UNITY CONTACT CENTER REPORTS

Contents

This document is designed as a guide to the various Contact Center reports that are available from the Unity Contact Center applications.

To access Unity Contact Center's reports, either click the Reports icon , or go to Tools>Queues>Report Viewer, as shown below.
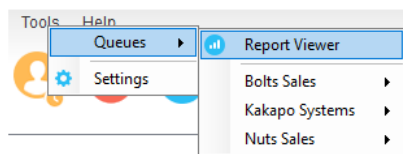
Users are able to view the full conversation transcripts on <u>most</u> reports by clicking on the individual conversation time stamp or details and opening the URL.

The following reports are available for Unity Contact Center Agent:

Report Name	Report Description
Omni – Agent Activity - Agent	This report provides a summary of all conversation types in all Media Streams that the Agent belongs to.
Omni- Conversation Detail – Agent	This report provides a breakdown of the individual conversations along with the remote party information, the date and time stamp and the duration.
Omni – Conversation Summary – Agent	This report provides a summary of all conversations taken and groups them by conversation type. The remote party information and key time statistics are displayed along with the star ratings given for Web Chats.

The following reports are available for Unity Contact Center Supervisor:

Report Name	Report Description
Omni – Agent Activity - Agent	Groups stats by Agent, showing conversations Received and Average Answer Time for each Media Stream in all Queues that the user is a supervisor of.
Omni- Agent Activity – Media Stream	Groups stats by Media Stream, listing each Agent that belongs to the Media Stream and how many conversations they have answered.
Omni – Agent Activity – Queue	Groups stats by Queue, listing each Agent that belongs to the Media Stream and how many conversations they have answered.
Omni – Conversation Detail – Agent	Provides the details of all conversations taken in all Queues that the user is a Supervisor of.
Omni – Conversation Detail – Media Stream	Provides the details of all conversations taken in all Media Streams in all Queues that the user is a Supervisor of.
Omni – Conversation Detail – Queue	Provides the details of all conversations taken in all Queues that the user is a Supervisor of.
Omni – Conversation Summary – Agent	Provides a summary of all conversations taken by Agents and groups them by conversation type.
Omni – Conversation Summary – Media Stream	Provides a summary of all conversation types in all Media Streams in all Queues that the user is a Supervisor of.
Omni – Conversation Summary – Queue	Provides a summary of all conversation types in all Queues that the user is a Supervisor of.
Omni – Performance – Media Stream	Provides a performance summary of all Media Streams from all Queues that the user is a Supervisor of.
Omni – Performance – Queue	Provides a performance summary of all Queues that the user is a Supervisor of.

Agent Reports

The below reports are available to users in both the Agent and Supervisor Contact Center clients.

Omni – Agent Activity - Agent

This report provides a summary of all conversation types in all Media Streams that the Agent belongs to.

Once you have selected the desired start and end period, choose the output type and click run.

Statistics provided include the average answer time, the total duration and the average rating if the Media Stream is a Web Chat.

Agent Activity - Agent

Date Range: 07/13/2020 09:00:00 - 08/21/2020 17:15:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Agent(s): Jenna Wimshurst

Media Stream	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
Jenna Wimshurst									
Sales SMS	10	0	4	0	0	00:17:51	00:00:00	00:00:00	
CallBack	5	0	1	0	0	00:35:27	28:32:24	05:42:30	
Kakapo Systems Web Chat	8	0	0	0	0	00:02:17	04:07:25	00:30:56	5.0
Bolts Sales	6	0	0	0	0	00:00:28	00:00:00	00:00:00	
Kakapo Web Chat	30	0	0	0	0	00:06:34	00:00:00	00:00:00	5.0
Twitter Support	1	0	1	0	0	00:35:27	00:00:01	00:00:01	

Omni – Conversation Detail - Agent

This report provides a breakdown of the individual conversations along with the remote party information, the date and time stamp and the duration.

Once you have selected the desired start and end period, choose the output type and click run.

