



Reports Guide

Aggregate data into actionable insights

Contact Center SolutionsSM



Where are my agents spending most of their time? What is my call abandon rate? Are my agents meeting service levels? Answer these questions and more with the robust selection of reports available across ENA's Basic, Gold, and Platinum contact center packages. With hundreds of reports at your fingertips, you will have access to vital contact center metrics, performance data, and other KPIs that you need to assess and review to make informed decisions.

INTEGRATED CONTACT CENTER BASIC REPORTS

REPORT NAME	DESCRIPTION
Abandoned Calls Summary	Shows many calls are abandoned across all of your Queues
Agent Status Summary	Shows how long an Agent has been spending in each Agent State during your chosen time period
Agent Summary	An overview of the performance of all the Agents in your call center, allowing you to spot any issues that may require further investigation
Calls by Day	The number of calls per day that are being received by your call center and how they are being handled, which can be used to identify patterns in call volume and unexpected rates of call abandonment or rejection
Calls by Queue	The number of calls that are being received through a particular Queue and how they are being handled
Call Detail by Agent	Detailed view of incoming and outgoing call activity for a particular Agent, allowing you to easily assess their level of performance
Call Duration Summary	Shows how quickly your Agents are dealing with customer calls
Call Log	An overview of all calls made to or from the Business Group or Departments that you manage (and any other sub-departments) during your chosen period of time
Daily Traffic	An overview of when your call center is at its busiest, allowing you to identify peak hours of activity and when Agents are handling more calls
Frequent Callers Summary	Shows the 50 most active callers, in order, for the selected Queue
Hourly Usage	Shows which hours of the day a Queue is at its busiest, helping you plan when extra Agents may be needed
Inbound Summary	A summary of the activity for each Pilot Number in your Queue(s)
Queue Summary	An overview of activity in all your Queues on a single report including both inbound calls and internal calls
Short Calls by Agent	Shows the number of calls of less than 5 seconds handled by your Agents
User Statistics	An overview of the performance of each of the Agents in your call center including key metrics such as how many Agents are failing to answer and average length of calls

STANDARD REPORTS

Available on Gold and Platinum packages

REPORT NAME	DESCRIPTION
Flash Report	Overview of all call center activities
IVR Overall With Split	Summary of IVR activity for a user-specified time period
Call Distribution	An hour-by-hour summary of call statistics by queue for a user-specified time-period
Call Management Analysis	A breakdown of threshold adherence by queue. It shows unique calls queued
Calls Origination	Summary of calls by region for each IVR for a user-specified time period
Hourly Statistics	Number of calls queued, answered, not answered and voicemails for every hour of the day, also average talk time and average wrap-up time for each corresponding hour
IVR Checkpoints	Number of calls reaching pre-determined IVR functions for a user-specified time period
IVR Checkpoints With Sum	Number of calls reaching pre-determined IVR functions for a user-specified time period
After-Hours Calls	Detail of calls received outside of regular office hours for a user-specified time period
Dial Out Attempts	List of all dial outs
Dial Out Calls	List of all dial outs scheduled or not
Unanswered Calls	List of calls that were queued once and never answered by either a live agent or voicemail
Voicemail Analysis	Number of voicemails received per queue for a user-specified time-period
Post Call Survey	A tabular report that must be exported to XLS, columns represent the questions asked in the survey, rows represent a survey participant, and with the cell represents the numerical response
Abandoned Calls Object as well as Non-Queued Objects	List of all abandoned calls including the date and time, ANI, and caller's wait time before abandoning
Active Emails	List of emails that are currently waiting in queue
Call Distribution With Chats and Emails	Total answered and abandoned calls by queue for each hour of the day
Complete Call and Email Detail Records	Combines all calls and emails into a CDR style layout displaying the source, destination, time in and time out of each queued object
Complete Email Detail Records	All emails in a CDR style layout displaying the source, destination, time in and time out of each queued object as well as non-queued objects
Daily Peak Call Volume	Graphical representation of the call peak per day across a user-defined number of days
Do Not Call List	List of telephone numbers that should not be dialed
IVR Overall	Summary of all calls received into an IVR both during business hours and after hours, with queue level details
IVR Overall Report by Region	Summary of all calls received into an IVR both during business hours and after hours, with queue level details for a user-defined region
List of Hosted DIDs	DIDs ported to the platform for enhanced stats and call recording without queuing calls reaching the hosted DIDs, typically used in conjunction with the Telax Insight service
Service Level	List of totals number of calls answered or abandoned within and outside of the Acceptable Waiting Time
Voicemail Analysis With Details	Details of the queuing time and wait time of all calls that went to voicemail
Volume of Calls	List of total calls queued, successfully answered and abandoned, by month for any given year. Includes bar graph comparing months and breakdown by queue for each month
SWAT - Confirmation	List of calls delivered
SWAT - Users per Group	Shows the users for each SWAT groups

