



# **newVoice Automated Call Distribution (ACD)**

## **Reporting**



## Revision History

Revision	Date	Description	Initials
1.0	1/04/21	First published version	JN

## Purpose

Use this quick reference guide to learn how to manage reporting with the New Horizon ACD reporting system.



## Reports

If you are an ACD Supervisor, you can use the ACD Report Scheduler (ACDRS) to create a wide range of reports that provide crucial information on call and Agent activity to assist with day-to-day management tasks, such as planning for busy periods during the working week and monitoring the general performance of your call center Agents.

### Note:

Only ACD Supervisors can use the ACD Report Scheduler to generate and schedule reports. However, these reports can be emailed to any recipients whose email addresses are entered when the ACD Supervisor creates the report.

You can generate reports on a number of areas, ranging from broad call center traffic statistics to individual call records. Note that you are only able to view information for the Business Group or Departments that you manage (and any of their sub-departments).

You can schedule a report to be automatically generated at a point in the future. This can be a one off report covering a pre-defined time period, or a recurring report that is generated on a daily, weekly, monthly or yearly basis. Integrated ACD will send the generated reports as PDF files to one or more e-mail addresses of your choosing.

### Note:

There is a configured limit on the number of scheduled reports that can be set up in a Business Group. If this limit has been reached, the option to add a scheduled report will be grayed out and you will need to delete one or more existing scheduled reports before you can add a new one.

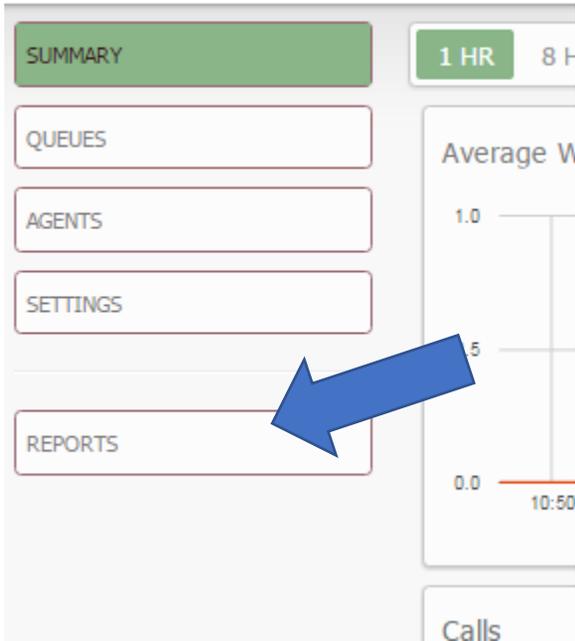
Additionally, you can choose to generate an instantaneous report on past activity to be shown directly in the Supervisor Dashboard. This report can also be sent as a PDF file to one or more e-mail addresses if required.

If you want to generate a one off report for either past or future activity, you must choose a start and end date. For all report types, you can also choose to specify the following parameters to filter the statistics included in the report.

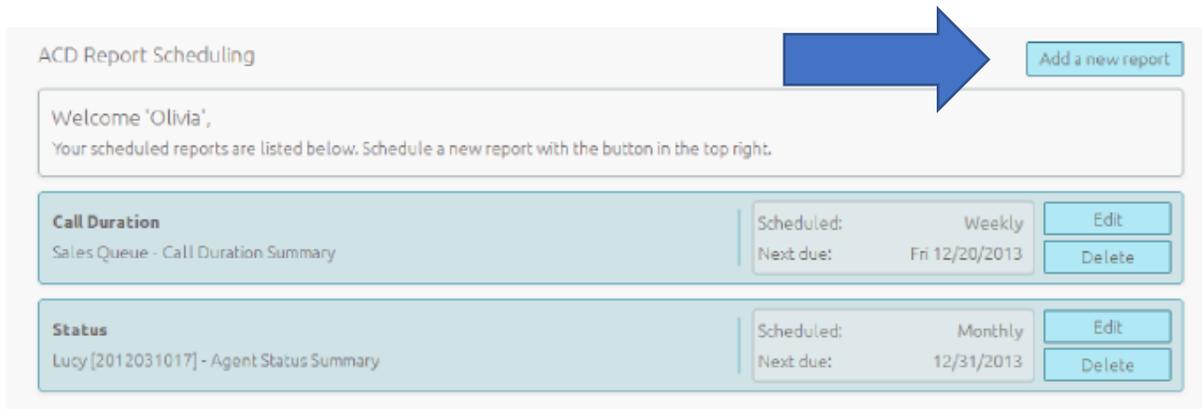
- The time of day that a normal working day will begin and end. Any activity outside of the normal working day will be excluded from the report.
- The days of the week that you want to view information for. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics.



