Título de Muestra

OCC Report Guides

How to access Reports

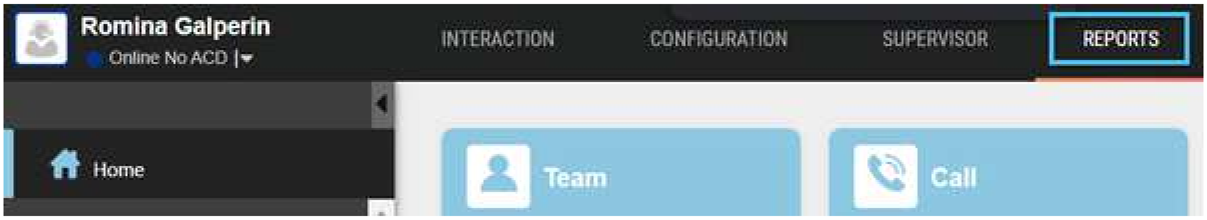
Reports provide detailed and/or summarized information on the attention levels, productivity and performance of the contact center’s various channels, campaigns and operators.

The reports are grouped according to the following categories:

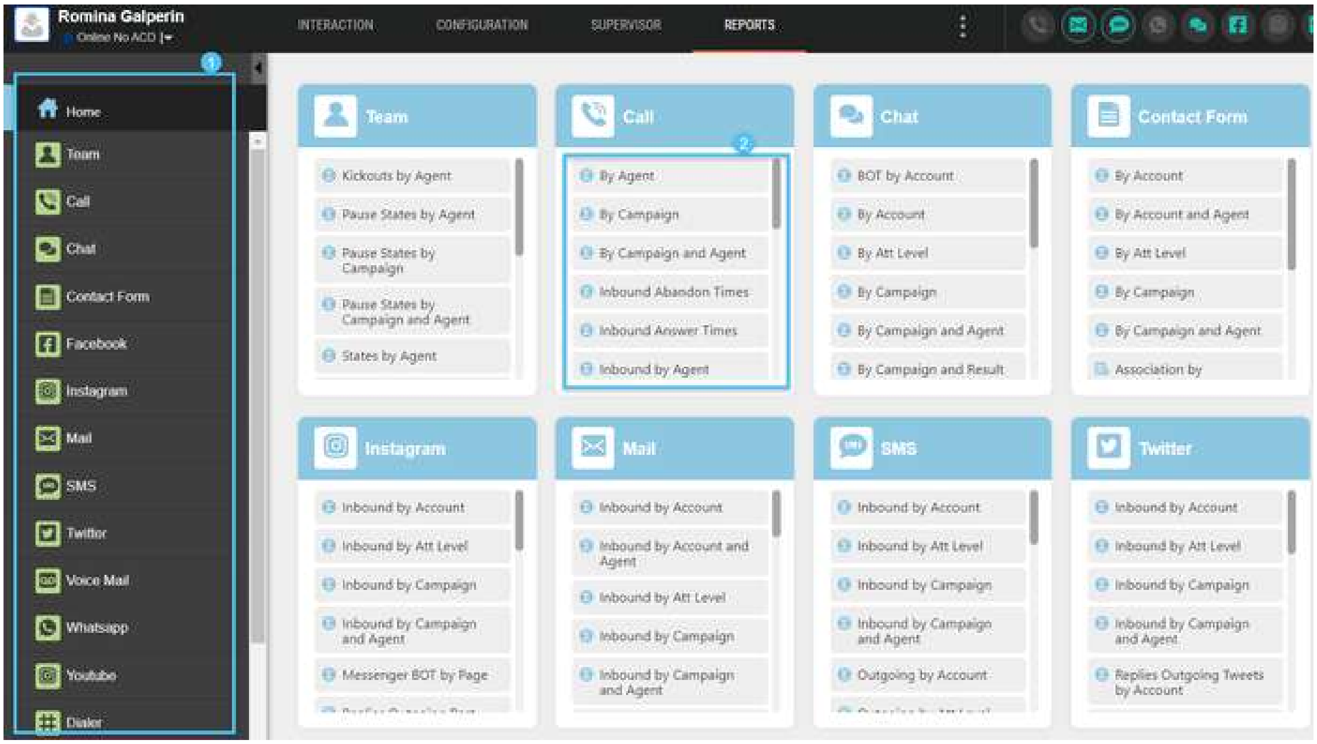
- Team Reports
- Chat Reports
- Voicemail Reports
- Facebook reports
- Contact Form Reports
- Call Reports
- Email reports
- Twitter Reports
- Management Reports
- Dialing Reports
- Report Designer

To access the reports, follow these steps:

1. Go to the "Reports" tab:



2. Click on the corresponding report category 1 or select the report you want to generate from the "Home" 2 section:



3. Click on the report you want to generate from the selected category (in this case the detailed report "States by Agent" in the Team category):

There are two report types: detailed reports  and summaries  .

Detailed reports show each of the interactions that correspond to the report and show specific data for each of them. Summary reports, on the other hand, show averages and summary data without showing the detail of each corresponding interaction.

Hovering over the report that you want to generate displays the slice criteria for that report.

4. Enter the required filters:

5. Click the "Execute" button to generate the report.
6. If you want to export the report to PDF and CSV format, click the "Export" button; read: ""How to export a report to pdf or csv"".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Team Reports

The "Team" reports provide detailed and summary information on agent performance and productivity.

From here you can also access the details of the internal chats exchanged between the team.

The reports available in this category are:

Detail of internal chats by agent

This report provides detailed information on internal chats between i6 users, where chats took place during a given period of time; this information can be filtered by agent.

Detail of states by agent

This report provides detailed information on the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by agent.

Detail of states by campaign

This report provides detailed information on the states adopted by the agents during their i6 session during a given period of time; this information can be filtered by campaign

Summary of pause states by agent

This report provides summary information of the pause states adopted by the agents during their session in i6 during a given period of time; the information can be filtered by agent.

Summary of pause states by campaign and agent

This report provides summary information of the pause states adopted by the agents during their session in i6 in a given period of time; this information can be filtered by campaign and agent.

Summary of pause states by campaign

This report provides summary information of the pause states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by campaign.

Summary of states by agent

This report provides summary information of the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by agent.

Summary of states by campaign and agent

This report provides summary information of the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by campaign and agent.

Summary of states by campaign

This report provides summary information of the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by campaign.

Summary of times by state

This report provides summary information of the total time that the agents spent in each state during their session in i6 during a given period of time; this information can be filtered by campaign, agent and status.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

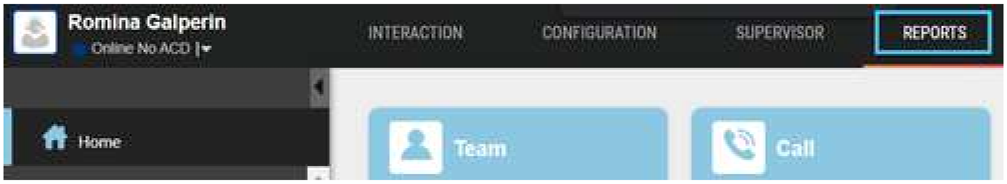
Detail of internal chats by agent

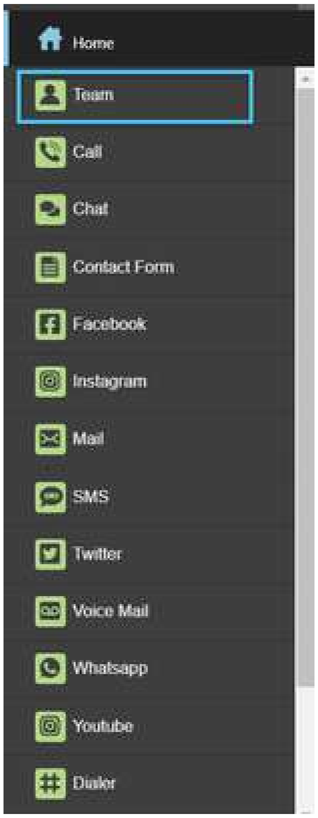
This report provides detailed information on internal chats between i6 users, where chats took place during a given period of time; this information can be filtered by agent.

What is this report for?

Get the duration of each of the internal chats that were generated between i6 users, during a specified period of time; as well as identifying the user who started the chat, and the chat start date and end date.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Team" reports category:


3. Click on the detailed report "Internal Chats by Agent":

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

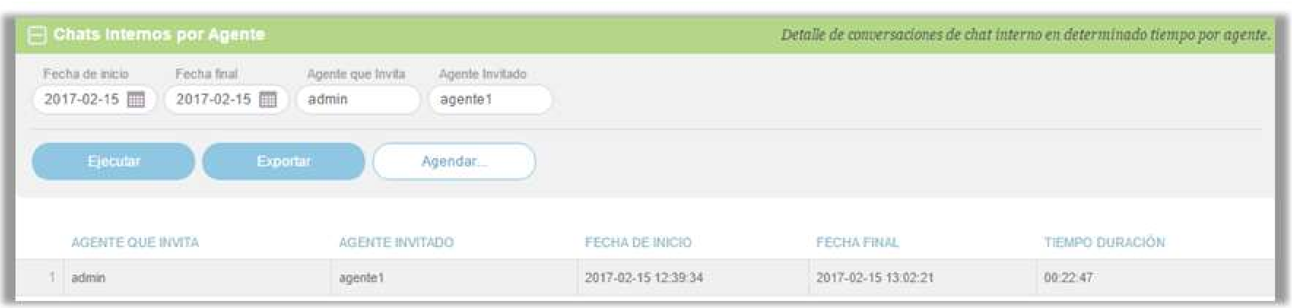
Inviting Agent: the user id of the agent initiating the chat.

Invited Agent: the user ID of the agent receiving the chat invitation.

When hovering over the filters, their description is displayed.

> ⚠ If the Inviting and/or Invited Agent filter is left blank, the report shows the information relating to all internal chats.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

INVITING AGENT

The user id of the agent initiating the chat

INVITED AGENT

The user ID of the agent receiving the chat invitation

START DATE

Date on which the internal chat started.

END DATE

Date on which the internal chat ended.

DURATION TIME

Total duration of the internal chat

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of states by agent

This report provides detailed information on the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by agent.

The sequence shown in the report is:

Connected Online No ACD State(s) selected by the agent

Connected: on entering the system, and for as long as they do not log out, the agent will be considered to be in the "Connected" state, regardless of the states they may have throughout the session.

Online No ACD: default state of the agent on entering the system.

State selected by the agent: state(s) selected by the agent.

An example of the sequence observed in this report is:

If the agent enters the system at 08:00 and logs out at 12:00 it will look like this:

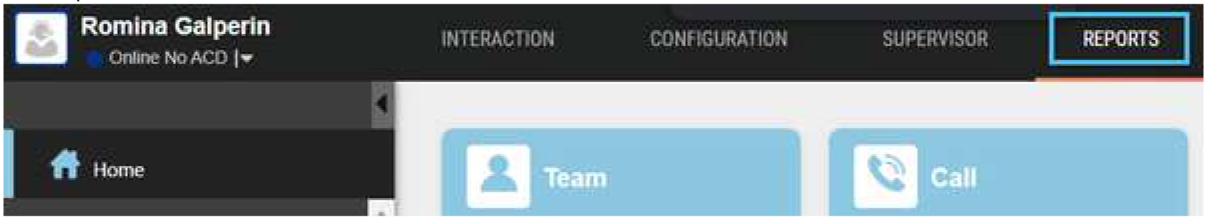
- They will be in **"Connected"** state from 08:00 to 09:00
- They will be in **"Online No ACD"** state from 08:00 until they decide to change the state on the system; suppose it changes to the "Available" state at 08:10.
- They will be in **"Available"** state from 08:10 until they decide to change to another state or, failing that, until they log out; in this case at 10:00 they decide to change to "Break" state.
- They will be in **"Break"** state from 10:00 until they decide to change to another state or, failing that, until they lo out; in this case at 10:15 they decide to change to "Available" state.
- They will be in **"Available"** state from 10:15 until they decide to change to another state or, failing that, until they log out.

What is this report for?

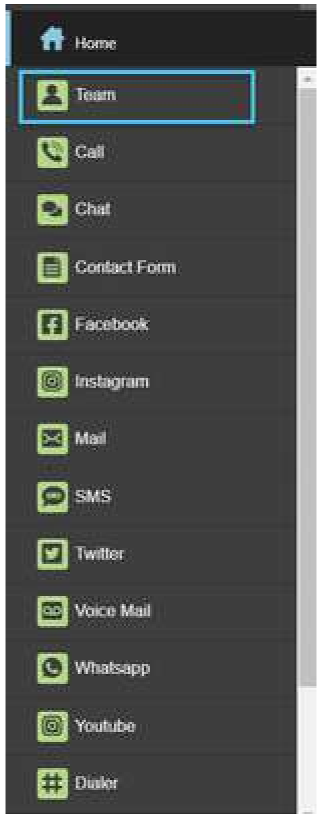
Get information about the time a specific agent entered and left the session in the system during a specified period of time, and check the states in which the agent remained during their session in the system.

To generate the report, follow these steps:

1. Go to the "Reports" tab:



2. Click on the "Team" reports category:



3. Click on the detailed report "States by Agent":

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Agent: agent user id. ***It is mandatory to generate the report.***

Campaign: campaign ID.

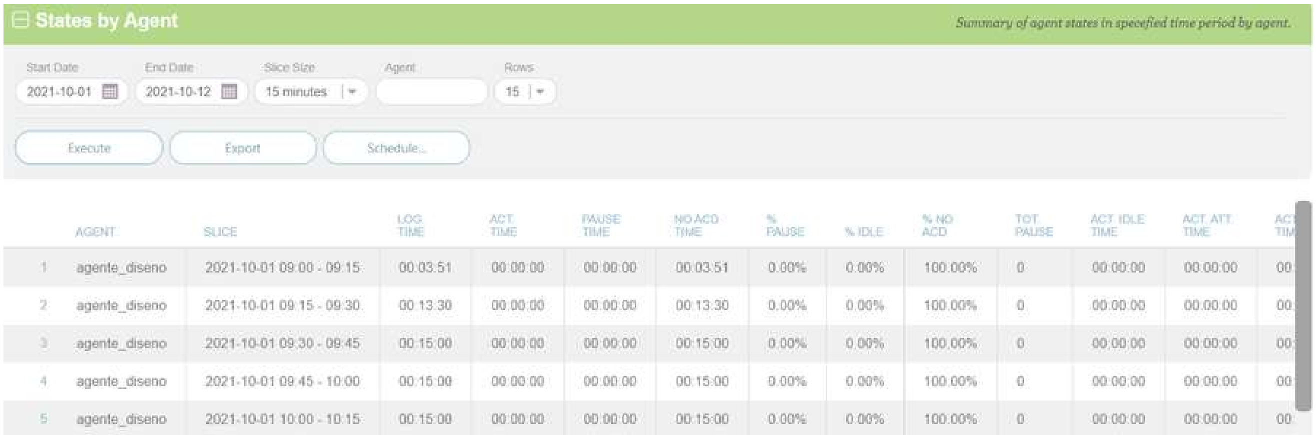
Agent State: state of the agent in a given period of time.

When hovering over the filters, their description is displayed.

If you leave the Campaign and/or Agent State filter blank, the report will show information related to all campaigns and/or agent states.

5. Click the "Execute" button to generate the report.

The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

DATE FROM

The date the user entered a specific state.

DATE TO

The date on which a user left a specific state.

STATE

State of the agent in a given period of time.

PAUSE

Indicates whether the agent state is paused

CUSTOM

Indicates whether the agent state is customized.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

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- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of states by campaign

This report provides detailed information on the states adopted by the agents during their i6 session during a given period of time; this information can be filtered by campaign.

The sequence shown in the report is:

Connected Online No ACD State selected by agent

Connected: on entering the system, and for as long as they do not log out, the agent will be considered to be in the "Connected" state, regardless of the states they may have throughout the session.

Online No ACD: default state of the agent on entering the system.

State selected by the agent: state(s) selected by the agent.

An example of the sequence observed in this report is:

If the agent enters the system at 08:00 and logs out at 12:00 it will look like this:

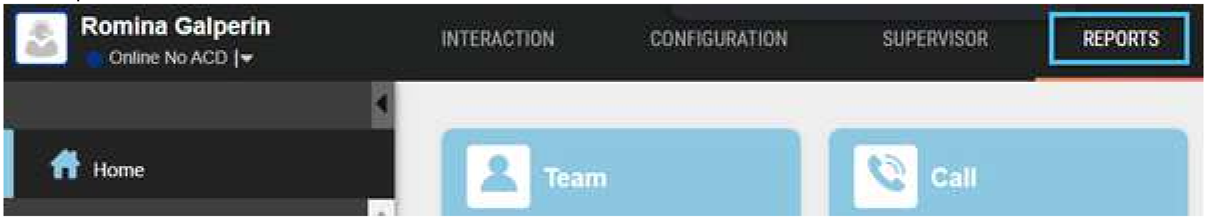
- They will be in **"Connected"** state from 08:00 to 09:00
- They will be in **"Online No ACD"** state from 08:00 until they decide to change the state on the system; suppose it changes to the "Available" state at 08:10.
- They will be in **"Available"** state from 08:10 until they decide to change to another state or, failing that, until they log out; in this case at 10:00 they decide to change to "Break" state.
- They will be in **"Break"** state from 10:00 until they decide to change to another state or, failing that, until they lo out; in this case at 10:15 they decide to change to "Available" state.
- They will be in **"Available"** state from 10:15 until they decide to change to another state or, failing that, until they log out.

What is this report for?

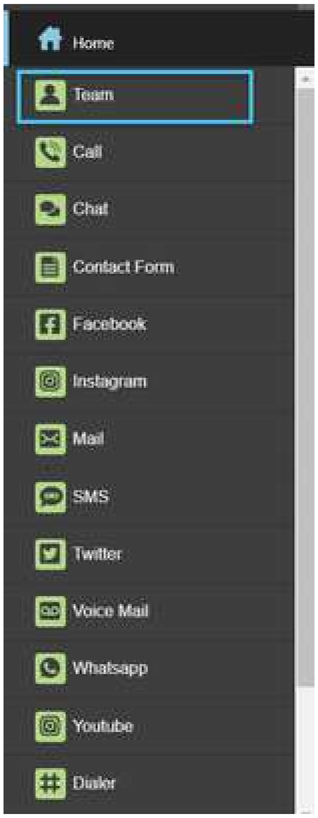
Get information by campaign about the time the agents entered and left the session in the system, during a specified period of time, and check the states in which the agents remained during their session in the system.

To generate the report, follow these steps:

1. Go to the "Reports" tab:



2. Click on the "Team" reports category:



3. Click on the detailed report “States by Campaign”::

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Campaign: campaign ID.

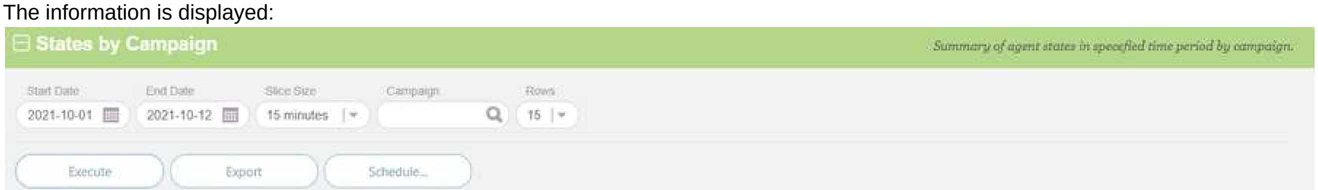
Agent State: state of the agent in a given period of time.

When hovering over the filters, their description is displayed.

> If you leave the Campaign and/or Agent State filter blank, the report will show the information related to all campaigns and/or agent states.

5. Click the "Execute" button to generate the report.

   The information is displayed:



	CAMPAIGN	SLICE	LOG TIME	OCC TIME	ACT TIME	PAUSE TIME	NO ACD TIME	% PAUSE	% IDLE	% NO ACD	TOT PAUSE	ACT IDLE TIME	ACT ATT TIME
1	a_test	2021-10-04 11:15 - 11:30	00:01:02	00:00:00	00:00:00	00:00:00	00:01:02	0.00%	0.00%	100.00%	0	00:00:00	00:00:0
2	a_test	2021-10-04 11:30 - 11:45	00:13:52	00:00:00	00:00:00	00:00:00	00:13:52	0.00%	0.00%	100.00%	0	00:00:00	00:00:0
3	a_test	2021-10-04 11:45 - 12:00	00:15:00	00:00:00	00:00:00	00:00:00	00:15:00	0.00%	0.00%	100.00%	0	00:00:00	00:00:0
4	a_test	2021-10-04 12:00 - 12:15	00:15:00	00:00:00	00:00:00	00:00:00	00:15:00	0.00%	0.00%	100.00%	0	00:00:00	00:00:0
5	a_test	2021-10-04 12:15 - 12:30	00:15:00	00:00:00	00:00:00	00:00:00	00:15:00	0.00%	0.00%	100.00%	0	00:00:00	00:00:0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

AGENT

Agent user id.

DATE FROM

The date the user entered a specific state.

DATE TO

The date on which a user left a specific state.

STATE

State of the agent in a given period of time.

PAUSE

Indicates whether the agent state is paused.

CUSTOM

Indicates whether the agent state is customized.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

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- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of pause states by agent

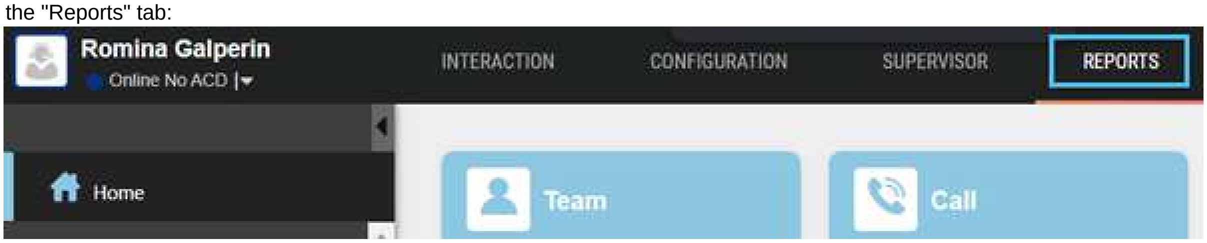
This report provides summary information of the pause states adopted by the agents during their session in i6 during a given period of time; the information can be filtered by agent. The agent pause states are: *Break, Bathroom, Away, Off to Lunch, Unavailable, Custom, and Online (no conversations).*

What is this report for?

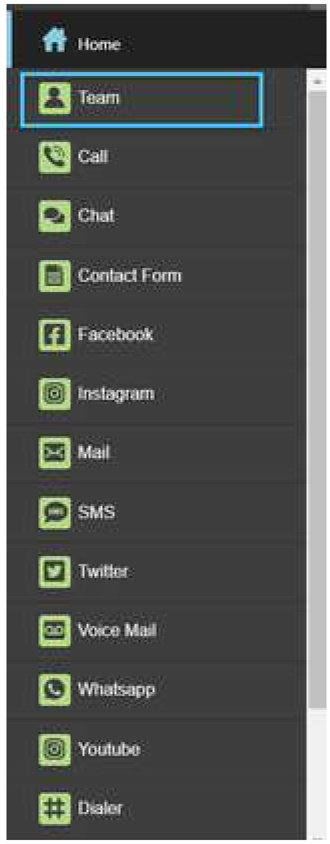
Get information about the total and average time that a specific agent spent in each of the pause states during a specified period of time, and check the number of times that a specific agent was in each of the pause states during their session in the system.

To generate the report, follow these steps:

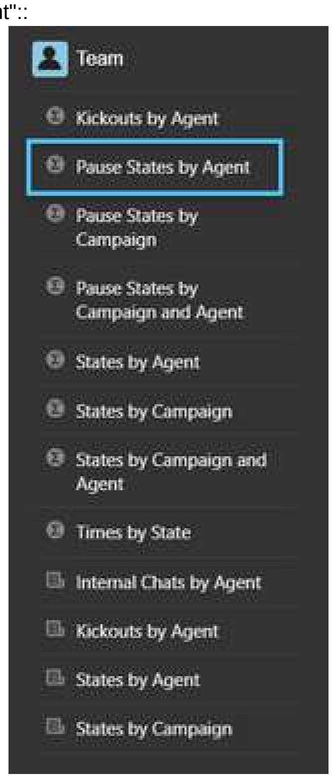
1. Go to the "Reports" tab:



2. Click on the "Team" reports category:



3. Click on the summary report "Pause States by Agent"::



4. Enter the required filters:

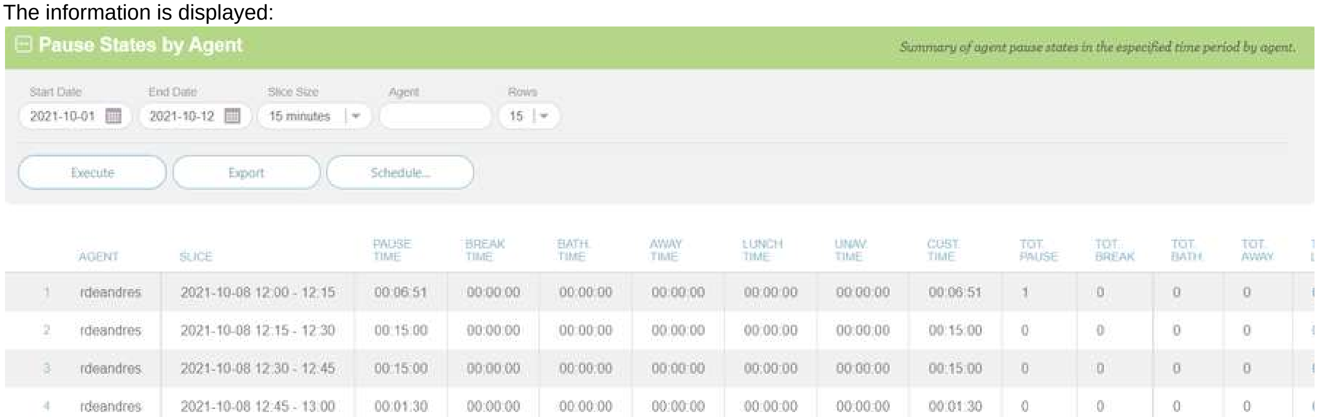
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: agent user id. *The filter is case sensitive*

If you leave the Agent filter blank, the report will show the information related to all the agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

AGENT

Agent user id.

SLICE

Time segment that will be used to create the summary report.

PAUSE TIME

Time the agent was in pause states.

BREAK TIME

Time that the agent was in the "Break" state.

BATHROOM TIME

Time that the agent was in the "Bathroom" state.

TIME AWAY

Time the agent was in the "Away" state.

LUNCH TIME

Time that the agent was in the "Off to lunch" state.

AVAILABLE TIME

Time the agent was in the "Unavailable" state.

CUSTOM TIME

Time the agent was in custom states

TIME ONLINE
Time the agent was in "Online (no conversations)" state

TOTAL PAUSE
Number of times the agent was in pause states.

TOTAL BREAK
Number of times the agent was in "Break" state.

TOTAL BATHROOM
Number of times the agent was in "Bathroom" state.

TOTAL AWAY
Number of times the agent was in "Away" state

TOTAL LUNCH
Number of times the agent was in "Off to lunch" state.

TOTAL UNAVAILABLE
Number of times the agent was in "Unavailable" state.

TOTAL ONLINE
Number of times the agent was in "Online (no conversations)" state

TOTAL CUSTOM
Number of times the agent was in custom states.

AVERAGE TIME IN PAUSE STATES
[Time in pause states] / [Times in pause states]

AVERAGE TIME IN BREAK STATE
[Time in Break state] / [Times in Break state]

AVERAGE TIME IN BATHROOM STATE
[Time in bathroom state] / [Times in bathroom state]

AVERAGE TIME IN AWAY STATE
[Time in away state] / [Times in away state]

AVERAGE TIME IN OFF TO LUNCH STATE
[Time in off to lunch state] / [Times in off to lunch state]

AVERAGE TIME IN UNAVAILABLE STATE
[Time in unavailable state] / [Times in unavailable state]

AVERAGE TIME IN ONLINE STATE
[Time in online (no conversations) state] / [Times in online (no conversations) state]

AVERAGE TIME IN CUSTOM STATES
[Time in custom states] / [Number of times in custom states]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store

How to associate an application from the App Store

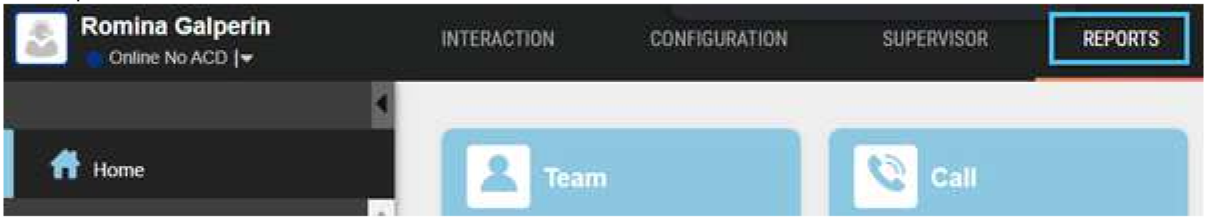
Summary of pause states by campaign and agent

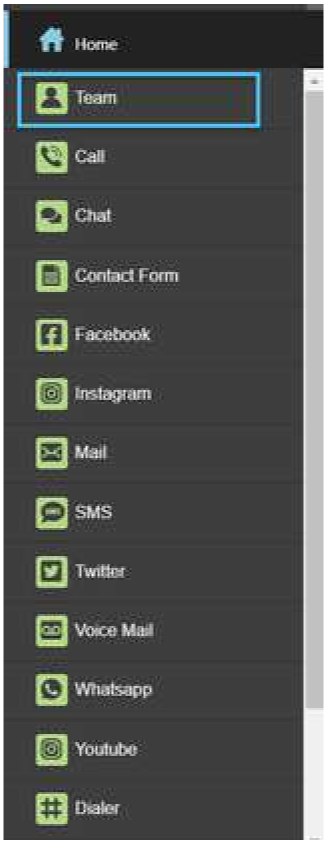
This report provides summary information of the pause states adopted by the agents during their session in i6 in a given period of time; this information can be filtered by campaign and agent. The agent pause states are: *Break, Bathroom, Away, Off to lunch, Unavailable, Custom and Online (no conversations).*

What is this report for?

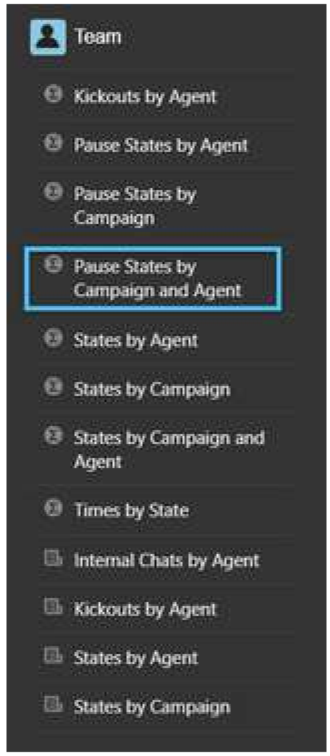
Get information, by campaign, about the total and average time that a specific agent was in each of the pause states for a specified period of time, as well as check the number of times a specific agent was in each of the pause states during their session on the system.

To generate the report, follow these steps:

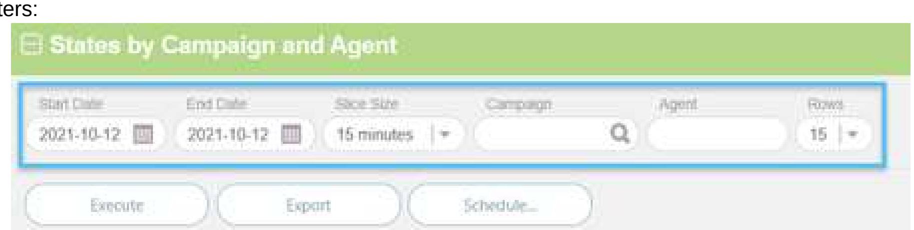
1. Go to the "Reports" tab:


2. Click on the "Team" reports category:


3. Click on the summary report “Pause States by Campaign and Agent”:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

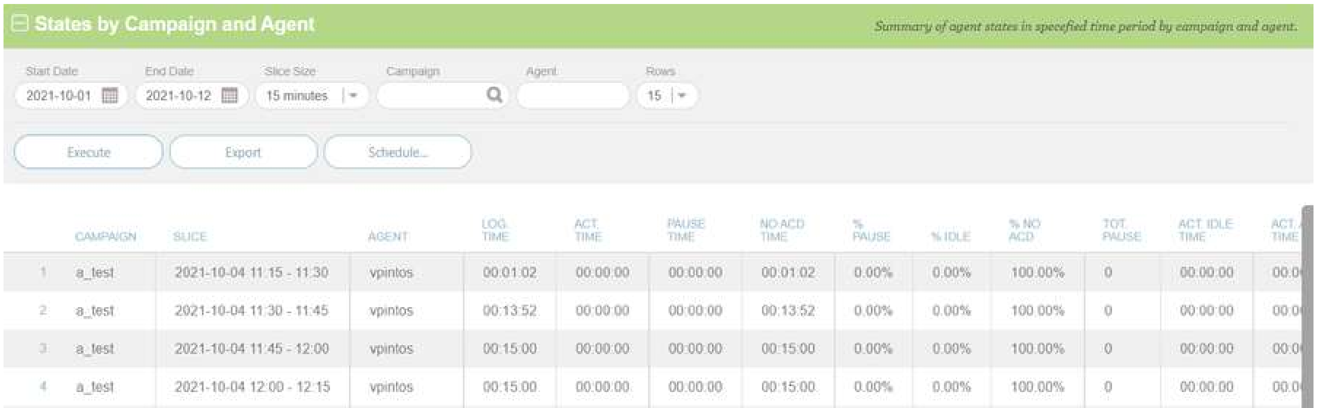
Campaign: campaign ID.

Agent: agent user id.

Filters are case sensitive.

If you leave the Campaign and/or Agent filter blank, the report will show the information related to all agents and/or campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID

SLICE

Time segment that will be used to create the summary report.

AGENT

Agent user id

PAUSE TIME

Time the agent was in pause states in the campaign.

BREAK TIME

Time the agent was in “Break” state in the campaign.

BATHROOM TIME

Time the agent was in “Bathroom” state in the campaign.

TIME AWAY

Time the agent was in “Away” state in the campaign

LUNCH TIME

Time the agent was in “Off to lunch” state in the campaign

UNAVAILABLE TIME

Time the agent was in “Unavailable” state in the campaign.

CUSTOM TIME

Time the agent was in custom states in the campaign.

TIME ONLINE

Time the agent was in “Online (no conversations)” state in the campaign

TOTAL PAUSE

Number of times the agent was in pause states in the campaign

TOTAL BREAK

Number of times the agent was in “Break” state in the campaign.

TOTAL BATHROOM

Number of times the agent was in “Bathroom” state in the campaign

TOTAL AWAY

Number of times the agent was in “Away” state in the campaign.

TOTAL LUNCH

Number of times the agent was in “Off to lunch” state in the campaign.

TOTAL UNAVAILABLE

Number of times the agent was in “Unavailable” state in the campaign.

TOTAL ONLINE
Number of times the agent was in “Online (no conversations)” state in the campaign.

TOTAL CUSTOM
Number of times the agent was in custom states in the campaign.

AVERAGE TIME IN PAUSE STATES
[Time in pause states] / [Times in pause states]

AVERAGE TIME IN BREAK STATE
[Time in Break state] / [Times in Break state]

AVERAGE TIME IN BATHROOM STATE
[Time in bathroom state] / [Times in bathroom state]

AVERAGE TIME IN AWAY STATE
[Time in away state] / [Times in away state]

AVERAGE TIME IN OFF TO LUNCH STATE
[Time in off to lunch state] / [Times in off to lunch state]

AVERAGE TIME IN UNAVAILABLE STATE
[Time in unavailable state] / [Times in unavailable state]

AVERAGE TIME IN CUSTOM STATES
[Time in custom states] / [Number of times in custom states]

AVERAGE TIME IN ONLINE STATE
[Time in online state]/[Times in online state]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

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- How to associate an application from the App Store

Summary of kickouts of agents.

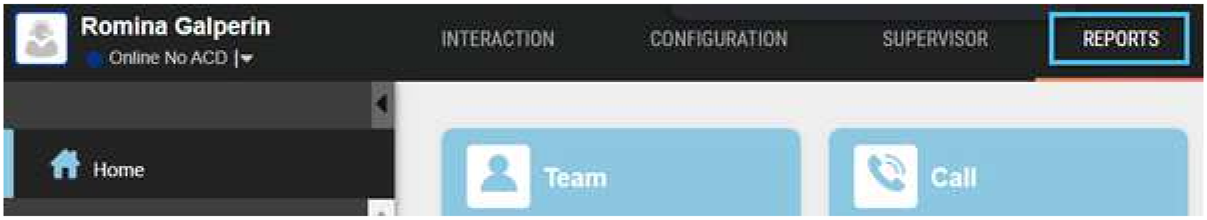
This report provides summary information about the agents expelled.

What is this report for?

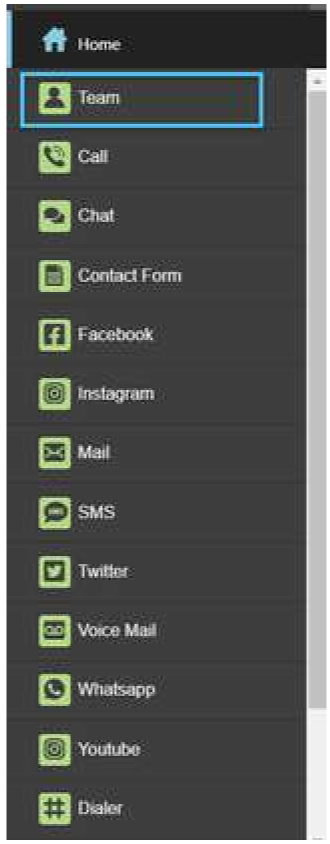
Get information about the agent and the reason for the expulsion (by strikes or supervisor)

To generate the report, follow these steps:

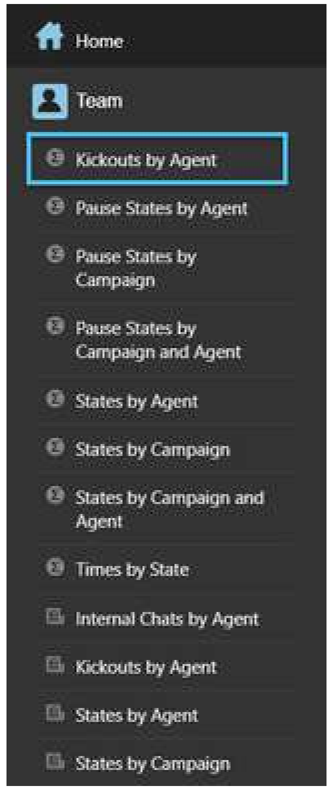
1. Go to the "Reports" tab:



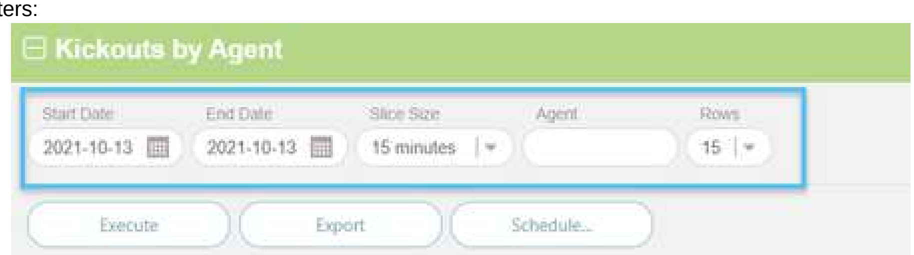
2. Click on the "Team" reports category:



3. Click on the summary report "Kickout by agent"



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes, per hour, per day* and *per month.*

Agent: agent user id.

Rows: maximum number of rows to show in the report.

5. Click the "Execute" button to generate the report.

The information is displayed:

Click here to see the description of the report columns

AGENT

ID of the agent who was expelled.

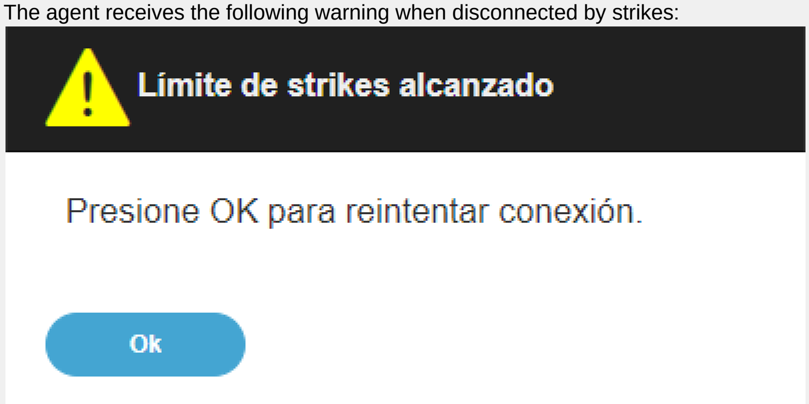
SLICE

Time segment that will be used to create the summary report.

BY STRIKES

Indicates whether the agent was disconnected for exceeding the number of strikes allowed. The maximum number of strikes allowed is 3 and they are generated by not answering a call.

The agent receives the following warning when disconnected by strikes:



POR SUPERVISOR

Indicates whether the agent was disconnected by a supervisor.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of pause states by campaign

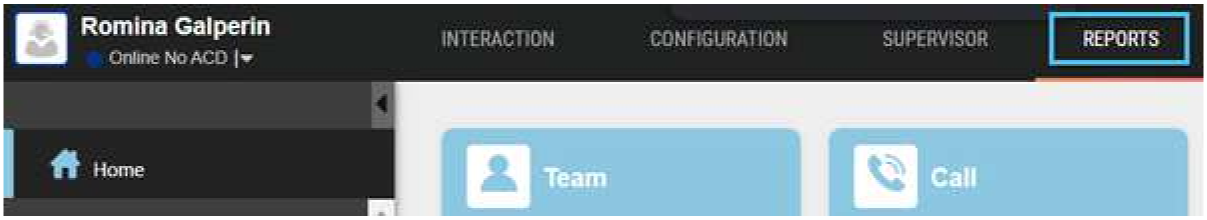
This report provides summary information of the pause states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by campaign. The agent pause states are: *Break, Bathroom, Away, Off to lunch, Unavailable, Custom and Online (no conversations).*

What is this report for?

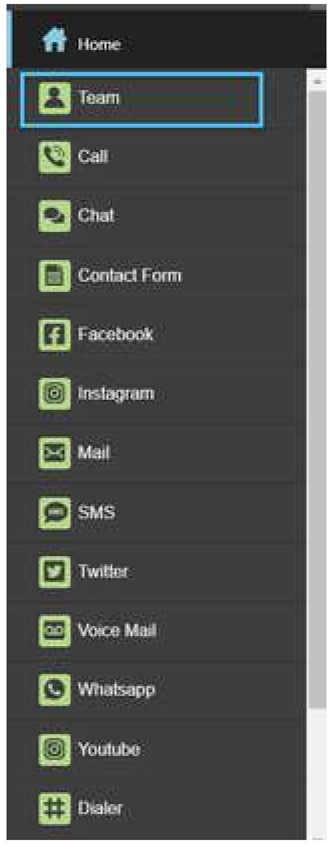
Get information, by campaign, about the total and average time that the agents were in each of the pause states during a specified period of time, and check the number of times that the agents were in each of the pause states during their session in the system.

To generate the report, follow these steps:

1. Go to the "Reports" tab:

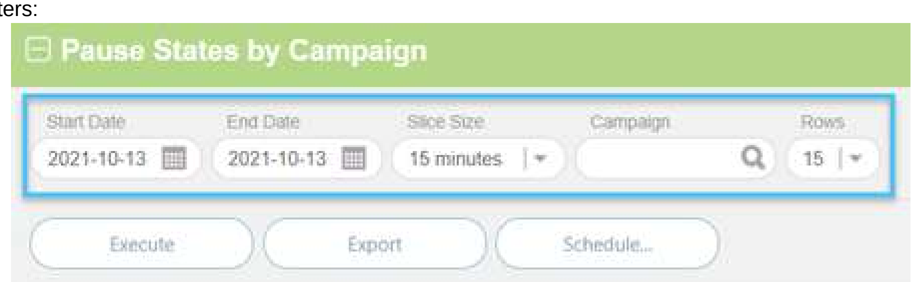


2. Click on the "Team" reports category:



3. Click on the summary report "Pause States by Campaign":

4. Enter the required filters:



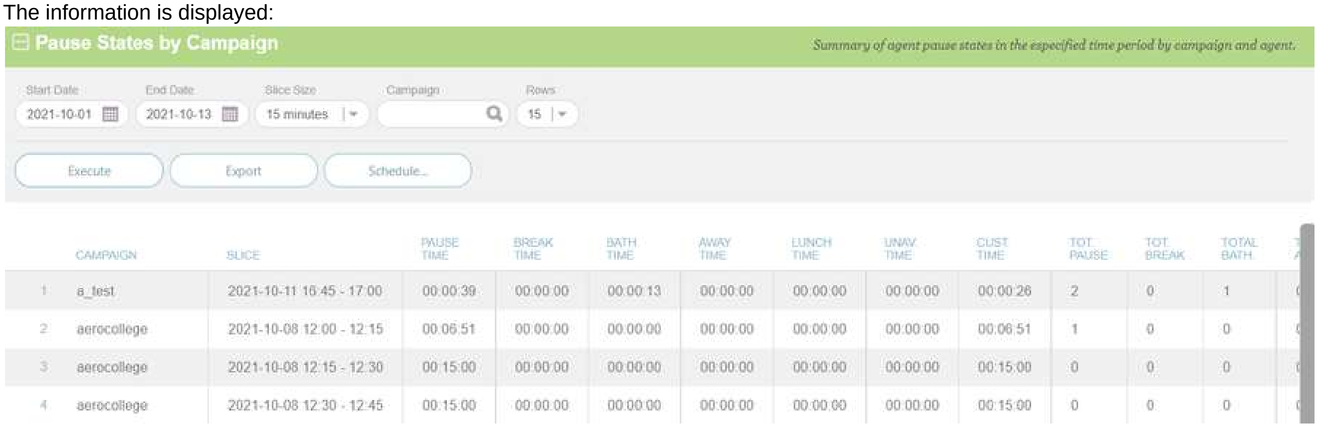
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *campaign ID. The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



a. Click here to see the description of the report columns

CAMPAIGN

Campaign ID

SLICE

Time segment that will be used to create the summary report.

.

AGENT

Agent user id

PAUSE TIME

Time the agent was in pause states in the campaign.

BREAK TIME

Time the agent was in “Break” state in the campaign.

BATHROOM TIME

Time the agent was in “Bathroom” state in the campaign.

TIME AWAY

Time the agent was in “Away” state in the campaign

LUNCH TIME

Time the agent was in “Off to lunch” state in the campaign

UNAVAILABLE TIME

Time the agent was in “Unavailable” state in the campaign.

CUSTOM TIME

Time the agent was in custom states in the campaign.

TIME unsafe-ONLINE

Time the agent was in “Online (no conversations)” state in the campaign

TOTAL PAUSE

Number of times the agent was in pause states in the campaign

TOTAL BREAK

Number of times the agent was in “Break” state in the campaign.

TOTAL BATHROOM

Number of times the agent was in “Bathroom” state in the campaign

TOTAL AWAY

Number of times the agent was in “Away” state in the campaign

TOTAL LUNCH

Number of times the agent was in “Off to lunch” state in the campaign.

TOTAL UNAVAILABLE

Number of times the agent was in “Unavailable” state in the campaign.

TOTAL unsafe-ONLINE

Number of times the agent was in “Online (no conversations)” state in the campaign.

TOTAL CUSTOM

Number of times the agent was in custom states in the campaign.

AVERAGE TIME IN PAUSE STATES

[Time in pause states] / [Times in pause states]

AVERAGE TIME IN BREAK STATE

[Time in Break state] / [Times in Break state]

AVERAGE TIME IN BATHROOM STATE

[Time in bathroom state] / [Times in bathroom state]

AVERAGE TIME IN AWAY STATE

[Time in away state] / [Times in away state]

AVERAGE TIME IN OFF TO LUNCH STATE

[Time in off to lunch state] / [Times in off to lunch state]

AVERAGE TIME IN UNAVAILABLE STATE

[Time in unavailable state] / [Times in unavailable state]

AVERAGE TIME IN CUSTOM STATES

[Time in custom states] / [Number of times in custom states]

AVERAGE TIME IN unsafe-ONLINE STATE

[Time in online state]/[Times in online state]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: ""How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of states by agent

This report provides summary information of the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by agent.

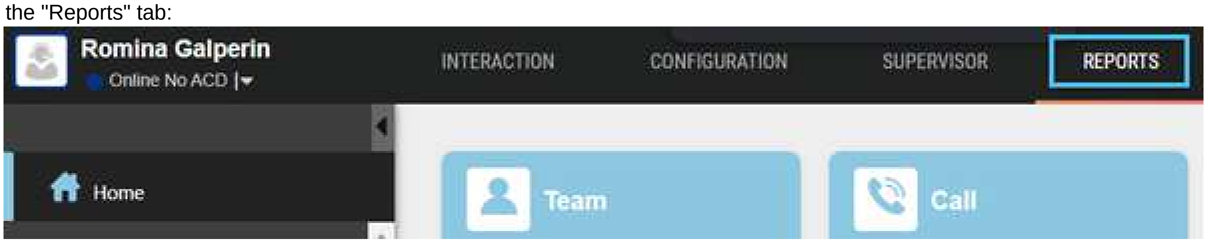
What is this report for?

Get information about the total time that a specific agent was logged in to the system, in “Available” state, pause states, and “No ACD” state for a specified period of time. The agent pause states are: *Break, Bathroom, Away, Off to lunch, Unavailable, Custom and Online (no conversations).*

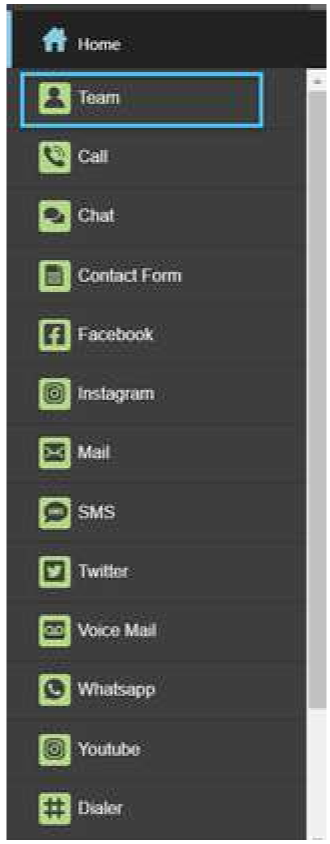
This report also reflects the total time that a specific agent spent attending, wrapping up and idle in each of the states in which they stayed during their session in the system, as well as the maximum number of conversations attended simultaneously.

To generate the report, follow these steps:

1. Go to the "Reports" tab:



2. Click on the "Team" reports category:



3. Click on the summary report "States by Agent"::

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: *agent user id. The filter is case sensitive.*

⚠ If you leave the Agent filter blank, the report will show the information related to all the agents.

5. Click the "Execute" button to generate the report.

The information is displayed:

Click here to see the description of the report columns.

AGENT

Agent user id.

SLICE

Time segment that will be used to create the summary report.

LOGGED TIME

Time the agent was logged in to the system.

ACTIVE TIME

Time the agent was in active state (“Available”) on the system.

PAUSE TIME

Time the agent was in pause states in the system.

NO ACD TIME

Time the agent was in the “No ACD” state on the system.

% PAUSE

100 * [Time in pause states] / [Logged time]

% IDLE

100 * [Idle active time] / [Active time]

% NO ACD

100 * [Time in No ACD state]/[Logged time]

TOTAL PAUSE

Number of times the agent was in pause states in the system.

ACTIVE IDLE TIME

Time the agent was idle (without conversations) while in active state in the system.

ACTIVE ATTENTION TIME

Time the agent was attending while in the active state in the system

ACTIVE WRAP UP TIME

Time the agent was wrapping up while in active state on the system.

PAUSE IDLE TIME

Time the agent was idle (without conversations) while in pause states in the system.

PAUSE ATTENTION TIME

Time the agent was attending while in pause states in the system.

PAUSE WRAP UP TIME

Time the agent was wrapping up while in pause states in the system

NO ACD IDLE TIME

Time the agent was idle (without conversations) while in "No ACD" state in the system

NO ACD ATTENTION TIME

Time the agent was attending while in “No ACD” state in the system

NO ACD WRAP UP TIME

Time the agent was wrapping up while in “No ACD” state in the system.

MAXIMUM SIMULTANEOUS CONVERSATIONS

The maximum number of conversations attended by the agent simultaneously.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of states by campaign and agent

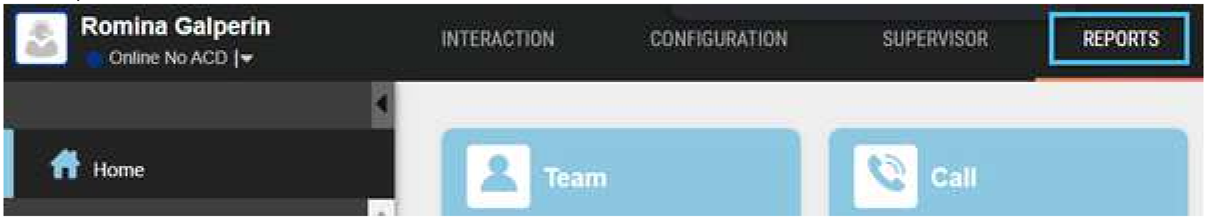
This report provides summary information of the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by campaign and agent.

What is this report for?

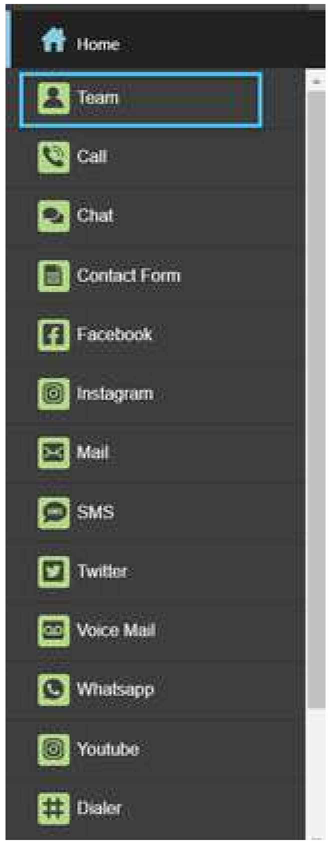
Get information, by campaign, about the total time that a specific agent remained logged in to the system in "Available" state, pause states and "No ACD" state for a specified period of time. The agent pause states are: *Break, Bathroom, Away, Off to lunch, Unavailable, Custom and Online (no conversations).*

This report also reflects, by campaign, the total time that a specific agent remained attending, wrapping up and idle in each of the states in which they stayed during their session in the system; as well as the maximum number of conversations attended simultaneously.

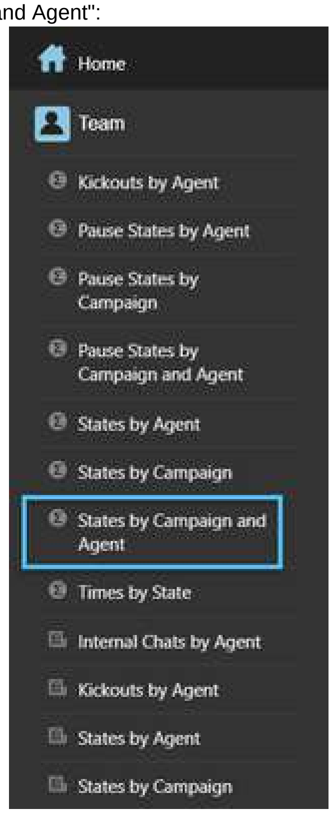
To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Team" reports category:



3. Click on the summary report "States by Campaign and Agent":



4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: campaign ID.

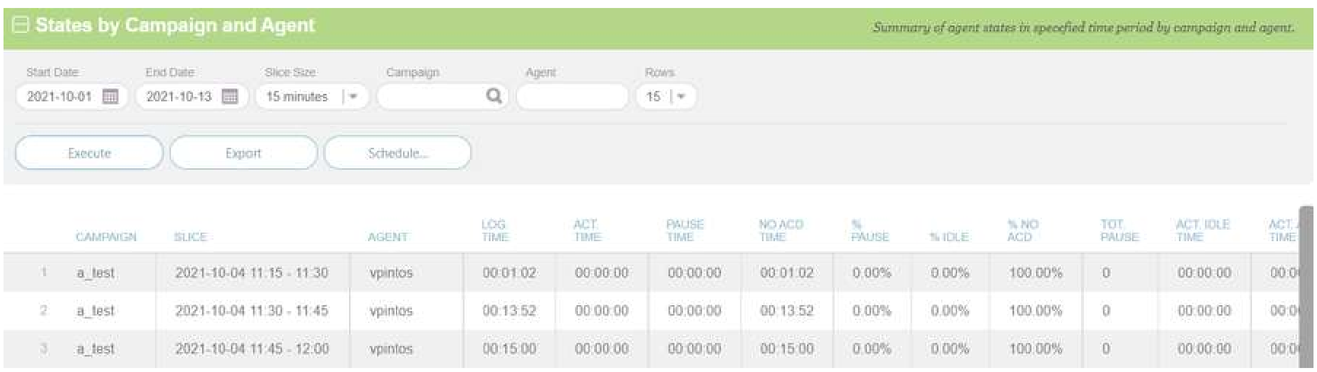
Agent: agent user id.

Filters are case sensitive.

⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.

   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

AGENT

Agent user id.

LOGGED TIME

Time the agent was logged in to the system.

ACTIVE TIME

Time the agent was in active state (“Available”) on the system.

PAUSE TIME

Time the agent was in pause states in the system.

NO ACD TIME

Time the agent was in the “No ACD” state on the system.

% PAUSE

100 * [Time in pause states] / [Logged time]

% IDLE

100 * [Idle active time] / [Active time]

% NO ACD

100 * [Time in No ACD state]/[Logged time]

TOTAL PAUSE

Number of times the agent was in pause states in the system.

ACTIVE IDLE TIME

Time the agent was idle (without conversations) while in active state in the system.

ACTIVE ATTENTION TIME

Time the agent was attending while in the active state in the system

ACTIVE WRAP UP TIME

Time the agent was wrapping up while in active state on the system.

PAUSE IDLE TIME

Time the agent was idle (without conversations) while in pause states in the system.

PAUSE ATTENTION TIME

Time the agent was attending while in pause states in the system.

PAUSE WRAP UP TIME

Time the agent was wrapping up while in pause states in the system

NO ACD IDLE TIME

Time the agent was idle (without conversations) while in "No ACD" state in the system

NO ACD ATTENTION TIME

Time the agent was attending while in “No ACD” state in the system

NO ACD WRAP UP TIME

Time the agent was wrapping up while in “No ACD” state in the system.

MAXIMUM SIMULTANEOUS CONVERSATIONS

The maximum number of conversations attended by the agent simultaneously.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".

7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of states by campaign

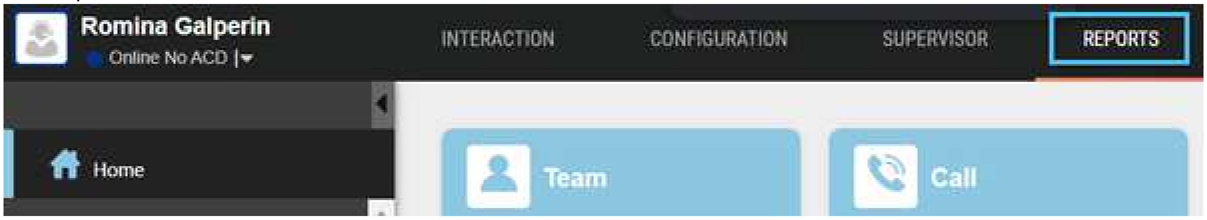
This report provides summary information of the states adopted by the agents during their session in i6 during a given period of time; this information can be filtered by campaign.

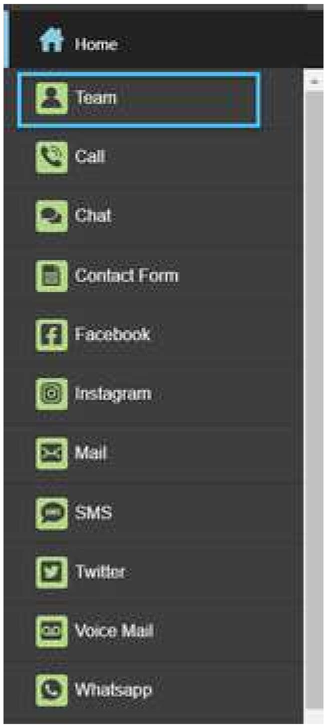
What is this report for?

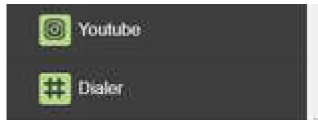
Get information, by campaign, about the total time spent by agents logged into the system in the “Available” state, pause states, and “No ACD” state, over a defined period of time. The agent pause states are: *Break, Bathroom, Away, Off to lunch, Unavailable, Custom and Online (no conversations).*

This report also reflects the total time that agents spent attending, wrapping up, and idle in each of the states in which they stayed during their session in the system, as well as the maximum number of conversations attended simultaneously by an agent.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Team" reports category:




3. Click on the summary report “States by Campaign”:

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *campaign ID. The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

   The information is displayed:

1	a_test	2021-10-04 11:15 - 11:30	00:01:02	00:00:00	00:00:00	00:00:00	00:01:02	0.00%	0.00%	100.00%	0	00:00:00	00:00:0
2	a_test	2021-10-04 11:30 - 11:45	00:13:52	00:00:00	00:00:00	00:00:00	00:13:52	0.00%	0.00%	100.00%	0	00:00:00	00:00:0
3	a_test	2021-10-04 11:45 - 12:00	00:15:00	00:00:00	00:00:00	00:00:00	00:15:00	0.00%	0.00%	100.00%	0	00:00:00	00:00:0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

LOGGED TIME

Time that agents were logged in and allocated to the campaign.

BUSY TIME

The time that agents have been busy in at least one conversation (multiple and simultaneous conversations for a single agent do not count).

ACTIVE TIME

Time agents were in the active state in the campaign.

PAUSE TIME

Time agents were in pause states in the campaign.

NO ACD TIME

Time agents were in “No ACD” state in the campaign.

% PAUSE

100 * [Time in pause states] / [Logged time]

% IDLE

100 * [Idle active time] / [Active time]

% NO ACD

100 * [Time in No ACD state]/[Logged time]

TOTAL PAUSE

Number of times the agents were in pause states in the campaign.

ACTIVE IDLE TIME

Time agents were idle (without conversations) in active state in the campaign.

ACTIVE ATTENTION TIME

Time spent by the agent attending conversations in the campaign in active state (separate account for all conversations attended at the same time).

ACTIVE WRAP UP TIME

Time spent by the agent wrapping up conversations in the campaign in active state (separate account for all conversations attended at the same time).

PAUSE IDLE TIME

Time agents were idle (without conversations) in pause states in the campaign.

PAUSE ATTENTION TIME

Time agents were attending conversations in pause states in the campaign (separate account for all conversations attended at the same time).

PAUSE WRAP UP TIME

Time agents were wrapping up conversations in pause states in the campaign (separate account for all conversations attended at the same time).

NO ACD IDLE TIME

The idle time agents stayed (without conversations) in the “No ACD” state in the campaign.

NO ACD ATTENTION TIME

Time agents were attending conversations in “No ACD” state in the campaign (separate account for all conversations attended at the same time).

NO ACD WRAP UP TIME

Time agents were wrapping up conversations in the “No ACD” state in the campaign (separate account for all conversations attended at the same time).

MAXIMUM SIMULTANEOUS CONVERSATIONS

The maximum number of conversations attended by an agent simultaneously in the campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

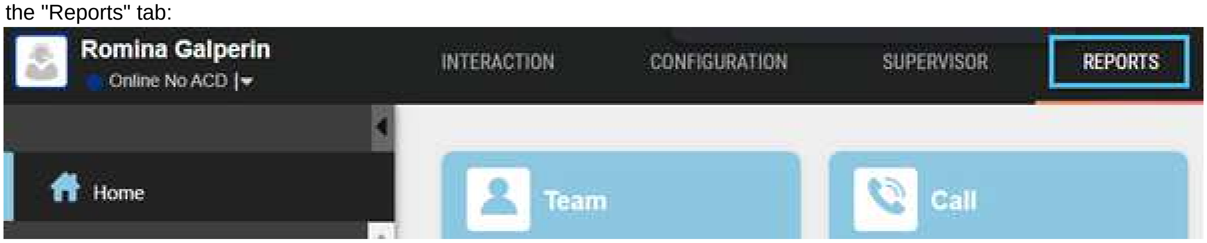
Summary of times by state

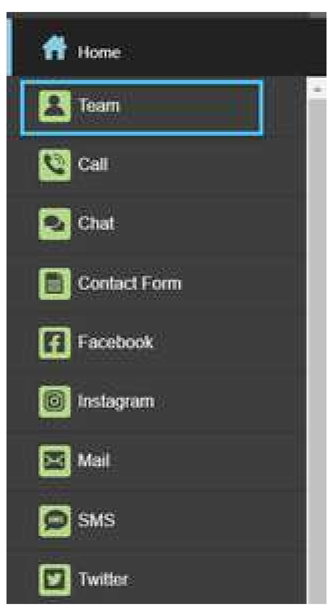
This report provides summary information of the total time that the agents spent in each state during their session in i6 during a given period of time; this information can be filtered by campaign, agent and status.

What is this report for?

Get the total time that a specific agent spent in each state by campaign during the specified time period.

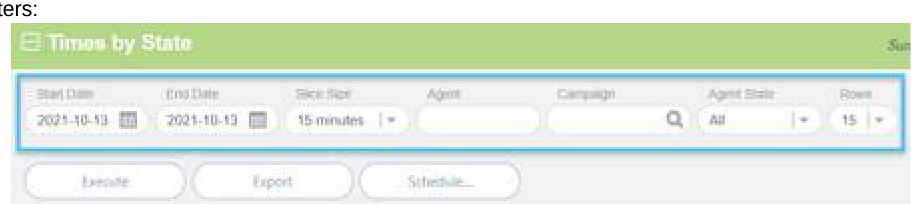
To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Team" reports category:


3. Click on the summary report “Times by State”:

4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: agent user id.

Campaign: campaign ID.

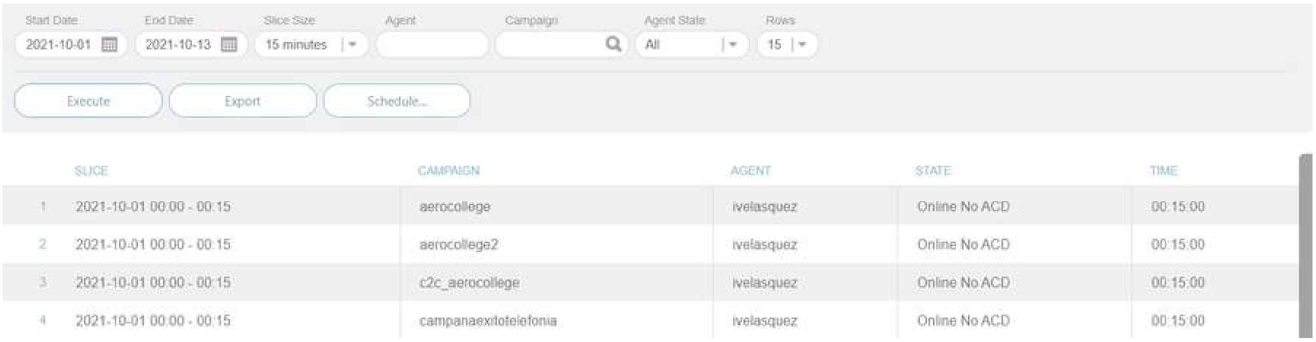
Agent State: state of the agent at a specified time.

Filters are case sensitive.

If you leave the Agent, Campaign and/or Agent State filter blank, the report will display information related to all agents, campaigns and/or agent states.

5. Click the "Execute" button to generate the report.

   The information is displayed:



Haz click aquí para ver la descripción de las columnas del reporte.

SLICE
Time segment that will be used to create the summary report.

CAMPAIGN
Campaign ID.

AGENT
Agent user id.

STATE
State of the agent in a given period of time.

TIME
Time an agent was in a specific state in the campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of kickouts by agent

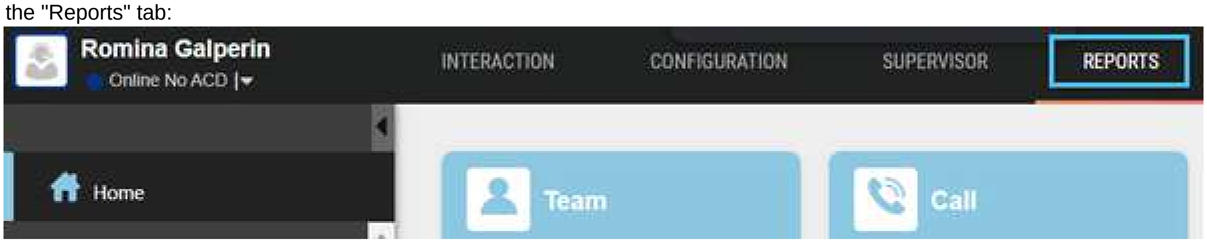
This report provides summary information about the agents expelled.

What is this report for?

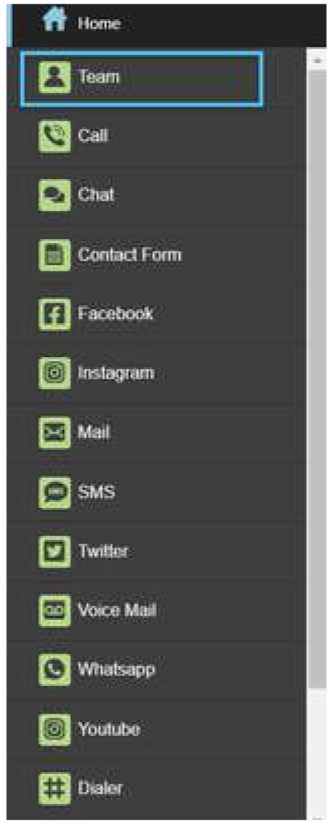
Get information about the agent, the date they were expelled, the message they received, and who expelled them.

To generate the report, follow these steps:

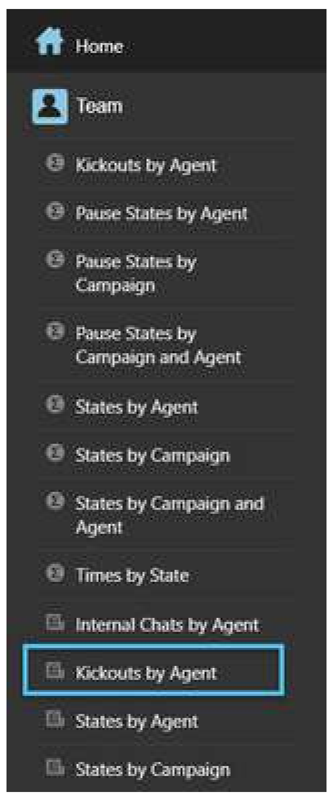
1. Go to the "Reports" tab:



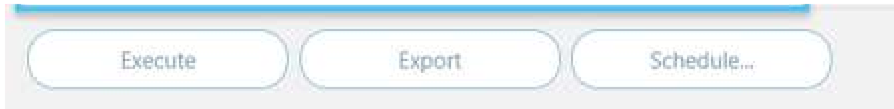
2. Click on the "Team" reports category:



3. Click on the summary report "Kickouts by agent"



4. Enter the required filters:



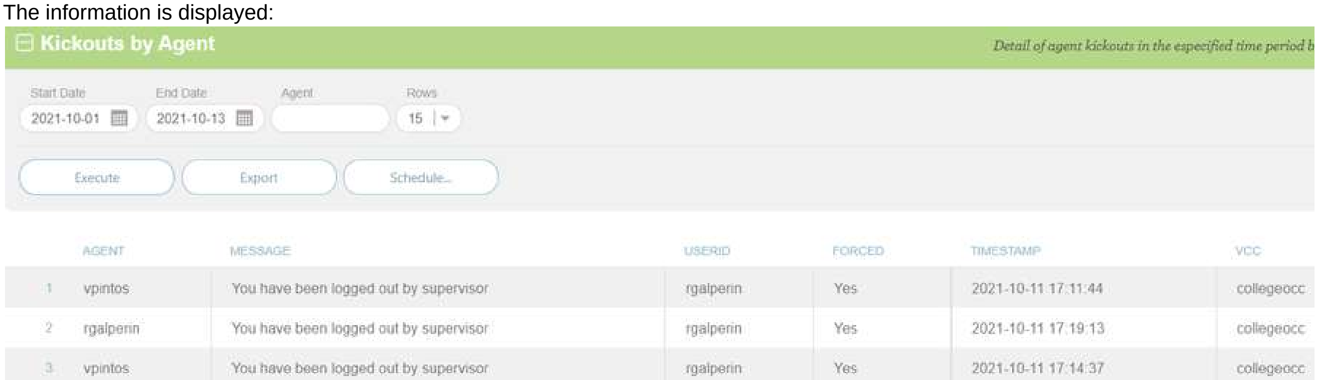
Start date and End date: range for which you want to obtain the information.

Agent: agent user id.

Rows: maximum number of rows to show in the report.

5. Click the "Execute" button to generate the report.

   The information is displayed:



Click here to see the description of the report columns

AGENT

ID of the agent who was expelled.

MESSAGE

Message that the agent received at the time of being expelled.

USER

Id of the user who expelled the agent.

FORCED

Indicates whether or not the disconnection of the user was forced.

DATE

The date and time that the agent was expelled.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: ""How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Chat Reports

"Chat" reports provide detailed and summarised information on the performance and productivity of the agents in the campaigns associated with the Web Chat communication channel, as well as the detail and summary of the behaviour of the interactions and the associated parameters of each campaign.

The reports available in this category are:

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of active chat conversations by campaign

This report provides detailed information about the chat conversations that are active, that is, that are happening at the time of generating the report; this information can be filtered by campaign.

