

Creation Date: 05/01/2015 07:19:34 AM

Grouping: Trunk

Date Range: 04/01/2015 12:00:00 AM - 04/30/2015 11:59:59 PM

Filter Criteria:

Summary Information

Trunk	Total Calls	Call Category			Call Origin				Call Service (Incoming Only)			
		Emergency	Non-Emergency	Other	Incoming	Internal	Outgoing	Unknown	Wire-line	Wireless	VoIP	Unknown
Total	11,180	3,479	7,701	0	9,145	8	2,025	2	6,233	2,620	155	137

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Summary Information

Trunk	Call Process (Excluding Internal)							
	Outgoing	Callback	Abandoned (Emergency)			Unanswered	Answered	
			Not Serviced	Serviced	Unserviceable		TDD	Voice
Total	1,908	117	16	135	0	137	2	8,855

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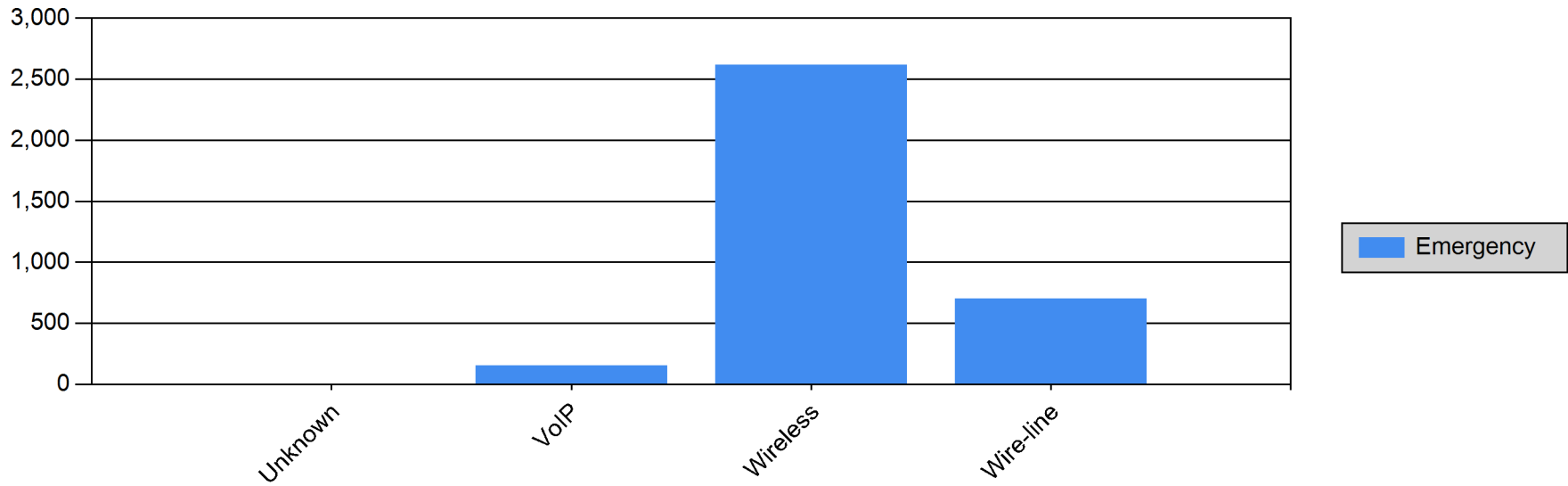
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Filter Criteria:

Summary Chart

Call Count by Call Service (Incoming)



