

Reports Manual of Ameyo 4.11 GA

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1. Document Versioning

Version	Date	Purpose	Author
4.11.1-RM	25-Jan-2020	First Draft	Saurabh Goyal

2. Introduction

This document introduces to the definition of the reports included in Ameyo Archiving and Reporting Tool (ART) and the definitions of the columns in these reports. Majorly the reports can be divided into the following three categories. Click any link to know more about the same.

1. [Voice Reports](#)
2. [Chat Reports](#)
3. [Interaction Reports](#)
4. [CRM Reports](#)
5. [Group Agent Reports](#)

3. Voice Reports

Ameyo Archiving and Reporting Tool (ART) contains the following reports for Voice Campaigns.

1. [ACD Abandon Call Detail Report](#)
2. [ACD Abandon Call Summary Report](#)
3. [ACD Call Details Report](#)
4. [ACD Call Interval Summary Report](#)
5. [ACD Call Summary Report](#)
6. [Agent Productivity Interval Summary Report](#)
7. [Agent Productivity Summary Report](#)
8. [Agent Session Details Report](#)
9. [Call Details Report](#)
10. [Call Distribution Interval Report](#)
11. [Call Distribution Report](#)
12. [Call History Report](#)
13. [Lead Penetration Report](#)
14. [Queue Performance Report](#)
15. [Conference Report](#)
16. [Supervisor QA Group Manager Productivity Summary Report](#)

3.1 ACD Abandon Call Detail

This report provides detailed information on all inbound or transferred to campaign calls that have been abandoned at the ACD (queue).

Column Name	Data Type	Definition
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Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Call Time	Date and Time	It shows the date and time when the call was missed.
Campaign ID	String	It is the name of the campaign in which the calls are received.
Campaign Name	String	It is the name of the campaign in which the call was abandoned.
Queue ID	String	It is the ID of the queue in which the call was abandoned.
Queue Name	String	It is the name of the queue in which the call was abandoned.
Call ID	String	It is the ID of the call that has been abandoned.
Phone	String	It is the phone number from which the call has been made.
System Disposition	String	It shows the system disposition with which the call has been disposed of.
IVR Time	Duration	It is the time duration spent by the customer in IVR.
Total ACD Wait Time	Duration	It is the time duration for which the customer had waited in the current queue before the call was abandoned.

		If the call has been transferred to multiple queues before being abandoned, then the wait time of the last queue where it was abandoned will be displayed only.
ACD Wait time in Queue	Duration	It is the total time duration for which a call has waited in the multiple queues before being abandoned. It includes the wait time of every queue in which it was transferred before being abandoned.
Display Phone	String	It shows the format of the phone number which was displayed to the agent while calling the customer.
Unique Identifier	String	It shows the unique identifier of the call. It is used when the number masking is enabled to hide the customer's phone number at the agent's end.
Other Filter Groups	String	It shows the name of the Other Filter Groups in which the call is associated.
Applied filter group	String	It shows the name of the Filter Group which has been applied/used during the call.
Table Filters	String	It shows the name of the Table Filter which has been used during the call.

If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue in the following columns.

- ACD Wait Time in Queue
- Total ACD Wait Time
- Avg ACD Wait Time In Queue
- Total Abandoned After Target
- Average Wait Time

3.2 ACD Abandon Call Summary Report

This report provides detailed information on all inbound or transferred to campaign calls that have been abandoned at the ACD (queue). It shows the data of all queues in the campaign.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
Campaign Name	String	It is the name of the campaign in which the call was abandoned.
Queue Name	String	It is the name of the queue in which the call was abandoned at last.
Abandon at ACD	Number	It is the total number of calls abandoned at ACD in the campaign.
Avg. IVR Time	Duration	It is the average amount of time spent by a call in the IVR just before it was abandoned. If a call has been transferred to IVR multiple times, then the time spent by that call in the IVR before it dropped in a queue will be counted only.

<p>Avg. ACD Wait Time In Queue</p>	<p>Duration</p>	<p>It is the average of total time spent by the calls in the last queue where it was abandoned.</p> <p>It is equal to the total wait time spent by all abandoned calls in the last queue before being abandoned divided by the total number of abandoned calls in that queue.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> $\text{Average Queue Wait Time} = \frac{\text{Total Time Spent by the Abandoned Calls while waiting at that Queue}}{\text{Total Number of Abandoned Calls at that Queue}}$ </div> <p style="text-align: center;">Figure: Average Queue Wait Time of Abandoned Calls in Queue</p> <p style="background-color: #0070C0; color: white; padding: 5px;">If a call has been transferred to the multiple queues without being answered anywhere, then the wait time of the last queue where it was abandoned will be counted only.</p>
<p>Avg. Wait Time</p>	<p>Duration</p>	<p>It is the average wait time of all calls in the campaign before it was abandoned.</p> <p>It is equal to the total wait time spent by all abandoned calls in the campaign divided by the total number of abandoned calls in the campaign.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> $\text{Average Wait Time} = \frac{\text{Total Time Spent by the Abandoned Calls while waiting in Campaign}}{\text{Total Number of Abandoned Calls in that Campaign}}$ </div> <p style="text-align: center;">Figure: Average Wait Time of Abandoned Calls in Campaign</p>

3.3 ACD Call Details

This report provides detailed information on all inbound or transferred to campaign calls that have reached the ACD (queue). It shows the queue-specific data. If a call has been answered in one queue, then here that call will be displayed in that queue only even if it has been transferred and disposed of in another queue.

Also, if a call has not been answered in the first queue and has been transferred to another

queue after reaching a timeout and has been answered there, then here the call will be displayed in the last queue where it was answered.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Campaign Name	String	It is the name of the campaign in which the calls are being made.
Phone	String	It is the customer's phone number from which the call has been received.
DNIS	String	It is the DID number upon which the customer has reached to the organization.
Call Type	String	It shows the type of call. It can have any of the following values. <ul style="list-style-type: none"> • inbound.call.dial: It specifies the call that has been dialed in an inbound campaign. • outbound.auto.dial: It specifies the call that has been auto-dialed in an outbound campaign. • outbound.callback.dial: It specifies the call that is a callback in the outbound campaign.

		<ul style="list-style-type: none"> • outbound.auto.preview.dial: It specifies the call that has been dialed through Automatic Preview in an outbound campaign. • transferred.to.campaign.dial: It specifies the call that has been transferred to this campaign. • outbound.manual.dial: It specifies the call that has been dialed manually in an outbound campaign. • click.to.call.dial: It specifies the call that has been generated by click on the customer's phone number on its page.
Call ID	String	It is the ID of the received call. For transferred calls a new call Id will be generated.
Answered/ Hangup	String	It shows "Answered" for those calls that have been answered, and "Hangup" for those calls that have been hanged up at ACD/IVR.
Call Time	Date and Time	It shows the date and time at which the call arrived at the Contact Center.
Queue ID	String	It is the ID of the queue in which the call has been received.
Queue Name	String	It is the name of the queue in which the call has been received. For campaign calls, it will remain blank in case of campaign calls.
Wait Time at ACD	String	<p>It is the time duration for which the customer has waited in the current queue before the call has been answered by the user.</p> <p>If the call has been transferred to multiple queues before being answered, then the wait time of the last queue where it was answered will be displayed only.</p>

<u>Total Wait Time</u>	String	<p>It is the total time duration for which a call has waited in the multiple queues before the call has been answered finally.</p> <p>It includes the wait time of every queue in which it was transferred before being answered. If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue.</p>
Hangup Details	String	<p>It shows the hang-up details for this call, which has been provided by the telecom provider. It's possible that values are listed hereinbelow.</p> <ul style="list-style-type: none"> • user_HANGUP_UI • SYSTEM_HANGUP • CUSTOMER_HANGUP_UI • CUSTOMER_HANGUP_PHONE • user_HANGUP_PHONE • SYSTEM_MEDIA • user_CANCELLED_PREVIEW
Customer Hold Duration	Duration	It is the total time spent by the customer on hold by the users. It is the sum of all the hold duration, if the call has been handled by multiple users.
Actual Channel	String	It shows the name of the actual channel of a call consumed on the communication application.
Username	String	It shows the name of the user who has answered the call initially. If the call is attended by multiple users, then it shows only the name of the first user.

User Setup Time	Duration	User Call-Leg Time (User Setup Time) is the time duration starting from the time when the communication application takes the extension number of the first user to dial till the time when the user's extension rings. It will not be applicable in case of the manual dial of a phone number.
User Ringing Time	Duration	It is the ringing time of the first user who answered the call.
User Talk Time	Duration	It is the amount of time spent by the first user on the call who has answered the call. It also includes the hold time.
User Hold Duration	Duration	It is the time spent by the customer on hold by the first user who has answered the call.
Cumulative User Talk Time	Duration	It is the total talk time of all users involved in handling a call even if they have attended it in the different queues.
ACW Duration	Duration	ACW stands for After Call Work. It is the time duration spent by the first user (who had answered the call) between the call disconnection and its disposition.
User Disposition Code	Time	It is the disposition code selected by the first user (who had answered the call) to dispose of the call.
Call Notes	String	It shows the notes of the agent submitted during the call.
Display Phone	String	It shows the format of the phone number which was displayed to the agent while calling the customer.

Unique Identifier	String	It shows the unique identifier of the call. It is used when the number masking is enabled to hide the customer's phone number at the agent's end.
Other Filter Groups	String	It shows the name of the Other Filter Groups in which the call is associated.
Applied filter group	String	It shows the name of the Filter Group which has been applied/used during the call.
Table Filters	String	It shows the name of the Table Filter which has been used during the call.

3.4 ACD Call Interval Summary Report

This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD (queue) between a user-specified interval.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
Interval Start	Time	It is the time specified by the user when the data collection interval to generate this report starts.
Interval End	Time	It is the time specified by the user when the data collection interval to generate this report ends.

Process Name	String	It is the name of the process in which the calls are being received.
Campaign Name	String	It is the name of the campaign in which the calls are being received.
Queue Name	String	It is the name of the queue in which the calls are being received.
Total Received Calls	Number	<p>It is the sum of Total Connected Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon the calls at ACD, and Total Abandon at Ringing Calls in the queue in the specified interval.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> $\text{Total Received Calls} = \text{Total Answered Call} + \text{Total Abandoned Calls at ACD} + \text{Total Abandoned Calls at Ringing} + \text{Transfer to Campaign Calls}$ </div> <p style="text-align: center;">Figure: Total Received Calls in the interval</p>
Total Connected Calls	Number	It is the total number of calls answered and disposed of by the users in the specified interval.
Total Abandoned Calls at ACD	Number	<p>It is the total number of abandoned calls in the specified interval after reaching ACD. It is equal to the sum of Total Abandoned Calls at ACD and Total Abandoned Calls at Ringing.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> $\text{Total Abandoned Calls after reaching ACD} = \text{Total Abandoned Calls at ACD} + \text{Total Abandoned Calls at Ringing}$ </div> <p style="text-align: center;">Figure: Total Abandoned Calls after reaching ACD</p> <div style="background-color: #0070C0; color: white; padding: 5px; text-align: center; margin-top: 10px;"> It does not include the Total Abandoned Calls at IVR. </div>
Total Connected In Target	Number	It is the total number of calls in the specified interval that have been answered in the entire campaign in the target wait time. Here, the total wait time of the entire campaign is considered.

<p>Total Connected Calls at ACD in Target</p>	<p>Number</p>	<p>It is the total number of calls answered and disposed of at ACD by the users in the specified interval.</p>
<p>Total Connected After Target</p>	<p>Number</p>	<p>It is the total number of calls in the specified interval that have been answered in the entire campaign after exceeding the target wait time. Here, the total wait time of the entire campaign is considered.</p>
<p>Total Connected Calls at ACD After Target</p>	<p>Number</p>	<p>It is the total number of calls in the specified interval that have been answered at ACD (at the queue-level) after exceeding the target wait time. Here, the total wait of the queue level is considered.</p>
<p>SLA%</p>	<p>Percentage</p>	<p>SLA percentage is equal to the total connected calls within the threshold after reaching the Automatic Call Distribution (ACD) divided by the total number of received calls that reaches ACD.</p> <p style="background-color: #0070C0; color: white; padding: 2px;">In this report, the short calls are not considered in SLA Percentage.</p> <p>SLA Calculation</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Received Calls}} \times 100$ </div> <p style="text-align: center;">Figure: Calculation of SLA</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}} \times 100$ </div> <p style="text-align: center;">Figure: Detailed Calculation of SLA</p> <p>Definitions: Following are the definitions of metrics used in the above calculation.</p>

		<ul style="list-style-type: none"> • Threshold: The default threshold is 20 seconds but the administrator can change it in the Administrator Console. • ACD: It is a standard term that means Automatic Call Distributor, which is a sophisticated system to answer and route inbound calls to the user-defined agents automatically. • Total Received Calls: It is the sum of Total Answered Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon Calls at ACD, and Total Abandon at Ringing Calls. <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$ </div> <p style="text-align: center;">Figure: Calculation of Total Received Calls</p> <ul style="list-style-type: none"> • Total Answered Calls: It is the total number of calls answered by the Agents including both Inbound Calls and Transfer to Campaign calls. • Total Abandon Calls at ACD: It is the total number of calls that are disconnected by the customer while waiting for the agent. • Total Abandon Ringing Calls: It is the total number of calls that are disconnected when the phone of the agent (assigned to that call) is ringing. <p>Special Cases:</p> <ul style="list-style-type: none"> • Short calls (customer talk time <10 sec) are considered in Abandon calls at ACD as well in Connected calls. • Cumulative wait time is considered in the campaign for re-ACD cases. For example, if the call is routed to different queue on timeout(when all the staffed agents are busy handling the calls) then the wait time calculated is the sum of the wait time of all the queues via which the call is routed.
Answered %	Percentage	Answered Percentage is equal to the count of calls answered divided by the total calls which were first answered or last dropped in this campaign.
Total Abandoned Before Target	Number	It is the total calls in the specified interval whose total talk time is 0 and wait time is less than the configured threshold in that campaign.

Total Abandoned Calls at ACD in Target	Number	It is the total calls in the specified interval that have been abandoned at ACD before reaching the total wait time of the queue.
Total Abandoned After Target	Number	It is the total calls in the specified interval that have been abandoned in the campaign after exceeding the total wait time of the campaign.
Total Abandoned Calls at ACD After Target	Number	It is the total calls in the specified interval that have been abandoned at ACD after exceeding the total wait time of the queue.
Abandoned %	Percentage	<p>Abandoned Percentage is equal to the total calls abandoned at the last ACD divided by the total received calls at that ACD queue in the specified interval.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Abandoned (\%)} = \frac{\text{Abandoned Calls at Last ACD}}{\text{Total Offered Calls at Queue}} \times 100$ </div> <p style="text-align: center;">Figure: Calculation of Abandoned Percentage</p> <p>Here, Total Received Calls at the queue includes both inbound calls and Transfer to Campaign calls.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Abandoned (\%)} = \frac{\text{Abandoned Calls at Last ACD}}{\text{Total Inbound Calls} + \text{Total Transfer to Campaign Calls}} \times 100$ </div> <p style="text-align: center;">Figure: Detailed Calculation of Abandoned Calls Percentage</p>
Abandoned Call on Agent	Number	It is the number of calls that were abandoned while the user's phone was ringing in the specified interval.

Total Short Calls	Number	It is the total number of calls (in the specified interval) in a queue where they were first answered and has the maximum talk time of less than or equal to 10 seconds.
Total Talk Time	Duration	It is the cumulative talk time of all calls answered the first time in a queue in the specified interval.
ACD Wait time in Queue	Duration	It is the total wait time of the calls, which waited in the queues before getting answered for the first time or dropped. In case of auto-transfer of a call to other queues before getting answered or dropped, the total wait time at all queues will be included.
Total ACD Wait Time	Duration	It is the total wait time of the calls in the specified interval, which waited in the queues before getting answered for the first time or dropped. In case of auto-transfer of a call to other queues before getting answered or dropped, the total wait time at all queues will be included.
ACD Wait Time in Queue	Duration	It is the total wait time of the calls in the specified interval, which waited in a queue where it was answered or dropped. In case of auto-transfer of a call to other queues, the wait time of that queue will be included in which it was answered or dropped in the last.
Avg. Talk Time	Duration	<p>It is the average talk time spent by the user on the calls in the campaign in the specified interval. It is equal to the total talk time of the user divided by the total calls answered by the user.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ </div> <p style="text-align: center;">Figure: Average Talk Time of User</p>
Total Hold Duration	Duration	It is the total time for which the customer was put on hold by the users in all calls with the hold in this queue in the specified interval.
Max. Hold Time	Duration	It is the maximum time for which the customer was put on hold by the users in all calls with the hold in this queue in the specified interval.
Min. Hold Time	Duration	It is the minimum time for which the customer was put on hold by the users in all calls with the hold in this queue in the specified interval.