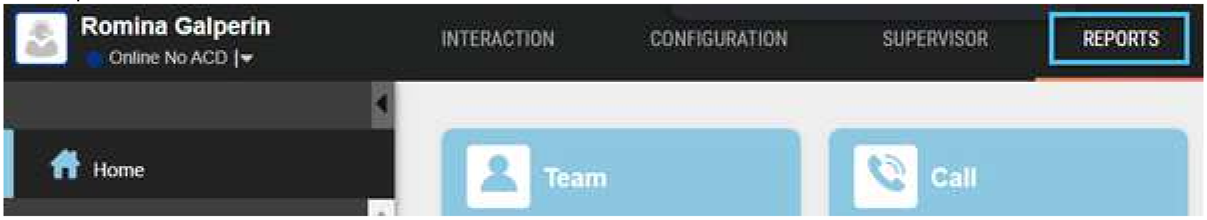
What is this report for?

Get details about each of the active chat conversations of a specific campaign, during a specified period of time; and thus check the agent and the address of the contact involved in the conversation.

To generate the report, follow these steps:

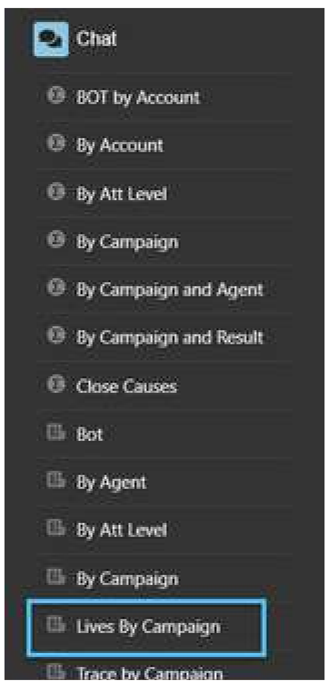
!http://inconcertcc.com/confluence/encabezado_confluence.jpg! Prueba de Texto

1. Go to the "Reports" tab:



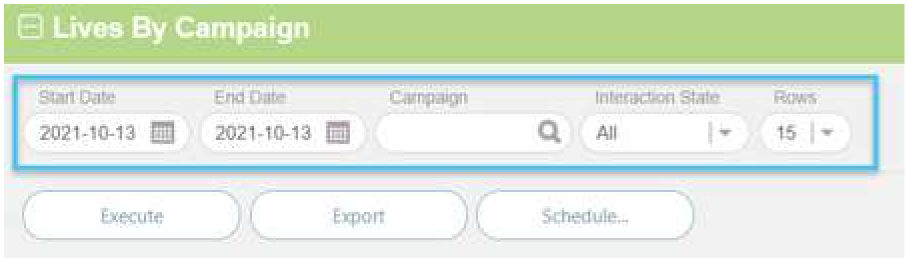
2. Click on the "Chat" reports category:

3. Click on the detailed report "Lives by Campaign":



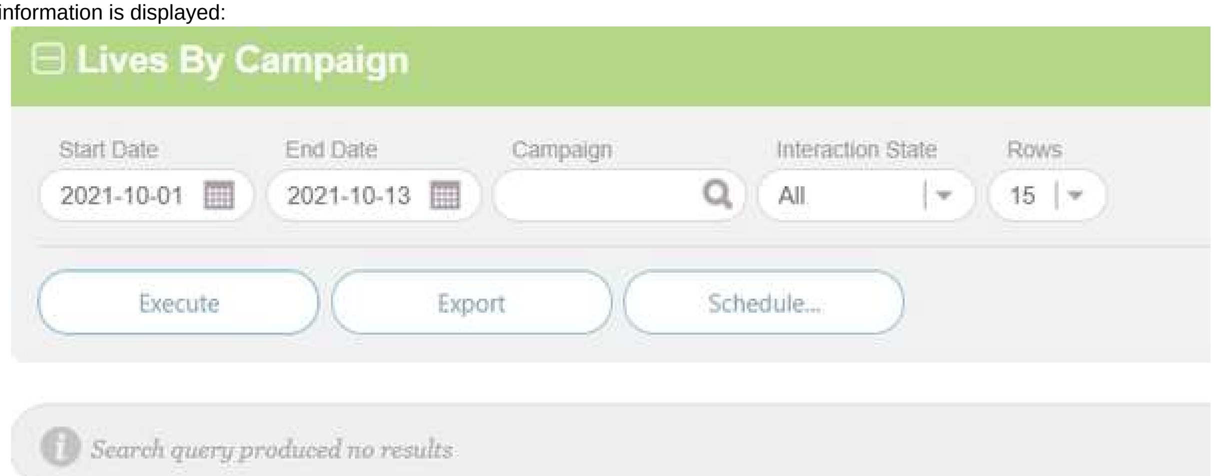
!http://inconcertcc.com/confluence/pie_confluence.jpg!

4. Enter the required filters:



> **Start date and End date:** range for which you want to obtain the information.
>
> **Campaign:** Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*
>
> **Conversation State:** state of the chat conversation.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

START DATE
Chat conversation start date.

START DATE IN STATE
Start date of chat conversation in state.

CONTACT NAME
Name of the contact.

CONTACT ADDRESS
Contact address

AGENT
User ID of the agent involved in the chat conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of chat conversations by agent

This report provides detailed information on chat conversations that were generated in a given period of time; this information can be filtered by agent.

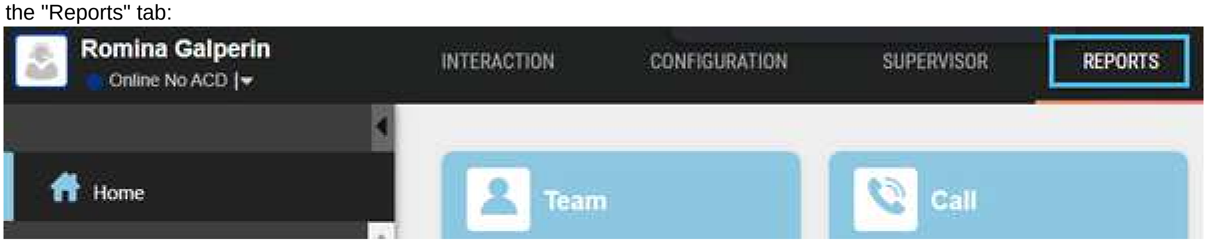
What is this report for?

Get details about each of the chat conversations in which a specific agent intervened, for a specified period of time; and thus analyze the times elapsed during these conversations.

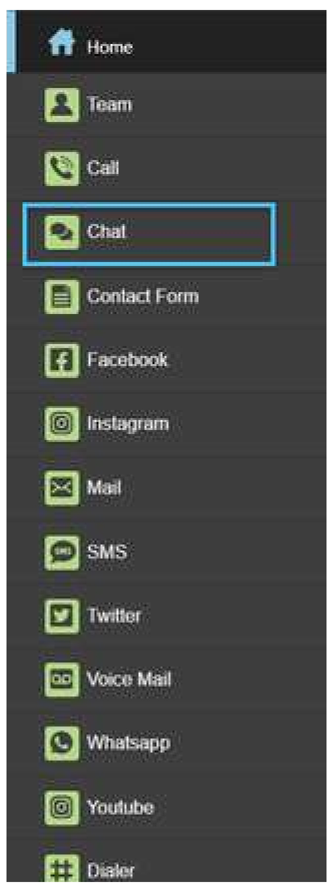
This report also reflects the detail of the classifications of each conversation (result of the conversation as selected by the agent); as well as whether the conversation was transferred, has login, pre survey and post survey forms, and whether it has an associated ticket.

To generate the report, follow these steps:

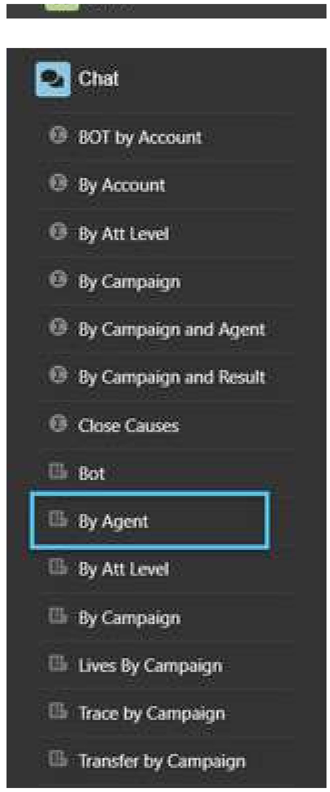
1. Go to the "Reports" tab:



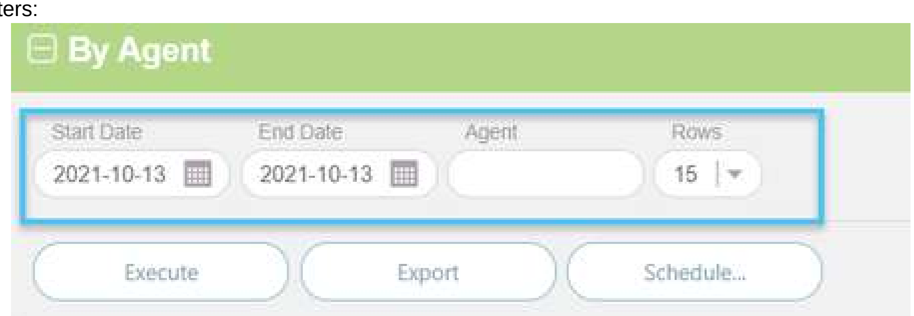
2. Click on the "Chat" reports category::



3. Click on the detailed report "By Agent"::



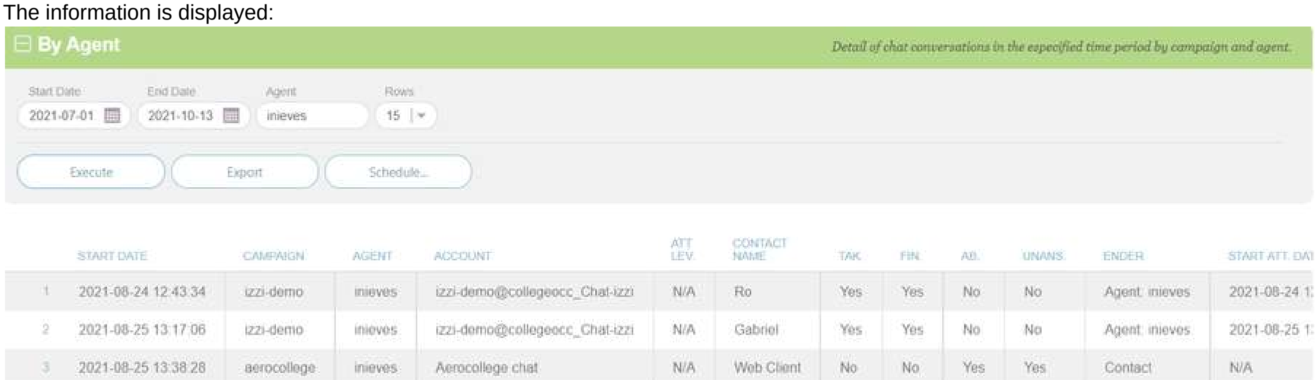
4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

***Agent:** Agent user id. **It is mandatory to generate the report.** When hovering over the filter, its description is displayed.*

5. Click the "Execute" button to generate the report.
   The information is displayed:



	START DATE	CAMPAIGN	AGENT	ACCOUNT	ATT LEV.	CONTACT NAME	TAK.	FIN.	AB.	UNANS.	ENDER	START ATT. DAT
1	2021-08-24 12:43:34	izzi-demo	inieves	izzi-demo@collegeocc_Chat-izzi	N/A	Ro	Yes	Yes	No	No	Agent: inieves	2021-08-24 1:
2	2021-08-25 13:17:06	izzi-demo	inieves	izzi-demo@collegeocc_Chat-izzi	N/A	Gabriel	Yes	Yes	No	No	Agent: inieves	2021-08-25 1:
3	2021-08-25 13:38:28	aerocollege	inieves	Aerocollege chat	N/A	Web Client	No	No	Yes	Yes	Contact	N/A

Click here to see the description of the report columns

START DATE

Conversation start date.

CAMPAIGN

Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the conversation.

CONTACT NAME
Name of the contact.

ATTENDED
Indicates whether the chat conversation was successfully taken by the agent.

FINISHED
Indicates whether the chat conversation was finished after the agent had taken it (regardless of whether or not the agent answered it).

ABANDONED
Indicates whether the chat conversation was closed without being attended by the agent.

UNANSWERED
Indicates whether the chat conversation was assigned to the agent but the agent was unable to attend to it.

ENDER
Specifies who ended the chat conversation (e.g. Agent, Contact, Schedule, Error, etc).

ATTENTION START DATE
Date of successful attention.

END DATE
End date of the chat conversation.

DURATION TIME
Total duration of the chat conversation.

WAITING TIME
Time the chat conversation remained on hold (includes queuing time, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the chat conversation was assigned to the agent; not including the time that elapsed while the agent booked and attended the conversation.

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the chat conversation.

ATTENTION TIME
Time it took the agent to attend to the chat conversation.

WRAP UP TIME
Time finishing the chat conversation after the attention ended.

DISPOSITION
Chat conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TRANSFERRED
Indicates whether the chat conversation was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the chat conversation was successfully transferred

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number

TRANSFER DESTINATION
Destination address of the transfer.

MESSAGES
Total number of messages in the chat conversation

LOGIN
Indicates whether the interaction has a login form.

PRE SURVEY
Indicates whether the chat conversation has a pre survey form

POST SURVEY
Indicates whether the chat conversation has a post survey form.

CCI
Indicates whether the chat conversation has CCI integration

TICKET
Ticket associated with the chat conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of chat conversations by campaign

This report provides detailed information on the chat conversations that were generated in a given period of time; this information can be filtered by campaign.

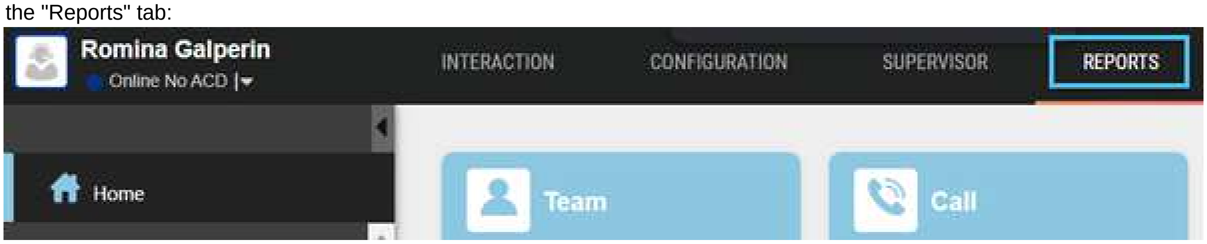
What is this report for?

Get details about each of the chat conversations of a specific campaign, during a specified period of time; and thus analyze the times elapsed during these conversations.

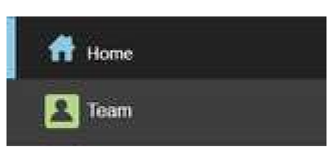
This report also reflects the detail of the classifications of each conversation (result of the conversation as selected by the agent); as well as whether the conversation was transferred, has login, pre survey and post survey forms, and whether it has an associated ticket.

To generate the report, follow these steps:

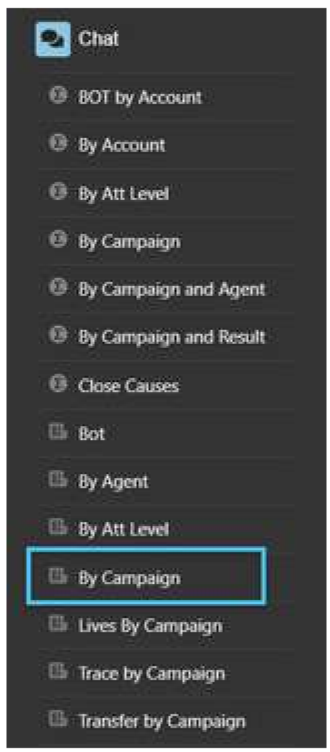
1. Go to the "Reports" tab:



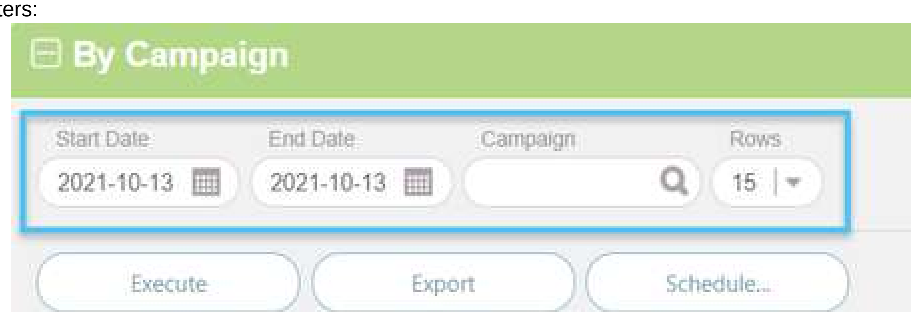
2. Click on the "Chat" reports category:



3. Click on the detailed report "By Campaign":



4. Enter the required filters:

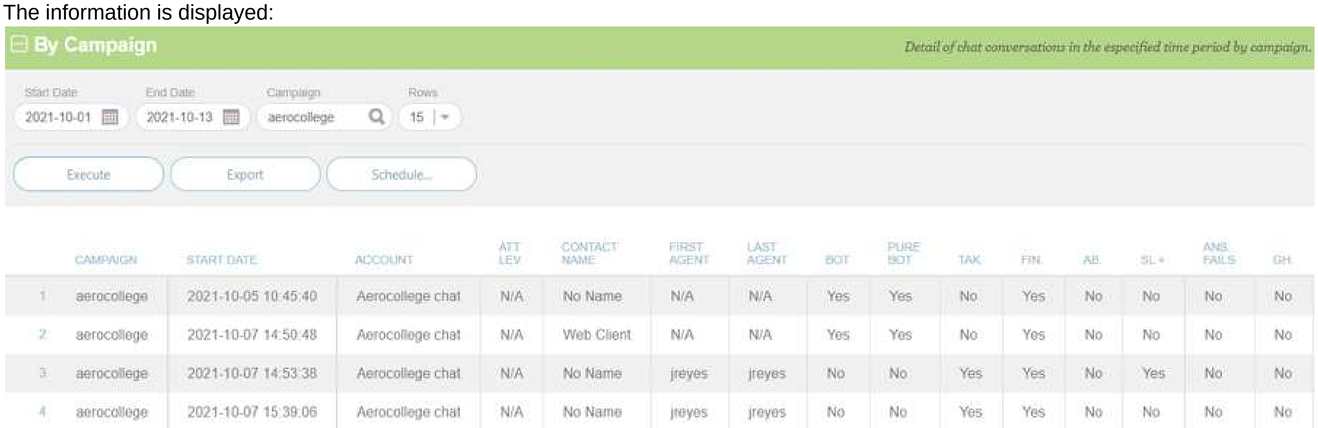


Start date and End date: range for which you want to obtain the information.

Campaign: *Campaign ID. When hovering over the filter, its description is displayed.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



	CAMPAIGN	START DATE	ACCOUNT	ATT LEV	CONTACT NAME	FIRST AGENT	LAST AGENT	BOT	PURE BOT	TAK	FIN.	AB.	SL +	ANS. FAILS	GH
1	aerocollege	2021-10-05 10:45:40	Aerocollege chat	N/A	No Name	N/A	N/A	Yes	Yes	No	Yes	No	No	No	No
2	aerocollege	2021-10-07 14:50:48	Aerocollege chat	N/A	Web Client	N/A	N/A	Yes	Yes	No	Yes	No	No	No	No
3	aerocollege	2021-10-07 14:53:38	Aerocollege chat	N/A	No Name	jreyes	jreyes	No	No	Yes	Yes	No	Yes	No	No
4	aerocollege	2021-10-07 15:39:06	Aerocollege chat	N/A	No Name	jreyes	jreyes	No	No	Yes	Yes	No	No	No	No

Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

START DATE
Chat conversation start date .

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the chat conversation.

CONTACT NAME
Name of the contact.

FIRST AGENT
User ID of the first agent who successfully attended the chat conversation.

LAST AGENT
User ID of the last agent who successfully attended the chat conversation.

ATTENDED
Indicates whether the chat conversation was taken successfully by an agent.

FINISHED
Indicates whether the chat conversation was finished after an agent had taken it (regardless of whether or not the agent answered it)

ABANDONED
Indicates whether the chat conversation was closed without being attended by an agent.

SL +
Indicates whether the chat conversation was attended within the defined service level threshold.

FAILED RESPONSES
When at least one agent failed to attend the chat conversation.

GHOST
Indicates whether the chat conversation was closed before the limit configured in the "Ghost Conversation Threshold" was met.

- OUT OF SCHEDULE
  Indicates whether the chat conversation entered outside the scheduled campaign hours.
- ENDER
  Specifies who ended the chat conversation (e.g. Agent, Contact, Schedule, Error, etc).
- ATTENTION START DATE
  Date of successful attention.
- END DATE
  End date of the chat conversation
- DURATION TIME
  Total duration of the chat conversation
- WAITING TIME
  Time the chat conversation remained on hold (includes queuing time, ACD, transferring, etc.).
- ACD TIME
  Time that elapsed while the chat conversation was assigned to an agent; not including the time that elapsed while the agent booked and attended the conversation.
- TIME WAITING FOR ANSWER
  Time that elapsed while the agent was booked and attending the chat conversation
- ATTENTION TIME
  Time it took the agent to attend to the chat conversation
- WRAP UP TIME
  Time finishing the chat conversation after the attention ended.
- TIME BEFORE ABANDONED
  If the chat conversation was abandoned, this is the time that the contact was active in it.
- DISPOSICIÓN
  Chat conversation disposition code (last sheet if defined as a tree).
- ABSOLUTE DISPOSITION
  Absolute disposition code (includes the entire tree path).
- SUCCESS
  If the last disposition code is a success
- TRANSFERRED
  Indicates whether the chat conversation was transferred (or a transfer was attempted) at least once.
- TRANSFERRED OK
  Indicates whether or not the chat conversation was transferred successfully.
- TRANSFER TYPE
  Transfer destination type: campaign, attention level, agent, queue, number.
- TRANSFER DESTINATION
  Destination address of the transfer
- MESSAGES
  Total number of messages in the chat conversation
- LOGIN
  Indicates whether the chat conversation has a login form.
- PRE SURVEY
  Indicates whether the chat conversation has a pre-survey form.
- POST SURVEY
  Indicates whether the chat conversation has a post survey form.
- CCI

Indicates whether the chat conversation has CCI integration

TICKET

Ticket associated with the chat conversation

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of chat conversations by attention level

This report provides detailed information about chat conversations that were generated in a given period of time; this information can be filtered by campaign, account, and attention level.

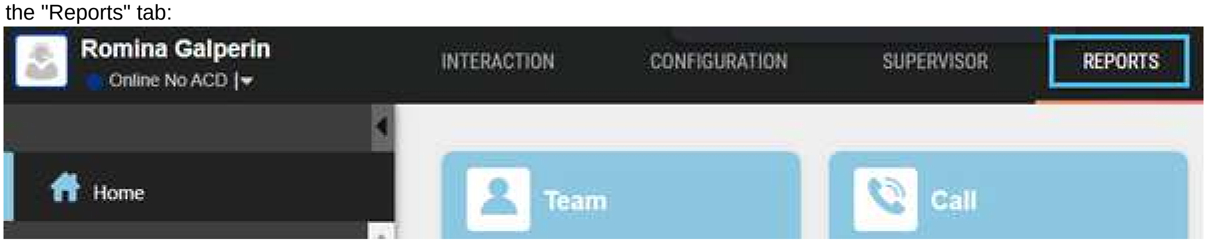
What is this report for?

Get details about each of the chat conversations that were assigned to the different attention levels associated with the campaign accounts, during a specified period of time; and thus analyze the times of these conversations.

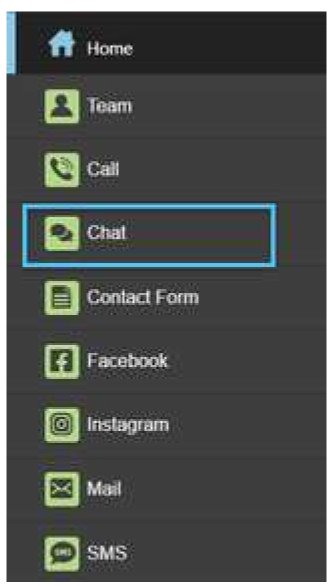
This report also reflects the detail of the classifications of each conversation (result of the conversation as selected by the agent); as well as whether it was transferred and if it has an associated ticket.

To generate the report, follow these steps:

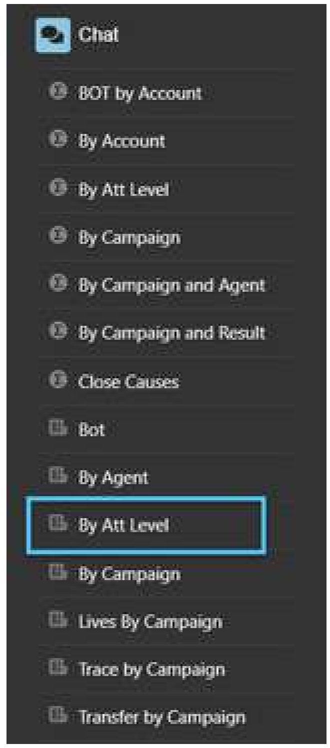
1. Go to the "Reports" tab:



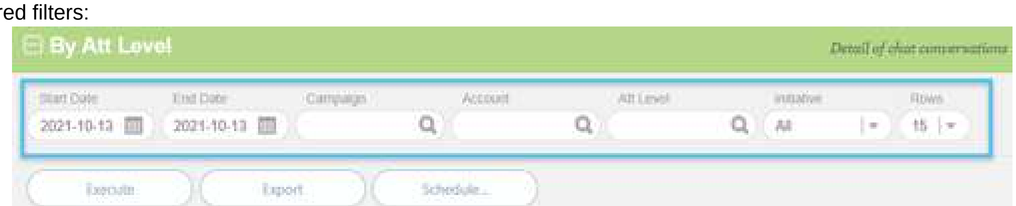
2. Click on the "Chat" reports category:



3. Click on the detailed report "By Attention Level"::



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

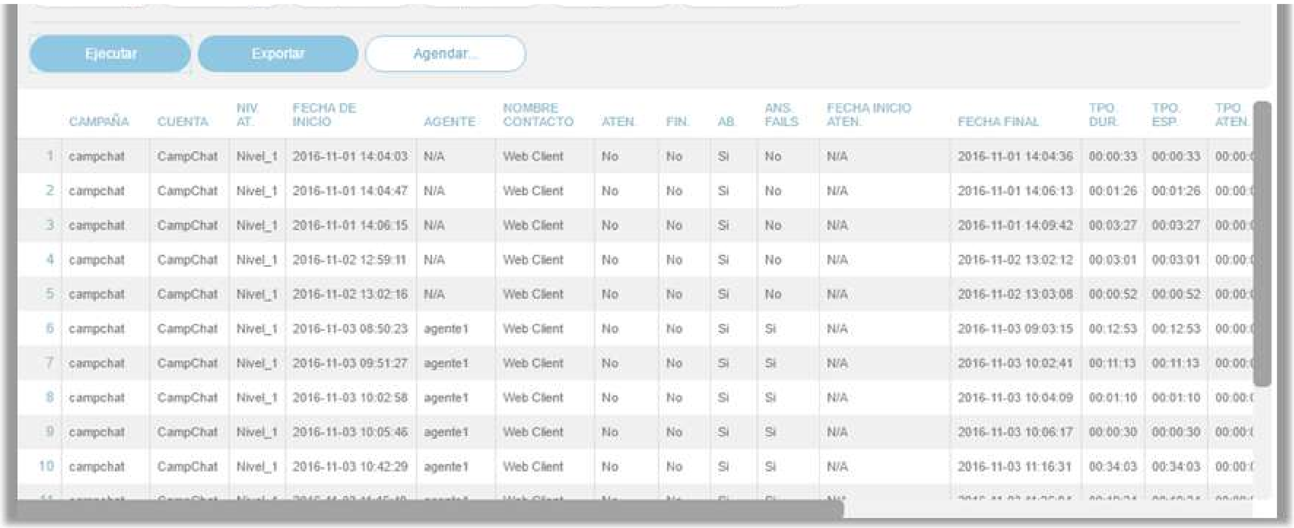
Account: ID of the account associated with the campaign.

Attention Level: attention level assigned to the conversation.

When hovering over the filters, their description is displayed.

> ⚠ If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.
   The information is displayed:



	CAMPAÑA	CUENTA	NIV. AT.	FECHA DE INICIO	AGENTE	NOMBRE CONTACTO	ATEN.	FIN.	AB.	ANS. FAILS	FECHA INICIO ATEN.	FECHA FINAL	TPO. DUR.	TPO. ESP.	TPO. ATEN.
1	campchat	CampChat	Nivel_1	2016-11-01 14:04:03	N/A	Web Client	No	No	Si	No	N/A	2016-11-01 14:04:36	00:00:33	00:00:33	00:00:
2	campchat	CampChat	Nivel_1	2016-11-01 14:04:47	N/A	Web Client	No	No	Si	No	N/A	2016-11-01 14:06:13	00:01:26	00:01:26	00:00:
3	campchat	CampChat	Nivel_1	2016-11-01 14:06:15	N/A	Web Client	No	No	Si	No	N/A	2016-11-01 14:09:42	00:03:27	00:03:27	00:00:
4	campchat	CampChat	Nivel_1	2016-11-02 12:59:11	N/A	Web Client	No	No	Si	No	N/A	2016-11-02 13:02:12	00:03:01	00:03:01	00:00:
5	campchat	CampChat	Nivel_1	2016-11-02 13:02:16	N/A	Web Client	No	No	Si	No	N/A	2016-11-02 13:03:08	00:00:52	00:00:52	00:00:
6	campchat	CampChat	Nivel_1	2016-11-03 08:50:23	agente1	Web Client	No	No	Si	Si	N/A	2016-11-03 09:03:15	00:12:53	00:12:53	00:00:
7	campchat	CampChat	Nivel_1	2016-11-03 09:51:27	agente1	Web Client	No	No	Si	Si	N/A	2016-11-03 10:02:41	00:11:13	00:11:13	00:00:
8	campchat	CampChat	Nivel_1	2016-11-03 10:02:58	agente1	Web Client	No	No	Si	Si	N/A	2016-11-03 10:04:09	00:01:10	00:01:10	00:00:
9	campchat	CampChat	Nivel_1	2016-11-03 10:05:46	agente1	Web Client	No	No	Si	Si	N/A	2016-11-03 10:06:17	00:00:30	00:00:30	00:00:
10	campchat	CampChat	Nivel_1	2016-11-03 10:42:29	agente1	Web Client	No	No	Si	Si	N/A	2016-11-03 11:16:31	00:34:03	00:34:03	00:00:

Click here to see the description of the report columns

CAMPAIGN

Campaign ID

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the chat conversation

START DATE

Chat conversation start date

AGENT

User id of the first agent to join the chat conversation (even if it failed).

CONTACT NAME

Name of the contact.

ATTENDED

Indicates whether the chat conversation was taken successfully by an agent

FINISHED

Indicates whether the chat conversation was finished after an agent had taken it (regardless of whether or not the agent answered it).

ABANDONED

Indicates whether the chat conversation was closed without being attended by an agent.

FAILED RESPONSES

When at least one agent failed to attend the chat conversation

ATTENTION START DATE

Date of successful attention paid to the chat conversation.

END DATE

End date of the chat conversation

DURATION TIME

Total duration of the chat conversation

WAITING TIME

Time the chat conversation remained on hold (includes queuing time, ACD, transferring, etc.)..

ATTENTION TIME

Time it took the agent to attend to the chat conversation

WRAP UP TIME
Time finishing the chat conversation after the attention ended

TIME BEFORE ABANDONED
If the chat conversation was abandoned, this is the time that the contact was active in the conversation

DISPOSITION
Chat conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TRANSFERRED
Indicates whether the chat conversation was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the chat conversation was transferred successfully.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number

TRANSFER DESTINATION
Destination address of the transfer.

TICKET
Ticket associated with the chat conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of bot conversations

This report provides detailed information on the chatbot conversations that were generated in a given period of time; this information can be filtered by campaign.

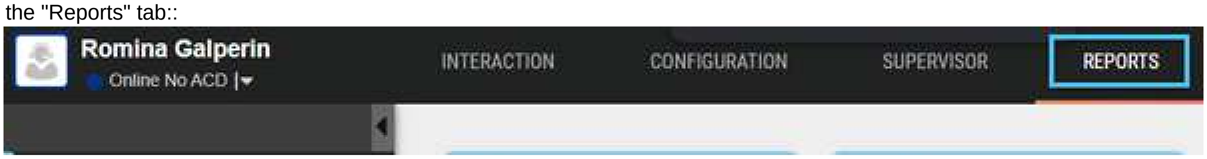
What is this report for?

Get the summary of bot conversations, by account associated with a campaign, for a specified period of time; and thus analyze the times elapsed during these conversations.

This report also reflects the number of messages exchanged between client and bot, and can distinguish how many each party sent and of what type.

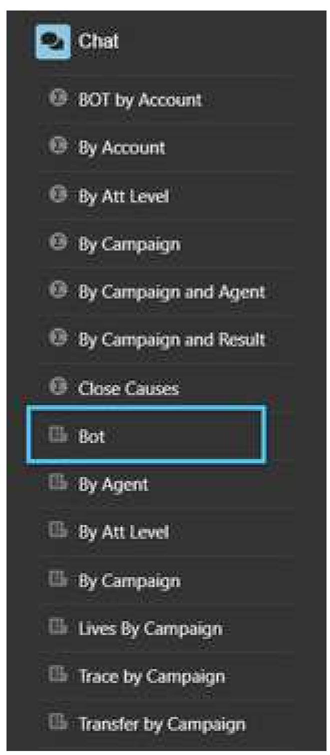
To generate the report, follow these steps:

1. Go to the "Reports" tab::



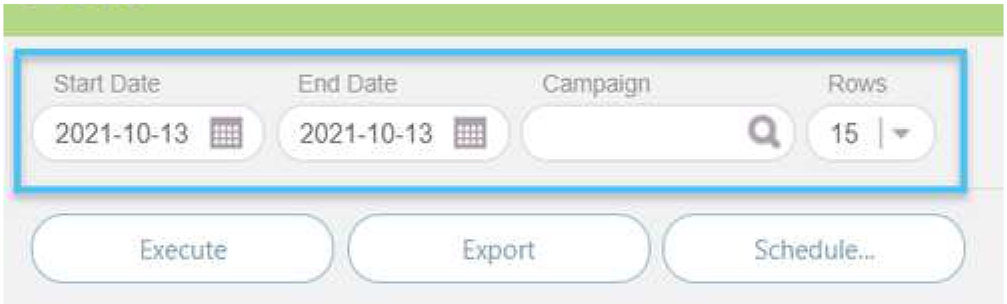
2. Click on the "Chat" reports category:

3. Click on the summary report “By Account”:



4. Enter the required filters:

!http://inconcertcc.com/confluence/encabezado_confluence.jpg! Prueba de Texto



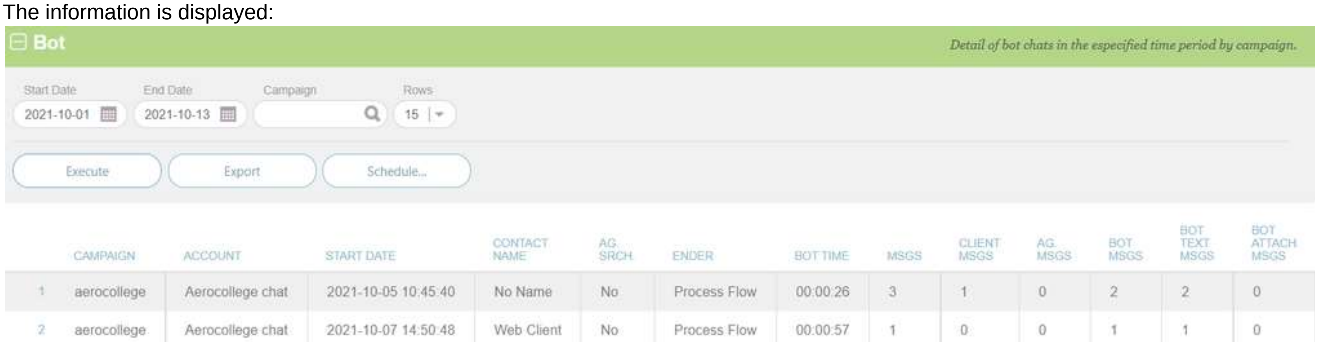
Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

Filters are case sensitive.

If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN
Campaign ID

ACCOUNT
ID of the account associated with the campaign.

START DATE
Conversation start date.

CONTACT NAME
Name of the contact.

SEARCHED FOR AGENT
The conversation was sent to search for an agent.

ENDER
Specifies who ended the conversation (e.g. Agent, Contact, Schedule, Error, etc).

BOT TIME
Time the conversation spent in BOT or IVR.

MESSAGES
Number of messages exchanged

CLIENT MESSAGES
Number of client messages.

AGENT MESSAGES
Number of agent messages.

!http://inconcertcc.com/confluence/pie_confluence.jpg!

BOT MESSAGES
How many messages were written by the bot in the conversation.

TEXT BOT MESSAGES
How many text-type bot messages were written in the conversation.

ATTACHMENT BOT MESSAGES
How many attachment-type bot messages were written in the conversation

GALLERY BOT MESSAGES
How many gallery-type bot messages were written in the conversation.

LIST BOT MESSAGES
How many list-type bot messages were written in the conversation.

CALL LUIS
Times the LUIS API was called in BOT chat conversations.

Conversation ID
Unique id of the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Trace chat conversations by campaign

This report provides detailed information on the progress of each of the steps that occurred in the chat conversations that were generated in a given period of time; this information can be filtered by campaign.

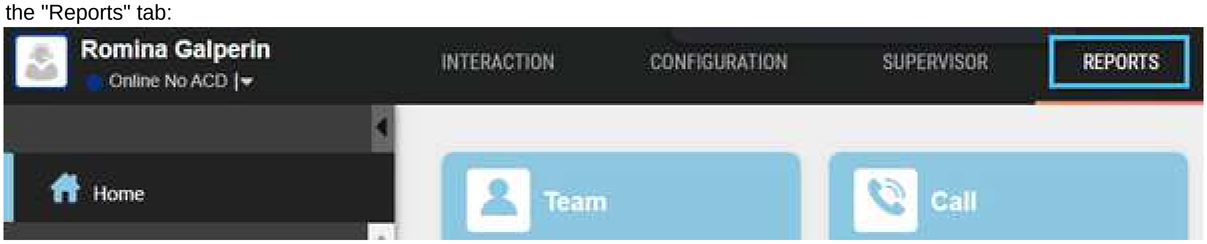
What is this report for?

Get details about each trace of chat conversations by campaign over a specified period of time, thus being able to analyse the steps taken during each of the conversations and having access to the exact date and time of these steps and the agents involved in the conversation.

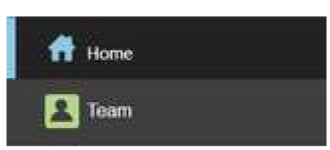
This report also reflects the detail of the classifications of each conversation (result of the conversation as selected by the agent); as well as whether it was transferred and if it has an associated ticket.

To generate the report, follow these steps:

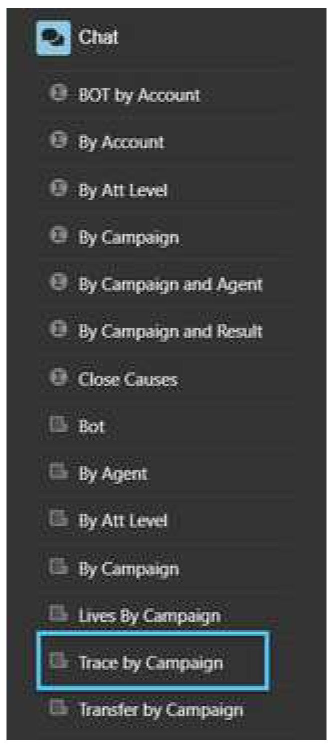
1. Go to the "Reports" tab:



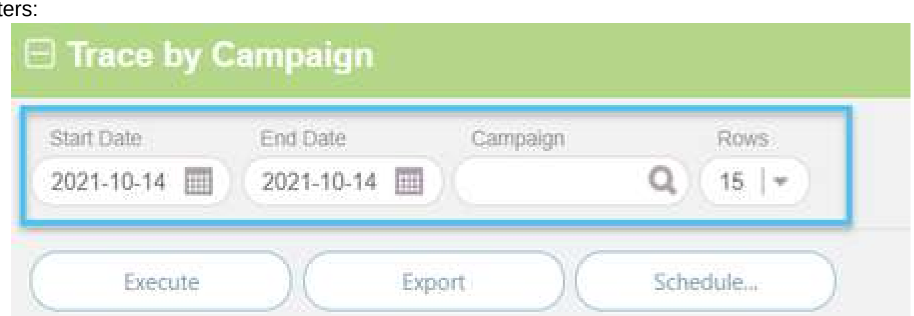
2. Click on the "Chat" reports category:



3. Click on the detailed report "Trace by Campaign":



4. Enter the required filters:

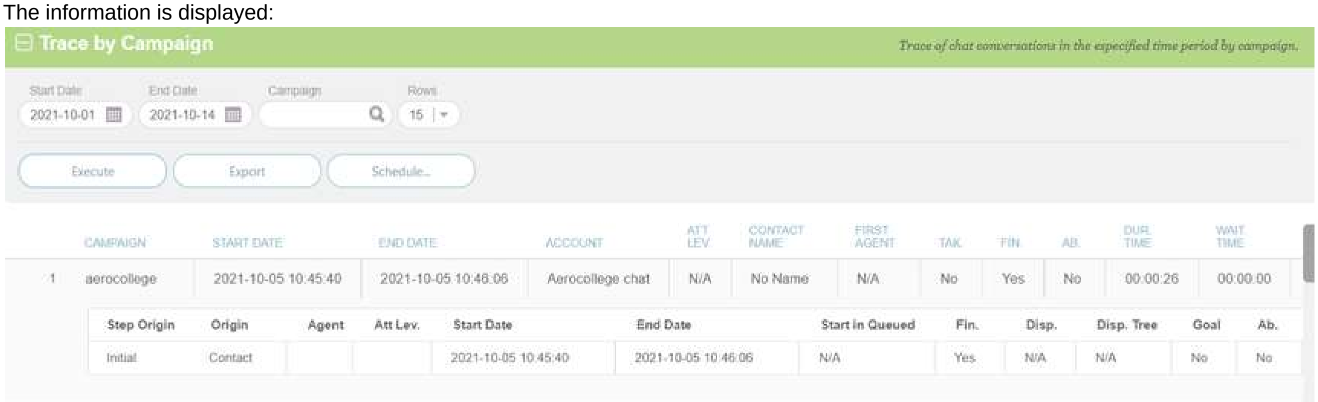


Start date and End date: range for which you want to obtain the information.

Campaign: *Campaign ID. When hovering over the filter, its description is displayed.*

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

- **CAMPAIGN**
  Campaign ID
- **START DATE**
  Chat conversation start date
- **END DATE**
  End date of the chat conversation
- **ACCOUNT**
  ID of the account associated with the campaign
- **ATTENTION LEVEL**
  Last attention level assigned to the chat conversation
- **CONTACT NAME**
  Name of the contact
- **FIRST AGENT**
  User ID of the first agent to join the chat conversation (even if it failed).
- **ATTENDED**
  Indicates whether the chat conversation was taken successfully by an agent
- **FINISHED**
  Indicates whether the chat conversation was finished after an agent had taken it (regardless of whether or not the agent answered it).
- **ABANDONED**
  Indicates whether the chat conversation was closed without being attended by an agent
- **DURATION TIME**
  Total duration of the chat conversation.
- **WAITING TIME**
  Time the chat conversation remained on hold (includes queuing time, ACD, transferring, etc.).
- **ATTENTION TIME**
  Time it took the agent to attend to the chat conversation
- **DISPOSITION**

Chat conversation disposition code (last sheet if defined as a tree).

- ABSOLUTE DISPOSITION
  Absolute disposition code (includes the entire tree path).
- SUCCESS
  If the last disposition code is a success
- TICKET
  Ticket associated with the chat conversation.
- Conversation thread columns
  - Origin Step
    Indicates how the chat conversation reached this step (initial step, was transferred, was reopened, etc.)
  - Origin
    Origin of the chat conversation step (agent or contact).
  - Agent
    User ID of the agent who intervened in the chat conversation step.
  - Attention level
    Attention level assigned to the chat conversation step.
  - Start date
    The start date of the chat conversation step.
  - End date
    End date of the chat conversation step
  - Start in Queued
    Start date of the chat conversation step in the queue
  - Finished
    Indicates whether the chat conversation step was finished after an agent had taken it (regardless of whether or not the agent attended to it)
  - Abandoned
    The chat conversation step was closed without having been attended by an agent.
  - Duration time
    Total duration of the chat conversation step.
  - Time in queue
    Total time that the chat conversation step remained in the queue
  - Attention time
    Time it took the agent to attend to the step in the chat conversation.
  - Transferred
    Indicates whether the chat conversation step was transferred (or a transfer was attempted) at least once.
  - Transferred Ok
    Indicates whether or not the transfer was successful
  - Transfer Type
    Transfer destination type: campaign, attention level, agent, queue, number
  - Transfer Destination
    Destination address of the transfer.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of causes of closure of chat conversations

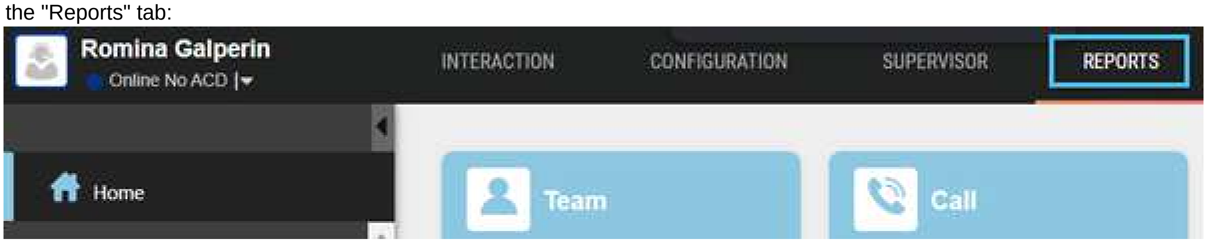
This report provides summary information on the causes of termination of chat conversations that were generated in a certain period of time; this information can be filtered by campaign.

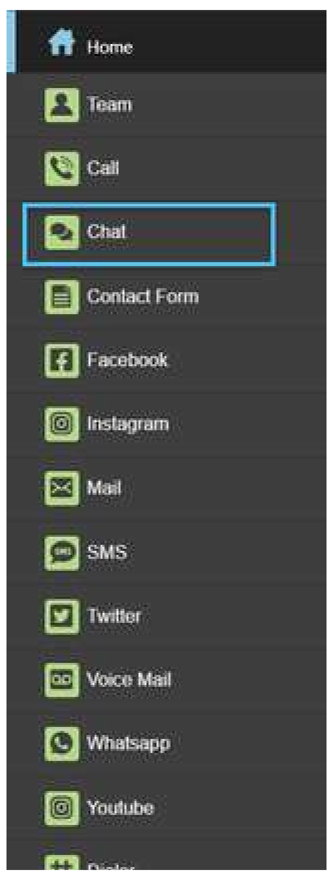
What is this report for?

Get the summary of the causes of closure of chat conversations, by campaign, for a specified period of time. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

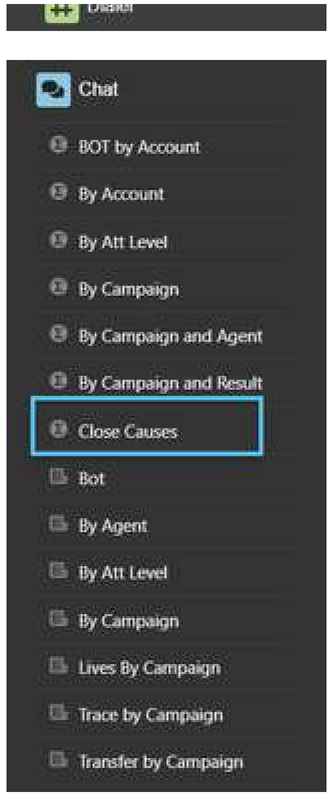
This report can be used to monitor the most common causes for chat conversations being closed.

To generate the report, follow these steps:

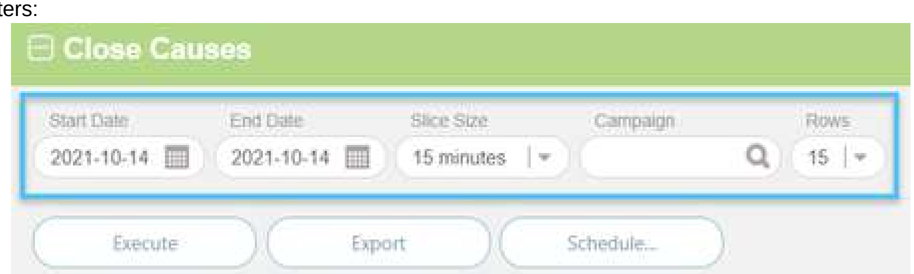
1. Go to the "Reports" tab:


2. Click on the "Chat" reports category":


3. Click on the summary report "Causes of Closure"::



4. Enter the required filters:



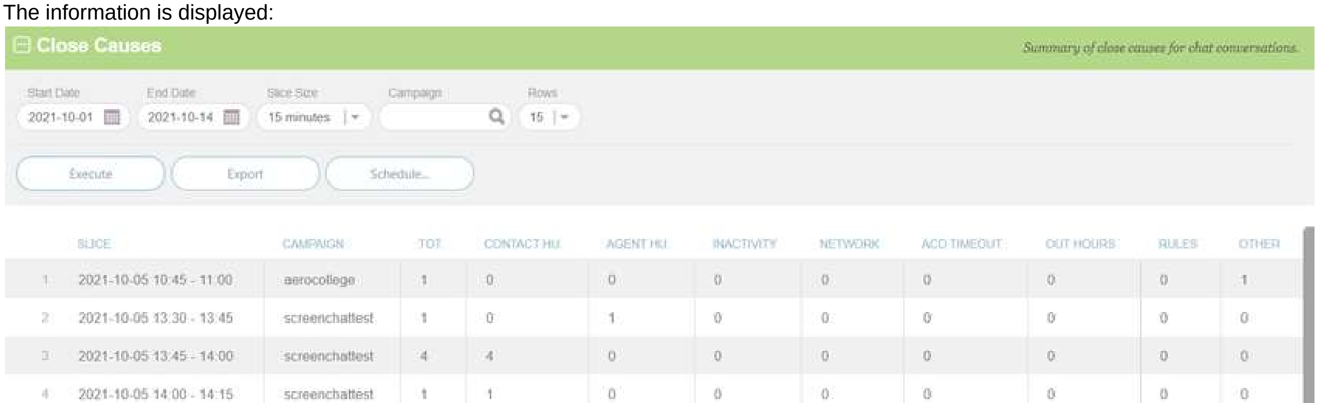
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *Campaign ID. The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



	SLICE	CAMPAIGN	TOT	CONTACT HU	AGENT HU	INACTIVITY	NETWORK	ACD TIMEOUT	OUT HOURS	RULES	OTHER
1	2021-10-05 10:45 - 11:00	aerocollege	1	0	0	0	0	0	0	0	1
2	2021-10-05 13:30 - 13:45	screenchattest	1	0	1	0	0	0	0	0	0
3	2021-10-05 13:45 - 14:00	screenchattest	4	4	0	0	0	0	0	0	0
4	2021-10-05 14:00 - 14:15	screenchattest	1	1	0	0	0	0	0	0	0

Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report.

CAMPAIGN

Campaign ID.

TOTAL

Total number of chat conversations

CUT OFF BY CONTACT

Chat conversations that ended because the contact closed the chat window

CUT OFF BY AGENT

Chat conversations that were closed because the agent hung up

INACTIVITY

Chat conversations that were closed due to inactivity

NETWORK

Chat conversations that were closed due to network inactivity

TIMEOUT ACD

Chat conversations that were closed because they timed out on ACD

OUT OF SCHEDULE

CChat conversations that were closed because they entered outside the campaign operating schedule

RULES

Chat conversations that are closed by configured rules

OTHER

Chat conversations that were closed due to unknown causes

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of chat conversations by campaign and agent

This report provides summary information about chat conversations that were generated in a given period of time; this information can be filtered by campaign and agent.

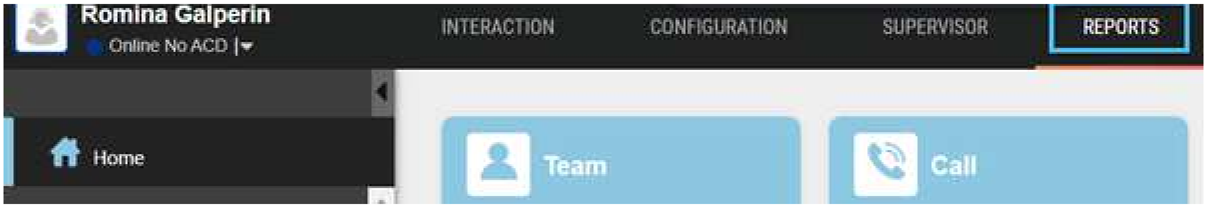
What is this report for?

Get the summary of the chat conversations by agent in a specific campaign during a specified period of time; and thus analyze the total and average times elapsed during these conversations.

This report also reflects the number of conversations that have login, pre-survey and post-survey forms. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

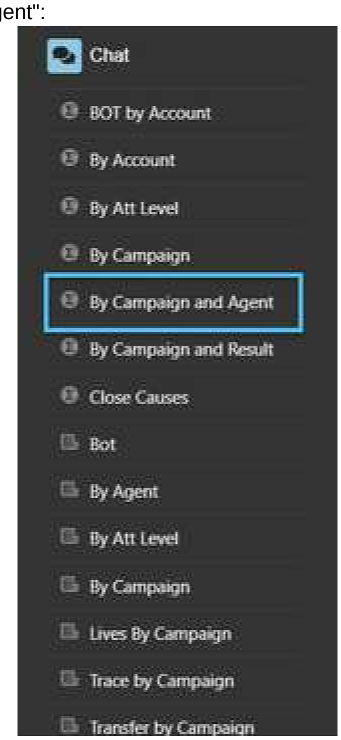
To generate the report, follow these steps:

1. Go to the "Reports" tab:



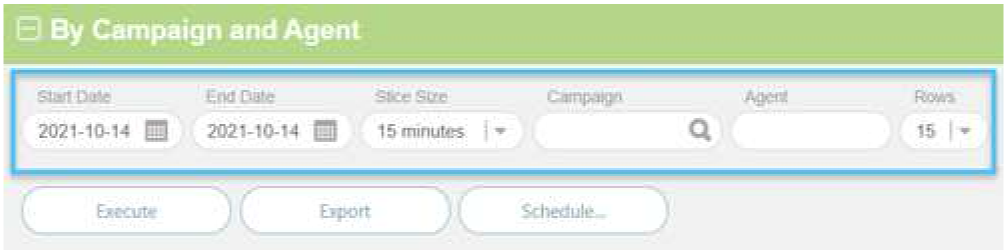
2. Click on the "Chat" reports category:

3. Click on the summary report "By Campaign and Agent":



[redacted]

4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

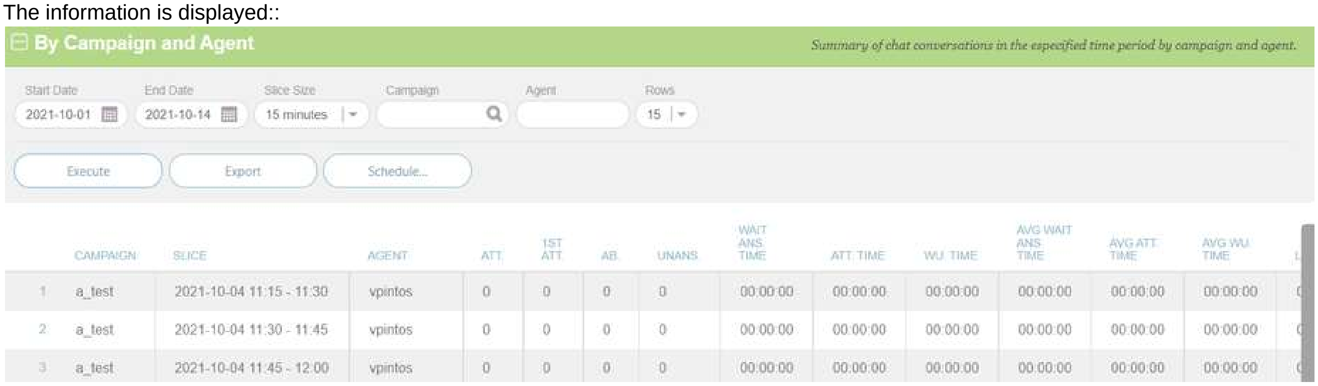
Campaign: campaign ID.

Agent: agent user id.

Filters are case-sensitive.

> ⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.
   The information is displayed::



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

SLICE
Time segment that will be used to create the summary report.

AGENT
User ID of the agent who intervened in the chat conversations.

ATTENDED
Total number of chat conversations attended by the agent (not necessarily the first to attend).

1ST ATTENTION
Total number of chat conversations the agent attended as the first agent.

ABANDONED
Total number of chat conversations that were abandoned before the agent could reply

UNANSWERED
Total number of chat conversations that the agent tried to attend but failed

TIME WAITING FOR ANSWER
Total wait time in which the agent has the chat conversation assigned, but is not yet attending it

ATTENTION TIME
Total time taken by the agent in attending to the chat conversations

WRAP UP TIME
Time finishing chat conversations after the attention ended.

AVERAGE TIME WAITING FOR ANSWER
[Wait Time for Attention] / [Chat conversations with attention attempts]

AVERAGE ATTENTION TIME
[Attention Time] / [Chat conversations attended]

AVERAGE WRAP UP TIME
[Time Wrapping Up] / [Chat conversations attended]

LOGIN
Chat conversations where the agent intervened and there was a survey (at login)

PRE SURVEY
Chat conversations where the agent intervened and there was a (previous) survey.

POST SURVEY
Chat conversations where the agent intervened and there was a survey (post survey).

CCI
Chat conversations where the agent intervened and there was a survey (in CCI)

LOGGED TIME
Total time the agent stayed logged in and assigned to the campaign

ACTIVE TIME
Total time the agent spent in the "Available" state for the campaign

PAUSE TIME
Total time the agent spent in pause states for the campaign

% BUSY
100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER
100 * [Time busy in other campaigns] / [Logged time]

% ACTIVE
100 * [Time in Available state] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of chat conversations by campaign

This report provides summary information about chat conversations that were generated in a given period of time; this information can be filtered by campaign.

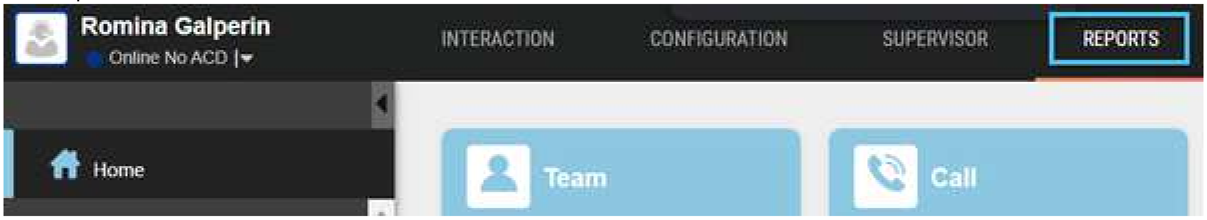
What is this report for?

Get the summary of chat conversations by campaign for a specified period of time; and thus analyze the total and average times elapsed during these conversations.

This report also reflects the number of chat conversations that were attended before certain time thresholds (15 seconds, 30 seconds, 60 seconds and 120 seconds); as well as those conversations that have login, pre-survey and post-survey forms. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

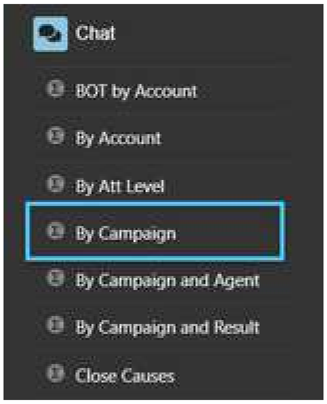
To generate the report, follow these steps:

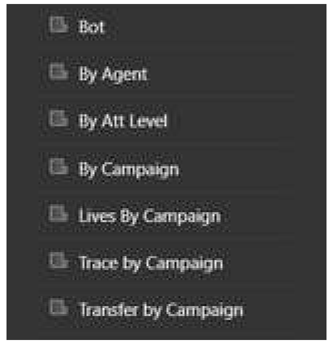
1. Go to the "Reports" tab:



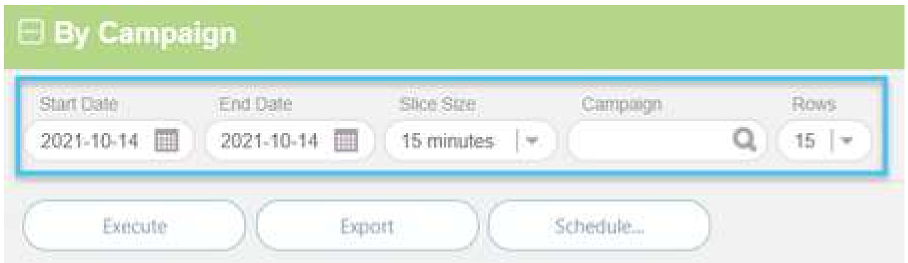
2. Click on the "Chat" reports category:

3. Click on the summary report "By Campaign":





4. Enter the required filters:



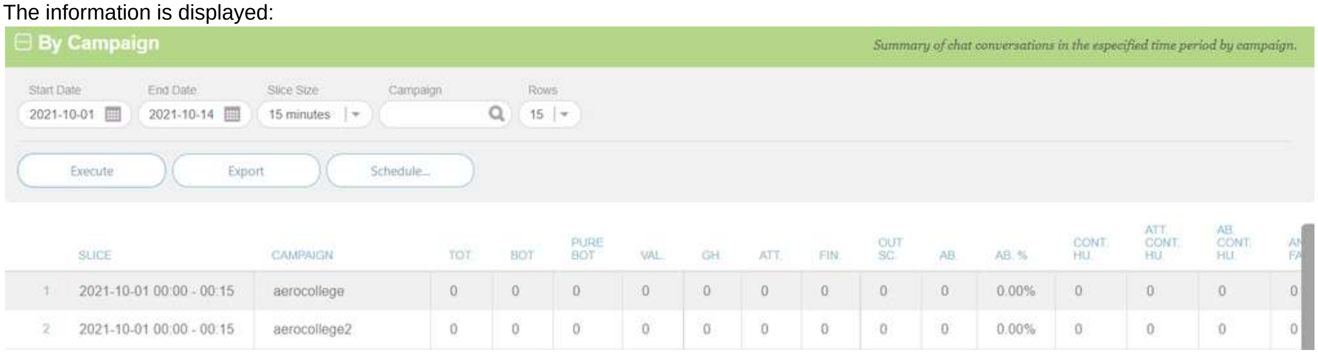
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *Campaign ID. The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report

CAMPAIGN

Campaign ID

TOTAL

Total number of chat conversations.

VALID

Total number of chat conversations, not ghosting, in schedule

ATTENDED

Total number of chat conversations, attended by any agent

FINISHED

Total number of chat conversations that were closed while an agent had them assigned

OUT OF SCHEDULE
Total number of chat conversations that entered outside the campaign attention schedule

ABANDONED
Total number of chat conversations that, when closed, did not have an agent attending them

% ABANDONED
100 * [Abandoned chat conversations] / [Valid chat conversations]

CUT OFF BY CONTACT
Total number of chat conversations that ended because the contact closed the chat window

ATTENDED CUT OFF BY CONTACT
Total number of chat conversations that finished because the contact closed the chat window, while being attended

ABANDONED CUT OFF BY CONTACT
Total number of chat conversations that finished because the contact closed the chat window, and were abandoned

ATTENTION FAILED
Total number of chat conversations which had at least one failed attention attempt (independent of any other event).

ABANDONED ATTENTION FAILED
Total number of chat conversations that failed to be attended to and were abandoned

WAITING TIME
Total time that the chat conversations were without an assigned agent

TIME WAITING FOR ANSWER
Total wait time in which the agent has the chat conversation assigned, but is not yet attending it

ATTENTION TIME
Total time taken by all agents in attending to chat conversations

WRAP UP TIME
Total time all agents took wrapping up chat conversations

AVERAGE ANSWER TIME
[Answer Time] / [Chat Conversations Attended]

AVERAGE TIME WAITING FOR ANSWER
[Wait Time for Attention] / [Chat conversations with attention attempts]

AVERAGE ATTENTION TIME
[Attention Time] / [Chat conversations attended]

AVERAGE WRAP UP TIME
[Time Wrapping Up] / [Chat conversations attended]

MAXIMUM WAITING TIME
Maximum time in ACD for chat conversations

MAXIMUM SIMULTANEOUS WAITING
Maximum number of concurrent chat conversations in ACD

MAXIMUM ASSIGNED SIMULTANEOUSLY
Maximum number of concurrent chat conversations assigned to agents.

SL 15
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 15 seconds

% SL 15
100 * [Chat conversations with SL 15 sec] / [Valid chat conversations]

SL 30
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 30 seconds

% SL 30
100 * [Chat conversations with SL 30 sec] / [Valid chat conversations]

SL 60

Total number of chat conversations that were attended to by the first agent, or abandoned in less than 60 seconds.

% SL 60

100 * [Chat conversations with SL 60 sec] / [Valid chat conversations]

SL 120

Total number of chat conversations that were attended to by the first agent, or abandoned in less than 120 seconds

% SL 120

100 * [Chat conversations with SL 120 sec] / [Valid chat conversations]

LOGIN

Chat conversations with survey (login).

PRE SURVEY

Chat conversations with a (previous) survey

POST SURVEY

Chat conversations with survey (post survey).

CCI

Chat conversations with survey (CCI).

AVERAGE MESSAGES

[Messages Attended] / [Chat Conversations]

LOGGED TIME

Total time that the agents remained logged in and assigned to the campaign

% BUSY

100 * [Time busy in other campaigns] / [Logged time]

% BUSY OTHER

100 * [Tiempo ocupado en otras campañas] / [Tiempo logueado]

POS. LOG.

Agent connections after a long period of disconnection. If checked daily, it serves to distinguish connected agents

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of chat conversations by campaign and result

This report provides summary information about chat conversations that were generated in a given period of time; this information can be filtered by campaign and disposition code.

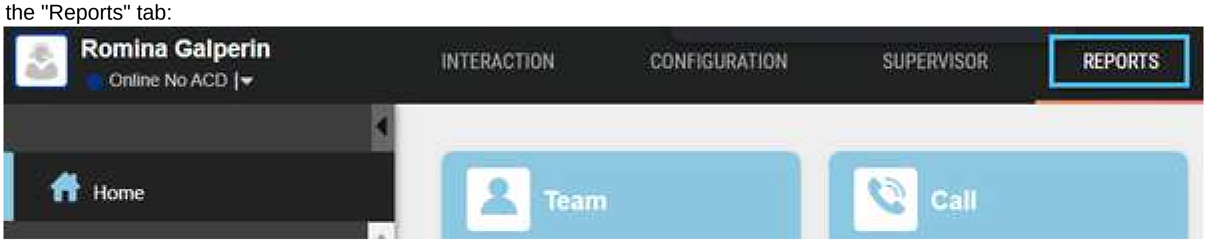
What is this report for?

Get the summary of chat conversations by campaign and result for a specified period of time; and thus analyze the total and average times elapsed during these conversations.

This report also reflects the number of chat conversations that were attended before certain time thresholds (15 seconds, 30 seconds, 60 seconds and 120 seconds); as well as those conversations that have login, pre-survey and post-survey forms. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

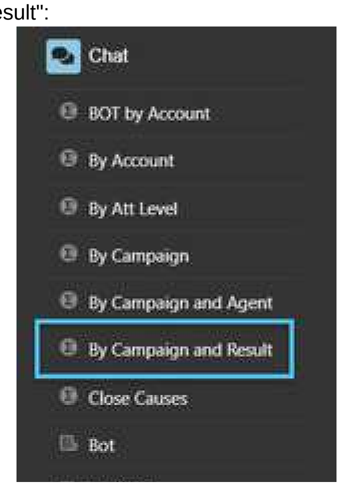
To generate the report, follow these steps:

1. Go to the "Reports" tab:

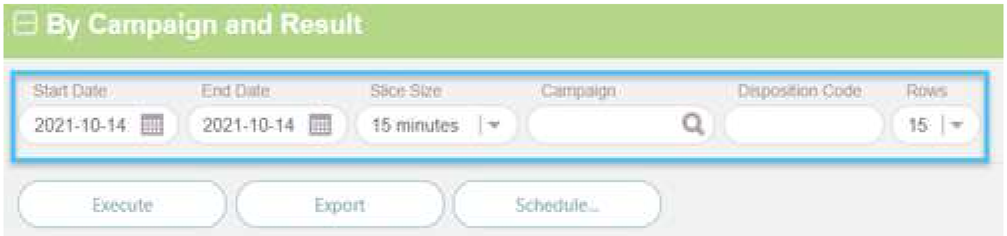


2. Click on the "Chat" reports category:

3. Click on the summary report "By Campaign and Result":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

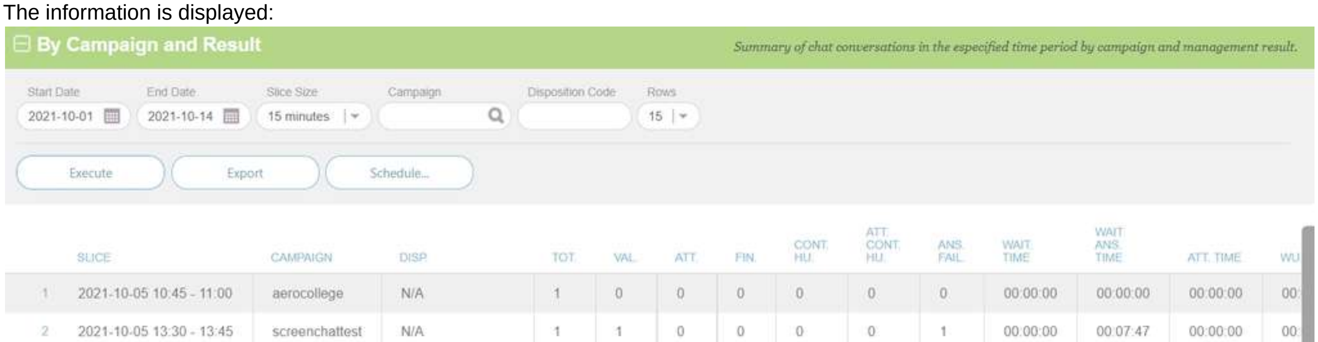
Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: campaign ID. *The filter is case sensitive.*

Disposition Code: code that identifies the result of the conversation(s).

If the Campaign filter and/or Disposition Code are left blank, the report will show the information related to all the campaigns and/or disposition codes.

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report.

CAMPAIGN

Campaign ID.

DISPOSITION

Disposition codes of the chat conversations (last sheet if defined as a tree).

TOTAL

Total number of chat conversations.

VALID

Total number of chat conversations, not ghosting, in schedule.

ATTENDED

Total number of chat conversations, attended by any agent.

FINISHED
Total number of chat conversations that were closed while an agent had them assigned.

CUT OFF BY CONTACT
Total number of chat conversations that ended because the contact closed the chat window.

ATTENDED CUT OFF BY CONTACT
Total number of chat conversations that finished because the contact closed the chat window, while being attended.

ATTENTION FAILED
Total number of chat conversations which had at least one failed attention attempt (independent of any other event).

WAITING TIME
Total time that the chat conversations were without an assigned agent.

TIME WAITING FOR ANSWER
Total wait time in which the agent has the chat conversation assigned, but is not yet attending it

ATTENTION TIME
Total time taken by all agents in attending to chat conversations

WRAP UP TIME
Total time all agents took wrapping up chat conversations

AVERAGE ANSWER TIME
[Answer Time] / [Chat Conversations Attended]

AVERAGE ATTENTION TIME
[Attention Time] / [Chat conversations attended]

MAXIMUM WAITING TIME
Maximum time in ACD for chat conversations

SL 15
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 15 seconds

% SL 15
100 * [Chat conversations with SL 15 sec] / [Valid chat conversations]

SL 30
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 30 seconds

% SL 30
100 * [Chat conversations with SL 30 sec] / [Valid chat conversations]

SL 60
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 60 seconds.

% SL 60
100 * [Chat conversations with SL 60 sec] / [Valid chat conversations]

SL 120
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 120 seconds

% SL 120
100 * [Chat conversations with SL 120 sec] / [Valid chat conversations]

LOGIN
Chat conversations with survey (login).

PRE SURVEY
Chat conversations with a (previous) survey

POST SURVEY
Chat conversations with survey (post survey).

CCI
Chat conversations with survey (CCI).

AVERAGE MESSAGES
[Messages Attended] / [Chat Conversations Attended]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of chat conversations by account

This report provides summary information about chat conversations that were generated in a given period of time; this information can be filtered by campaign and account.

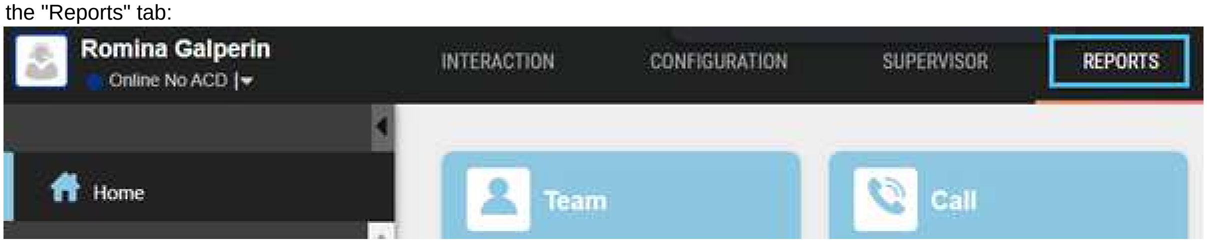
What is this report for?