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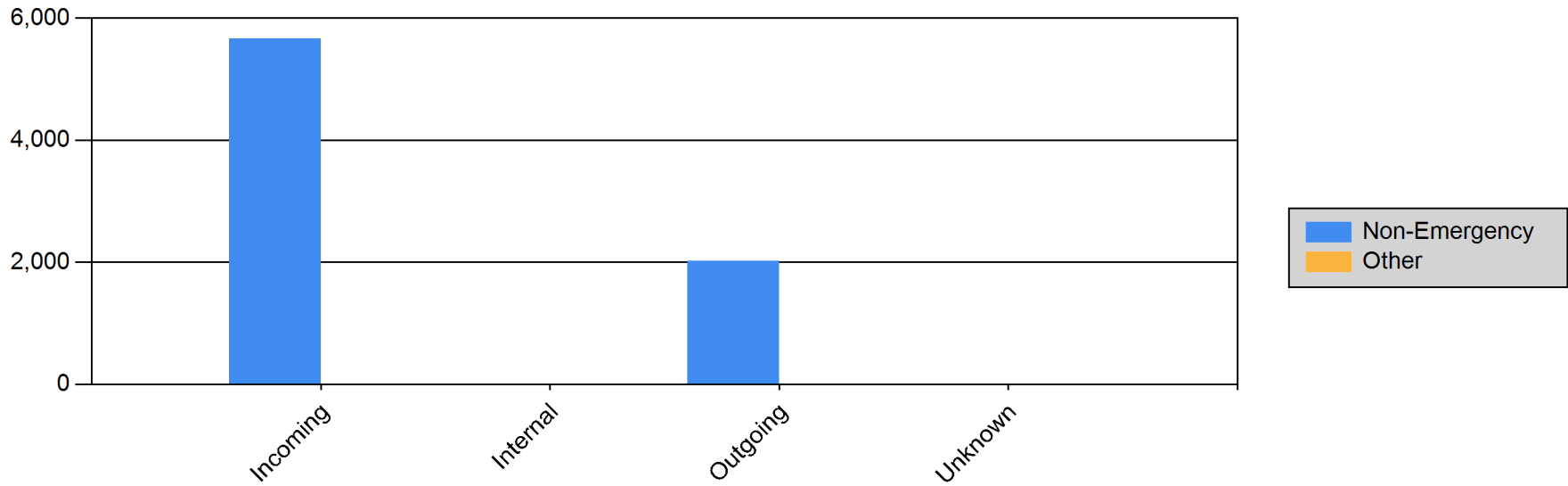
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Filter Criteria:

Summary Chart

Call Count by Call Origin



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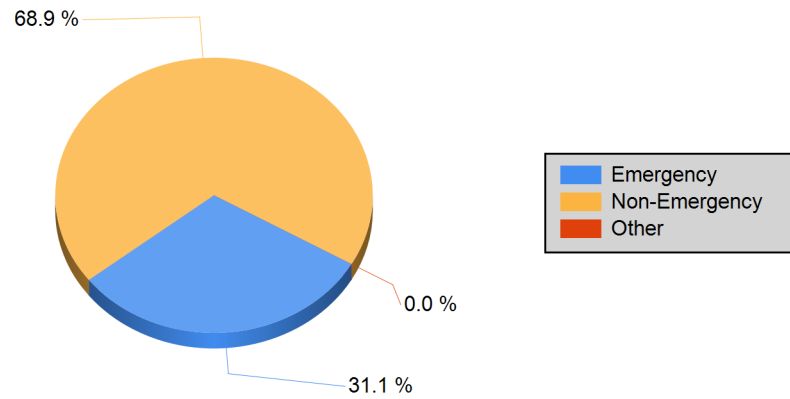
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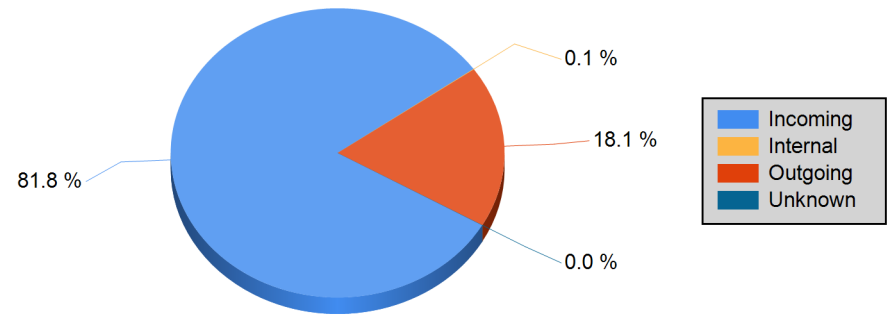
Filter Criteria:

Detail Chart

Call Count by Call Category



Call Count by Call Origin



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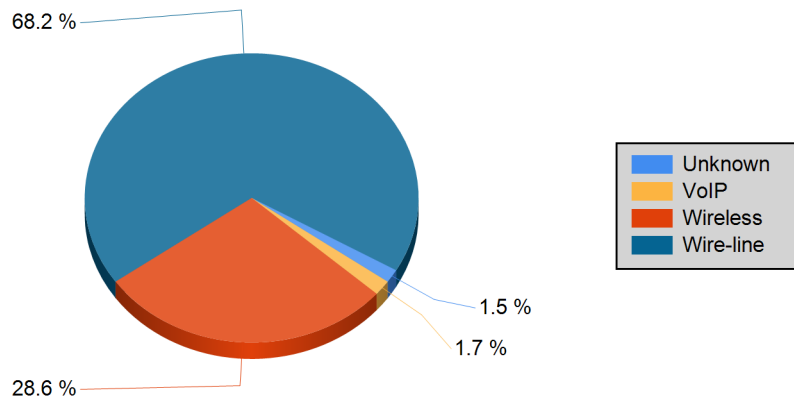
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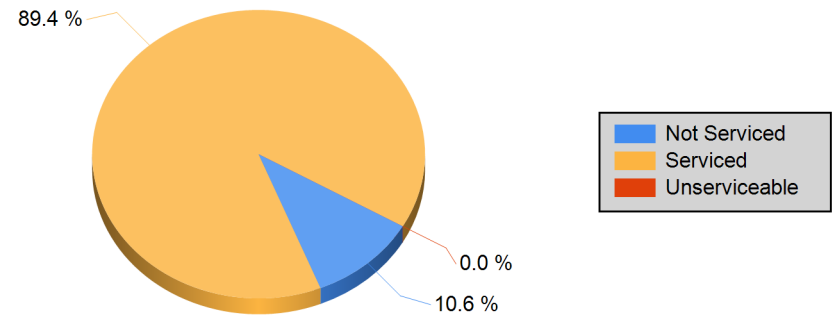
Filter Criteria:

Detail Chart

Call Count by Call Service (Incoming)



Call Count by Call Type by Abandoned (Emergency)



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Report Description

Report Definition: Provides the total number of processed calls per category and type for the specified date range and filter criteria. The possible call types are:

- Call Category:
 - Emergency – Emergency call processed on either an incoming or outgoing trunk.
 - Non-Emergency – Non-emergency call processed either on an incoming or outgoing line.
 - Other – Internal call (within the site) processed on an intercom, and any other non-emergency or non-administrative call.
- Call Origin:
 - Incoming – Call that originated from outside the site; it can be an Emergency call or a Non-Emergency call.
 - Internal – Console to Console call within the site.
 - Outgoing – New call that originated from a Console to external location outside of the call center; it can be an Emergency call (call back from an abandoned call) or Non-Emergency call. (Transfers are not included here.)
 - Unknown – Call for which we have insufficient data to determine the call origin.
- Call Service (Incoming Only):
 - Wire-line – Incoming call that was transmitted through a wire or cable.
 - Wireless – Incoming call that was transmitted through the air using a mobile telephone.
 - VoIP (Voice over Internet Protocol) – Incoming call that was transmitted over a data network using the Internet Protocol.
 - Unknown – Incoming call for which we have insufficient data to determine the call service.
- Call Process (Excluding Internal):
 - Outgoing – New call that originated from a Console to external location outside of the call center. This count includes calls with the call process subtype of Outgoing Callback; Outgoing Callbacks are calls in which the agent is calling back a number associated with a previous call some time later.
 - Callback – Abandoned Callbacks are outgoing calls in which the agent is calling back a number associated with a hung up call soon after it was received.
 - Abandoned – Emergency call where the caller hung up before the call was answered. Abandoned calls include:
 - Not Serviced calls – Abandoned call where the calling party's number was recorded but the system did not find any call where the agent called the caller back.
 - Serviced calls – Abandoned call where the calling party's number was recorded and the system found that the agent called the caller back.
 - Unserviceable – Abandoned call where the calling party's number was not recorded or was invalid, so the agent could not call the caller back.
 - Unanswered – Non-Emergency call that was not answered by any agent within the site.
 - Answered – Call that was answered by at least one agent within the site. Answered calls include:

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- TDD – Call that contained and transmitted teletype characters (alphanumeric).
- Voice – Call that contained only sound waves and no teletype characters.

Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Report Notes: User defined area

Glossary of Terms

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
For (row detail)	<p>The lowest level (row detail) of the report. This is the focus or lowest granularity on the report. For example, if reporting on the calls processed for each speed dial, each speed dial button would be shown on a row in the detail section of the report.</p> <p>When defining the contents of the report on Aurora's Report Criteria page, it is the last group selected. (It can also be the only group selected.)</p>
Creation Date	Date and time the report was produced.
Grouping	<p>Selected hierarchical level and classifications of the requested data (for example, Level 1: Site; Members: Agent Group).</p> <p>Level 1 is the top level of grouping on the report. Level 2 is the mid-level group, and Members is the bottom or row level. The bottom level defines the lowest level of information on the report.</p>
Date Range	Specified beginning and ending dates and times for the requested data.

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Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Filter Criteria	Selected criteria that determine what data is included or excluded from the report.
Summary Information	The report data summarized by the highest grouping level (first selected group). Lower grouping levels and detail information are not shown in the summary section.
Highest grouping level (no field titles on report)	Top level group (column heading) and its members (line items) to which the displayed data applies, for example, "Sites" (column heading) and "ABC Call Center" (line item).
Total Calls	Total calls processed for the line item (member).
Emergency (Call Category)	Total emergency calls processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Non-Emergency (Call Category)	Total non-emergency calls processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Other (Call Category)	Total intercom calls (in the site) processed for the line item (member). <i>Total Calls = Emergency + Non-Emergency + Other</i>
Incoming (Call Origin)	Total incoming calls (to the site) for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>

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Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Internal (Call Origin)	Total internal calls (within the site) for the line item (member). A console to console call is classified as internal. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Outgoing (Call Origin)	Total outgoing calls (from the site) for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Unknown (Call Origin)	Total unknown calls (to the site) for the line item (member). <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Wire-line (Call Service)	Total land line calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>
Wireless (Call Service)	Total mobile calls processed for the line item (member). Note: When calls are determined to be Wireless and VoIP by the Class of Service (COS) in the location information (ALI), some customers who have wireless trunk groups will not have some of their calls classified as wireless if the calls did not contain ALI with the Wireless COS. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>

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Filter Criteria:

Report Description

Glossary of Terms

Field	Description
VoIP (Call Service)	Total internet calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>
Unknown (Call Service)	Total unknown calls processed for the line item (member). <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>
Outgoing (Call Process)	Total outgoing calls (from the site) for the line item (member). Note: Outgoing Callback calls are included in the Outgoing Call Process. <i>Total Outgoing Calls = Outgoing + Callback</i>
Callback (Call Process)	Total calls with an agent callback for the line item (member). <i>Total Outgoing Calls = Outgoing + Callback</i>
Abandoned Not Serviced (Call Process)	Total abandoned calls that have not been found to have been serviced for the line item (member). <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Abandoned Serviced (Call Process)	Total abandoned calls that have been found to have been serviced for the line item (member). <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>

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Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Abandoned Unserviceable (Call Process)	Total unserviceable abandoned calls for the line item (member). <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Unanswered (Call Process)	Total calls unanswered for the line item (member). <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Answered TDD (Call Process)	Total calls with recorded teletype characters for the line item (member). <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Answered Voice (Call Process)	Total calls answered for the line item (member). <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Total	The sum of all of the line items under the column where it appears (Grand Total)
Detail Information	The requested report data by the selected grouping order.

