

# Unity Dashboard Statistic Definitions

## ACD QUEUE STATISTICS

| STATISTIC                     | DEFINITION   |
|-------------------------------|--|
| Calls in Queue                | Calls currently in the queue   |
| Agents Available              | Number of agents that are currently in "available" ACD state   |
| Longest Wait Time             | The longest wait time for any calls currently in queue   |
| Average Wait Time             | The average wait time for a caller to be answered. Calculated as the total wait time for calls answered during the interval divided by the number of calls answered during the interval.                                     |
| Inbound Calls                 | Inbound ACD calls into the call centre   |
| Inbound Calls Percentage      | Inbound Calls as a percentage of Inbound and Outbound Total Calls  |
| Inbound Call Duration         | The total duration of all ACD calls taken by Agents of the callcentre  |
| Inbound Call Average Duration | The average duration of an ACD call. Calculated as Inbound Total Call Duration divided by Inbound Total Calls  |
| Answered Calls                | Calls to the queue that were answered by an Agent  |
| Answered Calls Percentage     | Answered Calls as a percentage of Inbound Calls  |
| Abandoned Calls               | The number of callers that hung up while in queue  |
| Abandoned Calls Percentage    | Abandoned Calls as percentage of Inbound Calls   |
| Average Abandoned Time        | The average wait duration before a call abandons. Calculated as Abandoned Call Duration divided by Abandoned Calls   |
| Missed Calls                  | This is calls into the call centre that were Missed. The following call outcomes will count as a Missed Call: abandoned calls, transferred calls, escaped calls, overflowed [wait time] calls, overflowed [queue size] calls |
| Missed Calls Percentage       | Missed Calls as a percentage of Inbound Calls  |
| Bounced Calls                 | Calls that were bounced by an Agent  |
| Bounced Calls Percentage      | Bounced Calls as a percentage of Inbound Calls   |
| Escaped Calls                 | Calls that left the queue when the caller elected to press 0 to escape   |
| Escaped Calls Percentage      | Escaped Calls as a percentage of Inbound Calls   |
| Transferred Calls             | Calls that were transferred out of the queue by a Supervisor   |
| Transferred Calls Percentage  | Transferred Calls as a percentage of Inbound Calls   |
| Overflowed Calls              | Calls that are overflowed because of maximum queue length and wait time exceeded   |
| Overflowed Calls - Wait Time  | Calls that were overflowed because the wait time exceeded the overflow timer configured for the call centre  |
| Overflowed Calls - Queue Size | Calls that were overflowed because the maximum queue length configured for the call centre was exceeded  |
| Overflowed Call Percentage    | Overflowed Calls as a percentage of Inbound Calls  |