You can begin generating a report by clicking the Create Reports box on the left of the Supervisor Dashboard.



This will launch the Report Scheduling page, which will show you any reports that you currently have scheduled to be generated in the future. You can use this page to edit your existing scheduled reports or delete them altogether.



To begin generating a report, click the Add a new report button in the top right hand corner of the Report Scheduling page. This will launch the Reports page, as shown below.



Report for business group 'company'

Save Cancel

Report Title:

Report Type:

Select Data:

Schedule:

Send to:

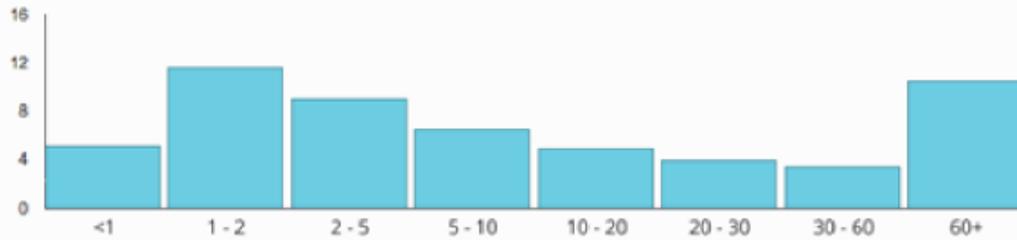
Data range

Period:  -

Start of day:  :

End of day:  :

Call Duration Summary - Graph



Call Duration Summary - Table data

Duration	Calls	Calls (%)	Total duration
<1	5	18%	10:23
1 - 2	11	26%	42:30

## Report types

You can create the following types of report using the Reports page. (Reports are listed below followed by explanation of what the report displays)



## Agent Summary

The Agent Summary report gives an overview of the performance of all of the Agents in your call center, allowing you to spot any issues that may require further investigation.

It includes general performance information for all Agents in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented in a table. Note that this table does not include information on incoming calls that were not received via a Queue or outgoing calls.

Agent	Queue	Min call duration	Mean call duration	Max call duration	Mean alerting time	Total calls offered	Total calls answered
John Smith	Support	2:36	2:36	2:37	0:00	60	60 (100%)
Ann Jones	Support	2:36	2:36	2:37	0:00	143	143 (100%)
Jane Watson	Careers	2:46	2:46	2:47	0:00	186	186 (100%)
David Ball	Careers	2:46	2:46	2:47	0:00	126	126 (100%)
Chris Thomas	Careers	2:46	2:46	2:47	0:00	181	181 (100%)

Each row in the table gives information on an Agent's activity when handling calls from a particular Queue, as indicated in the Agent and Queue columns. Note that an Agent who is a member of multiple Queues will have a row in the table for every Queue that they are a member of.

The following information is provided.

- **Min call duration** - The duration of the shortest call answered by the Agent that was received from this Queue during the specified time period.
- **Mean call duration** - The average length of a call answered by this Agent from this Queue during the time period specified.
- **Max call duration** - The duration of the longest call that this Agent handled from this Queue during the time period specified.
- **Mean alerting time** - The average amount of time between a call from this Queue being hunted to the Agent and the Agent answering their phone.
- **Total calls offered** - The number of calls offered to this Agent from this Queue during the chosen time period.
- **Total calls answered** - The number of calls answered by this Agent from this Queue.



## Call Log

The Call Log report gives a detailed overview of call activity for your call center, providing information on all calls made to or from the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented as a table with a row for each call.

Call Log					
Date	Direction	Source	Intermediate Destinations	Destination	Duration
12/03/2013 10:04:58	Inbound	3615554196	Careers Services	Jane Watson	2:46
12/03/2013 10:05:00	Inbound	3615554197	Careers Services	David Ball	2:46

The following information is provided for each call.

- Date - The date and time at which the call was initiated.
- Direction - Whether this was an incoming, outgoing or internal call.
- Source - The number of the calling party.
- Intermediate Destinations - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- Destination - The number of the party that received the call.
- Duration - The duration of the call.