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Conversation Detail - Agent

Date Range: 08/25/2020 00:00:00 - 08/25/2020 15:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Agent(s): Jenna Wimshurst

Received	Description	Duration
Kakapo Live Streams		
08/25/2020 11:27:11	**Kakapo Systems Web Chat (Webchat): Jenna Wimshurst	07976493816	jennawimshurst@gmail.com**	00:16:21
08/25/2020 11:27:18	Conversation reserved	
08/25/2020 11:45:20	**Kakapo Systems Web Chat (Webchat): Abby Wambach	01202 336 552	abby.wambach@gmail.com**	00:27:45
08/25/2020 11:45:24	Conversation reserved	
08/25/2020 12:27:14	**Kakapo Gmail Test Account (Email): Jenna Wimshurst	jenna.wimshurst@kakaposystems.com**	01:34:04
08/25/2020 12:58:26	Conversation reserved	
08/25/2020 12:27:16	**Kakapo Gmail Test Account (Email): Jenna Wimshurst	jenna.wimshurst@kakaposystems.com**	01:33:16
08/25/2020 12:58:25	Conversation reserved	
08/25/2020 14:04:55	**CallBack (Callback): Jenna Wimshurst	07976493816**	00:11:51

Omni – Conversation Summary - Agent

This report provides a summary of all conversations taken and groups them by conversation type.

Report Viewer	— ☐ ✕
Report	Omni - Conversation Summary - Agent
Start Period	Tue, 25 Aug 00:00
End Period	Tue, 25 Aug 09:30
Output Type	PDF
Based on first assignment	☐
	✕ Cancel ✓ Run

Based on first assignment: If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

The remote party information and key time statistics are displayed along with the star ratings given for Web Chats.

Conversation Summary - Agent

Date Range: 08/25/2020 00:00:00 - 08/25/2020 14:30:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Agent(s): Jenna Wimshurst
Based on first assignment: true

Media Stream	Remote Party	Received	Wait Time	Duration	Rating
Jenna Wimshurst					
Callback					
CallBack	Jenna Wimshurst	07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
		1	00:00:14	00:11:37	
Email					
Kakapo Gmail	Jenna Wimshurst	jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:14	00:31:12	01:02:52	
Kakapo Gmail	Jenna Wimshurst	jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:16	00:31:09	01:02:07	
		2	00:31:10	02:04:59	
Twitter					
Twitter Support	Kakapo Systems	KakapoSystems	08/25/2020 14:18:10	00:00:14	00:09:19	
		1	00:00:14	00:09:19	
Webchat					
Kakapo Systems Web Chat	Jenna Wimshurst	07976493816	jennawimshurst@gmail.com	08/25/2020 11:27:11	00:00:07	00:16:14	5/5
Kakapo Systems Web Chat	Abby Wambach	01202 336 552	abby.wambach@gmail.com	08/25/2020 11:45:20	00:00:04	00:27:41	5/5
		2	00:00:05	00:43:55	5.0/5
		6	00:10:30	03:09:50	5.0/5

Supervisor Reports

The below reports are available to Supervisors using the Supervisor Contact Center client only.
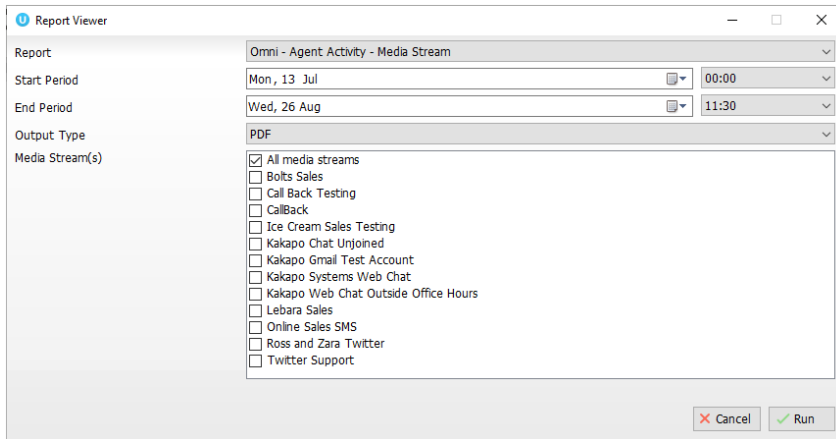
Omni – Agent Activity – Agent

This report displays key Agent Activity statistics such as Conversations Received and Average Answer Time for each Media Stream in all Queues that the user is a supervisor of.

Once you have selected the desired start and end period, choose the output type and click run.