Get the summary of chat conversations, by account associated with a campaign, for a specified period of time; and thus analyze the total and average times elapsed during these conversations.

This report also reflects the number of chat conversations that were attended before certain time thresholds (15 seconds, 30 seconds, 60 seconds and 120 seconds); as well as those conversations that have login, pre-survey and post-survey forms. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

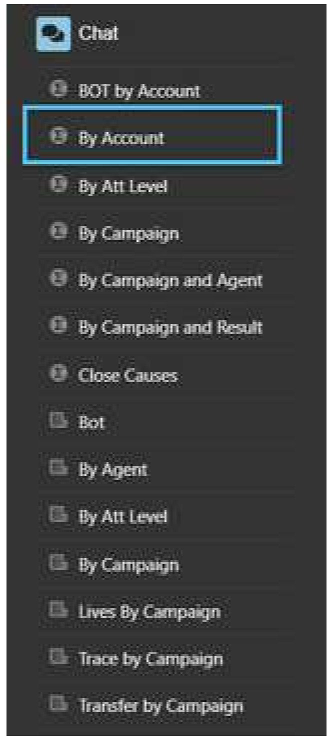
To generate the report, follow these steps:

1. Go to the "Reports" tab:

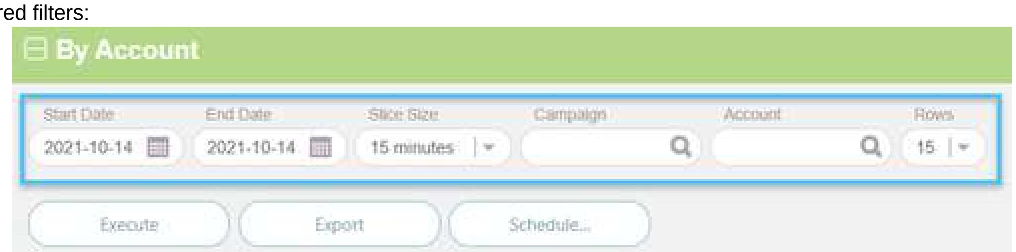


2. Click on the "Chat" reports category:

3. Click on the summary report “By Account”:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

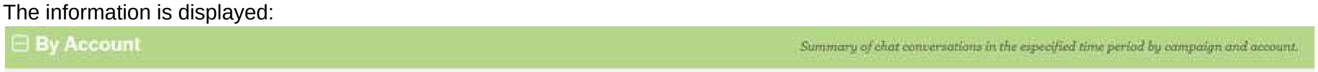
Campaign: Campaign ID.

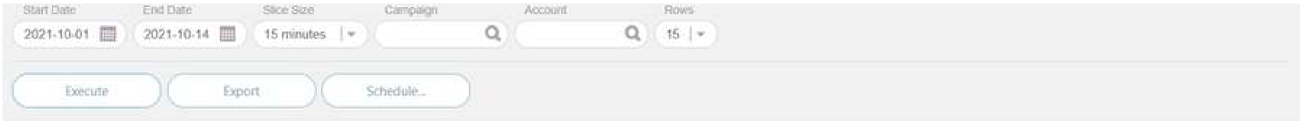
Account: Account ID.

Filters are case sensitive.

> If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.
   The information is displayed:





	CAMPAIGN	ACCOUNT	SLICE	TOT	BOT	PURE BOT	VAL.	GH.	ATT.	FIN.	OUT SC.	AB.	AB. %	CONT. HU.	ATT. CONT. HU.
1	aerocollege	Aerocollege chat	2021-10-05 10:45 - 11:00	1	1	1	0	0	0	0	0	0	0.00%	0	0
2	aerocollege	Aerocollege chat	2021-10-07 14:45 - 15:00	2	1	1	1	0	1	1	0	0	0.00%	0	0
3	aerocollege	Aerocollege chat	2021-10-07 15:30 - 15:45	0	0	0	0	0	0	0	0	0	0.00%	0	0

Click here to see the description of the report columns.

CAMPAIGN
Campaign ID

ACCOUNT
ID of the account associated with the campaign

SLICE
Time segment that will be used to create the summary report

TOTAL
Total number of chat conversations.

VALID
Total number of chat conversations, not ghosting, in schedule.

GHOSTS
Total number of chat conversations that were closed before the limit set in the "Ghost Conversation Threshold" was met.

ATTENDED
Total number of chat conversations, attended by any agent

FINISHED
Total number of chat conversations that were closed while an agent had them assigned.

OUT OF SCHEDULE
Total number of chat conversations that were created outside the campaign attention schedule.

ABANDONED
Total number of chat conversations that, when closed, did not have an agent attending them.

% ABANDONED
100 * [Abandoned chat conversations] / [Valid chat conversations].

CUT OFF BY CONTACT
Total number of chat conversations that ended because the contact closed the chat window.

ATTENDED CUT OFF BY CONTACT
Total number of chat conversations that finished because the contact closed the chat window, while being attended.

ABANDONED CUT OFF BY CONTACT
Total number of chat conversations that finished because the contact closed the chat window, and were abandoned

ATTENTION FAILED
Total number of chat conversations which had at least one failed attention attempt (independent of any other event).

ABANDONED ATTENTION FAILED
Total number of chat conversations that failed to be attended to and were abandoned

WAITING TIME
Total time that the chat conversations were without an assigned agent.

TIME WAITING FOR ANSWER
Total wait time in which the agent has the chat conversation assigned, but is not yet attending it.

ATTENTION TIME
Total time taken by all agents in attending to chat conversations

WRAP UP TIME
Total time all agents took wrapping up chat conversations

AVERAGE ANSWER TIME
[Answer Time] / [Chat Conversations Attended].

AVERAGE TIME WAITING FOR ANSWER
[Wait Time for Attention] / [Chat conversations with attention attempts].

AVERAGE ATTENTION TIME
[Attention Time] / [Chat conversations attended].

AVERAGE WRAP UP TIME
[Time Wrapping Up] / [Chat conversations attended].

MAXIMUM WAITING TIME
Maximum time in ACD for chat conversations.

MAXIMUM SIMULTANEOUS WAITING
Maximum number of concurrent chat conversations in ACD.

MAXIMUM ASSIGNED SIMULTANEOUSLY
Maximum number of concurrent chat conversations assigned to agents.

SL 15
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 15 seconds.

% SL 15
100 * [Chat conversations with SL 15 sec] / [Valid chat conversations].

SL 30
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 30 seconds.

% SL 30
100 * [Chat conversations with SL 30 sec] / [Valid chat conversations].

SL 60
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 60 seconds.

% SL 60
100 * [Chat conversations with SL 60 sec] / [Valid chat conversations]

SL 120
Total number of chat conversations that were attended to by the first agent, or abandoned in less than 120 seconds

% SL 120
100 * [Chat conversations with SL 120 sec] / [Valid chat conversations]

LOGIN
Chat conversations with survey (login).

PRE SURVEY
Chat conversations with a (previous) survey

POST SURVEY
Chat conversations with survey (post survey).

CCI
Chat conversations with survey (CCI).

AVERAGE MESSAGES
[Messages Attended] / [Chat Conversations Attended].

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".

7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of chat conversations by attention level

This report provides summary information about chat conversations that were generated in a given period of time; this information can be filtered by campaign, account, and attention level.

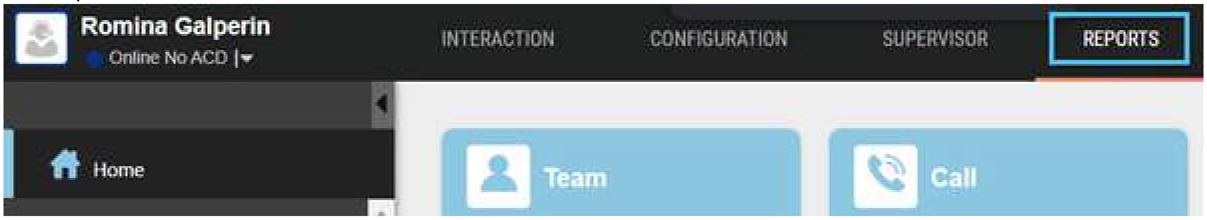
What is this report for?

Get the summary of chat conversations by assigned attention level during a specified period of time; and thus analyze the total and average times elapsed during these conversations.

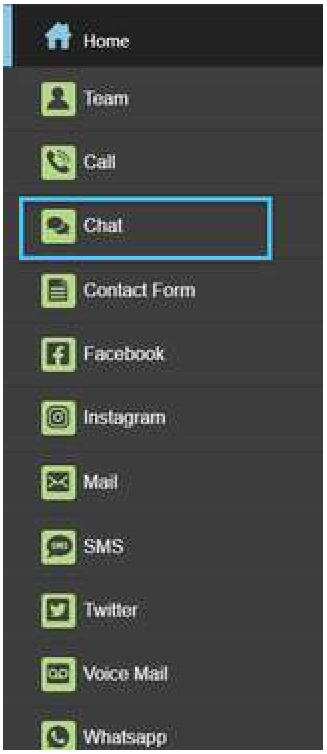
This report also reflects the number of chat conversations that were attended, finished or abandoned. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

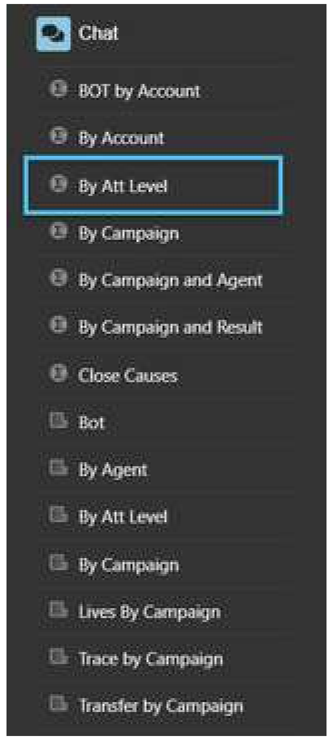
1. Go to the "Reports" tab:



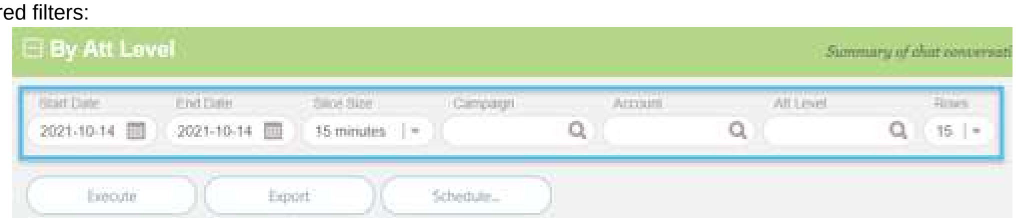
2. Click on the "Chat" reports category:



3. Click on the summary report "By Attention Level":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: campaign ID.

Account: ID of the account associated with the campaign.

Attention Level: attention level assigned to the conversation.

Filters are case sensitive.

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.
   The information is displayed:

	CAMPAÑA	CUENTA	NIV ATT.	CORTE	TOT.	VÁL.	ATEN.	FIN.	AB.	% AB.	CORTÓ CONT.	TPO. ESP.	TPO. ESP. RESP.	TPO. ATEN.	TPO. CONC.	PROM. TPO. RESP.	PROM. TPO. ESP. RESP.	PROM. TPO. ATEN.	PROM. TPO. CONC.
1	campchat	CampChat	Nivel_1	2016-11	22	22	2	2	20	90,91%	7	00:19:59	02:05:51	00:25:54	00:13:31	00:10:08	00:07:24	00:12:57	00:06:

Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Attention level assigned to the conversations.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of chat conversations.

VALID
Total number of chat conversations, not ghosting, in schedule.

ATTENDED
Total number of chat conversations, attended by any agent.

FINISHED
Total number of chat conversations that were closed while an agent had them assigned.

ABANDONED
Total number of chat conversations that, when closed, did not have an agent attending them.

% ABANDONED
100 * [Abandoned chat conversations] / [Valid chat conversations].

CUT OFF BY CONTACT
Total number of chat conversations that ended because the contact closed the chat window.

WAITING TIME
Total time that the chat conversations were without an assigned agent.

TIME WAITING FOR ANSWER
Total wait time in which the agent has the chat conversation assigned, but he/she is not yet attending it.

ATTENTION TIME
Total time taken by all agents in attending to incoming chat conversations.

WRAP UP TIME
Total time all agents took wrapping up chat conversations.

AVERAGE ANSWER TIME
[Answer Time] / [Chat Conversations Attended].

AVERAGE TIME WAITING FOR ANSWER
[Wait Time for Attention] / [Chat conversations with attention attempts].

AVERAGE ATTENTION TIME
[Attention Time] / [Chat conversations attended].

AVERAGE WRAP UP TIME
[Time Wrapping Up] / [Chat conversations attended].

AVERAGE MESSAGES
[Messages Attended] / [Chat Conversations Attended].

TRANSFERS ATTENTION LEVEL

Total number of chat conversations that were transferred to another attention level.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of bot conversations by account

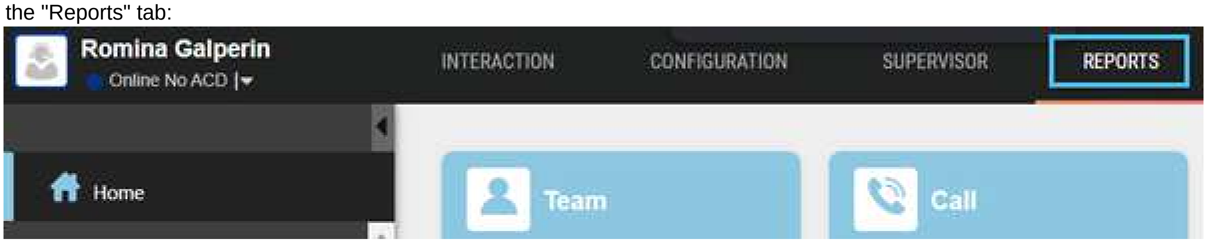
This report provides summary information about chatbot conversations that were generated in a given period of time; this information can be filtered by campaign and account.

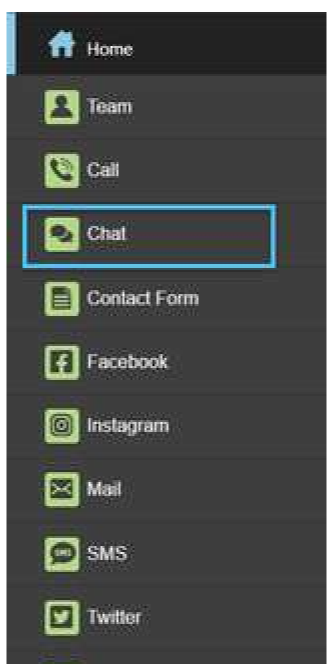
What is this report for?

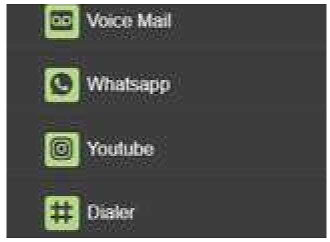
Get the summary of bot conversations, by account associated with a campaign, for a specified period of time; and thus analyze the total and average times elapsed during these conversations.

This report also reflects the number of messages exchanged between client and bot, and can distinguish how many each party sent. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

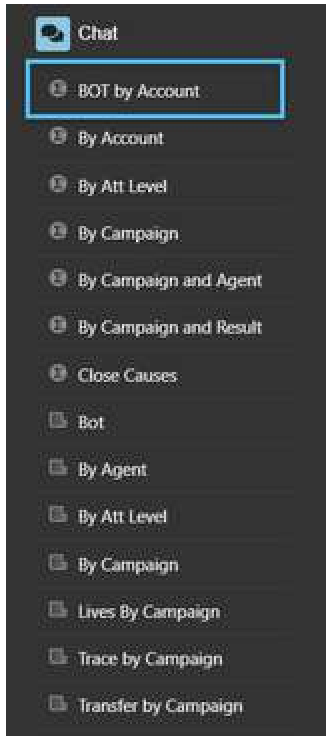
To generate the report, follow these steps:

1. Go to the "Reports" tab:


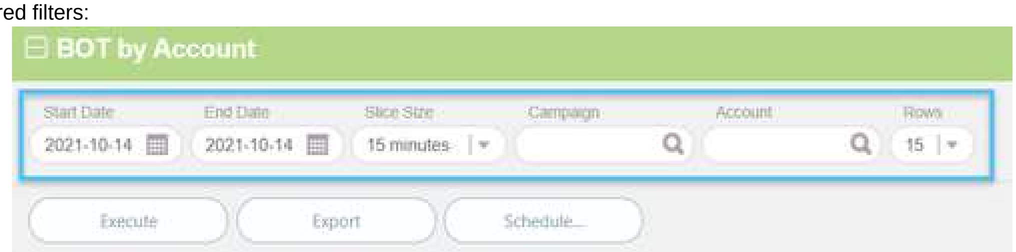
2. Click on the "Chat" reports category:




3. Click on the summary report “By Account”:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

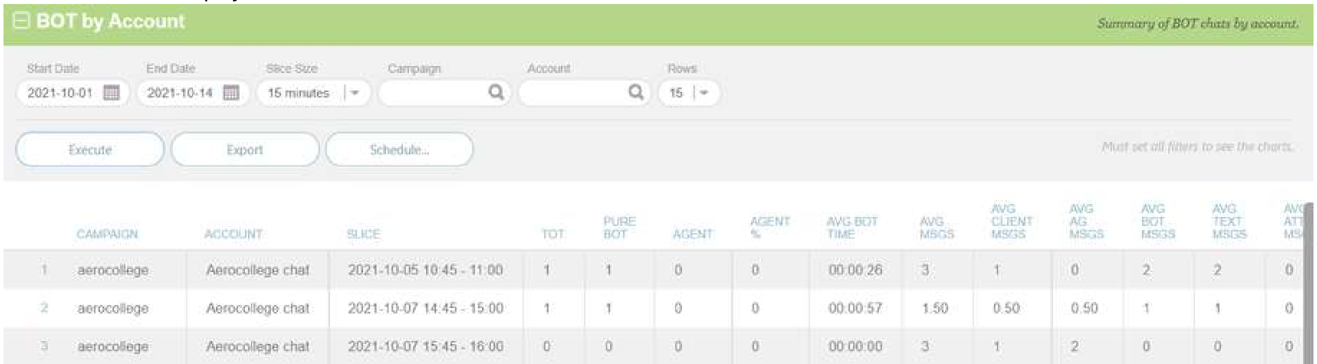
Campaign: Campaign ID.

Account: Account ID.

Filters are case sensitive.

If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN
Campaign ID

ACCOUNT
ID of the account associated with the campaign.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of chat conversations.

PURE BOT
Number of conversations that were attended in their entirety by the bot.

AGENT
Number of chat conversations attended by a BOT and sent to search for an agent.

% AGENT
100 * [BOT Conversations Sent to Agent] / [BOT Conversations]

AVERAGE BOT TIME
[Total Messages in Incoming] / [Incoming Conversations]

AVERAGE MESSAGES
[Total Messages in Incoming] / [Incoming Conversations]

AVERAGE CLIENT MESSAGES
[Client Messages] / [Total Conversations]

AVERAGE AGENT MESSAGES
[Agent Messages in Incoming] / [Incoming Conversations]

AVERAGE BOT MESSAGES
[Agent Messages in Incoming] / [Incoming Conversations]

AVERAGE TEXT MESSAGES
[BOT Text Messages] / [BOT Conversations]

AVERAGE ATTACHED MESSAGES
[BOT Attachment Messages] / [BOT Conversations]

AVERAGE GALLERY MESSAGES
[BOT Gallery Messages] / [BOT Conversations]

AVERAGE LIST MESSAGES
[BOT List Messages] / [BOT Conversations]

CALL LUIS
Times the LUIS API was called in BOT chat conversations.

AVERAGE LUIS CALLS
[Calls to LUIS] / [BOT Conversations]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Voicemail Reports

Voicemail reports provide detailed and summarized information on voicemail interactions.

The reports available in this category are:

Detail of live voicemails by campaign
This report provides detailed information about voicemails that are live, that is, are waiting to be answered or are being answered by an operator at the time the report is generated. This information can be filtered by campaign.

Detail of voicemails by agent
This report provides detailed information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by agent.

Detail of voicemails by campaign
This report provides detailed information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by campaign.

Summary of voicemails by agent
This report provides summarized information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by agent.

Summary of voicemails by campaign
This report provides summarized information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by campaign.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of live voicemails by campaign

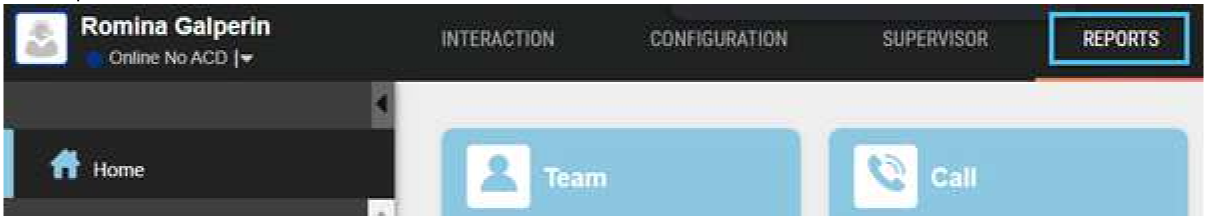
This report provides detailed information about voicemails that are live, that is, are waiting to be answered or are being answered by an operator at the time the report is generated. This information can be filtered by campaign.

What is this report for?

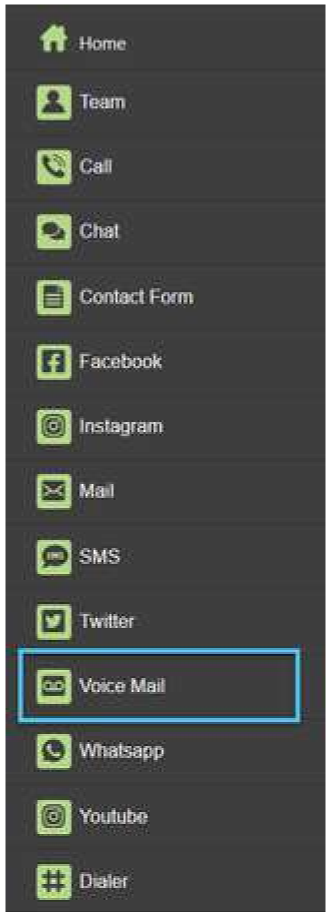
It is used to obtain the details of each voicemail that is live in a specific campaign, for a particular period of time. The agent, address, and name of the contact involved in this voicemail can also be checked.

To generate the report, follow these steps:

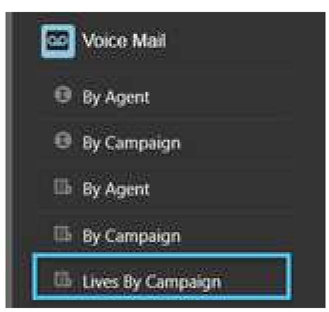
1. Go to the "Reports" tab:



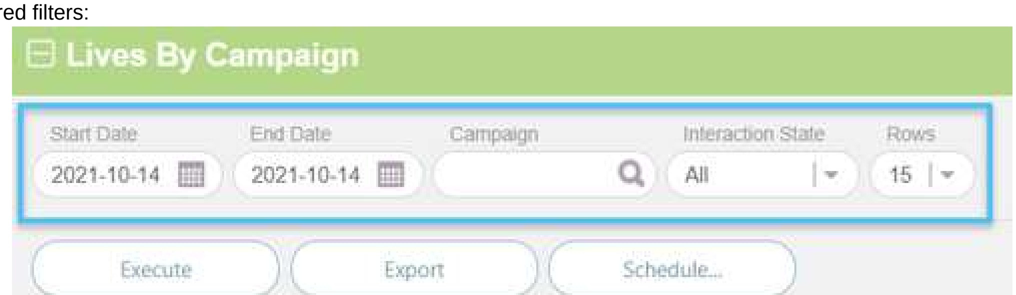
2. Click on the “Voicemail” report category:



3. Click on the detailed report "Lives by Campaign":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Conversation State: State of the voicemail.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

START DATE
Voicemail start date.

START DATE IN STATE
Start date in voicemail state.

CONTACT NAME
Name of the contact.

CONTACT ADDRESS
Contact address.

AGENT
User ID of agent involved in the voicemail.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of voicemails by agent

This report provides detailed information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by agent.

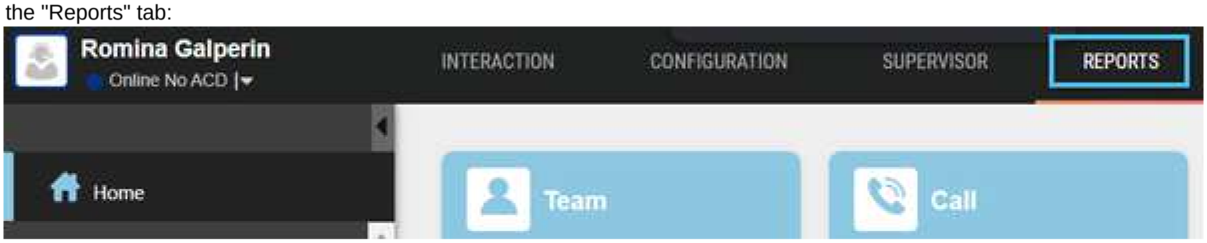
What is this report for?

It is used to obtain details on each of the voicemails in which a specific agent intervened during a particular period of time, and thus analyze the time that agent spent handling them.

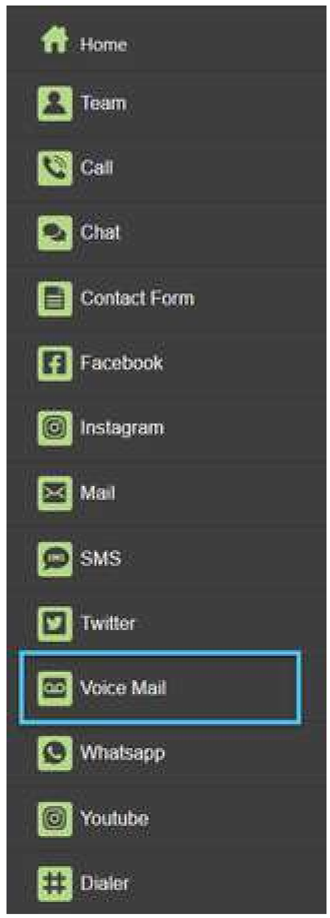
This report also reflects each voicemail's classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

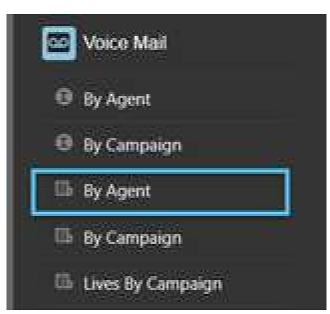
1. Go to the "Reports" tab:



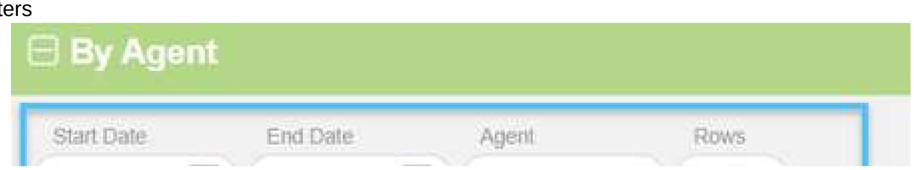
2. Click on the "Voicemail" report category:

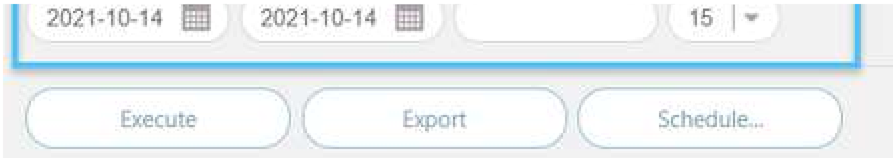


3. Click on the detailed report "By Agent":



4. Enter the required filters





Start date and End date: range for which you want to obtain the information.

***Agent:** Agent user ID. **It is mandatory to generate the report.** When hovering over the filter, its description is displayed.*

5. Click the "Execute" button to generate the report.

   The information is displayed:

Click here to see the description of the report columns

START DATE

Voicemail start date.

CAMPAIGN

ID of the campaign to which the agent belongs.

DNIS

DNIS configured for the inbound call.

ADDRESS

Contact address.

CONTACT NAME

Name of the contact.

ANSWERED

Indicates whether the voicemail was answered successfully by the agent.

ABANDONED

CANCELED

START ATTENTION DATE

Start date of successful handling of voicemail.

END DATE

Voicemail end date.

DURATION TIME

Total duration of voicemail interaction. It is the sum of: WAITING TIME + ATTENTION TIME + WRAP-UP TIME

WAITING TIME

Total time the voicemail was on hold (includes queue time, ACD, transferring, etc.).

ATTENTION TIME

Time it took the agent to effectively attend to the voicemail.

WRAP UP TIME
Time it took the agent to wrap up once the voicemail had been dealt with.

DISPOSITION
Voicemail disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

HAS APPOINTMENT
Indicates whether an appointment was created from the voicemail.

TRANSFERRED
Indicates whether the voicemail was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

TICKET
Ticket associated with the voicemail.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of voicemails by campaign

This report provides detailed information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by campaign.

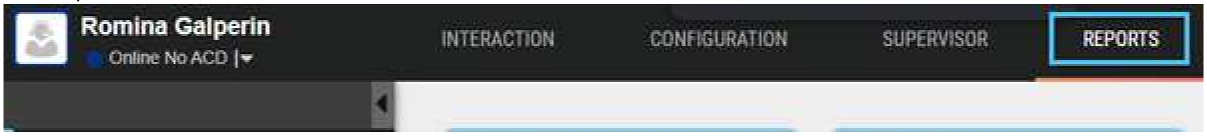
What is this report for?

It is used to obtain the details of each of the voicemails of a specific campaign during a particular period of time, and thus analyze the time spent handling these voicemails by the agents assigned to that campaign.

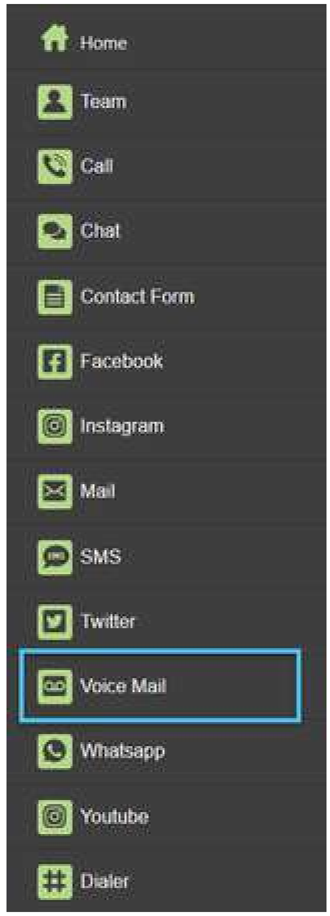
This report also reflects each voicemail’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

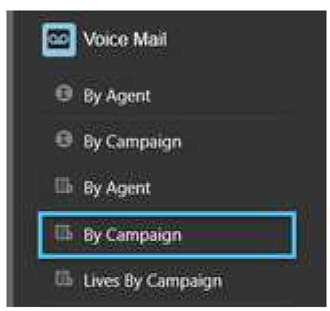
1. Go to the "Reports" tab:



2. Click on the “Voicemail” report category:



3. Click on the summary report "By Campaign":



4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *Campaign ID. The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

   The information is displayed:

Haz click aquí para ver la descripción de las columnas del reporte.

CAMPAIGN

ID of the campaign in which the voicemail was received.

START DATE

Voicemail start date.

DNIS

DNIS configured for the inbound call.

ADDRESS

Contact address

CONTACT NAME

Name of the contact.

FIRST AGENT

User ID of the first agent who successfully acted on the voicemail.

LAST AGENT

User ID of the last agent who successfully acted on the voicemail.

ANSWERED

Indicates whether the voicemail was answered successfully by an agent of the campaign

ABANDONED

Indicates whether the voicemail expired without being taken up by a campaign agent

CANCELED

START ATTENTION DATE

Start date of successful handling of voicemail.

END DATE

Voicemail end date.

DURATION TIME

Total duration of voicemail interaction. It is the sum of: WAITING TIME + ATTENTION TIME + WRAP-UP TIME

WAITING TIME

Total time the voicemail was on hold (includes queue time, ACD, transferring, etc.).

ATTENTION TIME

Time it took the agent to effectively attend to the voicemail.

WRAP UP TIME
Time it took the agent to wrap up once the voicemail had been dealt with.

DISPOSITION
Voicemail disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

HAS APPOINTMENT
Indicates whether an appointment was created from the voicemail.

TRANSFERRED
Indicates whether the voicemail was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number

TRANSFER DESTINATION
Destination address of the transfer

TICKET
Ticket associated with the voicemail.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of voicemails by agent

This report provides summarized information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by agent.

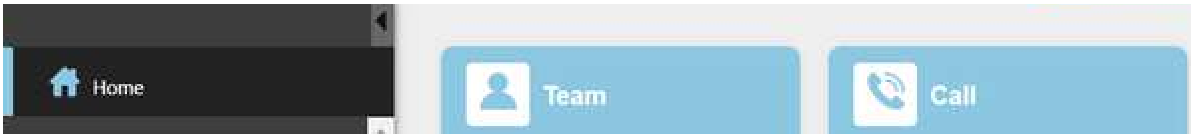
What is this report for?

It is used to obtain a summary of the number of voicemails in which a specific agent intervened during a particular period of time, and thus analyze the time that agent spent handling them.

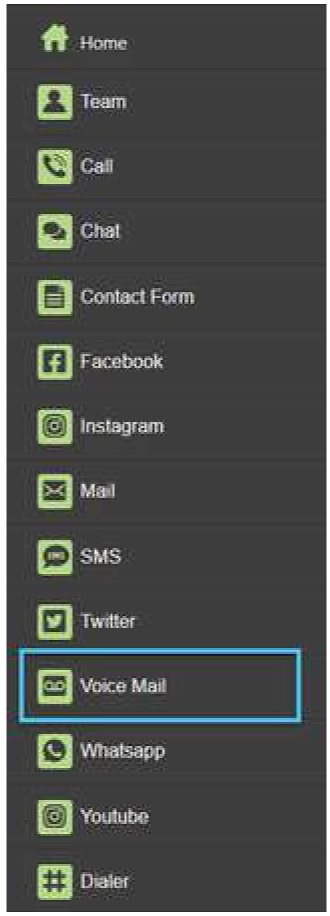
This report also reflects the number of voicemails that were dealt with by the agent as first agent, as well as the number of voicemails that resulted in an appointment being created.

To generate the report, follow these steps:

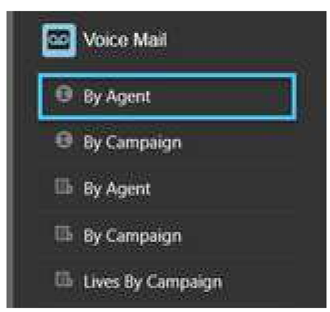
1. Go to the "Reports" tab:



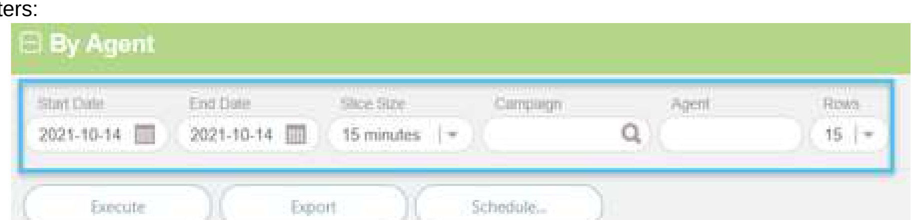
2. Click on the “Voicemail” report category:



3. Click on the "By Agent" summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive.*

Agent: *Agent user ID. The filter is case sensitive.*

> ⚠ If you leave the Agent and/or Campaign filter blank, the report will show the information related to all agents and/or campaigns.

5. Click the "Execute" button to generate the report.

   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

SLICE
Time segment that will be used to create the summary report.

AGENT
Agent user ID.

ATTENDED
Total number of voicemails that were dealt with (not necessarily for the first time).

1ST ATTENTION
Total number of voicemails that the agent dealt with as first agent.

HAS APPOINTMENT
Total number of voicemails which resulted in appointments being made

ATTENTION TIME
Total time it took campaign agents to deal effectively with voicemails.

WRAP UP TIME
Total time it took agents to wrap up voicemails once they had been dealt with.

AVERAGE ATTENTION TIME
[Attention time] / [Voicemails answered]

AVERAGE WRAP UP TIME
[Wrap-up time] / [Voicemails answered]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Detail of email conversations by agent
- Glossary of Reporting Terms
- How to schedule the automatic sending of reports
- Summary of incoming Instagram conversations by campaign and agent
- Detail of Instagram conversations by attention level

Summary of voicemails by campaign

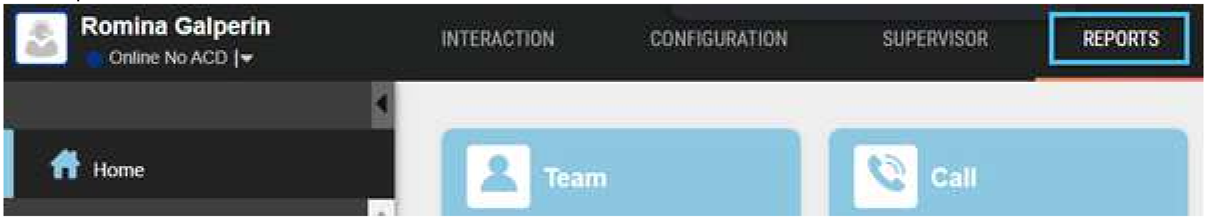
This report provides summarized information on the voicemails that were generated over a certain period of time and were answered. This information can be filtered by campaign.

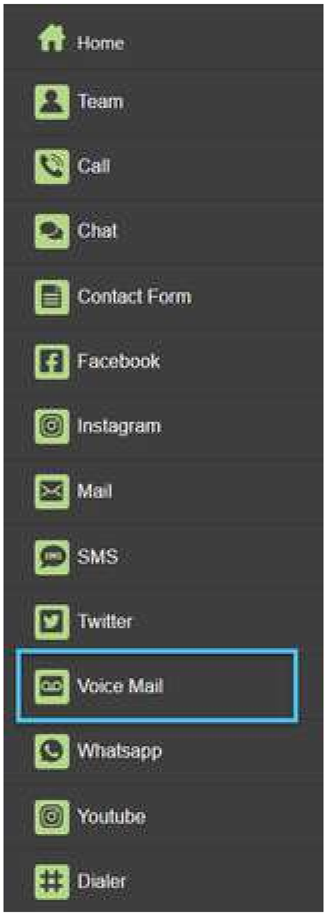
What is this report for?

It is used to obtain a summary of the number of voicemails for a specific campaign over a particular period of time, and thus analyze the time spent handling them by the agents assigned to that campaign.

This report also reflects the number of voicemails that expired without having been taken by an agent, as well as the number of voicemails which resulted in an appointment being made.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the “Voicemail” report category:


3. Click on the summary report "By Campaign":


4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign*:* Campaign ID. *The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information for all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of voicemails that entered the campaign.

ATTENDED

Total number of voicemails that were handled by the campaign agents.

ABANDONED

Total number of voicemails that expired without being taken by a campaign agent

HAS APPOINTMENT

Total number of voicemails which resulted in appointments being made

ABANDON %

100 * [Abandoned voicemails] / [Voicemails that entered the campaign]

DURATION TIME

Total duration of interaction with the voicemails that entered the campaign. It is the sum of: WAITING TIME + ATTENTION TIME + WRAP-UP TIME

WAITING TIME

Total time voicemails were on hold (includes time in queue, ACD, transferring, etc.).

ATTENTION TIME
Time it took campaign agents to handle effectively the voicemails that entered the campaign.

WRAP UP TIME
Time it took campaign agents to wrap up voicemails once they had been dealt with.

AVERAGE ANSWER TIME
[Answer time] / [Voicemails answered]

AVERAGE ATTENTION TIME
[Attention time] / [Voicemails answered]

AVERAGE WRAP UP TIME
[Wrap-up time] / [Voicemails answered]

MAXIMUM WAITING TIME
Maximum wait time for voicemails that entered the campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Detail of email conversations by agent
- Glossary of Reporting Terms
- How to schedule the automatic sending of reports
- Summary of incoming Instagram conversations by campaign and agent
- Detail of Instagram conversations by attention level

Facebook reports

Facebook reports provide detailed and summarized information on the performance and productivity of agents in the campaigns associated with the Facebook communication channel, as well as the detail and summary of the behavior of the interactions and their associated parameters for each campaign.

The reports available in this category are:

Detail of live Facebook conversations by campaign
This report provides detailed information on Facebook conversations that are live, that is, that are happening at the time of generating the report. This information can be filtered by campaign.

Threads of Facebook conversations by campaign
This report provides detailed information on the threads of each Facebook conversation, that is, all the messages exchanged in those conversations over a certain period of time. This information can be filtered by campaign.

Detail of Facebook conversations by agent
This report provides detailed information on Facebook conversations that were generated over a certain period of time. This information can be filtered by agent

Detail of Facebook conversations by campaign
This report provides detailed information on Facebook conversations that were generated over a certain period of time. This information can be filtered by campaign.

Detail of Facebook conversations by attention level
This report provides detailed information on Facebook conversations that were generated over a certain period of time. This information can be filtered by campaign, account, and attention level.

Trace of Facebook conversations by campaign
This report provides detailed information on the progress of each of the steps that occurred in Facebook conversations that were generated over a certain period of time. This information can be filtered by campaign

Summary of inbound Facebook conversations by campaign and agent

This report provides summary information on inbound Facebook messages and agent responses to those messages that were generated over a certain period of time. This information can be filtered by campaign and by agent

Summary of inbound Facebook conversations by campaign

This report provides summarized information about the conversations generated from inbound Facebook messages, as well as agent responses to those conversations that were generated over a certain period of time. The information can be filtered by campaign

Summary of inbound Facebook conversations by account

This report provides summarized information about the conversations generated from inbound Facebook messages, as well as agent responses to those conversations that were generated over a certain period of time. The information can be filtered by account.

Summary of inbound Facebook conversations by attention level

This report provides summarized information on inbound Facebook messages, as well as agent responses to those messages that were generated over a certain period of time. The information can be filtered by assigned attention level

Summary of replies over outgoing posts by campaign

This report provides summarized information on conversations generated from outgoing Facebook posts by i6 agents, as well as agent responses in those conversations that were generated over a certain period of time. This information can be filtered by campaign

Summary of replies over outgoing posts by campaign and agent

This report provides summarized information on comments made by contacts in outgoing Facebook posts by i6 agents, as well as agent responses to those comments that were generated over a certain period of time. This information can be filtered by campaign and agent

Summary of Facebook replies over outgoing posts by account

This report provides summarized information on conversations generated from outgoing Facebook posts by i6 agents, as well as agent responses to those conversations that were generated over a certain period of time. This information can be filtered by account.

Summary of Facebook replies over outgoing posts by attention level

This report provides summarized information on comments made by contacts in outgoing Facebook posts by i6 agents, as well as agent responses to those comments that were generated over a certain period of time. This information can be filtered by assigned attention level

Summary of Facebook replies over outgoing posts by page and post

This report provides summarized information on the number of conversations generated from the outgoing Facebook posts by i6 agents, as well as agent responses to those conversations that were generated over a certain period of time. This information can be filtered by page and post.

Indicators for inbound Facebook messages

This report provides daily information in real time for inbound Facebook conversations and messages received and sent in those conversations that were generated over a certain period of time. The information can be filtered by campaign.

Indicators for outbound Facebook posts

This report provides daily information in real time for outbound Facebook conversations (originated by contacts' comments on i6 agents' posts) and messages received and sent in those conversations that were generated over a certain period of time. This information can be filtered by campaign.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of live Facebook conversations by campaign

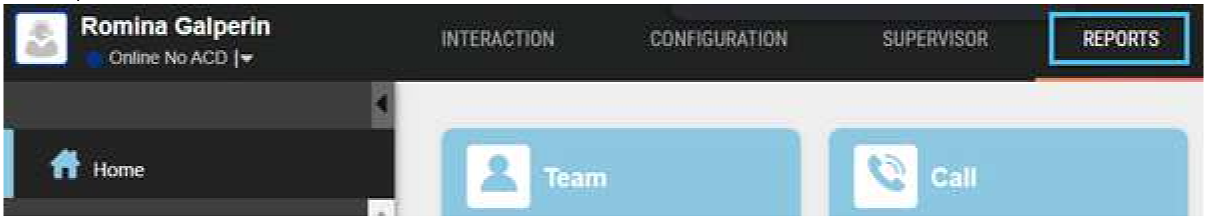
This report provides detailed information on Facebook conversations that are live, that is, that are happening at the time of generating the report. This information can be filtered by campaign.

What is this report for?

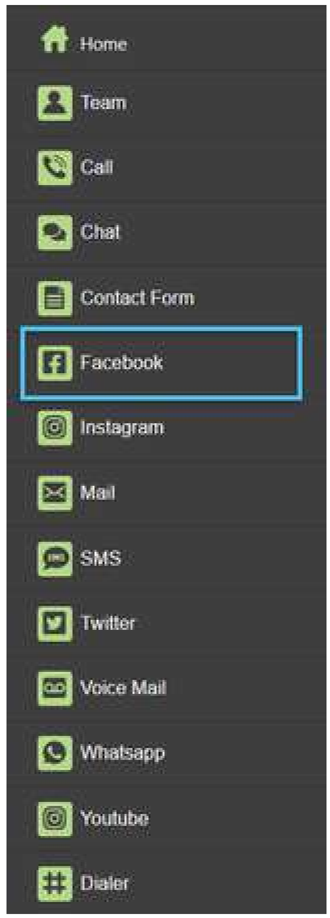
It is used to obtain the details of each live Facebook conversation for a specific campaign and over a particular period of time, and thus check the agent and the address of the contact involved in that conversation.

To generate the report, follow these steps:

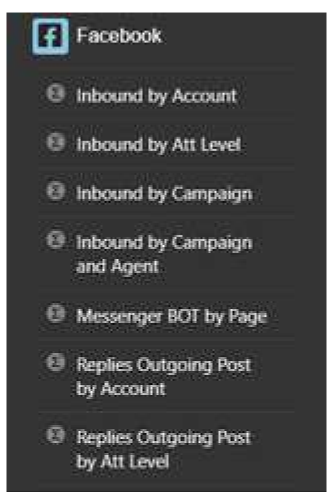
1. Go to the "Reports" tab:

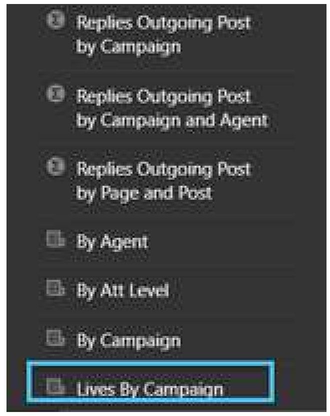


2. Click on the “Facebook” report category:

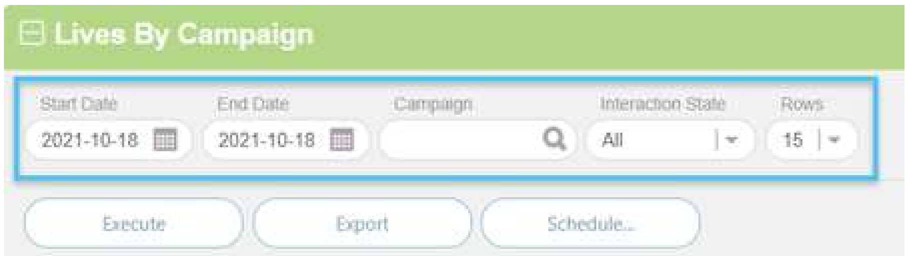


Click on the detailed report "Lives by Campaign":





3. Enter the required filters:

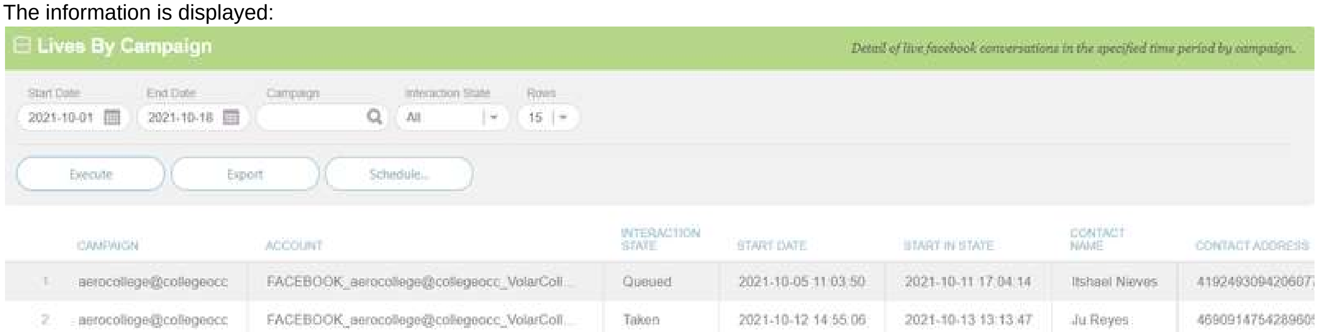


Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Conversation State: State of the Facebook conversation.

4. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign

START DATE
Facebook conversation start date

START DATE IN STATE
Start date in Facebook conversation status

CONTACT NAME
Name of the contact

DIRECCIÓN CONTACTO
Contact address

AGENT
User ID of the agent involved in the Facebook conversation.

5. If you want to export the report to PDF and CSV format, click the "Export" button; read: ""How to export a report to pdf or csv".
6. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

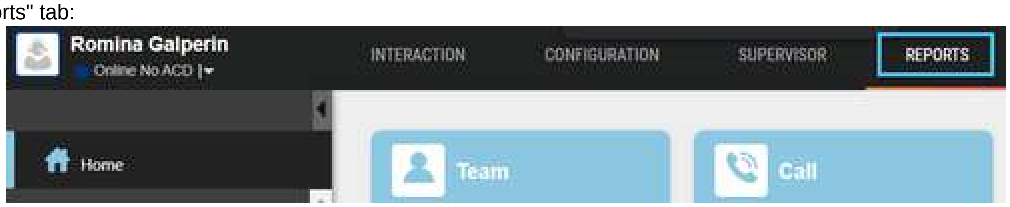
Facebook conversation threads by campaign

This report provides detailed information on the threads of each Facebook conversation, that is, all the messages exchanged in those conversations over a certain period of time. This information can be filtered by campaign.

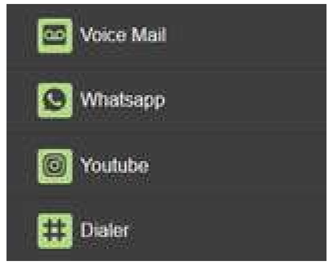
What is this report for?

It is used to obtain the details of each of the inbound and outbound Facebook conversation threads by campaign for a particular period of time, and thus analyze the text of each of the messages exchanged between the agent assigned to that campaign account and the contact. Details include the date and exact time of the messages and the agents involved in the conversation.

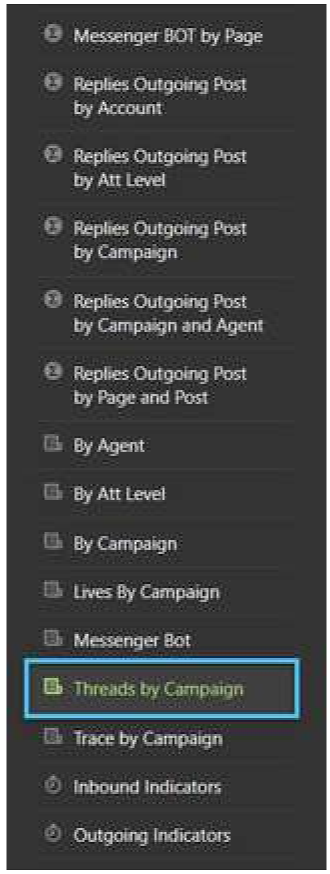
To generate the report, follow these steps:

1. Go to the "Reports" tab:


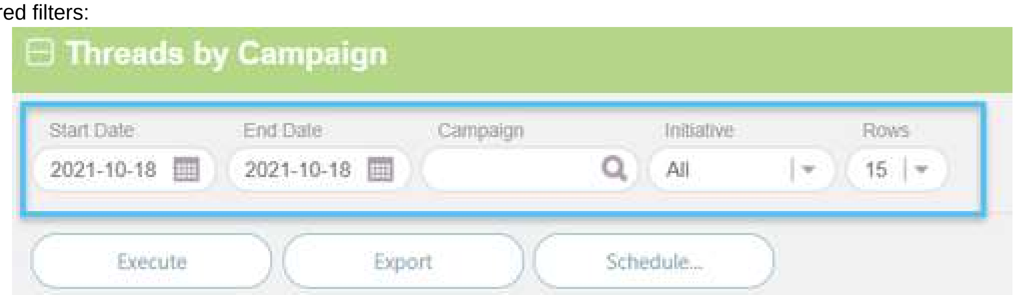
2. Click on the “Facebook” report category:

3. Click on the "Threads by Campaign" detailed report:



4. Enter the required filters:



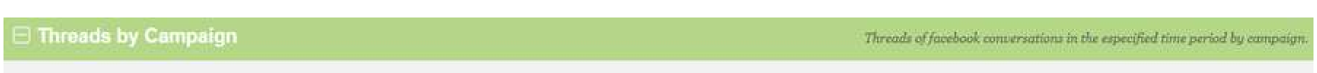
Start date and End date: range for which you want to obtain the information.

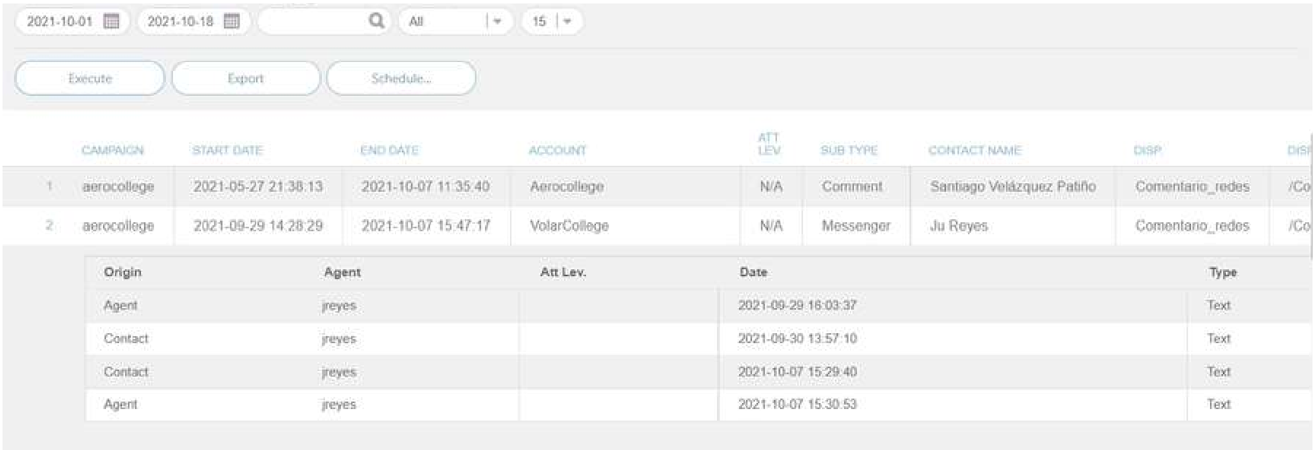
Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

   The information is displayed:





Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
Facebook conversation start date.

END DATE
End date of the Facebook conversation.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the Facebook conversation.

INITIATIVE
Indicates whether the Facebook conversation started with outbound or inbound messages

SUB-TYPE
Facebook conversation sub-type (Facebook and Twitter).

CONTACT NAME
Name of the contact.

DISPOSITION
Facebook conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address

PAGE
Facebook page ID.

POST ID
Facebook post ID.

POST MESSAGE
Text of the Facebook post.

INITIAL MESSAGE ID
ID of the first message in the Facebook conversation.

INITIAL MESSAGE

Text of the first message in the Facebook conversation.

TICKET

Ticket associated with the Facebook conversation.

Conversation thread columns

Origin

Source of the Facebook conversation message (agent or contact).

Agent

User ID of the agent who intervened in the Facebook conversation message

Attention level

Attention level assigned to the Facebook conversation message

Date

Date of the Facebook conversation message.

Type

Type of message in the Facebook conversation

Text

Text of the Facebook conversation message.

Contact Name

Name of the contact.

Address

Contact address.

Message Id

ID of the Facebook conversation message.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Facebook conversations by agent

This report provides detailed information on Facebook conversations that were generated over a certain period of time. This information can be filtered by agent.

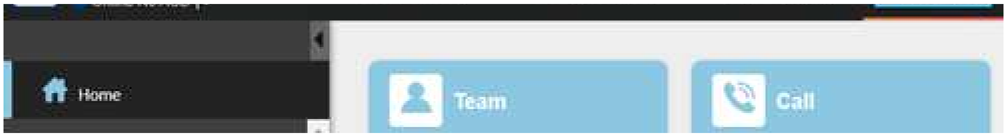
What is this report for?

It is used to obtain the details of each of the inbound and outbound Facebook conversations where a specific agent intervened, for a particular period of time, and thus analyze the time spent on Facebook conversations by that agent.

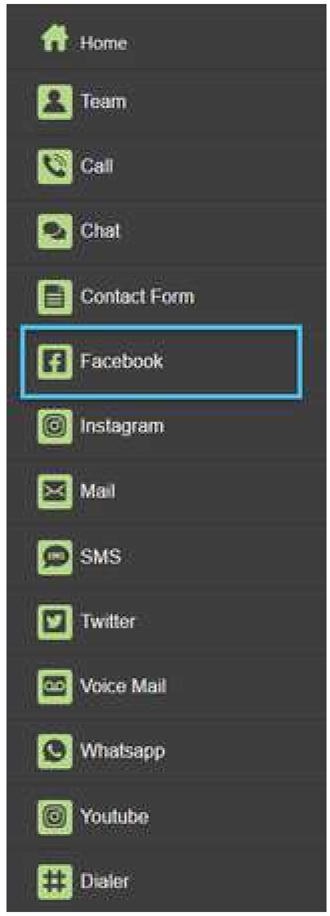
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

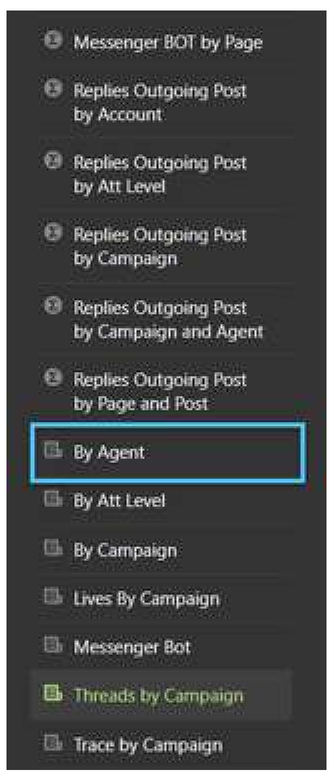
1. Go to the "Reports" tab:



2. Click on the “Facebook” report category:



3. Click on the detailed report "By Agent":



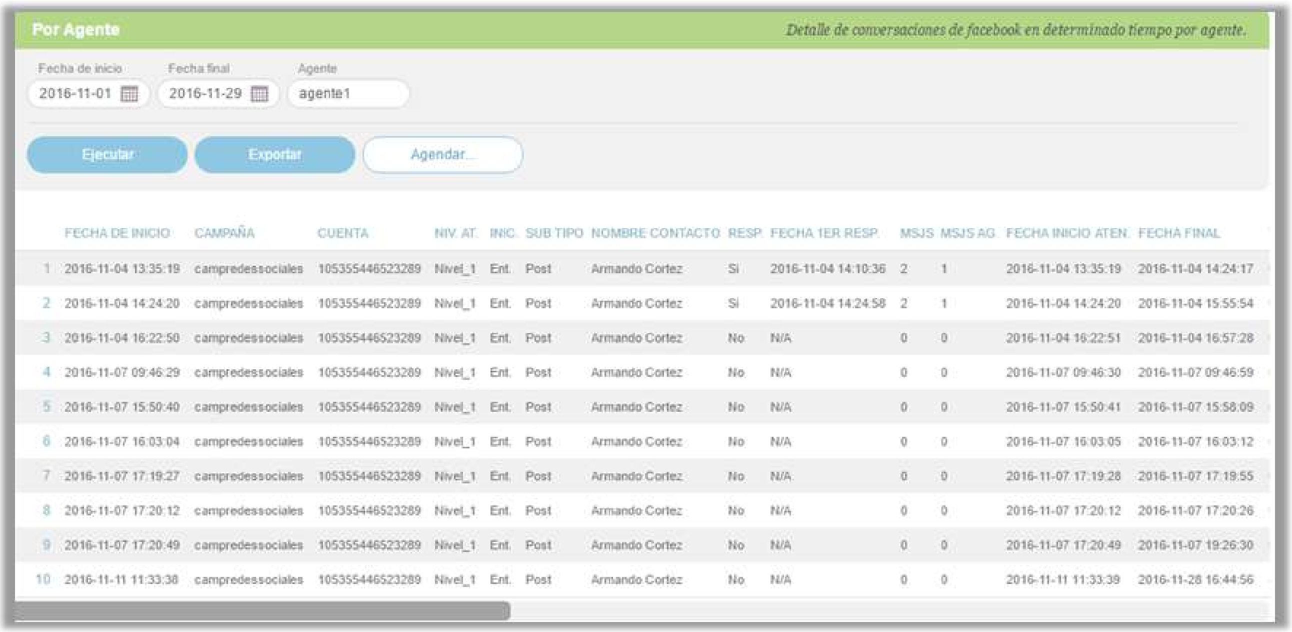
!http://inconcertcc.com/confluence/encabezado_confluence.jpg! Prueba de Texto

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Agent: Agent user ID. *When hovering over the filter, its description is displayed. It is mandatory to generate the report.*

5. Click the "Execute" button to generate the report.
The information is displayed:



	FECHA DE INICIO	CAMPAÑA	CUENTA	NIV. AT.	INIC.	SUB TIPO	NOMBRE CONTACTO	RESP.	FECHA 1ER RESP.	MSJS	MSJS AG.	FECHA INICIO ATEN.	FECHA FINAL
1	2016-11-04 13:35:19	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	Si	2016-11-04 14:10:36	2	1	2016-11-04 13:35:19	2016-11-04 14:24:17
2	2016-11-04 14:24:20	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	Si	2016-11-04 14:24:58	2	1	2016-11-04 14:24:20	2016-11-04 15:55:54
3	2016-11-04 16:22:50	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-04 16:22:51	2016-11-04 16:57:28
4	2016-11-07 09:46:29	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-07 09:46:30	2016-11-07 09:46:59
5	2016-11-07 15:50:40	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-07 15:50:41	2016-11-07 15:58:09
6	2016-11-07 16:03:04	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-07 16:03:05	2016-11-07 16:03:12
7	2016-11-07 17:19:27	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-07 17:19:28	2016-11-07 17:19:55
8	2016-11-07 17:20:12	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-07 17:20:12	2016-11-07 17:20:26
9	2016-11-07 17:20:49	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-07 17:20:49	2016-11-07 19:26:30
10	2016-11-11 11:33:38	campredessociales	105355446523289	Nivel_1	Ent.	Post	Armando Cortez	No	N/A	0	0	2016-11-11 11:33:39	2016-11-28 16:44:56

Click here to see the description of the report columns.

START DATE

Facebook conversation start date.

CAMPAIGN

ID of the campaign to which the agent belongs.

END DATE

End date of the Facebook conversation.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the Facebook conversation.

INITIATIVE

Indicates whether the Facebook conversation started with outbound or inbound messages

SUB-TYPE

!http://inconcertcc.com/confluence/pie_confluence.jpg!

Facebook conversation sub-type (Facebook and Twitter).

CONTACT NAME
Name of the contact.

ANSWERED
Indicates whether the Facebook conversation was answered.

1ST RESPONSE DATE
Date of the first response to the Facebook conversation.

MESSAGES
Number of messages written during the Facebook conversation.

AGENT MESSAGES
Number of messages written by agents during the Facebook conversation.

ATTENTION START DATE
Date of successful response to the Facebook conversation (the first if it was not filtered by the agent).

END DATE
End date of the Facebook conversation.

DURATION TIME
Total duration of the Facebook conversation. Includes ghost and out-of-schedule conversations

WAITING TIME
Total time the Facebook conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time elapsed while the Facebook conversation was assigned to an agent, not including the time elapsed while the agent was booked and attended to the conversation (inbound only).

TIME WAITING FOR ANSWER
Time elapsed while the agent was booked and attended to the Facebook conversationTime elapsed while the agent was booked and attended to the Facebook conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Facebook conversation.

DISPOSITION
Facebook conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address.

PAGE
Facebook page ID.

POST ID
Facebook post ID.

POST MESSAGE
Text of the Facebook post.

INITIAL MESSAGE ID
ID of the first message in the Facebook conversation.

INITIAL MESSAGE
Text of the first message.

TRANSFERRED

Indicates whether the Facebook conversation was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK

Indicates whether or not the transfer was successful.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

CCI

Indicates whether the Facebook conversation has CCI integration.

TICKET

Ticket associated with the Facebook conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Facebook conversations by campaign

This report provides detailed information on Facebook conversations that were generated over a certain period of time. This information can be filtered by campaign.

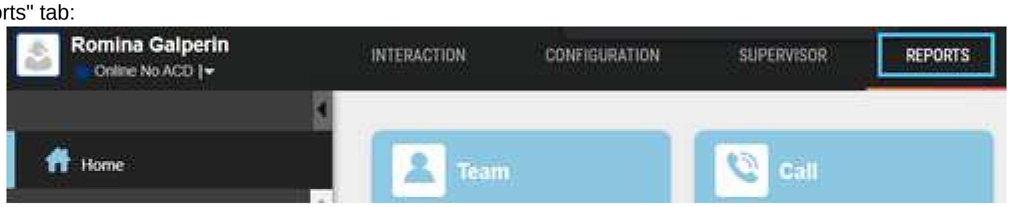
What is this report for?

It is used to obtain the details of each of a specific campaign’s inbound and outbound Facebook conversations over a particular period of time, and thus analyze the time spent on Facebook conversations by the agents assigned to that campaign.

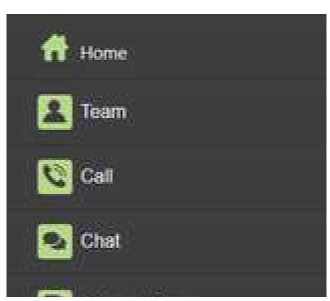
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

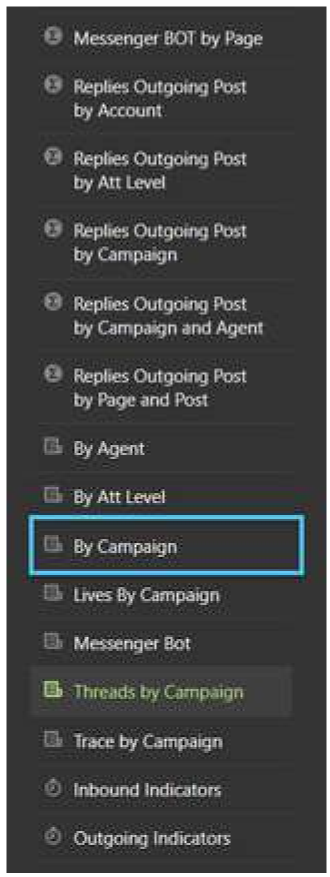
1. Go to the "Reports" tab:



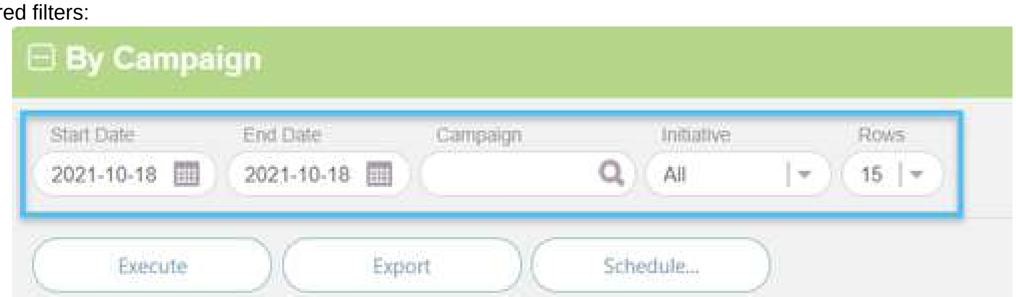
2. Click on the “Facebook” report category:



3. Click on the detailed report "By Campaign":



4. Enter the required filters:

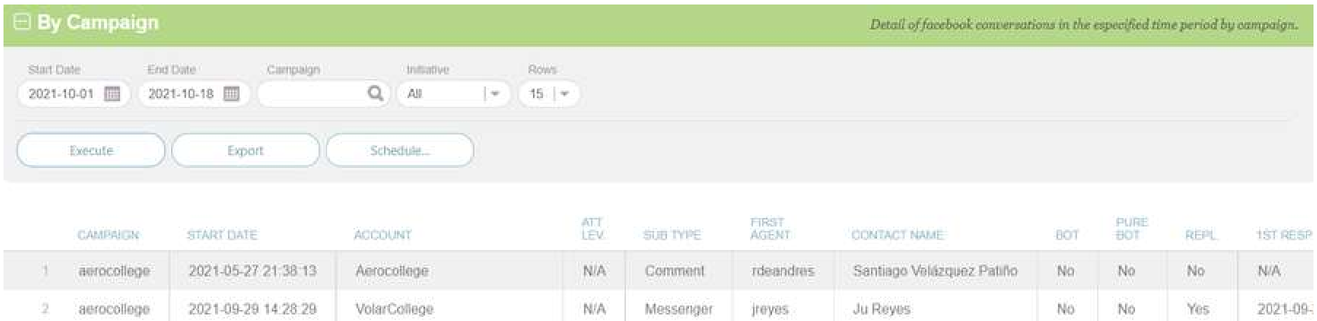


Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID*. When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
Facebook conversation start date.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the Facebook conversation.

INITIATIVE
Indicates whether the Facebook conversation started with outbound or inbound messages.

SUB-TYPE
Facebook conversation sub-type (Facebook and Twitter).

FIRST AGENT
User ID of the first agent who intervened in the Facebook conversation (even if they failed).

CONTACT NAME
Name of the contact.

ANSWERED
Indicates whether the Facebook conversation was answered.

1ST RESPONSE DATE
Date of the first response to the Facebook conversation

MESSAGES
Number of messages written during the Facebook conversation

AGENT MESSAGES
Number of messages written by campaign agents during the Facebook conversation

ATTENTION START DATE
Date of successful response to the Facebook conversation (the first if it was not filtered by the agent).

END DATE
End date of the Facebook conversation.

DURATION TIME

Total duration of the Facebook conversation. Includes ghost and out-of-schedule conversations

WAITING TIME
Total time the Facebook conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time elapsed while the Facebook conversation was assigned to an agent, not including the time elapsed while the agent was booked and attended to the conversation (inbound only).

TIME WAITING FOR ANSWER
Time elapsed while the agent was booked and attended to the Facebook conversation

ATTENTION TIME
Time it took the agent to effectively handle the Facebook conversation

DISPOSITION
Facebook conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success

ADDRESS
Contact address

PAGE
Facebook page ID.

POST ID
Facebook post ID.

POST MESSAGE
Text of the post.

INITIAL MESSAGE ID
Facebook ID of the first message in the conversation.

INITIAL MESSAGE
Text of the first message.

TRANSFERRED
Indicates whether the Facebook conversation was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the Facebook conversation has CCI integration

TICKET
Ticket associated with the Facebook conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Como crear cuenta developer en Facebook
- Cómo funcionan los Proxies de Facebook en OCC
- Cómo asociar una cuenta de Facebook
- Cómo asociar una aplicación de App Store
- Test de Performance Facebook

Detail of Facebook conversations by attention level

This report provides detailed information on Facebook conversations that were generated over a certain period of time. This information can be filtered by campaign, account, and attention level.

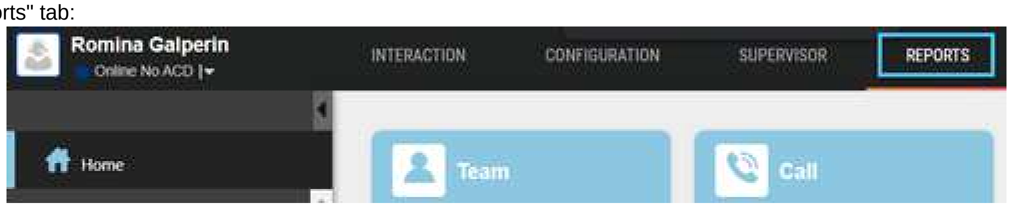
What is this report for?

It is used to obtain the details of each of the inbound and outbound Facebook conversations that were assigned to the various attention levels associated with the campaign accounts over a particular period of time, and thus analyze the times of these conversations.