BILLING REPORTS

Available on Gold and Platinum packages

REPORT NAME	DESCRIPTION
Complete Call Detail Records	Call by call details of all calls for a user-specified time period
Daily Concurrent Sessions	Peak maximum of concurrent sessions
Dial Out Billing	Outbound call details including LD costs
Inbound Billing	Inbound call details including inbound TFN costs
Second Leg Billing	Charges related to calls made to the agents from the queue
Total of Calls per DNIS	Daily summary of all calls by DNIS for a user-specified time period

AGENT REPORTS

Available on Gold and Platinum packages

REPORT NAME	DESCRIPTION
Agent Activity by 30-Minute Intervals	Specific agent activity in 30-minute intervals
Daily Agent Activity	Specific agent activity per day
Weekly Agent Activity	Specific agent activity grouped by week
Monthly Agent Activity	Specific agent activity grouped by month
Yearly Agent Activity	Specific agent activity grouped by year
Agent Performance	Key agent-performance metrics in a user-specified time period
Agent Utilization	Agent activities while logged in for a user-specified time period
Agent Utilization Total Average	Average time spend in available statuses
Agent Status Trace	Logging activities of each agent for a user-specified time period
Agent Login-Logout Time	List of login and logout times for each agent session
Agent Login-Logout Time With Computer Name	List of login and logout times for each agent session and identifies the name of the computer used to login to the CCA
Agent Performance With Emails	Key agent-performance metrics in a user-specified time period including emails
Agent Permissions	List of current agent security details including role, feature access and queue access
Agent Activity by 30-Minute Intervals	Specific agent activity in 30-minute intervals
Daily Agent Activity	Specific agent activity per day
Weekly Agent Activity	Specific agent activity grouped by week
Monthly Agent Activity	Specific agent activity grouped by month
Yearly Agent Activity	Specific agent activity grouped by year
Agent Performance	Key agent-performance metrics in a user-specified time period

CALL TRACKING REPORTS

Available on Gold and Platinum packages

REPORT NAME	DESCRIPTION
Call Tracking - With Grouping	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions
Call Tracking - Without Grouping	Detail of every call handled for a user-specified time period with call dispositions
Outbound Call Tracking	Comprehensive list of all notes made by agents for a user-specified time period
Subjects Tracking by territory	A summary of call dispositions for a user-specified time-period
Notes Tracking	A summary of call dispositions by DNIS for a user-specified time-period
Subjects Tracking per DNIS	Comprehensive list of outbound calls with classification data
Outbound Call Tracking With Notes	Comprehensive list of outbound calls with classification data
Outbound Call Tracking Without Grouping	Comprehensive outbound call list with client type data from classifications
Outbound Call Tracking no Callbacks	Detailed outbound call list with classification data excluding callbacks
Call Tracking With Grouping With Sub-Subjects	Detailed outbound call list with classification data grouped by caller type and subject
Notes Tracking With Sub-Subjects	Detailed inbound call list with agent notes
Scheduled Outbound Call Tracking Without Grouping	List of total scheduled outbound calls with caller type and subject
Call Tracking All Fields	Comprehensive inbound call report with all classification fields
Call Tracking Summary Inbound/Outbound	List of total inbound and outbound calls sorted by classification data including calls with no data
Inbound Call Tracking	Summary list of total inbound calls sorted by classification data.
Inbound/Outbound Calls Tracking	List of total Inbound and outbound calls sorted by classification data
Inbound/Outbound Call Tracking With Grouping	List of total inbound and outbound calls sorted by caller type and subject
Notes Tracking With Emails	Comprehensive list of inbound calls and emails with agent notes
Outbound Call Tracking With Grouping	List of total outbound calls by caller type and subject
Subject Tracking	List of total inbound calls sorted by subject and inbound path