Avg. Hold Duration	Duration	<p>It is the average time for which the customer was put on hold by the users in all calls with the hold in this queue in the specified interval. It is equal to the total hold time divided by the total calls with the hold.</p> <div data-bbox="528 459 1366 607" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Average Hold Duration} = \frac{\text{Total Hold Duration}}{\text{Total Calls with the Hold}}$ </div> <p style="text-align: center;">Figure: Average Hold Duration</p>
Total Hold Count	Number	<p>It is the total number of calls in which the customer was put on hold by the users in the specified interval.</p> <p style="background-color: #0070C0; color: white; padding: 2px;">Even If a single call is put on hold by the users' multiple times, still it will be counted only once here.</p>
Oldest Call Waiting	Duration	<p>It is the maximum time spent by the customer in waiting before the call is answered by the user.</p>
Total Wrap Time	Duration	<p>It is the total time taken by the user to dispose of the call after its disconnection in the specified interval.</p>
Total Handling Time	Duration	<p>It is the total time taken by the users to finish the call in the specified interval. It is equal to the total talk time, total hold time, and total wrap-up time.</p> <div data-bbox="408 1301 1485 1391" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Total Handling Time} = \frac{\text{Customer Talk Time for this agent}}{\text{for this agent}} + \frac{\text{Customer Hold Time for this agent}}{\text{for this agent}} + \frac{\text{Wrap Time of Connected Calls}}{\text{of Connected Calls}}$ </div> <p style="text-align: center;">Figure: Total Handling Time</p>
Avg. Handling Time	Duration	<p>It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls in the specified interval. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.</p> <div data-bbox="402 1697 1495 1895" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{AHT} = \frac{\frac{\text{Customer Talk Time for this agent}}{\text{for this agent}} + \frac{\text{Customer Hold Time for this agent}}{\text{for this agent}} + \frac{\text{Wrap Time of Connected Calls}}{\text{of Connected Calls}}}{\text{Total Connected Calls for this Agent}}$ </div> <p style="text-align: center;">Figure: AHT Calculation</p>

AHT does not include the Average Wrap Time of a user as the Average Wrap Time will also include the wrapping of not connected calls.

If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue in the following columns.

- Total Served in Target
- Total Served after Target
- Total Abandoned Before Target
- Total Abandoned After Target
- Total ACD Wait Time
- ACD Wait Time in Queue
- Longest Wait Time

3.5 ACD Call Summary Report

This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD (queue).

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
Process Name	String	It is the name of the process in which the calls are being received.
Campaign Name	String	It is the name of the campaign in which the calls are being received.

Queue Name	String	It is the name of the queue in which the calls are being received.
Total Received Calls	Number	<p>It is the sum of Total Connected Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon the calls at ACD, and Total Abandon at Ringing Calls in the queue.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> $\text{Total Received Calls} = \text{Total Answered Call} + \text{Total Abandoned Calls at ACD} + \text{Total Abandoned Calls at Ringing} + \text{Transfer to Campaign Calls}$ </div> <p style="text-align: center;">Figure: Total Received Calls</p>
Total Connected Calls	Number	It is the total number of calls answered and disposed of by the users.
Total Abandoned Calls at ACD	Number	<p>It is the total number of abandoned calls after reaching ACD. It is equal to the sum of Total Abandoned Calls at ACD and Total Abandoned Calls at Ringing.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> $\text{Total Abandoned Calls after reaching ACD} = \text{Total Abandoned Calls at ACD} + \text{Total Abandoned Calls at Ringing}$ </div> <p style="text-align: center;">Figure: Total Abandoned Calls after reaching ACD</p> <div style="background-color: #0070C0; color: white; padding: 5px; text-align: center; margin-top: 10px;"> It does not include the Total Abandoned Calls at IVR. </div>
Total Connected In Target	Number	It is the total number of calls that have been answered in the entire campaign in the target wait time. Here, the total wait time of the entire campaign is considered.
Total Connected Calls at	Number	<p>It is the total number of calls that have been answered in a queue in the target wait time. Here, the wait time of the queue is considered.</p> <div style="background-color: #0070C0; color: white; padding: 5px; text-align: center; margin-top: 10px;"> If a call has arrived in Queue 1 and has been sent automatically to another Queue 2 (after reaching a specific timeout) and answered in Queue 2 before </div>

ACD in Target		<p>exceeding its queue wait time, then the call will not be included in "Total Queue Served Calls in Target" . It is because the total wait time of campaign was not met, rather it was met for Queue 2.</p>
Total Connected After Target	Number	<p>It is the total number of calls that have been answered in the entire campaign after exceeding the target wait time. Here, the total wait time of the entire campaign is considered.</p>
Total Connected Calls at ACD After Target	Number	<p>It is the total calls that have been answered in a queue after exceeding the target wait time.</p>
SLA%	Percentage	<p>SLA percentage is equal to the total connected calls within the threshold after reaching the Automatic Call Distribution (ACD) divided by the total number of received calls that reaches ACD.</p> <p>In this report, the short calls are not considered in SLA Percentage.</p> <p>SLA Calculation</p> $SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Received Calls}} \times 100$ <p>Figure: Calculation of SLA</p> $SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}} \times 100$ <p>Figure: Detailed Calculation of SLA</p>

Definitions:

Following are the definitions of metrics used in the above calculation.

- **Threshold:** The default threshold is 20 seconds but the administrator can change it in the Administrator Console.
- **ACD:** It is a standard term that means Automatic Call Distributor, which is a sophisticated system to answer and route inbound calls to the user-defined agents automatically.
- **Total Received Calls:** It is the sum of Total Answered Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon Calls at ACD, and Total Abandon at Ringing Calls.

$$\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$$

Figure: Calculation of Total Received Calls

- **Total Answered Calls:** It is the total number of calls answered by the Agents including both Inbound Calls and Transfer to Campaign calls.
- **Total Abandon Calls at ACD:** It is the total number of calls that are disconnected by the customer while waiting for the agent.
- **Total Abandon Ringing Calls:** It is the total number of calls that are disconnected when the phone of the agent (assigned to that call) is ringing.

Special Cases:

- Short calls (customer talk time <10 sec) are considered in Abandon calls at ACD as well in Connected calls.
- Cumulative wait time is considered in the campaign for re-ACD cases. For example, if the call is routed to different queue on timeout (when all the staffed agents are busy handling the calls) then the wait time

		calculated is the sum of the wait time of all the queues via which the call is routed.
Connected %	Percentage	<p>Its percentage is equal to the count of calls answered in this queue divided by the total calls which were first answered or last dropped in this queue.</p> $\text{Connected (\%)} = \frac{\text{Calls First Answered in the Queue}}{\text{Calls First Answered or Last Dropped in the Queue}} \times 100$ <p>Figure: Calculation of Connected Percentage</p>
Total Abandoned Before Target	Number	It is the total calls that have been abandoned in the campaign before reaching the total wait time of the campaign.
Abandoned %	Percentage	<p>Abandoned Percentage is equal to the total call abandoned at the last ACD divided by the total received calls at that ACD queue.</p> $\text{Abandoned (\%)} = \frac{\text{Abandoned Calls at Last ACD}}{\text{Total Offered Calls at Queue}} \times 100$ <p>Figure: Calculation of Abandoned Percentage</p> <p>Here, Total Received Calls at the queue includes both inbound calls and Transfer to Campaign calls.</p> $\text{Abandoned (\%)} = \frac{\text{Abandoned Calls at Last ACD}}{\text{Total Inbound Calls + Total Transfer to Campaign Calls}} \times 100$ <p>Figure: Detailed Calculation of Abandoned Calls Percentage</p>

Abandoned Call on Agent	Number	It is the number of calls that were abandoned while the user's phone was ringing.
Total Abandoned Calls at ACD in Target	Number	It is the total number of calls that have been abandoned in the queue before reaching the total wait time of the queue.
Total Abandoned After Target	Number	It is the total calls that have been abandoned in the campaign after exceeding the total wait time of the campaign.
Total ACD Abandoned Calls After Target	Number	It is the total number of calls that have been abandoned in the queue after exceeding the total wait time of the queue.
Total Short Calls	Number	It is the total number of calls in a queue where they were first answered and has the maximum talk time of less than or equal to 10 seconds.
Total Talk Time	Duration	It is the cumulative talk time of all calls answered the first time in a queue.
Total Wait Time	Duration	It is the total wait time of the calls, which waited in the queues before getting answered for the first time or dropped. In case of auto-transfer of a call to other queues before getting answered or dropped, the total wait time at all queues will be included.

<p>Wait Time at ACD</p>	<p>Duration</p>	<p>It is the total wait time of the calls, which waited in a queue where it was answered or dropped. In case of auto-transfer of a call to other queues, the wait time of that queue will be included in which it was answered or dropped in the last.</p>
<p>Avg. Talk Time</p>	<p>Duration</p>	<p>It is the average talk time spent by the user on the calls in the campaign. It is equal to the total talk time of the user divided by the total calls answered by the user.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ </div> <p style="text-align: center;">Figure: Average Talk Time of User</p>
<p>Total Hold Duration</p>	<p>Duration</p>	<p>It is the total time for which the customer was put on hold by the users in all calls with the hold in this queue.</p>
<p>Max. Hold Time</p>	<p>Duration</p>	<p>It is the maximum time for which the customer was put on hold by the users in all calls with the hold in this queue.</p>
<p>Min. Hold Time</p>	<p>Duration</p>	<p>It is the minimum time for which the customer was put on hold by the users in all calls with the hold in this queue.</p>
<p>Avg. Hold Duration</p>	<p>Time</p>	<p>It is the average time for which the customer was put on hold by the users in all calls with the hold in this queue. It is equal to the total hold time divided by the total calls with the hold.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Average Hold Time} = \frac{\text{Total Hold Time}}{\text{Count of Customer Calls with Hold}}$ </div> <p style="text-align: center;">Figure: Average Hold Time</p>

<p>Total Hold Count</p>	<p>Number</p>	<p>It is the total number of calls in which the customer was put on hold by the users.</p> <p>Even If a single call is put on hold by the user's multiple times, still it will be counted only once here.</p>
<p>Oldest Call Waiting</p>	<p>Duration</p>	<p>It is the maximum time spent by the customer in waiting before the call is answered by the user.</p>
<p>ACW Duration</p>	<p>Duration</p>	<p>It is the total time taken by the user to dispose of the call after its disconnection.</p>
<p>Total Handling Time</p>	<p>Duration</p>	<p>It is the total time taken by the users to finish the call. It is equal to the total talk time, total hold time, and total wrap-up time.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Handling Time} = \text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}$ </div> <p style="text-align: center;">Figure: Total Handling Time</p>
<p>Avg. Handling Time</p>	<p>Duration</p>	<p>It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{AHT} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ </div> <p style="text-align: center;">Figure: AHT Calculation</p> <p>AHT does not include the Average Wrap Time of a user as the Average Wrap Time will also include the wrapping of not connected calls.</p>

If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue in the following columns.

- Total Served in Target
- Total Served after Target
- Total Abandoned Before Target
- Total Abandoned After Target
- Total ACD Wait Time
- ACD Wait Time in Queue
- Longest Wait Time

3.6 Agent Productivity Interval Summary Report

The report provides a user-wise summary of call information and agent session information for the specified interval.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
Interval Start Time	Time	It shows the time when the interval to collect the data for generating the report starts. It is selected by the user while generating the report.
Interval End Time	Time	It shows the time when the interval to collect the data for generating the report ends. It is selected by the user while generating the report.
Process Name	String	It is the name of the process in which the call is made.

Campaign Name	String	It is the name of the campaign in which the call is made.
User Name	String	It is the name of the user with whom the call was associated in the selected interval.
User ID	String	It is the ID of the user with whom the call was associated in the selected interval.
Total Staffed Duration	Duration	<p>It is the total time duration for which the user was staffed in a campaign in the pre-selected interval. It includes their break time also.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Total Staffed Duration} = \frac{\text{Total Ready Duration}}{\text{of a User}} + \frac{\text{Total Break Duration}}{\text{of a User}}$ </div> <p style="text-align: center;">Figure: Total Staffed Duration</p>
Total Ready Duration	Duration	<p>It is the total time duration for which the user was active in a campaign. It is equal to the ready duration of a user on all sessions in the pre-selected interval. Total Ready Duration is equal to the sum of duration for which the status of the user was Auto-Call On and the duration for which the user has taken the calls while the Auto-Call status was Off.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Total Ready Duration} = \frac{\text{Duration of Auto-Call On Status}}{\text{On Status}} + \frac{\text{Duration of Calls taken with Auto-Call Off Status}}{\text{with Auto-Call Off Status}}$ </div> <p style="text-align: center;">Figure: Total Ready Duration</p>
Total Break Duration	Duration	It is the total duration for which a user was on break in a campaign in the pre-selected interval. It is the sum of break duration of a user on all sessions in the pre-selected interval.

Avg. Ringing Time	Duration	It is the average of all time durations for which a user's phone was ringing for all calls in a campaign in the pre-selected interval.
Avg. Talk Time	Duration	<p>It is the average talk time spent by the user on the calls in a campaign in the pre-selected interval. It is equal to the total talk time of the user divided by the total calls answered by the user.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ </div> <p style="text-align: center;">Figure: Average Talk Time of User</p>
Avg. ACW Duration	Duration	It is the average of wrap time spent by a user on all its connected and disconnected calls in a campaign in the pre-selected interval.
Avg. Handling Time	Duration	<p>It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls by a user in a campaign in the pre-selected interval. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{AHT} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ </div> <p style="text-align: center;">Figure: AHT Calculation</p> <div style="background-color: #0070C0; color: white; padding: 5px; margin-top: 10px;"> <p>AHT does not include the Average Wrap Time of a user as the Average Wrap Time will also include the wrapping of not connected calls.</p> </div>

<p>Total Talk Time in Interval</p>	<p>Duration</p>	<p>It is the total of all talk time durations on the connected calls spent by the users in a campaign in the specified interval.</p>
<p>Total ACW Duration in Interval</p>	<p>Duration</p>	<p>ACW stands for After Call Work. It is the total of all time durations spent by the first users on the calls answered in the specified interval between the call disconnection and its disposition.</p>
<p>Total Service Time</p>	<p>Duration</p>	<p>It is the total time spent by the user which is reserved and allotted to that user in that campaign . It is equal to the total ringing time plus Agent preview time plus Customer ringing time (if in case, the customer has initiated the call right after the agent) plus customer setup time plus agent talk time plus agent customer hold time plus agent ACW time for the calls.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> $\text{Total Service Time} = \text{Agent Ringing Time} + \text{Agent Preview Time} + \text{Customer Ringing Time} + \text{Customer Setup Time} + \text{Agent Talk Time} + \text{Agent Customer Hold Time} + \text{Agent ACW Time}$ </div> <p style="text-align: center;">Figure: Total Service Time</p>
<p>Total Idle Time</p>	<p>Duration</p>	<p>It is the total Idle time spent by the user in that campaign. It is equal to the total ready duration minus the sum of total service time in the interval in that campaign for the given period of time.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> $\text{Total Idle Time} = \text{Total Ready Duration} - \{ \text{Total Talk Time in Intervals} + \text{Total Service Time} \}$ </div> <p style="text-align: center;">Figure: Total Idle Time</p>
<p>Auto-Call On Duration</p>	<p>Duration</p>	<p>It is the total duration for which the user was on "Auto-Call On" mode in a campaign in the pre-selected duration.</p>

Auto-Call Off Duration	Duration	It is the total duration for which the user was on "Auto-Call Off" mode but was on "Ready" mode in a campaign in the pre-selected duration.
Auto Dials	Number	It shows the total number of auto-dial calls made in the specified interval, whether they are connected or not connected. It does not include those calls which are auto-previewed and then auto-dialed.
Auto Preview Dials	Number	It shows the total number of auto-previewed and auto-dialed calls made in the specified interval, whether they are connected or not. It does not include Auto Dial Calls, which are not previewed.
Inbound Received	Number	It shows the total number of inbound calls (disposed in all system dispositions) in the specified interval, whether they are connected or not connected.
Manual Dials	Number	It shows the total number of manual dial calls made in the specified interval, whether they are connected or not connected. It does not include Manual Preview Dial Calls.
Manual Preview Dials	Number	It shows the total number of manually previewed and dialed calls in the specified interval, whether they are connected or not connected. It does not include the Manual Dial Calls, which are not previewed.
Callbacks Received	Number	It shows the total number of callbacks made in the specified interval, whether they are connected or not connected. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Transfers Received	Number	It shows the total number of transferred calls received in the specified interval, whether they are connected or not connected.