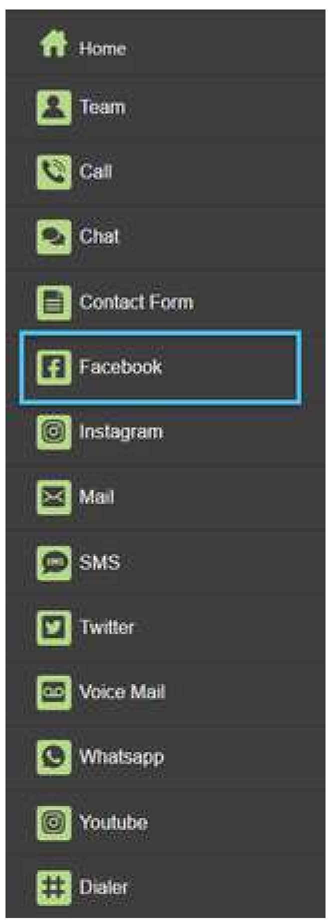
This report also reflects each conversation's classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

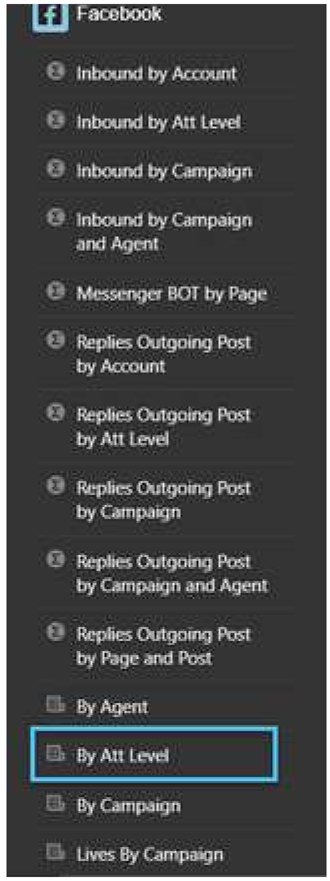
1. Go to the "Reports" tab:



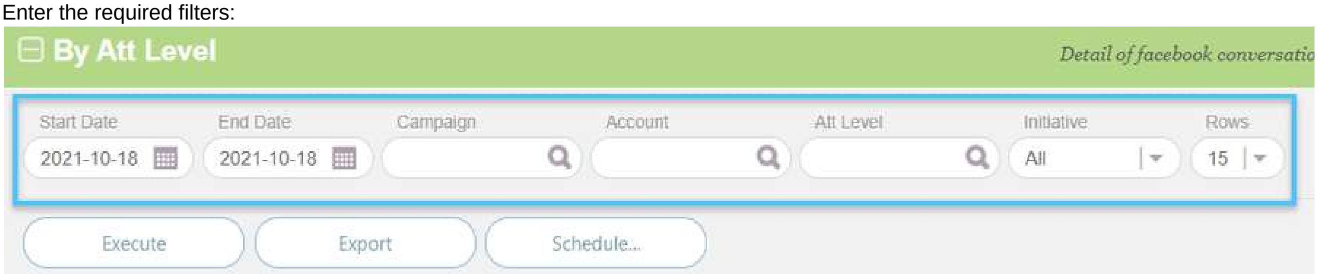
2. Click on the "Facebook" report category:



3. Click on the detailed report "By Attention Level":



4. Enter the required filters:



5.

Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention Level: attention level assigned to the conversation.

When hovering over the filters, their description is displayed.

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels

6. Click the "Execute" button to generate the report.
   The information is displayed:

	CAMPAÑA	CUENTA	NIV. AT.	FECHA DE INICIO	INIC.	SUB TIPO	PRIMER AGTE.	NOMBRE CONTACTO	RESP.	FECHA 1ER RESP.	MSJS	MSJS AG.	FECHA INICIO ATEN.	FECH
1	campredessociales	105355446523289	Nivel_1	2016-11-04 13:35:19	Ent.	Post	agente1	Armando Cortez	Si	2016-11-04 14:10:36	2	1	2016-11-04 13:35:19	2016-
2	campredessociales	105355446523289	Nivel_1	2016-11-04 14:24:20	Ent.	Post	agente1	Armando Cortez	Si	2016-11-04 14:24:58	2	1	2016-11-04 14:24:20	2016-
3	campredessociales	105355446523289	Nivel_1	2016-11-04 16:22:50	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-04 16:22:51	2016-
4	campredessociales	105355446523289	Nivel_1	2016-11-07 09:46:29	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-07 09:46:30	2016-
5	campredessociales	105355446523289	Nivel_1	2016-11-07 15:50:40	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-07 15:50:41	2016-
6	campredessociales	105355446523289	Nivel_1	2016-11-07 16:03:04	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-07 16:03:05	2016-
7	campredessociales	105355446523289	Nivel_1	2016-11-07 17:19:27	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-07 17:19:28	2016-
8	campredessociales	105355446523289	Nivel_1	2016-11-07 17:20:12	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-07 17:20:12	2016-
9	campredessociales	105355446523289	Nivel_1	2016-11-07 17:20:49	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-07 17:20:49	2016-
10	campredessociales	105355446523289	Nivel_1	2016-11-11 11:33:38	Ent.	Post	agente1	Armando Cortez	No	N/A	0	0	2016-11-11 11:33:39	2016-

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the Facebook conversation

START DATE

Facebook conversation start date

INITIATIVE

Indicates whether the Facebook conversation started with outbound or inbound messages.

SUB-TYPE

Facebook conversation sub-type (Facebook and Twitter).

FIRST AGENT

User ID of the first agent who intervened in the Facebook conversation (even if they failed).

CONTACT NAME

Name of the contact

ANSWERED

Indicates whether the Facebook conversation was answered

1ST RESPONSE DATE

Date of the first response to the Facebook conversation.

MESSAGES

Number of messages written during the Facebook conversation.

AGENT MESSAGES

Number of messages written by campaign agents during the Facebook conversation.

ATTENTION START DATE

Date of successful response (the first if not filtered by the agent).

END DATE

End date of the Facebook conversation.

DURATION TIME

Total duration of the Facebook conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME

Total time the Facebook conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME

Time elapsed while the Facebook conversation was assigned to an agent, not including the time elapsed while the agent was booked and attended to the conversation (inbound only).

TIME WAITING FOR ANSWER
Time elapsed while the agent was booked and attended to the Facebook conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Facebook conversation.

DISPOSITION
Facebook conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success

FINISHED
Indicates whether the Facebook conversation was finished when an agent had taken it (regardless of whether the agent attended to it) or was transferring it

ADDRESS
Contact address.

PAGE
Facebook page ID.

POST ID
Facebook post ID.

POST MESSAGE
Text of the post.

INITIAL MESSAGE ID
Facebook ID of the first message in the conversation.

INITIAL MESSAGE
Text of the first message.

TRANSFERRED
Indicates whether the Facebook conversation was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the Facebook conversation has CCI integration.

TICKET
Ticket associated with the Facebook conversation.

7. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
8. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account

How to associate an application from Google Play Store
How to associate an application from the App Store

Trace of Facebook conversations by campaign

This report provides detailed information on the progress of each of the steps that occurred in Facebook conversations that were generated over a certain period of time. This information can be filtered by campaign.

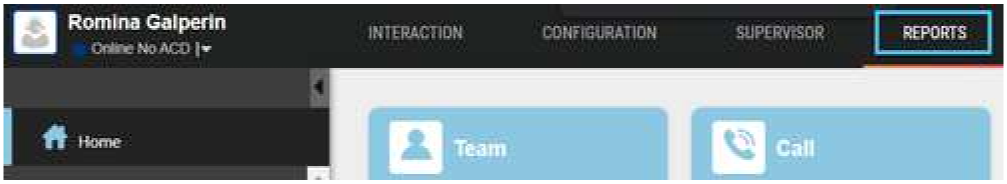
What is this report for?

It is used to obtain the details, by campaign, of each inbound and outbound Facebook conversation tracking over a particular period of time and thus analyze the steps taken during each of the conversations. Details include the date and exact time of these steps and the agents involved in the conversation.

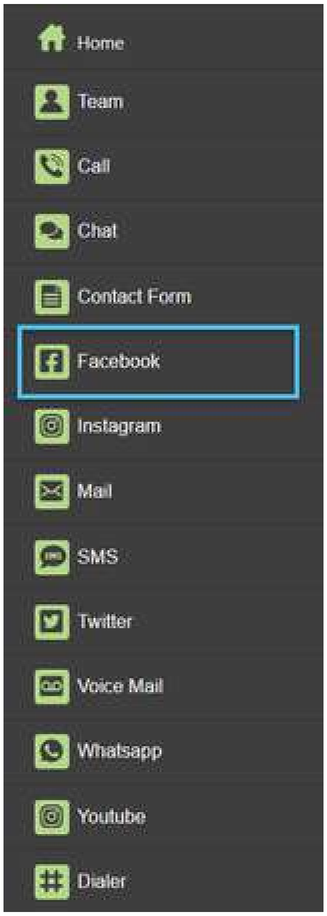
This report also reflects each conversation's classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

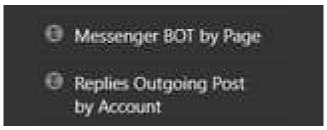
1. Go to the "Reports" tab:

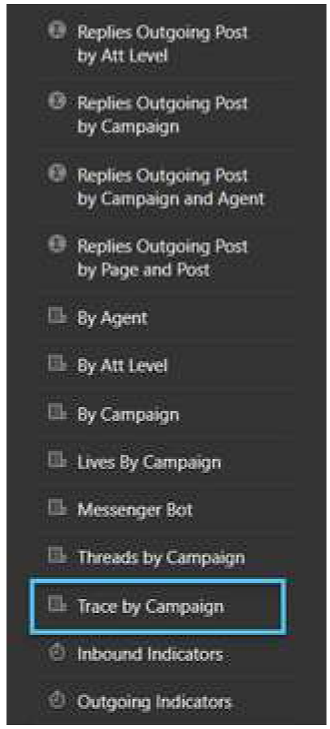


2. Click on the “Facebook” report category:

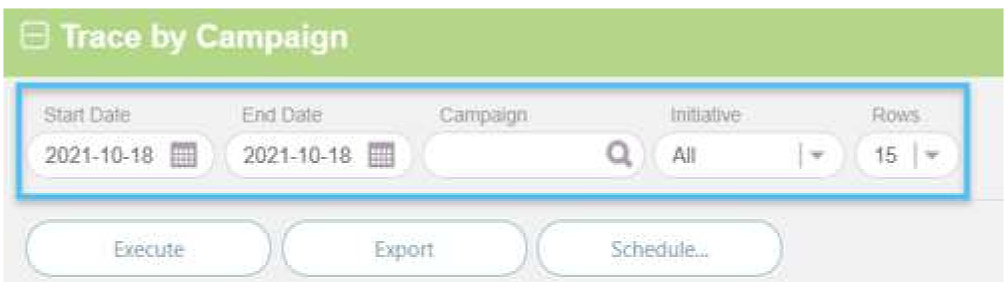


3. Click on the detailed report "Trace by Campaign":





4. Enter the required filters:

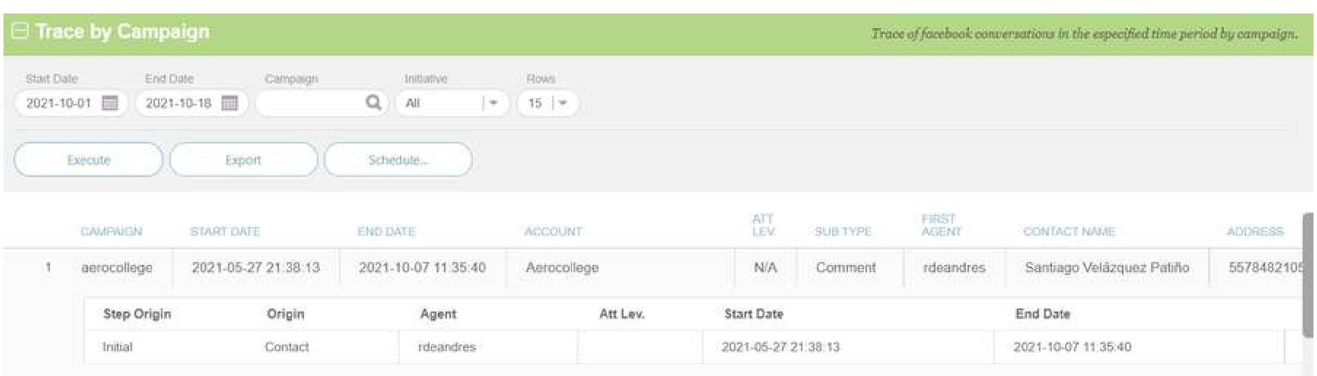


Start date and End date: range for which you want to obtain the information.

Campaign:Campaign ID. *When hovering over the filter, its description is displayed.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
Facebook conversation start date.

END DATE
End date of the Facebook conversation.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the Facebook conversation.

INITIATIVE
Indicates whether the Facebook conversation started with outbound or inbound messages.

SUB-TYPE
Facebook conversation sub-type (Facebook and Twitter).

FIRST AGENT
User ID of the first agent who intervened in the Facebook conversation (even if they failed).

CONTACT NAME
Name of the contact.

ADDRESS
Contact address.

PAGE
Facebook page ID.

POST ID
Facebook post ID.

POST MESSAGE
Text of the post.

INITIAL MESSAGE ID
ID of the first message in the Facebook conversation.

INITIAL MESSAGE
Text of the first message in the Facebook conversation.

DISPOSITION
Facebook conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TICKET
Ticket associated with the Facebook conversation.

Conversation thread columns

Origin Step
Indicates how a Facebook conversation got to this step (initial step, transferral, reopened, etc.).

Origin
Source of the Facebook conversation message (agent or contact).

Agent
User ID of the agent who intervened in the Facebook conversation message

Attention level

Attention level assigned to the Facebook conversation message

Start date

Start date of the Facebook conversation step.

End date

End date of the Facebook conversation step

Finished

Indicates whether the step in the Facebook conversation was finished when an agent had taken it (even if the agent did not attend to it) or was transferring it

Duration time

Total duration of the Facebook conversation step. Includes ghost and out-of-schedule conversations.

Attention time

Time that the agent took to effectively handle the step in the Facebook conversation

Events

Number of events that occurred in the Facebook conversation step

Agents Events

Number of agent events that occurred in the Facebook conversation step.

Transferred

Indicates whether the Facebook conversation step was transferred (or a transfer was attempted) at least once.

Transferred Ok

Indicates whether or not the transfer was successful

Transfer Type

Transfer destination type: campaign, attention level, agent, queue, number.

Transfer Destination

Destination address of the transfer.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of inbound Facebook conversations by campaign and agent

This report provides summarized information on the number of times a Facebook conversation entered the agent's inbox over a certain period of time. This information can be filtered by a particular campaign and agent.

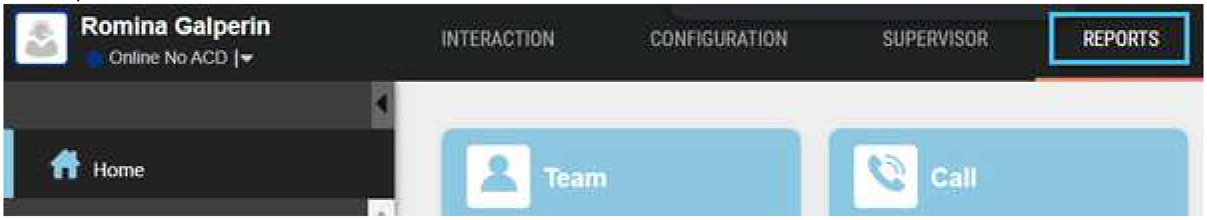
What is this report for?

It is used to obtain a summary, by agent in a specific campaign, of the number of times that a Facebook conversation entered the agent's inbox during a particular period of time, and thus analyze whether this agent is providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

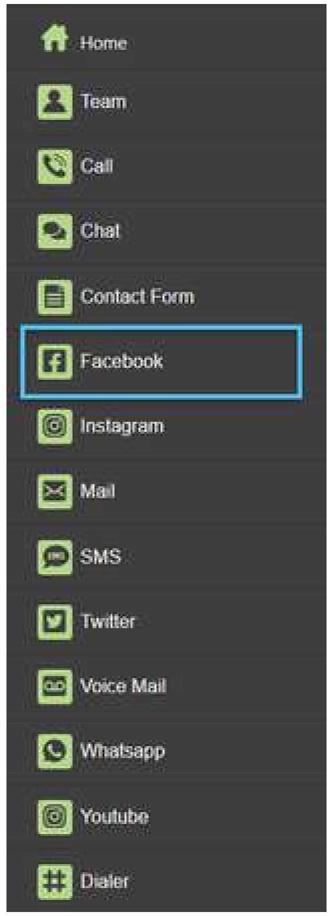
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

To generate the report, follow these steps:

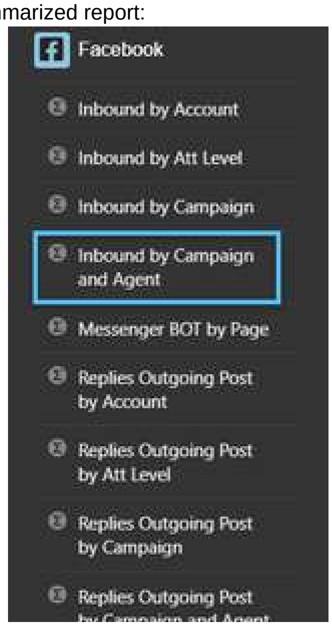
1. Go to the "Reports" tab:

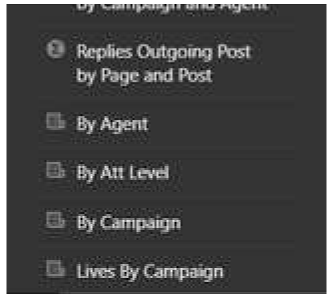


2. Click on the “Facebook” report category:

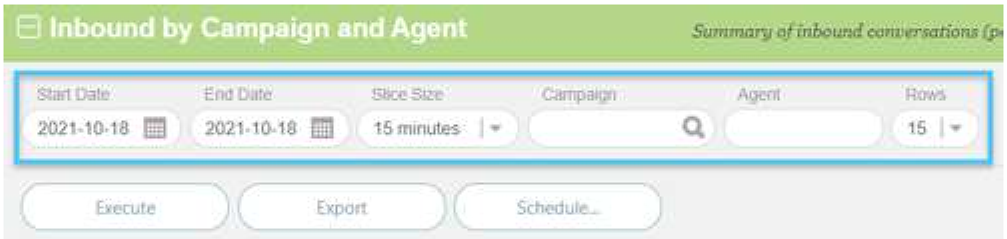


3. Click on the "Inbound by Campaign and Agent" summarized report:





4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

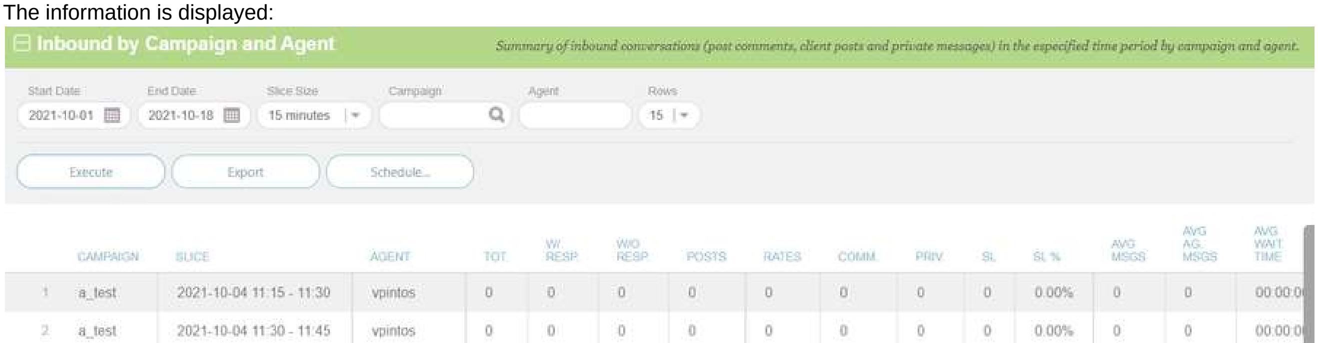
Campaign: Campaign ID.

Agent: Agent user ID.

Filters are case sensitive.

If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report

AGENT

User ID of the agent who intervened in the campaign's inbound Facebook messages

TOTAL

Total number of the campaign’s inbound Facebook messages (messages originated by contact posts + comments on campaign posts + direct messages) assigned to/taken by the agent.

W/ ANSWER

Total number of campaign inbound Facebook messages with a response by the agent.

W/O ANSWER

Total number of campaign inbound Facebook messages with no response from the agent.

POSTS

Total number of campaign inbound Facebook messages originated by contact posts

COMMENTS

Total number of campaign inbound Facebook messages that are comments on campaign posts.

PRIVATE

Total number of campaign inbound Facebook messages that are direct messages

SL

Total number of conversations that were generated from Facebook messages received in the campaign and were answered within the service level threshold.

% SL

100 * [Total number of campaign inbound Facebook SL positive conversations] / [Total number of campaign inbound Facebook conversations]

AVERAGE MESSAGES

[Total number of messages in campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations]

AVERAGE AGENT MESSAGES

[Agent's messages in campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations]

AVERAGE WAITING TIME

[Waiting time for campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention to campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations with response]

AVERAGE ATTENTION TIME

[Time spent attending to campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations that were taken up]

CCI

Total number of campaign inbound Facebook messages with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of campaign inbound Facebook conversations assigned simultaneously to the agent.

LOGGED TIME

Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME

Total time the agent spent in the "Available" state for the campaign.

PAUSE TIME

Total time the agent spent in pause states for the campaign

% BUSY

100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER

100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

User search

- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

[

Summary of inbound Facebook conversations by campaign

This report provides summarized information about the conversations generated from inbound Facebook messages, as well as agent responses to those conversations that were generated over a certain period of time. The information can be filtered by campaign.

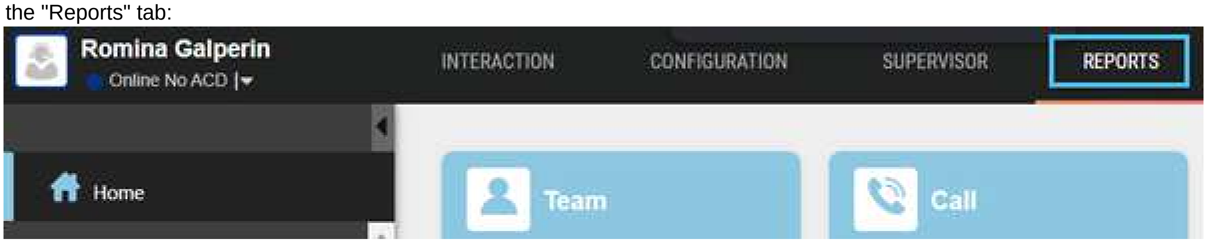
What is this report for?

It is used to obtain a summary by campaign of the number of conversations generated from inbound Facebook messages over a particular period of time, and thus analyze whether the agents are providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month

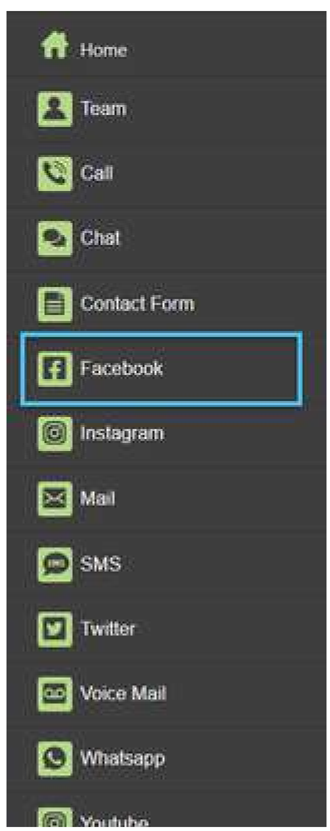
This report can be used to monitor the number of inbound Facebook conversations for periods of time and thus to know what the peak time of the campaign is, as well as whether all inbound conversations are being attended to and the level of service that is being provided.

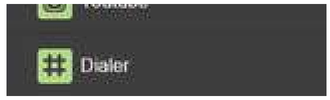
To generate the report, follow these steps:

1. Go to the "Reports" tab:

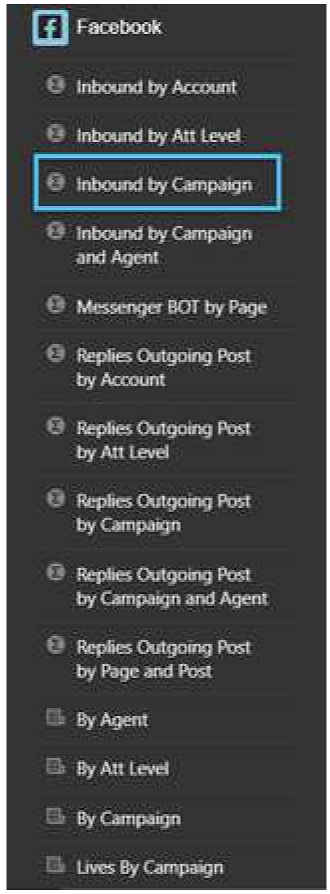


2. Click on the “Facebook” report category:





3. Click on the "Inbound by Campaign" summarized report:



4. Enter the required filters:

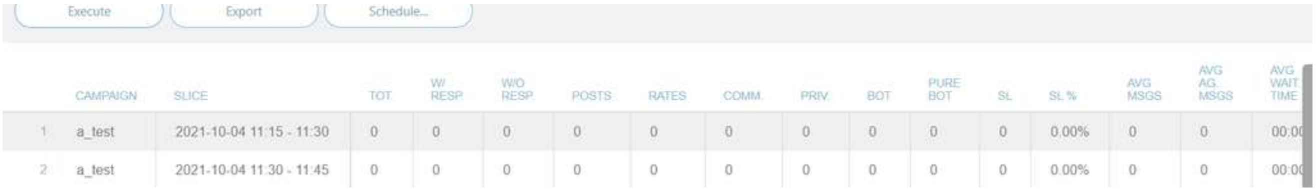
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive.*

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



	CAMPAIGN	SLICE	TOT.	W/ RESP.	W/O RESP.	POSTS	RATES	COMM.	PRIV.	BOT	PURE BOT	SL	SL %	AVG MSGS	AVG AG. MSGS	AVG WAIT TIME
1	a_test	2021-10-04 11:15 - 11:30	0	0	0	0	0	0	0	0	0	0	0.00%	0	0	00:00
2	a_test	2021-10-04 11:30 - 11:45	0	0	0	0	0	0	0	0	0	0	0.00%	0	0	00:00

Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

SLICE
Time segment that will be used to create the summary report

TOTAL
Total number of conversations that were generated from Facebook messages received in the campaign, regardless of the number of comments, messages, and replies exchanged in those conversations between agents and contacts.

W/ ANSWER
Total number of campaign inbound Facebook conversations with at least one response from agents.

W/O ANSWER
Total number of campaign inbound Facebook conversations with no response from agents.

POSTS
Total number of campaign inbound Facebook conversations originated by customer posts.

COMMENTS
Total number of campaign inbound Facebook conversations originated by comments on campaign posts.

PRIVATE
Total number of campaign inbound Facebook conversations originated by direct messages.

SL
Total number of campaign inbound Facebook conversations that were answered within the service level threshold.

% SL
100 * [Campaign inbound Facebook SL positive conversations] / [Campaign inbound Facebook conversations]

AVERAGE MESSAGES
[Total number of messages in campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations]

AVERAGE AGENT MESSAGES
[Total agent messages in campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations]

AVERAGE WAITING TIME
[Waiting time for campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention to campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations with response]

AVERAGE ATTENTION TIME
[Time spent attending to campaign inbound Facebook conversations] / [Campaign inbound Facebook conversations that were taken up]

CCI
Total number of campaign inbound Facebook conversations with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED
Maximum number of campaign inbound Facebook conversations assigned simultaneously to a campaign agent.

LOGGED TIME
Total time that the agents remained logged in and assigned to the campaign.

ACTIVE TIME
Total time agents were available for the campaign.

PAUSE TIME
Total time agents were paused for the campaign

% BUSY
100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER
100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of inbound Facebook conversations by account

This report provides summarized information about the conversations generated from inbound Facebook messages, as well as agent responses to those conversations that were generated over a certain period of time. The information can be filtered by account.

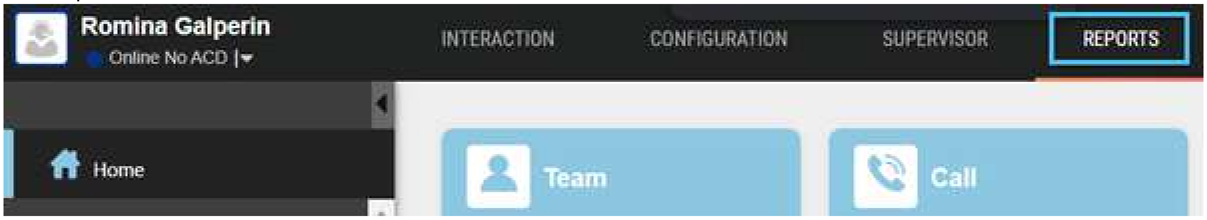
What is this report for?

It is used to obtain a summary, by account associated with a campaign, of the number of conversations generated from inbound Facebook messages during a particular period of time, and thus analyze whether the agents are performing the service within the permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

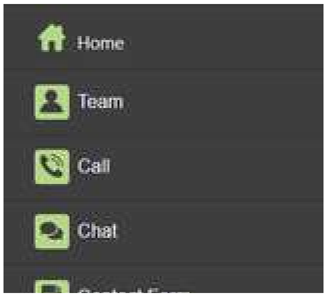
This report can be used to monitor the number of inbound Facebook conversations for periods of time and, should more than one Facebook account be associated with the same campaign, to know which account handles the most conversations, as well as the average times of these conversations

To generate the report, follow these steps:

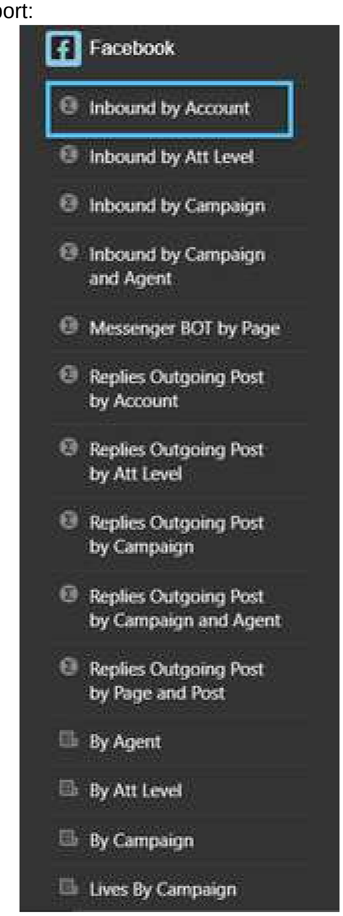
1. Go to the "Reports" tab:



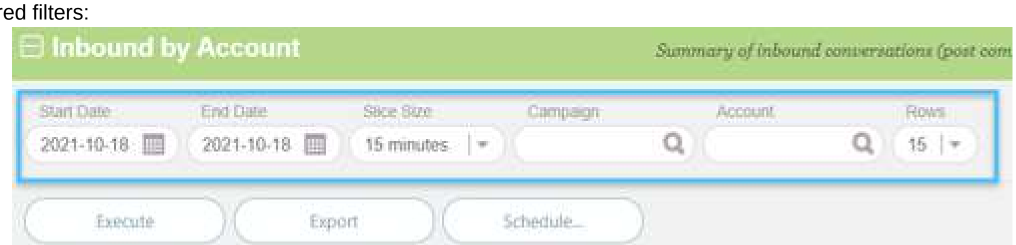
2. Click on the “Facebook” report category:



3. Click on the "Inbound by Account" summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

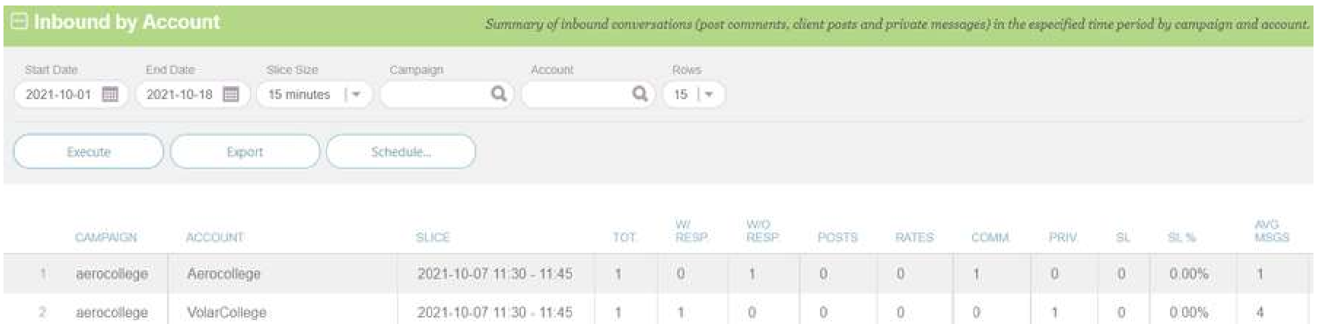
Account: Account ID.

Filters are case sensitive.

If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.

   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign

SLICE

Time segment that will be used to create the summary report

TOTAL

Total number of conversations that were generated from the Facebook messages received in the account, regardless of the number of comments, messages and responses exchanged in those conversations between agents and contacts.

W/ ANSWER

Total number of account inbound Facebook conversations with at least one response from agents

W/O ANSWER

Total number of account inbound Facebook conversations with no response from agents

POSTS

Total number of account inbound Facebook conversations originated by customer posts

COMMENTS

Total number of account inbound Facebook conversations originated by comments to posts on the page.

PRIVATE

Total number of account inbound Facebook conversations originated by direct messages.

SL

Total number of account inbound Facebook conversations that were answered within the service level threshold.

% SL

100 * [Account inbound Facebook SL positive conversations] / [Account inbound Facebook conversations]

AVERAGE MESSAGES

[Total number of messages in account inbound Facebook conversations] / [Account inbound Facebook conversations]

AVERAGE AGENT MESSAGES

[Total number of messages from agents in account inbound Facebook conversations] / [Account inbound Facebook conversations]

AVERAGE WAITING TIME

[Waiting time for account inbound Facebook conversations] / [Account inbound Facebook conversations]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention to account inbound Facebook conversations] / [Account inbound Facebook conversations with response]

AVERAGE ATTENTION TIME

[Time spent attending to account inbound Facebook conversations] / [Account inbound Facebook conversations that were taken up]

CCI

Total number of account inbound Facebook conversations with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of inbound Facebook conversations by attention level

This report provides summarized information on inbound Facebook messages, as well as agent responses to those messages that were generated over a certain period of time. The information can be filtered by assigned attention level.

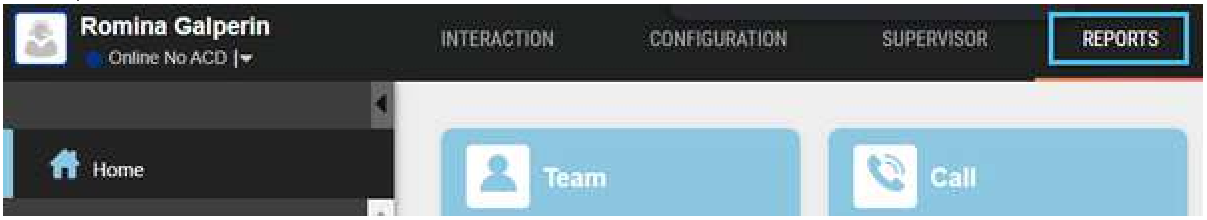
What is this report for?

It is used to obtain a summary, by attention level, of the number of inbound messages from Facebook over a particular period of time, and thus analyze whether the agents are performing the service within the permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

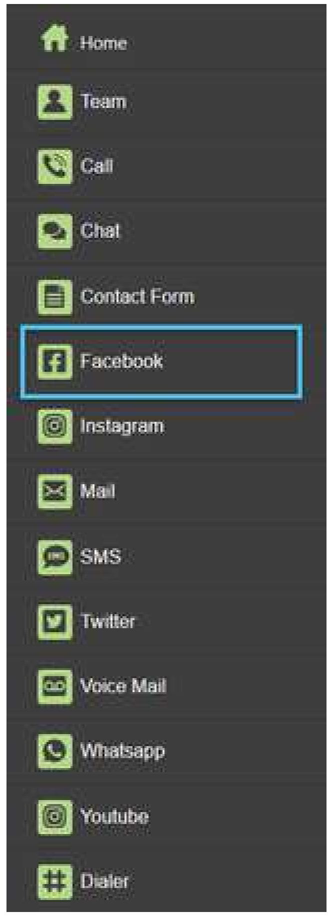
This report can be used to monitor the number of inbound Facebook conversations during different periods of time with regard to the various attention levels, and in turn know how many of these conversations were transferred to another attention level, as well as the average times of these conversations.

To generate the report, follow these steps:

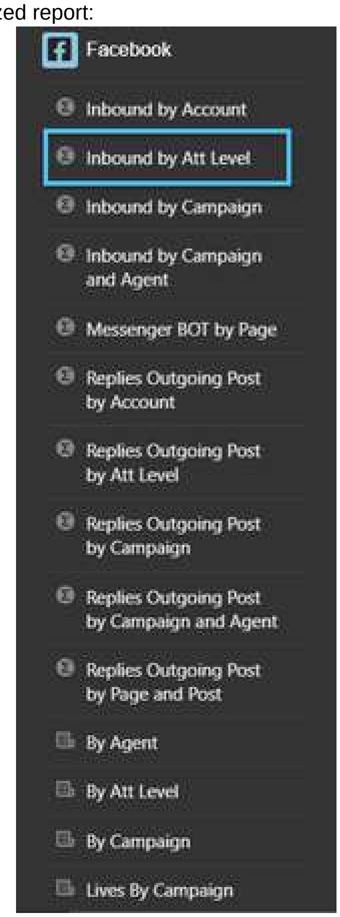
1. Go to the "Reports" tab:



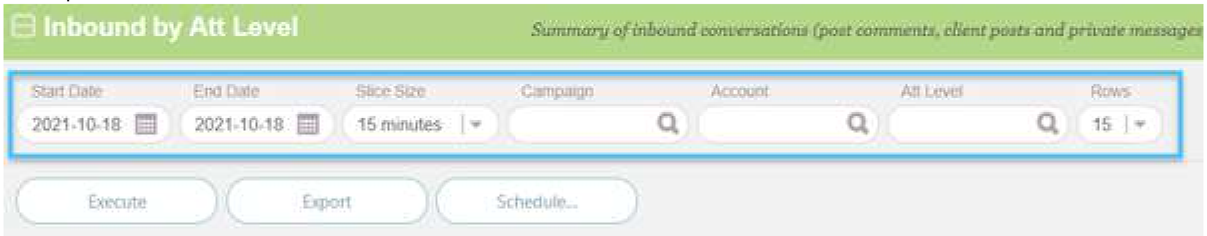
2. Click on the “Facebook” report category:



3. Click on the "Inbound by Attention Level" summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: Account ID.

Attention Level: attention level assigned to the conversation.

Filters are case sensitive.

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to inbound Facebook messages

SLICE

Time segment that will be used to create the summary report

TOTAL

Total number of inbound Facebook messages (messages originated by contact posts + comments on campaign posts + direct messages) assigned to the attention level.

W/ ANSWER

Total number of inbound Facebook messages assigned to the attention level with at least one response from the agents

W/O ANSWER

Total number of inbound Facebook messages assigned to the attention level with no response from the agents.

POSTS

Total number of inbound Facebook messages assigned to the attention level originated by contact posts.

COMMENTS
Total number of inbound Facebook messages assigned to the attention level that are comments on campaign posts.

PRIVATE
Total number of inbound Facebook messages assigned to the attention level that are direct messages.

AVERAGE MESSAGES
[Total messages in inbound Facebook conversations assigned to the attention level] / [Inbound Facebook conversations assigned to the attention level]

AVERAGE AGENT MESSAGES
[Messages from agents in Facebook inbound conversations assigned to the attention level] / [Inbound Facebook conversations assigned to the attention level]

AVERAGE WAITING TIME
[Waiting time for inbound Facebook conversations assigned to the attention level] / [Inbound Facebook conversations assigned to the attention level]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention to inbound Facebook conversations assigned to the attention level] / [Inbound Facebook conversations assigned to the attention level with response]

AVERAGE ATTENTION TIME
[Time spent attending to inbound Facebook conversations assigned to the attention level] / [Inbound Facebook conversations assigned to the attention level that were taken up]

TRANSFERRED ATTENTION LEVEL
Inbound Facebook messages assigned to the attention level which were then transferred to another attention level.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of Facebook replies over outgoing posts by campaign

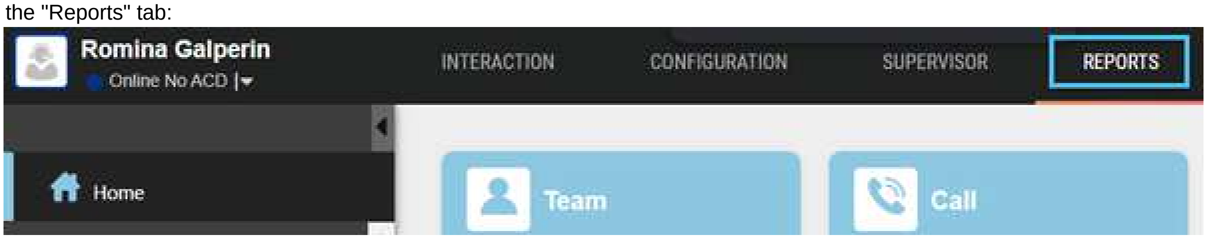
This report provides summarized information on conversations generated from outgoing Facebook posts by i6 agents, as well as agent responses in those conversations that were generated over a certain period of time. This information can be filtered by campaign.

What is this report for?

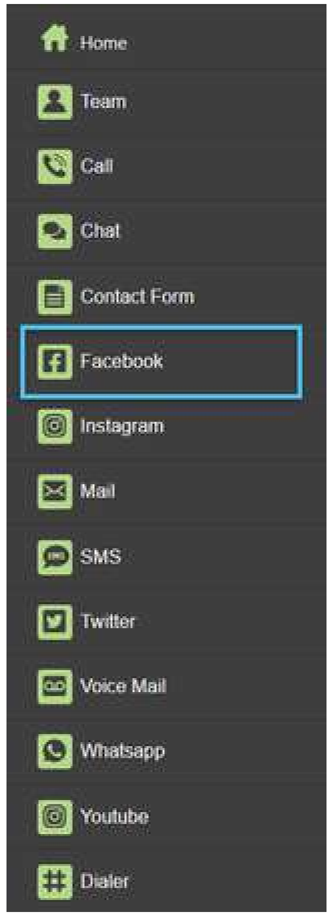
It is used to obtain a summary by campaign of the number of conversations generated from outgoing Facebook posts by i6 agents over a particular period of time, and thus analyze whether the agents are providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

To generate the report, follow these steps:

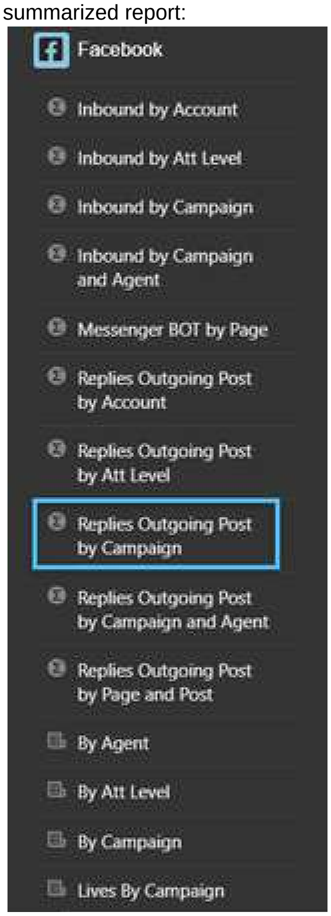
1. Go to the "Reports" tab:



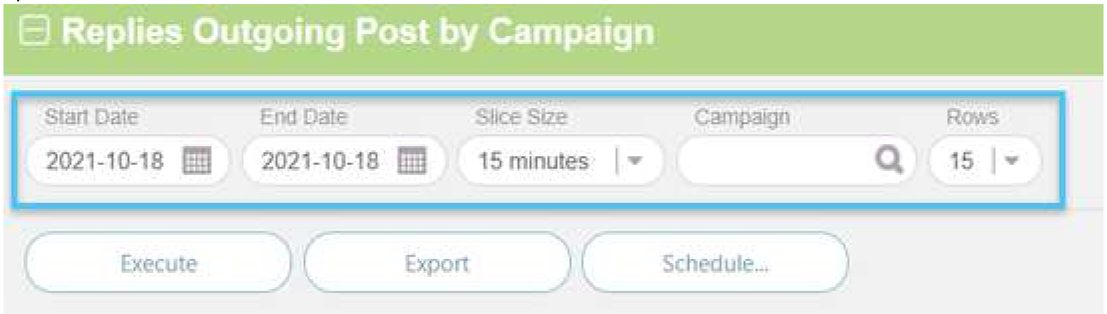
2. Click on the “Facebook” report category:



3. Click on the “Replies Outgoing Posts by Campaign” summarized report:



4. Enter the required filters:



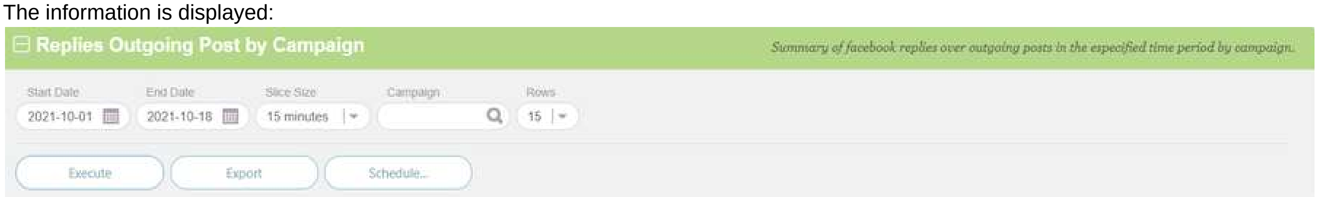
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:



	CAMPAIGN	SLICE	TOT	W/ RESP	W/O RESP	SL	SL %	AVG REPL	AVG AG REPL	RESP %	AVG WAIT TIME	AVG 1ST REPL TIME	AVG ATT TIME	CCI
1	aerocollege	2021-10-07 11:30 - 11:45	1	0	1	0	0.00%	0	0	0.00%	00:00:00	00:00:00	3161:33:01	0
2	aerocollege	2021-10-07 15:45 - 16:00	1	1	0	1	100.00%	1	1	100.00%	00:02:47	00:02:47	00:19:57	0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations that were generated from the campaign's outgoing Facebook posts, regardless of the number of comments and responses exchanged in those conversations between agents and contacts.

W/ ANSWER

Total number of conversations that were generated from campaign outgoing Facebook posts with at least one agent response

W/O ANSWER

Total number of conversations that were generated from campaign outgoing Facebook posts with no agent response.

SL

Total number of conversations that were generated from campaign outgoing Facebook posts and were answered within the service level threshold.

% SL

100 * [SL positive conversations generated from outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

AVERAGE REPLIES

[Replies to comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

AVERAGE AGENT RESPONSES

[Agent responses in comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

RESPONSE %

100 * [Comments on outgoing campaign posts with agent response] / [Conversations generated from outgoing campaign posts]

AVERAGE WAITING TIME

[Waiting time for comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention to comments on outgoing campaign posts] / [Comments on outgoing campaign posts with response]

AVERAGE ATTENTION TIME

[Time spent attending to comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts and taken up]

CCI

Total number of conversations generated from outgoing campaign posts with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of Facebook replies over outgoing posts by campaign and agent

This report provides summarized information on comments made by contacts in outgoing Facebook posts by i6 agents, as well as agent responses to those comments that were generated over a certain period of time. This information can be filtered by campaign and agent.

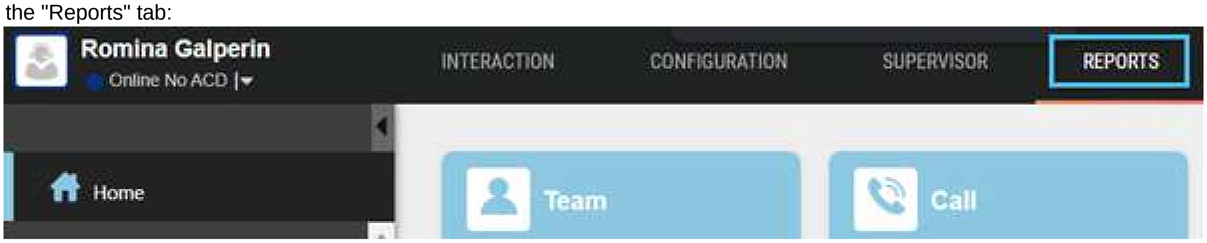
What is this report for?

It is used to obtain a summary, by agent in a specific campaign, of the number of comments and replies in the outgoing Facebook posts of i6 agents over a particular period of time, and thus analyze whether that agent is providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

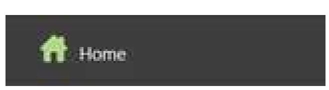
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

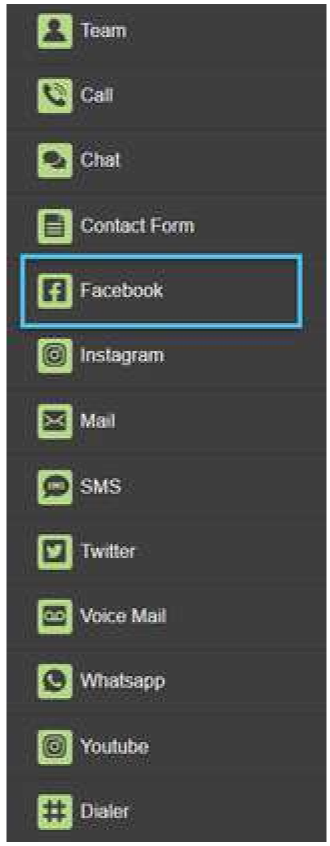
To generate the report, follow these steps:

1. Go to the "Reports" tab:

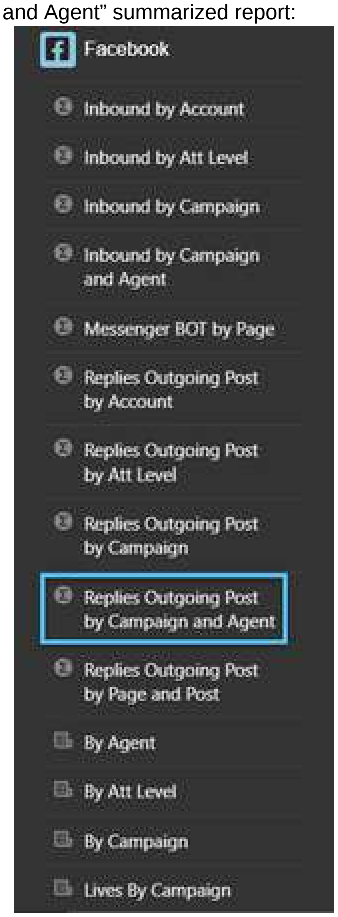


2. Click on the “Facebook” report category:

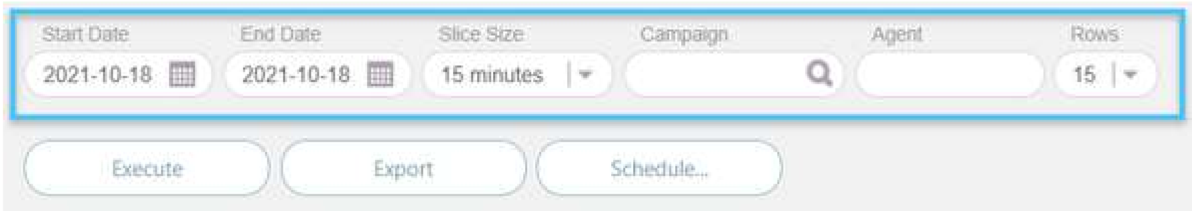




3. Click on the “Replies Outgoing Posts by Campaign and Agent” summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

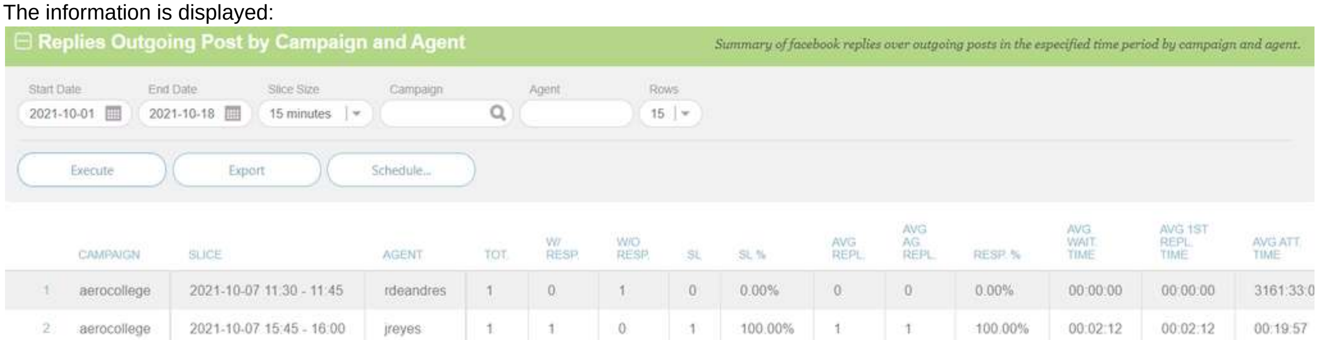
Campaign: Campaign ID.

Agent: Agent user ID.

Filters are case sensitive.

⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

AGENT

User ID of the agent who intervened in the conversations.

TOTAL

Total number of comments made by contacts on the campaign's outgoing Facebook posts which were dealt with by the agent..

W/ ANSWER

Total number of comments made by contacts on the campaign's outgoing Facebook posts with agent response.

W/O ANSWER

Total number of comments made by contacts on the campaign's outgoing Facebook posts with no agent response.

SL

Total number of conversations generated from the campaign's outgoing Facebook posts that were answered by the agent within the service level threshold

% SL

100 * [SL positive conversations generated from outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

AVERAGE REPLIES

[Replies to comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

AVERAGE AGENT RESPONSES
[Agent responses in comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

RESPONSE %
100 * [Comments on outgoing campaign posts with agent response] / [Conversations generated from outgoing campaign posts]

AVERAGE WAITING TIME
[Waiting time for comments on outgoing campaign posts] / [Conversations generated from outgoing campaign posts]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention to comments on outgoing campaign posts] / [Comments on outgoing campaign posts with response]

AVERAGE ATTENTION TIME
[Time spent attending to comments on outgoing campaign posts] / Conversations generated from outgoing campaign posts and taken up]

CCI
Total number of conversations generated from outgoing campaign posts with CCI integration

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

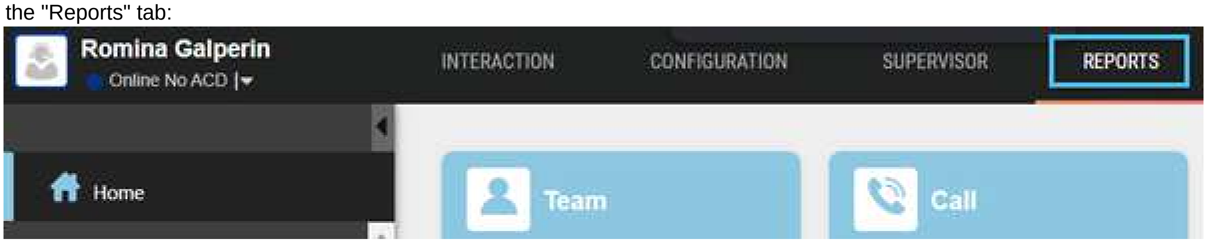
Summary of Facebook replies over outgoing posts by account

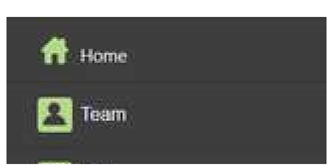
This report provides summarized information on conversations generated from outgoing Facebook posts by i6 agents, as well as agent responses to those conversations that were generated over a certain period of time. This information can be filtered by account.

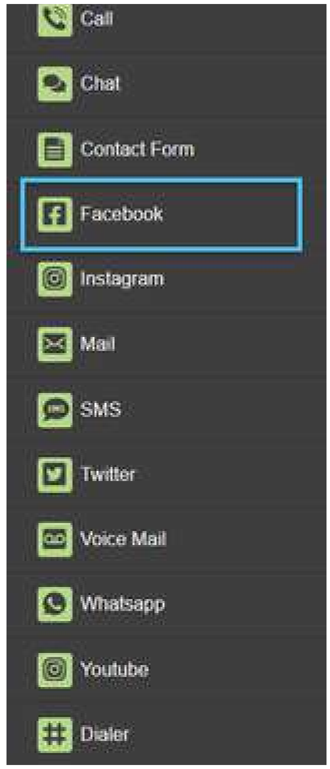
What is this report for?

It is used to obtain a summary by account of the number of conversations generated from outgoing Facebook posts by i6 agents over a particular period of time, and thus analyze whether the agents are performing the service within the permitted limits of the service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

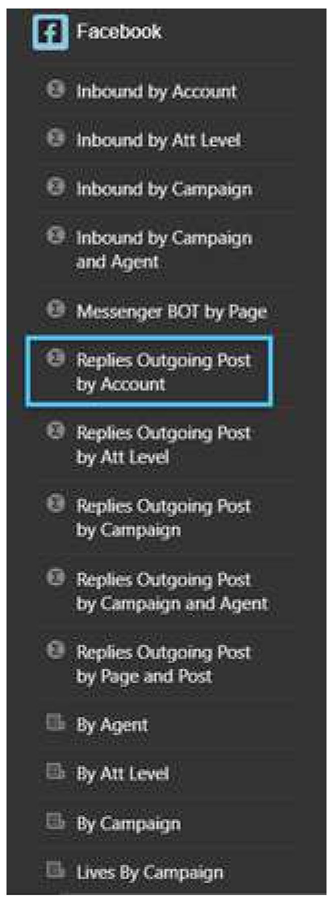
To generate the report, follow these steps:

1. Go to the "Reports" tab:


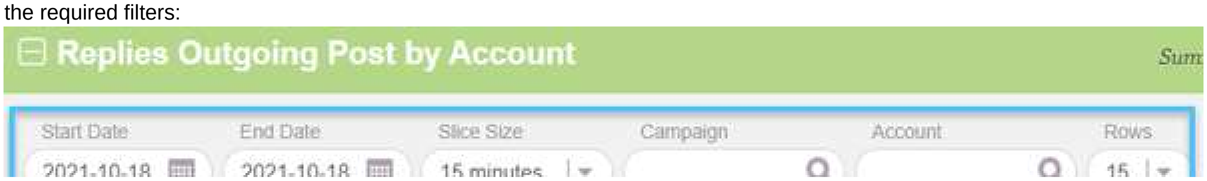
2. Click on the “Facebook” report category:


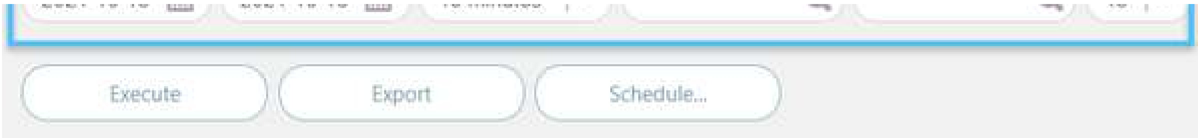


3. Click on the "Posts by Account" summarized report:



4. Enter the required filters:





5.

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

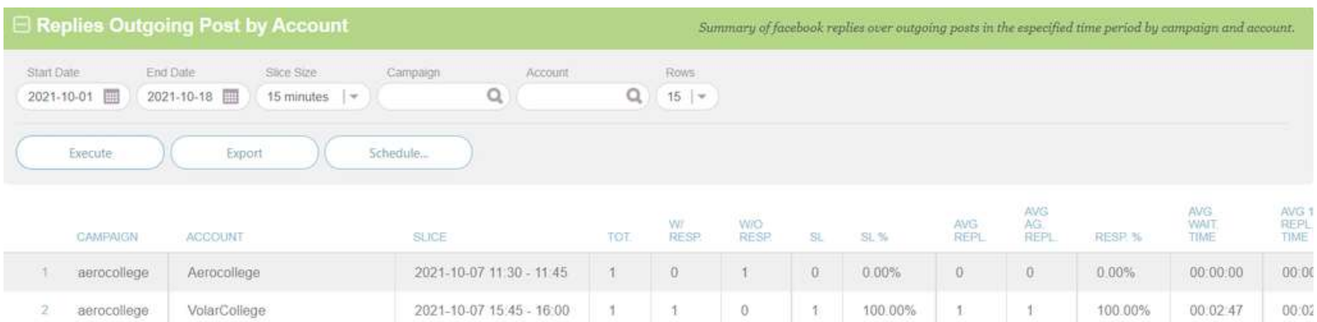
Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Filters are case sensitive.

> If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

6. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations that were generated from outgoing Facebook posts from the account, regardless of the number of comments and responses exchanged in these conversations between agents and contacts.

W/ ANSWER

Total number of conversations that were generated from outgoing Facebook posts from the account with at least one agent response.

W/O ANSWER

Total number of conversations that were generated from outgoing Facebook posts from the account with no agent response.

SL

Total number of conversations that were generated from outgoing Facebook posts from the account and were answered within the service level threshold.

% SL

100 * [SL positive conversations generated from outgoing posts from the account] / [Conversations generated from outgoing posts from the account]

AVERAGE REPLIES

[Replies to comments on outgoing posts from the account] / [Conversations generated from outgoing posts from the account]

AVERAGE AGENT RESPONSES

[Responses from agents in comments on outgoing posts from the account] / [Conversations generated from outgoing posts from the account]

RESPONSE %

100 * [Comments on outgoing posts from the account with agent response] / [Conversations generated from outgoing posts from the account]

AVERAGE WAITING TIME

[Waiting time for comments on outgoing posts from the account] / [Conversations generated from outgoing posts from the account]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention to comments on outgoing posts from the account] / [Comments on outgoing posts from the account with response]

AVERAGE ATTENTION TIME

[Time spent attending to comments on outgoing posts from the account] / [Conversations generated from outgoing posts from the account and taken up]

CCI

Total number of conversations generated from outgoing posts from the account with CCI integration.

7. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
8. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of Facebook replies over outgoing posts by attention level

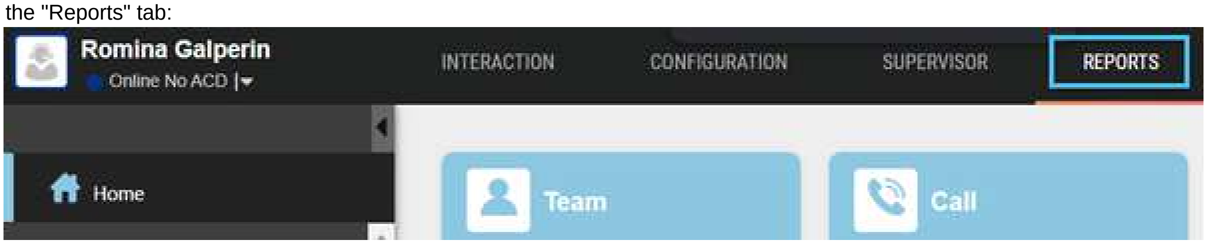
This report provides summarized information on comments made by contacts in outgoing Facebook posts by i6 agents, as well as agent responses to those comments that were generated over a certain period of time. This information can be filtered by assigned attention level.

What is this report for?

It is used to obtain a summary, by attention level, of the number of comments and responses in outgoing Facebook posts by i6 agents over a particular period of time, and thus analyze whether the agents are providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

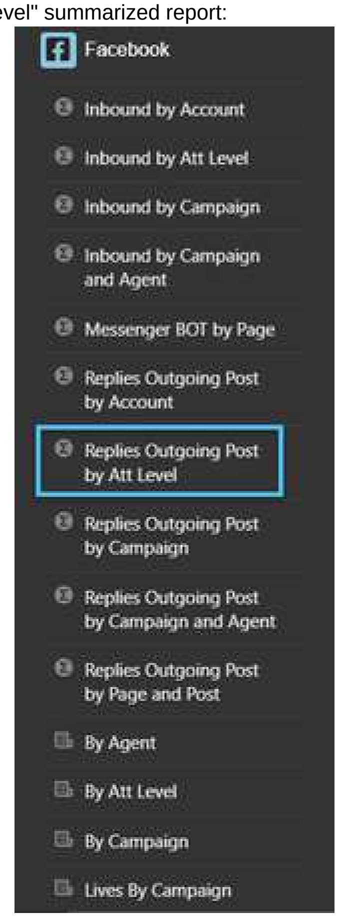
To generate the report, follow these steps:

1. Go to the "Reports" tab:

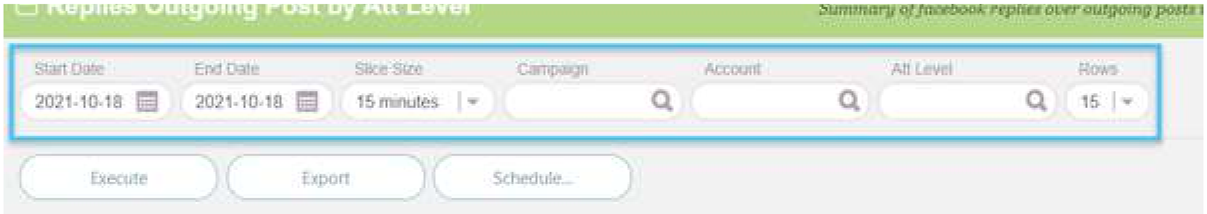


2. Click on the “Facebook” report category:

3. Click on the "Replies Outgoing Post by Attention Level" summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention Level: attention level assigned to the conversation.

Filters are case sensitive.

> ⚠ If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.

   The information is displayed

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Attention level assigned to comments on the conversation.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of comments made by contacts in outgoing Facebook posts assigned to the attention level which were handled by the agents.

W/ ANSWER

Total number of comments made by contacts in outgoing Facebook posts assigned to the attention level with agent response.

W/O ANSWER

Total number of comments made by contacts on outgoing Facebook posts assigned to the attention level with no agent response.

SL

Total number of conversations that were generated from outgoing Facebook posts assigned to the attention level and answered by agents within the service level threshold.

- % SL
  100 * [Conversations generated from outgoing posts assigned to the attention level with SL positive] / [Conversations generated from outgoing posts assigned to the attention level]
- AVERAGE REPLIES
  [Replies to comments on outgoing posts assigned to the attention level] / [Conversations generated from outgoing posts assigned to the attention level]
- AVERAGE AGENT RESPONSES
  [Agent responses in comments on outgoing posts assigned to the attention level] / [Conversations generated from outgoing posts assigned to the attention level]
- ESPONSE %
  100 * [Comments on outgoing posts assigned to the attention level with agent response] / [Conversations generated from outgoing posts assigned to the attention level]
- AVERAGE WAITING TIME
  [Waiting time for comments on outgoing posts assigned to the attention level] / [Conversations generated from outgoing posts assigned to the attention level]
- AVERAGE 1ST RESPONSE TIME
  [Waiting time for attention to comments on outgoing posts assigned to the attention level] / [Comments on outgoing posts with response assigned to the attention level]
- AVERAGE ATTENTION TIME
  [Time spent attending to comments on outgoing posts assigned to the attention level] / [Conversations generated from outgoing posts assigned to the attention level and taken up]
- CCI
  Total number of conversations generated from outgoing posts with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of Facebook replies over outgoing posts by page and post

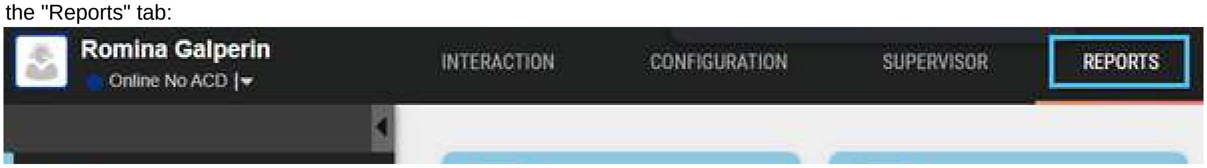
This report provides summarized information on the number of conversations generated from the outgoing Facebook posts by i6 agents, as well as agent responses to those conversations that were generated over a certain period of time. This information can be filtered by page and post.

What is this report for?

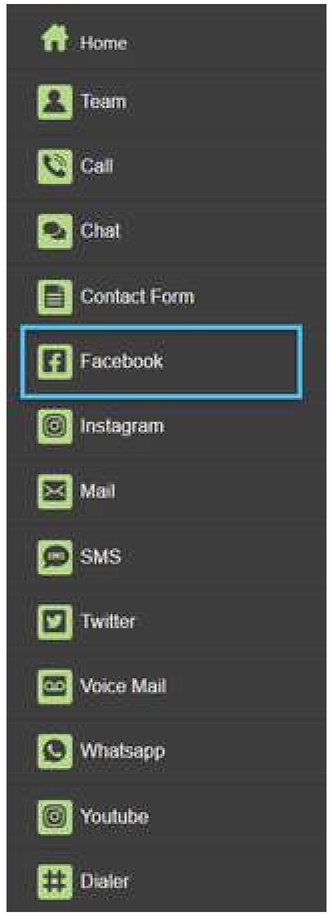
It is used to obtain, per page and post, a summary of the number of conversations generated from outgoing Facebook posts by i6 agents over a particular period of time, and thus analyze whether the agents are providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

To generate the report, follow these steps:

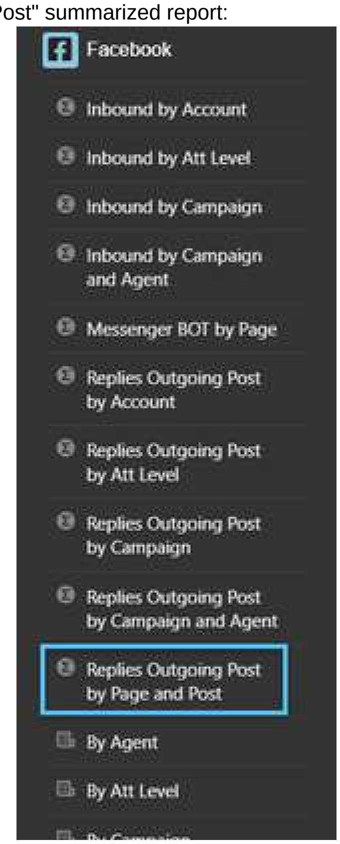
1. Go to the "Reports" tab:



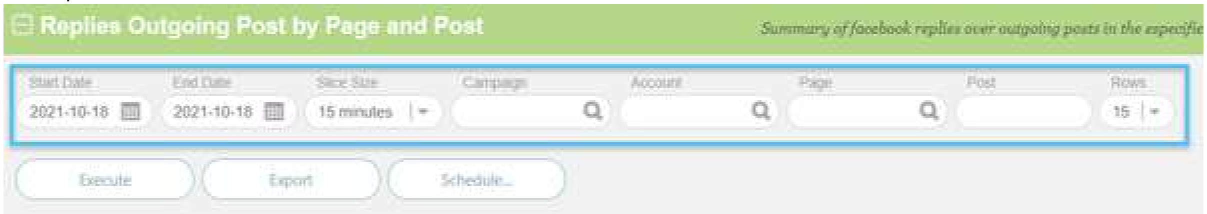
2. Click on the “Facebook” report category:



3. Click on the "Replies Outgoing Post by Page and Post" summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

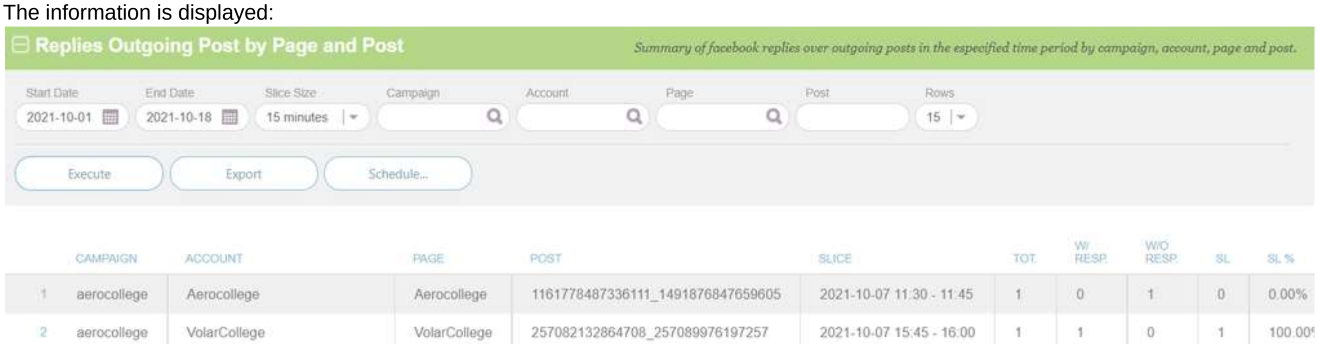
Page: Facebook page.

Post: Post ID.

Filters are case sensitive.

⚠ If you leave the Campaign, Account, Page and/or Post filter blank, the report will show information related to all campaigns, accounts, pages and/or posts.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

PAGE

Facebook page.

POST

Post ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations that were generated from the outgoing Facebook post, regardless of the number of comments and responses exchanged in these conversations between agents and contacts.

W/ ANSWER

Total number of conversations that were generated from the outgoing Facebook post with at least one agent response.

- W/O ANSWER
  Total number of conversations that were generated from the outgoing Facebook post with no agent response.
- SL
  Total number of conversations that were generated from the outgoing Facebook post and answered within the service level threshold.
- % SL
  100 * [Conversations generated from the outgoing post with SL positive] / [Conversations generated from the outgoing post]
- AVERAGE REPLIES
  [Replies to comments on the outgoing post] / [Conversations generated from the outgoing post]
- AVERAGE AGENT RESPONSES
  [Agent responses to comments on the outgoing post] / [Conversations generated from the outgoing post]
- RESPONSE %
  100 * [Comments on the outgoing post with agent response] / [Conversations generated from the outgoing post]
- AVERAGE WAITING TIME
  [Waiting time for comments on the outgoing post] / [Conversations generated from the outgoing post]
- AVERAGE 1ST RESPONSE TIME
  [Waiting time for attention to comments on the outgoing post] / [Comments on the outgoing post with response]
- AVERAGE ATTENTION TIME
  [Time spent attending to comments on the outgoing post] / [Conversations generated from the outgoing post and taken up]
- CCI
  Total number of conversations generated from the outgoing post with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Indicators for inbound Facebook messages

This report provides daily information in real time for inbound Facebook conversations and messages received and sent in those conversations that were generated over a certain period of time. The information can be filtered by campaign.

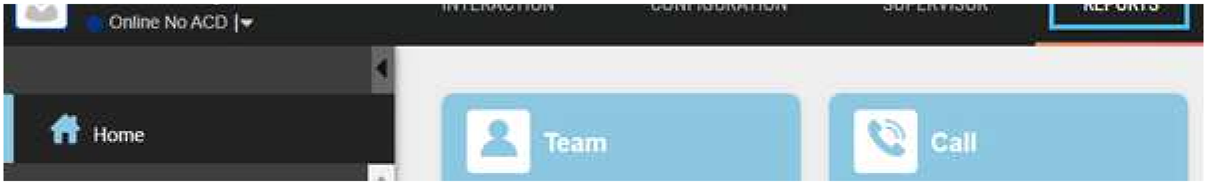
What is this report for?