QUEUE REPORTS

Available on Gold and Platinum packages

REPORT NAME	DESCRIPTION
Queue Productivity by 30-Minute Intervals	Queue activity in 30-minute intervals for a user-specified time period
Queue Productivity by 30-Minute Intervals with Chat, Emails, and Queued Emails	Queue activity in 30-minute intervals for a user-specified time period including voice calls, queued webchats
Daily Queue Productivity	Daily statistics of queue activity for a user-specified time period
Weekly Queue Productivity	Daily statistics of queue activity grouped by week for a user-specified time period
Monthly Queue Productivity	Monthly queue productivity statistics of queue activity grouped by month for a user-specified time period
Yearly Queue Productivity	Monthly statistics of queue activity for a user-specified time period
Queued Calls Distribution	A chart display of calls per hour per queue
Outbound Queuing	List of total outbound calls made through from queues via the Scheduled Dial out feature
Individual Callback Stats	Details of callbacks including queuing date and time, and callback attempt/completion date and time
Calls Dequeued	List of total call that are de-queued and reason for de-queuing
Daily Queue Productivity With Chats and Emails	Daily statistics of queue activity for a user-specified time period including chat and email queues
Daily Queue Summary	Similar to "Monthly Queue Summary" but separated per day
General Queue Stats	Average speed to answer and agent talk time by day
Missed Callbacks	Detail of callbacks that expired without completion
Monthly Queue Productivity With Chats and Emails	Monthly queue productivity statistics of queue activity grouped by month for a user-specified time period, including voice calls, webchats and queued emails
Monthly Queue Summary	Monthly statistics of queue activity for a user-specified time period including agent talk time statistics
Queue Callback Stats	Total callback statistics
Weekly Queue Productivity With Chats and Emails	Weekly statistics of queue activity for a user-specified time period including chat and email queues
Yearly Queue Productivity With Chats and Emails	Yearly statistics of queue activity for a user-specified time period including chat and email queues

WORKFORCE MANAGEMENT REPORTS

Available on Gold and Platinum packages

REPORT NAME	DESCRIPTION
Agent Forecasting	Shows how many agents you should have staffed on any given day for each one-hour interval
Agent Schedule	Lists of your agents and their schedule for one day or a range of days. It will also show the lunch, breaks or events that the agent is scheduled for one day or a range of days. The report shows the name of the agent, team and the event they are scheduled for, the start time and end time of their shift, description and location if specified and the total minutes
Event	Shows the different events scheduled for one day or a range of days. It reflects the start time, end time, agent scheduled for that event, their team name and total minutes of the event
Queue Schedule	This report shows which agents are scheduled by queue on one day or a range of days. Its shows their agent name, start time and end time of their shift or event and total minutes
Vacation	This report shows how much vacation allotted an agent has along with how much they have booked and how much is remaining
Vacation Limits	Lists the maximum number of hours that can be booked on any given day and how many actual hours have been booked for any given day