Auto Dialer Calls Talk Time	Duration	It is the total customer talk time spent on all calls dialed by the Auto-Dialers in the specified interval. It does not include Auto Preview Dial calls, which are previewed before dialing.
Inbound Calls Talk Time	Duration	It is the total customer talk time spent on all inbound calls received in the specified interval.
Manual Calls Talk Time	Duration	It is the total customer talk time spent on all calls which are manually dialed in the specified interval. It does not include Manual Preview Dial Calls.
Callback Calls Talk Time	Duration	It is the total customer talk time spent on all calls made for the callbacks in the specified interval.
Transfer to Campaign Calls Talk Time	Duration	It is the total customer talk time spent on all calls transfered to this campaign in the specified interval.
Click to Call Talk Time	Duration	It is the total customer talk time spent on all outbound calls in the specified interval which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Connected Auto Dials	Number	It shows the total number of auto-dial calls, which are connected to the customers, in the specified interval. It does not include those calls which are auto-previewed and then auto-dialed.

Connected Inbound	Number	It shows the total number of inbound calls (disposed in all system dispositions), which are connected to the agents in the specified interval.
Connected Manual Dials	Number	It shows the total number of manual dial calls, which are connected to the customers, made in the specified interval. It does not include Manual Preview Dial Calls.
Connected Callbacks	Number	It shows the total number of callbacks, which are connected to the customers, in the specified interval. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Connected Transfers	Number	It shows the total number of transferred calls received, which are connected to the agents, in the specified interval.
Connected Manual Preview Dials	Number	It is the total number of manually previewed and dialed calls, which are connected to the customers in the specified interval. It does not include the Manual Dial Calls, which are not previewed.
Connected Auto Preview Dials	Number	It shows the total number of auto-previewed and auto-dialed calls made in the specified interval, which are connected to the customers. It does not include Auto Dial Calls, which are not previewed.
Click-To-Calls	Number	It shows the total number of all calls (connected or not connected) which are made, in the specified interval, using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.

Connected Click-to-Calls	Number	It shows the total number of customer-connected calls which are made, in the specified interval, using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Auto Dialer Ring-Time	Duration	It shows the total duration of the call in which it was in ringing state in case of the auto-call on.
Inbound Ring Time	Duration	It shows the total duration of the time for an inbound call in which the call was in the ringing state.
Manual Ring Time	Duration	It shows the total duration of the time for an outbound manual call in which the call was in the ringing state at the customer end.
Callback Calls Ring Time	Duration	It shows the total duration of the time for the callback calls in which the call was in the ringing state at the customer end.
Transfer To Campaign Ring Time	Duration	It shows the total duration of the time for the call when the call has been transferred for which the call was in the ringing state.
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the agent in the given duration of the time span.
Auto Dialer Calls ACW Duration	Duration	It shows the total time taken by the agent for the ACW or dispose-off the call when auto-dialing was enabled.

Inbound Calls ACW Duration	Duration	It shows the total time taken by the agent for the ACW or dispose-off the call for the inbound calls.
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3.7 Agent Productivity Summary Report

The report provides a user-wise summary of call information and user session information in a campaign.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used
Process Name	String	It is the name of the process in which the call is made.
Campaign Name	String	It is the name of the campaign in which the call is made.
User ID	String	It is the ID of the user with whom the call was associated.
User Name	String	It is the name of the user with whom the call was associated.
Total Staffed Duration	Duration	It is the total time duration for which the user was staffed in a campaign. It includes idle time also.

		<div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Staffed Duration} = \frac{\text{Total Ready Duration of a User}}{\text{of a User}} + \frac{\text{Total Break Duration of a User}}{\text{of a User}}$ </div> <p style="text-align: center;">Figure: Total Staffed Duration</p>
Total Ready Duration	Duration	<p>It is the total time duration for which the user was active in a campaign. It is equal to the total duration of a user on all sessions.</p> <p>Total Ready Duration is equal to the sum of duration for which the status of the user was On and the duration for which the user has taken the calls while the Auto-Call status was On.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Ready Duration} = \frac{\text{Duration of Auto-Call On Status}}{\text{On Status}} + \frac{\text{Duration of Calls taken with Auto-Call Off Status}}{\text{with Auto-Call Off Status}}$ </div> <p style="text-align: center;">Figure: Total Ready Duration</p>
Total Break Duration	Duration	<p>It is the total duration for which a user was on break in a campaign. It is the sum of break durations of a user on all sessions.</p>
Avg. Ringing Time	Duration	<p>It is the average of all time durations for which a user's phone was ringing for all calls in a campaign.</p>
Avg. Talk Time	Duration	<p>It is the average talk time spent by the user on the calls in a campaign. It is equal to the total talk time of the user divided by the total calls answered by the user.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ </div> <p style="text-align: center;">Figure: Average Talk Time of User</p>
Avg. ACW Duration	Duration	<p>It is the average of wrap time spent by a user on all its connected and disconnected calls in a campaign.</p>

<p>Avg. Handling Time</p>	<p>Duration</p>	<p>It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time. Calls divided by the total connected calls by a user in a campaign. It includes on Interactions, but Dial User (Internal Calls) are not included.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $AHT = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ </div> <p style="text-align: center;">Figure: AHT Calculation</p> <p>AHT does not include the Average Wrap Time of a user as the Average Wrap Time is the wrapping of not connected calls.</p>
<p>Total Talk Time in Interval</p>	<p>Duration</p>	<p>It is the total of all talk time durations on the connected calls spent by the users in the specified interval.</p>
<p>Total ACW Duration in Interval</p>	<p>Duration</p>	<p>ACW stands for After Call Work. It is the total of all time duration spent by the first calls answered in the specified interval between the call disconnection and its disposal.</p>
<p>Total Service Time</p>	<p>Duration</p>	<p>It is the total time spent by the user which is reserved and allotted to that user in the specified interval. It is equal to the total ringing time plus Agent preview time plus Customer ringing time (in case, the customer has initiated the call right after the agent) plus customer setup time plus agent talk time plus agent customer hold time plus agent ACW time for the calls.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Service Time} = \text{Agent Ringing Time} + \text{Agent Preview Time} + \text{Customer Ringing Time} + \text{Customer Setup Time} + \text{Agent Talk Time} + \text{Agent Customer Hold Time} + \text{Agent ACW Time}$ </div> <p style="text-align: center;">Figure: Total Service Time</p>

Total Idle Time	Duration	<p>It is the total Idle time spent by the user in that campaign. It is equal to the total ready duration minus the sum of total service time in that campaign for the given period of time.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Total Idle Time} = \text{Total Ready Duration} - \left\{ \text{Total Talk Time in Intervals} \right\} + \text{Total Service Time}$ </div> <p style="text-align: center;">Figure: Total Idle Time</p>
Auto-Call On Duration	Duration	It is the total duration for which the user was on "Auto-Call On" mode in a campaign.
Auto-Call Off Duration	Duration	It is the total duration for which the user was on "Auto-Call Off" mode but on "Ready" mode in a campaign.
Auto Dials	Number	It shows the total number of auto-dial calls made in the campaign, whether they are connected or not connected. It does not include those calls which are auto-previewed and then auto-dialed.
Inbound Received	Number	It shows the total number of inbound calls (disposed in all system dispositions) in the campaign, whether they are connected or not connected.
Manual Dials	Number	It shows the total number of manual dial calls made in the campaign, whether they are connected or not connected. It does not include Manual Preview Dial Calls.
Callbacks Received	Number	It shows the total number of callbacks made in the campaign, whether they are connected or not connected. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Transfers Received	Number	It shows the total number of transferred calls received in the campaign, whether they are connected or not connected.

Auto Dialer Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls dialed by the Auto Dialer. It does not include those calls which are auto-previewed and then auto-dialed.
Auto Preview Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls which are auto-previewed before auto-dialing. It does not include those calls which are auto-dialed only without preview.
Inbound Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the inbound calls only.
Manual Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the manually dial out calls. It does not include Manual Preview Dials.
Manual Preview Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the manually previewed outbound calls. It does not include Manual Dial Calls, which are not previewed.
Callback Calls Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls made for the callback.
Transfer to Campaign Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls transferred to the campaign.
Auto Dialer Talk Time	Duration	It is the total customer talk time spent on all calls dialed by the Auto-Dialers in this report. It does not include Auto Preview Dial calls, which are previewed before dialing.

Inbound Calls Talk Time	Duration	It is the total customer talk time spent on all inbound calls received in this campaign.
Manual Calls Talk Time	Duration	It is the total customer talk time spent on all calls which are manually dialed in this campaign. It does not include Manual Preview Dial Calls.
Callback Calls Talk Time	Duration	It is the total customer talk time spent on all calls made for the callbacks.
Transfer to Campaign Calls Talk Time	Duration	It is the total customer talk time spent on all calls transferred to this campaign.
Auto Dialer Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls dialed by the Auto-Dialers in this campaign. It does not include Auto Preview Dial calls, which are previewed before dialing.
Inbound Calls ACW Duration	Duration	It is the total ACW Duration spent on all inbound calls received in this campaign.
Manual Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls which are manually dialed in this campaign. It does not include Manual Preview Dial Calls.

Callback Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls made for the callbacks.
Transfer to Campaign Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls transfered to this campaign.
Connected Auto Dials	Number	It shows the total number of auto-dial calls, which are connected to the customer campaign. It does not include those calls which are auto-previewed and then auto-dialed.
Connected Inbound	Number	It shows the total number of inbound calls (disposed in all system disposition codes) that are connected to the agents in the inbound campaign.
Connected Manual Dials	Number	It shows the total number of manual dial calls, which are connected to the customer campaign. It does not include Manual Preview Dial Calls.
Connected Callbacks	Number	It shows the total number of callbacks, which are connected to the customers, in this campaign. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Connected Transfers	Number	It shows the total number of transferred calls received, which are connected to the customer campaign.
Manual Preview Talk Time	Duration	It is the total customer talk time spent on all calls which are manually previewed and connected to the customer in this campaign. It does not include Manual Dial Calls, which are not previewed.

Manual Preview ACW Duration	Duration	It is the total ACW Duration spent on all calls which are manually previewed and then in this campaign. It does not include Manual Dial Calls, which are not previewed.
Auto Preview Talk Time	Duration	It is the total customer talk time spent on all calls which are auto previewed and then in this campaign. It does not include Auto Dial Calls, which are not previewed.
Auto Preview ACW Duration	Duration	It is the total ACW Duration spent on all calls which are auto- previewed and then in this Cocampaign. It does not include Auto Dial Calls, which are not previewed.
Click to Call Talk Time	Duration	It is the total customer talk time spent on all outbound calls which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Inquiries or anywhere else in the system.
Click to Calls ACW Duration	Duration	It is the total ACW Duration spent on all outbound calls which are made using click-to-call that is, making a call by clicking the phone number displayed in the Customer Inquiries or anywhere else in the system.
Total Customer Hold Duration	Duration	It is the total time for which the customer was put on hold by the users in all calls with the hold in this queue.
Avg. Customer Hold Duration	Time	It is the average time for which the customer was put on hold by the users in all calls with the hold in this queue. It is equal to the total hold time divided by the total calls with the hold in this queue.

		<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 0 auto;"> $\text{Average Hold Time} = \frac{\text{Total Hold Time}}{\text{Count of Customer Calls with Hold}}$ </div> <p style="text-align: center; color: purple;">Figure: Average Hold Time</p>
Connected Manual Preview Dials	Number	It is the total number of manually previewed and dialed calls, which are connected to customers in this campaign. It does not include the Manual Dial Calls, which are not previewed.
Manual Preview Dials	Number	It shows the total number of manually previewed and dialed calls, whether they are connected or not. It does not include the Manual Dial Calls, which are not previewed.
Auto Preview Dials	Number	It shows the total number of auto-previewed and auto-dialed calls made in the campaign, whether they are connected or not. It does not include Auto Dial Calls, which are not previewed.
Connected Auto-Preview Dials	Number	It shows the total number of auto-previewed and auto-dialed calls made in the campaign that are connected to the customers. It does not include Auto Dial Calls, which are not previewed.
Click-to-Calls	Number	It shows the total number of all calls (connected or not connected) which are made using the click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Connected Click-to-Calls	Number	It shows the total number of customer-connected calls which are made using click-to-call, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.

Total Ring Time	Duration	It is the total of all time durations for which a user's phone was ringing for all calls in
Total Preview Time	Duration	It is the total of preview time, spent on all of those calls which are previewed before as auto-preview dialed calls and manual preview dialed calls.
Avg. Preview Time	Duration	It is the average of preview time, spent on all of those calls which are previewed before such as auto-preview dialed calls and manual preview dialed calls.
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the agent during the duration of the time span.

3.8 Agent Session Details

The report provides the detailed agent-wise session information including the auto call on the interval, agent break interval, auto call off interval, and others.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
User ID	String	It is the ID of the user with whom the call was associated.
User Name	String	It is the name of the user with whom the call was associated.

Session ID	String	It shows the session ID of the user's current session.
Login Time	Time	<p>It shows the date and time of the moment when the user is logged on at the Ameyo System. This timestamp is created in Ameyo. A new session is initiated whenever the login is done, and it is indicated with a unique session ID.</p> <p>It may not be equal to the actual time when the user clicked "Login" button at the interface. It is because the system may take the corresponding amount of time to authenticate the user logon.</p>
Logout Time	Time	<p>It shows the date and time of the moment when the user is logged out from the Ameyo System. This timestamp is created in Ameyo. The current user login session is expired as a result of this action.</p> <p>It may not be equal to the actual time when the user clicked "Logout" button at the interface. It is because the system may take the corresponding amount of time to logout the user.</p>
Total Login Duration	Duration	It is the time duration for which a user is logged on to the system in a session. It is the difference between the logout time and login time of a user's session.
Campaign ID	String	It is the ID of the campaign in which the user is staffed.
Campaign Name	String	It is the name of the campaign in which the user is staffed.
Ready History ID	String	A unique ready history ID is assigned for a user whenever the user selects "Available" status after taking a break.

Ready Start Time	Time	It is the timestamp at which the user has either selected a campaign to logon or selected "Available" after returning from a break.
Ready End Time	Time	It is the timestamp at which the user has marked itself on break either by changing the campaign (deselecting current campaign), or logging out, or going on break.
Break End Time	Time	It is the timestamp at which the user has marked its break end either by deselecting a campaign, or logging out, or selecting "Available" status.
Break Reason	String	It shows the reason selected by a user for going on break.
Ready Duration	Duration	It is the total time duration for which the user was ready to work in a campaign. It is calculated per campaign basis by taking the difference between Ready End Time and Ready Start Time. If a user has selected the multiple campaigns, total ready duration might be different for different campaigns. Adding the total ready duration for all campaigns will be greater than the total login duration of a user.
Break Duration	Duration	It is the total duration for which a user was on break in a campaign in the pre-selected interval. It is the sum of break duration of a user on all sessions in the pre-selected interval.
Auto Call On/Off History ID	String	It is the unique ID of a complete cycle that starts when the user selected "Auto-Call On" and then selected "Auto-Call Off".

Auto-Call On Start Time	Time	It is the timestamp at which the user has selected "Auto-Call On" status.
Auto-Call On End Time	Time	It is the timestamp at which the user has changed its "Auto-Call On" status by selecting a break or "Auto-Call Off" status. It also shows the timestamp when the Supervisor has selected this status for the user from its console.
Auto-Call Off End Time	Time	It is the timestamp when the user changed "Auto-Call Off" status by selecting "Auto-Call On" status or by marking itself "Available".
Auto-Call On Duration	Duration	It is the total time duration for which the user has turned on its "Auto-Call On" status. It is calculated per campaign as the difference between "Auto-Call On End Time" and "Auto-Call On Start Time". If the user has selected multiple campaigns, then it can be different for each campaign.
Auto-Call Off Duration	Duration	It is the total time duration for which the user has turned on its "Auto-Call Off" status. It is calculated per campaign as the difference between "Auto-Call Off End Time" and "Auto-Call Off Start Time". If the user has selected multiple campaigns, then it can be different for each campaign.

3.9 Call Details Report

This report gives detailed information about each call that was originated and received by the system in the campaign. Each row of the report represents a unique call.

In a scenario where a call has been answered in the first queue and then transferred-and-disposed of in the second queue, then the call will be listed only once for the queue where it has been disposed of.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Call ID	String	It is the ID of the call of which report is being generated.
Call Time	Time	It is the start time of the call.
Process Name	String	It is the name of the process in which the calls are being made.
Campaign Name	String	It is the name of the campaign in which the calls are being made.
Lead ID	String	It is the ID of the lead through which the calls are being dialed to the customers.
Lead Name	String	It is the name of the lead through which the calls are being dialed to the customers.
Phone	String	It is the phone number of the customer.
Customer ID	String	It is the ID of the customer.
Call Type	String	It shows the type of call. It can have any of the following values.