It is used to obtain real-time daily information for inbound Facebook conversations in order to analyze the level of service that has been provided over the last 24 and 48 hours, as well as to know how many of the inbound conversations are answered the same day they are created and how many are live.

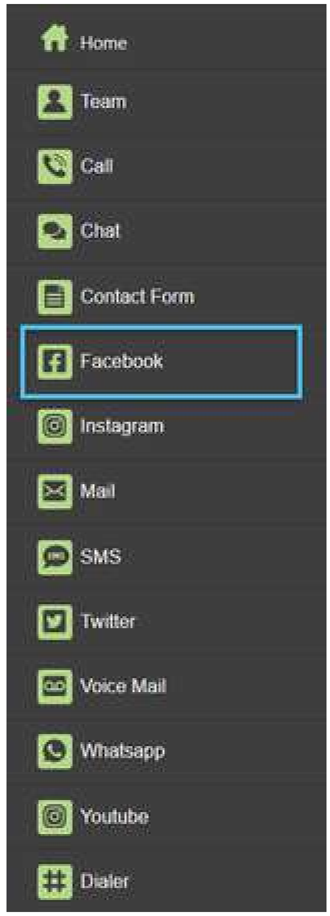
This report also indicates the number of messages (sent and received) generated by inbound Facebook conversations.

To generate the report, follow these steps:

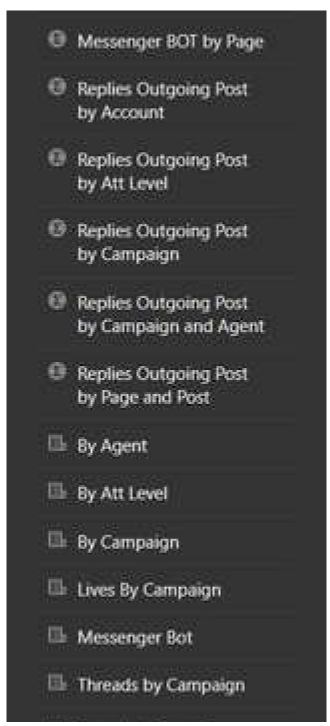
1. Go to the "Reports" tab:

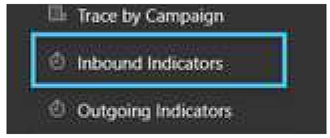


2. Click on the “Facebook” report category:

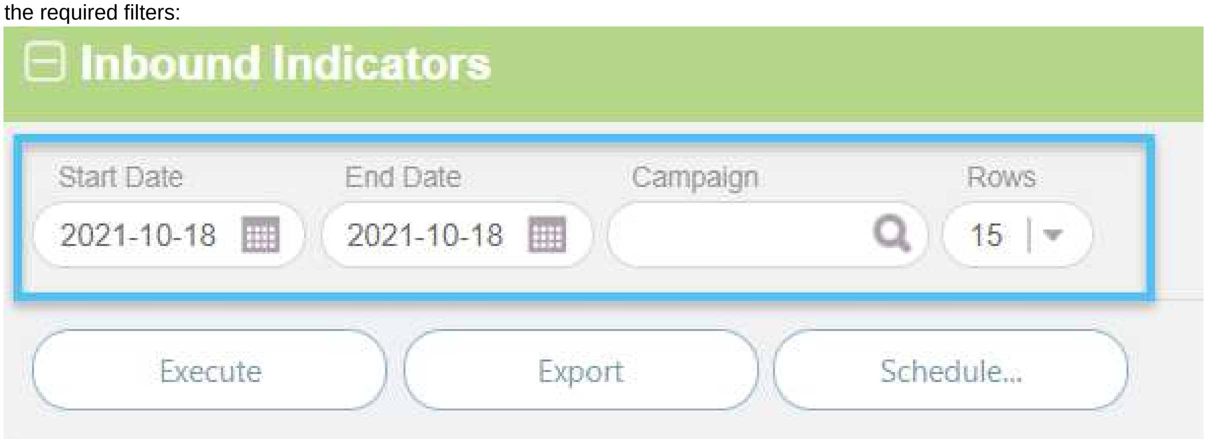


3. Click on the "Inbound Indicators" report:





4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

DATE
Date.

CAMPAIGN
Campaign ID.

CONVERSATIONS
Total number of campaign inbound Facebook conversations (does not include open conversations).

RECEIVED MESSAGES
Total messages received in the campaign's inbound Facebook conversations.

SENT MESSAGES
Total messages sent in the campaign's inbound Facebook conversations.

AVERAGE MESSAGES
Average number of messages (sent and received) per campaign inbound Facebook conversation.

SL 24
Total number of the campaign's inbound Facebook conversations responded to within the service level threshold in the last 24 hours.

% SL 24

Percentage of the campaign’s inbound Facebook conversations responded to within the service level threshold in the last 24 hours.

SL 48

Total number of the campaign’s inbound Facebook conversations responded to within the service level threshold in the last 48 hours.

% SL 48

Percentage of the campaign’s inbound Facebook conversations responded to within the service level threshold in the last 48 hours.

AVERAGE WAITING TIME

Average waiting time until the campaign’s inbound Facebook conversations are taken by an agent.

AVERAGE ANSWER TIME

Average wait time between inbound campaign Facebook conversations being taken by an agent and the agent's first response.

OPEN CONVERSATIONS

Total number of campaign inbound Facebook conversations that are open.

OPEN TODAY

Total number of campaign inbound Facebook conversations opened today.

ANSWERED CREATED TODAY

Total number of campaign inbound Facebook conversations answered and created today.

ANSWERED CREATED PREVIOUSLY

Total number of campaign inbound Facebook conversations answered that were created before today.

FINISHED CREATED TODAY

Total number of campaign finished inbound Facebook conversations created today.

FINISHED CREATED PREVIOUSLY

Total number of campaign finished inbound Facebook conversations created before today.

FINISHED UNANSWERED CREATED TODAY

Total number of campaign inbound Facebook conversations that ended unanswered, created today.

FINISHED UNANSWERED CREATED PREVIOUSLY

Total number of campaign inbound Facebook conversations that ended unanswered, created before today.

OUT OF SCHEDULE

Total number of campaign inbound Facebook conversations created out of the campaign schedule.

BEFORE SCHEDULE

Total number of campaign inbound Facebook conversations created before starting today's campaign schedule.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Indicators for outgoing Facebook posts

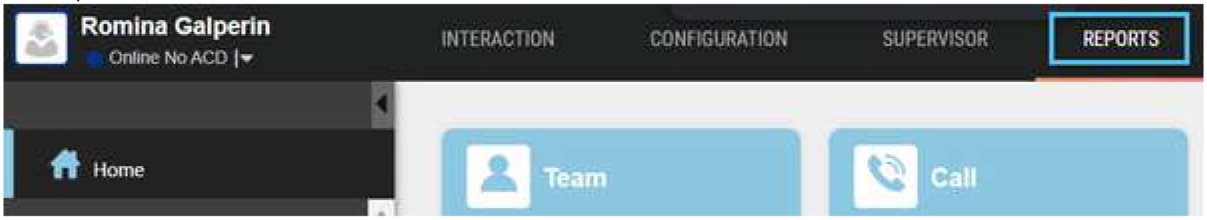
This report provides daily information in real time for outbound Facebook conversations (originated by contacts' comments on i6 agents' posts) and messages received and sent in those conversations that were generated over a certain period of time. This information can be filtered by campaign.

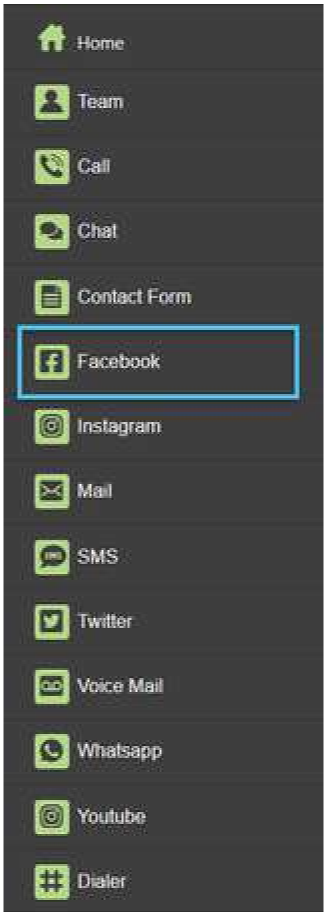
What is this report for?

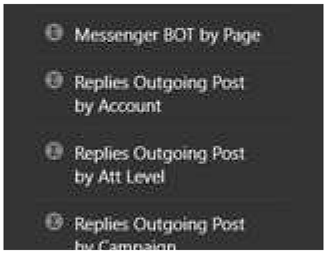
It is used to obtain daily real-time information for outbound Facebook conversations in order to analyze the level of service that is being provided in the last 24 and 48 hours, as well as to know how many of the outbound conversations are answered on the same day of their creation and how many are open.

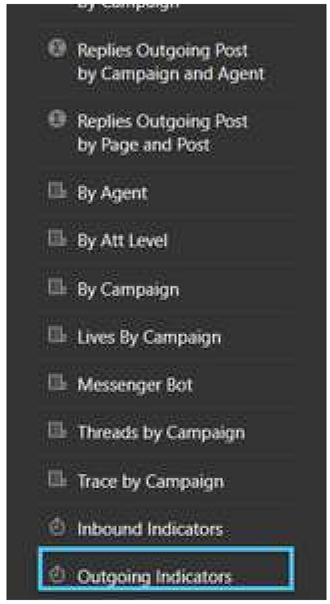
This report also indicates the number of messages (sent and received) generated by outbound Facebook conversations.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the “Facebook” report category:


3. Click on the "Outgoing Indicators" report:




4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

DATE

Date.

CAMPAIGN

Campaign ID.

CONVERSATIONS

Total number of campaign’s outbound Facebook conversations.

RECEIVED MESSAGES
Total messages received in the campaign’s outbound Facebook conversations.

SENT MESSAGES
Total messages sent in the campaign’s outbound Facebook conversations.

AVERAGE MESSAGES
Averages of messages (sent and received) per outbound Facebook conversation of the campaign.

SL 24
Total number of campaign outbound Facebook conversations responded to within the service level threshold in the last 24 hours.

% SL 24
Percentage of campaign outbound Facebook conversations responded to within the service level threshold in the last 24 hours.

SL 48
Total number of campaign outbound Facebook conversations responded to within the service level threshold in the last 48 hours.

% SL 48
Percentage of the campaign’s outbound Facebook conversations responded to within the service level threshold in the last 48 hours.

AVERAGE ANSWER TIME
Average wait time until the campaign agent’s first response.

OPEN CONVERSATIONS
Total number of campaign outbound Facebook conversations that are open.

OPEN TODAY
Total number of campaign outbound Facebook conversations created today.

ANSWERED CREATED TODAY
Total number of campaign outbound Facebook conversations responded to that were created today.

ANSWERED CREATED PREVIOUSLY
Total number of campaign outbound Facebook conversations responded to that were created before today.

FINISHED CREATED TODAY
Total number of finished campaign outbound Facebook conversations that were created today.

FINISHED CREATED PREVIOUSLY
Total number of finished campaign outbound Facebook conversations that were created before today.

FINISHED UNANSWERED CREATED TODAY
Total number of campaign outbound conversations that ended unanswered and were created today.

FINISHED UNANSWERED CREATED PREVIOUSLY
Total number of campaign outbound Facebook conversations that ended unanswered, created before today.

OUT OF SCHEDULE
Total number of campaign outbound Facebook conversations created out of campaign schedule.

BEFORE SCHEDULE
Total number of campaign outbound Facebook conversations created before the start of today's campaign schedule.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

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- How to associate an application from the App Store

Contact Form Reports

Contact Form reports provide detailed and summarized information on the performance and productivity of agents in the campaigns associated with the Web Form communication channel, as well as the detail and summary of the behavior of the interactions and their associated parameters for each campaign.

The reports available in this category are:

Detail of live contact form conversations by campaign

This report provides detailed information on the contact form conversations that are live, that is, that are happening at the time of generating the report. This information can be filtered by campaign.

Detail of contact form and associated conversations by campaign

This report provides detailed information on contact form conversations and associated conversations that were generated over a certain period of time. This information can be filtered by campaign.

Detail of contact form conversations by agent

This report provides detailed information about the contact form conversations that were generated over a certain period of time. This information can be filtered by agent

Detail of contact form conversations by campaign

This report provides detailed information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign.

Detail of contact form conversations by attention level

This report provides detailed information on contact form conversations that were generated over a certain period of time. This information can be filtered by campaign, account and attention level.

Trace of contact form conversations by campaign

This report provides detailed information on progress in each of the steps that occurred in the contact form conversations that were generated in a certain period of time. This information can be filtered by campaign.

Summary of contact form conversations by campaign and agent

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign and agent.

Summary of contact form conversations by campaign

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign.

Summary of contact form conversations by account

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by account.

Summary of contact form conversations by account and agent

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign, account and agent.

Summary of contact form conversations by attention level

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by attention level.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store

How to associate an application from the App Store

Detail of live contact form conversations by campaign

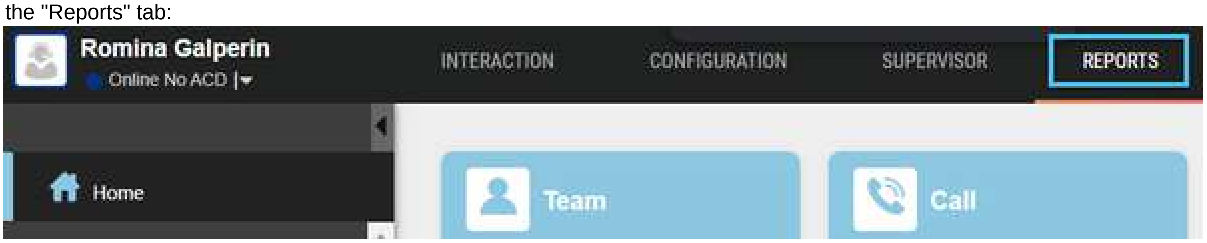
This report provides detailed information on the contact form conversations that are live, that is, that are happening at the time of generating the report. This information can be filtered by campaign.

What is this report for?

It is used to obtain the details of each of the live contact form conversations of a specific campaign over a particular period of time, and thus verify the agent and the address of the contact involved in those conversations.

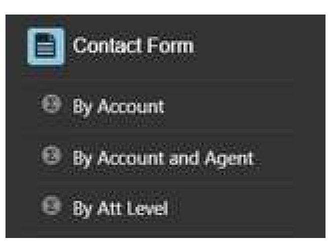
To generate the report, follow these steps:

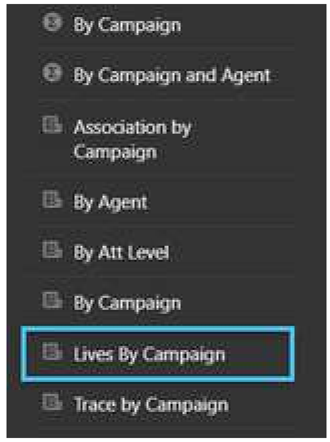
1. Go to the "Reports" tab:



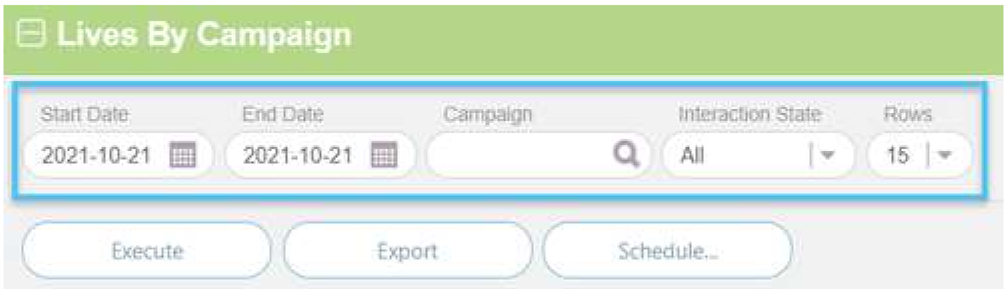
2. Click on the "Contact Form" report category:

3. Click on the detailed report "Lives by Campaign":





4. Enter the required filters:

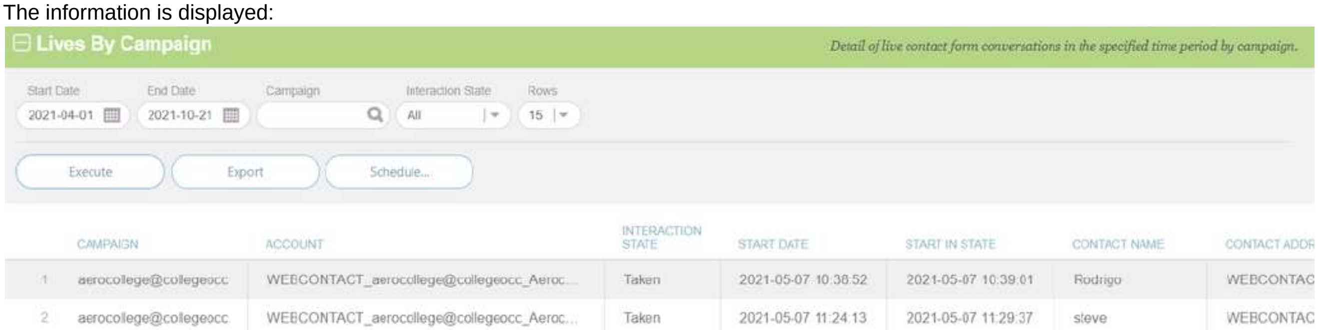


Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Conversation State: State of the contact form conversation.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

START DATE

Start date of the contact form conversation.

START DATE IN STATE

Start date in contact form conversation state.

CONTACT NAME

Name of the contact.

CONTACT ADDRESS

Contact Address.

AGENT
User ID of the agent involved in the contact form conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of contact form and associated conversations by campaign

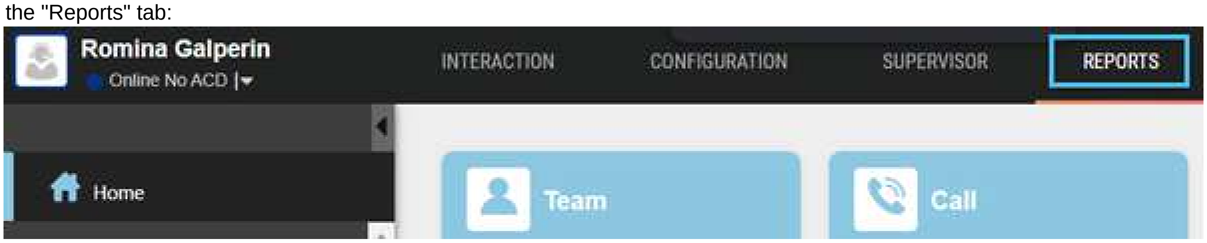
This report provides detailed information on contact form conversations and associated conversations that were generated over a certain period of time. This information can be filtered by campaign.

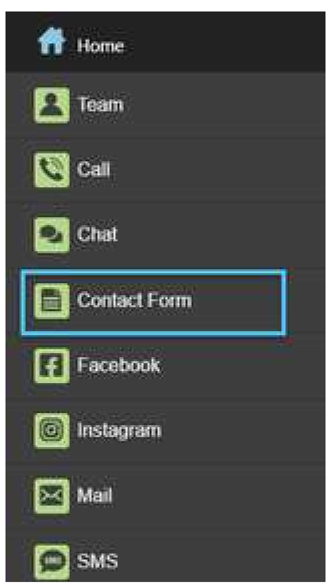
What is this report for?

It is used to obtain the details of each of the contact forms and associated conversations of a specific campaign for a particular period of time, and thus check which was the address used in the first response to each of the forms.

This report also reflects each associated conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether the conversation was transferred.

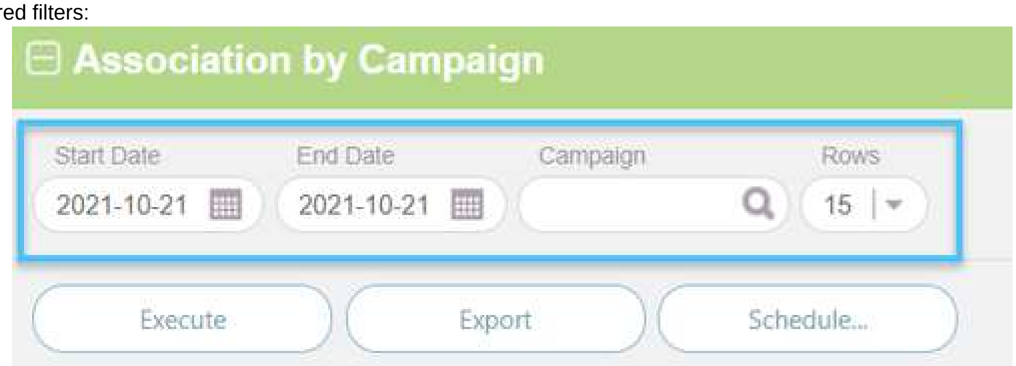
To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Contact Form" report category:


3. Click on the "Association by Campaign" detailed report:

4. Enter the required filters:

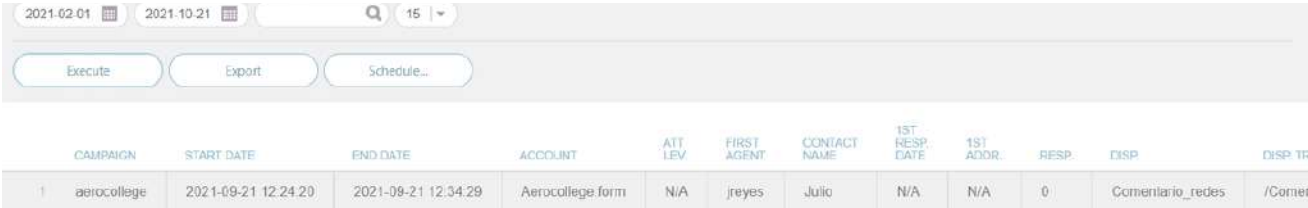


Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
Start date of the associated conversation.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Attention level assigned to the associated conversation.

FIRST AGENT
User ID of the first agent who successfully attended to the associated conversation.

CONTACT NAME
Name of the contact.

1ST RESPONSE DATE
Date of first response.

1ST ADDRESS
Address used in the first response.

REPLIES
Total number of replies to answer the contact form.

DISPOSITION
Associated conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TRANSFERRED
Indicates whether the associated conversation was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether the associated conversation was successful or not.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

ID
Contact form ID.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of contact forms by agent

This report provides detailed information about the contact form conversations that were generated over a certain period of time. This information can be filtered by agent.

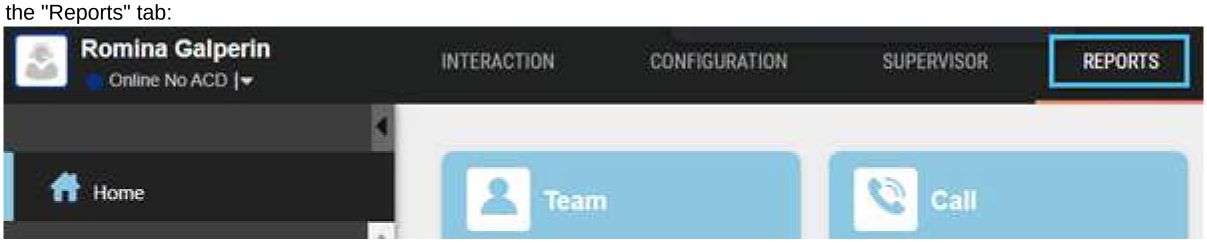
What is this report for?

It is used to obtain the details of each of the contact forms where a specific agent intervened over a particular period of time, and thus analyze the times involved in these forms.

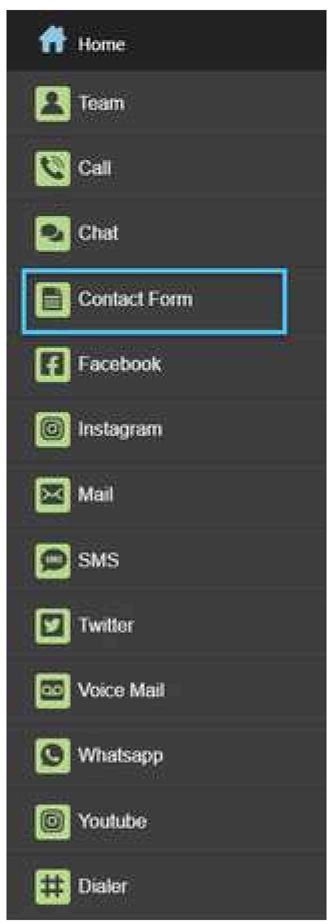
This report also reflects each form's classification (conversation outcome selected by the agent in their management application/CRM), as well as the type of conversation used to respond to contact form, number of replies to answer it and whether there is a ticket associated with it.

To generate the report, follow these steps:

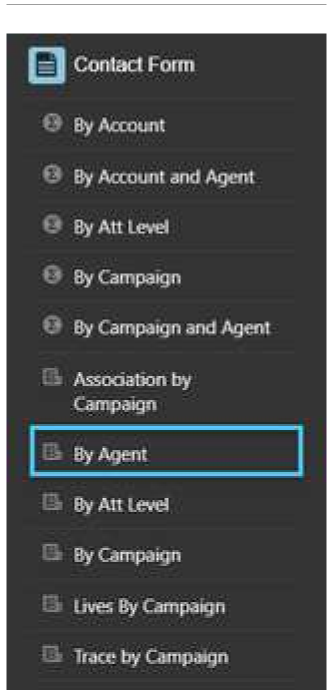
1. Go to the "Reports" tab:



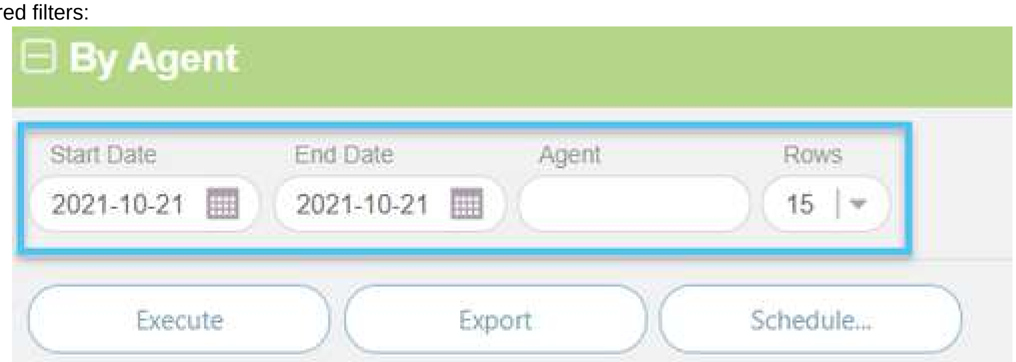
2. Click on the "Contact Form" report category:



3. Click on the detailed report "By Agent":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Agent: Agent user ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

START DATE

Conversation start date.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL
Attention level assigned to the contact form.

CONTACT NAME
Name of the contact.

FINISHED
Indicates whether the contact form was finished when the agent had taken it (even if the agent did not attend to it) or was transferring it.

ANSWERED
Indicates whether the contact form was answered.

1ST RESPONSE DATE
Date of first response.

1ST TYPE
Type of conversation in the first response.

1ST ADDRESS
Address used in the first response.

CHANNELS USED
Types of conversation used to respond to the contact form.

REPLIES
Total number of replies to answer the contact form.

AGENT REPLIES
Total number of replies from the agent to answer the contact form.

ATTENTION START DATE
Date of successful response (the first if not filtered by the agent).

END DATE
End date of the conversation.

DURATION TIME
Total duration of the conversation. Includes ghost and out-of-schedule conversations

WAITING TIME
Time the contact form was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time elapsed while the contact form was assigned to the agent, not including the time elapsed while the agent was booked and dealt with the contact form (inbound only).

TIME WAITING FOR ANSWER
Time elapsed while the agent was booked and dealing with the contact form.

ATTENTION TIME
Time it took the agent to effectively deal with the contact form.

WRAP UP TIME
Time taken to wrap up the contact form once it had been dealt with.

DISPOSITION
Contact form disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TRANSFERRED

Indicates whether the contact form was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK

Indicates whether or not the transfer was successful.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

CCI

Indicates whether the interaction has CCI integration.

TICKET

Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of contact forms by campaign

This report provides detailed information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign.

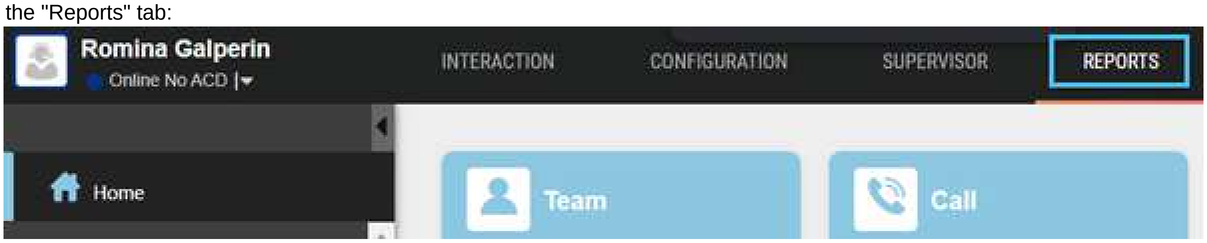
What is this report for?

It is used to obtain the details of each of the contact forms for a specific campaign over a particular period of time, and thus analyze the times involved in those forms.

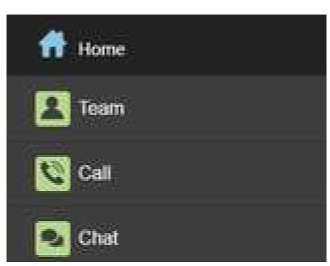
This report also reflects each form’s classification (conversation outcome selected by the agent in their management application/CRM), as well as the type of conversation used to respond to the contact form, number of replies to answer it and whether there is a ticket associated with it.

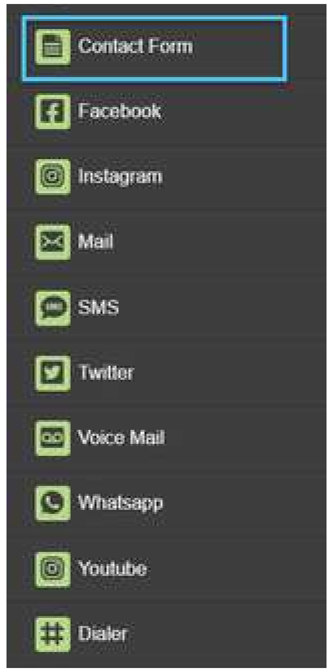
To generate the report, follow these steps:

1. Go to the "Reports" tab:

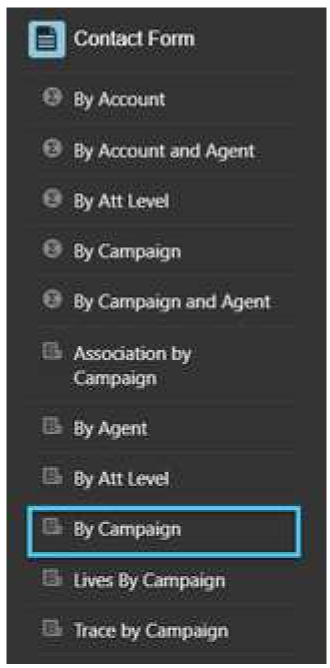


2. Click on the "Contact Form" report category:

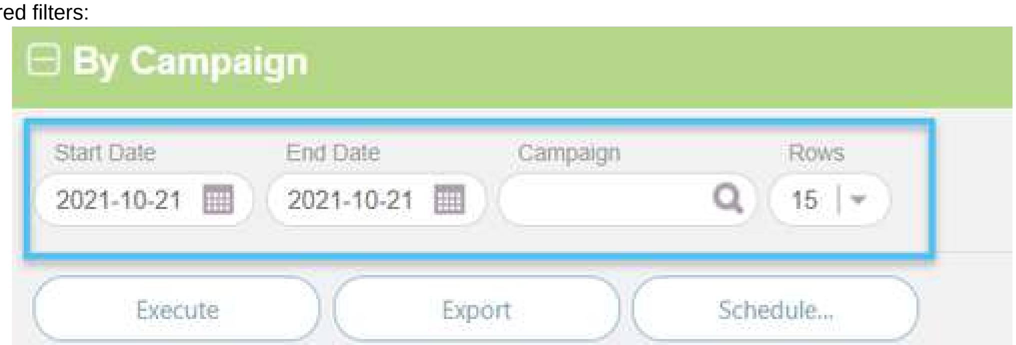




3. Click on the detailed report "By Campaign":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: *Campaign ID. When hovering over the filter, its description is displayed.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

START DATE
Start date of the associated conversation.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Attention level assigned to the associated conversation.

FIRST AGENT
User ID of the first agent who successfully attended to the associated conversation

FINISHED
Indicates whether the contact form was finished when the agent had taken it (even if the agent did not attend to it) or was transferring it.

CONTACT NAME
Name of the contact.

ANSWERED
Indicates whether the contact form was answered.

1ST RESPONSE DATE
Date of first response.

1ST TYPE
Type of conversation in the first response.

1ST ADDRESS
Address used in the first response.

CHANNELS USED
Types of conversation used to respond to the contact form.

REPLIES
Total number of replies to answer the contact form.

AGENT REPLIES
Total number of replies from the agent to answer the contact form.

ATTENTION START DATE
Date of successful response (the first if not filtered by the agent).

END DATE
End date of the conversation.

DURATION TIME

Total duration of the conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME

Time the contact form was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME

Time elapsed while the contact form was assigned to the agent, not including the time elapsed while the agent was booked and dealt with the contact form (inbound only).

TIME WAITING FOR ANSWER

Time elapsed while the agent was booked and dealing with the contact form

ATTENTION TIME

Time it took the agent to effectively deal with the contact form

DISPOSITION

Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION

Absolute disposition code (includes the entire tree path).

SUCCESS

If the last disposition code is a success.

TRANSFERRED

Indicates whether the contact form was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK

Indicates whether the conversation was successful or not.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

CCI

Indicates whether the interaction has CCI integration.

TICKET

Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of contact forms by attention level

This report provides detailed information on contact form conversations that were generated over a certain period of time. This information can be filtered by campaign, account and attention level.

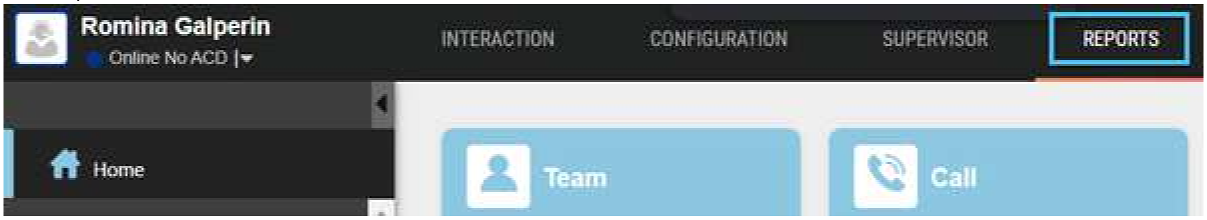
What is this report for?

It is used to obtain the details of each of the contact forms assigned to the various attention levels associated with campaign accounts over a particular period of time, and thus analyze the times involved in these forms.

This report also reflects each form's classification (conversation outcome selected by the agent in their management application/CRM), as well as the type of conversation used to respond to the contact form, number of replies to answer it and whether there is a ticket associated with it.

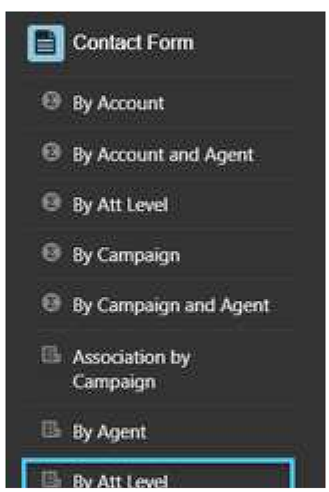
To generate the report, follow these steps:

1. Go to the "Reports" tab:

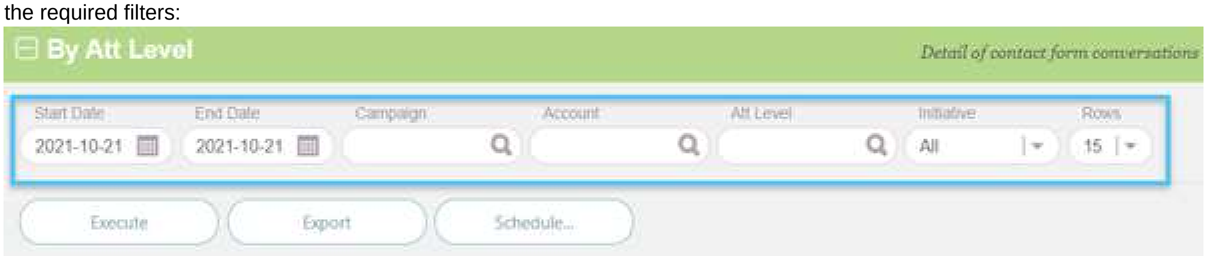


2. Click on the "Contact Form" report category:

3. Click on the detailed report "By Attention Level":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention Level: attention level assigned to the conversation.

When hovering over the filters, their description is displayed.

> ⚠ If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Attention level assigned to the associated conversation.

START DATE
Conversation start date.

ATTENTION LEVEL
Attention level assigned to the associated conversation.

CONTACT NAME
Name of the contact.

FINISHED

Indicates whether the contact form was finished when the agent had taken it (even if the agent did not attend to it) or was transferring it.

ANSWERED

Indicates whether the contact form was answered.

1ST RESPONSE DATE

Date of first response.

1ST TYPE

Type of conversation in the first response.

1ST ADDRESS

Address used in the first response.

CHANNELS USED

Types of conversation used to respond to the contact form.

REPLIES

Total number of replies to answer the contact form.

AGENT REPLIES

Total number of replies from the agent to answer the contact form.

ATTENTION START DATE

Date of successful response (the first if not filtered by the agent).

END DATE

End date of the conversation.

DURATION TIME

Total duration of the conversation. Includes ghost and out-of-schedule conversations

WAITING TIME

Time the contact form was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME

Time elapsed while the contact form was assigned to the agent, not including the time elapsed while the agent was booked and dealt with the form (inbound only).

TIME WAITING FOR ANSWER

Time elapsed while the agent was booked and dealing with the contact form.

ATTENTION TIME

Time it took the agent to effectively deal with the contact form.

DISPOSITION

Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION

Absolute disposition code (includes the entire tree path).

SUCCESS

If the last disposition code is a success.

TRANSFERRED

Indicates whether the contact form was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK

Indicates whether or not the transfer was successful.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

TICKET
Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Trace of contact form conversations by campaign

This report provides detailed information on progress in each of the steps that occurred in the contact form conversations that were generated in a certain period of time. This information can be filtered by campaign.

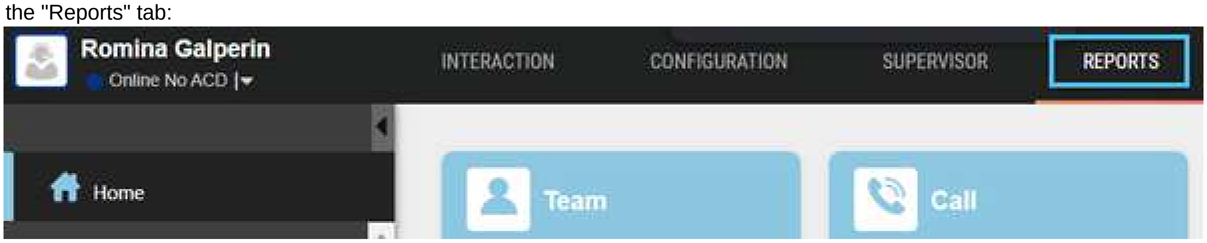
What is this report for?

It is used to obtain the details, by campaign, of each contact form conversation tracking over a particular period of time, and thus analyze the steps taken during each of these conversations. Details include the date and exact time of these steps and the agents involved in the conversation.

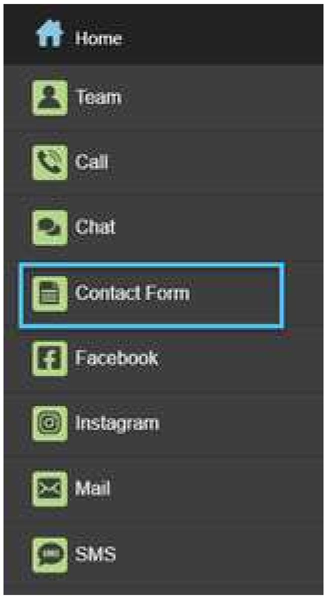
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

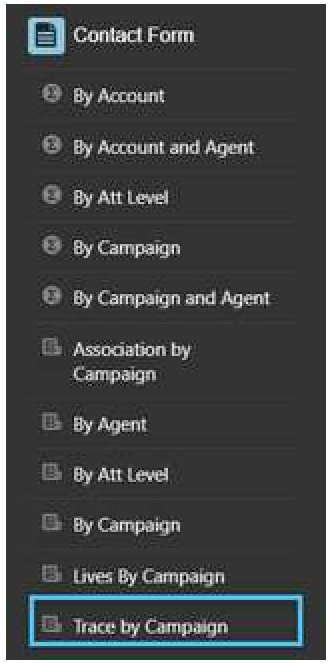
1. Go to the "Reports" tab:



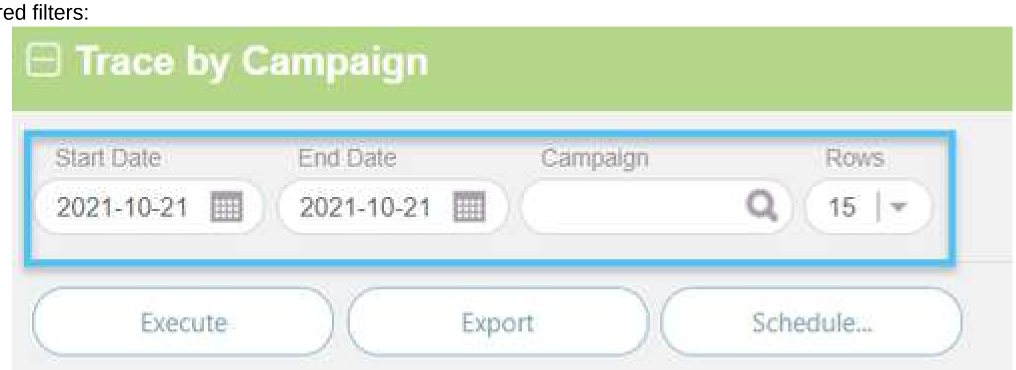
2. Click on the "Contact Form" report category:



3. Click on the detailed report "Trace by Campaign":



4. Enter the required filters:

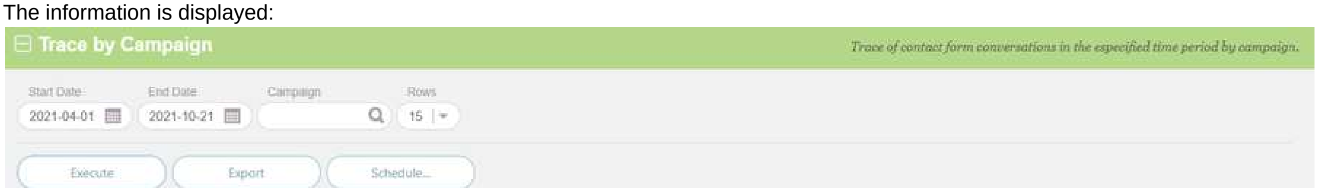


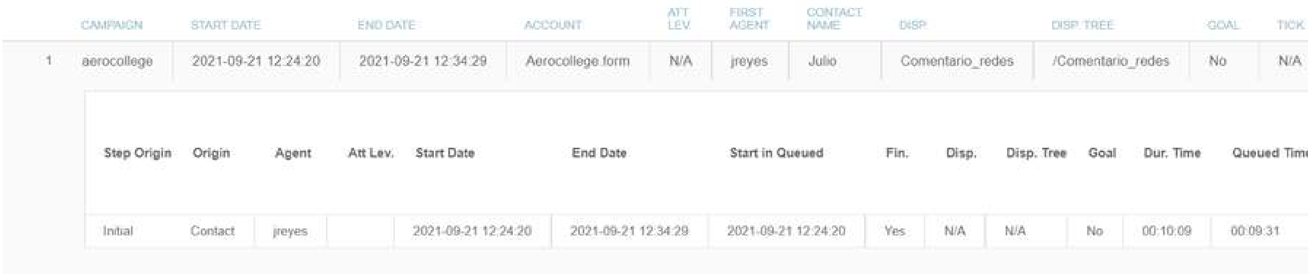
Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:





	CAMPAIGN	START DATE	END DATE	ACCOUNT	ATT LEV.	FIRST AGENT	CONTACT NAME	DISP.	DISP. TREE	GOAL	TICK
1	aerocollege	2021-09-21 12:24:20	2021-09-21 12:34:29	Aerocollege.form	N/A	jreyes	Julio	Comentario_redes	/Comentario_redes	No	N/A

Step Origin	Origin	Agent	Att Lev.	Start Date	End Date	Start in Queued	Fin.	Disp.	Disp. Tree	Goal	Dur. Time	Queued Time
Initial	Contact	jreyes		2021-09-21 12:24:20	2021-09-21 12:34:29	2021-09-21 12:24:20	Yes	N/A	N/A	No	00:10:09	00:09:31

Click here to see the description of the report columns.

- CAMPAIGN
  Campaign ID.
- START DATE
  Conversation start date.
- END DATE
  End date of the conversation.
- ACCOUNT
  ID of the account associated with the campaign.
- ATTENTION LEVEL
  Last attention level assigned to the contact form.
- FIRST AGENT
  User ID of the first agent who intervened in the conversation (even if they failed).
- CONTACT NAME
  Name of the contact.
- DISPOSITION
  Conversation disposition code (last sheet if defined as a tree).
- ABSOLUTE DISPOSITION
  Absolute disposition code (includes the entire tree path).
- SUCCESS
  If the last disposition code is a success.
- TICKET
  Ticket associated with the conversation.
- Conversation thread columns
  - Origin Step
    Indicates how the contact form reached this step (initial step, was transferred, was reopened, etc.).
  - Origin
    Source of the contact form conversation step (agent or contact).
  - Agent
    Agent user ID.
  - Attention level
    Attention level assigned to the contact form conversation step.
  - Start date
    Start date of the contact form conversation step.
  - End date
    End date of the contact form conversation step.
  - Start in Queued
    Start date of the contact form conversation step in the queue.

Finished

Indicates whether the contact form conversation step was finished when an agent had taken it (even if the agent did not attend to it) or was transferring it.

Duration time

Total duration of the contact form conversation step. Includes ghost and out-of-schedule conversations.

Time in queue

Total time that the contact form conversation step remained in the queue.

Attention time

Time it took the agent to effectively deal with the contact form conversation step.

Transferred

Indicates whether the contact form conversation step was transferred (or a transfer was attempted) at least once.

Transferred Ok

Indicates whether or not the transfer was successful.

Transfer Type

Transfer destination type: campaign, attention level, agent, queue, number.

Transfer Destination

Destination address of the transfer.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of contact form conversations by campaign and agent

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign and agent.

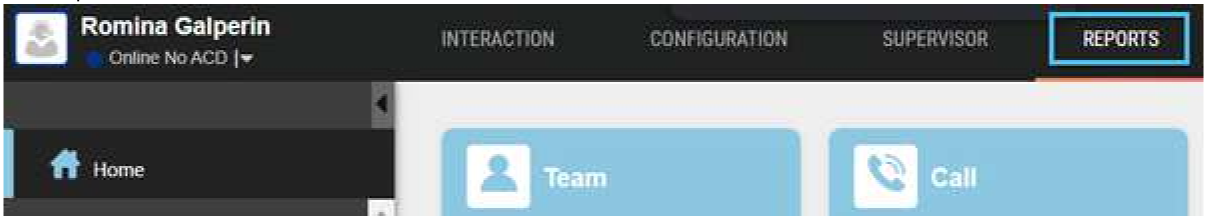
What is this report for?

It is used to obtain a summary, by agent in a specific campaign, of contact form conversations over a particular period of time, and thus analyze whether that agent is providing the service within permitted service level limits

This report also reflects the average times elapsed during these conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

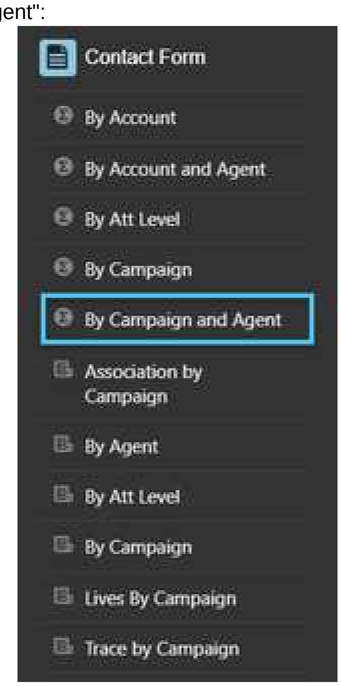
To generate the report, follow these steps:

1. Go to the "Reports" tab:

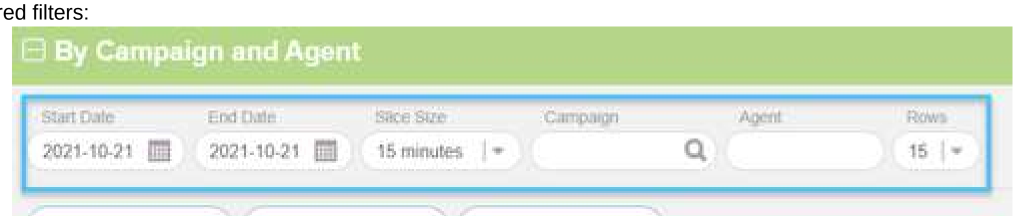


2. Click on the "Contact Form" report category:

3. Click on the summary report "By Campaign and Agent":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

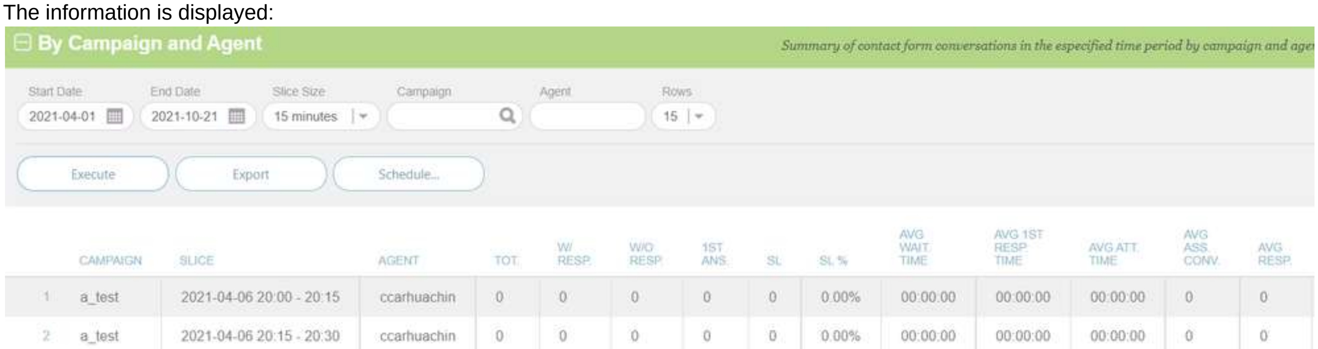
Campaign: Campaign ID.

Agent: Agent user ID.

Filters are case-sensitive

If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents

5. Click the "Execute" button to generate the report.
The information is displayed:



	CAMPAIGN	SLICE	AGENT	TOT.	W/ RESP.	W/O RESP.	1ST ANS.	SL	SL %	AVG WAIT TIME	AVG 1ST RESP TIME	AVG ATT. TIME	AVG ASS. CONV.	AVG RESP.
1	a_test	2021-04-06 20:00 - 20:15	ccarhuachin	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0
2	a_test	2021-04-06 20:15 - 20:30	ccarhuachin	0	0	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	0	0

Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

SLICE
Time segment that will be used to create the summary report.

AGENT
User ID of the agent who intervened in the contact form conversations.

TOTAL
Total number of contact form conversations received by the agent.

W/ ANSWER
Total number of contact form conversations that have an outgoing response from the agent.

W/O ANSWER
Total number of contact form conversations that do not have an outgoing response from the agent.

1ST ANSWER
Total number of contact form conversations that the agent attended to as first agent.

SL
Total number of contact form conversations that were answered by the agent within the service level threshold.

% SL
100 * [Contact form conversations with SL positive] / [Total number of contact form conversations]

AVERAGE WAITING TIME
[Waiting time] / [Total number of contact form conversations]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention] / [Contact form conversations with response]

AVERAGE ATTENTION TIME
[Attention time] / [Total number of contact form conversations attended to]

AVERAGE ASSIGNED CONVERSATIONS
[Contact form conversations assigned to agent] / [Total number of contact form conversations]

AVERAGE ANSWER TIME
[Total responses] / [Contact form conversations with response]

AVERAGE DURATION TIME
[Duration time] / [Total number of contact form conversations]

CCI
Total number of contact form conversations with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED
Maximum number of contact form conversations simultaneously assigned to the agent.

LOGGED TIME
Total time the agent stayed logged in and assigned to the campaign.

PAUSE TIME
Total time the agent spent in pause states for the campaign.

ACTIVE TIME
Total time the agent spent in the "Available" state for the campaign.

% BUSY
100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER
100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of contact form conversations by campaign

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign.

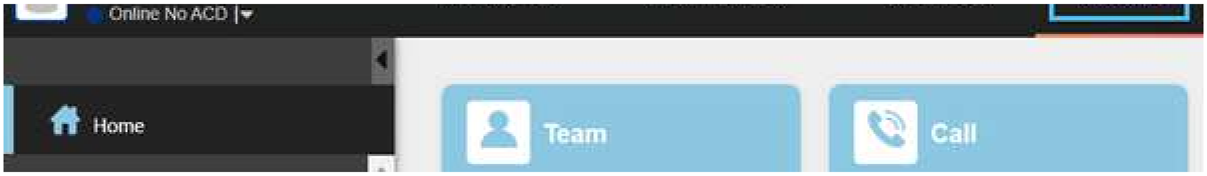
What is this report for?

It is used to obtain a summary of contact form conversations by campaign, for a particular period of time, and thus analyze whether the agents are providing the service within permitted service level limits

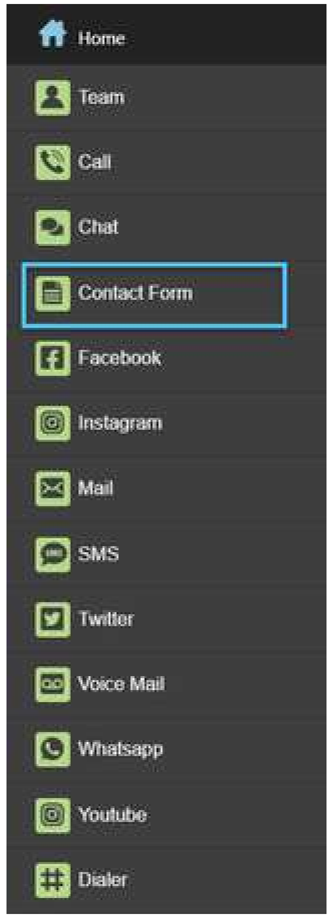
This report also reflects the total and average times elapsed during these conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

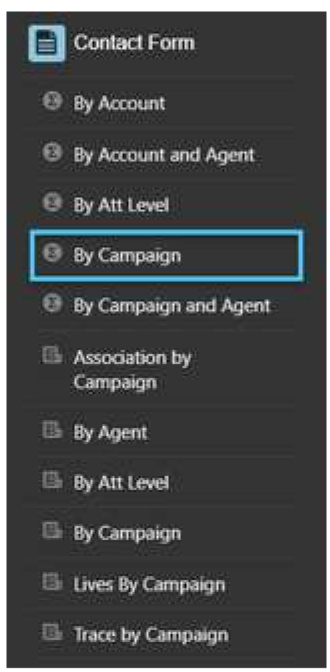
1. Go to the "Reports" tab:



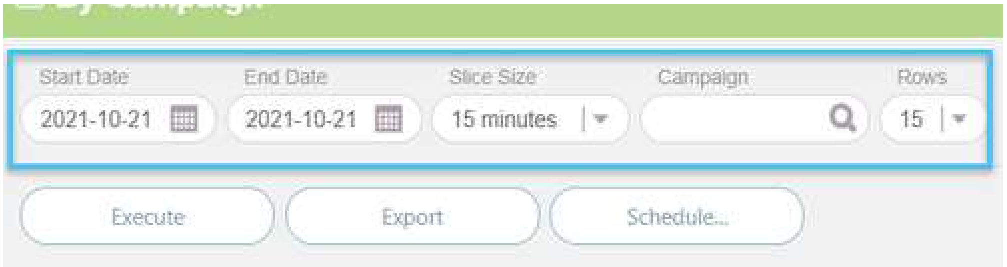
2. Click on the "Contact Form" report category:



3. Click on the summary report "By Campaign":



4. Enter the required filters:



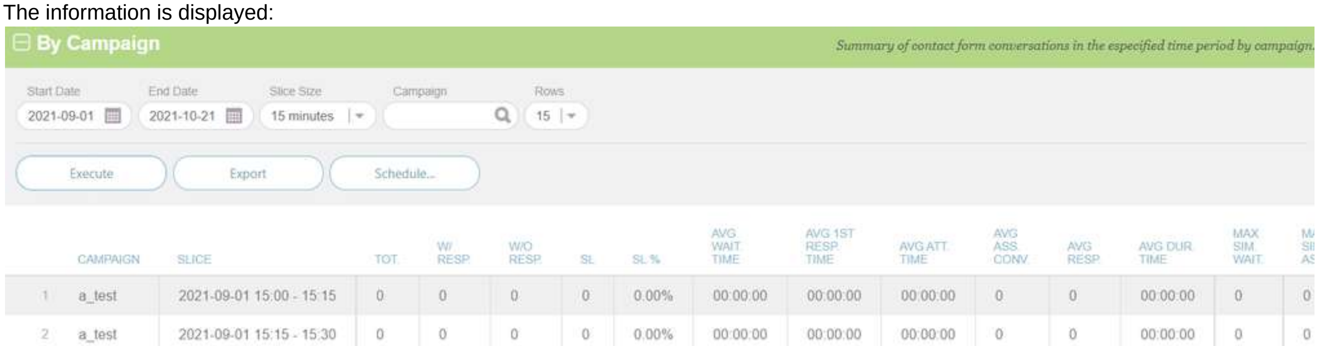
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive*

If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of contact form conversations received for the campaign.

W/ ANSWER
Total number of contact form conversations that have an outgoing response.

W/O ANSWER
Total number of contact form conversations that do not have an outgoing response.

SL
Total number of contact form conversations that were answered within the service level threshold.

% SL
100 * [Contact form conversations with SL positive] / [Total number of contact form conversations]

AVERAGE WAITING TIME
[Waiting time] / [Total number of contact form conversations]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention] / [Contact form conversations with response]

AVERAGE ATTENTION TIME
[Attention time] / [Total number of contact form conversations attended to]

AVERAGE ASSIGNED CONVERSATIONS

[Contact form associated conversations] / [Total number of contact form conversations]

AVERAGE ANSWER TIME
[Total responses] / [Contact form conversations with response]

AVERAGE DURATION TIME
[Duration Time] / [Total number of contact form conversations]

MAXIMUM SIMULTANEOUS WAITING
Maximum number of contact form conversations waiting simultaneously.

MAXIMUM SIMULTANEOUSLY ASSIGNED
Maximum number of contact form conversations simultaneously assigned to an agent.

CCI
Total number of contact form conversations with CCI integration.

LOGGED TIME
Total time that the agents remained logged in and assigned to the campaign.

PAUSE TIME
Total time agents were paused for the campaign.

ACTIVE TIME
Total time agents were available for the campaign.

% BUSY
100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER
100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of contact form conversations by account

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by account.

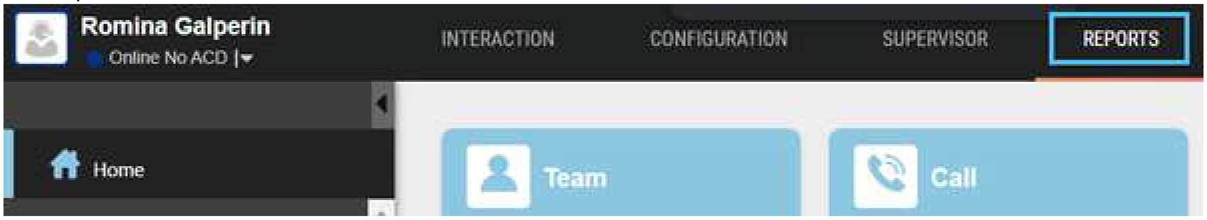
What is this report for?

It is used to obtain a summary, by account associated with a campaign, of contact form conversations for a particular period of time, and thus analyze whether the agents are providing the service within permitted service level limits

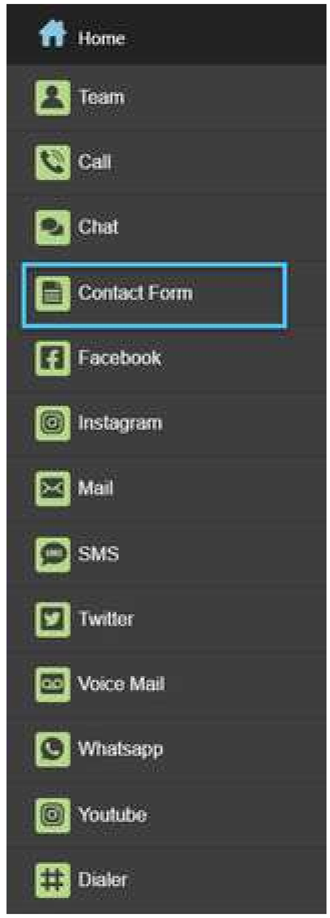
This report also reflects the average times elapsed during these conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

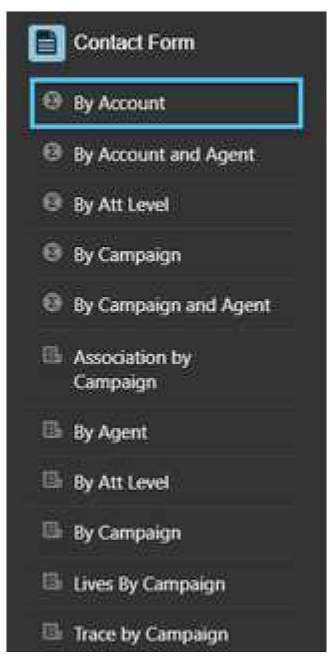
1. Go to the "Reports" tab:



2. Click on the "Contact Form" report category:

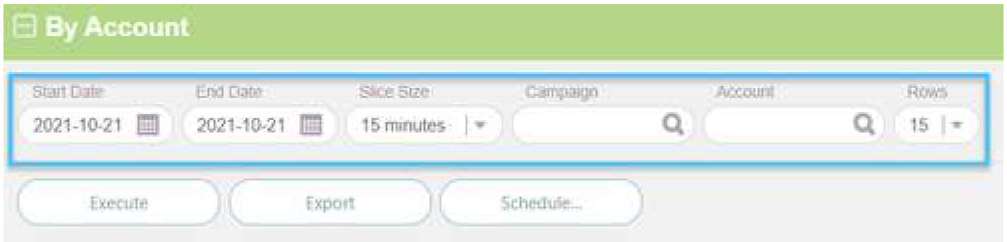


3. Click on the summary report “By Account”:



[redacted]

4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

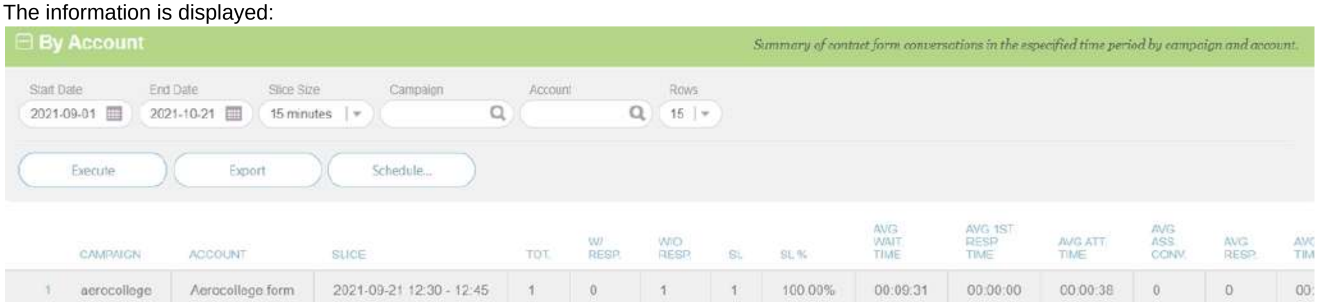
Campaign: Campaign ID.

Account: Account ID.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of contact form conversations received for the account.

W/ ANSWER
Total number of contact form conversations that have an outgoing response.

W/O ANSWER
Total number of contact form conversations that do not have an outgoing response.

SL
Total number of contact form conversations that were answered within the service level threshold.

% SL
100 * [Contact form conversations with SL positive] / [Total number of contact form conversations]

AVERAGE WAITING TIME
[Waiting time] / [Total number of contact form conversations]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention] / [Contact form conversations with response]

AVERAGE ATTENTION TIME

[Attention time] / [Total number of contact form conversations attended to]

AVERAGE ASSIGNED CONVERSATIONS

[Associated contact form conversations] / [Total number of contact form conversations]

AVERAGE ANSWER TIME

[Total responses] / [Contact form conversations with response]

AVERAGE DURATION TIME

[Duration time] / [Total number of contact form conversations]

CCI

Total number of contact forms with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of contact form conversations by account and agent

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by campaign, account and agent.

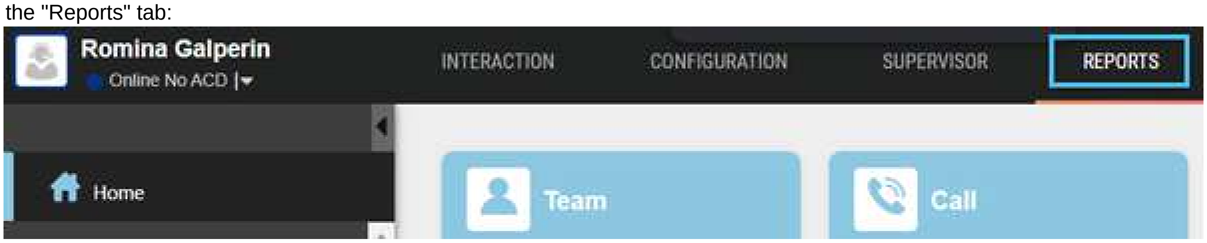
What is this report for?

It is used to obtain a summary, by agent in a specific account, of contact form conversations for a particular period of time, and thus analyze whether this agent is providing the service within permitted service level limits

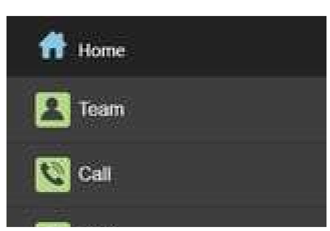
This report also reflects the average times elapsed during these conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

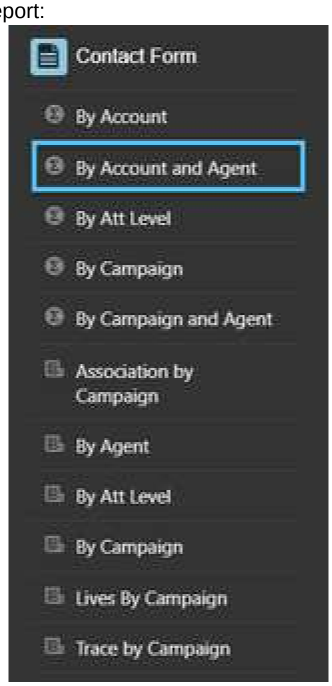
1. Go to the "Reports" tab:



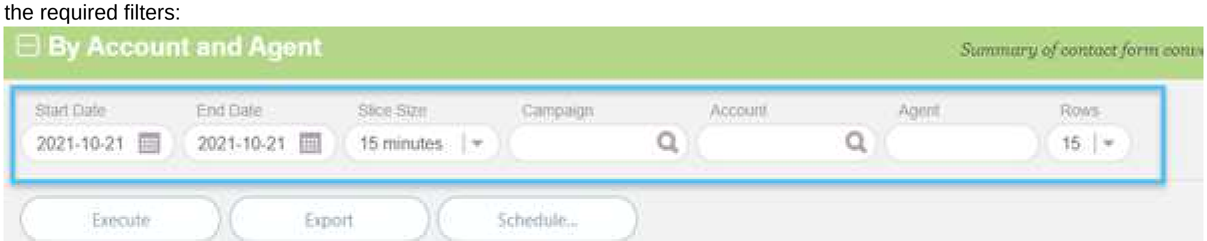
2. Click on the "Contact Form" report category:



3. Click on the "By Account and Agent" summarized report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

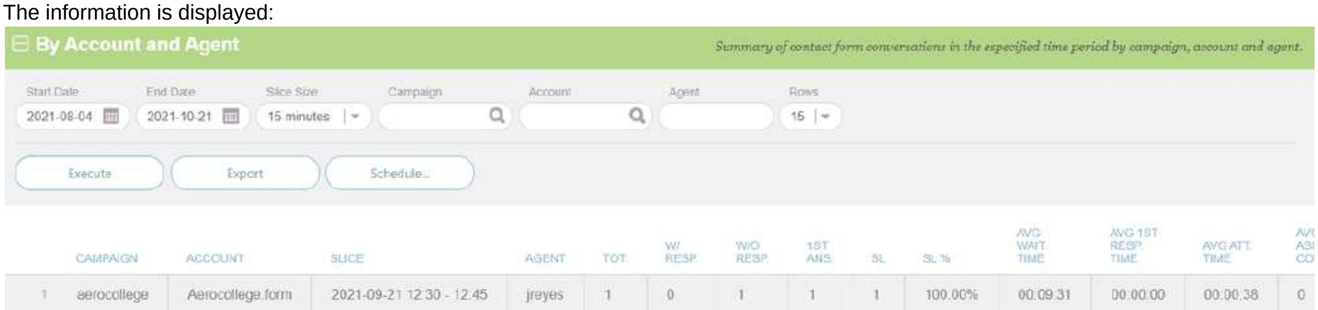
Account: ID of the account associated with the campaign.

Agent: Agent user ID.

Filters are case-sensitive.

> ⚠ If you leave the Campaign, Account and/or Agent filter blank, the report will show information related to all campaigns, accounts and/or agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

SLICE
Time segment that will be used to create the summary report.

AGENT
Agent user ID.

TOTAL
Total number of contact form conversations received by the agent.

W/ ANSWER
Total number of contact form conversations that have an outgoing response from the agent.

W/O ANSWER
Total number of contact form conversations that do not have an outgoing response from the agent.

SL
Total number of contact form conversations that were answered within the service level threshold.

% SL
100 * [Contact form conversations with SL positive] / [Total number of contact form conversations]

AVERAGE WAITING TIME
[Waiting time] / [Total number of contact form conversations]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention] / [Contact form conversations with response]

AVERAGE ATTENTION TIME
[Attention time] / [Total number of contact form conversations attended to]

AVERAGE ASSIGNED CONVERSATIONS
[Assigned contact form conversations] / [Total number of contact form conversations]

AVERAGE ANSWER TIME
[Total responses] / [Contact form conversations with response]

AVERAGE DURATION TIME
[Duration time] / [Total number of contact form conversations]

CCI

Total number of contact forms with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of contact form conversations by attention level

This report provides summarized information about the contact form conversations that were generated over a certain period of time. This information can be filtered by attention level.

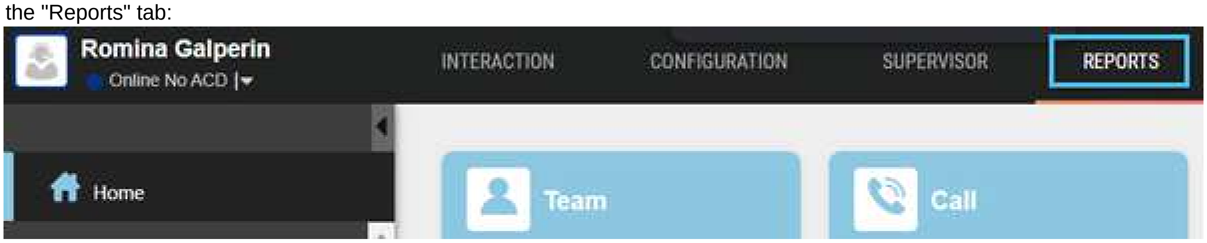
What is this report for?

It is used to obtain a summary, by assigned attention level, of contact form conversations over a particular period of time, and thus analyze the average times elapsed during these conversations.

This report also reflects the number of contact form conversations that were transferred to another attention level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

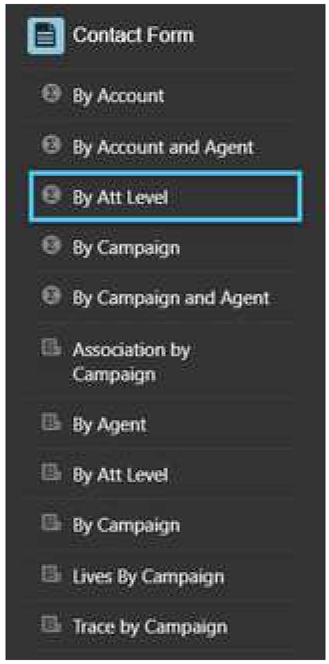
To generate the report, follow these steps:

1. Go to the "Reports" tab:

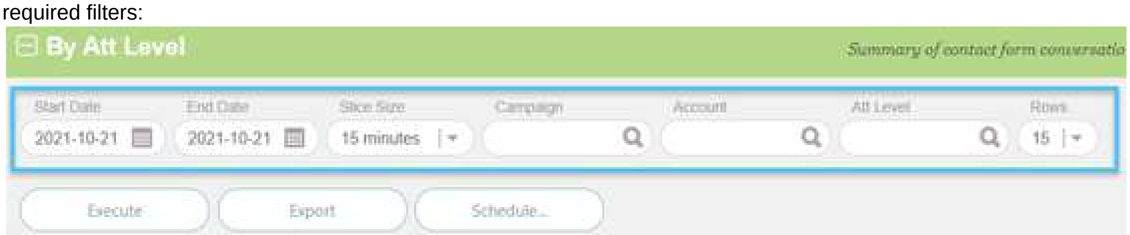


2. Click on the "Contact Form" report category:

3. Click on the summary report "By Attention Level":



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention Level: attention level assigned to the conversation.

