Vision Call Centre Reports

- Queues
  - Call Queue Completion Codes Per Agent By Queue
  - Queue Completion Codes By Queue
  - Queue Completion Codes Per Agent By Code
  - Queue Completion Codes Per DDI By Code
  - Queue Activity
  - Queue Activity Summary
  - Queue Activity Trend
  - Queue Traffic
  - Queue Traffic Summary
  - Queue Call Progress Summary
  - Queue Summary by Agent
  - Queue Call Progress Detail
- Groups
  - Group Activity
  - Group Activity By Queue
- Agents
  - Agent Call Activity
  - Agent Call Handling Summary
  - Agent Efficiency
  - Agent Utilisation
  - Agent Utilisation Summary
  - Agent Not Available Time
  - Agent Activity
  - Agent Group Performance
  - Agent Queue Activity

Vision Call Centre Reports (continued)

- Agent Queue Activity Summary
- Agent Availability By Day/Week/Month

- Service Levels (SLAs)
  - Service Levels Per Queue
  - Incoming Response SLA
  - Incoming Call Breakdown By Hour/Day/Week/Month With SLA
- Missed Calls
  - Abandoned Calls
  - Abandoned Call Summary
  - Calls To Voicemail
- Outbound Call Centre
  - Outgoing Completion Codes By Queue
  - Outgoing Completion Codes By Agent
  - Outgoing Completion Codes By Day
- Contact Response

Vision Call Centre Wallboards

- Agent Panel
- Calls Queuing Panel
- Agents in Queue Panel
- Statistic Panels
  - Standard Vision
  - Agent
    - Logged In
    - State
    - Not Answered
    - Answered

Vision Call Centre Wallboards (continued)

- Call Rate
- Last Answered

- On Call To
  - Busiest Agent in Group – No. of Calls/By Time

- Queue
  - Calls Queuing
  - Calls In
  - Calls Answered
  - Answered Within SLA
  - Answered Outside SLA
  - Handled Inside SLA
  - Handled Outside SLA

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