		<ul style="list-style-type: none"> • inbound.call.dial: It specifies the call that has been dialed in an inbound campaign. • outbound.auto.dial: It specifies the call that has been auto-dialed in an outbound campaign. • outbound.callback.dial: It specifies the call that is a callback in the outbound campaign. • outbound.auto.preview.dial: It specifies the call that has been dialed through Automatic Preview in an outbound campaign. • transferred.to.campaign.dial: It specifies the call that has been transferred to this campaign. • outbound.manual.dial: It specifies the call that has been dialed manually in an outbound campaign. • click.to.call.dial: It specifies the call that has been generated by click on the customer's phone number on its page.
System Disposition	String	It shows the system disposition with which the call has been disposed of.
Hangup Cause Code	String	It shows the hang-up code for this call, which has been provided by the telecom provider.
Hangup Details	String	<p>It shows the hang-up details for this call, which has been provided by the telecom provider. It's possible that values are listed hereinbelow.</p> <ul style="list-style-type: none"> • user_HANGUP_UI • SYSTEM_HANGUP • CUSTOMER_HANGUP_UI

		<ul style="list-style-type: none"> CUSTOMER_HANGUP_PHONE user_HANGUP_PHONE SYSTEM_MEDIA user_CANCELLED_PREVIEW
Customer Setup Time	Duration	Customer Call-Leg Setup Time (Customer Setup Time) is the time duration starting from the time when the communication application takes the phone number to dial until the time when the phone number rings. It also includes the calls which fail to ring the number because of SIT (Special Information Time) or busy tone. Customer Setup Time will not be applicable in case of Inbound Calls.
Customer Ringing Time	Duration	It is the time duration from the start of the actual ringing of the customer's phone number until its end.
IVR Time	Duration	It is the time duration spent by the customer in IVR.
Customer Talk Time	Duration	It is the time duration of a call excluding the Customer Hold Time.
Customer Hold Duration	Duration	It is the total time spent by the customer on hold by the users.
Actual Channel	String	It shows the name of the actual channel of a call consumed on the communication application.
Num Attempts	Number	It is the number of times the system dials a number before connecting to a customer. It includes both Inbound Calls and Attempt Failed Calls.

Association Type	String	It defines the association of a call with the user who has attended it. It will remain blank for the not connected calls.
User ID	String	It is the ID of the user with whom the call was associated.
User Name	String	It is the name of the user with whom the call was associated.
Disposition Code	String	It is the disposition code with which the call is disposed of. It is different from the Ticket State associated with that call. Disposition is for the calls, whereas the State is for the tickets. Both can be mapped for a call in the process where both Voice and IC Campaigns are mapped.
Disposition Class	String	It is the disposition class of the disposition code, which has been selected by the connected user.
Transfer To Agent/Phone	String	It shows the name of the user who is the transferee of a call (to whom the call is transferred). If a call has been transferred to a phone number, then that number is displayed in this column for that call.
User Setup Time	Duration	User Call-Leg Time (User Setup Time) is the time duration starting from the time when the communication application takes the user's extension number to dial until the time when the user's extension rings. It will not be applicable in case of the manual dial of a phone number.
User Ringing Time	Duration	It is the ringing time of the user who was connected to the call.

User Talk Time	Duration	It is the amount of time spent by the user on a call with the customer.
ACW Duration	Duration	ACW stands for After Call Work. It is the time duration spent by the user between the call disconnection and its disposition.
Call Notes	String	Call notes are the notes which are submitted by the agent during the call.
Other Filter Groups	String	It shows the name of the Other Filter Groups in which the call is associated.
Applied filter group	String	It shows the name of the Filter Group which has been applied/used during the call.
Table Filters	String	It shows the name of the Table Filter which has been used during the call.

3.10 Call Distribution Interval Summary

This report gives summary information of calls based on the call type in a campaign in the time interval specified by the user while generating the report.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.

Interval Start	Time	It is the time specified by the user when the data collection interval to generate this r
Interval End	Time	It is the time specified by the user when the data collection interval to generate this r
Process Name	String	It is the name of the process in which the calls are being received.
Campaign Name	String	It is the name of the campaign in which the calls are being received.
Campaign ID	String	It is the ID of the campaign in which the calls are being received.
Call Type	String	<p>It is the type of call that has been made or received. It can have any of the following</p> <ul style="list-style-type: none"> • inbound.call.dial: It specifies the call that has been dialed in an inbound ca • outbound.auto.dial: It specifies the call that has been auto-dialed in a campaign. • outbound.callback.dial: It specifies the call that is a callback in the outbound • outbound.auto.preview.dial: It specifies the call that has been dial Automatic Preview in an outbound campaign. • transferred.to.campaign.dial: It specifies the call that has been transfe campaign. • outbound.manual.dial: It specifies the call that has been dialed man outbound campaign. • click.to.call.dial: It specifies the call that has been generated by click on the phone number on its page.

<p>Total Received Calls</p>	<p>Number</p>	<p>It is the sum of Total Connected Calls (sum of all Inbound Calls and Transfer to Campaign) and Total Abandon the calls at ACD, and Total Abandon at Ringing Calls in the user-specified interval.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$ </div> <p style="text-align: center;">Figure: Calculation of Total Received Calls</p>
<p>Total Connected Calls</p>	<p>Number</p>	<p>It is the total number of calls answered and disposed of by the users in the campaign in the specified interval.</p>
<p>Calls Connected Before Target</p>	<p>Number</p>	<p>It is the total number of calls that have been answered before the target time in the specified interval.</p>
<p>Calls Connected After Target</p>	<p>Number</p>	<p>It is the total number of calls that have been answered after the target time and in the specified interval.</p>
<p>Total Not Connected Calls</p>	<p>Number</p>	<p>It is the total number of calls in the campaign in the specified interval whose talk time is equal to zero (0). These calls may have been answered and disconnected, so they are considered as Abandoned Calls.</p>
<p>Calls Abandoned Before Target</p>	<p>Number</p>	<p>It is the total number of calls that have been abandoned before the target time in the specified interval.</p>

Calls Abandoned After Target	Number	It is the total number of calls that have been abandoned after the target time and in the interval.
Total Customer Talk Time	Duration	It is the sum of the customer talk time of all calls in the campaign in the user-specified interval.
Avg. Customer Talk Time	Duration	<p>It is the average of the customer talk time of all calls in the campaign in the user-specified interval. It is equal to the total customer talk time divided by the number of all completed calls.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Average Talk Time} = \frac{\text{Total Time Spent by Agents while Talking to Customer (In Seconds)}}{\text{Total Answered Calls}}$ </div> <p style="text-align: center;">Figure: Average Customer Talk Time for a User</p>
Max. Customer Talk Time	Duration	It is the maximum customer talk time spent by a customer (in all calls having customer talk time more than zero) in a campaign. It is the maximum time
Calls With Talk Time less than Target	Number	It is the count of calls in the user-specified interval whose talk time is less than the user-specified value.
Total Hold Count	Number	It is the count of all customer calls in the user-specified interval with the hold in the user-specified interval.
Total Hold Duration	Duration	It is the total of hold time made on all customer calls by the users in the user-specified interval in the campaign.

Avg. Hold Duration	Duration	It is the average of hold time made on all customer calls by the users in the campaign in the user-specified interval.
Max. Hold Duration	Duration	It is the maximum hold time (in all customer calls with hold) in the campaign in the user-specified interval.
Calls With Hold Duration Less Than Target	Number	It is the count of calls having hold time less than the user-specified time in the user-specified interval.
ACW Duration	Duration	It is the sum of wrap time spent by all users on connected and disconnected calls in the campaign in the user-specified interval.
Avg. ACW Duration	Duration	It is the average of wrap time spent by all users on connected and disconnected calls in the campaign in the user-specified interval.
Max. ACW Duration	Duration	It is the maximum in wrap times spent by all users on connected and disconnected calls in the campaign in the user-specified interval.
Calls with ACW Duration Less Than Target	Duration	It is the count of calls (both connected and disconnected) in the campaign having wrap-up time less than the user-specified time in the user-specified interval.
Total Handling Time	Duration	It is equal to the total talk time, total hold time, and total wrap-up time spent by the users in the campaign in the user-specified interval.

		$\text{Total Handling Time} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ <p style="text-align: center;">Figure: Total Handling Time</p>
Avg. Handling Time	Duration	<p>It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls in the user-specified interval. It includes on-call interactions, but Dial User (Internal Calls) are not included.</p> $\text{AHT} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ <p style="text-align: center;">Figure: AHT Calculation</p> <p>AHT does not include the Average Wrap Time of a user as the Average Wrap Time includes the wrapping of not connected calls.</p>
Max. Handling Time	Duration	It is the maximum of handling time spent by the users to handle their calls in the user-specified interval.
Calls with Handling Time Less Than Target	Number	It is the count of calls who has handling time less than the user-specified time in the user-specified interval.
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the user in the given duration of the time span.

If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue in the following columns.

- Calls Answered Before Target
- Calls Answered After Target
- Calls Abandoned Before Target
- Calls Abandoned After Target

3.11 Call Distribution Report

This report gives summary information of calls based on the call type in a campaign.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
Process Name	String	It is the name of the process in which the calls are being received.
Campaign Name	String	It is the name of the campaign in which the calls are being received.
Campaign ID	String	It is the ID of the campaign in which the calls are being received.
Call Type	String	It is the type of call that has been made or received. It can have any of the following values: <ul style="list-style-type: none"> • inbound.call.dial: It specifies the call that has been dialed in an inbound campaign. • outbound.auto.dial: It specifies the call that has been auto-dialed in an outbound campaign.

		<ul style="list-style-type: none"> • outbound.callback.dial: It specifies the call that is a callback in the outbound campaign. • outbound.auto.preview.dial: It specifies the call that has been dialed with Automatic Preview in an outbound campaign. • transferred.to.campaign.dial: It specifies the call that has been transferred to another campaign. • outbound.manual.dial: It specifies the call that has been dialed manually in an outbound campaign. • click.to.call.dial: It specifies the call that has been generated by click on the phone number on its page.
Total Received Calls	Number	<p>It is the sum of Total Connected Calls (sum of all Inbound Calls and Transfer to Campaign), Total Abandon the calls at ACD, and Total Abandon at Ringing Calls in the campaign.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$ </div> <p style="text-align: center;">Figure: Calculation of Total Received Calls</p>
Total Connected Calls	Number	It is the total number of calls answered and disposed of by the users in the campaign.
Calls Connected Before Target	Number	It is the total number of calls that have been answered before the target time specified by the user while generating the report.
Calls Connected After Target	Number	It is the total number of calls that have been answered after the target time specified by the user while generating the report.

Total Not Connected Calls	Number	It is the total number of calls whose talk time is equal to zero (0). These calls may be answered and disconnected, so they are not the Abandoned Calls.
Calls Abandoned Before Target	Number	It is the total number of calls that have been abandoned before the target time specified by the user while generating the report.
Calls Abandoned After Target	Number	It is the total number of calls that have been abandoned after the target time specified by the user while generating the report.
Total Customer Talk Time	Duration	It is the sum of the customer talk time of all calls in the campaign.
Avg. Customer Talk Time	Duration	It is the average of the customer talk time of all calls in the campaign. It is equal to the total customer talk time divided by the number of all connected calls. <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Average Talk Time} = \frac{\text{Total Time Spent by Agents while Talking to Customer (In Seconds)}}{\text{Total Answered Calls}}$ </div> <p style="text-align: center;">Figure: Average Customer Talk Time for a User</p>
Max. Customer Talk Time	Duration	It is the maximum customer talk time spent by a customer (in all calls having customer talk time more than zero) in a campaign. It is the maximum time
Calls With Talk Time	Number	It is the count of calls whose talk time is less than the user-specified value.

less than Target		
Total Hold Count	Number	It is the count of all customer calls with the hold in the campaign. If a call has been put on hold multiple times, then it will be calculated once only.
Total Hold Duration	Duration	It is the total of hold time made on all customer calls by the users in the campaign.
Avg. Hold Duration	Duration	It is the average of hold time made on all customer calls by the users in the campaign.
Max. Hold Duration	Duration	It is the maximum hold time (in all customer calls with hold) in the campaign.
Calls With Hold Duration Less Than Target	Number	It is the count of calls having hold time less than the user-specified time.
ACW Duration	Duration	ACW stands for After Call Work. It is the sum of wrap time spent by all users on connected and disconnected calls in the campaign.
Avg. ACW Duration	Duration	It is the average of wrap time spent by all users on connected and disconnected calls in the campaign.
Max. ACW Duration	Duration	It is the maximum in wrap times spent by all users on connected and disconnected calls in the campaign.
Calls with ACW	Count	It is the count of calls (both connected and disconnected) in the campaign having wrap time less than the user-specified time.

Duration Less Than Target		
Total Handling Time	Duration	<p>It is equal to the total talk time, total hold time, and total wrap-up time spent by the campaign.</p> $\text{Total Handling Time} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ <p>Figure: Total Handling Time</p>
Avg. Handling Time	Duration	<p>It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls. It includes only Customer Interactions, but Internal Calls are not included.</p> $\text{AHT} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ <p>Figure: AHT Calculation</p> <p>AHT does not include the Average Wrap Time of a user as the Average Wrap Time includes the wrapping of not connected calls.</p>
Max. Handling Time	Duration	It is the maximum of handling time spent by the users to handle their calls in the campaign.
Calls with Handling Time Less	Number	It is the count of calls of which handling time is less than the user-specified time while running the report.

Than Target		
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the a given duration of the time span.

If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue in the following columns.

- Calls Answered Before Target
- Calls Answered After Target
- Calls Abandoned Before Target
- Calls Abandoned After Target

3.12 Call History Report

This report gives detailed information on all types of calls and their handling by users in a campaign. Each call may be represented by the multiple rows depending upon the number of users who handled the call.

In a scenario where a call has been answered in the first queue and then transferred-and-disposed of in the second queue, then the call will be listed twice in this report.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.

Call ID	String	It is the ID of the call. Every call has a unique ID.
Call Time	Date and Time	It shows the date and time when the call started.
Process Name	String	It is the name of the process in which the call is made.
Campaign Name	String	It is the name of the campaign in which the call is made.
Lead ID	String	It is the ID of the lead through which the call has been made.
Lead Name	String	It is the name of the lead through which the call has been made.
Phone	Digits	It is the phone number of the customer upon which the call is connected.
Customer ID	String	It is the ID of the customer who is connected to the call.
Call Type	String	<p>It shows the type of call. It can have any of the following values.</p> <ul style="list-style-type: none"> • inbound.call.dial: It specifies the call that has been dialed in an inbound campaign. • outbound.auto.dial: It specifies the call that has been auto-dialed in an outbound campaign. • outbound.callback.dial: It specifies the call that is a callback in the outbound campaign. • outbound.auto.preview.dial: It specifies the call that has been dialed through Automatic Preview in an outbound campaign.

		<ul style="list-style-type: none"> • transferred.to.campaign.dial: It specifies the call that has been transferred to this campaign. • outbound.manual.dial: It specifies the call that has been dialed manually in an outbound campaign. • click.to.call.dial: It specifies the call that has been generated by click on the customer's phone number on its page.
System Disposition	String	It shows the system disposition with which the call has been disposed of.
Hangup Cause Code	String	It shows the call disconnection code, which has been sent by the provider.
Hangup Details	String	<p>It shows the hang-up details for this call, which has been provided by the telecom provider. Its possible values are listed hereinbelow.</p> <ul style="list-style-type: none"> • Recovery on timer expiry • Temporarily Unavailable • Does Not Exist Anywhere • Normal call clearing. • Normal Unspecified • Not Found • Call Rejected • Resource unavailable, unspecified • Requested channel not available • Network out of order • No route to the destination

		<ul style="list-style-type: none">• Interworking, unspecified• Service or option not available. Unspecified• Circuit/channel congestion• Destination out of order• Busy Here• Valid cause code not yet received• Request Terminated• Address Incomplete• Protocol error, unspecified• Forbidden• User busy• Normal Clearing• Subscriber absent• Unknown-cause• Server Internal Error• OK• Invalid information element contents• Unallocated (unassigned) number• Invalid number format• No user responding• Temporary failure• Message not compatible with call state• User alerting, no answer• Trying
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Customer Setup Time	Duration	<p>Customer Call-Leg Setup Time (Customer Setup Time) is the time duration starting from the time when the communication application takes the phone number to dial until the time when the phone number rings. It also includes the calls which fail to ring the number because of SIT (Special Information Time) or busy tone. Customer Setup Time will not be applicable in case of Inbound Calls.</p> <p>If there is any customized IVR, then the time for the execution of that query or that API will also be included here.</p>
Customer Ringing Time	Duration	It is the time duration from the start of the actual ringing of the customer's phone number until its end.
IVR Time	Duration	It is the time duration spent by the customer in IVR.
Customer Talk Time	Duration	<p>It is the time duration of a call excluding the Customer Hold Time.</p> <p>It may not match the user talk time, as it may associated with different users. Transfer to campaign calls are termed as different calls that will appear with different and unique call id.</p>
Customer Hold Duration	Duration	It is the total time spent by the customer on hold by the users.
Actual Channel	String	It shows the name of the actual channel of a call consumed on the communication application.
Attempt Number	Number	It is the number of times the system dials a number before connecting to a customer. It includes both Inbound Calls and Attempt Failed Calls.