Report Description

Glossary of Terms

Field	Description
<p>Groups (no field title on the report)</p>	<p>Group names or classifications and the members included within the groups. Members not included in the selected groups are merged in the "Other" groups so that the total call volume includes all calls except those removed by filtering.</p> <p>So, for example, if an Agent group was created that did not include all possible agents, some calls would potentially not be included within the Agent group. These calls would then be assigned to the Other group (all agents that were not included in the Agent group) so that the report totals reflected on the report would represent the total calls received for the date range and filter criteria applied.</p> <p>Events that do not contain a target member will be displayed in a row labeled "None" when the lowest level of items is included. However, if the report does not include the lowest tier of the group, the events with missing members will be shown in the group called "Other."</p> <p>If the Event contains a grouping/row member, but the member was not included in a tier when the group was created, the event will be counted and displayed in the "Other" row and, if the report has additional groups, it will be included in the Other group.</p> <p><i>To reduce the number of events in the Other row, Cassidian Communications recommends that all members be assigned to one of the grouping elements included in the grouping tier.</i></p> <p>An example of "None" can be best seen by using a Call Count report where the lowest grouping level = Speed Dial buttons. The calls that were not transferred will be shown in the "None" row, since no speed dial was used (for the transfer).</p> <p><i>To reduce the number of events categorized as None, Cassidian Communications recommends that you include a filter to exclude these items when requesting the report.</i></p>
<p>Total Calls</p>	<p>Total calls processed for the line item (member) and for the lowest level.</p>

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Filter Criteria:

Report Description

Glossary of Terms

Field	Description
Emergency (Call Category)	Total emergency calls processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Non-Emergency (Call Category)	Total non-emergency calls processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Other (Call Category)	Total intercom calls (in the site) processed for the line item (member) and for the lowest level. <i>Total Calls = Emergency + Non-Emergency + Other</i>
Incoming (Call Origin)	Total incoming calls (to the site) for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Internal (Call Origin)	Total internal calls (within the site) for the line item (member) and for the lowest level. A console to console call is classified as internal. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Outgoing (Call Origin)	Total outgoing calls (from the site) for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>

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Report Description

Glossary of Terms

Field	Description
Unknown (Call Origin)	Total unknown calls (to the site) for the line item (member) and for the lowest level. <i>Total Calls = Incoming + Internal + Outgoing + Unknown</i>
Wire-line (Call Service)	Total land line calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>
Wireless (Call Service)	Total mobile calls processed for the line item (member) and for the lowest level. Note: When calls are determined to be Wireless and VoIP by the Class of Service (COS) in the location information (ALI), some customers who have wireless trunk groups will not have some of their calls classified as wireless if the calls did not contain ALI with the Wireless COS. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>
VoIP (Call Service)	Total internet calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>
Unknown (Call Service)	Total unknown calls processed for the line item (member) and for the lowest level. <i>Total Incoming Calls = Wire-line + Wireless + VoIP + Unknown</i>

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Glossary of Terms

Field	Description
Outgoing (Call Process)	Total outgoing calls (from the site) for the line item (member) and for the lowest level. Note: Outgoing callback calls are included in the Outgoing Call Process. <i>Total Outgoing Calls = Outgoing + Callback</i>
Callback (Call Process)	Total calls with an agent callback for the line item (member) and for the lowest level. <i>Total Outgoing Calls = Outgoing + Callback</i>
Abandoned Not Serviced (Call Process)	Total abandoned calls that have not been found to have been serviced for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Abandoned Serviced (Call Process)	Total abandoned calls that have been found to have been serviced for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Abandoned Unserviceable (Call Process)	Total unserviceable abandoned calls for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>

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Report Description

Glossary of Terms

Field	Description
Unanswered (Call Process)	Total calls unanswered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Answered TDD (Call Process)	Total calls with recorded teletype characters for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Answered Voice (Call Process)	Total calls answered for the line item (member) and for the lowest level. <i>Total Incoming Calls = Not Serviced + Serviced + Unserviceable + Unanswered + TDD + Voice</i>
Total (Sub-total)	Sub-total of all of the line items under the column where it appears.
Total (Grand Total)	The sum of all of the sub-totals under the column where it appears.