Media Stream	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
Jenna Wimshurst									
Sales SMS	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
CallBack	6	0	0	0	0	00:00:08	28:44:05	04:47:21	
Kakapo Systems Web Chat	11	0	0	0	0	00:00:08	04:57:15	00:27:01	5.0
Kakapo Chat Unjoined	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Kakapo Web Chat Outside	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Twitter Support	2	0	0	0	0	00:17:50	00:09:20	00:04:40	
Kakapo Gmail Test Account	13	0	0	0	0	32:57:44	02:07:17	00:09:47	
Bolts Sales	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Lebara Sales	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Steves Chat	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Ross and Zara Twitter	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Online Sales SMS	6	0	0	0	0	00:00:10	13:44:23	02:17:24	
Support Chat	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Callback	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	38	0	0	0	0	02:22:34	49:42:20	00:33:18	0.4

Omni – Agent Activity – Media Stream

This report breaks down the key statistics such as Conversations Received and Average Answer Time for each Agent in each Media Stream in all Queues that the supervised Agent is a member of.

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Once you have selected the desired start and end period, choose the output type and click run.
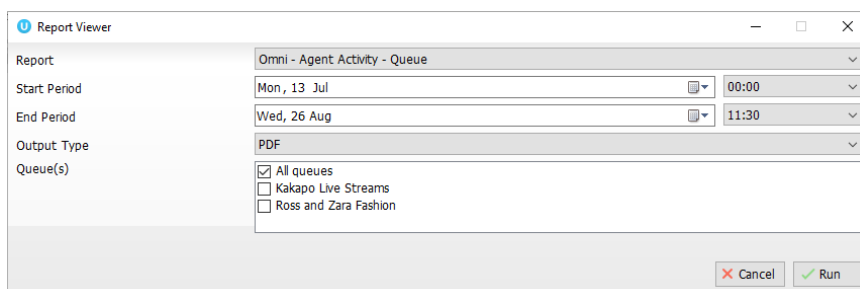
Agent Activity - Media Stream

Date Range: 07/13/2020 00:00:00 - 08/26/2020 11:30:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others

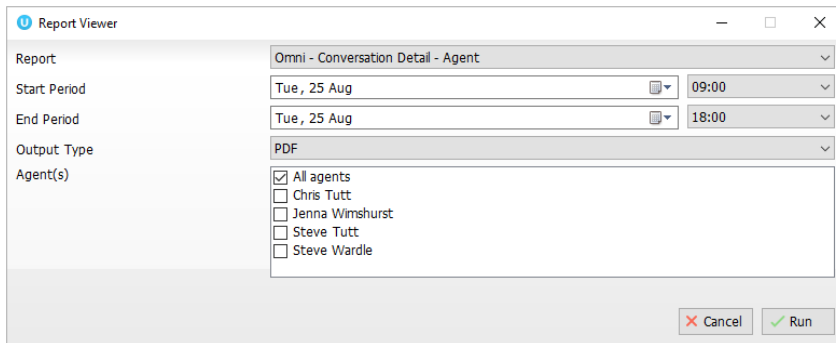|	Conversations Reserved	Transferred In	Escalated In	Transferred Out	Escalated Out	Average Answer Time	Total Duration	Average Duration	Average Rating
Kakapo Live Streams > Kakapo Gmail									
Steve Wardle	4	0	0	0	0	03:51:34	00:00:17	00:00:04	
Steve Tutt	7	0	0	0	0	00:00:31	00:00:31	00:00:04	
Jenna Wimshurst	13	0	0	0	0	32:57:44	02:07:17	00:09:47	
	24	0	0	0	0	12:16:36	02:08:05	00:03:18	
Kakapo Live Streams > Kakapo Systems Web Chat									
Steve Wardle	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Steve Tutt	6	0	0	0	0	00:00:08	00:03:36	00:00:36	4.0
Jenna Wimshurst	11	0	0	0	0	00:00:08	04:57:15	00:27:01	5.0
	17	0	0	0	0	00:00:05	05:00:51	00:09:12	3.0
Kakapo Live Streams > Kakapo Web Chat Outside Office Hours									
Steve Tutt	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
Jenna Wimshurst	0	0	0	0	0	00:00:00	00:00:00	00:00:00	
	0	0	0	0	0	00:00:00	00:00:00	00:00:00	

Omni – Agent Activity - Queue

This report breaks down the key statistics such as Conversations Received and Average Answer Time for all Queues that the user is a supervisor of.