Association Type	String	It defines the association of a call with the user who has attended it. It will remain blank for the not connected calls.
User ID	String	It is the ID of the user with whom the call was associated.
User Name	String	It is the name of the user with whom the call was associated.
Disposition Code	String	It is the disposition code with which the call is disposed of. It is different from the Ticket State associated with that call. Disposition is for the calls, whereas the State is for the tickets. Both can be mapped for a call in the process where both Voice and IC Campaigns are mapped.
Disposition Class	String	It is the disposition class of the disposition code, which has been selected by the connected user.
Transfer To Agent/Phone	String	It shows the name of the user who is the transferee of a call (to whom the call is transferred). If a call has been transferred to a phone number, then that number is displayed in this column for that call.
User Setup Time	Duration	User Call-Leg Time (User Setup Time) is the time duration starting from the time when the communication application takes the user's extension number to dial until the time when the user's extension rings. It will not be applicable in case of the manual dial of a phone number.
User Ringing Time	Duration	It is the ringing time of the user who was connected to the call.

User Talk Time	Duration	It is the amount of time spent by the user on a call with the customer.
ACW Duration	Duration	ACW stands for After Call Work. ACW Duration is the time duration spent by the user between the call disconnection and its disposition.
Call Notes	String	Call notes are the notes which are submitted by the agent during the call.
Display Phone	String	It shows the format of the phone number which was displayed to the agent while calling the customer.
Unique Identifier	String	It shows the unique identifier of the call. It is used when the number masking is enabled to hide the customer's phone number at the agent's end.
Other Filter Groups	String	It shows the name of the Other Filter Groups in which the call is associated.
Applied filter group	String	It shows the name of the Filter Group which has been applied/used during the call.
Table Filters	String	It shows the name of the Table Filter which has been used during the call.

3.13 Lead Penetration Report

This report provides the dialing interval (30 min, 1 hour, and others) summary of the lead list uploaded such as Uploaded records, Attempts, Penetration, Conversion, and others.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Interval Start	Time	It is the time specified by the user when the data collection interval to generate this report starts.
Interval End	Time	It is the time specified by the user when the data collection interval to generate this report ends.
Campaign Name	String	It is the name of the campaign in which the calls are being made.
Lead ID	String	It is the ID of the lead through which the calls are being dialed to the customers.
Lead Name	String	It is the name of the lead through which the calls are being dialed to the customers.
Total Uploaded Customers	Number	It is the total number of unique records uploaded in this lead. It shows current data when the report is generated. It does not depend upon the specified interval.
Total Attempts	Number	It is the total number of calls made from this lead.

Total Customers Tried	Number	It is the total number of unique customers tried from this lead.
Total DNC Disposition	Number	It is the total number of DNC Dispositions made for calls in this lead.
Total Callback Disposition	Number	It is the total number of callback dispositions made for calls in this lead.
Conversion	Number	<p>It is equal to the total number of unique customers tried minus by the total number of calls disposed of as "sale" from this lead.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Conversion} = \frac{\text{Total Number of Unique Customers Tried} - \text{Total Number of Calls Disposed as Sale}}$ </div> <p style="text-align: center;">Figure: Conversion</p>
Connected %	Percentage	<p>Connected Percentage is equal to the unique connected customers divided by the total uploaded records.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Connected (\%)} = \frac{\text{Total Unique Customers Connected}}{\text{Total Uploaded Records}} \times 100$ </div> <p style="text-align: center;">Figure: Connected %</p>
Penetration Rate	Number	Its percentage is equal to the total number of unique customers divided by the total uploaded records.
Avg. No. of Attempts	Number	It is the average number of attempts made for each customer in this lead.

Per Customer		
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3.14 Queue Performance Report

This report summarizes information (AHT, AWT, ATT, and others) of queues of all inbound or transferred to campaign calls that have reached the ACD (queue) for each time interval.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
Campaign Name	String	It is the name of the campaign in which the calls are being received.
Queue Name	String	It is the name of the queue in which the calls are being received. There are cases when the queue name is blank in report. It happens for the campaign calls as these calls answer in campaign instead of queue.
Answer Level %	Percentage	<p>Its percentage is equal to the total number of answered calls divided by the total received calls in the queue.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Answer Level \%} = \frac{\text{Total Number of Answered Calls}}{\text{Total Received Calls}} \times 100$ </div> <p style="text-align: center;">Figure: Calculation of Answer Level Percentage</p>

<p>SLA within Target (%)</p>	<p>Percentage</p>	<p>Service Level within Target Percentage is equal to the total calls answered by the users in the specified threshold divided by the total calls received in that threshold.</p> <p>SLA Calculation</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Received Calls}} \times 100$ </div> <p style="text-align: center;">Figure: Calculation of SLA</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $SLA = \frac{\text{Total Connected Calls with Threshold}}{\text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}} \times 100$ </div> <p style="text-align: center;">Figure: Detailed Calculation of SLA</p> <p>Definitions:</p> <p>Following are the definitions of metrics used in the above calculation.</p> <ul style="list-style-type: none"> • Threshold: The default threshold is 20 seconds but the administrator can change it in the Administrator Console. • ACD: It is a standard term that means Automatic Call Distributor, which is a sophisticated system to answer and route inbound calls to the user-defined agents automatically. • Total Received Calls: It is the sum of Total Answered Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon Calls at ACD, and Total Abandon at Ringing Calls. <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Received Calls} = \text{Total Connected Calls} + \text{Total Abandon Calls at ACD} + \text{Total Abandon Calls at Ringing}$ </div>
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		<p style="text-align: center;">Figure: Calculation of Total Received Calls</p> <ul style="list-style-type: none"> • Total Answered Calls: It is the total number of calls answered by the Agents including both Inbound Calls and Transfer to Campaign calls. • Total Abandon Calls at ACD: It is the total number of calls that are disconnected by the customer while waiting for the agent. • Total Abandon Ringing Calls: It is the total number of calls that are disconnected when the phone of the agent (assigned to that call) is ringing. <p>Special Cases:</p> <ul style="list-style-type: none"> • Short calls (customer talk time <10 sec) are considered in Abandon calls at ACD as well in Connected calls. • Cumulative wait time is considered in the campaign for re-ACD cases. For example, if the call is routed to different queue on timeout (when all the staffed agents are busy handling the calls) then the wait time calculated is the sum of the wait time of all the queues via which the call is routed.
Service Level after Target %	Percentage	<p>Service Level after Target Percentage is equal to the total calls answered by the users in the specified threshold divided by the total calls received in that threshold.</p> <p>SLA Calculation is given above.</p>
Unique Agents	Number	<p>It is equal to the total number of unique agents staffed in the queue.</p>

<p>Total Received Calls</p>	<p>Number</p>	<p>It is the sum of Total Connected Calls (sum of all Inbound Calls and Transfer to Campaign calls), Total Abandon the calls at ACD, and Total Abandon at Ringing Calls in the queue.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Total Received Calls} = \frac{\text{Total Connected Calls}}{\text{Calls}} + \frac{\text{Total Abandon Calls at ACD}}{\text{at ACD}} + \frac{\text{Total Abandon Calls at Ringing}}{\text{Calls at Ringing}}$ </div> <p style="text-align: center;">Figure: Calculation of Total Received Calls</p>
<p>Avg. User Setup Time</p>	<p>Duration</p>	<p>It is the average time spent by the users on all connected calls to answer them.</p>
<p>Avg. Customer Ringing Time</p>	<p>Duration</p>	<p>It is the average of all total time duration when the customer's phone was ringing for all connected calls. It should be zero in case of Inbound Calls and Transfer to Campaign Calls.</p>
<p>Avg. Wait Time</p>	<p>Duration</p>	<p>It is the average of all customer's wait time on all calls in the queue.</p>
<p>Avg. Talk Time</p>	<p>Duration</p>	<p>It is the average talk time spent by the user on the calls in the queue. It is equal to the total talk time of the user divided by the total calls answered by the user.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ </div> <p style="text-align: center;">Figure: Average Talk Time of User</p>
<p>Avg. Hold Duration</p>	<p>Duration</p>	<p>It is the average of hold time made on all customer calls by the users in the queue.</p>
<p>Avg. ACW Duration</p>	<p>Duration</p>	<p>It is the average of wrap time spent by all users on connected and disconnected calls in the queue.</p>

Avg. Speed of Answer	Duration	It is the average amount of time spent on the calls to be answered in a call center in the specified period. It includes the total wait time and total user phone ringing time.
Avg. Abandoned Time	Duration	It is equal to the sum of the total wait time of abandoned calls at ACD and total user ringing time for abandoned calls, divided by the total abandoned calls. <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> $\text{Avg. Abandoned Time} = \frac{\text{Total Wait Time of Abandoned Calls} + \text{User Ringing Time for Abandoned Calls}}{\text{Total Abandoned Calls}} \times 100$ </div> <p style="text-align: center; color: purple;">Figure: Average Abandoned Time</p>
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the agent in the given duration of the time span.

If the call is being ReACD in the same queue, then it also includes that time for which the call was in queue in the following columns.

- Total Queue Served Calls in Target %
- Average Customer Wait Time

3.15 Conference Report

This report provides a summary of the conferred calls. This report is used to track the status of the conference calls that an agent has conferred with other users.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.

Process Name	String	It is the name of the process in which the call has been answered.
Campaign Name	String	It is the name of the campaign in which the call has been answered.
User Name	String	It is the name of the user who has initiated the conference call.
User ID	String	It is the Id of the user who has initiated the conference call.
Associated Call Id	String	It shows the Id of the original call from which the conference call was initiated to the another user.
Associated Call Type	String	It shows the type of the call such as "manual.dial".
Associated Call Disposition	String	It shows the disposition through which the original call was disposed off.
Phone	Number	It shows the phone number of the customer through which the customer has initiated the call.
Display Phone	Number	It shows the phone number which was being displayed to the agent.
Unique Identifier	String	It shows the unique identifier associated to the call. It is used when the number masking is enabled.
Call Time	Date	It shows the date and time of the original call when it was received at the agent's console.

Conference Call Id	String	It shows call Id of the conference call.
Conference Type	String	It shows type of the conference call such as confer-to-IVR, or confer-to-user.
Conference Party	String	It shows extension at which the conference call has been made by the user.
Conference Join Time	Date	It shows the date and time when the conference call has been initiated.
Conference End Time	Date	It shows the date and time when the conference call was ended.
Conference Talk Time	Number	It shows the total time that the user has spent on the conference call.

3.16 Supervisor Group Manager QA Productivity Summary Report

This report provides a summary of the supervisor, group manager, and analyst. As an user supervisor, analyst, and group manager can work like an agent. This report provides an overview of their working.

Column Name	Data Type	Definition
Process ID	Number	It shows the Id of the process through the user has made or received the call.
Process Name	String	It shows the name of the process through which the user made or received the call.

Campaign ID	Number	It shows the Id of the campaign through which the user has made or received the call.
Campaign Name	String	It shows the name of the campaign through which the user has made or received the call.
User Name	String	It is the name of the supervisor, group manager, or analyst.
User ID	String	It is the Id of the supervisor, group manager, or analyst.
Total Snoop Count	Number	It shows the total number of the calls in which the user has snooped to the agent's call.
Total Barge Count	Number	It shows the total number of the calls in which the user has barged to the agent's call.
Total Whisper Count	Number	It shows the total number of the calls in which the user has whispered to the agent's call.
Total Confer Count	Number	It shows the total number of the calls in which the user has conferred with the agent's call.
Total Voicelogs scored	Number	It shows the total number of the voicelogs of the calls in which the supervisor, analyst, or group manager has provided the scores.
Total Snoop Talk Time	String	It shows the total snooped talktime in which the user has snooped to the agent's call.
Total Barge Talk Time	String	It shows the total barge talktime in which the user has barged to the agent's call.

Total Whisper Talk Time	String	It shows the total Whisper talktime in which the user has whispered to the agent's call.
Total Confer Talk Time	String	It shows the total confer talktime in which the user has conferred to the agent's call.
Total Snoop Ringing Time	String	It shows the total ringing time for the snoop request that has been consumed before answering the call.
Total Barge Ringing Time	String	It shows the total ringing time for the barge request that has been consumed before answering the call.
Total Whisper Ringing Time	String	It shows the total ringing time for the Whisper request that has been consumed before answering the call.
Total Confer Ringing Time	String	It shows the total ringing time for the confer request that has been consumed before answering the call.
Total Time spent in Campaign	String	It shows the total time that the user has spent in any campaign.
Total Break Duration	String	It shows the total time for which the user was on the break.
Average Snoop Talk Time	String	It shows the average snoop talktime that the user has spent in a single call.
Average Barge Talk Time	String	It shows the average barge talktime that the user has spent in a single call.
Average Whisper Talk Time	String	It shows the average whisper talktime that the user has spent in a single call.

Average Confer Talk Time	String	It shows the average confer talktime that the user has spent in a single call.
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4. Chat Reports

Ameyo Archiving and Reporting Tool (ART) contains the following reports for Chat Campaigns.

1. [Agent Chat Report](#)
2. [Chat Agent Productivity Report](#)
3. [Chat Channel Report](#)
4. [Chat Detail Report](#)

4.1 Agent Chat Report

This chat report provides a user-wise summary of the session, chat data and feedback data.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Agent ID	String	It is the ID of the user with whom the chat was associated.
Total Staffed Duration	Duration	<p>It is the total time duration for which the user was staffed in a campaign. It includes their break time also.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Staffed Duration} = \text{Total Ready Duration of a User} + \text{Total Break Duration of a User}$ </div> <p style="text-align: center;">Figure: Total Staffed Duration</p>

<p>Total Ready Duration</p>	<p>Duration</p>	<p>It is the total time duration for which the user was active in a campaign. It is the sum of the ready duration of a user on all sessions in the pre-selected interval. It is the sum of duration for which user was on Auto-Call On and the duration for which the user was on Auto-Call Off.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Total Ready Duration} = \text{Duration of Auto-Call On Status} + \text{Duration of Auto-Call Off Status}$ </div> <p style="text-align: center;">Figure: Total Ready Duration</p>
<p>No of Chats Assigned</p>	<p>Number</p>	<p>It is the total number of chats assigned to a user in a campaign.</p>
<p>No of Chats Served</p>	<p>Number</p>	<p>It is the total number of chats served by a user in a campaign.</p>
<p>Chat Not Responded Count</p>	<p>Number</p>	<p>It is the total number of chats, upon which the assigned user did not respond in a campaign.</p>
<p>Avg Chat Duration</p>	<p>Duration</p>	<p>It is the average talk chat duration spent by the user on the chats in the campaign. It is equal to the total chat time of the user divided by the total chats answered by the user.</p>
<p>Count of No Feedback Chats</p>	<p>Number</p>	<p>It is the total number of chats upon which no feedback has been received in a campaign.</p>

Count of Feedback	Number	It is the total number of feedbacks received for the users in a campaign.
Avg Feedback Rating	Number	<p>It is average of the total feedback ratings received on all chats with feedback in a campaign.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> $\text{Avg. Feedback Rating} = \frac{\text{Total Feedback Ratings}}{\text{Number of Chats with Feedback}}$ </div> <p style="text-align: center;">Figure: Calculation of Average Feedback Rating</p>
Number of Chats with Duration less than 1 Minute	Number	It is the total number of chat sessions in a campaign with a duration of less than 1 minute.
Number of Chats with Duration between 1 to 5 min	Number	It is the total number of chat sessions in a campaign with a duration between 1 to 5 minutes.
Number of chats with duration greater than 5 min	Number	It is the total number of chat sessions in a campaign with a duration greater than 5 minutes.
Percentage of chats with	Percentage	This percentage is equal to the number of chats with duration less than 1 minute divided by the total number of chats, which has been attended and has any duration.

duration less than 1 min		
Percentage of chats with duration between 1 to 5 min	Percentage	This percentage is equal to the number of chats with a duration from 1 to 5 minutes divided by the total number of chats, which has been attended and has any duration.
Percentage of chats with duration greater than 5 min	Percentage	This percentage is equal to the number of chats with a duration greater than 5 minutes divided by the total number of chats, which has been attended and has any duration.

4.2 Chat Agent Productivity Report

This chat report provides a user-wise summary of the session and chat data.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.