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling



## Call Detail by Agent

The Call Detail by Agent report offers a detailed view of call activity for a particular Agent, allowing you to easily assess their level of performance.

It provides information on all incoming and outgoing calls involving an Agent during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented as a table with a row for each call.

Date	Direction	Source	Intermediate Destinations	Destination	Duration
12/02/2013 10:15:45	Inbound	3615554188	Careers Services	Jane Watson	2:46
12/02/2013 10:24:15	Inbound	3615554199	Careers Services	Jane Watson	2:47

The following information is provided for each call.

- Date - The date and time at which the call was initiated.
- Direction - Whether this was an incoming, outgoing or internal call.
- Source - The number of the calling party.
- Redirections - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- Destination - The number of the party that received the call.
- Duration - The duration of the call.

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling



## Call Duration Summary

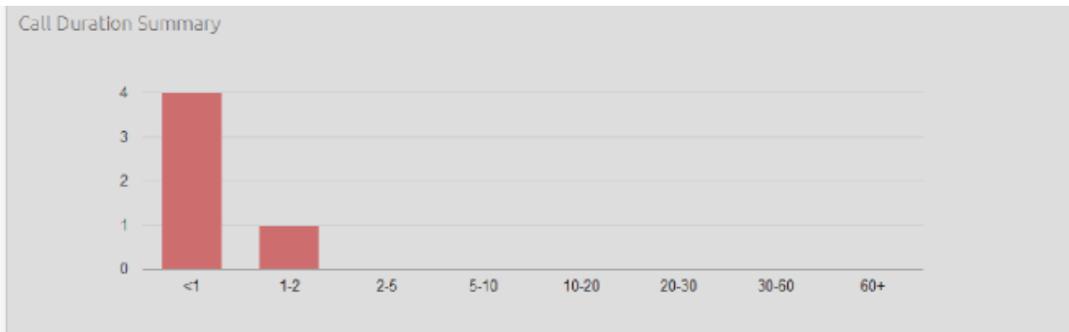
This Call Duration Summary report gives a clear indication of how quickly your Agents are dealing with customer calls.

It provides information on the length of calls answered by Agents for a particular Queue during your chosen time period. The entirety of this period must be within the last 60 days.

Note that calls will only be included if they started in the specified time period. A call does not have to finish within the specified time period to be included. If a call is passed from one Queue to another, it will be included in the Call Duration Summary report for both Queues.

For ease of use, calls are divided into a number of duration ranges, starting with calls less than 1 minute long and going up to calls over an hour long.

This information is presented in both a histogram and a table.



Duration	Calls	Total duration
<1	4 (80%)	00:22
1-2	1 (20%)	01:14
2-5	0 (0%)	00:00
5-10	0 (0%)	00:00
10-20	0 (0%)	00:00
20-30	0 (0%)	00:00
30-60	0 (0%)	00:00
60+	0 (0%)	00:00

The histogram shows how many answered calls fell into each duration range during the specified time period.

The table presents the same information, along with the total duration of all calls in each duration range.



## Daily Traffic

The Daily Traffic report provides a useful indication of when your call center is at its busiest, allowing you to identify peak hours of activity and whether your Agents are handling more calls in the morning or afternoon.

It provides information on the volume of incoming calls to the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. This time period must be within the last 32 days. The information is presented in a bar chart and table.



Date	AM call count	PM call count	Peak hour	Peak hour call count	AM total call duration	PM total call duration
07/15/2013	0	9	16:00 - 17:00	8	00:00	00:34
07/16/2013	0	0	00:00 - 01:00	0	00:00	00:00
07/17/2013	0	2	15:00 - 16:00	2	00:00	00:06

The bar chart displays the number of calls received each day from 0.00am to 12.00 and from 12.00 to 24.00. If the hours of a working day have been specified using the Start of day and End of day fields, calls started outside of the hours of a working day will be excluded from this count.

The table presents the following information for each day that is included in the specified time period.

- AM call count - the number of calls received from 0.00 to 12.00. If the hours of a working day have been specified using the Start of day and End of day fields, calls started outside of the hours of a working day will be excluded from this count.
- PM call count - the number of calls received from 12.00 to 24.00. If the hours of a working day have been specified using the Start of day and End of day fields, calls started outside of the hours of a working day will be excluded from this count.
- Peak hour - the hour of day during which the most calls were received. Note that the peak hour can only be calculated for data that is less than 32 days old.