Filters are case sensitive.

> If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Attention level assigned to the contact form conversation.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of contact form conversations received for the attention level.

W/ ANSWER

Total number of contact form conversations that have an outgoing response.

W/O ANSWER

Total number of contact form conversations that do not have an outgoing response.

AVERAGE ANSWER TIME

[Answer time] / [Contact form conversations with response]

AVERAGE ASSIGNED CONVERSATIONS

[Assigned contact form conversations] / [Total number of contact form conversations]

AVERAGE WAITING TIME

[Waiting time] / [Total number of conversations]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention] / [Contact form conversations with response]

AVERAGE ATTENTION TIME

[Attention time] / [Total number of contact form conversations attended to]

AVERAGE DURATION TIME

[Duration time] / [Total number of contact form conversations]

TRANSFERRED TO ATTENTION LEVEL

Total number of contact form conversations that were transferred to another attention level.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

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- How to associate an application from the App Store

Call Reports

Call reports provide detailed and summarized information on the performance and productivity of the agents in the campaigns associated with the call communication channel, as well as the detail and summary of the behavior of the calls and their associated parameters for each campaign.

The reports available in this category are:

Detail of live calls by campaign

This report provides detailed information on the calls that are live, that is, that are happening at the time of generating the report. This information can be filtered by campaign.

Detail of IVR calls by campaign

This report provides detailed information about calls that were generated over a certain period of time and entered an IVR. This information can be filtered by campaign.

Detail of calls by agent

This report provides detailed information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by agent.

Detail of calls by campaign and agent

This report provides detailed information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign and agent.

Detail of calls by campaign

This report provides detailed information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign.

Detail of outgoing calls by campaign

This report provides detailed information about outgoing calls that were generated over a certain period of time. This information can be filtered by campaign.

Summary of inbound abandoned calls

This report provides summarized information on abandon times for inbound calls that were generated over a certain period of time. This information can be filtered by campaign.

Summary of inbound answered calls

This report provides summarized information on the response times for inbound calls that were generated over a certain period of time. This information can be filtered by campaign.

Summary of inbound calls by agent

This report provides summarized information on inbound calls that were generated over a certain period of time. This information can be filtered by agent.

Summary of inbound calls by campaign

This report provides summarized information on inbound calls that were generated over a certain period of time. This information can be filtered by campaign.

Summary of IVR calls by campaign

This report provides summarized information on calls that were generated over a certain period of time and that entered an IVR. This information can be filtered by campaign.

Summary of calls by agent

This report provides summarized information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by agent.

Summary of calls by campaign and agent

This report provides summarized information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign and agent.

Summary of calls by campaign

This report provides summarized information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign.

Summary of outgoing calls by agent

This report provides summarized information on outgoing calls that were generated over a certain period of time. This information can be filtered by agent.

Summary of outgoing calls by campaign

This report provides summarized information on outgoing calls that were generated over a certain period of time. This information can be filtered by campaign.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

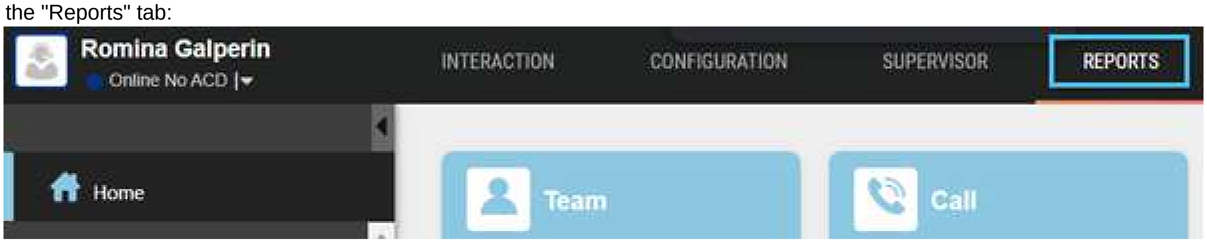
Detail of live calls by campaign

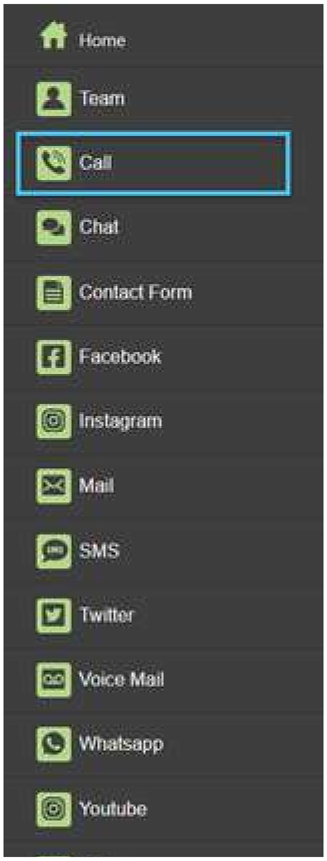
This report provides detailed information on the calls that are live, that is, that are happening at the time of generating the report. This information can be filtered by campaign.

What is this report for?

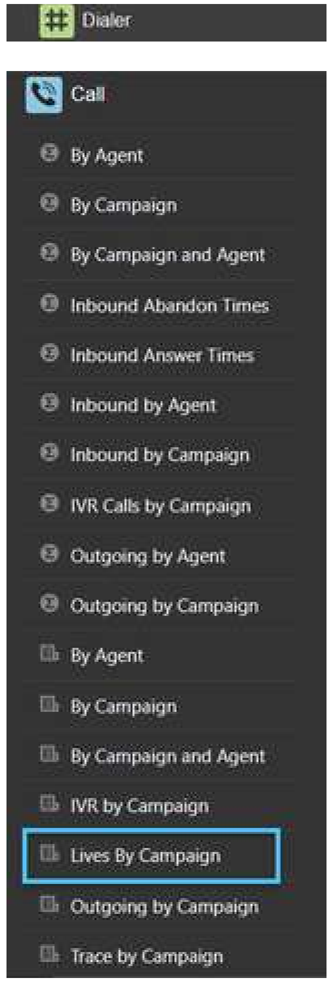
It is used to obtain the details of each of the live calls of a specific campaign over a particular period of time, and thus check the agent and the telephone number of the contact involved in that conversation.

To generate the report, follow these steps:

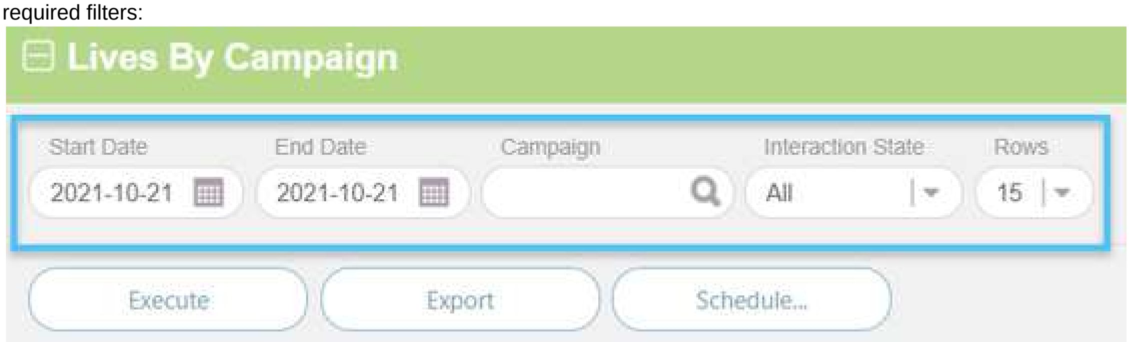
1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the detailed report "Lives by Campaign":



4. Enter the required filters:

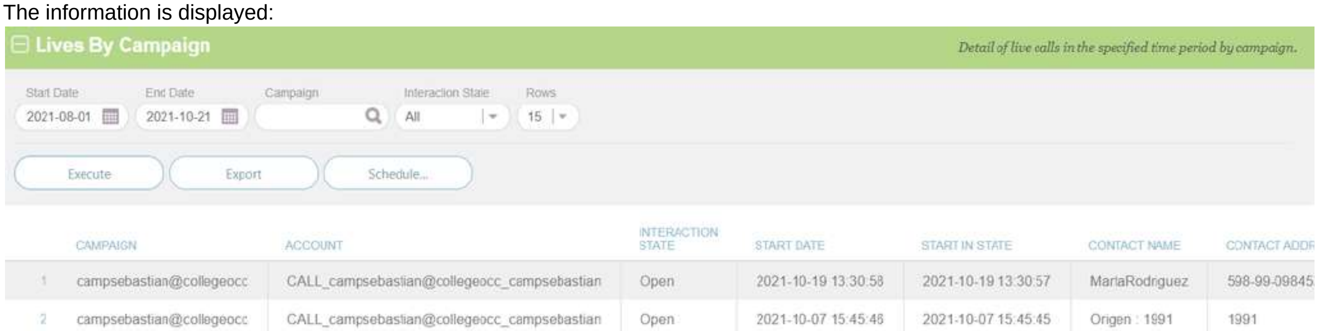


Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Conversation State: State of the call.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

START DATE

Start date of the call.

START DATE IN STATE

Start date in call state.

CONTACT NAME

Name of the contact.

CONTACT ADDRESS

Contact's phone number.

AGENT

User ID of the agent involved in the call.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of IVR calls by campaign

This report provides detailed information about calls that were generated over a certain period of time and entered an IVR. This information can be filtered by campaign.

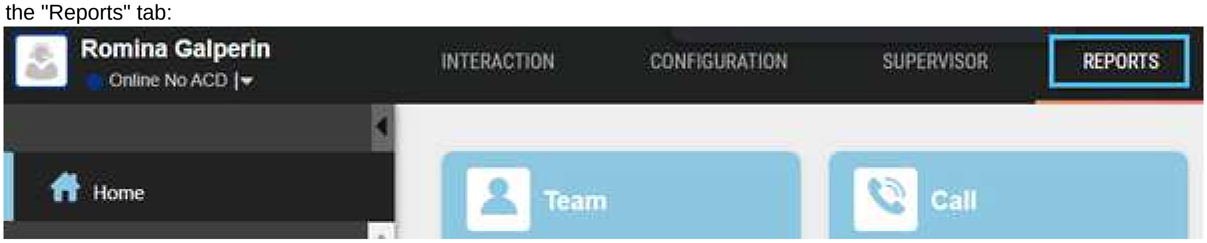
What is this report for?

It is used to obtain the details of each of the calls that entered an IVR over a particular period of time, and thus analyze whether the calls sought an agent to attend to them, or only navigated the IVR.

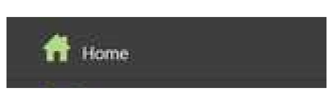
This report also reflects the DNIS configured in the campaign associated with the IVR, the address of the contact involved in the call, and indicates the total time during which the call was in the IVR.

To generate the report, follow these steps:

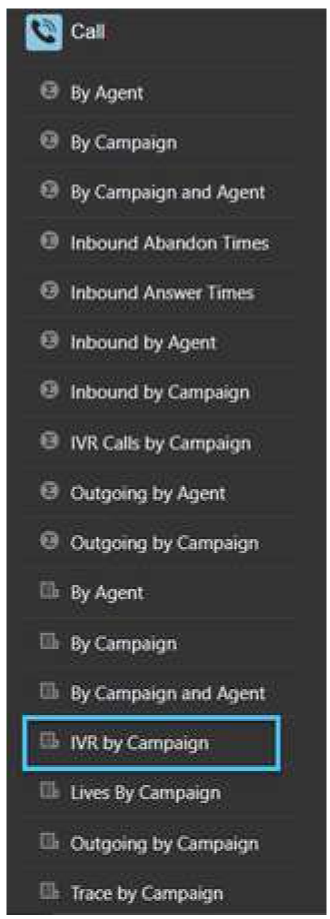
1. Go to the "Reports" tab:



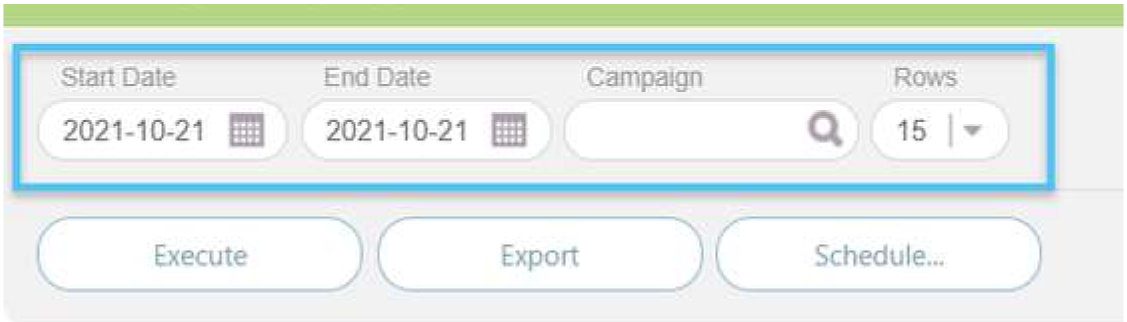
2. Click on the "Call" report category:



3. Click on the “IVR by Campaign” detailed report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information for all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
Start date of the call.

INITIATIVE
Indicates whether the call started with inbound or outbound messages.

DNIS
Number configured in the campaign associated with the IVR.

CONTACT ADDRESS
Contact’s phone number.

CONTACT NAME
Name of the contact.

SEARCHED FOR AGENT
Indicates whether the call was sent to agent search.

IVR TIME
Total time the call was in IVR.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

User search

- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of calls by agent

This report provides detailed information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by agent.

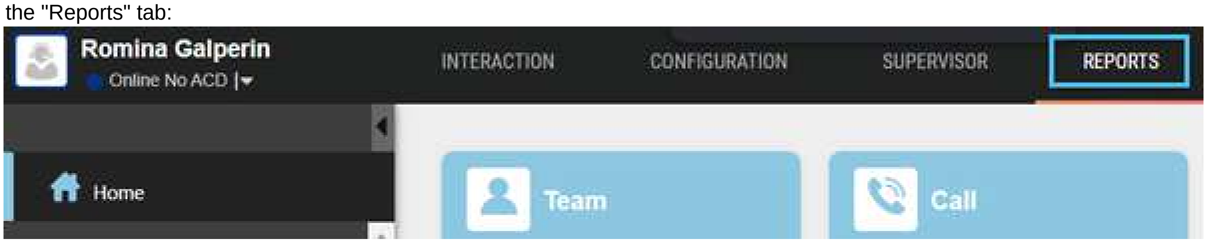
What is this report for?

It is used to obtain the details of each of the inbound and outbound calls where a specific agent intervened over a particular period of time, and thus analyze whether that agent is providing the service within permitted service level limits.

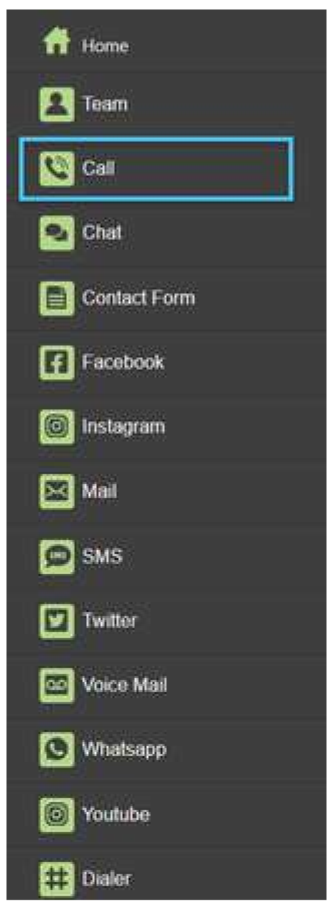
This report also reflects each call's classification (call outcome selected by the agent in their management application/CRM), as well as whether the call was scheduled, transferred, put on hold or switched to conference mode, and whether it has an associated ticket.

To generate the report, follow these steps:

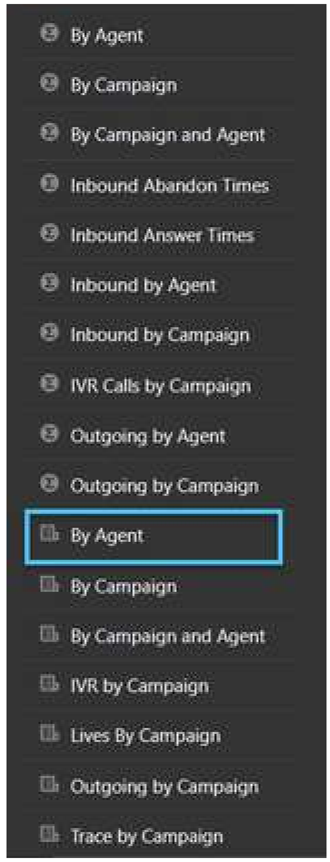
1. Go to the "Reports" tab:



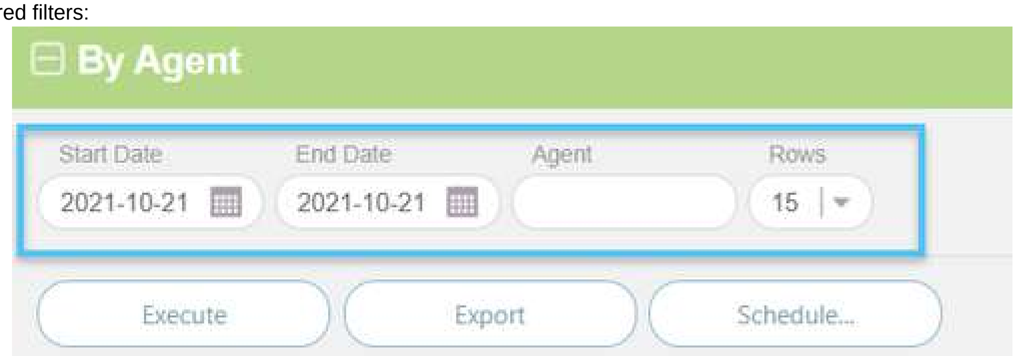
2. Click on the "Call" report category:



3. Click on the detailed report "By Agent":



4. Enter the required filters:

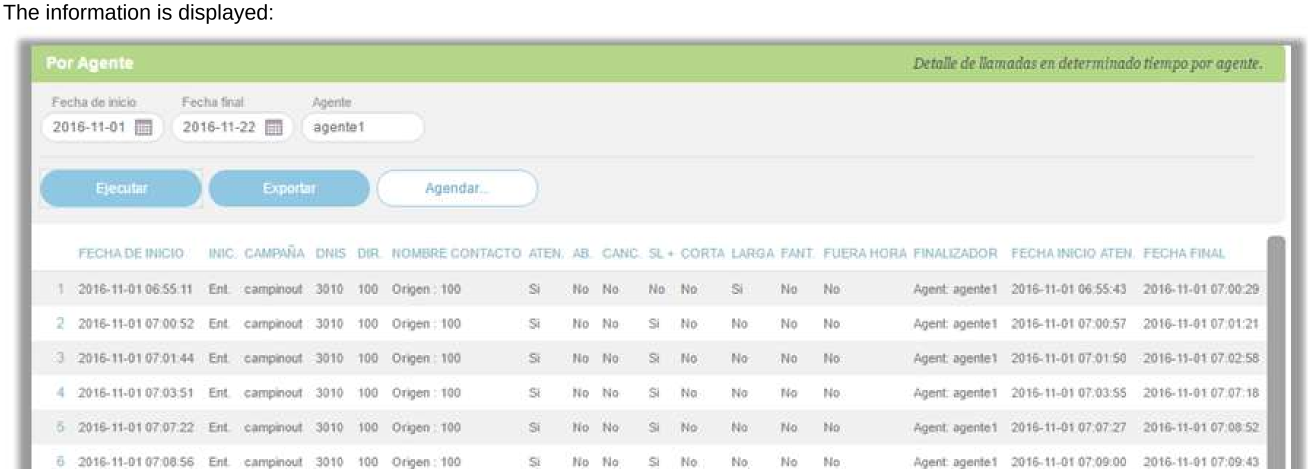


Start date and End date: range for which you want to obtain the information.

Agent: Agent user ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

5. Click the "Execute" button to generate the report.

   The information is displayed:



7	2016-11-01 07:09:47	Ent.	campinout	3010	100	Origen : 100	Si	No	No	Si	No	No	No	No	Agent: agente1	2016-11-01 07:09:52	2016-11-01 07:10:04
8	2016-11-01 07:10:20	Ent.	campinout	3010	100	Origen : 100	Si	No	No	Si	No	No	No	No	Agent: agente1	2016-11-01 07:10:24	2016-11-01 07:10:37
9	2016-11-01 07:10:41	Ent.	campinout	3010	100	Origen : 100	Si	No	No	Si	No	No	No	No	Agent: agente1	2016-11-01 07:10:46	2016-11-01 07:10:53
10	2016-11-01 07:11:20	Ent.	campinout	3010	100	Origen : 100	Si	No	No	Si	No	No	No	No	Agent: agente1	2016-11-01 07:11:34	2016-11-01 07:11:49
11	2016-11-01 07:16:14	Sal.	campinout	N/A	101	Origen : 101	Si	No	No	Si	No	Si	No	No	Contact	2016-11-01 07:21:41	2016-11-01 07:21:48

Click here to see the description of the report columns

START DATE
Start date of the call.

INITIATIVE
Indicates whether the call is outbound or inbound.

CAMPAIGN
Campaign ID.

DNIS
DNIS configured for the inbound call.

ADDRESS
Contact address.

CONTACT NAME
Name of the contact.

ATTENDED
Indicates whether the call was taken successfully by an agent.

ABANDONED
Inbound: The call was closed without being answered by an agent.

Outbound: Contact answered the call but it was not taken by an agent.

CANCELED
Inbound: The call was to voicemail or was out of schedule.

Outbound: Contact did not answer.

SL +
The call was answered or finished at the configured service level limit (inbound only).

SHORT
The duration of the call was less than the limit defined in the short interaction threshold.

LONG
The duration of the call was greater than the limit defined in the long interaction threshold.

GHOST
The inbound call was closed before reaching the ghost threshold.

OUT OF SCHEDULE
The call came in out of the campaign schedule.

ENDER
Specifies who ended the call (agent, contact, schedule, error, etc.).

ATTENTION START DATE
Date of successful response (the first if not filtered by the agent).

END DATE
Call end date.

DURATION TIME
Total duration of the call. Includes ghost and out-of-schedule calls.

WAITING TIME

Time the call was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME

Time elapsed while the call was assigned to an agent, not including the time elapsed while the agent was booked and attended to the conversation (inbound only).

RINGING TIME

Time elapsed between the call being assigned to the agent and the agent answering it (or leaving).

ANSWER TIME

Time elapsed while the call was available to be answered (entered the queue or ACD) and the first successful handling (inbound only).

ATTENTION TIME

Time it took the agent to effectively deal with the call.

WRAP UP TIME

Time taken to end the call once it had been dealt with.

PREVIEW TIME

How long the call remained in preview (dialer calls with preview enabled only).

DISPOSITION

Call disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION

Absolute disposition code (includes the entire tree path).

SUCCESS

If the last disposition code is a success.

IS AN APPOINTMENT

Indicates whether the call is an appointment.

HAS APPOINTMENT

Indicates whether an appointment was created from the call.

WAS TRANSFERRED

Indicates whether the call was transferred from another campaign.

ORIGINAL CAMPAIGN

Original campaign from which the call was transferred.

TRANSFERRED

Indicates whether the call was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK

Indicates whether or not the transfer was successful.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

TRANSFER TIME

Time spent transferring the call (from the time it is transferred until it is finally taken).

CONFERENCE

Indicates whether the call was switched to conference mode.

CONFERENCE TYPE

Conference destination type: campaign, attention level, agent, queue, number.

CONFERENCE DESTINATION

Conference destination address.

HOLDS

Number of times the call was put on hold.

HOLD TIME

How long the call remained on hold.

TICKET

Ticket associated with the call.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of calls by campaign and agent

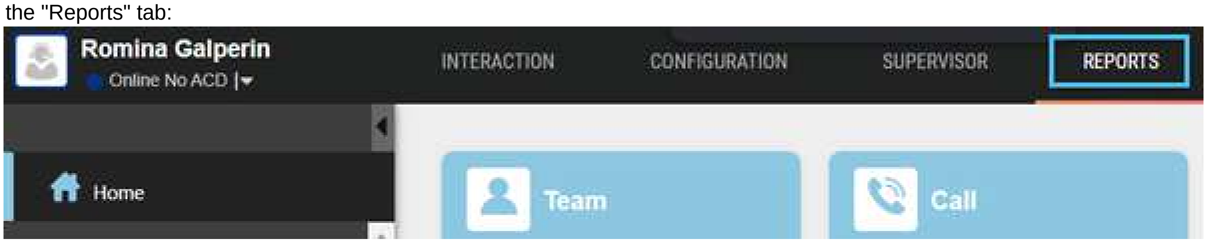
This report provides detailed information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign and agent.

What is this report for?

It is used to obtain details, by agent in a specific campaign, on each of the inbound and outbound calls over a particular period of time, and thus analyze whether that agent is providing the service within permitted service level limits.

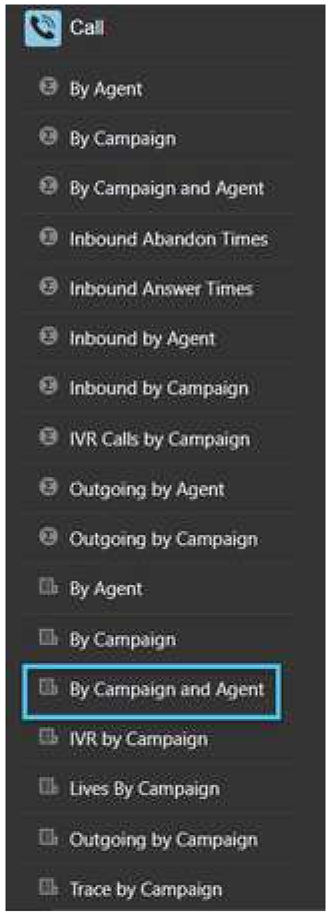
This report also reflects each call's classification (call outcome selected by the agent in their management application/CRM), as well as whether the call was scheduled, transferred, put on hold or switched to conference mode, and whether it has an associated ticket.

To generate the report, follow these steps:

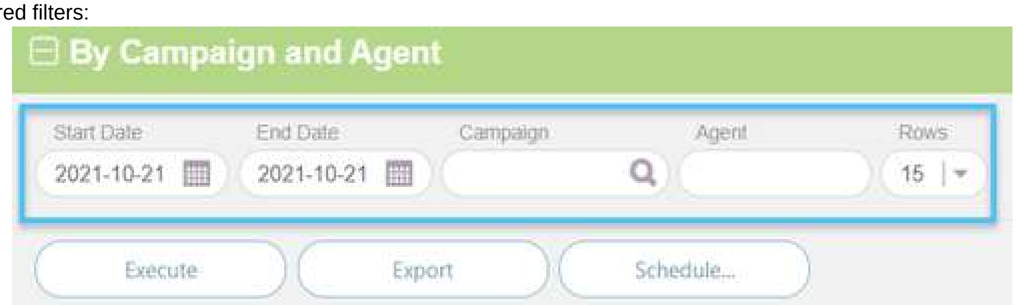
1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the "By Campaign and Agent" detailed report:



4. Enter the required filters:



Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID.

Agent: Agent user ID.

When hovering over the filters, their description is displayed.

> ⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

START DATE
Start date of the call.

AGENT
Agent user ID.

INITIATIVE
Indicates whether the call is outbound or inbound.

DNIS
DNIS configured for the inbound call.

ADDRESS
Contact address.

CONTACT NAME
Name of the contact.

ATTENDED
Indicates whether the conversation was successfully taken up by an agent.

ABANDONED
Inbound: The call was closed without being answered by an agent.

Outbound: Contact answered the call but it was not taken by an agent.

CANCELED
Inbound: The call was to voicemail or was out of schedule.

Outbound: Contact did not answer.

SL +
The call was answered or finished at the configured service level limit (inbound only).

SHORT
The duration of the call was less than the limit defined in the short interaction threshold

LONG
The duration of the call was greater than the limit defined in the long interaction threshold.

GHOST
The inbound call was closed before reaching the ghost threshold.

OUT OF SCHEDULE
The call came in out of the campaign schedule.

ENDER

Specifies who ended the call (agent, contact, schedule, error, etc.).

ATTENTION START DATE
Date of successful response (the first if not filtered by the agent).

END DATE
Call end date.

DURATION TIME
Total duration of the call. Includes ghost and out-of-schedule calls.

WAITING TIME
Time the call was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time elapsed while the call was assigned to an agent, not including the time elapsed while the agent was booked and attended to it (inbound only).

RINGING TIME
Time elapsed between the call being assigned to the agent and the agent answering it (or leaving).

ANSWER TIME
Time elapsed while the call was available to be answered (entered the queue or ACD) and the first successful handling (inbound only).

ATTENTION TIME
Time it took the agent to effectively deal with the call.

WRAP UP TIME
Time taken to end the call once it had been dealt with.

REQUEUED TIME
How long the call remained in the queue after being requeued.

PREVIEW TIME
How long the call remained in preview (dialer calls with preview enabled only).

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

IS AN APPOINTMENT
Indicates whether the call is an appointment.

HAS APPOINTMENT
Indicates whether an appointment was created from the call.

WAS TRANSFERRED
Indicates whether the call was transferred from another campaign.

ORIGINAL CAMPAIGN
Original campaign from which the call was transferred.

TRANSFERRED
Indicates whether the call was transferred (or a transfer was attempted) at least once

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

TRANSFER TIME
Time spent transferring the call (from the time it is transferred until it is finally taken).

CONFERENCE
Indicates whether the call was switched to conference mode.

CONFERENCE TYPE
Conference destination type: campaign, attention level, agent, queue, number.

CONFERENCE DESTINATION
Conference destination address.

HOLDS
Number of times the call was put on hold.

HOLD TIME
How long the call remained on hold.

TICKET
Ticket associated with the call.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of calls by campaign

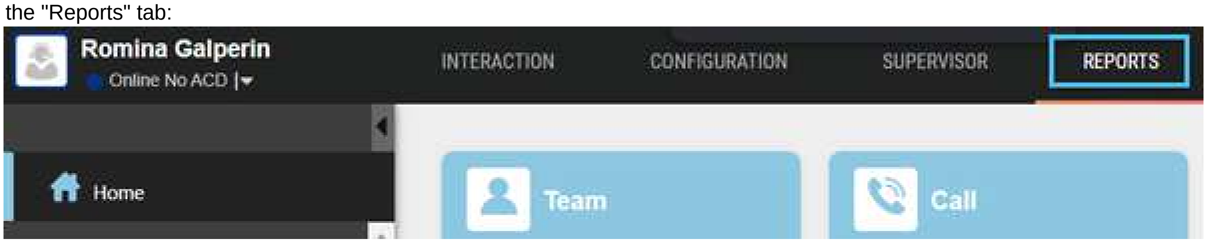
This report provides detailed information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign.

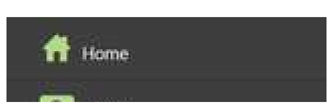
What is this report for?

It is used to obtain the details of each of the inbound and outbound calls of a specific campaign over a particular period of time, and thus analyze whether the agents assigned to this campaign are providing the service within permitted service level limits.

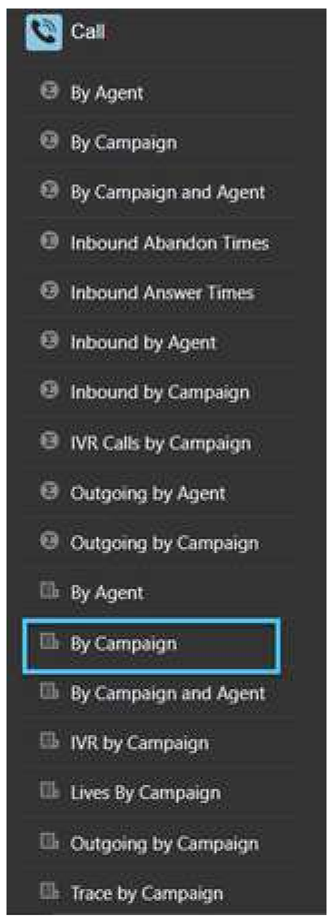
This report also reflects, by campaign, each call’s classification (call outcome selected by the agent in their management application/CRM), as well as whether the call was scheduled, transferred, put on hold or switched to conference mode, and whether it has an associated ticket.

To generate the report, follow these steps:

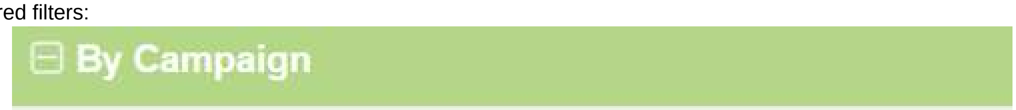
1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the detailed report "By Campaign":



4. Enter the required filters:



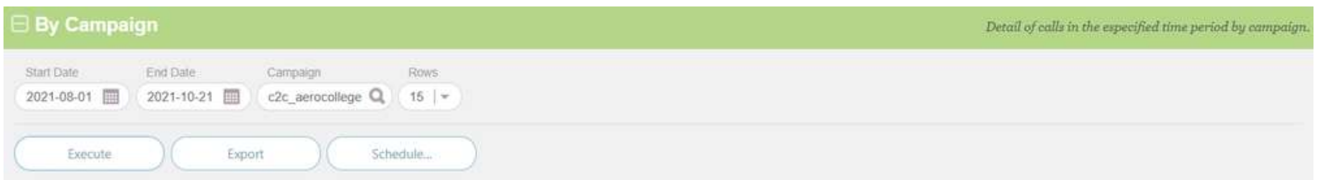
Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

   The information is displayed:



	CAMPAIGN	START DATE	INIT.	ACCOUNT	DNIS	ADDRESS	CONTACT NAME	FIRST AGENT	LAST AGENT	AG. SRCH.	TAK.	AB.	CANC.	SL +
1	c2c_aerocollege	2021-09-27 14:47:21	Out.	c2c_aerocollege	N/A	1991	1991	jreyes	jreyes	No	Yes	No	No	Yes
2	c2c_aerocollege	2021-09-29 16:31:40	Out.	c2c_aerocollege	N/A	1991	1991	jreyes	jreyes	No	Yes	No	No	Yes

Click here to see the description of the report columns

- CAMPAIGN
  Campaign ID.
- START DATE
  Start date of the call.
- INITIATIVE
  Indicates whether the call is outbound or inbound.
- DNIS
  DNIS configured for the inbound call.
- ADDRESS
  Contact address.
- CONTACT NAME
  Name of the contact.
- FIRST AGENT
  First agent to intervene in the call (even if they failed).
- LAST AGENT
  Last agent to intervene in the call (even if they failed).
- SEARCHED FOR AGENT
  The call was sent to agent search.
- ATTENDED
  Indicates whether the call was taken successfully by an agent.
- ABANDONED
  Inbound: The call was closed without being answered by an agent.

Outbound: Contact answered the call but it was not taken by an agent.

- CANCELED

Inbound: The call was to voicemail or was out of schedule.

Outbound: Contact did not answer.

- SL +

The call was answered or finished at the configured service level limit (inbound only).

- SHORT

The duration of the call was less than the limit defined in the short interaction threshold.

- LONG

The duration of the call was greater than the limit defined in the long interaction threshold.

- GHOST

The inbound call was closed before reaching the ghost threshold.

- OUT OF SCHEDULE

The call came in out of the campaign schedule.

- ENDER

Specifies who ended the call (agent, contact, schedule, error, etc.).

- ATTENTION START DATE

Date of successful response (the first if not filtered by the agent).

- END DATE

Call end date.

- DURATION TIME

Total duration of the call. Includes ghost and out-of-schedule calls.

- WAITING TIME

Time the call was on hold (includes time in queue, ACD, transferring, etc.).

- IVR TIME

How long the call remained in IVR.

- ACD TIME

Time elapsed while the call was assigned to an agent, not including the time elapsed while the agent was booked and attended to it (inbound only).

- RINGING TIME

Time elapsed between the call being assigned to the agent and the agent answering it (or leaving).

- ANSWER TIME

Time elapsed while the call was available to be answered (entered the queue or ACD) and the first successful handling (inbound only).

- ATTENTION TIME

Time it took the agent to effectively deal with the call.

- WRAP UP TIME

Time taken to end the call once it had been dealt with.

- PREVIEW TIME

How long the call remained in preview (dialer calls with preview enabled only).

- DISPOSITION

Call disposition code (last sheet if defined as a tree).

- ABSOLUTE DISPOSITION

Absolute disposition code (includes the entire tree path).

- SUCCESS

If the last disposition code is a success.

IS AN APPOINTMENT
Indicates whether the call is an appointment.

HAS APPOINTMENT
Indicates whether an appointment was created from the call.

WAS TRANSFERRED
Indicates whether the call was transferred from another campaign.

ORIGINAL CAMPAIGN
Original campaign from which the call was transferred.

TRANSFERRED
Indicates whether the call was transferred (or a transfer was attempted) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

TRANSFER TIME
Time spent transferring the call (from the time it is transferred until it is finally taken).

REQUEUED TIME
How long the call remained in the queue after being requeued.

CONFERENCE
Indicates whether the call was switched to conference mode.

CONFERENCE TYPE
Conference destination type: campaign, attention level, agent, queue, number.

CONFERENCE DESTINATION
Conference destination address.

HOLDS
Number of times the call was put on hold.

HOLD TIME
How long the call remained on hold.

TICKET
Ticket associated with the call.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of outgoing calls by campaign

This report provides detailed information about outgoing calls that were generated over a certain period of time. This information can be filtered by campaign.

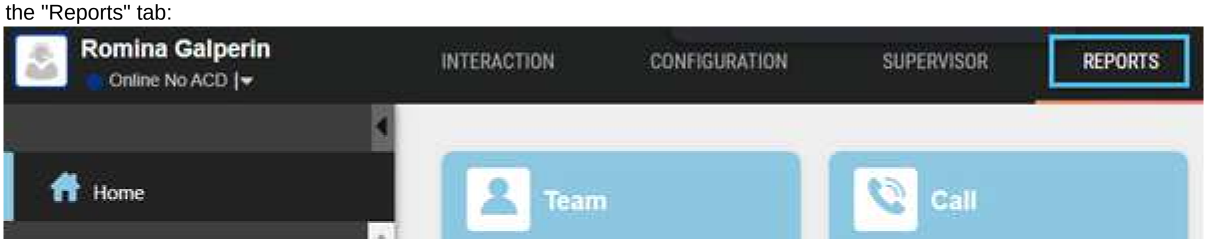
What is this report for?

It is used to obtain the details of each outgoing call in a specific campaign over a particular period of time. Details include whether the call was made manually or by the dialer.

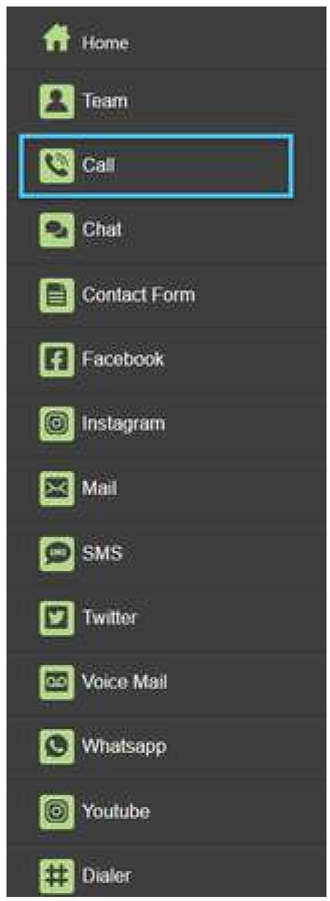
This report also reflects, by campaign, each call's classification (call outcome selected by the agent in their management application/CRM), as well as whether it has an associated ticket.

To generate the report, follow these steps:

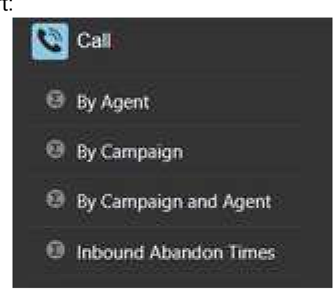
1. Go to the "Reports" tab:

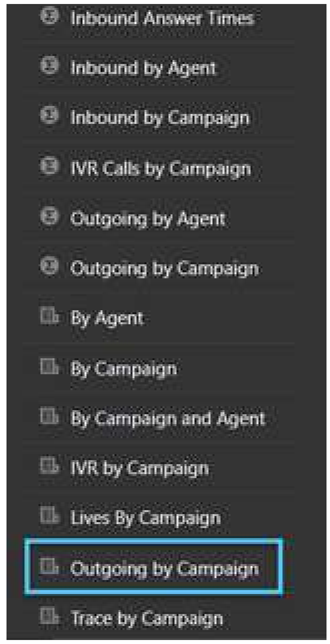


2. Click on the "Call" report category:

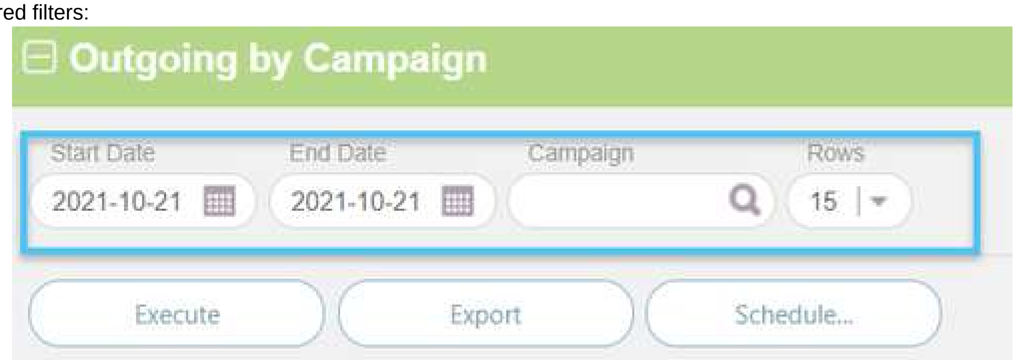


3. Click on the “Outgoing by Campaign” detailed report:





4. Enter the required filters:



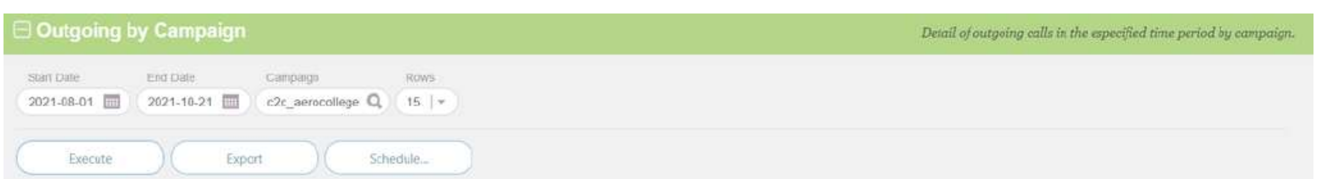
Start date and End date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

The information is displayed:



	CAMPAIGN	START DATE	TYPE	ADDRESS	CONTACT NAME	FIRST AGENT	TAK.	AB.	CANC.	DUR. TIME	ANS. TIME	ATT. TIME	WU. TIME	DISP
1	c2c_aerocollege	2021-09-27 14:47:21	Manual	1991	1991	jreyes	Yes	No	No	00:01:36	00:00:00	00:01:24	00:00:02	N/A
2	c2c_aerocollege	2021-09-29 16:31:40	Manual	1991	1991	jreyes	Yes	No	No	00:01:28	00:00:00	00:01:00	00:00:07	N/A

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

START DATE

Start date of the call.

TYPE
Indicates the type of outgoing call (dialer or manual).

ADDRESS
Contact address.

CONTACT NAME
Name of the contact.

FIRST AGENT
First agent to intervene in the call (even if they failed).

ATTENDED
Indicates whether the call was taken successfully by an agent.

ABANDONED
Inbound: The call was closed without being answered by an agent.

Outbound: Contact answered the call but it was not taken by an agent.

CANCELED
Inbound: The call was to voicemail or was out of schedule.

Outbound: Contact did not answer.

DURATION TIME
Total call duration.

ANSWER TIME
Time elapsed while the call was available to be answered (entered the queue or ACD) and the first successful handling (inbound only).

ATTENTION TIME
Time it took the agent to effectively deal with the call.

WRAP-UP TIME
Time taken to end the call once it had been dealt with.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TICKET
Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
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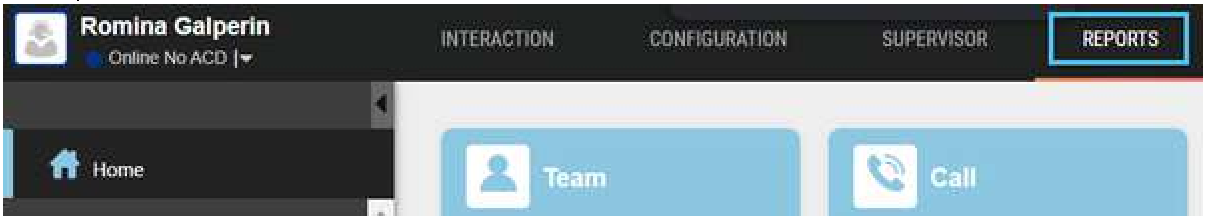
Number of inbound calls abandoned

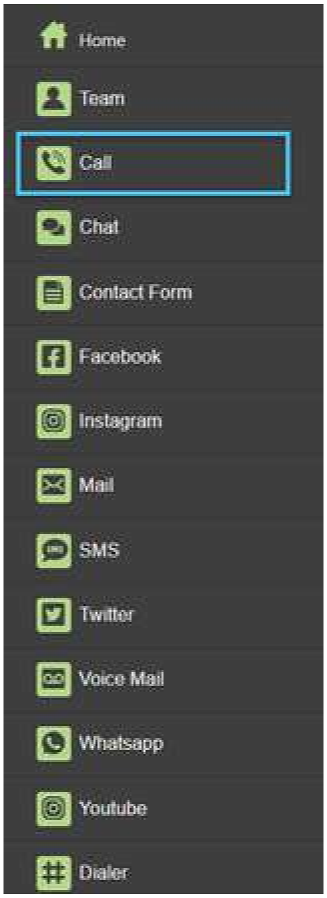
This report provides summarized information on abandon times for inbound calls that were generated over a certain period of time. This information can be filtered by campaign.

What is this report for?

It is used to monitor the number of abandoned inbound calls in a specific campaign, and thus know the period of time with the highest number of abandoned calls for that campaign.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the "Inbound Abandon Times" summarized report:


4. Enter the required filters:

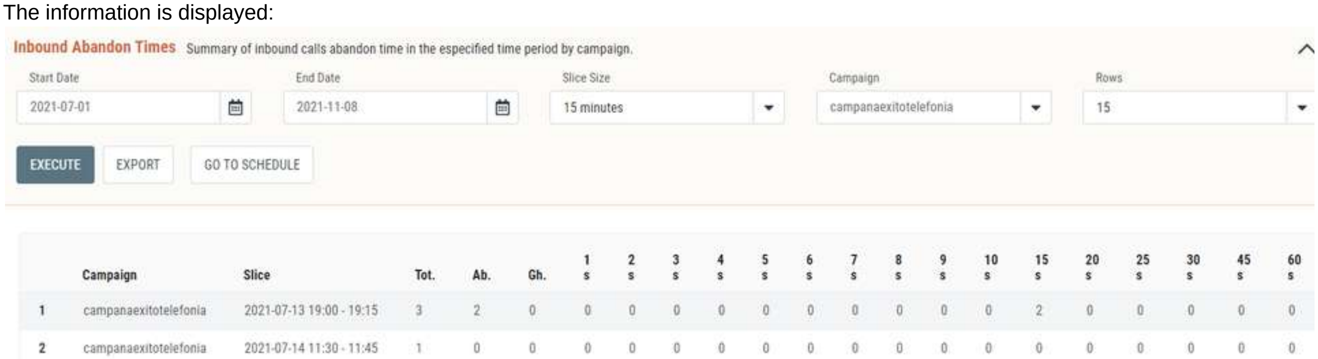
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:



	Campaign	Slice	Tot.	Ab.	Gh.	1 s	2 s	3 s	4 s	5 s	6 s	7 s	8 s	9 s	10 s	15 s	20 s	25 s	30 s	45 s	60 s
1	campanaexitotelefonia	2021-07-13 19:00 - 19:15	3	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0
2	campanaexitotelefonia	2021-07-14 11:30 - 11:45	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total inbound campaign calls.

ABANDONED

Total inbound campaign calls, excluding ghost or purely IVR calls, which were abandoned.

GHOSTS
Total inbound calls closed before the ghost threshold.

1 S
Total number of inbound campaign calls abandoned in less than 1 second.

2 S
Total number of inbound campaign calls abandoned in less than 2 seconds.

3 S
Total number of inbound campaign calls abandoned in less than 3 seconds.

4 S
Total number of inbound campaign calls abandoned in less than 4 seconds.

5 S
Total number of inbound campaign calls abandoned in less than 5 seconds.

6 S
Total number of inbound campaign calls abandoned in less than 6 seconds.

7 S
Total number of inbound campaign calls abandoned in less than 7 seconds.

8 S
Total number of inbound campaign calls abandoned in less than 8 seconds.

9 S
Total number of inbound campaign calls abandoned in less than 9 seconds.

10 S
Total number of inbound campaign calls abandoned in less than 10 seconds.

15 S
Total number of inbound campaign calls abandoned in less than 15 seconds.

20 S
Total number of inbound campaign calls abandoned in less than 20 seconds.

25 S
Total number of inbound campaign calls abandoned in less than 25 seconds.

30 S
Total number of inbound campaign calls abandoned in less than 30 seconds.

45 S
Total number of inbound campaign calls abandoned in less than 45 seconds.

60 S
Total number of inbound campaign calls abandoned in less than 60 seconds.

+60 S
Total number of inbound campaign calls abandoned after more than 60 seconds.

TRANSFERRED
Total number of inbound campaign calls abandoned while being transferred.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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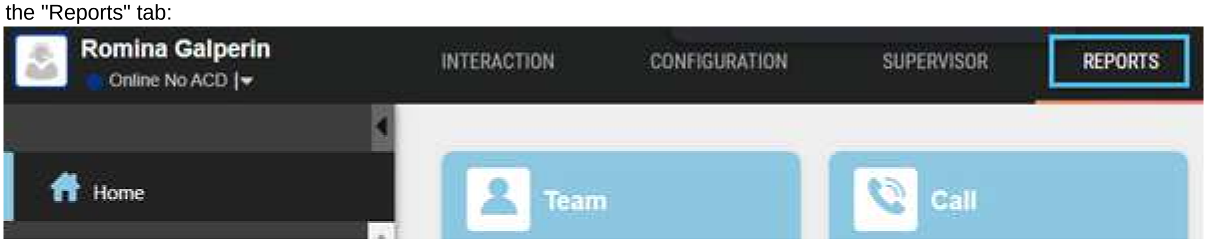
Summary of inbound answered calls

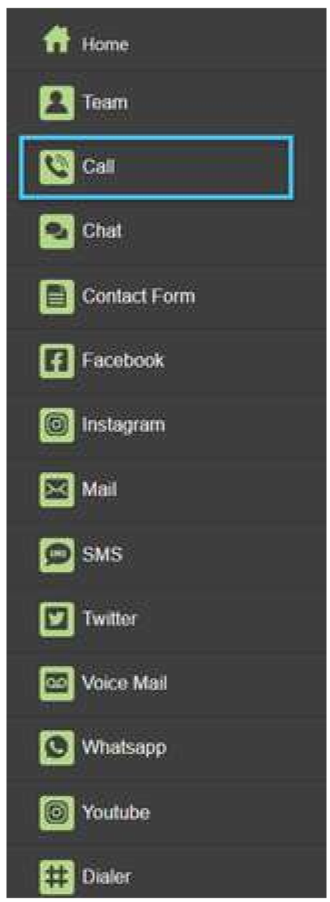
This report provides summarized information about the response times of inbound calls that were generated over a certain period of time. This information can be filtered by campaign.

What is this report for?

It is used to monitor the number of inbound calls answered by the agents of a specific campaign, and thus know the period of time with the highest number of answered calls in that campaign.

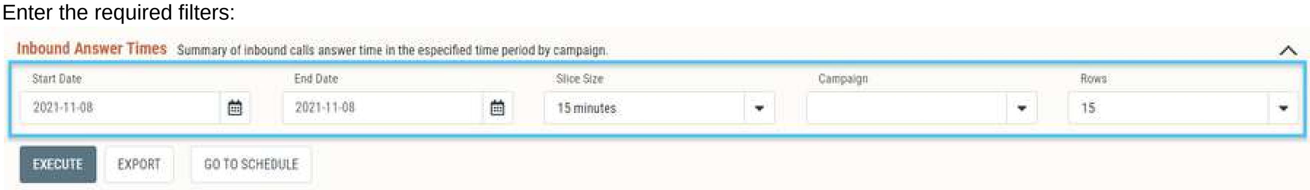
To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the “Inbound Answer Times” summarized report:


4. Enter the required filters:



> **Start date and End date:** range for which you want to obtain the information.
>
> **Time Slice:** time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.
>
> **Campaign:** Campaign ID.*The filter is case sensitive.*
>
> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

ATTENDED

Total number of inbound campaign calls that were dealt with by at least one agent.

1 S

Total number of inbound campaign calls answered in less than 1 second.

2 S

Total number of inbound campaign calls answered in less than 2 second.

3 S

Total number of inbound campaign calls answered in less than 3 second.

4 S

Total number of inbound campaign calls answered in less than 4 second.

5 S

Total number of inbound campaign calls answered in less than 5 second.

6 S

Total number of inbound campaign calls answered in less than 6 second.

7 S

Total number of inbound campaign calls answered in less than 7 second.

8 S

Total number of inbound campaign calls answered in less than 8 second.

9 S

Total number of inbound campaign calls answered in less than 9 second.

10 S

Total number of inbound campaign calls answered in less than 10 second.

15 S

Total number of inbound campaign calls answered in less than 15 second.

20 S

Total number of inbound campaign calls answered in less than 20 second.

25 S

Total number of inbound campaign calls answered in less than 25 second.

30 S

Total number of inbound campaign calls answered in less than 30 second.

45 S

Total number of inbound campaign calls answered in less than 45 second.

60 S

Total number of inbound campaign calls answered in less than 60 second.

+60 S

Total number of inbound campaign calls answered after more than 60 seconds.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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- How to associate a YouTube account
- How to associate an application from Google Play Store

How to associate an application from the App Store

Summary of inbound calls by agent

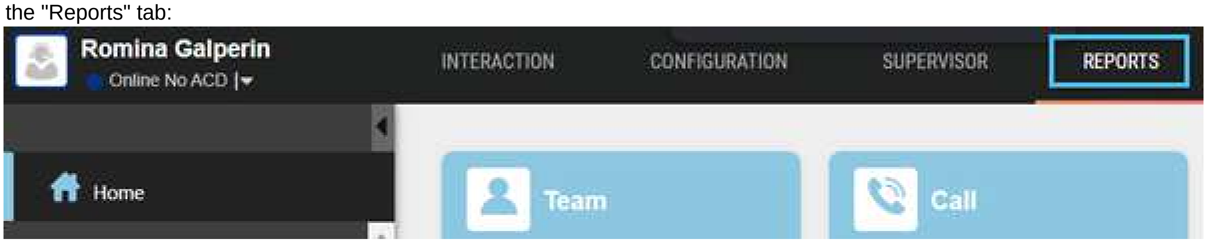
This report provides summarized information on inbound calls that were generated over a certain period of time. This information can be filtered by agent.

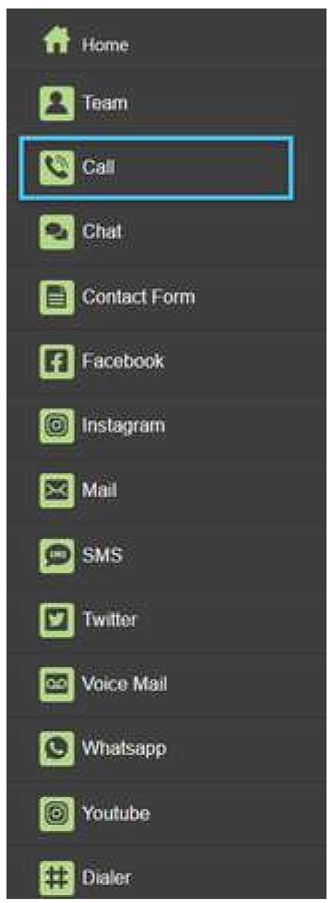
What is this report for?

It is used to obtain a summary of inbound calls over a particular period of time where a specific agent intervened, and thus analyze whether this agent is providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: *15 minutes, 30 minutes, hour, day and month.*

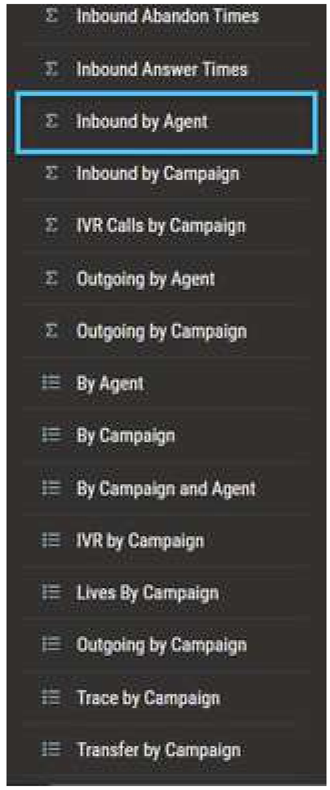
This report can be used to compare agents' times and performance

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the "Inbound by Agent" summarized report:

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: Agent user ID. *The filter is case sensitive.*

If you leave the Agent filter blank, the report will show the information related to all the agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report.

AGENT

Agent user ID.

TOTAL
Total number of inbound calls assigned to or taken by the agent.

ATTENDED
Total number of inbound calls answered by the agent.

ABANDONED
Total number of inbound calls that were abandoned when the agent was trying to answer.

CANCELED
Total number of inbound calls that were canceled when the agent was the last to intervene.

SHORT
Total number of inbound calls answered by the agent that lasted less than the limit defined in the short interaction threshold.

LONG
Total number of inbound calls answered by the agent that lasted longer than the limit defined in the long interaction threshold.

GHOSTS
Total number of inbound ghost calls in which the agent intervened.

% SL
100 * [Inbound SL positive calls] / [Inbound ACD calls]

ABANDONED %
100 * [Inbound abandoned calls] / [Inbound calls]

ASA
[Inbound answer time] / [Inbound calls answered for the first time]

ESTIMATED CPH
[Total inbound calls] / ([Slice minutes] / 60)

CPH
[Total inbound calls] / ([Total time logged in] / 3600)

SPH
[Successful inbound calls] / ([Total time logged in] / 3600)

DURATION TIME
Total duration of agent's inbound calls.

IVR TIME
Total duration of inbound calls in IVR.

WAITING TIME
Total duration of inbound calls waiting for the agent.

ANSWER TIME
Total time elapsed between calls being available to be answered (entered queue or ACD) and the first successful answer by the agent.

ACD TIME
Total time elapsed while calls were in ACD.

RINGING TIME
Total ringing time for agent's inbound calls.

ATTENTION TIME
Total attention time spent on agent's inbound calls.

WRAP UP TIME
Total wrap-up time for agent's inbound calls.

- TIME BEFORE ABANDONED
  Total time of inbound abandoned calls in which the agent intervened.
- GHOST TIME
  Total time of inbound ghost calls in which the agent intervened.
- HOLD TIME
  Total time for which the agent put inbound calls on hold.
- TRANSFER TIME
  Total time of inbound call transfers made by the agent.
- AVERAGE DURATION TIME
  ([Duration of inbound calls] - [Inbound ghost calls time]) / ([Inbound calls] - [Inbound ghost calls])
- AVERAGE WAITING TIME
  [Inbound call waiting time] / ([Inbound calls] - [Inbound ghost calls])
- AVERAGE ANSWER TIME
  [Inbound answer time] / [Inbound answered calls]
- AVERAGE ACD TIME
  [Time in ACD for inbound calls] / [Inbound ACD calls]
- CALLS AVERAGE RINGING TIME
  [Inbound ringing time] / ([Inbound calls] - [Inbound ghost calls])
- AVERAGE ATTENTION TIME
  [Inbound calls attention time] / [Inbound answered calls]
- AVERAGE WRAP UP TIME
  [Inbound calls wrap-up time] / [Inbound answered calls]
- AVERAGE ABANDON TIME
  [Inbound calls abandon time] / [Inbound abandoned calls]
- AVERAGE HOLD TIME
  [Inbound calls hold time] / [Inbound calls with hold]
- MAXIMUM DURATION TIME
  Agent’s maximum duration of an inbound call.
- MAXIMUM ANSWER TIME
  Maximum response time for an inbound call that was first answered by the agent.
- MAXIMUM RINGING TIME
  Agent’s maximum ringing time for an inbound call.
- MAXIMUM ATTENTION TIME
  Agent’s maximum attention time on an inbound call.
- MAXIMUM WRAP-UP TIME
  Agent’s maximum wrap-up time for an inbound call.
- MAXIMUM HOLD TIME
  Agent’s maximum hold time for an inbound call.
- SL+ ANSWERED
  Number of inbound calls answered by the agent before the service level threshold was met.
- SL+ ABANDONED
  Number of inbound calls in which the agent intervened that were abandoned before the service level threshold was met.
- SL+ CANCELED
  Number of inbound calls in which the agent intervened that were canceled before the service level threshold was met.

SL- ANSWERED
Number of inbound calls answered by the agent after the service level threshold was met.

SL- ABANDONED
Number of inbound calls where the agent intervened that were abandoned after the service level threshold was met.

SL- CANCELED
Number of inbound calls in which the agent intervened that were canceled after the service level threshold was met.

W/ HOLD
Number of inbound calls put on hold by the agent.

AVERAGE W/ HOLD
[Inbound calls with hold] / [Inbound answered calls]

W/ CONFERENCE
Number of inbound calls switched to conference mode by the agent.

AVERAGE W/ CONFERENCE
[Inbound calls with conference] / [Inbound answered calls]

TRANSFERRED
Number of inbound calls that were transferred by the agent.

TRANSFERRED TO AGENT
Number of inbound calls that were transferred by the agent to another agent (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO CAMPAIGN
Number of inbound calls that were transferred by the agent to another campaign.

TRANSFERRED TO QUEUE
Number of inbound calls that were transferred by the agent to the queue (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO NUMBER
Number of inbound calls that were transferred by the agent to an external number (only the first successful transfer counts, or transfer attempt if it failed).

AVERAGE TRANSFERRED
[Inbound calls transferred] / [Inbound answered calls]

AVERAGE TRANSFERRED TO AGENT
[Inbound calls transferred to agent] / [Inbound answered calls]

AVERAGE TRANSFERRED TO CAMPAIGN
[Inbound calls transferred to campaign] / [Inbound answered calls]

AVERAGE TRANSFERRED TO QUEUE
[Inbound calls transferred to queue] / [Inbound answered calls]

AVERAGE TRANSFERRED TO NUMBER
[Inbound calls transferred to an external number] / [Inbound answered calls]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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How to associate an application from the App Store

Summary of inbound calls by campaign

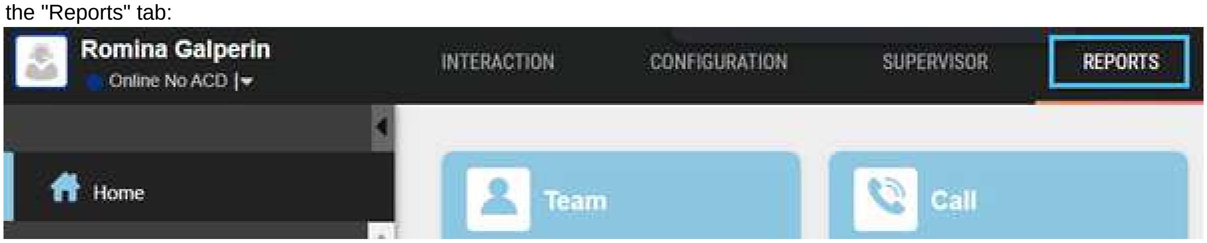
This report provides summarized information on inbound calls that were generated over a certain period of time. This information can be filtered by campaign.

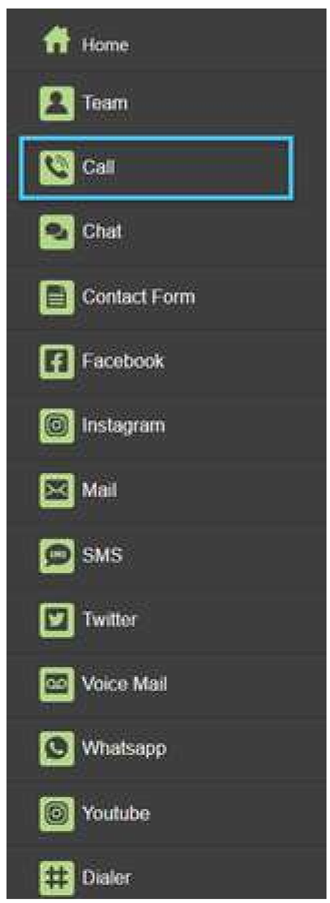
What is this report for?

It is used to obtain a summary of inbound calls by campaign and thus analyze whether the agents assigned to this campaign are performing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: *15 minutes, 30 minutes, hour, day and month.*

> This report can be used to monitor the number of calls for periods of time and thus know what the peak time of the campaign is, as well as monitoring abandoned and canceled calls to know whether all inbound calls are being answered and the level of service provided.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the "Inbound by Campaign" summarized report:


4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

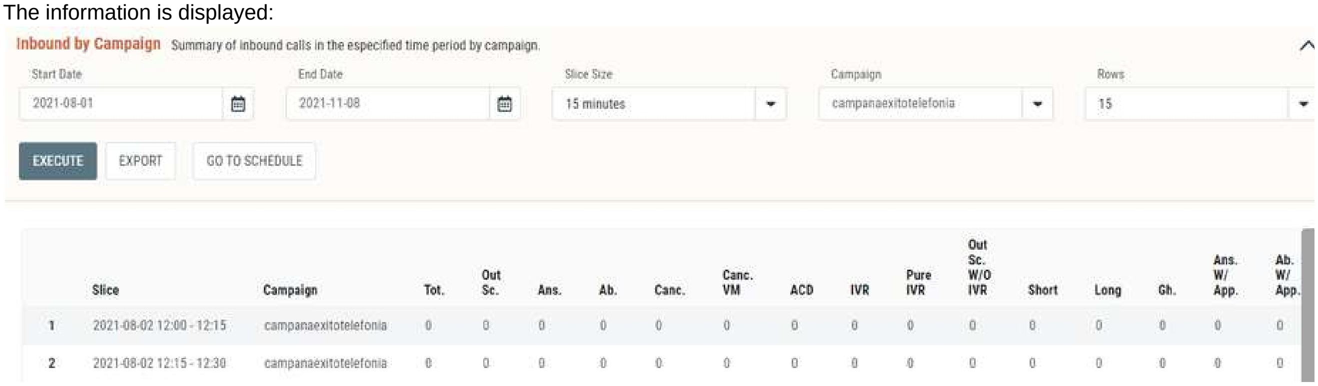
Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *Campaign ID. The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

The information is displayed:



Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report.

CAMPAIGN
Campaign ID.

TOTAL
Total inbound campaign calls.

OUT OF SCHEDULE
Total number of inbound campaign calls that came in out of business hours.

ATTENDED
Total number of inbound campaign calls that were dealt with by at least one agent.

ABANDONED
Total inbound campaign calls, excluding ghost or purely IVR calls, which were abandoned.

CANCELED
Total number of inbound campaign calls that were canceled without passing to voicemail.

CANCELED VM
Total number of inbound campaign calls that were canceled and sent to voicemail.

ACD
Total number of inbound campaign calls that entered ACD (not queued).

IVR
Total inbound (not ghost) campaign calls that were answered by an IVR process.

PURE IVR
Total inbound (not ghost) campaign calls that were answered by an IVR process without any agent intervention.

OUT OF SCHEDULE W/O IVR
[Inbound calls] - [Inbound answered calls] - [Inbound abandoned calls] - [Inbound canceled calls] - [Inbound pure IVR calls] - [Inbound ghost calls]

SHORT
Total inbound campaign calls that lasted less than the limit defined in the short interaction threshold but are not ghost calls.

LONG
Total number of inbound campaign calls that lasted longer than the limit defined in the long interaction threshold.

GHOSTS
Total campaign inbound ghost calls.

ANSWERED W/ APPOINTMENT

ABANDONED W/ APPOINTMENT

% SL
100 * [Inbound SL positive calls] / [Inbound ACD calls]

OUT OF SCHEDULE %
100 * [Inbound out of schedule calls] / [Inbound calls

ANSWERED %
100 * [Inbound answered calls] / ([Inbound calls] - [Inbound ghost calls])

ABANDONED %
100 * [Inbound abandoned calls] / ([Inbound calls] - [Inbound ghost calls])

ASA
[Inbound answer time] / [Inbound answered calls]

CPH
[Total inbound calls] / ([Total time logged in] / 3600)

SPH
[Successful inbound calls] / ([Total time logged in] / 3600)

DURATION TIME
Total duration of inbound campaign calls.

OUT OF SCHEDULE TIME
Total time of calls that came in out of campaign schedule.

IVR TIME
Total duration of inbound campaign calls in IVR.

WAITING TIME
Total duration of inbound campaign calls on hold.

ANSWER TIME
Total time elapsed between campaign calls being available to answer (entered queue or ACD) and the first successful answer by an agent.

ACD TIME
Total time elapsed while the campaign calls were in ACD (from the time they enter until they are taken).

RINGING TIME
Total ringing time for inbound campaign calls.

ATTENTION TIME
Total attention time spent on agent's inbound calls.

INBOUND ATTENTION TIME
Total attention time spent on inbound campaign calls by all agents.

WRAP UP TIME
Total wrap-up time for inbound campaign calls for all agents.

TIME BEFORE ABANDONED
Total abandon time of inbound campaign calls.

GHOST TIME
Total time of inbound campaign ghost calls.

HOLD TIME
Total time on hold of inbound campaign calls for all agents.

TRANSFER TIME
Total transfer time of inbound campaign calls.

AVERAGE DURATION TIME
([Duration of inbound calls] - [Inbound ghost calls time]) / ([Inbound calls] - [Inbound ghost calls])

AVERAGE OUT OF SCHEDULE TIME
[Time of inbound out of schedule calls] - [Inbound out of schedule calls]

AVERAGE WAITING TIME
[Inbound call waiting time] / ([Inbound calls] - [Inbound ghost calls])

AVERAGE ANSWER TIME
[Inbound answer time] / [Inbound answered calls]

AVERAGE ACD TIME
[Time in ACD for inbound calls] / [Inbound ACD calls]

CALLS AVERAGE RINGING TIME
[Inbound ringing time] / ([Inbound calls] - [Inbound ghost calls])

AVERAGE ATTENTION TIME
[Inbound calls attention time] / [Inbound answered calls]

AVERAGE WRAP UP TIME

[Inbound calls wrap-up time] / [Inbound answered calls]

AVERAGE ABANDON TIME
[Inbound calls abandon time] / [Inbound abandoned calls]

AVERAGE HOLD TIME
[Inbound calls hold time] / [Inbound calls with hold]

MAXIMUM DURATION TIME
Maximum duration of an inbound campaign call.

MAXIMUM IVR TIME
Maximum duration of an inbound campaign call in an IVR process.

MAXIMUM ANSWER TIME
Maximum response time for an inbound campaign call that was first answered by an agent.

MAXIMUM RINGING TIME
Maximum ringing time for an inbound campaign call.

MAXIMUM ATTENTION TIME
Maximum attention time for an inbound campaign call.

MAXIMUM WRAP-UP TIME
Maximum wrap-up time for an inbound campaign call.

MAXIMUM HOLD TIME
Maximum time on hold for an inbound campaign call.

SL+ ANSWERED
Number of inbound campaign calls that were answered by an agent before the service level threshold was met.

SL+ ABANDONED
Number of inbound campaign calls that were abandoned before the service level threshold was met.

SL+ CANCELED
Number of inbound campaign calls that were canceled before the service level threshold was met.

SL- ANSWERED
Number of inbound campaign calls that were answered by an agent after the service level threshold was met.

SL- ABANDONED
Number of inbound campaign calls that were abandoned after the service level threshold was met.

SL- CANCELED
Number of inbound campaign calls that were canceled after the service level threshold was met.

% BUSY AGENTS
100 * [Time spent on the campaign] / ([Time in Active state] - [Time in No ACD state])

% ATTENDING AGENTS
100 * [Time attending] / ([Time in Active state] - [Time attending in No ACD state])

LOGGED TIME
Total time that the agents remained logged in and assigned to the campaign.

ACTIVE TIME
Total time agents were available in the campaign.

STAFF TIME
Total time agents were busy with a conversation (multiple simultaneous conversations for a single agent do not count).

AGENT /H

W/ HOLD
Number of inbound campaign calls put on hold at least once.

AVERAGE W/ HOLD
[Inbound calls with hold] / [Inbound answered calls]

W/ CONFERENCE
Number of inbound campaign calls switched to conference mode.

AVERAGE W/ CONFERENCE
[Inbound calls with conference] / [Inbound answered calls]

TRANSFERRED
Number of inbound campaign calls that were transferred.

TRANSFERRED TO AGENT
Number of inbound campaign calls that were transferred by one agent to another agent (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO CAMPAIGN
Number of inbound campaign calls that were transferred by an agent to another campaign.

TRANSFERRED TO QUEUE
Number of inbound campaign calls that were transferred by an agent to the queue (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO NUMBER
Number of inbound campaign calls that were transferred by an agent to an external number (only the first successful transfer counts, or transfer attempt if it failed).