Agent Name	String	It is the name of the user with whom the chat was associated.
Total Staffed Duration	Duration	<p>It is the total time duration for which the user was staffed in a campaign. It includes their break time also.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Staffed Duration} = \text{Total Ready Duration of a User} + \text{Total Break Duration of a User}$ </div> <p style="text-align: center;">Figure: Total Staffed Duration</p>
Total Ready Duration	Duration	<p>It is the total time duration for which the user was active in a campaign. It is equal to the ready duration of a user on all sessions of in the pre-selected interval. Total Ready Duration is equal to the sum of duration for which user was on Auto-Call On and the duration for which the user was on Auto-Call Off.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Ready Duration} = \text{Duration of Auto-Call On Status} + \text{Duration of Auto-Call Off Status}$ </div> <p style="text-align: center;">Figure: Total Ready Duration</p>
Total Chat Offered	Number	It is the total number of chats offered to the users in a campaign.
Total Chat Served	Number	It is the total number of chats served in the queue.
Total Chat Not Responded	Number	It is the total number of chats, which were not responded by the users in a campaign.

Total Chat Transferred to Agent	Number	It is the total number of chats transferred to the users in a campaign.
Avg. First Response Time	Time	It is the average of first response time on all chat sessions, which has been served by the users in a campaign.
Avg. Chat Duration	Duration	It is the average of total time duration spent by the agents on all served chats in a campaign.
Avg Feedback Score	Number	It is average of the total feedback score received on all chats with feedback in a campaign. <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Avg. Feedback Score} = \frac{\text{Total Feedback Score}}{\text{Number of Chats with Feedback}}$ </div> <p style="text-align: center; color: purple;">Figure: Calculation of Average Feedback Score</p>
Agent ID	String	It is the ID of the user with whom the chat was associated.

4.3 Chat Channel Report

This report gives detailed information about all calls and their handling by agents in a queue. Each call may be represented by multiple rows depending on the number of agents who handled the call.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.

Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Campaign Name	String	It is the name of the campaign in which the chat is made.
Campaign ID	String	It is the ID of the campaign in which the chat is made.
Channel Name	String	It is the name of the channel through which the user has initiated and connected the chat.
Queue Name	String	It is the name of the queue in which the chat is made.
Queue ID	String	It is the ID of the queue in which the chat is made.
Total Chat Received	Number	It is the total number of chats received in the queue.
Total Chat Served	Number	It is the total number of chats served in the queue.
Total Chat Missed	Number	It is the total number of chats, which were not served (that is missed to be served) by the users in the campaign.
Total Chat Missed in Queue	Number	It is the total number of chats, which were not served (that is missed to be served) by the users in a queue.
Total Chat Missed by the Agent	Number	It is the total number of chats, which were not served (that is missed to be served) by the users in a queue.
Unique Customers Connected	Number	It is the total number of unique customers whose chat has been served.

Unidentified Customers Connected	Number	It is the total number of customers, who are not identified, but their chat has been served.
Avg Queue Wait Time	Duration	It is the average wait time of all chats offered in the queue.
Avg FRT	Duration	It is the average of the first response time of all offered chats.
Avg. Duration of Chat	Duration	It is the average of the total duration of all offered chats.
Feedback Rating(%)	Number	It is the average of total feedback rating received.
% of Total Chat Traffic	Percentage	This percentage of total chat traffic.
Top 1st Disposition code	String	It is the top most used disposition code to dispose of the offered chats.
Top 1st Disposition%	Percentage	This percentage is equal to the number of chats disposed of with top 1st used disposition code divided by the total number of offered chats.
Top 2nd Disposition code	String	It is the second top most used disposition code to dispose of the offered chats.
Top 2nd Disposition%	Percentage	This percentage is equal to the number of chats disposed of with the second top used disposition code divided by the total number of offered chats.

Top 3rd Disposition code	String	It is the third top most used disposition code to dispose of the offered chats.
Top 3rd Disposition%	Percentage	This percentage is equal to the number of chats disposed of with the third top used disposition code divided by the total number of offered chats.

4.4 Chat Detail Report

This chat report gives detailed information about all chats and their handling by agents.

Missed in Queue: It is listed for those chats, which remain unassigned and disconnected. These chats might be disconnected by the customer before connecting to the user.

Missed by Agent: It is listed for those chats, which are assigned to a user, but the chat is disconnected by the customer or ended by the user.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Campaign ID	String	It is the ID of the campaign in which the chat is made.
Chat ID	String	It is the unique ID of a chat, of which detail is displayed in this row.

Queue Name	String	It is the name of the queue in which the chat is made.
Queue ID	String	It is the ID of the queue in which the chat is made.
Customer Name	String	It is the name of the customer with whom the chat is connected. It may remain blank for the unidentified customer.
Email	String	It is the email address of the customer with whom the chat is connected.
Phone	String	It is the phone number of the customer with whom the chat is connected.
Customer ID	String	It is the ID of the customer with whom the chat is connected.
Source	String	It is the source from where the chat is initiated.
Chat Status	String	It contains the status of the Chat Progress.. Served: It is listed for those chats, which has been served by a user. Missed: It is listed for those chats, which has been missed to be served.
Served By	String	It contains the name of the user, who has attended the chat.
Agent First Response Time	Duration	It is the duration in which the first response is given to the customer by the user.

Total Customer Wait Time	Duration	It is the total wait time spent by the customer on this chat. If the chat has been transferred between multiple queues, then wait time spent by the customer in each chat transfer will be added.
Total Chat Duration	Duration	It is the total chat duration.
Disposition	String	It is the disposition code in which the chat has been disposed of.
Number of agents who handled this chat	Number	It shows the total number of users who have handled this chat. If the chat has been transferred between multiple queues, then it will be a total number of all agents who handled this chat in different queues.
Chat Type (Transferred/Requested)	String	It shows the type of the chat that an agent has received. The chat can be of transferred or requested that an agent can receive.

5. Interaction Reports

Ameyo Archiving and Reporting Tool (ART) contains the following reports for Interaction Campaigns.

1. [Feedback Report](#)
2. [Interaction Activity Daily Report](#)
3. [Interaction Details Report](#)
4. [Interaction Service Level Report](#)
5. [Transition Daily Report](#)

5.1 Feedback Report

This report provides the details of interactions including their key information and feedback data.

The Administrator has to perform the backend configuration to create the Feedback Schemas. The required Schema has to be selected while generating the report.

You can generate this report for the following types of interactions.

- **Created in selected time duration:** Select it to generate the reports only for those interactions which has been created only in the selected duration.
- **Closed in selected time duration:** Select it to generate the reports only for those interactions which has been closed only in the selected duration.
- **Created or Closed in selected time duration:** Select it to generate the reports for those interactions which are either created or closed in the selected duration.

If the Administrator has created the Custom Fields and assigned them to the Interaction Campaign, for which you are generating this report, then these custom fields will also be added to this report.

We have selected "Created or Closed in selected time duration" option to create this Definition Document. Also, no Custom Field is included in this test case.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Ticket ID	Number	It is the ID of the ticket.
Custom ID	Number	It is the Custom Ticket ID of the ticket. This column will contain the value only when the Administrator has customized the Ticket ID.
Created On	Date and Time	It contains the date and time when this ticket was created.
Campaign Name	String	It is the name of the campaign in which this ticket was created.
Campaign ID	String	It is the ID of the campaign in which this ticket was created.
Queue Name	String	It is the name of the queue in which this ticket was created.
Queue ID	String	It is the ID of the queue in which this ticket was created.

Channel	String	It is the name of the channel through which the user has initiated the customer communication for which this ticket has been created or modified.
Last Modified	Date and Time	It contains the date and time when this ticket was modified last.
External State	String	It contains the external state, in which the ticket has been disposed of.
Internal State	String	It contains the internal state (member of External State), in which the ticket has been disposed of. For example, the External State of a ticket is "Closed", but the internal state can be "Resolved" or "Unresolved", because "Resovled" and "Unresolved" are members of "Closed" Internal State.
Ticket Priority	Duration	It contains the current priority of the ticket.
Ticket Subject	String	It contains the subject of the email or other customer communication for which this ticket has been created or modified.
Time to Assign	Duration	It shows the time duration taken to assign this ticket to any agent.
Customer ID	String	It contains the ID of the customer, who have sent the interaction upon which this ticket has been created.
Time to Response	Duration	It shows the time duration taken for delivering first response on this ticket by any agent.

Agent	String	It contains the name of the agent to whom this ticket is assigned currently.
Customer Name	String	It contains the name of the customer, who have sent the interaction upon which this ticket has been created.
Closed On	Date and Time	It shows the date and time when this ticket was closed.
How would you rate your overall experience with Support Desk	String	It contains the answer given by the customer of the query, "How would you rate your overall experience with Support Desk". Feedback Schema contains such custom questions which can be asked to the customers, the customers reply to these questions, and provide a score. Therefore, the values of such columns can be different for different users as these columns depends upon the selected Feedback Schema while generating the reports.
Score	String	It contains the score given by the customer for the query, "How would you rate your overall experience with Support Desk". "Score" Column will be included with every feedback question column. It will save the value of score provided by the customer for a feedback question.
Has this issue been fully resolved to your satisfaction?	String	It contains the answer given by the customer of the query, "Has this issue been fully resolved to your satisfaction?".

Score	String	It contains the score given by the customer for the query, "Has this issue been fully resolved to your satisfaction?".
Rate customer support executive on being knowledgeable	String	It contains the answer given by the customer of the query, "Rate customer support executive on being knowledgeable".
Score	String	It contains the score given by the customer for the query, "Rate customer support executive on being knowledgeable".
CSAT	String	It contains the Customer Satisfaction Feedback or value provided by the customer.
Comment	String	It shows all the comments respective to the feedback submitted by the customer.

5.2 Interaction Activity Daily Report

This report provides a queue and campaign-wise summary of activities on interactions.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.

Date	Date	It contains the date when interaction was made.
Campaign Name	String	It is the name of the campaign in which the interaction was made.
Queue Name	String	It is the name of the queue in which the interaction was made.
Interactions Handled	Number	It is the number of interactions handled.
New Created	Number	It is the number of newly created interactions.
System Assigned	Number	It is the number of interactions assigned by the system.
Supervisor Assigned	Number	It is the number of interactions assigned by the Supervisors.
Interactions Picked	Number	It is the number of interactions picked by the users themselves.
Transferred to Queue	Number	It is the number of interactions, which were transferred to the queue.
Transferred to Agent	Number	It is the number of interactions, which are transferred to the users.
Transferred From Queue	Number	It is the number of interactions, which were transferred automatically from one queue to another as they were not handled during a timeout period.
Merged	Number	It is the number of interactions, which has been merged.

Splitted	Number	It is the number of merged interactions, which has been split now.
Closed	Number	It is the number of interactions, which has been closed.
Expired	Number	It is the number of interactions, which has been expired.
Internal Notes	Number	It is the number of internal notes added on a ticket by the users.

5.3 Interaction Details Report

This report provides the details of the tickets in a campaign. A new row is added whenever a ticket is created, modified, or deleted.

You can generate this report for the following types of interactions.

- **Created in selected time duration:** Select it to generate the reports only for those interactions which has been created only in the selected duration.
- **Closed in selected time duration:** Select it to generate the reports only for those interactions which has been closed only in the selected duration.
- **Created or Closed in selected time duration:** Select it to generate the reports for those interactions which are either created or closed in the selected duration.

If the Administrator has created the Custom Fields and assigned them to the Interaction Campaign, for which you are generating this report, then these custom fields will also be added to this report.

We have selected "Created or Closed in selected time duration" option to create this Definition Document. Also, no Custom Field is included in this test case.

Column Name	Data Type	Definition
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Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Ticket ID	Number	It is the ID of the ticket.
Custom ID	Number	It is the Custom Ticket ID of the ticket. This column will contain the value only when the Administrator has customized the Ticket ID.
Ticket Subject	String	It is the subject of the ticket through which the ticket is being created in the Ameyo.
Created On	Date and Time	It contains the date and time when this ticket was created.
Created By	String	It contains the name of the agent who created the ticket.
Campaign Name	String	It is the name of the campaign in which this ticket was created.
Campaign ID	String	It is the ID of the campaign in which this ticket was created.
Queue Name	String	It is the name of the queue in which this ticket was created.
Queue ID	String	It is the ID of the queue in which this ticket was created.

Channel	String	It is the name of the channel through which the user has initiated the customer communication for which this ticket has been created or modified.
Last Modified	Date and Time	It contains the date and time when this ticket was modified last.
Status	String	It contains the current status of the ticket.
Agent	String	It contains the name of the agent to whom this ticket is assigned currently.
Ticket Priority	Duration	It contains the current priority of the ticket.
Assign Time SLA	Duration	It shows the Assign Time SLA during which the ticket should be assigned.
Time to Assign	Duration	It shows the time duration taken to assign this ticket to any agent.
First Response SLA	Duration	It shows the First Response SLA during which the first response should have been sent on this ticket.
Time to Response	Duration	It shows the time duration taken for delivering first response on this ticket by any agent.
Resolve Time SLA	Duration	It shows the Resolve Time SLA during which this ticket should have been resolved.

Time to Resolve	Duration	It shows the time duration taken for resolving this ticket.
Closed On	Date and Time	It shows the date and time when this ticket was closed.
Customer ID	String	It shows the ID of the customer which is generated by the Ameyo.
Customer Name	String	It shows the name of the customer, if the customer is registered in Ameyo.
Reopen count	Number	It shows the total number of all those tickets which are reopened.
Customer Email	String	It shows the Email address of the customer, if registered in Ameyo.
Customer Phone	Number	It shows the Phone number through which the customer is registered in Ameyo.

The Interaction Details Report shows the data for the all the interactions. And, it also includes the data of "Custom Fields" (if created) in their respective columns. But sometimes, the customer can delete or unassign the custom fields present in the interaction campaign according to their use. In such cases, the new reports fetched from Ameyo does not include the data of the custom fields, and the respective columns for them will also be deleted from the reports. This is because, the reports for Interaction is fetched at run-time and at that time the custom field is not present to be fetched, even in the new reports fetched for previous time. However, the data of custom fields will always be present in the database.

5.4 Interaction Service Level Report

This report provides information in terms of achieved and broken SLA of interactions in different queues and campaigns.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Date	Date	It shows the date when interaction was made.
Campaign Name	String	It is the name of the campaign in which the interaction was made.
Queue Name	String	It is the name of the queue in which the interaction was made.
Interactions Assigned within Assignment Time	Number	It is the number of interactions which has been assigned to the user within Assign Time SLA.
Interactions Assigned after SLA Breach	Number	It is the number of interactions, which has been assigned after the breach of Assign Time SLA.
Average Assignment Time	Duration	It is the average of time durations in which the interactions have been assigned to the users.

Percentage of Interactions Assigned within SLA time	Percentage	This percentage is equal to the number of interactions assigned with Assign Time SLA divided by the total number of interactions in the campaign.
Interactions Responded after SLA Breach	Number	It is the number of interactions, which were responded by the users after the breach of First Response Time SLA.
Average First Response Time	Duration	It is the average of time durations in which the first response was delivered on all interactions.
Percentage of Interactions Responded within SLA time	Percentage	This percentage is equal to the number of interactions responded within First Response Time SLA divided by the total number of interactions in the campaign.
Interactions Resolved within Resolve Time	Number	It is the number of interactions resolved within the Resolve Time SLA.
Interactions Resolved after SLA breach	Number	It is the number of interactions resolved after the breach of Resolve Time SLA.
Average Resolve Time	Duration	It is the average of all time durations in which the interactions are resolved in the campaign.
Percentage of Interactions Resolved within SLA time	Percentage	This percentage is equal to the number of interactions resolved with Resolve Time SLA divided by the total number of interactions in the campaign.

5.5 Transition Daily Report

This report provides detailed information about interaction state transitions grouped by campaign and queue.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Date	Date	It shows the date when interaction was made.
Campaign Name	String	It is the name of the campaign in which the interaction was made.
Queue Name	String	It is the name of the queue in which the interaction was made.
Interactions Handled	Number	It is the number of handled interactions.
New Created	Number	It is the number of newly created interactions.
New to Open	Number	It is the number of new interactions that are pending to be opened.
Open To Close	Number	It is the number of opened interactions that have been closed.
Close to Open	Number	It is the number of closed interactions that have been reopened.

Open Pending	to Number	It is the number of interactions that have been opened now and moved to "Pending" state. It means that the interaction is pending for some reason and its SLA will not be counted.
Pending Open	to Number	It is the number of interactions, which were pending but now has been reopened and now their SLA will be counted.
Pending Close	to Number	It is the number of interactions, which were pending but now has been closed.
New Pending	to Number	It is the number of new interactions, which has been moved to "Pending" State. It means that the interaction is pending for some reason and its SLA will not be counted.
New to Close	Number	It is the number of new interactions, which has been closed.
Merged	Number	It is the number of interactions, which has been merged into one interaction.
Splitted	Number	It is the number of merged interactions, which has been split.
Expired	Number	It is the number of interactions, which has been expired.