- Peak hour call count - the number of calls received during the peak hour. Note that the peak hour call count can only be calculated for data that is less than 32 days old.
- AM call count - the total duration of all calls received from 0.00 to 12.00. If the hours of a working day have been specified using the Start of day and End of day fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.
- PM call count - the total duration of all calls received from 12.00 to 24.00. If the hours of a working day have been specified using the Start of day and End of day fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.



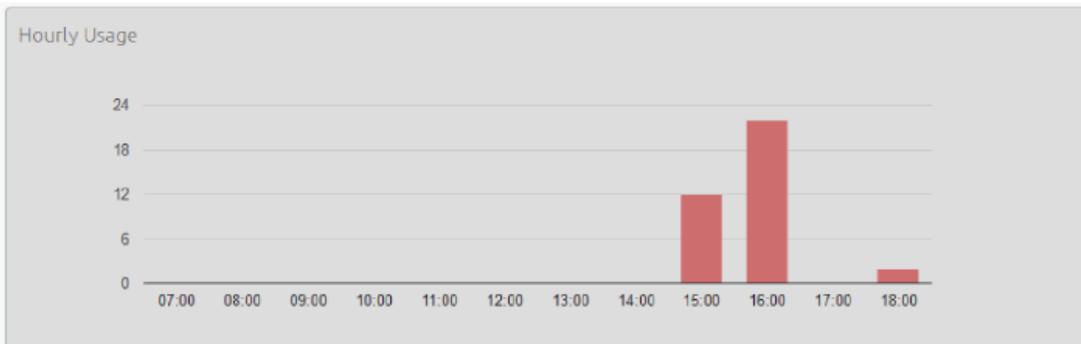
## Hourly Usage

The Hourly Usage report allows you to see which hours of the day a Queue is at its busiest, helping you to plan when extra Agents may be required to answer calls.

It provides information on the volume of calls handled per hour by a particular Queue during a specified time period. The entirety of this time period must be within the last 32 days.

- If the time period that you specify is longer than one day, the totals shown for each hour will be the number of calls made during this hour on all selected days.
- If you use the Start of day and End of day fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a histogram and table, which both display the number of calls per hour that were received through your chosen Queue and answered by an Agent.



Hourly Usage	
	Calls
07:00	0
08:00	0
09:00	0
10:00	0
11:00	0
12:00	0
13:00	0
14:00	0
15:00	12
16:00	22
17:00	0
18:00	2



## User Statistics

The User Statistics report provides an overview of the performance of each of the Agents in your call center, allowing you to quickly view key metrics such as how many calls Agents are failing to answer and how long on average they are taking to deal with customer calls.

It provides call statistics for each Agent in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days. This information is presented in a table, with each Agent having one row for incoming call statistics and one row for outgoing call statistics, as indicated in the Direction column.

User Statistics						
Agent	Direction	Total call count	Answered call count	Unanswered call count	Call total duration	Call mean duration
Ann Jones	inbound	143	143 (100%)	0 (0%)	6:13:14	2:36
Ann Jones	outbound	0	0 (0%)	0 (0%)	0:00	0:00
David Wright	inbound	154	153 (99.4%)	1 (0.6%)	6:39:23	2:36
David Wright	outbound	0	0 (0%)	0 (0%)	0:00	0:00
Cillian Evans	inbound	137	137 (100%)	0 (0%)	5:57:37	2:36
Cillian Evans	outbound	0	0 (0%)	0 (0%)	0:00	0:00

The table presents the following information on an Agent's incoming and outgoing calls during the specified time period.

- Total call count - The number of incoming/outgoing calls involving this Agent.
- Answered call count - The number of incoming/outgoing calls involving this Agent that were answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- Unanswered call count - The number of incoming/outgoing calls involving this Agent that were not answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- Call total duration - The total duration of all incoming/outgoing calls involving this Agent.
- Call mean duration - The average duration of an incoming/outgoing call involving this Agent.



