	%
#136 Akash Saxena	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	
#130 Aanchal Parmani	88	46	0	42	0	00:38:46	08:19:15	00:42:02	00:00:00	00:00:00	00:00:00	00:42:02	
#145 Aashi B	5												



Log Table

Agent	Login	Logout	Login Time	Logout Time	Duration	Extra Info
#130 Aanchal Parmani	Manual	Manual	06 May, 2021 11:38:23 AM	06 May, 2021 02:36:04 PM	02:57:41	
#130 Aanchal Parmani	Manual	Manual	06 May, 2021 01:40:24 PM	06 May, 2021 07:16:03 PM	05:35:39	
#130 Aanchal Parmani	Manual	Manual	06 May, 2021 01:45:18 PM	06 May, 2021 03:55:04 PM	02:09:46	
#130 Aanchal Parmani	Manual	Manual	06 May, 2021 02:54:20 PM	06 May, 2021 04:15:02 PM	01:20:42	

- 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.

Agent - Time Wasted

Time Wasted										
3 Agent Selected Breakdown < May 11, 2021 > Today Date Range										
+ Columns Excel ?										
Agent	Time Wasted [?]	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) [?]	C : (D + G2) [?]
#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 Chippta	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

Call Analysis

Breakdown < 01 May - 22 May, 2021 > Today Date Range

Campaign Id is Apply x

Display Setting Columns 24 Hour Records Excel

Campaign Id	IVR ID	DID Number	Call Type	Call Status	Fresh Call	Repeat Call	Transferred	Answered	Missed	Partially Missed	Failed	Forwarded Calls	Amount	Total Talk Duration	Hold Duration
					221	0	217	210	0	0	7	0	₹ 23	00:57:16 Avg. 00:00:15	00:00:00 Avg. 00:00:00
21 MAY 2021		269			269	0	265	260	0	0	5	0	₹ 13	01:00:29 Avg. 00:00:13	00:00:00 Avg. 00:00:00

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.

Call Centre - Call Analysis

Call Analysis

Breakdown - < January 10, 2024 > Today Date Range

+ [Refresh] [Display Setting] [Columns] [24 Hour Records] [Excel]

Date	Total Calls	Fresh Call	Repeat Call	Transferred	Answered	Missed	Partially Missed	Failed	Forwarded Calls	Amount	Total Talk Duration	Hold Duration	Average Handling Time
10 JANUARY 2024	309	309	0	274	213	3	0	58	0	₹ 0	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	00:00:00
	309	309	0	274	213	3	0	58	0	₹ 0	00:00:00 Avg. 00:00:00	00:00:00 Avg. 00:00:00	00:00:00

Call Log Report 275

421 Agent, 87 Group Selected < Jan 10 5:14 PM, 2024 > Today Date Range [Search By]

[Detail Report] [Pending Calls] [Excel] [Excel Log]

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	Details
+91 [Redacted] Quick Call	5:10:07 pm 10/Jan/2024	#-1	#-1	1	#128 Gaurav Jain	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0	🎵	Cust. Unans - Agent Ans. IVR Flow Finished	🔍 ⋮
+91 [Redacted] Quick Call	5:08:19 pm 10/Jan/2024	#-1	#-1	1	#135 Shivam B	00:00:35	00:00:00	00:00:22	00:00:22	00:00:00	₹ 0	🎵	Both Answered IVR Flow Finished	🔍 ⋮
+91 [Redacted] Quick Call	5:07:33 pm 10/Jan/2024	#-1	#-1	1	#135 Shivam B	00:00:40	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0	🎵	Cust. Unans - Agent Ans. IVR Flow Finished	🔍 ⋮
+91 [Redacted] Quick Call	5:07:00 pm 10/Jan/2024	#-1	#-1	1	#135 Shivam B	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0	🎵	Both Answered IVR Flow Finished	🔍 ⋮

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.

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.

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.

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.