CUSTOM REPORTS AVAILABLE

Available only on Platinum packages

REPORT NAME	DESCRIPTION
Daily Queue Productivity by IVR	Daily statistics of queue activity for a user-specified time period sorted by IVR
Queue Productivity in 30-Minute Interval With AWT	Daily statistics of queue activity for a user-specified time period with adjustable AWT
Weekly Agent Activity 2	Weekly agent details with calls not answered
Calls During Lunch Hours	Shows calls during lunch hours
Short Duration Calls After Transfer	Shows calls with short duration after transfer
Activity Report (5-Minute Base)	List of total calls handled within and after five minutes
Afterhours Calls With DNIS Name	Call details for after-hours calls including DNIS
Agent Activity - With Missed Calls	Total agent activity for reporting period with missed calls
Agent Performance With Time Tracking	Key agent-performance metrics in a user-specified time period including totals per status
Agent Session Termination	Shows information about sessions terminated by the system
Agent Utilization Average Per Day	List of agent's average time spent in all statuses
Call Tracking Report	Customized call tracking report
Call Tracking With Grouping With DNIS Name	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions including DNIS name
Call Tracking Without Grouping With DNIS Name	Detail of every call handled for a user-specified time period with call dispositions including DNIS name
Call Volume and Staffing (Chart)	Chart of calls queued, transferred and agents logged-in by half hour intervals
Click-to-Dial Details	Click-to-Dial totals with time information
Complete Call Details	Shows CDRs marking the abandoned calls
Custom Call Distribution	Shows total calls answered and abandoned by queue in hour intervals
Custom Call Distribution 2	Shows total calls answered and abandoned by queue with adjustable intervals
Custom Call Volume Report	Custom call tracking comprehensive call details with classification data and survey data
Outgoing Calls	Shows total calls per hour with duration bar graph
Queue Productivity Totals	Shows outbound calls with talk time statistics
Daily Agent Activity With Percentages	Shows queue productivity totals not divided by time frame
Daily Agent Productivity by Queue	Shows specific agent activity per day with percentage spent in each status
Daily Agent Transfer	List of agent call totals by queue
Daily Agent Transfer by Queue	List of agent transfer totals including direct inbound and outbound to 3rd parties and queues
Daily Call Tracking	Shows agent transfer totals by queue transferred to not including DID transfers
Daily Queue Report	Summary of the call tracking categories by queue
Daily Queue Report With Callbacks	Daily queue totals with service level percentages for 30, 60, and 130 seconds
Daily Queue Specific	Daily queue totals with service level percentages for 30, 60, and 130 seconds including callbacks
Agent Utilization	Shows call totals including callbacks and transfers by agent, queue and day
DNIS Listing	List of active DNISs and IVR
First Call Resolution	For each call subject, shows how many calls were transferred by the agents and how many were finished with the first agent
Full Call Details	Includes second's parameter to filter calls within timeframe
Hourly Call Log	Shows call details by agent per hour
Outbound Calling Call analysis	Shows total long-distance minutes by region
Outbound Calls	Comprehensive outbound call list including duration and connection result
Queue Productivity With DNIS Name	Queue productivity totals not divided by time frame with DNIS name
Queue Productivity With Handle Time	Daily statistics of queue activity for a user-specified time period including chat and email queues and handle time
Queue Summary	Queue totals by queue and hour intervals with abandoned times and handle times
Requested Callbacks Details	Callback details including queue and result

CUSTOM REPORTS AVAILABLE (CONTINUED)

Available only on Platinum packages

REPORT NAME	DESCRIPTION
Talk Time Report	Shows totals calls in preset talk time intervals: 0-3, 3-10, 10-30, 30+ (in minutes)
Total of Calls Transferred per DID	Summary of calls transferred to each DID
Transfers Made to a Specific DID	Details of calls transferred to a specific DID
Unanswered Calls With DNIS Name	Comprehensive unanswered call list with DNIS name
Weekly Department Report	Daily queue statistics by Team, including queue breakdown and subject tracking totals
Call Tracking by Agent	Custom report showing call tracking information sorted by agent



About ENA by Zayo

ENA delivers transformative connectivity, communication, cloud, cybersecurity, and technology services. Our 99% customer satisfaction rating and world-class net promoter score (NPS) demonstrate our commitment to delivering exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or email info@ena.com.