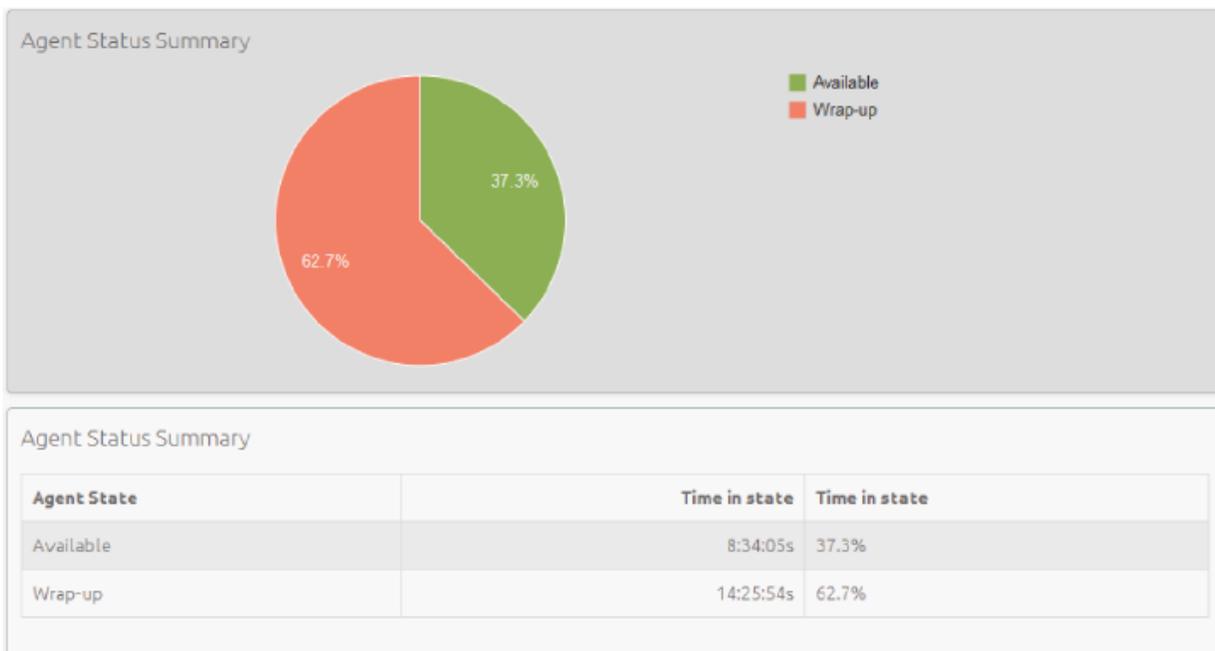
## Agent Status Summary

### Note:

This report is only available for Agents that are members of a Premium ACD Queue.

The Agent Status Summary report allows you to see how long an Agent has been spending in each Agent State during your chosen time period, which must be within the last year.

The information is presented in a pie chart and table.



The pie chart displays the percentage of your chosen time period that the Agent spent in each Agent State.

The table displays the total time that the Agent has spent in each Agent State. This is also presented as a percentage of your chosen time period.

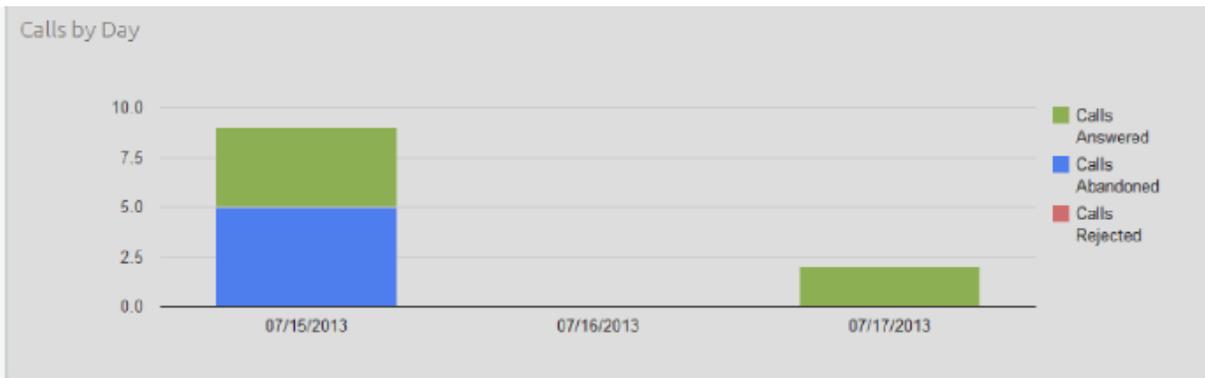


## Calls by Day

The Calls by Day report allows you to see the number of calls per day that are being received by your call center and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on call activity for the Business Group or Departments that you manage (and any of their sub-departments) on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the Start of day and End of day fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a bar chart and table.