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|--|---|
| Overflowed Calls                           | Calls that are overflowed because of maximum queue length and wait time exceeded.   |
| Overflowed Calls – Wait Time               | Calls that were overflowed because the wait time exceeded the overflow timer configured for the call centre   |
| Overflowed Calls – Queue Size              | Calls that were overflowed because the maximum queue length configured for the call centre was exceeded   |
| Overflowed Calls Percentage                | Overflowed Calls as a percentage of Inbound Calls   |
| Stranded Calls                             | Calls that are in the queue when the last agent staffing the queue “unjoins” the queue or signs out   |
| Call Center Status                         | Premium Call Center has three states depend upon the configuration Open, Night Service and Force Forward. Open state is when Night Service and Forced Forward is disabled. Note: Call Centre Standard queues will display “ – “for Call Center Status |
| Staffed Ratio                              | The total number of agents in Sign-In, Available, Unavailable, Wrap-Up out of the total number of agents assigned to the queue, expressed in this format: 4/9, 5/11 etc   |
| Service Level                              | Overall Service level % for the day. Calculated as the cumulative sum of % Within Service Level 1 /Number of times Service Level 1 was calculated   |
| Service level 1                            | Number of calls answered within specified Service Level 1 time interval   |
| % Within Service Level 1                   | Number of calls answered within Service Level 1 as a percentage of Inbound Calls  |
| Service level 2                            | Number of calls answered within specified Service Level 1 time interval   |
| % Within Service Level 2                   | Number of calls answered within Service Level 2 as a percentage of Inbound Calls  |
| Service level 3                            | Number of calls answered within specified Service Level 1 time interval   |
| % Within Service Level 3                   | Number of calls answered within Service Level 3 as a percentage of Inbound Calls  |
| Service level 4                            | Number of calls answered within specified Service Level 1 time interval   |
| % Within Service Level 4                   | Number of calls answered within Service Level 4 as a percentage of Inbound Calls  |
| Service level 5                            | Number of calls answered within specified Service Level 1 time interval   |
| % Within Service Level 5                   | Number of calls answered within Service Level 5 as a percentage of Inbound Calls  |
| Outbound Calls                             | All calls made by Agents as the call centre using outbound DNIS   |
| Outbound Calls Percentage                  | Outbound Calls as percentage of Inbound and Outbound Total Calls  |
| Outbound Call Duration                     | The total duration of all calls made by Agents as the call centre using outbound DNIS   |
| Outbound Average Call Duration             | The average call duration of calls by Agents as the call centre using outbound DNIS   |
| Inbound and Outbound Total Calls           | The combined inbound ACD and outbound DNIS calls made by Agents of the call centre  |
| Inbound and Outbound Total Call Duration   | The combined call duration for inbound ACD and outbound DNIS calls made by Agents of the call centre  |
| Inbound and Outbound Average Call Duration | The average call duration for inbound ACD and outbound DNIS calls made by Agents of the call centre. Calculated as Inbound and Outbound Total Call Duration divided by Inbound and Outbound Total Calls   |

## AGENT STATISTICS

| STATISTIC                                  | DEFINITION  |
|--|---|
| Inbound Calls                              | Total ACD calls presented to the Agent  |
| Answered Calls                             | Total ACD calls answered by the Agent   |
| Answered Calls Percentage                  | Answered Calls as percentage of Inbound Calls   |
| Answered Call Duration                     | Total duration of ACD calls answered by the Agent   |
| Answered Call Average Call Duration        | Average duration of ACD calls answered by the Agent. Calculated as the Total Call Duration divided by Answered Calls  |
| Answered Call Duration Percentage          | Inbound Call Duration as percentage of Total Call Duration  |
| Bounced Calls                              | Calls that were delivered to the Agent that were not answered and bounced to the next available Agent   |
| Bounced Calls Percentage                   | Bounced Calls as percentage of Inbound Calls  |
| ACD State                                  | The Agents current ACD state  |
| ACD State Start Time                       | The time the Agent entered their current ACD state  |
| ACD State Duration                         | The total duration that the Agent has been in their current ACD state   |
| Idle Timer- Inbound                        | The time since the last ACD call was received by the Agent  |
| Idle Timer- Outbound                       | The time since the last outbound call was made by the Agent in a telesales environment  |
| Transferred Calls                          | The number of ACD calls transferred by the Agent  |
| Outbound Calls                             | Total calls made by the Agent as the call centre using outbound DNIS  |
| Outbound External Calls                    | Total calls made by the Agent as the call centre using outbound DNIS outside it's Group/Enterprise  |
| Outbound Internal Calls                    | Total calls made by the Agent as the call centre using outbound DNIS inside it's Group/Enterprise   |
| Outbound Call Duration                     | DNIS inside it's Group/Enterprise   |
| Outbound Average Call Duration             | Average outbound DNIS call curation. Calculated as Outbound Total Calls divided by Outbound Total Call Duration   |
| Outbound Call Duration Percentage          | Outbound Call Duration as percentage of Total Call Duration   |
| Inbound and Outbound Total Calls           | The total inbound ACD calls taken combined with the total outbound DNIS calls made by the Agent   |
| Inbound and Outbound Total Call Duration   | Total duration for ACD calls taken combined with the total outbound DNIS calls made by the Agent  |
| Inbound and Outbound Average Call Duration | Average call curation for inbound ACD and outbound DNIS calls. Calculated as Inbound and Outbound Total Call Duration divided by inbound and Outbound Total Calls |