AVERAGE TRANSFERRED
[Inbound calls transferred] / [Inbound answered calls]

AVERAGE TRANSFERRED TO AGENT
[Inbound calls transferred to agent] / [Inbound answered calls]

AVERAGE TRANSFERRED TO CAMPAIGN
[Inbound calls transferred to campaign] / [Inbound answered calls]

AVERAGE TRANSFERRED TO QUEUE
[Inbound calls transferred to queue] / [Inbound answered calls]

AVERAGE TRANSFERRED TO NUMBER
[Inbound calls transferred to an external number] / [Inbound answered calls]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of IVR calls by campaign

This report provides summarized information on calls that were generated over a certain period of time and that entered an IVR. This information can be filtered by campaign.

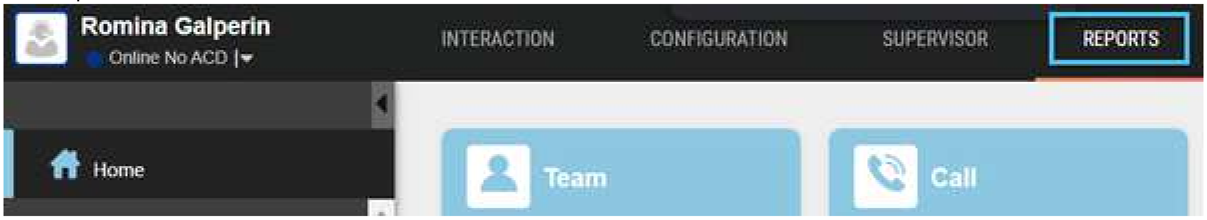
What is this report for?

It is used to obtain a summary of the calls that entered an IVR during a particular period of time, and thus analyze their total and average times in IVR.

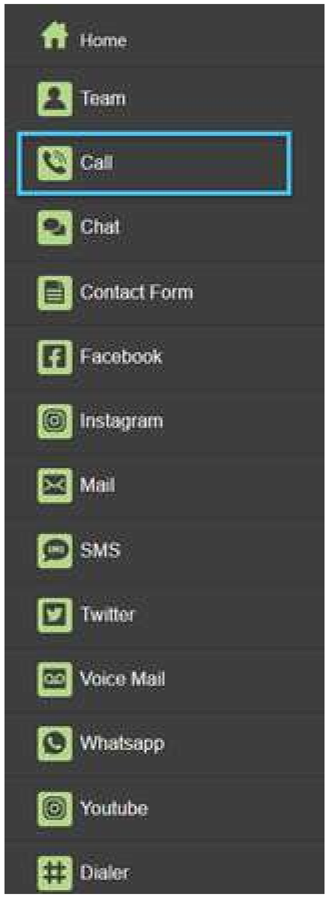
This report also indicates the number of calls seeking to talk to an agent.

To generate the report, follow these steps:

1. Go to the "Reports" tab:

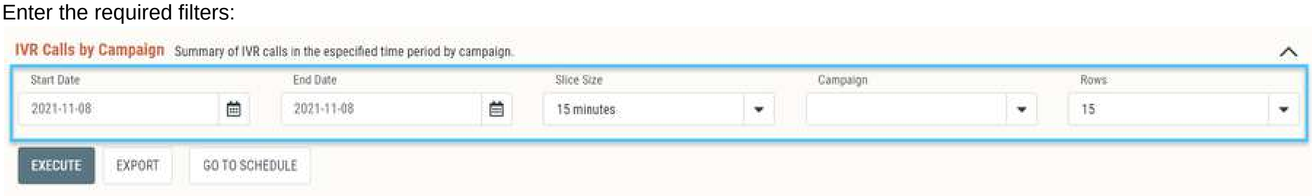


2. Click on the "Call" report category:



3. Click on the "IVR Calls by Campaign" summarized report:

4. Enter the required filters:



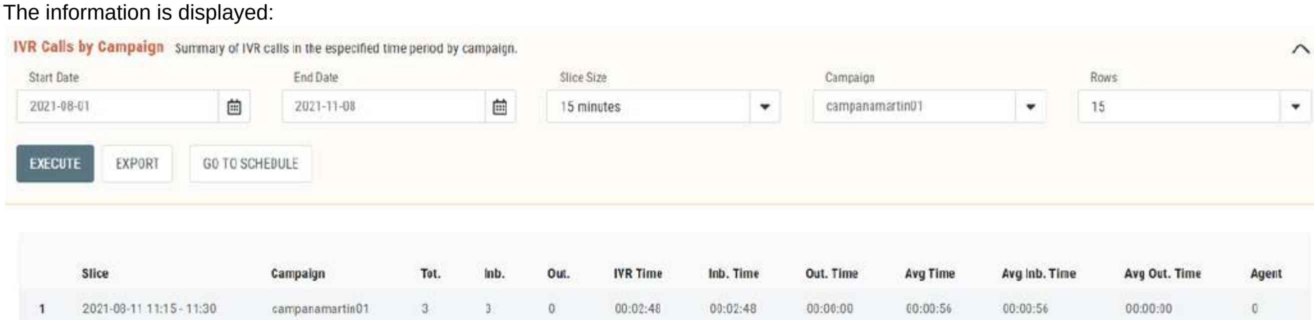
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

⚠ If you leave the Campaign filter blank, the report will show the information for all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

SLICE

Time segment that will be used to create the summary report.

CAMPAIGN

Campaign ID.

TOTAL

Total number of calls with IVR.

INBOUND

Total number of inbound calls (not ghost) that were answered by an IVR.

OUTBOUND

Total number of outbound calls that were answered by an IVR.

IVR TIME

Total time calls were in IVR.

INBOUND TIME

Total time inbound calls were in IVR.

OUTBOUND TIME
Total time outbound calls were in IVR.

AVERAGE TIME
[IVR time] / [IVR calls]

AVERAGE INBOUND TIME
[Inbound IVR time] / [Inbound calls answered by IVR]

AVERAGE OUTBOUND TIME
[Outbound IVR time] / [Outbound calls handled by IVR]

SEARCHED FOR AGENT
Total number of calls seeking to speak to an agent.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

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- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of calls by agent

This report provides summarized information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by agent.

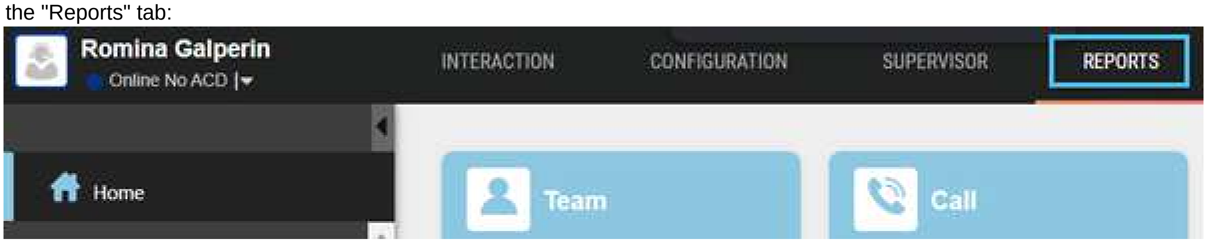
What is this report for?

It is used to obtain a summary of inbound and outbound calls where a specific agent intervened, over a particular period of time, and thus analyze whether that agent is providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: *15 minutes, 30 minutes, Hour, Day and Month.*

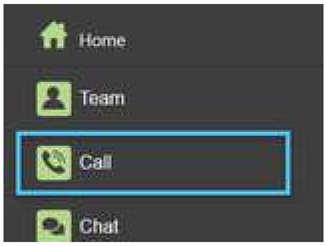
This report can be used to compare agents’ times and performance

To generate the report, follow these steps:

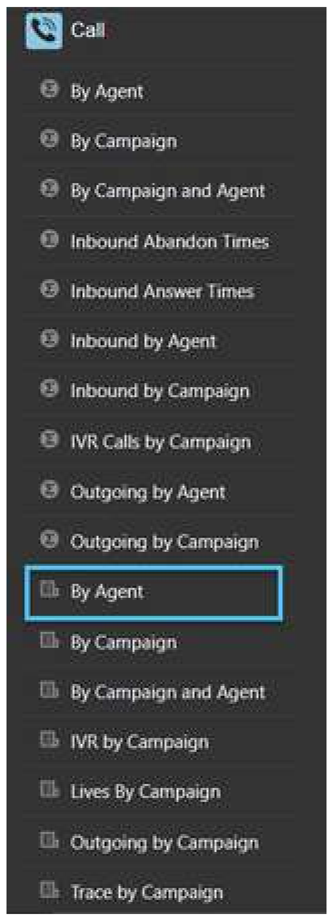
1. Go to the "Reports" tab:



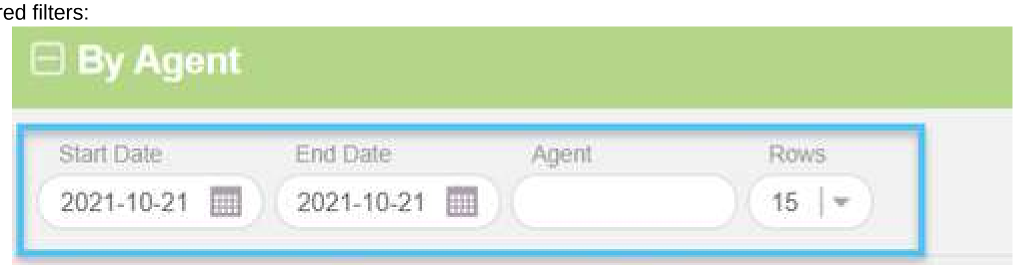
2. Click on the "Call" report category:

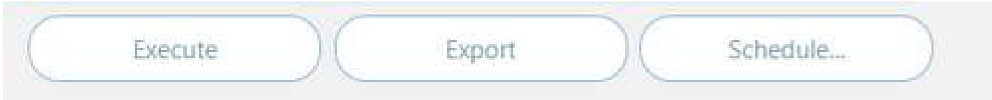


3. Click on the "By Agent" summarized report:



4. Enter the required filters:





Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: Agent user ID. *The filter is case sensitive.*

> ⚠ If you leave the Agent filter blank, the report will show the information related to all the agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

SLICE
Time segment that will be used to create the summary report.

AGENT
Agent user ID.

TOTAL
Total number of calls assigned to or taken by the agent.

ATTENDED
Total number of calls answered by the agent.

ABANDONED
Total number of abandoned calls in which the agent intervened.

CANCELED
Total number of canceled calls in which the agent intervened.

GHOSTS
Total inbound ghost calls in which the agent intervened (allows empty agent field if no agent intervened).

INBOUND
Total number of inbound calls where the agent was booked (calls not necessarily answered).

INBOUND ATTENDED CALLS
Total number of inbound calls answered by the agent.

OUTBOUND
Total number of outbound calls where the agent was booked (calls not being necessarily made).

OUTBOUND TAKEN
Total number of outbound calls handled by the agent.

INBOUND SL %
[Inbound SL positive calls] / [Inbound ACD calls]

CPH

[Total inbound calls] / ([Total time logged in] / 3600)

SPH
[Successful calls] / ([Total time logged in] / 3600)

DURATION TIME
Total duration of the agent's calls.

RINGING TIME
Total ringing time of agent’s calls.

ANSWER TIME
Total time elapsed between calls being available to answer (queued or ACD) and the first successful answer (inbound only).

ATTENTION TIME
Total time agent spent handling calls.

INBOUND ATTENTION TIME
Total time agent spent handling inbound calls.

OUTBOUND ATTENTION TIME
Total time agent spent handling outbound calls.

WRAP UP TIME
Total time spent by agent wrapping up calls.

INBOUND WRAP-UP TIME
Total wrap-up time for agent’s inbound calls.

OUTBOUND WRAP-UP TIME
Total time spent by agent wrapping up outbound calls.

TIME BEFORE ABANDONED
Total abandon time for calls in which the agent intervened.

HOLD TIME
Total hold time for calls in which the agent intervened.

TRANSFER TIME
Total transfer time for calls in which the agent intervened.

PREVIEW TIME
Time during which outbound calls in which the agent intervened were in preview.

% BUSY AGENT
100 * [Occupied time] / ([Active time] + [Time in No ACD state])

% ATTENTION AGENT
100 * [Attending time] / ([Active time] + [No ACD attending time])

AGENT TIME
Total time the agent has been busy with at least one conversation (multiple simultaneous conversations do not count).

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
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- How to associate an application from Google Play Store

How to associate an application from the App Store

Summary of calls by campaign and agent

This report provides summarized information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign and agent.

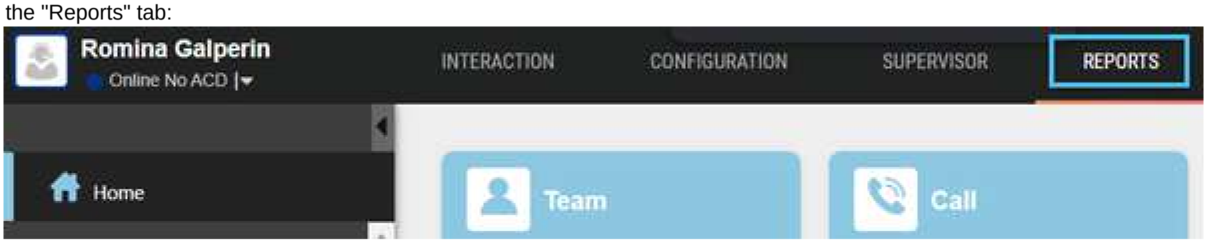
What is this report for?

It is used to obtain a summary of inbound and outbound calls by agent in a specific campaign over a particular period of time and thus analyze whether that agent is providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

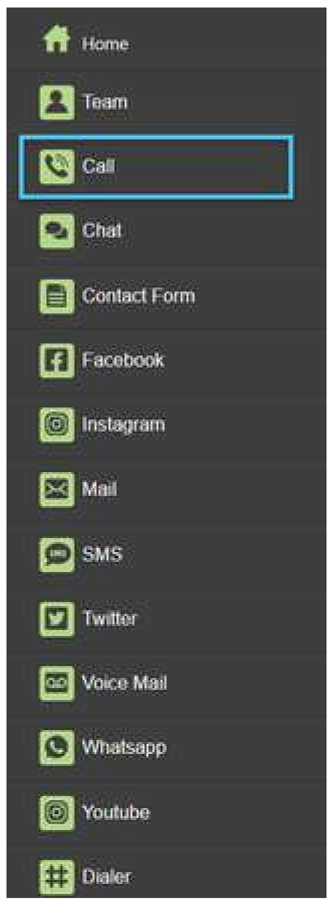
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

To generate the report, follow these steps:

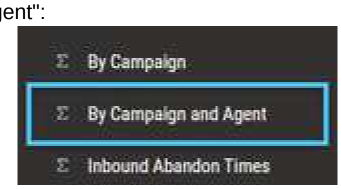
1. Go to the "Reports" tab:



2. Click on the "Call" report category:



3. Click on the summary report "By Campaign and Agent":



4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

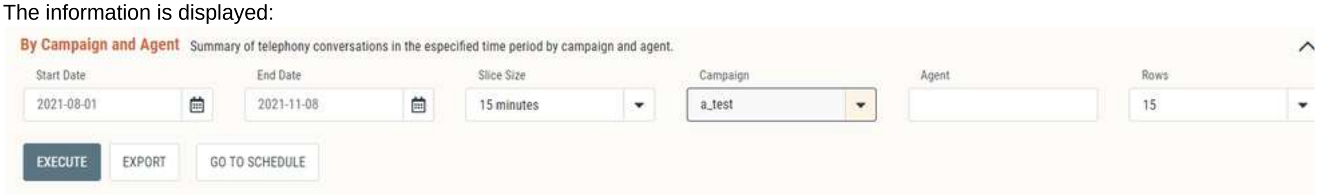
Campaign: Campaign ID.

Agent: Agent user ID.

Filters are case-sensitive.

⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents

5. Click the "Execute" button to generate the report.
   The information is displayed:



	Campaign	Slice	Agent	Tot.	Tak.	Ab.	Canc.	Gh.	Inb.	Inb. Tak.	Out.	Out. Tak.	Ext.	Inb. SL %	CPH	SPH	Dur. Time
1	a_test	2021-08-04 14:45 - 15:00	ccarhuachin	0	0	0	0	0	0	0	0	0	0	0.00%	0	0	00:00:00
2	a_test	2021-08-09 08:15 - 08:30	mariagarcia	0	0	0	0	0	0	0	0	0	0	0.00%	0	0	00:00:00

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE
Time segment that will be used to create the summary report.

AGENT
Agent user ID.

TOTAL
Total number of agent calls in the campaign.

ATTENDED
Total number of calls answered by the agent in the campaign.

ABANDONED
Total number of abandoned campaign calls in which the agent intervened.

CANCELED
Total number of canceled campaign calls in which the agent intervened.

GHOSTS
Total inbound campaign calls that closed before the ghost threshold and in which the agent intervened.

INBOUND
Total inbound campaign calls in which the agent was booked.

INBOUND ATTENDED CALLS
Total inbound campaign calls that were answered by the agent.

OUTBOUND
Total outbound campaign calls in which the agent was booked.

OUTBOUND TAKEN
Total outbound campaign calls that were answered by the agent.

INBOUND SL %
[Inbound ACD SL positive calls] / [Inbound ACD calls]

CPH
[Total calls] / ([Total time logged in] / 3600)

SPH
[Successful calls] / ([Total time logged in] / 3600)

DURATION TIME
Total duration of campaign calls in which the agent intervened.

RINGING TIME
Total ringing time for campaign calls in which the agent intervened.

ANSWER TIME
Total response time for all inbound campaign calls in which the agent intervened.

ATTENTION TIME
Total time spent handling campaign calls in which the agent intervened.

INBOUND ATTENTION TIME
Total time spent handling inbound campaign calls in which the agent intervened.

OUTBOUND ATTENTION TIME
Total time spent handling outbound campaign calls in which the agent intervened.

WRAP UP TIME
Total time spent wrapping up campaign calls in which the agent intervened.

INBOUND WRAP-UP TIME
Total time spent wrapping up inbound campaign calls in which the agent intervened.

OUTBOUND WRAP-UP TIME
Total time spent wrapping up outbound campaign calls in which the agent intervened.

TIME BEFORE ABANDONED
Total abandon time for campaign calls in which the agent intervened.

HOLD TIME
Total hold time for campaign calls in which the agent intervened.

TRANSFER TIME
Total transfer time for campaign calls in which the agent intervened.

PREVIEW TIME
Total time during which outbound campaign calls in which the agent intervened were in preview.

CALLS AVERAGE RINGING TIME
[Ringing time] / ([Total calls] - [Inbound ghost calls] - [Dialer automatic canceled calls])

AVERAGE ATTENTION TIME
[Attention time] / [Connected calls]

AVERAGE WRAP UP TIME
[Wrap-up time] / [Connected calls]

AVERAGE HOLD TIME
[Time on hold] / [Calls with hold]

% BUSY AGENT
100 * [Time spent on the campaign] / ([Time in Active state] + [Time in No ACD state])

% ATTENTION AGENT
100 * [Attending time] / ([Active time] + [No ACD attending time])

STAFF TIME
Total time the agent has been busy with at least one campaign conversation (multiple simultaneous conversations for a single agent do not count).

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of calls by campaign

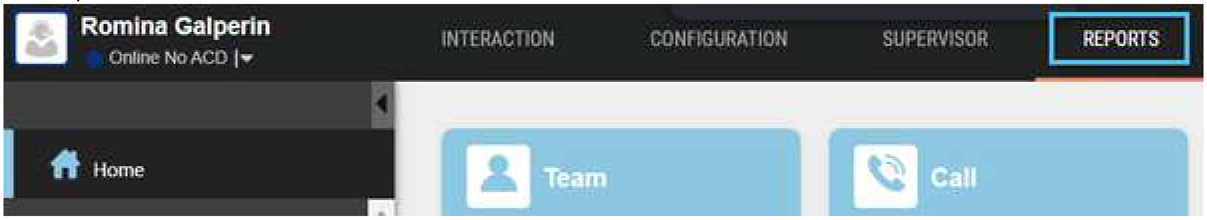
This report provides summarized information on inbound and outbound calls that were generated over a certain period of time. This information can be filtered by campaign.

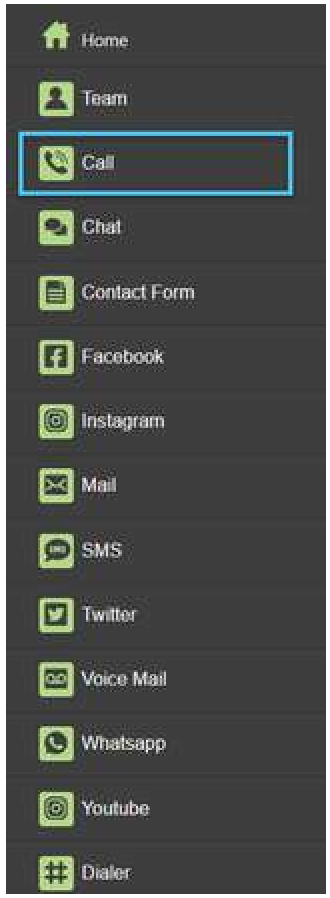
What is this report for?

It is used to obtain a summary of inbound and outbound calls by campaign and thus analyze whether the agents assigned to this campaign are performing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: *15 minutes, 30 minutes, hour, day and month.*

This report can be used to monitor the number of calls for periods of time and thus know what the peak time of the campaign is, as well as monitoring abandoned and canceled calls to know whether all inbound calls are being answered and the level of service that is being provided.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Call" report category:


3. Click on the summary report "By Campaign":


4. Enter the required filters:

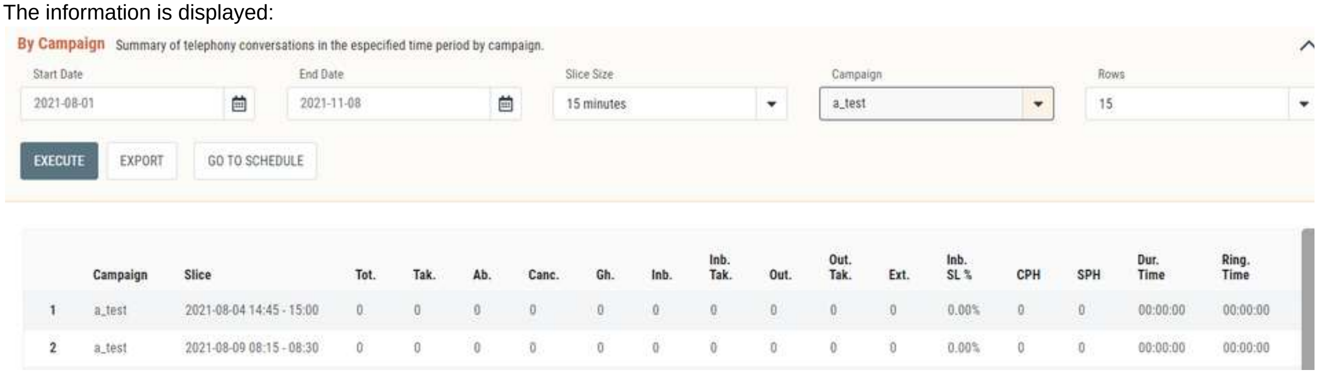
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.*The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



	Campaign	Slice	Tot.	Tak.	Ab.	Canc.	Gh.	Inb.	Inb. Tak.	Out.	Out. Tak.	Ext.	Inb. SL %	CPH	SPH	Dur. Time	Ring. Time
1	a_test	2021-08-04 14:45 - 15:00	0	0	0	0	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00
2	a_test	2021-08-09 08:15 - 08:30	0	0	0	0	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00

Haz click aquí para ver la descripción de las columnas del reporte.

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of agent calls in the campaign.

ATTENDED

Total number of calls answered by the agent in the campaign.

ABANDONED

Total number of abandoned calls in the campaign.

CANCELED

Total number of cancelled calls in the campaign.

GHOSTS

Total inbound campaign calls that closed before the ghost threshold and in which the agent intervened.

INBOUND
Total number of incoming calls in the campaign.

INBOUND ATTENDED CALLS
Total number of inbound campaign calls that were dealt with by at least one agent.

OUTBOUND
Total number of outbound campaign calls.

OUTBOUND TAKEN
Total number of outbound campaign calls that were dealt with by at least one agent.

INBOUND SL %
[Inbound ACD SL positive calls] / [Inbound ACD calls]

CPH
[Total calls] / ([Total time logged in] / 3600)

SPH
[Successful calls] / ([Total time logged in] / 3600)

DURATION TIME
Total duration of campaign calls.

RINGING TIME
Total ringing time for campaign calls.

ANSWER TIME
Total response time for all inbound campaign calls.

ATTENTION TIME
Total attention time spent on calls by all campaign agents.

INBOUND ATTENTION TIME
Total attention time spent on inbound calls by all campaign agents.

OUTBOUND ATTENTION TIME
Total attention time spent on outbound calls by all campaign agents.

WRAP UP TIME
Total wrap-up time for all campaign agents.

INBOUND WRAP-UP TIME
Total wrap-up time for inbound calls for all campaign agents.

OUTBOUND WRAP-UP TIME
Total wrap-up time for outbound calls for all agents.

TIME BEFORE ABANDONED
Total abandon time for campaign calls.

HOLD TIME
Total hold time for campaign calls.

TRANSFER TIME
Total transfer time for campaign calls.

PREVIEW TIME
Total time during which outbound campaign calls are in preview.

CALLS AVERAGE RINGING TIME
[Ringing time] / ([Total calls] - [Inbound ghost calls] - [Dialer automatic canceled calls])

AVERAGE ATTENTION TIME
[Attention time] / [Connected calls]

AVERAGE WRAP UP TIME
[Wrap-up time] / [Connected calls]

- AVERAGE HOLD TIME
  [Time on hold] / [Calls with hold]
- % BUSY AGENT
  100 * [Time spent on the campaign] / ([Time in Active state] + [Time in No ACD state])
- % ATTENTION AGENT
  100 * [Attending time] / ([Active time] + [No ACD attending time])
- STAFF TIME
  Total time agents have been busy with at least one conversation (multiple simultaneous conversations for a single agent do not count).

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

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- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of outgoing calls by agent

This report provides summarized information on outgoing calls that were generated over a certain period of time. This information can be filtered by agent.

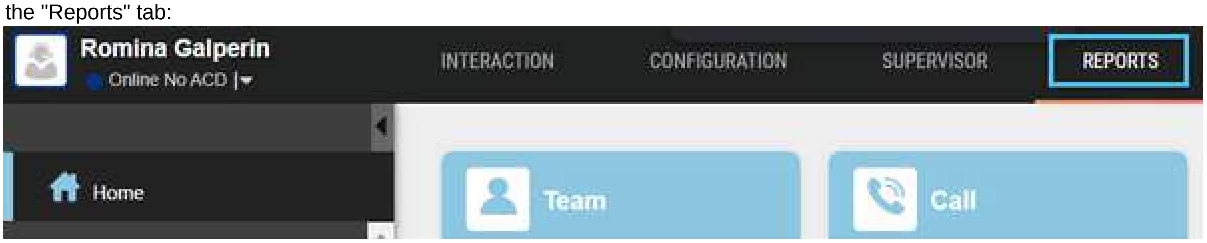
What is this report for?

It is used to obtain a summary of outbound calls over a particular period of time where a specific agent intervened, and thus analyze whether this agent is providing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: *15 minutes, 30 minutes, hour, day and month.*

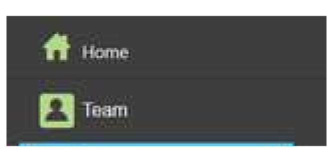
This report can be used to compare agents’ times and performance.

To generate the report, follow these steps:

1. Go to the "Reports" tab:

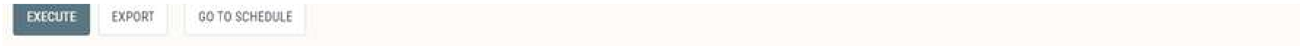


2. Click on the "Call" report category:



3. Click on the "Outgoing by Agent" summarized report:

4. Enter the required filters:



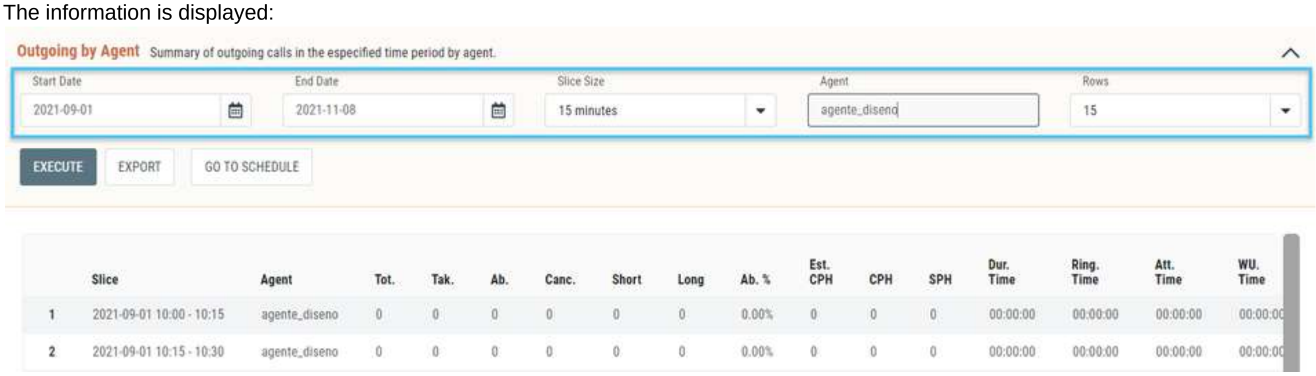
Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: Agent user ID. *The filter is case sensitive.*

> If you leave the Agent filter blank, the report will show the information related to all the agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

SLICE
Time segment that will be used to create the summary report.

AGENT
Agent user ID.

TOTAL
Total number of outbound calls assigned to or taken by the agent.

ATTENDED
Total number of outbound calls handled by the agent.

ABANDONED
Total number of outbound calls that were abandoned when the agent was trying to answer.

CANCELED
Total number of outbound calls that were canceled when the agent was the last to intervene.

SHORT
Total number of outbound calls answered by the agent that lasted less than the limit defined in the short interaction threshold.

LONG
Total number of outbound calls answered by the agent that were longer than the limit defined in the long interaction threshold.

ABANDONED %
100 * [Outbound abandoned calls] / [Outbound calls]

ESTIMATED CPH
[Outbound calls] / ([Slice minutes] / 60)

CPH
[Outbound calls] / ([Time logged in] / 3600)

SPH
[Successful outbound calls] / ([Time logged in] / 3600)

DURATION TIME
Total duration of agent's outbound calls.

RINGING TIME
Total ringing time for agent's outbound calls.

ATTENTION TIME
Total attention time spent on agent's outbound calls.

WRAP UP TIME
Total time spent by agent wrapping up outbound calls.

TIME BEFORE ABANDONED
Total time of outbound abandoned calls in which the agent intervened.

PREVIEW TIME
Total time during which agent's outbound calls are in preview.

HOLD TIME
Total time for which the agent put outbound calls on hold.

TRANSFER TIME
Total time of outbound call transfers made by the agent.

AVERAGE DURATION TIME
([Duration of outbound calls] - [Outbound calls]) / ([Inbound calls] - [Canceled dialer calls])

CALLS AVERAGE RINGING TIME
[Outbound calls ringing time] / ([Outbound calls] - [Canceled dialer calls])

AVERAGE ATTENTION TIME
[Outbound calls attention time] / [Outbound answered calls]

AVERAGE WRAP UP TIME
[Outbound calls wrap-up time] / [Outbound answered calls]

AVERAGE HOLD TIME
[Outbound calls hold time] / [Outbound calls with hold]

MAXIMUM DURATION TIME
Agent's maximum duration of an outbound call.

MAXIMUM RINGING TIME
Agent's maximum ringing time for an outbound call.

MAXIMUM ATTENTION TIME
Agent's maximum attention time on an outbound call.

MAXIMUM WRAP-UP TIME
Agent's maximum wrap-up time for an outbound call.

MAXIMUM HOLD TIME
Agent's maximum hold time for an outbound call.

W/ HOLD
Number of outbound calls put on hold by the agent.

AVERAGE W/ HOLD
[Outbound calls with hold] / [Outbound answered calls]

W/ CONFERENCE
Number of outbound calls switched to conference mode by the agent.

AVERAGE W/ CONFERENCE
[Outbound calls with conference] / [Outbound answered calls]

TRANSFERRED
Number of outbound calls that were transferred by the agent.

TRANSFERRED TO AGENT
Number of outbound calls that were transferred by the agent to another agent (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO CAMPAIGN
Number of outbound calls that were transferred by the agent to another campaign.

TRANSFERRED TO QUEUE
Number of outbound calls that were transferred by the agent to the queue (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO NUMBER
Number of outbound calls that were transferred by the agent to an external number (only the first successful transfer counts, or transfer attempt if it failed).

AVERAGE TRANSFERRED
[Outbound calls transferred] / [Outbound answered calls]

AVERAGE TRANSFERRED TO AGENT
[Outbound calls transferred to agent] / [Outbound answered calls]

AVERAGE TRANSFERRED TO CAMPAIGN
[Outbound calls transferred to campaign] / [Outbound answered calls]

AVERAGE TRANSFERRED TO QUEUE
[Outbound calls transferred to queue] / [Outbound answered calls]

AVERAGE TRANSFERRED TO NUMBER
[Outbound calls transferred to an external number] / [Outbound answered calls]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of outgoing calls by campaign

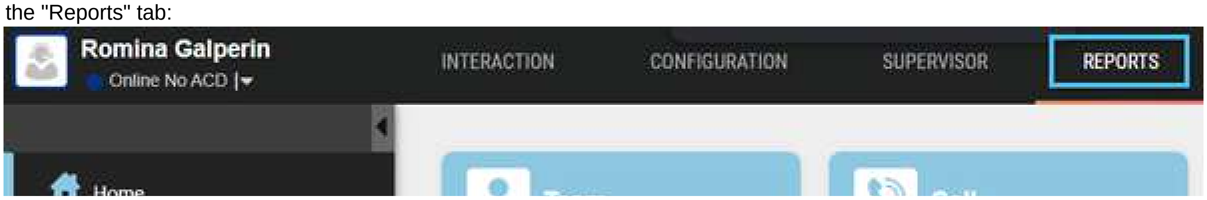
This report provides summarized information on outgoing calls that were generated over a certain period of time. This information can be filtered by campaign.

What is this report for?

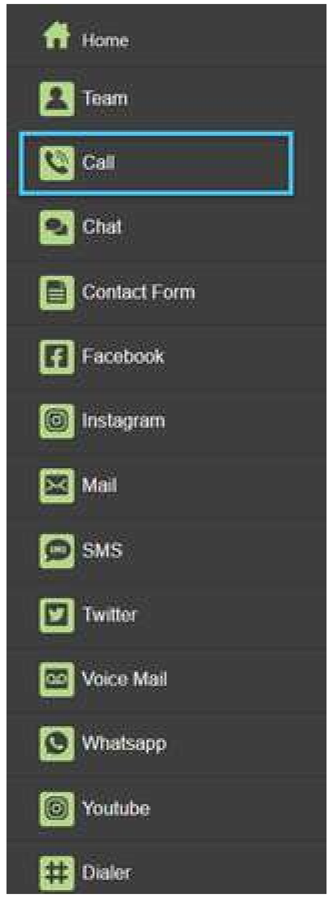
It is used to obtain a summary of outbound calls by campaign and thus analyze whether the agents assigned to this campaign are performing the service within permitted service level limits. The information in this report is presented in a time segment, which can be: *15 minutes, 30 minutes, hour, day and month.*

To generate the report, follow these steps:

1. Go to the "Reports" tab:



2. Click on the "Call" report category:



3. Click on the "Outgoing by Campaign" summarized report:

4. Enter the required filters:

Start date and End date: range for which you want to obtain the information.

Time Slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

	Slice	Campaign	Tot.	Ans.	Ab.	Canc.	Short	Long	Cont. %	Ab. %	CPH	SPH	Dur. Time	Ring. Time	Att. Time
1	2021-09-01 10:00 - 10:15	campanaexitotelefonia	0	0	0	0	0	0	0.00%	0.00%	0	0	00:00:00	00:00:00	00:00:00
2	2021-09-01 10:15 - 10:30	campanaexitotelefonia	0	0	0	0	0	0	0.00%	0.00%	0	0	00:00:00	00:00:00	00:00:00

Click here to see the description of the report columns

SLICE
Time segment that will be used to create the summary report.

CAMPAIGN
Campaign ID.

TOTAL
Total number of outbound campaign calls.

ATTENDED
Total number of outbound campaign calls that were dealt with by at least one agent.

ABANDONED
Total number of outbound campaign calls abandoned.

CANCELED
Total number of outbound campaign calls that were canceled by the agent before contact was made.

SHORT
Total outbound campaign calls that lasted less than the limit defined in the short interaction threshold but are not ghost calls.

LONG
Total number of outbound campaign calls that lasted longer than the limit defined in the long interaction threshold.

% ANSWERED
100 * ([Outbound calls connected] + [Outbound calls abandoned]) / [Outbound calls]

ABANDONED %
100 * [Outbound abandoned calls] / [Outbound calls]

CPH
[Outbound calls] / ([Time logged in] / 3600)

SPH
[Successful outbound calls] / ([Time logged in] / 3600)

DURATION TIME
Total duration of the outbound campaign calls.

RINGING TIME
Total ringing time for outbound campaign calls (including transfer time).

ATTENTION TIME
Total attention time spent on agent's outbound calls.

WRAP UP TIME
Total wrap-up time for outbound campaign calls for all agents.

TIME BEFORE ABANDONED
Total abandon time of outbound campaign calls.

HOLD TIME
Total time on hold of outbound campaign calls for all agents.

TRANSFER TIME
Total transfer time of outbound campaign calls.

AVERAGE DURATION TIME
([Duration of outbound calls] / ([Outbound Calls] - [Dialer calls canceled])

CALLS AVERAGE RINGING TIME
[Outbound calls ringing time] / ([Outbound calls] - [Canceled dialer calls])

AVERAGE ATTENTION TIME
[Outbound calls attention time] / [Outbound answered calls]

AVERAGE WRAP UP TIME
[Outbound calls wrap-up time] / [Outbound answered calls]

AVERAGE ABANDON TIME
[Outbound calls abandon time] / [Outbound abandoned calls]

AVERAGE HOLD TIME
[Outbound calls hold time] / [Outbound calls with hold]

MAXIMUM DURATION TIME
Maximum duration of an outbound campaign call.

MAXIMUM RINGING TIME
Maximum ringing time for an outbound campaign call.

MAXIMUM ATTENTION TIME
Maximum attention time for an outbound campaign call.

MAXIMUM WRAP-UP TIME
Maximum wrap-up time for an outbound campaign call.

MAXIMUM HOLD TIME
Maximum time on hold for an outbound campaign call.

% BUSY AGENTS
100 * [Time spent on the campaign] / ([Time in Available state] + [Time in No ACD state])

% ATTENDING AGENTS
100 * [Time attending] / ([Time in Available state] + [Time attending in No ACD state])

LOGGED TIME
Total time that the agents remained logged in and assigned to the campaign.

ACTIVE TIME
Total time agents were available in the campaign.

STAFF TIME
Total time agents were busy with a conversation (multiple simultaneous conversations for a single agent do not count).

LOGGED-IN AGENTS
Agent logged-in sessions after a long period of being logged out. If checked daily, it serves to distinguish connected agents.

W/ HOLD
Number of outbound campaign calls put on hold at least once.

AVERAGE W/ HOLD
[Outbound calls with hold] / [Outbound answered calls]

W/ CONFERENCE
Number of outbound campaign calls switched to conference mode.

AVERAGE W/ CONFERENCE
[Outbound calls with conference] / [Outbound answered calls]

TRANSFERRED
Number of outbound campaign calls that were transferred.

TRANSFERRED TO AGENT
Number of outbound campaign calls that were transferred by an agent to another agent (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO CAMPAIGN
Number of outbound campaign calls that were transferred by an agent to another campaign.

TRANSFERRED TO QUEUE
Number of outbound campaign calls that were transferred by an agent to the queue (only the first successful transfer counts, or transfer attempt if it failed).

TRANSFERRED TO NUMBER
Number of outbound campaign calls that were transferred by an agent to an external number (only the first successful transfer counts, or transfer attempt if it failed).

AVERAGE TRANSFERRED
[Outbound calls transferred] / [Outbound answered calls]

AVERAGE TRANSFERRED TO AGENT
[Outbound calls transferred to agent] / [Outbound answered calls]

AVERAGE TRANSFERRED TO CAMPAIGN
[Outbound calls transferred to campaign] / [Outbound answered calls]

AVERAGE TRANSFERRED TO QUEUE
[Outbound calls transferred to queue] / [Outbound answered calls]

AVERAGE TRANSFERRED TO NUMBER
[Outbound calls transferred to an external number] / [Outbound answered calls]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging

- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Email reports

"Email" reports provide detailed and summarized information on the performance and productivity of the agents in the campaigns associated with the Email communication channel, as well as the detail and summary of the behavior of the interactions and the associated parameters of each campaign.

The reports available in this category are:

Detail of active email conversations by campaign

This report provides detailed information on the email conversations that are active, that is, conversations that are taking place when the report is generated. You can filter that information by campaign.

Email conversation threads by campaign

This report provides detailed information on the threads of each email conversation, that is, of all the messages exchanged in said conversations in a certain period of time. You can filter that information by campaign.

Detail of email conversations by agent

This report provides detailed information on the email conversations that were generated in a certain period of time. You can filter that information by agent.

Detail of email conversations by campaign

This report provides detailed information on the email conversations that were generated in a certain period of time. You can filter that information by campaign

Detail of email conversations by level of attention

This report provides detailed information about email conversations that were generated in a given period of time. You can filter that information by campaign, account, and attention level

Trace email conversations per campaign

This report provides detailed information on the progress in each of the steps that occurred in the email conversations that were generated in a certain period of time; the information can be filtered by campaign.

Summary of incoming emails by campaign and agent

This report provides summary information of the incoming email messages, as well as the responses of the agents to said messages that were generated in a certain period of time. You can filter that information by campaign and agent.

Summary of incoming emails by campaign

This report provides summary information about the conversations that were generated from incoming email messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign

Incoming email summary by account

This report provides summary information about the conversations that were generated from incoming email messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by account and campaign.

Summary of incoming emails by account and agent

This report provides summary information of the incoming email messages, as well as the responses of the agents to said messages that were generated in a certain period of time. You can filter that information by account and agent.

Summary of incoming emails by level of attention

This report provides summary information of the incoming email messages, as well as the responses of the agents to said messages that were generated in a certain period of time. You can filter that information by campaign, account and assigned attention level.

Outbound email response summary by campaign and agent

This report provides summary information of the responses of the contacts to the outgoing emails of the i6 agents, as well as the successive emails of the agents to said responses that were generated in a certain period of time. You can filter that information by campaign and agent.

Outbound email response summary by campaign

This report provides summary information about the conversations that were generated from outgoing emails of i6 agents, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

Summary of outgoing email responses by account

This report provides summary information about the conversations that were generated from outgoing emails of i6 agents, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign and account.

Outbound email response summary by account and agent

This report provides summary information of the responses of the contacts to the outgoing emails of the i6 agents, as well as the successive emails of the agents to said responses that were generated in a certain period of time. You can filter that information by account and agent.

Summary of outgoing email responses by level of care

This report provides summary information of the responses of the contacts to the outgoing emails of i6 agents, as well as the successive emails of the agents to said responses that were generated in a certain period of time. You can filter that information by campaign, account and assigned attention level.

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Indicators for incoming email conversations

This report provides daily information in real time for incoming email conversations and the messages received and sent in those conversations that were generated in a certain period of time. You can filter that information by campaign in a certain period of time.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

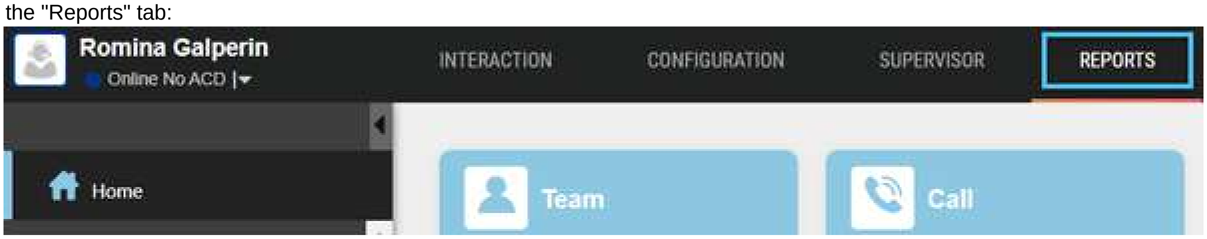
Detail of active email conversations by campaign

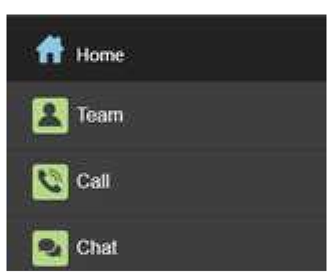
This report provides detailed information on the email conversations that are active, that is, conversations that are taking place when the report is generated. You can filter that information by campaign.

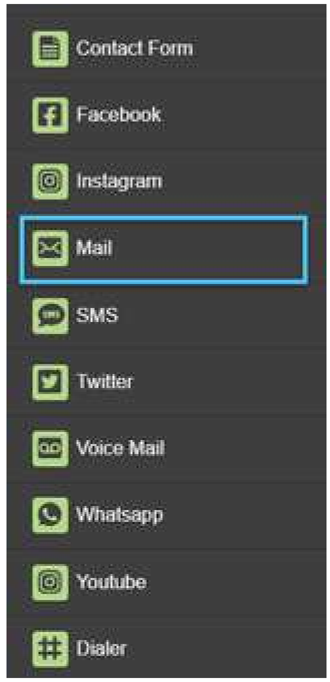
What is this report for?

Get the details of each of the active email conversations of a specific campaign for a desired period of time and thus verify the agent and the address of the contact involved in said conversation.

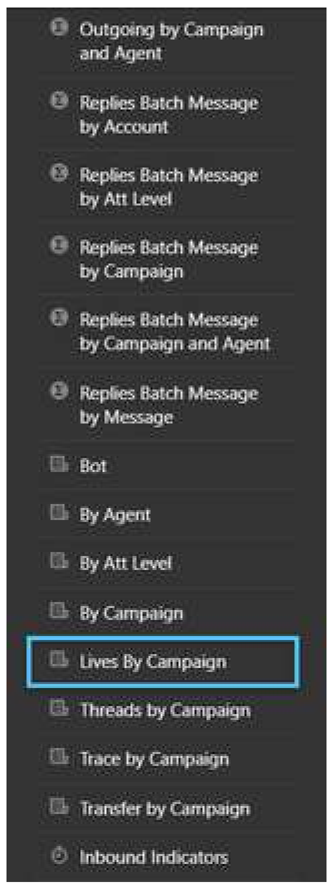
To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Email" report category:




3. Click on the detailed report "Lives by Campaign":



4. Enter the required filters:

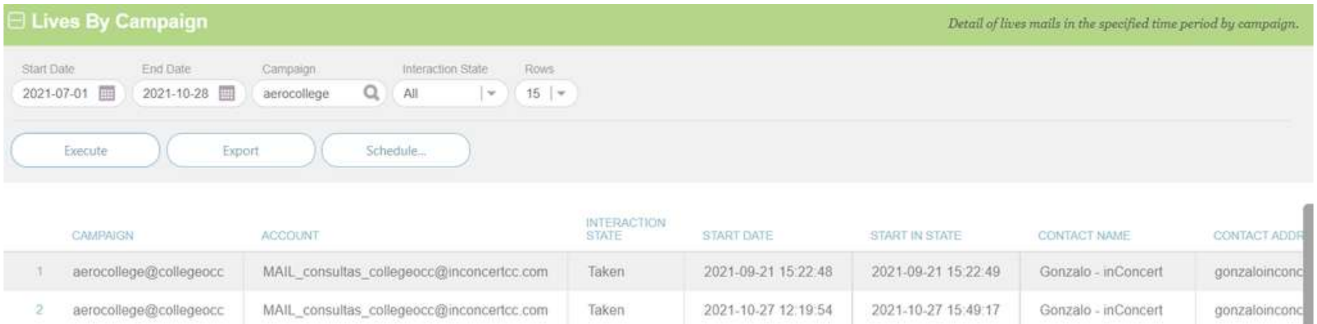
Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Conversation Status: the status of the email conversation

5. Click the "Execute" button to generate the report.

   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign

START DATE

The start date of the email conversation.

START DATE IN STATE

The start date of the email conversation in the selected state.

CONTACT NAME

Name of the contact.

CONTACT ADDRESS

Contact address.

AGENT

User ID of the agent involved in the email conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of email conversations by agent

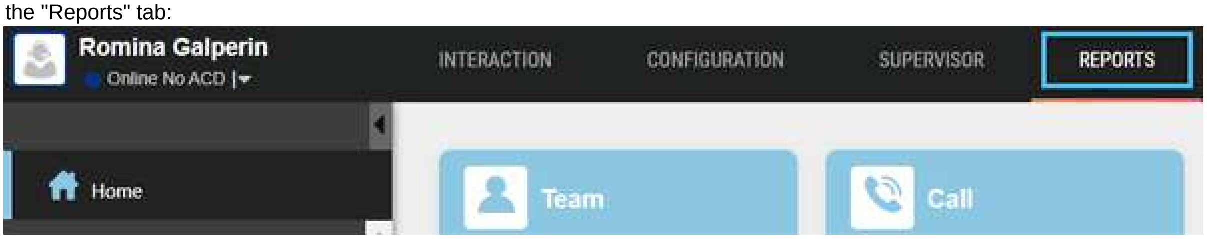
This report provides detailed information on the finished email conversations that were generated in a certain period of time. You can filter that information by agent.

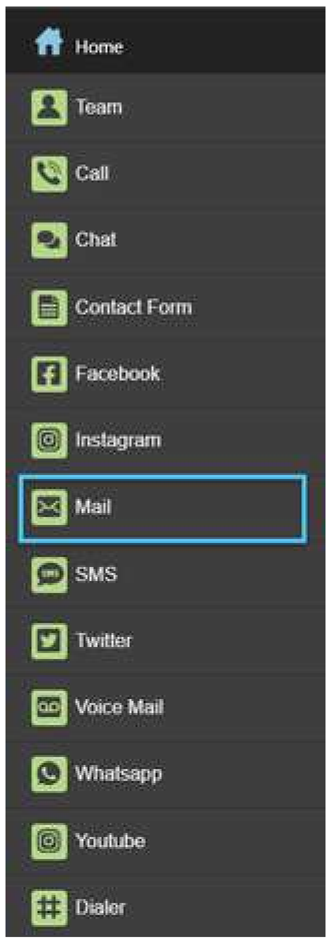
What is this report for?

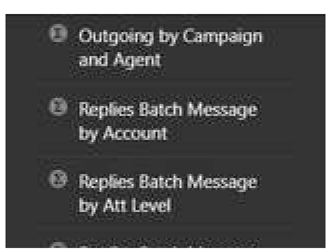
Get the details of each of the incoming and outgoing email conversations where a specific agent intervened for a desired period of time and thus analyze the times of that agent's conversations.

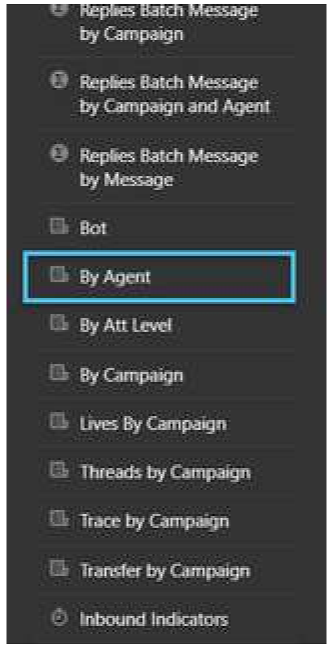
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

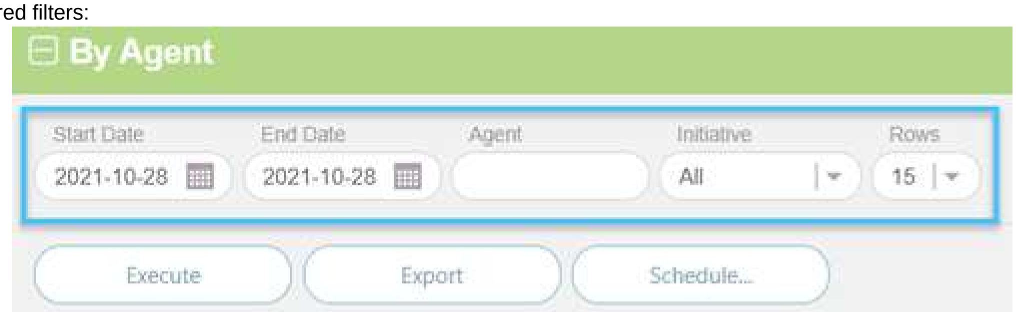
1. Go to the "Reports" tab:


2. Click on the "Email" report category:


3. Click on the detailed report "By Agent":




4. Enter the required filters:



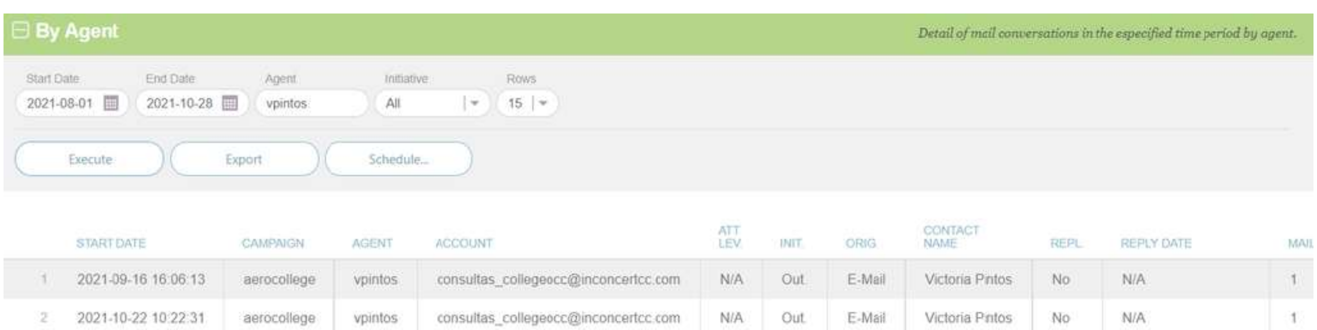
Start date and end date: range for which you want to obtain the information.

Agent: Agent user ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Initiative: indicate whether the conversation began with outgoing or incoming messages.

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
The information is displayed:



	START DATE	CAMPAIGN	AGENT	ACCOUNT	ATT LEV.	INIT.	ORIG.	CONTACT NAME	REPL.	REPLY DATE	MAIL
1	2021-09-16 16:06:13	aerocollege	vpintos	consultas_collegeocc@inconcertcc.com	N/A	Out	E-Mail	Victoria Pintos	No	N/A	1
2	2021-10-22 10:22:31	aerocollege	vpintos	consultas_collegeocc@inconcertcc.com	N/A	Out	E-Mail	Victoria Pintos	No	N/A	1

Click here to see the description of the report columns

START DATE

The start date of the email conversation.

CAMPAIGN

Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the email conversation.

INITIATIVE
Indicates whether the email conversation started with outgoing or incoming messages

ORIGIN
Indicates the type of the parent conversation.

CONTACT NAME
Name of the contact.

ANSWER
Indicates whether the email conversation has at least one answer.

ANSWER DATE
Date of first reply email.

EMAILS
Number of emails that were written in the conversation.

AGENT RESPONSE
Total number of responses (written by the agent) in the email conversation

ATTENTION START DATE
Email conversation start date.

END DATE
Email conversation end date.

DURATION TIME
Total duration time of the email conversation.

WAITING TIME
Total time the email conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the email conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
If the conversation is inbound initiative, it is the time that elapsed while the agent was booked and the first response was generated.

If the conversation is of outgoing initiative, it is the time that elapsed between the sending of the email and the first answer of the contact.

ATTENTION TIME
Time it took the agent to pay attention to the email conversation.

FINISHED
Indicates if the email conversation was finished when an agent had taken it (regardless of whether the agent did not answer it).

DISPOSITION
Email conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
Indicates if the last disposition code is taken as successful.

FROM
Indicates who sent the first email.

- FOR
  Destination of the first email. In case there is more than one destination, they are separated with a space.
- CC
  CC destination of the first email. In case there is more than one destination, they are separated with a space.
- SUBJECT
  Subject of the first email.
- ATTACHMENTS
  Number of attachments in the first email.
- SPAM
  Indicates if the email conversation was marked as spam.
- TRANSFERRED
  Indicates if the email conversation was transferred (or was attempted to transfer) at least once.
- TRANSFERRED OK
  Indicates whether or not the transfer was successful.
- TRANSFER TYPE
  Transfer destination type: campaign, attention level, agent, queue, number.
- TRANSFER DESTINATION
  Destination address of the transfer.
- CCI
  Indicates whether the email conversation has CCI integration.
- TICKET
  Ticket associated with the email conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of email conversations by campaign

This report provides detailed information on the finished email conversations that were generated in a certain period of time. You can filter that information by campaign.

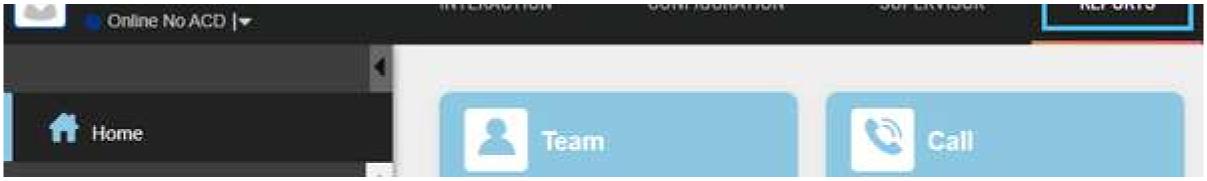
What is this report for?

Get the details of each of the incoming and outgoing email conversations of a specific campaign for a desired period of time and thus analyze the times of the conversations of the agents assigned to said campaign.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

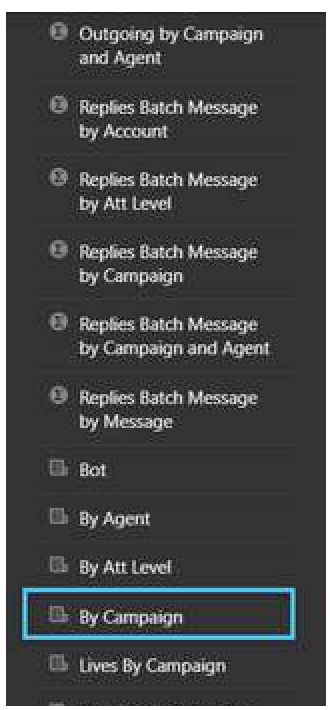
To generate the report, follow these stepss:

1. Go to the "Reports" tab:

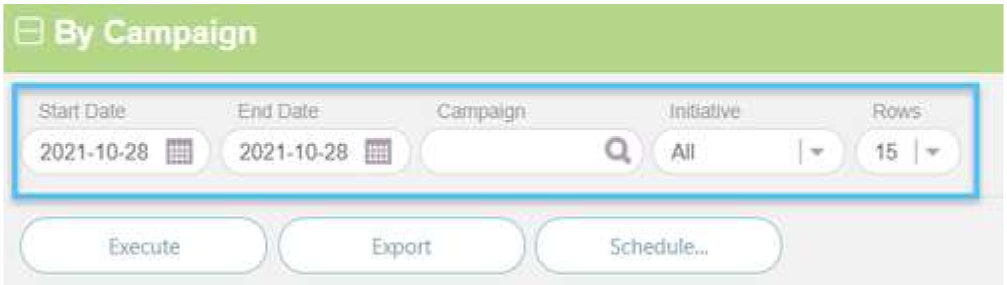


2. Click on the "Mail" report category:

3. Click on the detailed report "By campaign":



4. Enter the required filters:



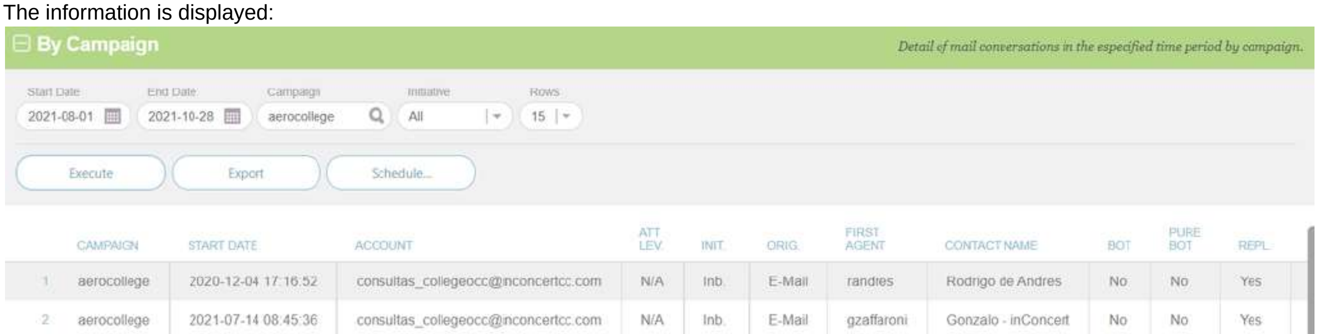
Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

Initiative: indicate whether the conversation began with outgoing or incoming messages.

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
The start date of the email conversation.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the email conversation.

INITIATIVE
Indicates whether the email conversation started with outgoing or incoming messages

ORIGIN
Indicates the type of the parent conversation.

FIRST AGENT
First agent to intervene in the email conversation.

CONTACT NAME
Name of the contact.

ANSWER

Indicates whether the email conversation has at least one answer.

ANSWER DATE

Date of first reply email.

EMAILS

Number of emails that were written in conversation.

AGENT RESPONSE

Total number of responses (written by agent) in email conversation.

ATTENTION START DATE

Email conversation start date.

END DATE

Email conversation end date.

DURATION TIME

Total duration time of the email conversation.

WAITING TIME

Total time the email conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME

Time that elapsed while the email conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER

If the conversation is inbound initiative, it is the time that elapsed while the agent was booked and the first response was generated.

If the conversation is of outgoing initiative, it is the time that elapsed between the sending of the email and the first answer of the contact.

ATTENTION TIME

Time it took the agent to pay attention to the email conversation.

DISPOSITION

Email conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION

Absolute disposition code (includes the entire tree path).

SUCCESS

Indicates if the last disposition code is taken as successful.

FROM

Indicates who sent the first email.

FOR

Destination of the first email. In case there is more than one destination, they are separated with a space.

CC

CC destination of the first email. In case there is more than one destination, they are separated with a space.

SUBJECT

Subject of the first email.

ATTACHMENTS

Number of attachments in the first email.

SPAM

Indicates if the email conversation was marked as spam.

TRANSFERRED

Indicates if the email conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the email conversation has CCI integration.

TICKET
Ticket associated with the email conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of email conversations by attention level

This report provides detailed information about finished email conversations that were generated in a given period of time. You can filter that information by campaign, account, and attention level.

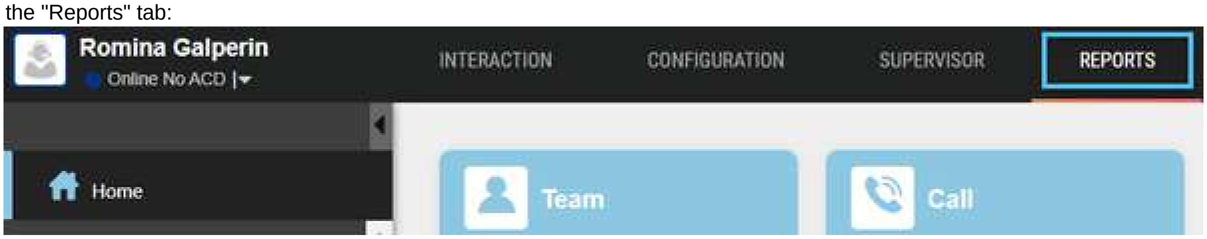
What is this report for?

Get the details of each of the incoming and outgoing email conversations that were assigned to the different attention levels associated with the campaign accounts during a desired period of time and thus analyze the times of these conversations.

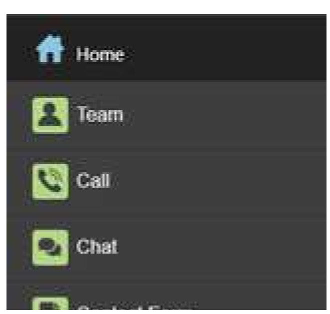
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

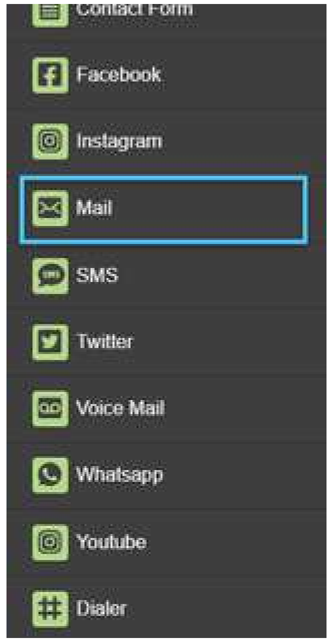
To generate the report, follow these steps:

1. Go to the "Reports" tab:

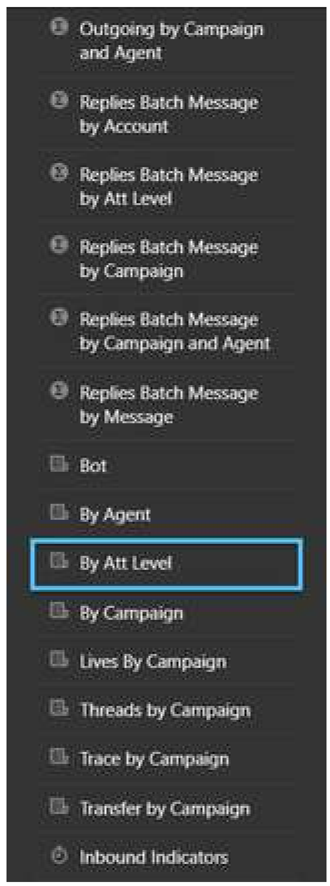


2. Click on the "Mail" report category:

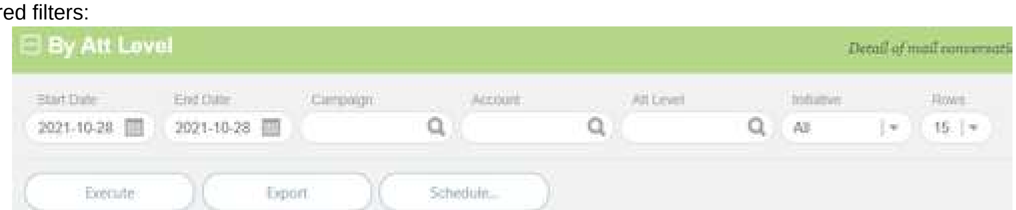




3. Click on the detailed report "By Attention Level":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention level: attention level assigned to the conversation.

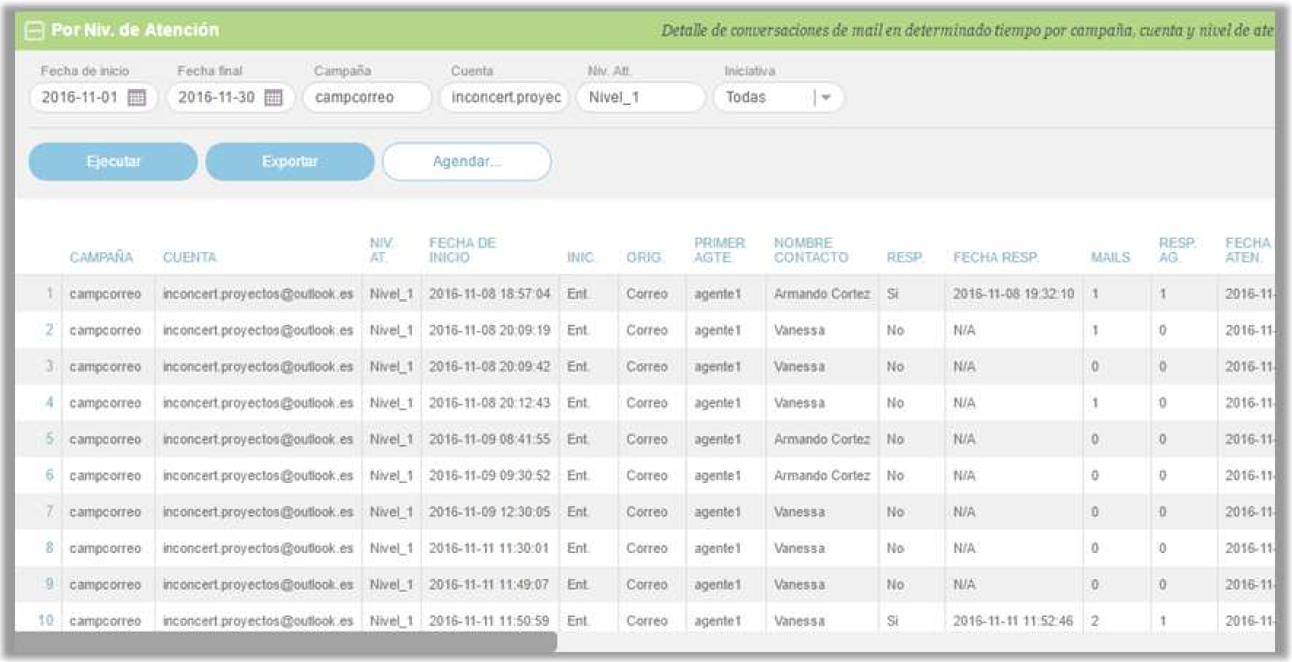
Initiative: indicate whether the conversation began with outgoing or incoming messages.

When hovering over the filters, their description is displayed

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.

   The information is displayed:



	CAMPAÑA	CUENTA	NIV. AT.	FECHA DE INICIO	INIC.	ORIG.	PRIMER AGTE.	NOMBRE CONTACTO	RESP.	FECHA RESP.	MAILS	RESP. AG.	FECHA ATEN.
1	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-08 18:57:04	Ent.	Correo	agente1	Armando Cortez	Si	2016-11-08 19:32:10	1	1	2016-11-
2	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-08 20:09:19	Ent.	Correo	agente1	Vanessa	No	N/A	1	0	2016-11-
3	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-08 20:09:42	Ent.	Correo	agente1	Vanessa	No	N/A	0	0	2016-11-
4	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-08 20:12:43	Ent.	Correo	agente1	Vanessa	No	N/A	1	0	2016-11-
5	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-09 08:41:55	Ent.	Correo	agente1	Armando Cortez	No	N/A	0	0	2016-11-
6	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-09 09:30:52	Ent.	Correo	agente1	Armando Cortez	No	N/A	0	0	2016-11-
7	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-09 12:30:05	Ent.	Correo	agente1	Vanessa	No	N/A	0	0	2016-11-
8	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-11 11:30:01	Ent.	Correo	agente1	Vanessa	No	N/A	0	0	2016-11-
9	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-11 11:49:07	Ent.	Correo	agente1	Vanessa	No	N/A	0	0	2016-11-
10	campcorreo	inconcert.proyectos@outlook.es	Nivel_1	2016-11-11 11:50:59	Ent.	Correo	agente1	Vanessa	Si	2016-11-11 11:52:46	2	1	2016-11-

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the email conversation.

START DATE

The start date of the email conversation.

INITIATIVE

Indicates whether the email conversation started with outgoing or incoming messages.

ORIGIN

Indicates the type of the parent conversation.

FIRST AGENT

First agent to intervene in the email conversation.

CONTACT NAME

Name of the contact.

ANSWER
Indicates whether the email conversation has at least one answer.

ANSWER DATE
Date of first reply email.

EMAILS
Number of emails that were written in the conversation.

AGENT RESPONSE
Total number of responses (written by the agent) in the email conversation

ATTENTION START DATE
Email conversation start date.

END DATE
Email conversation end date.

DURATION TIME
Total duration time of the email conversation.

WAITING TIME
Total time the email conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the email conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
If the conversation is inbound initiative, it is the time that elapsed while the agent was booked and the first response was generated.

If the conversation is of outgoing initiative, it is the time that elapsed between the sending of the email and the first answer of the contact.

ATTENTION TIME
Time it took the agent to pay attention to the email conversation.

DISPOSITION
Email conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
Indicates if the last disposition code is taken as successful.

FROM
Indicates who sent the first email.

FOR
Destination of the first email. In case there is more than one destination, they are separated with a space.

CC
CC destination of the first email. In case there is more than one destination, they are separated with a space.

SUBJECT
Subject of the first email.

ATTACHMENTS
Number of attachments in the first email.

SPAM
Indicates if the email conversation was marked as spam.

TRANSFERRED
Indicates if the email conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK

Indicates whether or not the transfer was successful.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

CCI

Indicates whether the email conversation has CCI integration.

TICKET

Ticket associated with the email conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Trace email conversations by campaign

This report provides detailed information on the progress in each of the steps that occurred in the email conversations that were finished in a certain period of time. The information can be filtered by campaign.

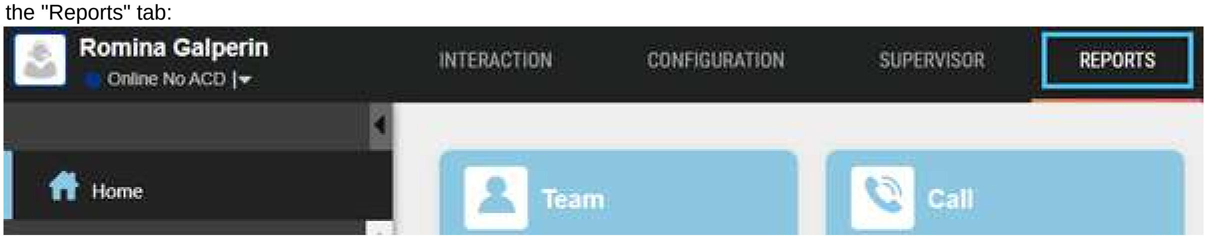
What is this report for?

Get the details of each trace of incoming and outgoing email conversations per campaign over a desired period of time, thus being able to analyze the steps taken during each of the conversations and being able to know the exact date and time of these steps and the agents involved in the conversation.