Date	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected
07/15/2013	9	4 (44.4%)	5 (55.6%)	0 (0.00%)
07/16/2013	0	0 (0.00%)	0 (0.00%)	0 (0.00%)
07/17/2013	2	2 (100%)	0 (0.00%)	0 (0.00%)

The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period.

The table presents the following information for each day in the specified time period.

- Calls Received - The number of calls received.
- Calls Answered - The number of calls received that were answered by an Agent. This is also presented as a percentage of the total number of calls received.



- Calls Abandoned - The number of calls received that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received.
- Calls Rejected - The number of calls received that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold.

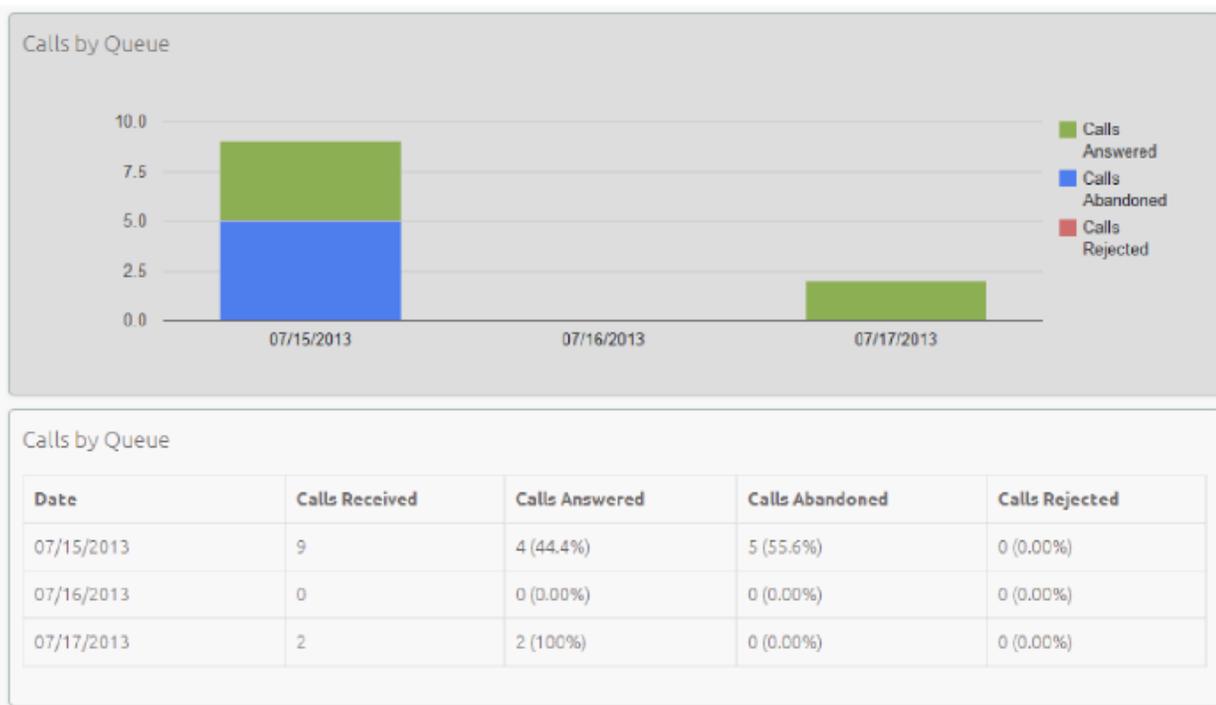


## Calls by Queue

The Calls by Queue report allows you to see the number of calls that are being received through a particular Queue and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on call activity for a particular Queue on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the Start of day and End of day fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a bar chart and table.



The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period.

The table presents the following information for each day in the specified time period.

- Calls Received - The number of calls received through the Queue.
- Calls Answered - The number of calls received through the Queue that were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.



- **Calls Abandoned** - The number of calls received through the Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- **Calls Rejected** - The number of calls received through the Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.