Once you have selected the desired start and end period, choose the output type and click run.

Omni – Conversation Detail - Agent

This report provides the details of all conversations taken in all Queues that the user is a Supervisor of.

Once you have selected the desired start and end period, choose the output type and click run.

The remote party details, time stamp and Agent who reserved the conversation are displayed and grouped by the Queue name.
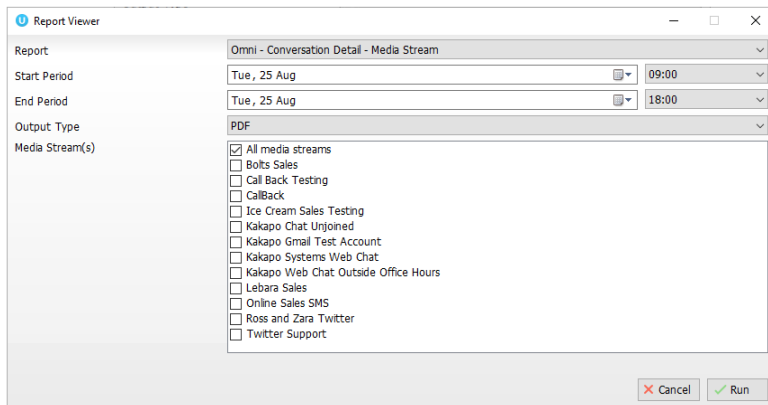

Omni – Conversation Detail – Media Stream

This report provides the details of all conversations taken in all Media Streams in all Queues that the user is a Supervisor of.

Once you have selected the desired start and end period, choose the output type and click run.

The remote party details, time stamp and Agent who reserved the conversation are displayed and grouped by Media Stream.
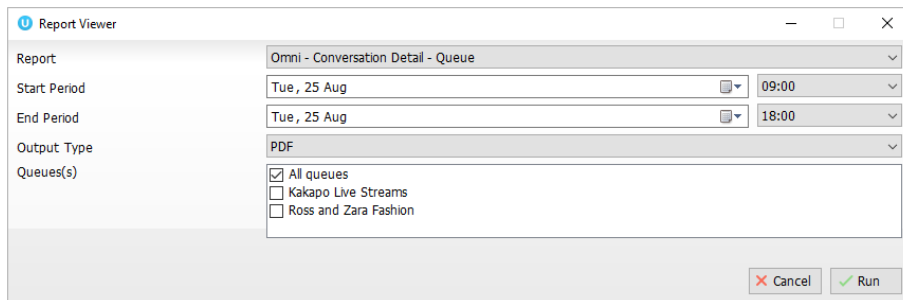
Conversation Detail - Media Stream

Date Range: 08/25/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others

Received	Description	Duration
Kakapo Live Streams > CallBack		
08/25/2020 14:04:55	**Callback: Jenna Wimshurst	07976493816**	00:11:51
08/25/2020 14:05:09	Conversation reserved by Jenna Wimshurst	
Kakapo Live Streams > Kakapo Gmail Test Account		
08/25/2020 12:27:14	**Email: Jenna Wimshurst	jenna.wimshurst@kakaposystems.com**	01:34:04
08/25/2020 12:58:26	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:27:16	**Email: Jenna Wimshurst	jenna.wimshurst@kakaposystems.com**	01:33:16
08/25/2020 12:58:25	Conversation reserved by Jenna Wimshurst	
Kakapo Live Streams > Kakapo Systems Web Chat		
08/25/2020 11:27:11	**Webchat: Jenna Wimshurst	07976493816	jennawimshurst@gmail.com**	00:16:21
08/25/2020 11:27:18	Conversation reserved by Jenna Wimshurst	
08/25/2020 11:43:32	Conversation closed by remote party	
08/25/2020 11:45:20	**Webchat: Abby Wambach	01202 336 552	abby.wambach@gmail.com**	00:27:45
08/25/2020 11:45:24	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:13:05	Conversation closed by remote party	
08/25/2020 14:38:19	**Webchat: Jenna Wimshurst	07976493816	jennawimshurst@gmail.com**	00:05:59
08/25/2020 14:38:23	Conversation reserved by Jenna Wimshurst	
08/25/2020 14:44:18	Conversation closed by Jenna Wimshurst	

Omni – Conversation Detail - Queue

This report provides the detail of all conversations taken in all Queues that the user is a Supervisor of.