6. CRM Reports

Ameyo Archiving and Reporting Tool (ART) contains the following reports for CRM.

1. [CRM Details Report](#)
2. [CRM Lead Details Report](#)

6.1 CRM Details Report

This report provides a summary of each disposition made by the user for a call. This report can be used to track the state changes of a customer in the system. The columns of this report will be changed with the modification in Ameyo CRM or with the integration of a third-party CRM.

Following column fields are available by default in Ameyo CRM.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Call ID	String	It is the ID of the call. Every call has a unique ID.
Campaign Name	String	It is the name of the campaign in which the call was made.

Date	Date and Time	It contains the date and time when the call was made.
Lead ID	String	It is the ID of the lead from which the call made. Every lead has a unique ID>
Customer ID	String	It is the ID of the customer who was on the call.
Phone	Number	It is the phone number of the customer used for the call.
Call Type	String	<p>It shows the type of call. It can have any of the following values.</p> <ul style="list-style-type: none"> • inbound.call.dial: It specifies the call that has been dialed in an inbound campaign. • outbound.auto.dial: It specifies the call that has been auto-dialed in an outbound campaign. • outbound.callback.dial: It specifies the call that is a callback in the outbound campaign. • outbound.auto.preview.dial: It specifies the call that has been dialed through Automatic Preview in an outbound campaign. • transferred.to.campaign.dial: It specifies the call that has been transferred to this campaign. • outbound.manual.dial: It specifies the call that has been dialed manually in an outbound campaign. • click.to.call.dial: It specifies the call that has been generated by click on the customer's phone number on its page.

System Disposition	String	It shows the system disposition with which the call has been disposed of.
Number of Attempts	Number	It is the number of attempts made for this call.
Association Type	String	It is the type of call association.
User ID	String	It is the ID of the user with whom the call was associated.
Username	String	It is the name of the user with whom the call was associated.
Disposition Class	String	It is the disposition class of the disposition code, which has been selected by the use while disposing of the customer communication.
Disposition Code	String	It is the disposition code, which has been selected by the user while disposing of the customer communication.
Talk Time	Duration	It is the time duration of a call excluding the Customer Hold Time.
Wrap Time	Duration	It is the time duration spent by the user between the call disconnection and its disposition.
crt_object_id	String	It is Call RunTime Object ID, which is the unique identification of a customer call leg or phone call leg in Ameyo. For Example, when a manual dial is done by the agent, Ameyo creates a unique ID to identify the customer call leg even before initiating the call.

customer_id	String	It is the ID of the customer. Every customer has a unique ID.
session_id	String	It is the Unique Session Session, that is assigned by Ameyo uniquely for every transaction of the agent presence in the system. For every login-logout, a token is created which is used to authorize every request before performing the actual operation.
usercrtobjectid	String	It is User Call RunTime Object ID, which is the unique identification of a user call leg in Ameyo. Ameyo identifies each user call leg as soon as the agent selects the extension or WebRTC.
Phone 1	Number	It is the phone number of a customer, which has been stored in "Phone 1" field.
Phone 2	Number	It is the phone number of a customer, which has been stored in "Phone 2" field.
Phone 3	Number	It is the phone number of a customer, which has been stored in "Phone 3" field.
queue_id	String	It is the ID of the queue, in which the call was connected.
queue_name	String	It is the name of the queue, in which the call was connected.
call_date	Date	It contains the date when the call was made.
verifiername	String	It is the name of the user who has verified the customer.
disposition	String	It is the disposition in which the call has been disposed of.

user_id	String	It is the ID of the user who was connected on the call.
phoneoriginal	Number	It is the phone number of the customer, with which the call was made.
updatedon	Date	It contains the date when this record was last updated.
feedback	String	It shows the feedback received for this call.
isnewnumber	String	It shows whether the customer phone number used in this call is new or not.
title	String	It contains the title of the name of the customer connected on the call.
fname	String	It contains the first name of the customer connected on the call.
mname	String	It contains the middle name of the customer connected on the call.
lname	String	It contains the last name of the customer connected on the call.
designation	String	It contains the designation of the customer connected on the call.
emailid	String	It contains the Email ID of the customer connected on the call.
marital_status	String	It contains the marital status of the customer connected on the call.
sex	String	It contains the sex of the customer connected on the call.

housetno	String	It contains the house number of the customer's address, who is connected on the call.
streetno	String	It contains the street number of the customer's address, who is connected on the call.
landmarks	String	It contains the landmark of the customer's address, who is connected on the call.
city	String	It contains the city of the customer's address, who is connected on the call.
state	String	It contains the state of the customer's address, who is connected on the call.
zip	String	It contains the Zip Code of the customer's address, who is connected on the call.
country	String	It contains the country of the customer's address, who is connected on the call.
bankname	String	It contains the Bank name of the customer connected on the call.
accno	String	It contains the bank account number of the customer connected on the call.
bankaccname	String	It contains the name of the person who uses the bank account.
sortcode	String	It contains the Bank Sort Code for the bank account number of the connected customer. It may remain blank in the regional places, where sort code is not applicable.

ssno	String	It contains the Social Security Number of the customer connected on the call.
comments	String	It contains the comments made by the customer connected on the call.
altno	Number	It contains the alternate number of the customer connected on the call.
mobilenno	Number	It contains the cell phone number of the customer connected on the call.
faxno	Number	It contains the fax number of the customer connected on the call.
occupation	String	It contains the Occupation of the customer connected on the call.
dob	Date	It contains the date of birth of the customer connected on the call.
county	String	It contains the county name of the customer connected on the call.
companyname	String	It contains the name of the company of the customer connected on the call.
btnumber	Number	
leadid	String	It is the ID of the lead from which the call is connected.

homephone	Number	It is the phone number of the customer's home, who is connected to the call.
officephone	Number	It is the phone number of the customer's office, who is connected to the call.
dispositionattr	String	It contains the disposition code with which the call has been disposed of.

6.2 CRM Lead Details Report

This report can be fetched to get the current state of the customers in Ameyo. This report also gives CRM data.

The columns of this report will be changed with the modification in Ameyo CRM or with the integration of a third-party CRM.

Following column fields are available by default in Ameyo CRM.

Column Name	Data Type	Definition
Setup ID	String	(Only for Central ART Setup) It shows the setup ID of the Ameyo Server, which is used for calling.
Setup Name	String	(Only for Central ART Setup) It shows the unique name of Ameyo Server, which is used for calling.
#	Number	It denotes the row number for each entry in the table.
Customer Id	String	It is the ID of the customer who is connected on the call.
Lead Id	String	It is the ID of the lead through which the call has been made.

Lead Name	String	It is the name of the lead through which the call has been made.
Campaign ID	String	It is the name of the campaign in which the call is connected.
Upload Date	Date	It is the date when the lead was uploaded.
TimeZone	String	It is the time zone specified in the lead.
Phone 1	Number	It is the phone number of the customer in "Phone 1" field.
Phone 2	Number	It is the phone number of the customer in "Phone 2" field.
Phone 3	Number	It is the phone number of the customer in "Phone 3" field.
Status	String	It is the status of the call.
Attempts	Number	It is the number of the attempts to connect this call.
Last Churn Date	Date	It is the date when this number was last churned.
Churn Count	Number	It is the count of churning done on this number.
Is DNC	String	It contains "Yes" if the number is the Do Not Call in the Do Not Call (DNC) List uploaded in the Supervisor interface. Else it contains "No".
Is Excluded Disposed	String	It contains "Yes" if this call has been disposed as "Excluded". Else it contains "No".
Excluded Disposition Date	Date	It is the date when this number was disposed as "Excluded".

Is Callback Scheduled	String	It contains "Yes" if the callback has been scheduled for this number. Else it contains "No".
Last Call ID	String	It is the ID of the last call made to this customer.
Last Call Time	Time	It is the time when the last call was made to this customer.
Last Phone	Number	It is the last phone number of the customer which was connected.
Last Call System Disposition	String	It was the system disposition of the last call for this customer.
Association Type	String	It is the type of association made on this call.
User ID	String	It is the ID of the user who is associated with the customer's last call.
Username	String	It is the name of the user who is associated with the customer's last call.
Disposition Class	String	It is the disposition class of the disposition code in which the last call has been disposed of.
Disposition Code	String	It is the disposition code in which the last call has been disposed of.
User Talktime	Duration	It is the amount of time spent by the user on a call with the customer. This time does not include the time for which the call was on "HOLD".

Wrap Time	Duration	It is the total time taken by the user to dispose of the call after its disconnection in the specified interval.
crt_object_id	String	It is Call RunTime Object ID, which is the unique identification of a customer call leg or phone call leg in Ameyo. For Example, when a manual dial is done by the agent, Ameyo creates a unique ID to identify the customer call leg even before initiating the ca
session_id	String	It is the Unique Session Session, that is assigned by Ameyo uniquely for every transaction of the agent presence in the system. For every login-logout, a token is created which is used to authorize every request before performing the actual operation.
queue_id	String	It is the ID of the queue in which the call has been received.
queue_name	String	It is the name of the queue in which the call has been received.
updatedon	Date	It is the date when this record was last updated.
feedback	String	It shows the feedback received for this call.
isnewnumber	String	It shows whether the customer phone number used in this call is new or not.
title	String	It contains the title of the name of the customer connected on the call.

fname	String	It contains the first name of the customer connected on the call.
mname	String	It contains the middle name of the customer connected on the call.
lname	String	It contains the last name of the customer connected on the call.
designation	String	It contains the designation of the customer connected on the call.
emailid	String	It contains the Email ID of the customer connected on the call.
marital_status	String	It contains the marital status of the customer connected on the call.
sex	String	It contains the sex of the customer connected on the call.
houseeno	String	It contains the house number of the customer's address, who is connected on the call.
streetno	String	It contains the street number of the customer's address, who is connected on the call.
landmarks	String	It contains the landmark of the customer's address, who is connected on the call.
city	String	It contains the city of the customer's address, who is connected on the call.

state	String	It contains the state of the customer's address, who is connected on the call.
zip	String	It contains the Zip Code of the customer's address, who is connected on the call.
country	String	It contains the country of the customer's address, who is connected on the call.
bankname	String	It contains the Bank name of the customer connected on the call.
accno	String	It contains the bank account number of the customer connected on the call.
bankacname	String	It contains the name of the person who uses the bank account.
sortcode	String	It contains the Bank Sort Code for the bank account number of the connected customer. It may remain blank in the regional places, where sort code is not applicable.
ssno	String	It contains the Social Security Number of the customer connected on the call.
comments	Number	It contains the comments made by the customer connected on the call.
altno	Number	It contains the alternate number of the customer connected on the call.

mobilenno	Number	It contains the cell phone number of the customer connected on the call.
faxno	String	It contains the fax number of the customer connected on the call.
occupation	Date	It is the date when the customer's information in the lead was uploaded.
dob	String	It contains the date of birth of the customer connected on the call.
county	String	It contains the county name of the customer connected on the call.
companyname	Number	It contains the name of the company of the customer connected on the call.
btnumber	String	
leadid	Number	It is the ID of the lead from which the call is connected.
homephone	Number	It is the phone number of the customer's home, who is connected on the call.
officephone	Number	It is the phone number of the customer's office, who is connected on the call.

7. Group Agent Reports

Ameyo Archiving and Reporting Tool (ART) contains the following reports for Group Agents.

1. [Group Agent Productivity Interval Summary Report](#)
2. [Group Agent Productivity Summary Report](#)
3. [Group Agent Session Details Report](#)

7.1 Group Agent Productivity Interval Summary Report

The report provides a user-wise summary of call information for the selected Groups for the specified interval.

The report contains the information of the call only for the period of time for which the agent is assigned into that group.

Column Name	Data Type	Definition
Interval Start Time	Time	It shows the time when the interval to collect the data for generating the report starts. It is selected by the user while generating the report.
Interval End Time	Time	It shows the time when the interval to collect the data for generating the report ends. It is selected by the user while generating the report.
Process Name	String	It is the name of the process in which the call is made.
Campaign Name	String	It is the name of the campaign in which the call is made.
Group Name	String	It is the name of the group in which the agent is assigned.

User Name	String	It is the name of the user with whom the call was associated in the selected interval.
User ID	String	It is the ID of the user with whom the call was associated in the selected interval.
Total Staffed Duration	Duration	<p>It is the total time duration for which the user was staffed in a group of that campaign in the pre-selected interval. It includes their break time also.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Staffed Duration} = \text{Total Ready Duration of a User} + \text{Total Break Duration of a User}$ </div> <p style="text-align: center;">Figure: Total Staffed Duration</p>
Total Ready Duration	Duration	<p>It is the total time duration for which the user was active in a group of that campaign. It is equal to the ready duration of a user on all sessions of in the pre-selected interval.</p> <p>Total Ready Duration is equal to the sum of duration for which user was on Auto-Call On and the duration for which the user was on Auto-Call Off.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Ready Duration} = \text{Duration of Auto-Call On Status} + \text{Duration of Auto-Call Off Status}$ </div> <p style="text-align: center;">Figure: Total Ready Duration</p>
Total Break Duration	Duration	It is the total duration for which a user was on break in a campaign of that group in the pre-selected interval. It is the sum of break duration of a user on all sessions in the pre-selected interval.
Total Idle Time	Duration	It is the total Idle time spent by the user in a campaign of that group. It is equal to the total ready duration minus the sum of total service time in the interval in that campaign for the given period of time.

		$\text{Total Idle Time} = \text{Total Ready Duration} - \left\{ \text{Total Talk Time in Intervals} + \text{Total Service Time} \right\}$ <p style="text-align: center;">Figure: Total Idle Time</p>
Avg. Ringing Time	Duration	It is the average of all time duration for which a user's phone was ringing for all calls in a campaign of that group in the pre-selected interval.
Avg. Talk Time	Duration	It is the average talk time spent by the user on the calls in a campaign of that group in the pre-selected interval. It is equal to the total talk time of the user divided by the total calls answered by the user. <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ </div> <p style="text-align: center;">Figure: Average Talk Time of User</p>
Avg. ACW Duration	Duration	It is the average of wrap time spent by a user on all its connected and disconnected calls in a campaign of that group in the pre-selected interval.
Avg. Handling Time	Duration	It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls by a user in a campaign of that group in the pre-selected interval. It includes only Customer Interactions, but Dial User (Internal Calls) are not included. <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> $\text{AHT} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent} + \text{Wrap Time of Connected Calls}}{\text{Total Connected Calls for this Agent}}$ </div> <p style="text-align: center;">Figure: AHT Calculation</p>

		AHT does not include the Average Wrap Time of a user as the Average Wrap Time will also include the wrapping of not connected calls.
Total Talk Time in Interval	Duration	It is the total of all talk time durations on the connected calls spent by the users in a campaign of that group in the specified interval.
Total ACW Duration in Interval	Duration	ACW stands for After Call Work. It is the total of all time durations spent by the first users on the calls answered in the specified interval between the call disconnection and its disposition.
Auto-Call On Duration	Duration	It is the total duration for which the user was on "Auto-Call On" mode in a campaign of that group in the pre-selected duration.
Auto-Call Off Duration	Duration	It is the total duration for which the user was on "Auto-Call Off" mode but was on "Ready" mode in a campaign of that group in the pre-selected duration.
Auto Dials	Number	It shows the total number of auto-dial calls made in the specified interval, whether they are connected or not connected. It does not include those calls which are auto-previewed and then auto-dialed.
Auto Preview Dials	Number	It shows the total number of auto-previewed and auto-dialed calls made in the specified interval, whether they are connected or not. It does not include Auto Dial Calls, which are not previewed.
Inbound Received	Number	It shows the total number of inbound calls (disposed in all system dispositions) in the specified interval, whether they are connected or not connected.

Manual Dials	Number	It shows the total number of manual dial calls made in the specified interval, whether they are connected or not connected. It does not include Manual Preview Dial Calls.
Manual Preview Dials	Number	It shows the total number of manually previewed and dialed calls in the specified interval, whether they are connected or not connected. It does not include the Manual Dial Calls, which are not previewed.
Callbacks Received	Number	It shows the total number of callbacks made in the specified interval, whether they are connected or not connected. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Transfers Received	Number	It shows the total number of transferred calls received in the specified interval, whether they are connected or not connected.
Auto Dialer Calls Talk Time	Duration	It is the total customer talk time spent on all calls dialed by the Auto-Dialers in the specified interval. It does not include Auto Preview Dial calls, which are previewed before dialing.
Inbound Calls Talk Time	Duration	It is the total customer talk time spent on all inbound calls received in the specified interval.
Manual Calls Talk Time	Duration	It is the total customer talk time spent on all calls which are manually dialed in the specified interval. It does not include Manual Preview Dial Calls.
Callback Calls Talk Time	Duration	It is the total customer talk time spent on all calls made for the callbacks in the specified interval.