## Inbound Summary

The Inbound Summary report allows you to see a summary of the activity for each Pilot Number in your Queue(s). You may want to use this report to assess the success of marketing campaigns which use a Pilot Number as the first point of contact for your organization.

The report provides statistics on the inbound calls received by all Pilot Numbers in all your queues within your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented in a table only.

Report Title:

Report Type:

Select Data:

Schedule:

Send to:

Data range

Period:  -

Start of day:  :

End of day:  :

M  T  W  T  F  S  S

The Inbound Summary report shows activity for each Pilot number. Activity that doesn't relate to incoming calls via pilot numbers is not shown here. This report displays activity for up to 60 days and any activity outside of the start/end of day and from unselected days of the week is not included in the results. All times are in (GMT-5.00) America/Eastern.

Inbound Summary

Pilot number	Calls Received	Calls connected	Total duration	Mean call duration	Average Wait Time	Calls Abandoned	Average Abandon Time
3157157199	5	4	1:06:50	16:42	0:06	1	0:02
5555552222	0	0	0:00	0:00	0:00	0	0:00

The table presents the following information for the specified time period.

- Pilot Number - The DN of each Pilot Number in your Queue(s).
- Calls Received - The number of calls received through the Pilot Number(s) in your Queue(s).
- Calls connected - The number of calls handled by the Pilot Number(s) in your Queue(s).
- Total duration - The total duration of all incoming calls received by the Pilot Number(s) in your Queue(s).



- Mean call duration - The average length of a call answered by the Pilot Number(s) in your Queue(s) during the time period specified.
- Average Wait Time - The average time a caller had to wait before the Pilot Number(s) handled the call.
- Calls Abandoned - The total number of calls received by the Pilot Number(s) in your Queue(s) that were abandoned by the caller before they were answered.
- Average Abandon Time - The average time callers waited in a Queue before hanging up without their call being answered by the Pilot Number.



## Queue Summary

The Queue Summary report allows you to see the activity in all your Queues on a single report. This report includes both inbound calls and internal calls. You may want to use this report to identify patterns in call volume across your Queues so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on the activity of all your Queues within your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented in a table only.

Report Title:

Report Type:

Select Data:

Schedule:

Send to:

Data range

Period:  -

Start of day:  :

End of day:  :

M  T  W  T  F  S  S

The Queue Summary report provides an overview of all queue activity. 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. All times are in (GMT-5.00) America/Eastern.

Queue Summary

Queue	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected	Mean waiting time	Mean call duration	Mean abandon time
MLGH	30	23 (76.7%)	6 (20%)	1 (3.3%)	0:08	4:04	0:21

The table presents the following information for the specified time period.

- Queue - The name of the Queue.
- Calls Received - The number of calls received through this Queue. This is also presented as a percentage of the total number of calls received through the Queue.
- Calls Answered - The number of calls received through this Queue which were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- Calls Abandoned - The number of calls received through this Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- Calls Rejected - The number of calls received through this Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant



Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.

- Mean waiting time - The average time callers had to wait before the call was answered by this Queue.
- Mean call duration - The average length of a call answered by this Queue during the time period specified.
- Mean abandon time - The average time callers waited in a Queue before hanging up without their call being answered.



## Abandoned Calls Summary

The Abandoned Calls Summary report allows you to see how many calls are abandoned across all of your Queues. This report includes both inbound calls and internal calls. You may want to use this report to identify unexpected rates of call abandonment in particular Queues which might indicate that you need more Agents in that Queue.

The report provides statistics on the call abandonment rate for all your Queues within your chosen time period. The entirety of this time period must be within the last year.

This information is presented in a table only.

Report Title: <input type="text" value="Abandoned"/>	<b>Data range</b>
Report Type: <input type="text" value="Abandoned Calls Summary"/>	Period: <input type="text" value="05/12/2016"/> - <input type="text" value="05/12/2016"/>
Select Data: <input type="text" value="All queues"/>	Start of day: <input type="text" value="00"/> : <input type="text" value="00"/>
Schedule: <input type="text" value="One Off"/>	End of day: <input type="text" value="24"/> : <input type="text" value="00"/>
Send to: <input type="text" value="1@2.com"/>	<input type="checkbox"/> M <input type="checkbox"/> T <input checked="" type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S

The Abandoned Calls Summary report provides an overview of abandoned calls per queue. 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. All times are in (GMT-5.00) America/Eastern.