Once you have selected the desired start and end period, choose the output type and click run.

Conversation Detail - Queue

Date Range: 08/25/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Queues(s): Kakapo Live Streams, Ross and Zara Fashion

Received	Description	Duration
Kakapo Live Streams		
08/25/2020 11:27:11	**Kakapo Systems Web Chat (Webchat):** Jenna Wimshurst	07976493816	jennawimshurst@gmail.com	00:16:21
08/25/2020 11:27:18	Conversation reserved by Jenna Wimshurst	
08/25/2020 11:43:32	Conversation closed by remote party	
08/25/2020 11:45:20	**Kakapo Systems Web Chat (Webchat):** Abby Wambach	01202 336 552	abby.wambach@gmail.com	00:27:45
08/25/2020 11:45:24	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:13:05	Conversation closed by remote party	
08/25/2020 12:27:14	**Kakapo Gmail Test Account (Email):** Jenna Wimshurst	jenna.wimshurst@kakaposystems.com	01:34:04
08/25/2020 12:58:26	Conversation reserved by Jenna Wimshurst	
08/25/2020 12:27:16	**Kakapo Gmail Test Account (Email):** Jenna Wimshurst	jenna.wimshurst@kakaposystems.com	01:33:16

Omni – Conversation Summary - Agent

This report provides a summary of all conversations taken and groups them by conversation type.

Based on first assignment: If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

Conversation Summary - Agent

Date Range: 08/25/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Agent(s): Chris Tutt, Jenna Wimshurst, Steve Tutt and one other
Based on first assignment: false

Media Stream	Remote Party	Received	Wait Time	Duration	Rating
Jenna Wimshurst					
Callback					
CallBack	Jenna Wimshurst | 07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
		1	00:00:14	00:11:37	
Email					
Kakapo Gmail Test Account	Jenna Wimshurst | jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:14	00:31:12	01:02:52	
Kakapo Gmail Test Account	Jenna Wimshurst | jenna.wimshurst@kakaposystems.com	08/25/2020 12:27:16	00:31:09	01:02:07	
		2	00:31:10	02:04:59	
Twitter					
Twitter Support	Kakapo Systems | KakapoSystems	08/25/2020 14:18:10	00:00:14	00:09:19	
		1	00:00:14	00:09:19	
Webchat					
Kakapo Systems Web Chat	Jenna Wimshurst | 07976493816 | jennawimshurst@gmail.com	08/25/2020 11:27:11	00:00:07	00:16:14	5/5
Kakapo Systems Web Chat	Abby Wambach | 01202 336 552 | abby.wambach@gmail.com	08/25/2020 11:45:20	00:00:04	00:27:41	5/5

Omni – Conversation Summary – Media Stream

This report provides a summary of all conversation types in all Media Streams in all Queues that the user is a Supervisor of.

Based on first assignment: If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.
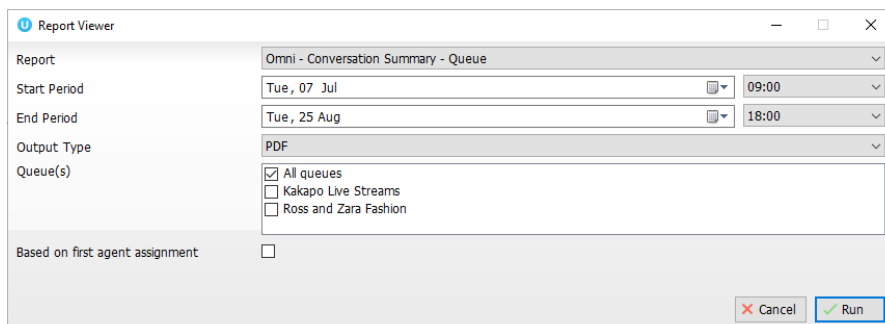
Conversation Summary - Media Stream

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others
Based on first agent assignment: false

