CALL REPORTS - COMPLETE GUIDE TO 3CX REPORTS

Part 1: Agent Performance Reports

Performance reports are used to monitor agent productivity whilst at work. They can help identify high achievers or those that might be taking it a bit too easy!

User Activity Graph

The “User Activity Graph” shows the progress and activity of an extension, so a manager can see which are the busiest periods of the day, month, or year. By default, it includes queue calls and can also show internal calls, if the option “Include Internal Calls” is enabled.

Extension Statistic Report

The extension statistic report shows the answered/unanswered calls for a single agent or an extension range. The report automatically separates inbound and outbound calls, and then shows the combined total. When scheduling the report you can choose to include all calls or exclude internal/external calls as required.

Ring Group Statistics

The extension statistic report shows the answered/unanswered calls for a single agent or an extension range. The report automatically separates inbound and outbound calls, and then shows the combined total. When scheduling the report you can choose to include all calls or exclude internal/ external calls as required.

Call Distribution

The call distribution graph displays calls made to and from trunks, gateways, and bridges. By default, it will include Queue calls unless the option “Include Queue calls” is unchecked. The report also reflects calls made to ring groups and may include internal calls if the option “Include internal calls” is checked.

Agents in Queue Statistics

This report shows you vital statistics for the agents logged into your call queues.

Here’s what’s included:

- Total time logged in
- Calls: Number answered, % serviced and number answered per hour
- Ring time: Total ring time and the mean average
- Talk time: Total talk time and the mean average

Part 2: Quality of Service Reports

Quality of service reports helps queue managers to monitor the experience of customers dialing in.

Agent Login History

The agent login history report shows queue managers how often their agents are logging in and out of call queues, which can highlight agents who are perhaps not performing as they should be! The report shows you by day the exact time agents login and out of the queue. It then shows you the total time the agent has spent logged in by day and their total talk time.

Call Reports

The clue’s in the name for this one! A call report will show you all the calls made according to set parameters. You can choose to include calls from certain numbers, ranges, and extension groups e.g. you might want a report only showing calls from internal extensions or numbers starting with (99) for example. In the same vein, you can choose to show calls to certain numbers. Finally, you can select answered and/or unanswered calls as well as opt to exclude ringing time.

Average Queue Waiting Time

The “Average Queue waiting Time (Graph)” is a frequency curve graph. It reflects the “Average wait time in seconds before an agent answers“ and the “Average waiting time in seconds before callers hang up“ for a specific queue or all queues.

Queue Answered/ Unanswered Calls

The “Queue Answered/ Unanswered Calls Graph” shows the progress and activity of “All Queues” or “Individual Queues”. The bar graph will reflect answered & unanswered calls by all the agents in the Queues.

Queue Answered Calls

The “Queue Answered Calls Graph” shows the progress and activity of “All Queues” or “Individual Queues”. The bar graph will reflect answered calls by all the agents in the Queues.

Queue Unanswered Calls

The “Queue Answered Calls Graph” shows the progress and activity of “All Queues” or “Individual Queues”. The bar graph will reflect unanswered calls by all the agents in the Queues.

Statistic SLA

The statistic SLA report shows you the total number of calls received for one or multiple queues, then shows you the number and percentage of those calls that missed the set SLA. You also have the option to exclude calls that were dropped before a specific amount of time (this is customizable).

Breaches SLA

Trunk DID

In each queue, you can configure the SLA time, which is the acceptable waiting time for your customers calling your queues. This report returns how many calls were waiting in your queues beyond the configured SLA. The report will highlight the time the calls came in, the caller ID, and the length of time they were asked to wait before reaching an agent. You also have the option to exclude calls that were dropped before a specific amount of time (this is customizable).

This report tells you how many calls were received on each of your External Numbers/DIDs.

Queue Performance Overview

The queue performance overview report aims to summarize the service level for one or multiple queues. The report will show you how many calls were received, serviced, and unserviced by queue and it automatically breaks the statistics down by agent, so your clients can quickly identify their star colleagues.

Detailed Queue Statistics

The detailed queue statistics report will give you all the information needed to assess the performance of your queues. The statistics are shown in the report include:

- Calls: Answered, abandoned, total and % serviced
- Ring Time: The total and mean average
- Talk Time: The total and mean average
- Callbacks: The number of successful callbacks.

Team Queue General Statistics

The “Team Queue General Statistics Report” report focuses on your queues performance at a team level, rather than at an extension level. It shows how many agents are in each queue and provides

information on how calls are serviced when they enter.

Team Queue Lost Calls

The “team queue lost calls” report focuses on how many calls entered a queue but were not answered by an Agent. It provides a quick overview of how many calls went unanswered and helps queue managers to get an idea of how long the caller needs to wait in total (e.g. the waiting Time).

Abandoned Queue Calls

The abandoned queue calls report shows the statistics that can help queue managers identify the reasons for abandoned calls. These include: waiting time, the caller ID, the agent who received the call, the number of polling attempts, and the agent’s state at the time of the call.

Queue Answered Calls by Wait Time

This report breaks down the answered calls in a given queue, in order of the time they were waiting to be serviced by an agent. The report highlights the call destination, the caller ID, the ring time, and the answer time.

Queue Callbacks

The queue callbacks report highlights the number of callers who requested a callback before they were able to be serviced by an agent. The report will tell you how many calls the queue received, how many callbacks were made, and how many callbacks failed (in other words, the call wasn’t answered by the intended recipient).

Queue Failed Callbacks

The failed callback report provides more detail on unsuccessful callbacks to help you improve customer service for your clients. The report shows the time the call was made, the queue it was called from, the callback phone number, and the ringing time.

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