### Abandoned Calls Summary

Queue	Calls Abandoned	Mean abandon time
MLGH	6	0:21

The table presents the following information for the specified time period.

- Queue - The name of the Queue.
- Mean abandon time - The average time callers waited in a Queue before hanging up without their call being answered.
- Calls Abandoned - The number of calls received through this Queue that were abandoned by the caller before they were answered.



## Short Calls by Agent

The Short Calls by Agent report allows you to see the number of calls of less than 5 seconds handled by your Agents. You may want to use this report to identify Agents with an abnormally high number of short calls which might suggest that they are not handling callers correctly.

The report provides statistics for the number of short calls handled by all your Agents within your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented in a table only.

Report Title: <input type="text" value="Short Calls"/>	<b>Data range</b>
Report Type: <input type="text" value="Short Calls by Agent"/>	Period: <input type="text" value="07/21/2014"/> - <input type="text" value="08/21/2014"/>
Select Data: <input type="text" value="All agents"/>	Start of day: <input type="text" value="00"/> : <input type="text" value="00"/>
Schedule: <input type="text" value="One Off"/>	End of day: <input type="text" value="24"/> : <input type="text" value="00"/>
Send to: <input type="text" value="john@company.com"/>	<input type="button" value="M"/> <input type="button" value="T"/> <input type="button" value="W"/> <input type="button" value="T"/> <input type="button" value="F"/> <input type="button" value="S"/> <input type="button" value="S"/>

The Short Calls by Agent report lists the number of answered calls shorter than 5 seconds grouped per agent. This report displays activity for up to 60 days and any activity outside of the start/end of day and from unselected days of the week is not included in the results All times are in (GMT+0.00) Europe/London.

### Short Calls by Agent

Agent	Short calls
Alexandre Rondon	0
Lauro Araujo	12
Filipe Castro	6

The table presents the following information for all your Agents over the specified time period.

- Agent - The name of the Agent.
- Short calls - The number of calls lasting less than 5 seconds handled by the Agent.



## Frequent Callers Summary

The Frequent Callers Summary report allows you to see the 50 most active callers, in order, for the selected Queue. You may want to use this report to identify callers whose repeat calls might indicate their call was not dealt with satisfactorily, for example because they called multiple times but hung up before their call was answered each time, or who are particularly good customers who might be suitable targets for a marketing campaign.

The report provides statistics for the 50 most active callers to a selected Queue within your chosen time period. The entirety of this time period must be within the last 60 days.

The information is presented in a table only.

Report Title: <input type="text" value="Frequent Callers"/>	<b>Data range</b>
Report Type: <input type="text" value="Frequent Caller Summary"/>	Period: <input type="text" value="07/21/2014"/> - <input type="text" value="08/21/2014"/>
Select Data: <input type="text" value="MLHG SennaThebe 1"/>	Start of day: <input type="text" value="00"/> : <input type="text" value="00"/>
Schedule: <input type="text" value="One Off"/>	End of day: <input type="text" value="24"/> : <input type="text" value="00"/>
Send to: <input type="text" value="john@company.com"/>	<input type="button" value="M"/> <input type="button" value="T"/> <input type="button" value="W"/> <input type="button" value="T"/> <input type="button" value="F"/> <input type="button" value="S"/> <input type="button" value="S"/>

The Frequent Caller report provides an overview of the most frequent callers within the selected queues. This report displays activity for up to 60 days and any activity outside of the start/end of day and from unselected days of the week is not included in the results All times are in (GMT+0.00) Europe/London.

Caller ranking	Source	Calls Received	Calls Abandoned	Total queuing time	Total duration
1	2345550018	11	3	2:49	0:36
2	2345550999	4	0	0:25	0:00
3	Alexandre Rondon	1	1	0:10	0:00
4	Filipe Castro	1	1	0:10	0:00

The table presents the following information for the selected Queue for the specified time period.

- Caller ranking - The ranking for this caller, based on the number of calls received from them during the specified time period.
- Source - The number of the calling party.
- Calls Received - The number of calls received from this caller.



- Calls Abandoned - The number of calls that were abandoned by this caller before they were answered by an Agent.
- Total queuing time - The total amount of time this caller had to wait before their call was answered by an Agent.
- Total duration - The total duration of all incoming calls received from this caller.