Agent	Remote Party	Received	Wait Time	Duration	Rating
Call Back Testing					
Steve Tutt	Steven Tutt | 07956344419	07/22/2020 13:24:15	00:00:15	00:00:36	
		1	00:00:15	00:00:36	
CallBack					
Jenna Wimshurst	Didier Cordina | 07814607462	07/08/2020 14:47:52	02:15:15	00:00:02	
Steve Tutt	Steven Tutt | 07956344419	07/15/2020 17:20:41	00:00:04	00:00:18	
Jenna Wimshurst	Holly | 208-794-1971	07/17/2020 17:15:56	64:23:10	00:00:04	
Steve Tutt	Steven Tutt | 07956344419	07/21/2020 15:10:41	00:00:14	00:00:23	
Jenna Wimshurst	Jenna Wimshurst | 07976493816	07/27/2020 14:26:16	00:00:05	00:04:59	
Jenna Wimshurst	Jenna Wimshurst | 07976493816	07/27/2020 14:31:57	00:00:05	01:44:44	
Jenna Wimshurst	Jenna Wimshurst | 07976493816	08/13/2020 14:23:43	00:00:05	01:52:05	
Jenna Wimshurst	Jenna Wimshurst | 07976493816	08/13/2020 16:16:19	00:00:08	23:16:45	
Jenna Wimshurst	Jenna Wimshurst | 07976493816	08/14/2020 15:26:52	00:00:10	01:33:55	
Jenna Wimshurst	Jenna Wimshurst | 07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
		10	06:39:57	28:44:52	
Ice Cream Sales Testing					
Steve Tutt	Steven Tutt | 07956344419 | steve.tutt@kakaposystems.com	07/22/2020 12:56:47	00:00:16	00:00:35	
Steve Tutt	Steven Tutt | 07956344419 | steve.tutt@kakaposystems.com	07/22/2020 12:58:06	00:00:18	00:00:36	4/5

Omni – Conversation Summary - Queue

This report provides a summary of all conversation types in all Queues that the user is a Supervisor of.

Based on first assignment: If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

The conversations are grouped by Queues and then Media Streams.

Conversation Summary - Queue

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Queue(s): Kakapo Live Streams, Ross and Zara Fashion
Based on first agent assignment: false

Media Stream	Agent	Remote Party	Received	Wait Time	Duration	Rating
Kakapo Live Streams						
Callback						
CallBack	Jenna Wimshurst	Didier Cordina	07814607462	07/08/2020 14:47:52	02:15:15	00:00:02	
CallBack	Steve Tutt	Steven Tutt	07956344419	07/15/2020 17:20:41	00:00:04	00:00:18	
CallBack	Jenna Wimshurst	Holly	208-794-1971	07/17/2020 17:15:56	64:23:10	00:00:04	
CallBack	Steve Tutt	Steven Tutt	07956344419	07/21/2020 15:10:41	00:00:14	00:00:23	
Call Back Testing	Steve Tutt	Steven Tutt	07956344419	07/22/2020 13:24:15	00:00:15	00:00:36	
CallBack	Jenna Wimshurst	Jenna Wimshurst	07976493816	07/27/2020 14:26:16	00:00:05	00:04:59	
CallBack	Jenna Wimshurst	Jenna Wimshurst	07976493816	07/27/2020 14:31:57	00:00:05	01:44:44	
CallBack	Jenna Wimshurst	Jenna Wimshurst	07976493816	08/13/2020 14:23:43	00:00:05	01:52:05	
CallBack	Jenna Wimshurst	Jenna Wimshurst	07976493816	08/13/2020 16:16:19	00:00:08	23:16:45	
CallBack	Jenna Wimshurst	Jenna Wimshurst	07976493816	08/14/2020 15:26:52	00:00:10	01:33:55	
CallBack	Jenna Wimshurst	Jenna Wimshurst	07976493816	08/25/2020 14:04:55	00:00:14	00:11:37	
			11	06:03:36	28:45:28	
Email						
Kakapo Gmail Test Account	Steve Wardle	Google Search Console Team	sc-noreply@google.com	07/07/2020 09:00:03	05:15:36	00:00:10	
Kakapo Gmail Test Account	Jenna Wimshurst	Google Account	googleaccount-noreply@google.com	07/08/2020 13:11:22	01:15:56	00:00:01	
Kakapo Gmail Test Account	Steve Wardle	YouTube Creators	no-reply@youtube.com	07/09/2020 15:00:46	00:01:19	309:24:54	
Kakapo Gmail Test Account	Chris Tutt	Google Ads	ads-account-noreply@google.com	07/13/2020 21:09:51	14:42:26	00:00:02	
Kakapo Gmail Test Account	Chris Tutt	YouTube Creators	no-reply@youtube.com	07/14/2020 03:26:31	08:25:58	00:00:03	
Kakapo Gmail Test Account	Steve Tutt	Steve Tutt	steve.tutt@kakaposystems.com	07/15/2020 17:29:15	00:00:39	00:00:05	
Kakapo Gmail Test Account	Steve Tutt	Steve Tutt	steve.tutt@kakaposystems.com	07/15/2020 17:29:29	00:00:35	00:00:03	

Omni – Performance – Media Stream

This report provides a performance summary of all Media Streams from all Queues that the user is a Supervisor of.