Transfer to Campaign Calls Talk Time	Duration	It is the total customer talk time spent on all calls transferred to this in the specified interval of that group.
Click to Call Talk Time	Duration	It is the total customer talk time spent on all outbound calls in the specified interval which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Connected Auto Dials	Number	It shows the total number of auto-dial calls, which are connected to the customers, in the specified interval. It does not include those calls which are auto-previewed and then auto-dialed.
Connected Inbound	Number	It shows the total number of inbound calls (disposed in all system dispositions), which are connected to the agents in the specified interval.
Connected Manual Dials	Number	It shows the total number of manual dial calls, which are connected to the customers, made in the specified interval. It does not include Manual Preview Dial Calls.
Connected Callbacks	Number	It shows the total number of callbacks, which are connected to the customers, in the specified interval. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Connected Transfers	Number	It shows the total number of transferred calls received, which are connected to the agents, in the specified interval.

Connected Manual Preview Dials	Number	It is the total number of manually previewed and dialed calls, which are connected to the customers in the specified interval. It does not include the Manual Dial Calls, which are not previewed.
Connected Auto Preview Dials	Number	It shows the total number of auto-previewed and auto-dialed calls made in the specified interval, which are connected to the customers. It does not include Auto Dial Calls, which are not previewed.
Click-To-Calls	Number	It shows the total number of all calls (connected or not connected) which are made, in the specified interval, using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Connected Click-to-Calls	Number	It shows the total number of customer-connected calls which are made, in the specified interval, using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Auto Dialer Ring-Time	Duration	It shows the total duration of the call in which it was in ringing state in case of the auto-call on.
Inbound Ring Time	Duration	It shows the total duration of the time for an inbound call in which the call was in the ringing state.
Manual Ring Time	Duration	It shows the total duration of the time for an outbound manual call in which the call was in the ringing state at the customer end.

Callback Calls Ring Time	Duration	It shows the total duration of the time for the callback calls in which the call was in the ringing state at the customer end.
Transfer To Campaign Ring Time	Duration	It shows the total duration of the time for the call when the call has been transferred for which the call was in the ringing state.
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the agent in the given duration of the time span.
Auto Dialer Calls ACW Duration	Duration	It shows the total time taken by the agent for the ACW or dispose-off the call when auto-dialing was enabled.
Inbound Calls ACW Duration	Duration	It shows the total time taken by the agent for the ACW or dispose-off the call for the inbound calls.

7.2 Group Agent Productivity Summary Report

The report provides a user-wise summary of call information in a campaign of the group.

Column Name	Data Type	Definition
Process Name	String	It is the name of the process in which the call is made.

Group Name	String	It is the name of the group in which the agent is assigned.
Campaign Name	String	It is the name of the campaign in which the call is made.
User ID	String	It is the ID of the user with whom the call was associated.
User Name	String	It is the name of the user with whom the call was associated.
Total Staffed Duration	Duration	<p>It is the total time duration for which the user was staffed in a campaign of that group. It includes their break time also.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Staffed Duration} = \text{Total Ready Duration of a User} + \text{Total Break of a User}$ </div> <p style="text-align: center;">Figure: Total Staffed Duration</p>
Total Ready Duration	Duration	<p>It is the total time duration for which the user was active in a campaign of that group. It is equal to the ready duration of a user on all sessions in the pre-selected interval. Total Ready Duration is equal to the sum of duration for which user was on Auto-Call On and the duration for which the user was on Auto-Call Off.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{Total Ready Duration} = \text{Duration of Auto-Call On Status} + \text{Duration of Auto-Call Off Status}$ </div> <p style="text-align: center;">Figure: Total Ready Duration</p>
Total Break	Duration	It is the total duration for which a user was on break in a campaign of that group. It is the sum of break duration of a user on all sessions.

Duratio n		
Total Idle Time	Durati on	<p>It is the total Idle time spent by the user in that campaign of that group. It is equal to the total ready duration minus the sum of total service time in the interval in that campaign for the given period of time.</p> $\text{Total Idle Time} = \text{Total Ready Duration} - \left\{ \text{Total Talk Time in Intervals} \right\} + \text{Total Service}$ <p>Figure: Total Idle Time</p>
Avg. Ringing Time	Durati on	It is the average of all time durations for which a user's phone was ringing for all calls in a campaign of that group.
Avg. Talk Time	Durati on	<p>It is the average talk time spent by the user on the calls in a campaign of that group. It is equal to the total talk time of the user divided by the total calls answered by the user.</p> $\text{Average Talk Time of a user} = \frac{\text{Total Talk Time of user}}{\text{Total Answered Calls of user}}$ <p>Figure: Average Talk Time of User</p>
Avg. ACW Duratio n	Durati on	It is the average of wrap time spent by a user on all its connected and disconnected calls in a campaign of that group.
Avg. Handlin g Time	Durati on	It is equal to the sum of Customer Talk Time, Customer Hold Time, and Wrap Time of Connected Calls divided by the total connected calls by a

		<p>user in a campaign of that group. It includes only Customer Interactions, but Dial User (Internal Calls) are not included.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> $\text{AHT} = \frac{\text{Customer Talk Time for this agent} + \text{Customer Hold Time for this agent}}{\text{Total Connected Calls for this Agent}}$ </div> <p style="text-align: center;">Figure: AHT Calculation</p> <p style="background-color: #0070C0; color: white; padding: 5px;">AHT does not include the Average Wrap Time of a user as the Average Wrap Time will also include the wrapping of not connected calls.</p>
Total Talk Time in Interval	Duration	It is the total of all talk time durations on the connected calls spent by the users in a campaign in the specified interval of that group.
Total ACW Duration in Interval	Duration	ACW stands for After Call Work. It is the total of all time duration spent by the first users on the calls answered in the specified interval between the call disconnection and its disposition.
Auto-Call On Duration	Duration	It is the total duration for which the user was on "Auto-Call On" mode in a campaign of that group.
Auto-Call Off	Duration	It is the total duration for which the user was on "Auto-Call Off" mode but on "Ready" mode in a campaign of that group.

Duratio n		
Auto Dials	Numb er	It shows the total number of auto-dial calls made in the campaign of that group, whether they are connected or not connected. It does not include those calls which are auto-previewed and then auto-dialed.
Inboun d Receive d	Numb er	It shows the total number of inbound calls (disposed in all system dispositions) in the inbound campaign of that group, whether they are connected or not connected.
Manual Dials	Numb er	It shows the total number of manual dial calls made in the campaign of that group, whether they are connected or not connected. It does not include Manual Preview Dial Calls.
Callback s Receive d	Numb er	It shows the total number of callbacks made in the campaign of that group, whether they are connected or not connected. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Transfe rs Receive d	Numb er	It shows the total number of transferred calls received in the campaign of that group, whether they are connected or not connected.
Auto Dialer Ring Time	Durati on	It is the duration, for which the agent's phone is ringing, on the calls dialed by the Auto-Dials. It does not include those calls which are auto-previewed and then auto-dialed.

Auto Preview Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls which are auto-previewed before auto-dialing. It does not include those calls which are auto-dialed only without preview.
Inbound Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the inbound calls only.
Manual Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the manually dial outbound calls. It does not include Manual Preview Dials.
Manual Preview Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the manually previewed and dialed outbound calls. It does not include Manual Dial Calls, which are not previewed.
Callback Calls Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls made for the callbacks.
Transfer to Campaign Ring Time	Duration	It is the duration, for which the agent's phone is ringing, on the calls transferred to this campaign of that group.

Click To Calls Ring Time	Durati on	It is the duration, for which the agent's phone is ringing, on the click-to-call feature in this campaign of that group.
Auto Dialer Talk Time	Durati on	It is the total customer talk time spent on all calls dialed by the Auto-Dialers in this campaign of that group. It does not include Auto Preview Dial calls, which are previewed before dialing.
Inboun d Calls Talk Time	Durati on	It is the total customer talk time spent on all inbound calls received in this campaign of that group.
Manual Calls Talk Time	Durati on	It is the total customer talk time spent on all calls which are manually dialed in this campaign of that group. It does not include Manual Preview Dial Calls.
Callback Calls Talk Time	Durati on	It is the total customer talk time spent on all calls made for the callbacks.
Transfe r to Campai gn Calls Talk Time	Durati on	It is the total customer talk time spent on all calls transferred in this campaign of that group.

Auto Dialer Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls dialed by the Auto-Dialers in this campaign of that group. It does not include Auto Preview Dial calls, which are previewed before dialing.
Inbound Calls ACW Duration	Duration	It is the total ACW Duration spent on all inbound calls received in this campaign of that group.
Manual Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls which are manually dialed in this campaign of that group. It does not include Manual Preview Dial Calls.
Callback Calls ACW Duration	Duration	It is the total ACW Duration spent on all calls made for the callbacks.
Transfer to Campaign Calls ACW	Duration	It is the total ACW Duration spent on all calls transferred to this campaign of that group.

Duratio n		
Connect ed Auto Dials	Numb er	It shows the total number of auto-dial calls, which are connected to the customers, in the campaign of that group. It does not include those calls which are auto-previewed and then auto-dialed.
Connect ed Inboun d	Numb er	It shows the total number of inbound calls (disposed in all system dispositions), which are connected to the agents in the inbound campaign of that group.
Connect ed Manual Dials	Numb er	It shows the total number of manual dial calls, which are connected to the customers, made in the campaign of that group. It does not include Manual Preview Dial Calls.
Connect ed Callback s	Numb er	It shows the total number of callbacks, which are connected to the customers, in the campaign of that group. It includes Queue Callback, Campaign Callback, Self Callback, and Preview Callback.
Connect ed Transfe rs	Numb er	It shows the total number of transferred calls received, which are connected to the agents, in the campaign of that group.
Manual Preview Talk Time	Durati on	It is the total customer talk time spent on all calls which are manually previewed and then dialed in this campaign of that group. It does not include Manual Dial Calls, which are not previewed.

Manual Preview ACW Duration	Durati on	It is the total ACW Duration spent on all calls which are manually previewed and then dialed in this campaign of that group. It does not include Manual Dial Calls, which are not previewed.
Auto Preview Talk Time	Durati on	It is the total customer talk time spent on all calls which are auto previewed and then auto-dialed in this campaign of that group. It does not include Auto Dial Calls, which are not previewed.
Auto Preview ACW Duration	Durati on	It is the total ACW Duration spent on all calls which are auto- previewed and then auto-dialed in this campaign of that group. It does not include Auto Dial Calls, which are not previewed.
Click to Call Talk Time	Durati on	It is the total customer talk time spent on all outbound calls which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Click to Calls ACW Duration	Durati on	It is the total ACW Duration spent on all outbound calls which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Total Customer Hold	Durati on	It is the total time for which the customer was put on hold by the users in all calls with the hold in this queue.

Duratio n		
Avg. Custom er Hold Duratio n	Time	<p>It is the average time for which the customer was put on hold by the users in all calls with the hold in this queue. It is equal to the total hold time divided by the total calls with the hold.</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> $\text{Average Hold Time} = \frac{\text{Total Hold Time}}{\text{Count of Customer Calls with Hold}}$ </div> <p style="text-align: center;">Figure: Average Hold Time</p>
Connect ed Manual Preview Dials	Numb er	It is the total number of manually previewed and dialed calls, which are connected to the customers in this campaign of that group. It does not include the Manual Dial Calls, which are not previewed.
Manual Preview Dials	Numb er	It shows the total number of manually previewed and dialed calls, whether they are connected or not connected. It does not include the Manual Dial Calls, which are not previewed.
Auto Preview Dials	Numb er	It shows the total number of auto-previewed and auto-dialed calls made in the campaign of that group, whether they are connected or not. It does not include Auto Dial Calls, which are not previewed.
Connect ed Auto- Preview Dials	Numb er	It shows the total number of auto-previewed and auto-dialed calls made in the campaign of that group, which are connected to the customers. It does not include Auto Dial Calls, which are not previewed.

Click-to-Calls	Number	It shows the total number of all calls (connected or not connected) which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Connected Click-to-Calls	Number	It shows the total number of customer-connected calls which are made using click-to-call feature, that is, making a call by clicking the phone number displayed in the Customer Information or anywhere else in the system.
Total Ring Time	Duration	It is the total of all time durations for which a user's phone was ringing for all calls in a campaign of that group.
Total Preview Time	Duration	It is the total of preview time, spent on all of those calls which are previewed before dialing such as auto-preview dialed calls and manual preview dialed calls.
Avg. Preview Time	Duration	It is the average of preview time, spent on all of those calls which are previewed before dialing such as auto-preview dialed calls and manual preview dialed calls.
Total Wrapped Calls	Number	It shows the total number of calls that have been wrapped or completed by the agent in the given duration of the time span.

7.3 Group Agent Session Details

The report provides the detailed agent-wise session information (including the auto call on the interval, agent break interval, auto call off interval, and others) of the agents of any group.

If an agent is added in the group during one part of the interval selected to generate a report, but the agent was not added during the previous part, then the data for the previous period (when the agent was not a member) will not be included in the report.

For Example: A report is being generated for group1 for a duration of 9 hours from 10:00 to 19:00, but agent1 was added at 14:00, then the data for agent1 will be available from 14:00 to 19:00 only even if agent1 is working since 10:00 in other groups.

Column Name	Data Type	Definition
User ID	String	It is the ID of the user with whom the call was associated.
User Name	String	It is the name of the user with whom the call was associated.
Session ID	String	It shows the session ID of the user's current session.
Login Time	Time	<p>It shows the date and time of the moment when the user is logged on at the Ameyo System. This timestamp is created in Ameyo. A new session is initiated whenever the login is done, and it is indicated with a unique session ID.</p> <p>It may not be equal to the actual time when the user clicked "Login" button at the interface. It is because the system may take the corresponding amount of time to authenticate the user logon.</p>
Logout Time	Time	<p>It shows the date and time of the moment when the user is logged out from the Ameyo System. This timestamp is created in Ameyo. The current user login session is expired as a result of this action.</p> <p>It may not be equal to the actual time when the user clicked "Logout" button at the interface. It is because the system may take the corresponding amount of time to logout the user.</p>

Total Login Duration	Duration	It is the time duration for which a user is logged on to the system in a session. It is the difference between the logout time and login time of a user's session.
Group Name	String	It is the name of the group in which the agent is assigned.
Campaign ID	String	It is the ID of the campaign in which the user is staffed.
Campaign Name	String	It is the name of the campaign in which the user is staffed.
Ready History ID	String	A unique ready history ID is assigned for a user whenever the user selects "Available" status after taking a break.
Ready Start Time	Time	It is the timestamp at which the user has either selected a campaign to logon or selected "Available" after returning from a break.
Ready End Time	Time	It is the timestamp at which the user has marked itself on break either by changing the campaign (deselecting current campaign), or logging out, or going on break.
Break End Time	Time	It is the timestamp at which the user has marked its break end either by deselecting a campaign, or logging out, or selecting "Available" status.
Break Reason	String	It shows the reason selected by a user for going on break.
Ready Duration	Duration	It is the total time duration for which the user was ready to work in a campaign. It is calculated per campaign basis by taking the difference

		between Ready End Time and Ready Start Time. If a user has selected the multiple campaigns, total ready duration might be different for different campaigns. Adding the total ready duration for all campaigns will be greater than the total login duration of a user.
Break Duration	Duration	It is the total duration for which a user was on break in a campaign in the pre-selected interval. It is the sum of break duration of a user on all sessions in the pre-selected interval.
Auto Call On/Off History ID	String	It is the unique ID of a complete cycle that starts when the user selected "Auto-Call On" and then selected "Auto-Call Off".
Auto-Call On Start Time	Time	It is the timestamp at which the user has selected "Auto-Call On" status.
Auto-Call On End Time	Time	It is the timestamp at which the user has changed its "Auto-Call On" status by selecting a break or "Auto-Call Off" status. It also shows the timestamp when the Supervisor has selected this status for the user from its console.
Auto-Call Off End Time	Time	It is the timestamp when the user changed "Auto-Call Off" status by selecting "Auto-Call On" status or by marking itself "Available".
Auto-Call On Duration	Duration	It is the total time duration for which the user has turned on its "Auto-Call On" status. It is calculated per campaign as the difference between "Auto-Call On End Time" and "Auto-Call On Start Time". If the user has selected multiple campaigns, then it can be different for each campaign.

Auto-Call Off Duration	Duration	It is the total time duration for which the user has turned on its "Auto-Call Off" status. It is calculated per campaign as the difference between "Auto-Call Off End Time" and "Auto-Call Off Start Time". If the user has selected multiple campaigns, then it can be different for each campaign.
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