Based on first assignment: If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

Key statistics such as the number of conversations Received, Answered and Missed are displayed along with duration and average rating for Web Chats.
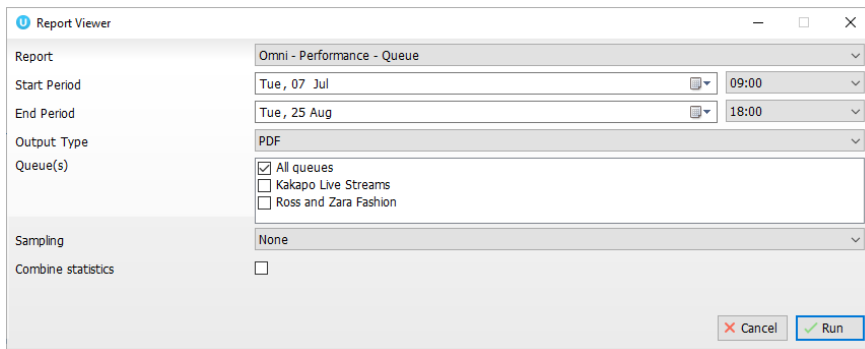
Performance Summary - Media Stream

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Media Stream(s): Bolts Sales, Call Back Testing, CallBack and 9 others
Sampling: None
Combine statistics: false

Sample Period	Received	Answered	Answered (%)	Missed	Unstaffed	Average Time To Answer	Average Rating	Average Abandoned Time
Kakapo Live Streams > Bolts Sales								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00
Kakapo Live Streams > Call Back Testing								
07/07/2020 09:00 - 25/08/2020 18:00	1	1	100.00	0	0	00:00:15	0.0	00:00:00
Kakapo Live Streams > CallBack								
07/07/2020 09:00 - 25/08/2020 18:00	10	10	100.00	0	0	06:39:57	0.0	00:00:00
Kakapo Live Streams > Ice Cream Sales Testing								
07/07/2020 09:00 - 25/08/2020 18:00	4	4	100.00	0	0	00:00:13	4.0	00:00:00
Kakapo Live Streams > Kakapo Chat Unjoined								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00
Kakapo Live Streams > Kakapo Gmail Test Account								
07/07/2020 09:00 - 25/08/2020 18:00	40	39	97.50	0	1	13:42:47	0.0	00:00:00
Kakapo Live Streams > Kakapo Systems Web Chat								
07/07/2020 09:00 - 25/08/2020 18:00	24	18	75.00	6	0	00:00:07	5.0	00:00:45
Kakapo Live Streams > Kakapo Web Chat Outside Office Hours								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00
Kakapo Live Streams > Lebara Sales								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00

Omni – Performance - Queue

This report provides a performance summary of all Queues that the user is a Supervisor of.

Based on first assignment: If this box is left unticked then a transferred conversation will be counted and shown for both Agents, not just the first assigned Agent.

Once you have selected the desired start and end period, choose the output type and click run.

Key statistics such as the number of conversations Received, Answered and Missed are displayed along with duration and average rating for Queues that have Web Chat Media Streams in them.

Performance Summary - Queue

Date Range: 07/07/2020 09:00:00 - 08/25/2020 18:00:00 ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
Queue(s): Kakapo Live Streams, Ross and Zara Fashion
Sampling: None
Combine statistics: false

Sample Period	Received	Answered	Answered (%)	Missed	Unstaffed	Average Time To Answer	Average Rating	Average Abandoned Time
Kakapo Live Streams								
07/07/2020 09:00 - 25/08/2020 18:00	28	22	78.57	6	1	00:00:08	5.0	00:00:45
Ross and Zara Fashion								
07/07/2020 09:00 - 25/08/2020 18:00	0	0	0.00	0	0	00:00:00	0.0	00:00:00