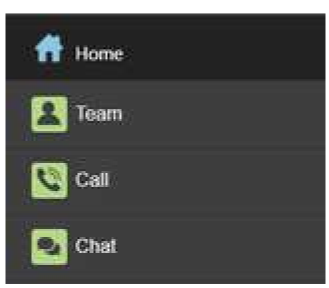
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

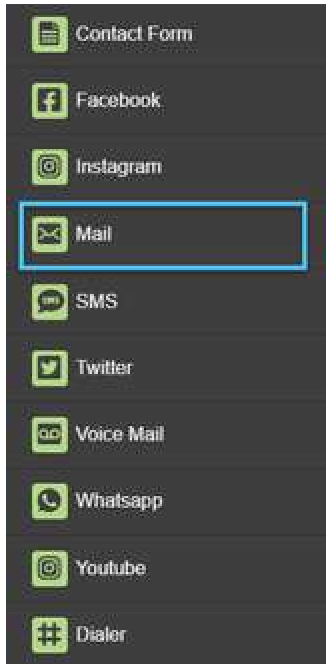
To generate the report, follow these steps:

1. Go to the "Reports" tab:

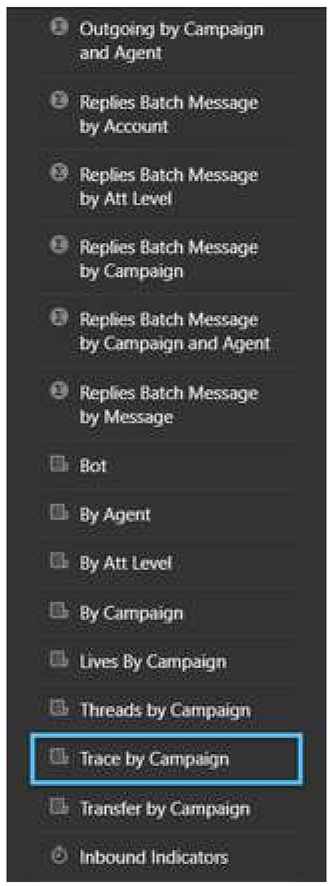


2. Click on the "Mail" report category:

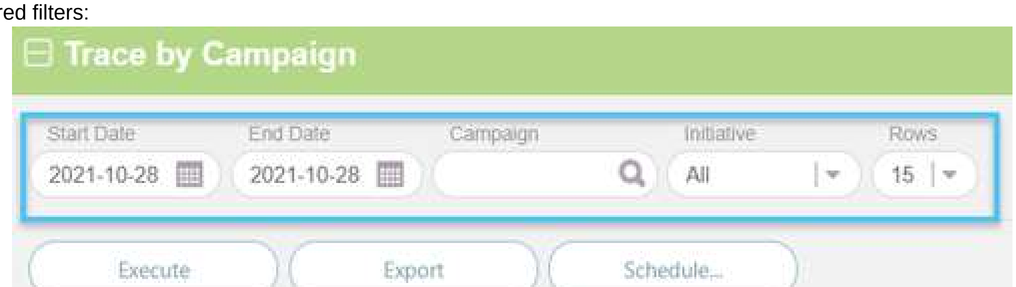




3. Click on the detailed report "Trace by Campaign":



4. Enter the required filters:



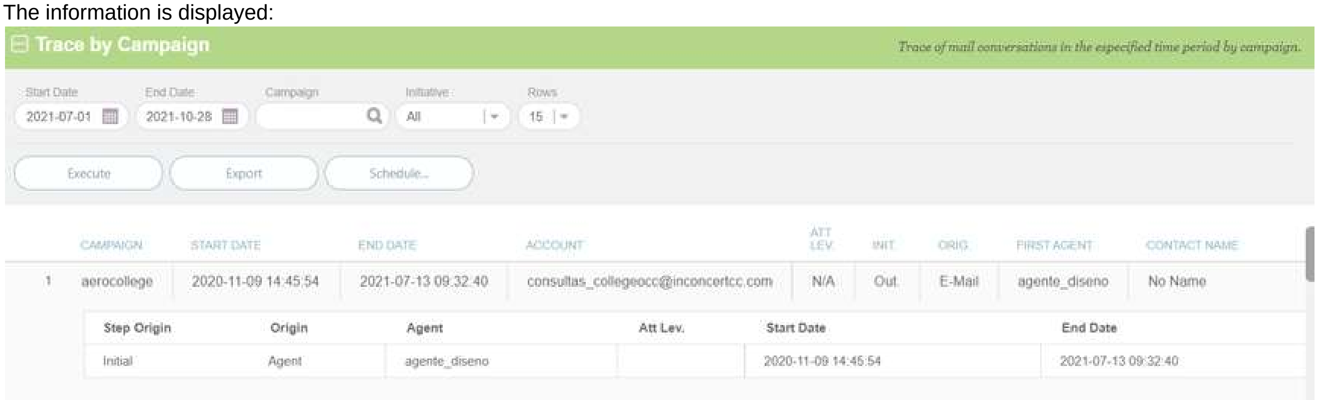
Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

Initiative: indicate whether the conversation began with outgoing or incoming messages.

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

START DATE
The start date of the email conversation.

END DATE
Email conversation end date.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the email conversation.

INITIATIVE
Indicates whether the email conversation started with outgoing or incoming messages.

ORIGIN
Indicates the type of the parent conversation.

FIRST AGENT
First agent to intervene in the email conversation.

CONTACT NAME
Name of the contact.

EMAILS
Number of emails that were written in the conversation.

DISPOSITION
Email conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
Indicates if the last disposition code is taken as successful.

- FROM
  Indicates who sent the first email.
- FOR
  Destination of the first email. In case there is more than one destination, they are separated with a space.
- CC
  CC destination of the first email. In case there is more than one destination, they are separated with a space.
- SUBJECT
  Subject of the first email.
- ATTACHMENTS
  Number of attachments in the first email.
- SPAM
  Indicates if the email conversation was marked as spam.
- TICKET
  Ticket associated with email conversation.
- TRANSFERRED
  Indicates if the email conversation was transferred (or was attempted to transfer) at least once.
- TRANSFERRED OK
  Indicates whether or not the transfer was successful.
- TRANSFER TYPE
  Transfer destination type: campaign, attention level, agent, queue, number.
- CCI
  Indicates whether the email conversation has CCI integration.
- Columnas del hilo de la conversación
  - Origin Step
    Indicates how the email conversation reached this step (initial step, was transferred, was reopened, etc.).
  - Origin
    Source of the email conversation step (agent or contact).
  - Agent
    User ID of the agent that intervened in the email conversation step
  - Attention level
    Level of attention assigned to the passage of the email conversation
  - Start date
    The start date of the email conversation step
  - End date
    The end date of the conversation step
  - Start in Queued
    The start date of the passage of the email conversation in the queue
  - Finished
    Indicates whether in the step, the email conversation was finished. In the case of transferring it is taken as finished
  - Duration Time
    The total duration time of the email conversation step.
  - Time in queue
    Total time in the step in which the email conversation remained in queue.
  - Attention Time
    Total time in the step that brought the agent the attention of the email conversation.

Events
The number of email messages that occurred in the step.

Agents Events
The number of agent email messages that occurred in the step.

Transferred
Indicates whether the email conversation was transferred in the step (or attempted to be transferred) at least once

Transferred Ok
Indicates whether or not the transfer was successful.

Transfer Type
Transfer destination type: campaign, attention level, agent, queue, number

Transfer Destination
Destination address of the transfer

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming emails by campaign and agent

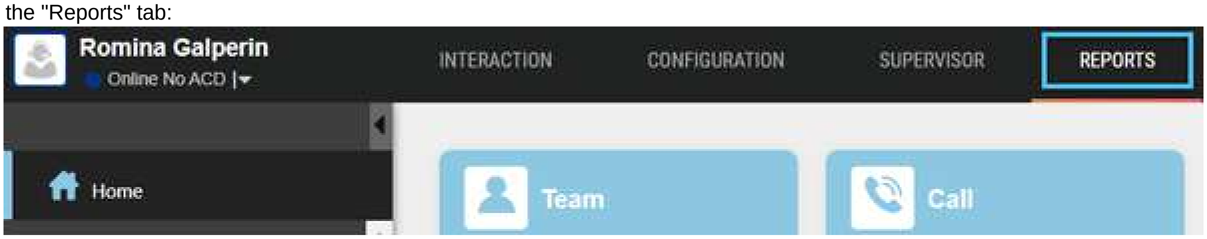
This report provides summarized information of the conversations that are generated from the incoming email messages, as well as the answers of the agents to said conversations in a certain period of time. You can filter that information by campaign and agent.

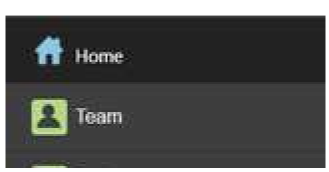
What is this report for?

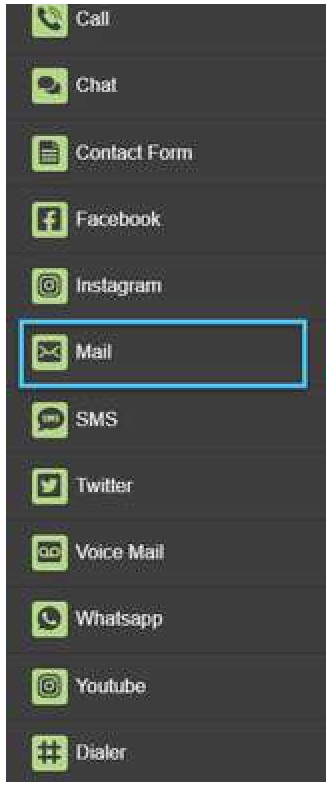
Get by agent in a specific campaign the summary of the number of conversations that were generated from incoming email messages over a desired period of time, thus analyzing whether said agent is providing service within the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

This report can be used to compare times and performance of each of the agents assigned to the campaign.

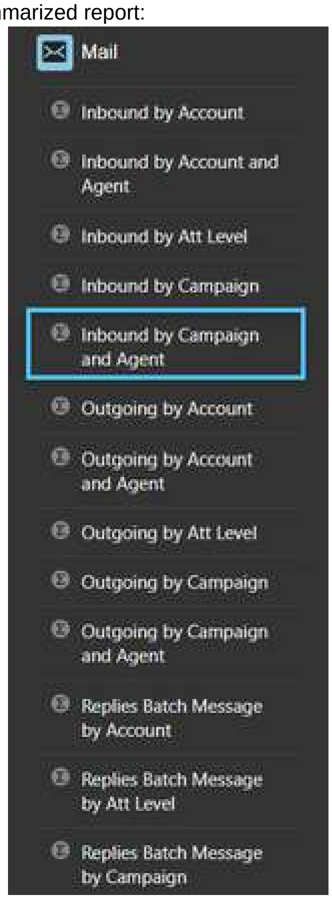
To generate the report, follow these steps:

1. Go to the "Reports" tab:


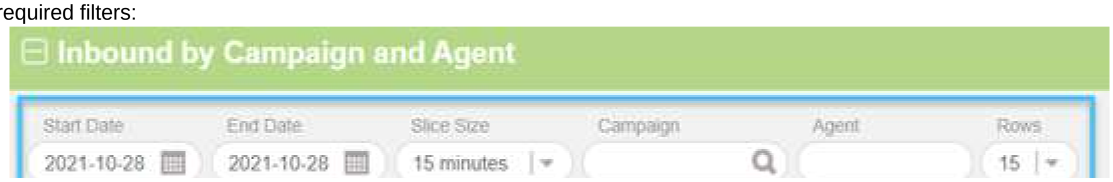
2. Click on the "Email" report category:


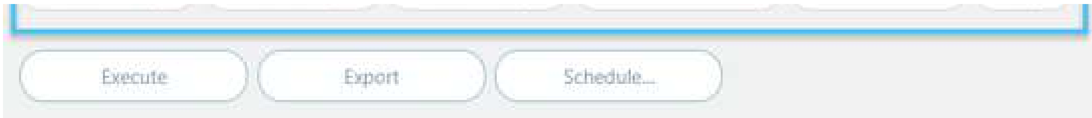


3. Click on the "Inbound by Campaign and Agent" summarized report:



4. Enter the required filters:





Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

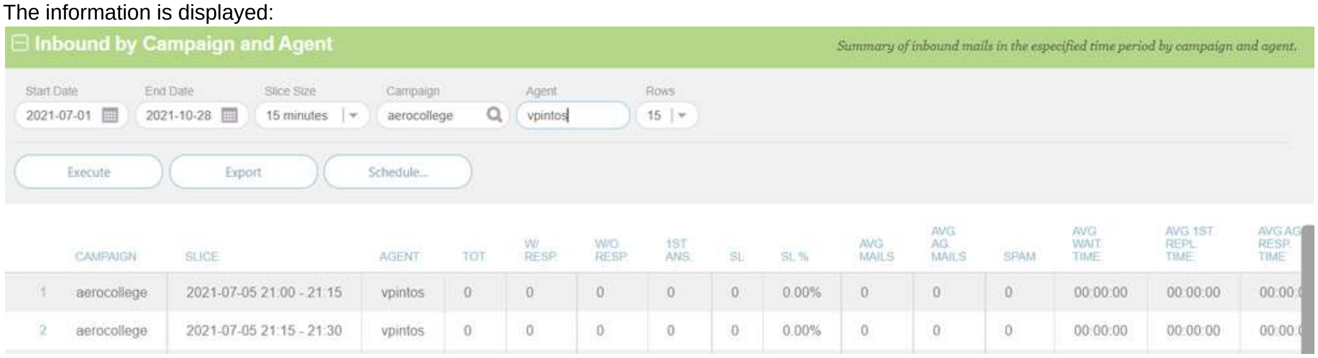
Campaign: Campaign ID.

Agent: Agent user id.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

AGENT

User ID of the agent who intervened in the incoming email conversations of the campaign

TOTAL

Total number of finished email conversations which were generated from the email messages received in the campaign assigned/taken by the agent. Includes reopened conversations.

W/ ANSWER

Total number of finished email conversations which were generated from email messages received in the campaign that have at least one answer from the agent. Includes reopened conversations

W/O ANSWER

Total number of finished email conversations which were generated from the email messages received in the campaign and which were finished without being answered by the agent. Includes reopened conversations.

1ST ANSWER

Total number of finished incoming email conversations for the campaign, assigned/taken by the agent as the first agent

SL

Total number of incoming email conversations finished from the campaign which were managed within the "Service Level Threshold". Reopened conversations that do not have at least one response from the agent will be taken into account for the calculation of the service level.

% SL

100 * [Total number of finished incoming email conversations from the campaign with positive SL] / [Total number of finished incoming email conversations from the campaign]

AVERAGE EMAILS

[Total amount of inbound emails from the campaign assigned / taken by the agent] / [Finished inbound email conversations from the campaign assigned / taken by the agent]

AVERAGE EMAILS AGENT

[Total number of agent reply emails in campaign's finished incoming email conversations] / [Total number of finished campaign incoming email conversations with agent reply]

SPAM

Indicates the number of incoming emails from the campaign that were marked as SPAM by the agent.

AVERAGE WAITING TIME

[Waiting time on campaign's finished incoming email conversations] / [Campaign's finished incoming email conversations that have been taken]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention on finished campaign incoming email conversations] / [Campaign’s finished incoming email conversations with reply]

AVERAGE AGENT RESPONSE TIME

[Agent response time on finished inbound campaign conversations] / [Agent response emails on finished inbound campaign conversations]

AVERAGE ATTENTION TIME

[Attention time on campaign’s finished email conversations] / [Campaign’s finished email conversations that have been taken]

CCI

Total inbound email conversations finished for the campaign, with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of inbound campaign email conversations assigned to the agent simultaneously

LOGGED TIME

Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME

Total time the agent spent in the "Available" state for the campaign

PAUSE TIME

Total time the agent spent in pause states for the campaign

% BUSY

100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER

100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming emails by campaign

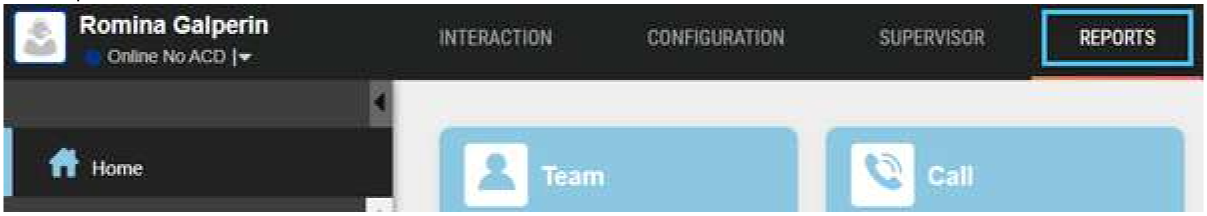
This report provides summary information of the conversations that are generated from the incoming email messages, as well as the answers of the agents to said conversations in a certain period of time, thus being able to filter the information by campaign.

What is this report for?

Get by campaign the summary of the number of conversations that were generated from incoming email messages over a desired period of time, thus analyzing whether agents are providing service within the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

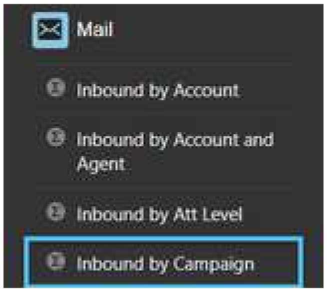
To generate the report, follow these steps:

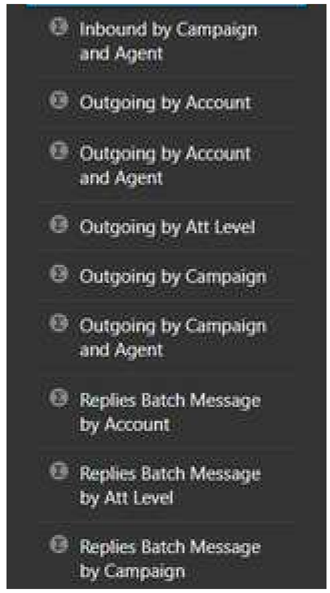
1. Go to the "Reports" tab:



2. Click on the "Email" report category:

3. Click on the "Inbound by Campaign" summarized report:





4. Enter the required filters:

Start date and end date: range for which you want to obtain the information.

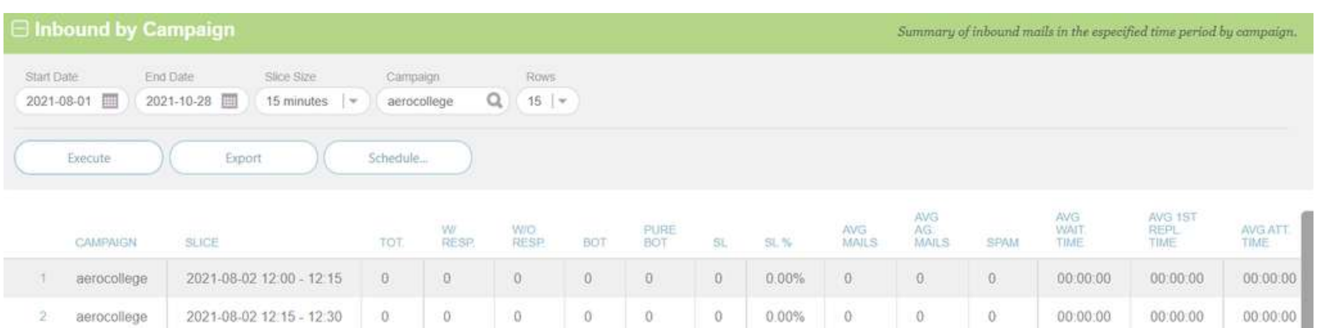
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *Campaign ID. The filter is case sensitive.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.

The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of finished email conversations which were generated from incoming email messages in the campaign.

W/ ANSWER

Total number of finished incoming email conversations from the campaign with at least one answer from the agents.

W/O ANSWER

Total number of finished incoming email conversations from the campaign with no answer from agents.

SL

Total number of incoming email conversations finished from the campaign which were managed within the "Service Level Threshold".

% SL

100 * [Campaign finished email incoming conversations with positive SL] / [Incoming finished email conversations of the campaign]

AVERAGE EMAILS

[Total number of incoming campaign emails assigned/taken by agents] / [Incoming email conversations finished from the campaign assigned/taken by agents]

AVERAGE EMAILS AGENT

[Total number of agent response emails in incoming email conversations finished from the campaign] / [Total number of incoming email conversations finished from the campaign with response]

SPAM

Indicates the number of incoming email conversations in the campaign that were marked as spam by the agent.

AVERAGE WAITING TIME

[Waiting time on campaign's finished incoming email conversations] / [Campaign's finished incoming email conversations that have been taken]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention on finished campaign incoming email conversations] / [Campaign's finished incoming email conversations with reply]

AVERAGE ATTENTION TIME

[Attention time on campaign's finished email conversations] / [Campaign's finished email conversations that have been taken]

CCI

Total inbound email conversations finished for the campaign, with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of incoming campaign email conversations assigned to agents simultaneously.

LOGGED TIME

Total time that the agents remained logged in and assigned to the campaign

ACTIVE TIME

Total time agents were available for the campaign.

PAUSE TIME

Total time agents were paused for the campaign

% BUSY

100 * [Busy time of agents in the campaign] / [Time logged in by agents in campaign]

% BUSY OTHER

100 * [Time occupied by agents in other campaigns] / [Time logged in by agents in the campaign]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

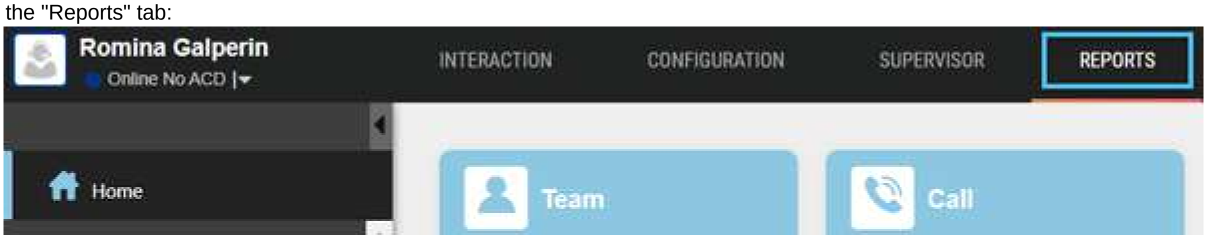
Summary of Incoming email by account

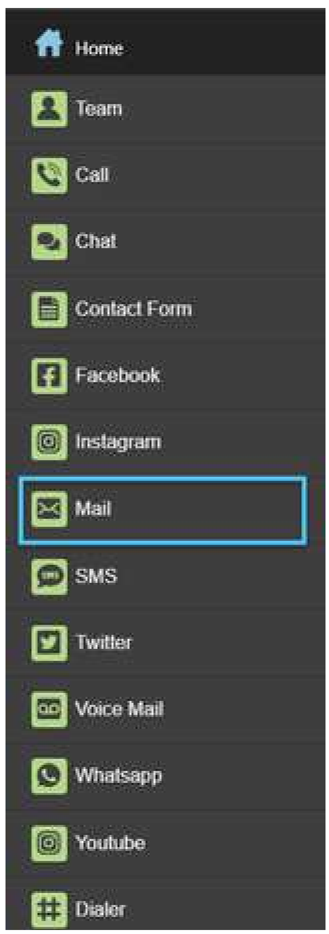
This report provides summary information of the conversations that are generated from the incoming email messages, as well as the answers of the agents to said conversations in a certain period of time, thus being able to filter the information by account and campaign.

What is this report for?

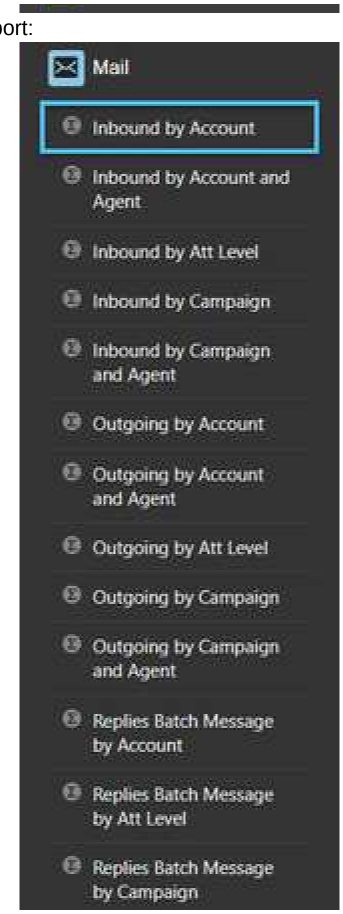
It is used to obtain per account associated to a campaign the summary of the number of conversations that are generated from incoming emails during a desired period of time and thus analyze if the agents are performing the attention in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

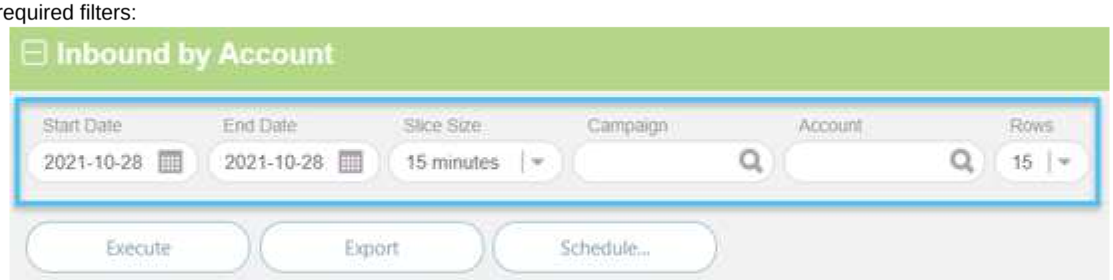
1. Go to the "Reports" tab:


2. Click on the "Mail" report category:


3. Click on the "Inbound by Account" summarized report:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

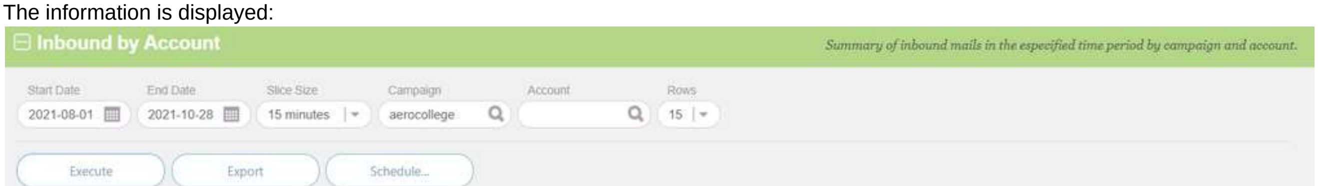
Campaign: Campaign ID.

Account: Account ID.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.
   The information is displayed:



	CAMPAIGN	ACCOUNT	SLICE	TOT.	W/ RESP.	W/O RESP.	SL	SL %	AVG MAILS	AVG AG. MAILS	SPAM	AVG WAIT. TIME
1	aerocollege	consultas_collegeocc@inconcertcc.com	2021-08-02 12:15 - 12:30	0	0	0	0	0.00%	0	0	0	00:00:00
2	aerocollege	consultas_collegeocc@inconcertcc.com	2021-08-06 12:45 - 13:00	1	0	1	0	0.00%	1	0	0	96:34:13

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of finished conversations that were generated from incoming email messages in the account.

W/ ANSWER

Total number of incoming email conversations finished from the account with at least one answer from the agents.

W/O ANSWER

Total number of incoming email conversations finished from the account with no answer from the agents.

SL

Total number of incoming email conversations finished from the account which were managed within the "Service Level Threshold".

% SL

100 * [Inbound email conversations finished from the account with positive SL] / [Incoming email conversations finished from the account]

AVERAGE EMAILS

[Total amount of incoming emails from account assigned / taken by agents] / [Finished incoming email conversations from account assigned / taken by agents]

AVERAGE EMAILS AGENT

[Total number of reply emails from agents in account's incoming email conversations] / [Total number of finished account's incoming email conversations with reply]

SPAM

Indicates the number of email messages from the account that were marked as spam.

AVERAGE WAITING TIME

[Waiting time in incoming email conversations finished from the account] / [Incoming email conversations finished from the account that have been taken]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention on incoming email conversations finished from the account] / [Incoming email conversations from the account finished with an answer]

AVERAGE ATTENTION TIME

[Attention time on account's finished incoming email conversations] / [Account's finished incoming email conversations that have been taken]

CCI

Total incoming email conversations finished from the account, with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

User search

- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming emails by account and agent

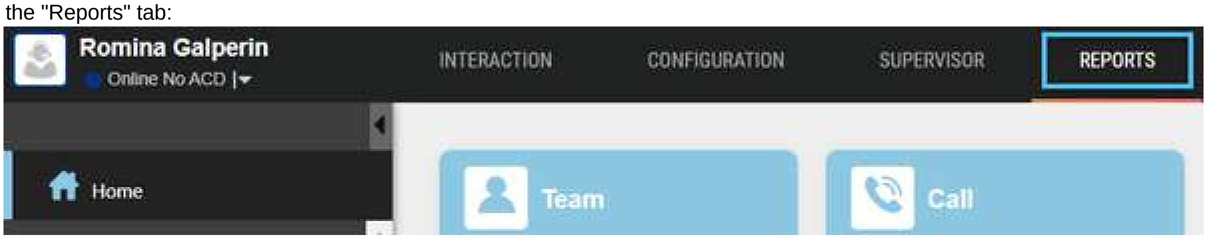
This report provides summary information of the conversations that were generated from the incoming email messages, as well as the responses of the agents to said emails in a certain period of time, thus being able to filter the information by account and agent.

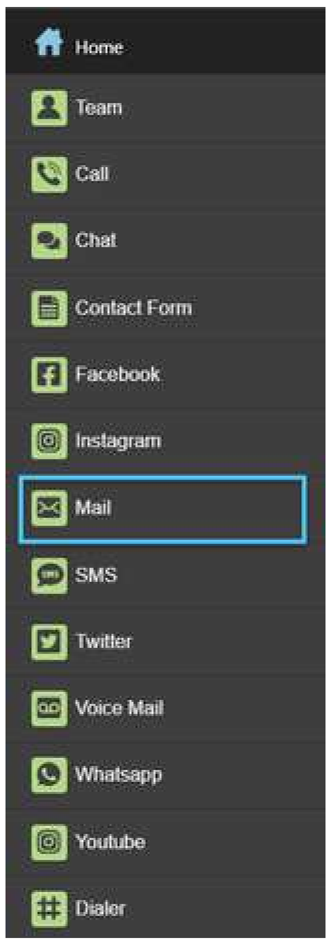
What is this report for?

Get by agent in a specific account the summary of the number of conversations that were generated from incoming email messages over a desired period of time, thus analyzing whether said agent is providing service within the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

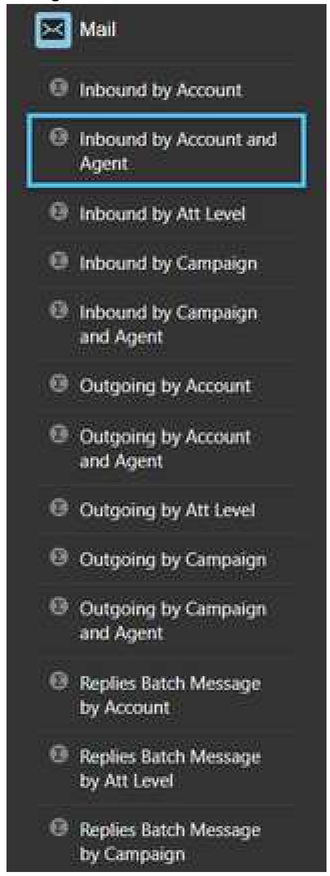
This report can be used to compare the times and performance of each of the agents assigned to the account.

To generate the report, follow these steps:

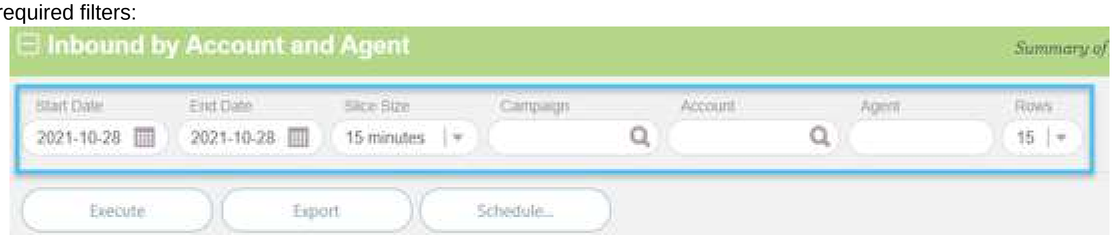
1. Go to the "Reports" tab:


2. Click on the "Mail" report category:


3. Click on the summary report "Incoming by Account and Agent":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

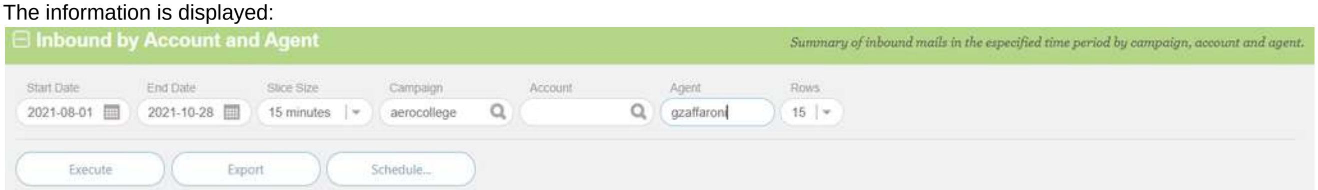
Account: Account ID.

Agent: Agent user ID.

Filters are case sensitive

> ⚠ If you leave the Campaign, Account and/or Agent filter blank, the report will show information related to all campaigns, accounts and/or agents

5. Click the "Execute" button to generate the report.
   The information is displayed:



	CAMPAIGN	ACCOUNT	SLICE	AGENT	TOT	W/ RESP	W/O RESP	1ST ANS	SL	SL %	AVG MAILS	AG. MAILS
1	aerocollege	consultas_collegeocc@inconcertcc.com	2021-08-02 12:15 - 12:30	gzaffaroni	1	0	1	1	0	0.00%	1	0
2	aerocollege	consultas_collegeocc@inconcertcc.com	2021-08-06 13:30 - 13:45	gzaffaroni	1	0	1	1	0	0.00%	1	0

Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

Account ID associated with the campaign.

SLICE

Time segment that will be used to create the summary report

AGENT

User ID of the agent who intervened in the incoming email conversations of the account

TOTAL

Total number of finished email conversations which were generated from the email messages received in the account assigned/taken by the agent. Includes reopened conversations

W/ ANSWER

Total number of finished email conversations which were generated from email messages received in the account that have at least one answer from the agent. Includes reopened conversations.

W/O ANSWER

Total number of finished email conversations which were generated from the email messages received in the account and which were finished without being answered by the agent. Includes reopened conversations.

1ST ANSWER

Total number of finished incoming email conversations from the account, assigned/taken by the agent as the first agent.

SL

Total number of incoming email conversations finished from the account which were managed within the "Service Level Threshold". Reopened conversations that do not have at least one response from the agent will be taken into account for the calculation of the service level.

% SL

100 * [Total number of incoming mail conversations finished from the account with positive SL] / [Total number of incoming email conversations finished from the account]

AVERAGE EMAILS

[Cantidad total de correos entrantes de la cuenta asignados/tomados por el agente] / [Conversaciones de correo entrantes finalizadas de la cuenta asignadas/tomadas por el agente]

AVERAGE EMAILS AGENT

[Total number of agent reply emails in incoming email conversations finished from the account] / [Total number of incoming email conversations finished from the account with reply]

SPAM

Indicates the number of incoming emails from the account that were marked as SPAM by the agent.

AVERAGE WAITING TIME

[Waiting time in incoming email conversations finished from the account] / [Incoming email conversations finished from the account that have been taken]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention on incoming email conversations finished from the account] / [Incoming email conversations finished from the account with answer]

AVERAGE AGENT RESPONSE TIME

[Agent response time in finished inbound conversations from the account] / [Agent response emails in finished inbound conversations from the account]

AVERAGE ATTENTION TIME

[Attention time in incoming email conversations finished from the account] / [Incoming email conversations finished from the account that have been taken]

CCI

Total incoming email conversations finished from the account, with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming emails by attention level

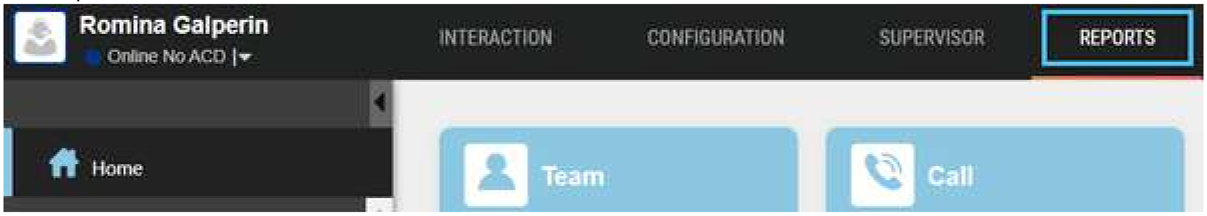
This report provides summary information of the conversations that are generated from the incoming email messages, as well as the answers of the agents to said conversations in a certain period of time, thus being able to filter by campaign, account and assigned attention level.

What is this report for?

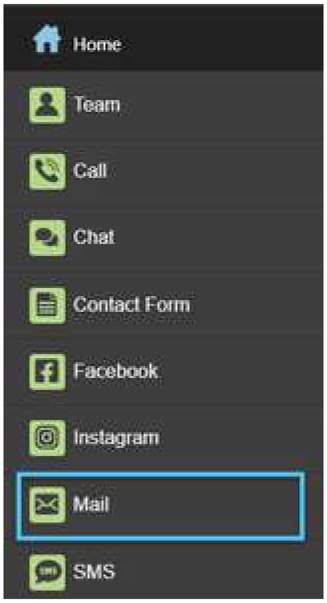
Obtain by attention level the summary of the number of conversations that were generated from the incoming email messages during a desired period of time, and thus analyze the average times of the conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

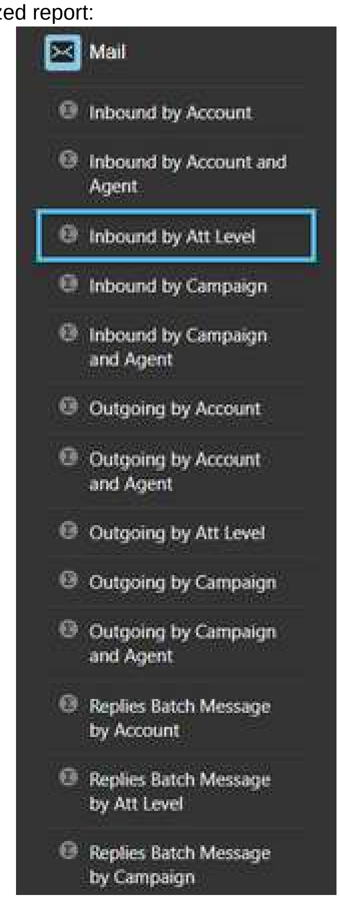
1. Go to the "Reports" tab:



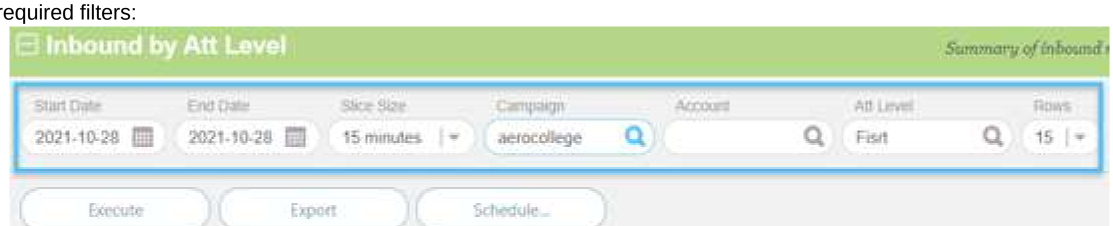
2. Click on the "Email" report category:



3. Click on the "Inbound by Attention Level" summarized report:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: Account ID.

Attention level: attention level assigned to the conversation.

Filters are case sensitive.

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels

5. Click the "Execute" button to generate the report.

   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

Account ID associated with the campaign.

ATTENTION LEVEL

Last level of attention assigned to finished incoming email conversations.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of finished email conversations which were generated from the messages received assigned to the attention level. Includes reopened conversations.

W/ ANSWER

Total number of incoming email conversations assigned to the attention level and that were finished with at least one answer from agents. Includes reopened conversations.

W/O ANSWER

Total number of incoming email conversations assigned to the service level and that were finished with no answer from agents.

AVERAGE EMAILS

[Total number of incoming attention level emails assigned/taken by agents] / [Incoming email conversations finished from the attention level assigned/taken by agents]

AVERAGE EMAILS AGENT

[Total number of response emails from agents in incoming email conversations from the attention level] / [Total number of incoming email conversations finished from the answer level of attention]

SPAM

Indicates the number of incoming email conversations finished in the attention level that were marked as spam.

AVERAGE WAITING TIME

[Waiting time in incoming email conversations finished from the attention level] / [Incoming email conversations finished from the attention level that have been taken]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming email conversations finished from the attention level] / [Incoming email conversations finished from the attention level with answer]

AVERAGE ATTENTION TIME

[Attention time in incoming email conversations finished from the attention level] / [Incoming email conversations finished from the attention level that have been taken]

TRANSFER ATTENTION LEVEL

Finished incoming email conversations assigned to the attention level that were transferred to another attention level.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Cómo asociar una cuenta de Correo
- Test de Performance EMail
- Cómo modificar el tamaño máximo de imágenes adjuntas en un Email
- Cómo leer todos los correos relacionados a una misma conversación ya finalizada
- Cómo agregar copia o copia oculta en un correo

Outbound email answer summary by campaign and agent

This report provides summary information of the conversations that were generated from outgoing email messages, customer responses to such conversations, and successive agent emails to such responses in a given period of time. You can filter that information by campaign and agent.

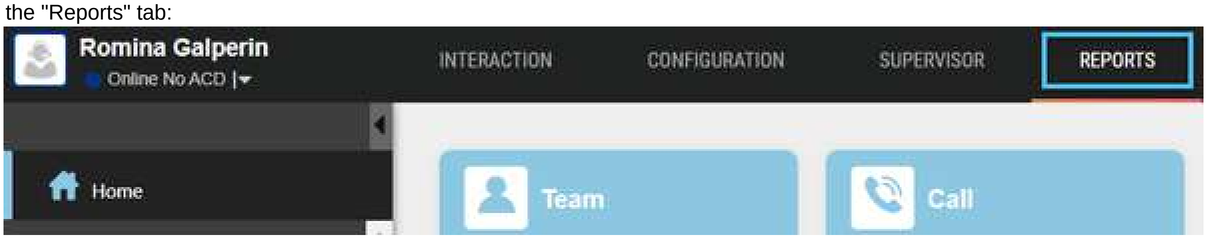
What is this report for?

Obtain by agent in a specific campaign the summary of the number of conversations that were generated from outgoing email messages during a desired period of time, thus being able to analyze the average times of the conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

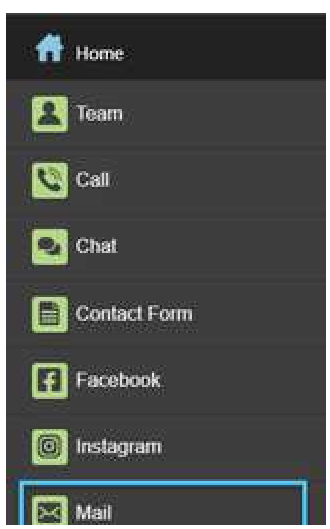
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

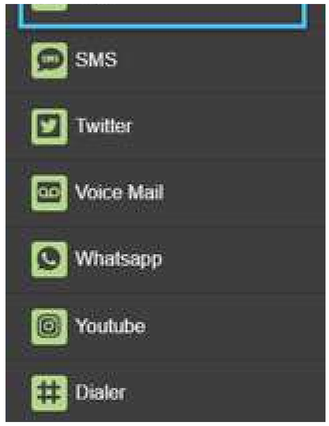
To generate the report, follow these steps:

1. Go to the "Reports" tab:

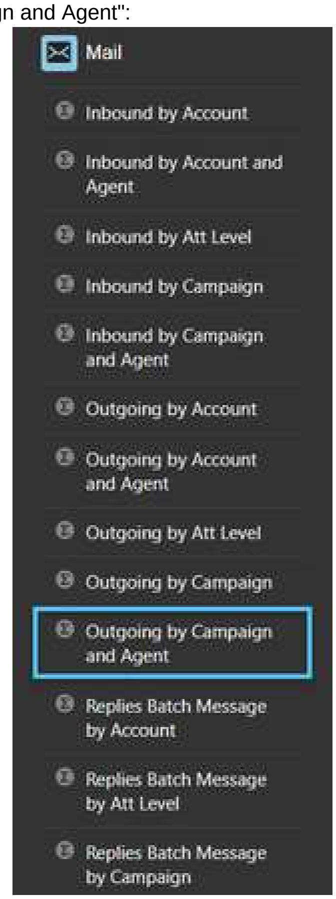


2. Click on the "Email" report category:

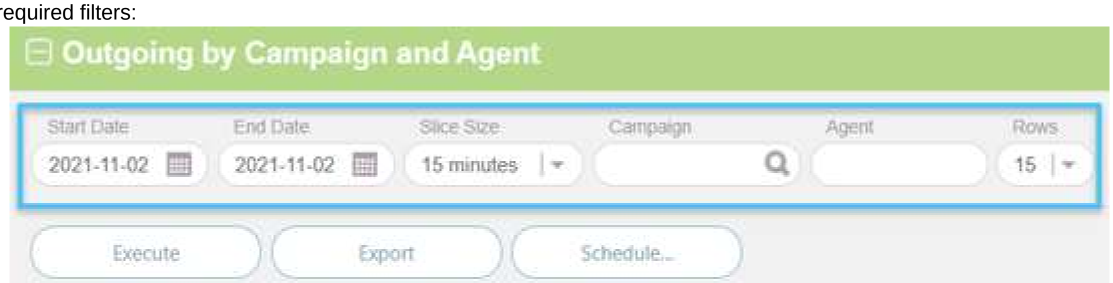




3. Click on the summary report "Outgoing by Campaign and Agent":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

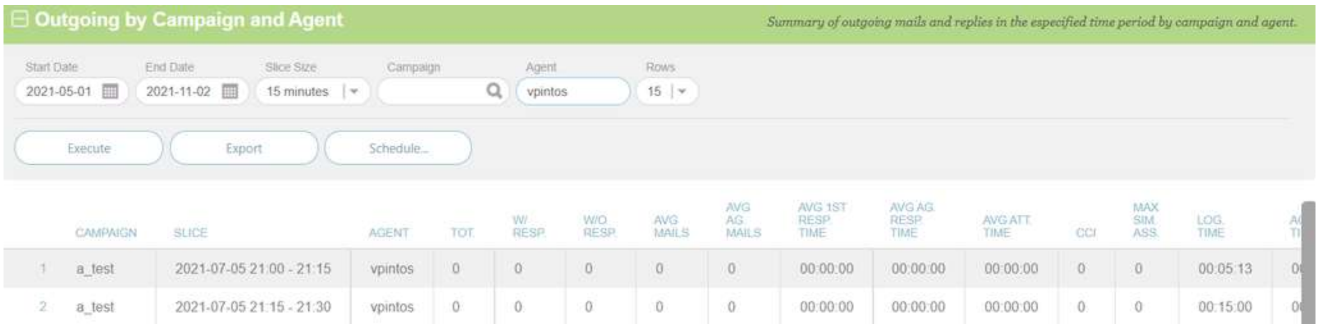
Campaign: Campaign ID.

Agent: Agent user id.

Filters are case sensitive.

⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

AGENT

User ID of the agent who was involved in the campaign's outgoing email conversations

TOTAL

Total number of finished email conversations which were generated from outgoing email messages in the campaign. Includes reopened conversations.

W/ ANSWER

Total number of finished email conversations which were generated from outgoing email messages in the campaign that have at least one answer from the client. Includes reopened conversations

W/O ANSWER

Total number of finished mail conversations which were generated from outgoing email messages in the campaign which were finished without being answered by the client. Includes reopened conversations.

AVERAGE EMAILS

[Total number of outgoing emails from the campaign] / [Finished outgoing email conversations from the campaign]

AVERAGE EMAILS AGENT

[Total number of agent reply emails in finished campaign outbound email conversations] / [Total amount of finished campaign outbound email conversations with agent answer]

AVERAGE 1ST RESPONSE TIME

[Customer response timeout for campaign outbound email conversations finished] / [Campaign finished email outbound conversations with customer response]

AVERAGE AGENT RESPONSE TIME

[Agent response time on finished campaign outbound conversations] / [Agent response emails on campaign finished outbound conversations]

AVERAGE ATTENTION TIME

[Attention time in outgoing email conversations finished in the campaign] / [Outgoing email conversations finished in the campaign]

CCI

Total outgoing email conversations finished for the campaign, with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of outgoing campaign email conversations assigned to the agent simultaneously.

LOGGED TIME
Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME
Total time the agent spent in the "Available" state for the campaign.

PAUSE TIME
Total time the agent was paused for the campaign.

% BUSY
100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER
100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Outbound email response summary by campaign

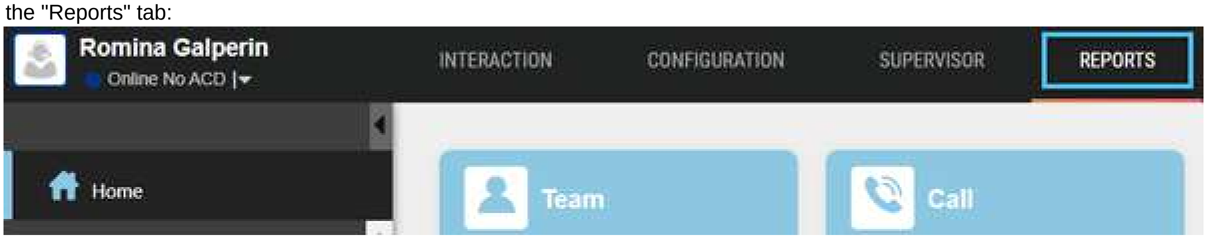
This report provides summary information of the conversations that are generated from the outgoing email messages, as well as the answers of the clients to said conversations in a certain period of time, thus being able to filter the information by campaign.

What is this report for?

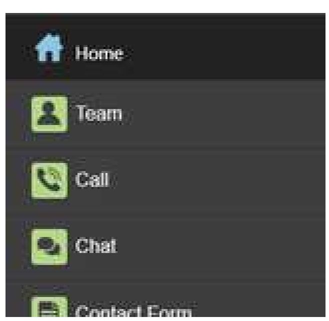
It can be Obtained by campaign the summary of the number of conversations that were generated from the outgoing email messages during a desired period of time, and thus analyze the average times of the conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month

To generate the report, follow these steps:

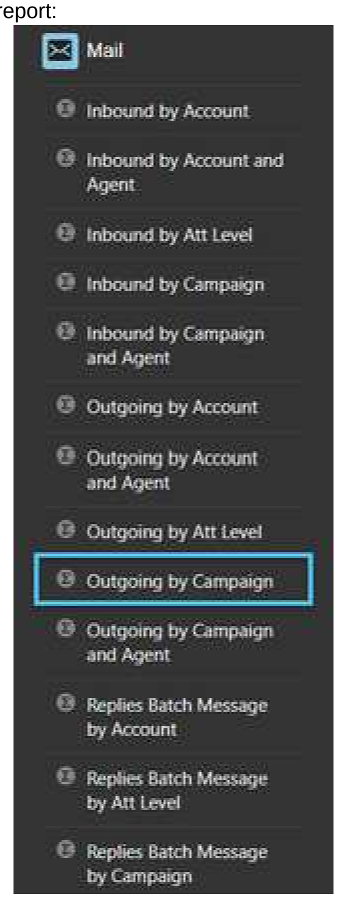
1. Go to the "Reports" tab:



2. Click on the "Email" report category:



3. Click on the "Outgoing by Campaign" summarized report:



4. Enter the required filters:

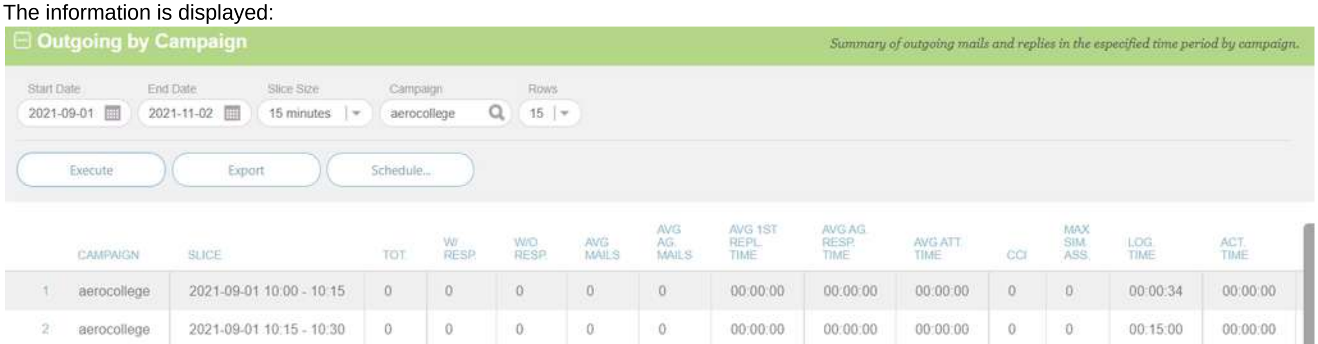
Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

***Campaign:** Campaign ID. The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns..

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of finished email conversations which were generated from outgoing email messages in the campaign.

W/ ANSWER

Total number of outgoing email conversations finished from the campaign with at least one answer from clients.

W/O ANSWER

Total number of outgoing email conversations finished from the campaign with no answer from clients.

AVERAGE EMAILS

[Total number of outgoing emails from the campaign] / [Finished outgoing email conversations from the campaign]

AVERAGE EMAILS AGENT

[Total number of response emails from agents in finished campaign outbound email conversations] / [Total number of finished campaign outbound email conversations with agent response]

AVERAGE 1ST RESPONSE TIME

[Customer response timeout for campaign outbound email conversations finished] / [Campaign finished email outbound conversations with customer response]

AVERAGE AGENT RESPONSE TIME

[Response time of agents in outbound conversations finished in the campaign] / [Response emails of agents in outbound conversations finished in the campaign]

AVERAGE ATTENTION TIME

[Attention time in outgoing email conversations finished in the campaign] / [Outgoing email conversations finished in the campaign]

CCI

Total outgoing email conversations finished for the campaign, with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of outgoing campaign email conversations assigned to agents simultaneously.

LOGGED TIME
Total time that the agents remained logged in and assigned to the campaign.

ACTIVE TIME
Total time agents were available for the campaign.

PAUSE TIME
Total time agents were paused for the campaign.

% BUSY
100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER
100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

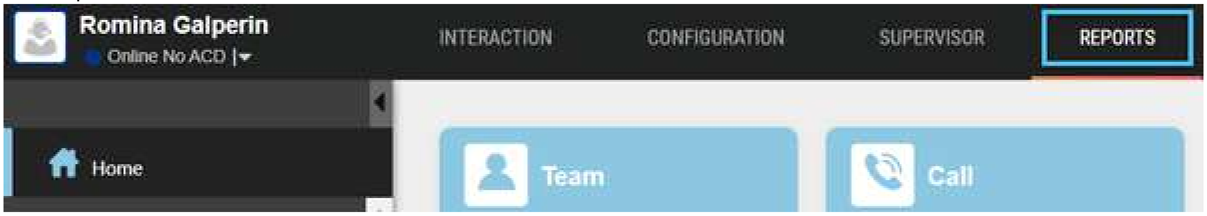
Summary of outgoing email responses by account

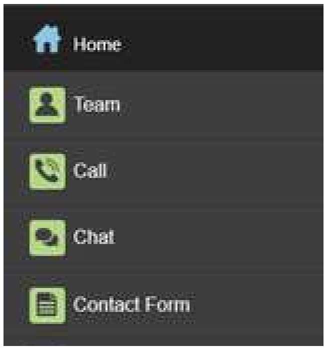
This report provides summary information of the conversations that are generated from the outgoing email messages, as well as the answers of the clients to said conversations in a certain period of time, thus being able to filter the information by account and campaign.

What is this report for?

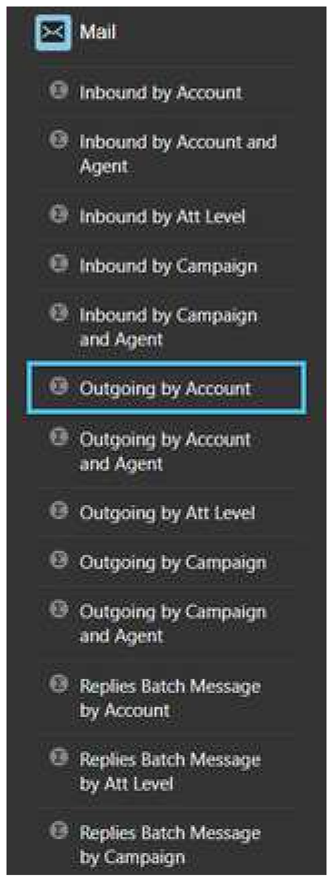
Obtain by account the summary of the number of conversations that were generated from the outgoing email messages during a desired period of time, and thus analyze the average times of the conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

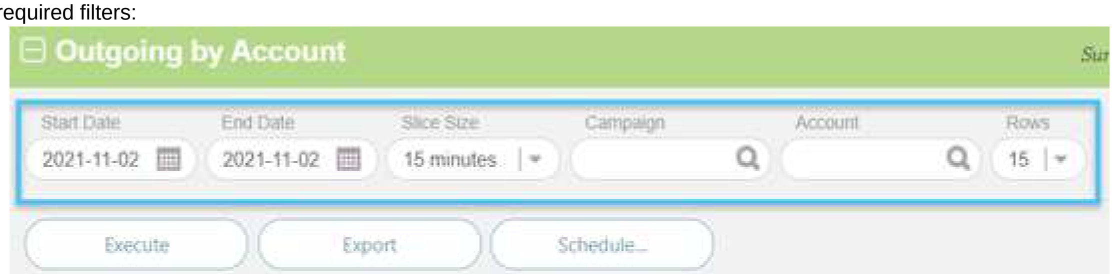
1. Go to the "Reports" tab:


2. Click on the "Email" report category:


3. Click on the summary report "Outgoing by Account":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

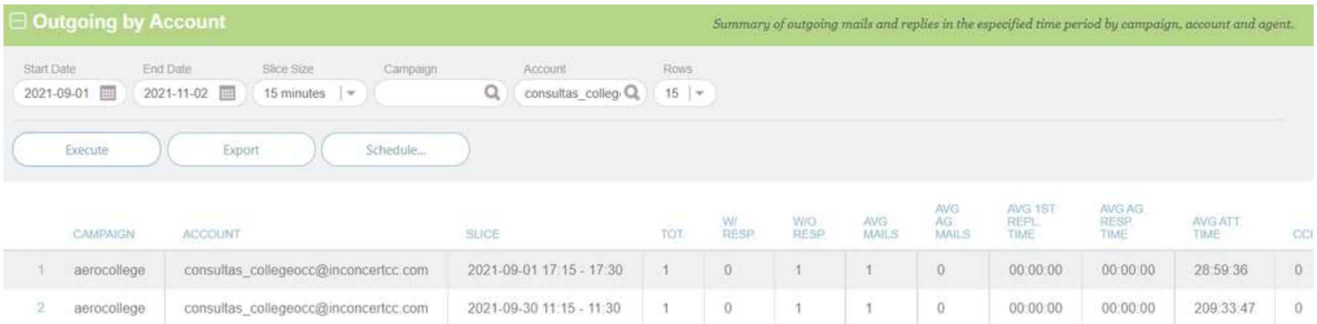
Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts

5. Click the "Execute" button to generate the report.
   The information is observed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of finished conversations that were generated from outgoing email messages in the account.

W/ ANSWER
Total number of outgoing email conversations finished from the account with at least one answer from clients.

W/O ANSWER
Total number of outgoing email conversations finished from the account with no answer from clients.

AVERAGE EMAILS
[Total number of outgoing emails from account] / [Outgoing email conversations finished from the account]

AVERAGE EMAILS AGENT
[Emails from agents in conversations generated from outgoing accounts] / [Conversations generated from outgoing account emails]

AVERAGE 1ST RESPONSE TIME
[Customer response timeout in finished outbound account mail conversations] / [Outbound email conversations finished from the account with customer response]

AVERAGE AGENT RESPONSE TIME
[Agent response time in finished outbound conversations from the account] / [Agent response emails in finished conversations from the account]

AVERAGE ATTENTION TIME
[Attention time in outgoing email conversations finished from the account] / [Outgoing email conversations finished from the account]

CCI
Total outgoing email conversations finished from the account, with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Eliminar usuarios inconsistentes OCC
- DEPRECATED - Cómo realizar un backup de interacciones (exportando de Cassandra a una BD relacional)
- Cómo realizar el exportado de interacciones de Cassandra hacia SQL
- Cómo configurar "Anunciar posición en cola" sin TTS
- Paso 1.3: S.O. Ubuntu 22.04.2 - Jammy

Summary of outgoing email responses by account and agent

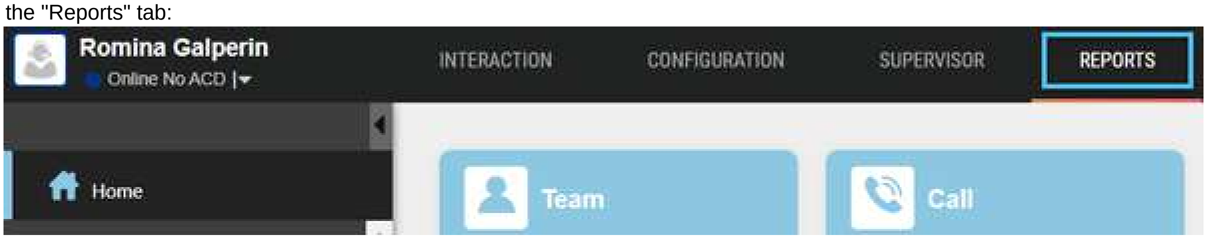
This report provides summary information of the conversations that were generated from outgoing email messages, customer responses to such conversations, and successive agent emails to such responses in a given period of time. You can filter that information by account and agent.

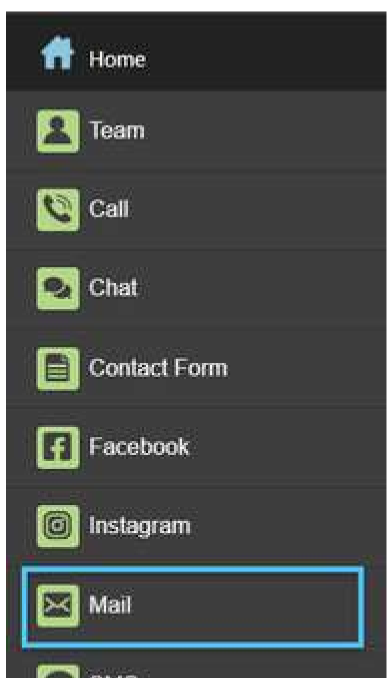
What is this report for?

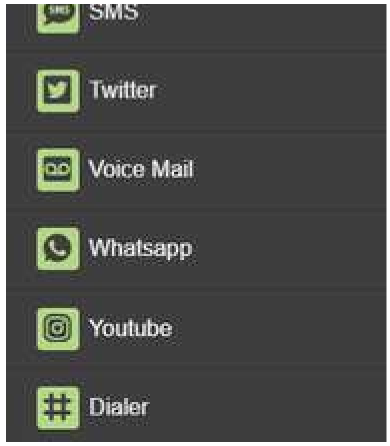
Obtain by agent in a specific account the summary of the number of conversations that were generated from outgoing email messages during a desired period of time, thus being able to analyze the average times of the conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

This report can be used to compare the times and performance of each of the agents assigned to the account of a campaign.

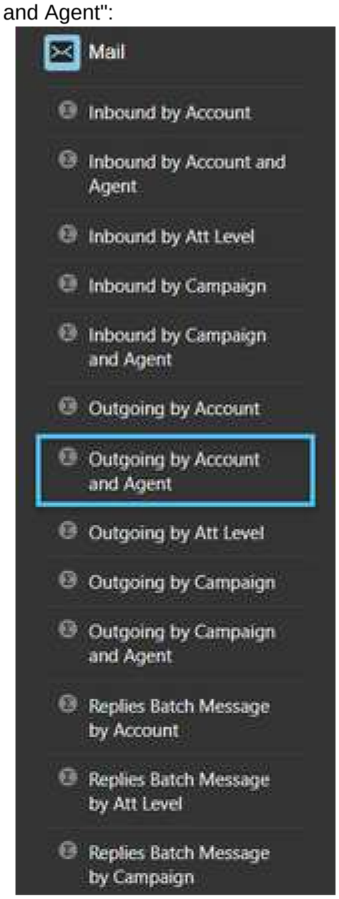
To generate the report, follow these steps:

1. Go to the "Reports" tab:


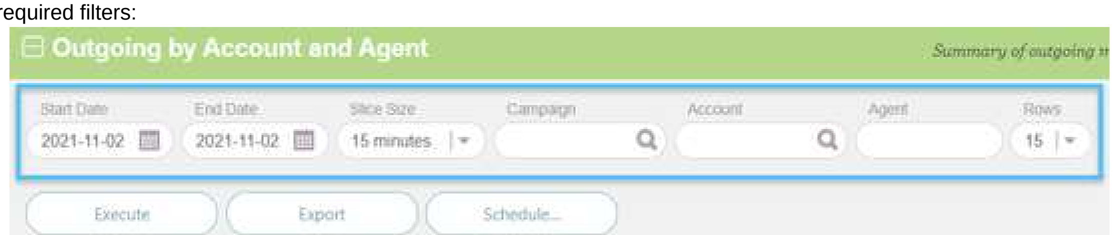
2. Click on the "Mail" report category:




3. Click on the summary report "Outgoing by Account and Agent":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

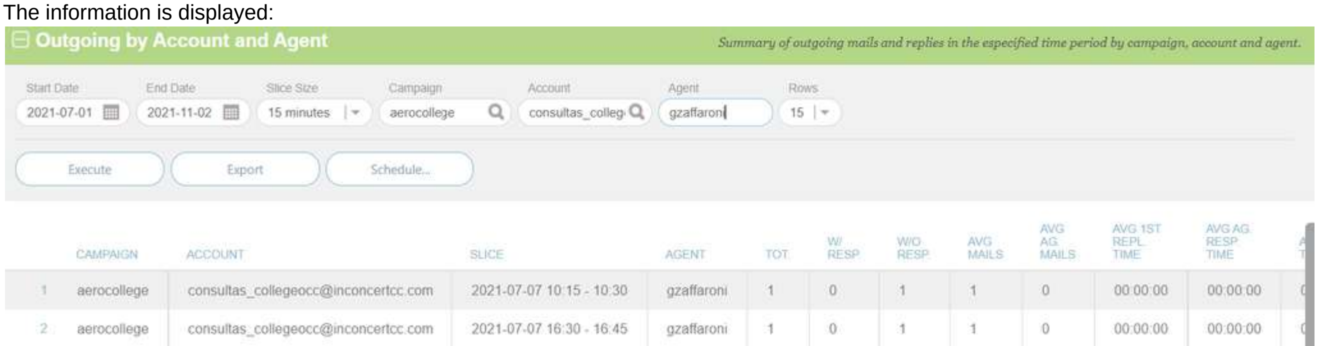
Account: Account ID.

Agent: Agent user id.

Filters are case sensitive.

⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

SLICE
Time segment that will be used to create the summary report.

AGENT
Agent user id.

TOTAL
Total number of finished email conversations which were generated from outgoing email messages in the account. Includes reopened conversations.

W/ ANSWER
Total number of finished email conversations which were generated from outgoing email messages in the account that have at least one answer from the client. Includes reopened conversations.

W/O ANSWER
Total number of finished email conversations which were generated from outgoing email messages in the account which were finished without being answered by the client. Includes reopened conversations.

AVERAGE EMAILS
[Total number of outgoing emails from account] / [Outgoing email conversations finished from the account]

AVERAGE EMAILS AGENT
[Total number of agent reply emails in finished outgoing email conversations from the account] / [Total number of outgoing email conversations finished from the account with agent response]

AVERAGE 1ST RESPONSE TIME
[Customer response timeout in finished outbound account mail conversations] / [Outbound email conversations finished from the account with customer response]

AVERAGE AGENT RESPONSE TIME
[Agent response time in finished outbound conversations from the account] / [Agent response emails in finished outbound conversations from the account]

AVERAGE ATTENTION TIME
[Attention time in outgoing email conversations finished from the account] / [Outgoing email conversations finished from the account]

CCI
Total outgoing email conversations finished from the account, with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

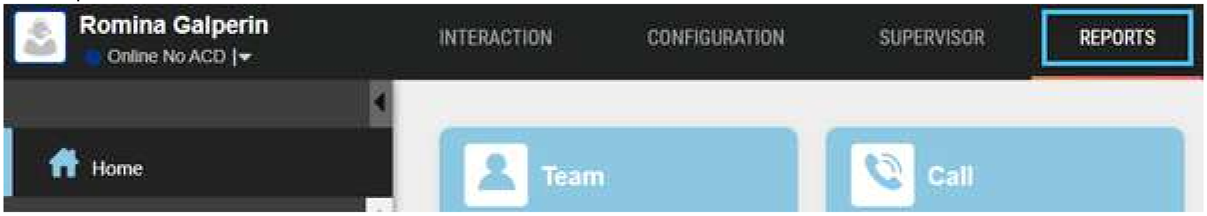
Summary of outgoing email responses by attention level

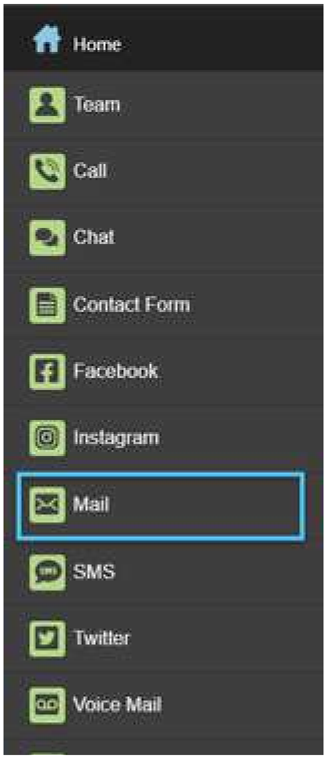
This report provides summary information of the conversations that are generated from the outgoing email messages, as well as the answers of the clients to said conversations in a certain period of time, thus being able to filter by campaign, account and assigned attention level.

What is this report for?

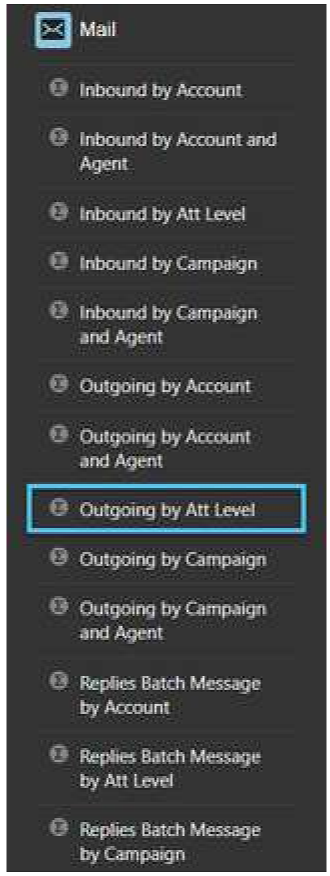
Obtain by attention level the summary of the number of conversations that were generated from the outgoing email messages during a desired period of time, and thus analyze the average times of the conversations. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

To generate the report, follow these steps:

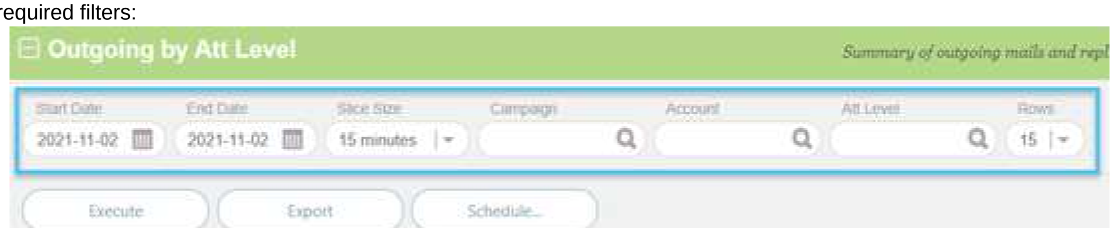
1. Go to the "Reports" tab:


2. Click on the "Mail" report category:


3. Click on the summary report "Outgoing by Level of Attention":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention level: attention level assigned to the conversation.

Filters are case sensitive.

> ⚠ If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last level of attention assigned to finished outgoing email conversations.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of finished email conversations, generated from outgoing messages, assigned to the level of attention. Includes reopened conversations.

W/ ANSWER

Total number of outbound email conversations assigned to the level of care and finished, with at least one response from customers. Includes reopened conversations.

W/O ANSWER

Total number of outbound email conversations assigned to the level of care that were finished, with no response from customers.

AVERAGE EMAILS

[Total number of outgoing emails from the account assigned to the level of care] / [Finished outgoing email conversations from the account assigned to the level of care]

AVERAGE EMAILS AGENT

[Total number of reply emails from agents on account's finished outgoing email conversations assigned to the level of care] / [Total number of finished account's outgoing email conversations assigned to the attention level, with response from agents]

AVERAGE 1ST RESPONSE TIME

[Customer response timeout on finished outgoing email conversations from the account assigned to the level of care] / [Outgoing finished mail conversations from the account assigned to the level of care, with response from the customer]

AVERAGE AGENT RESPONSE TIME

[Response time of agents in finished outbound conversations of the account assigned to the level of care] / [Response emails of agents in finished outbound conversations of the account assigned to the level of care]

AVERAGE ATTENTION TIME

[Attention time in outgoing email conversations finished from the account assigned to the attention level] / [Outgoing email conversations finished from the account assigned to the attention level]

TRANSFER ATTENTION LEVEL

Finished outgoing email conversations, assigned to the level of care, that were transferred to another level of care.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Indicators for incoming email conversations

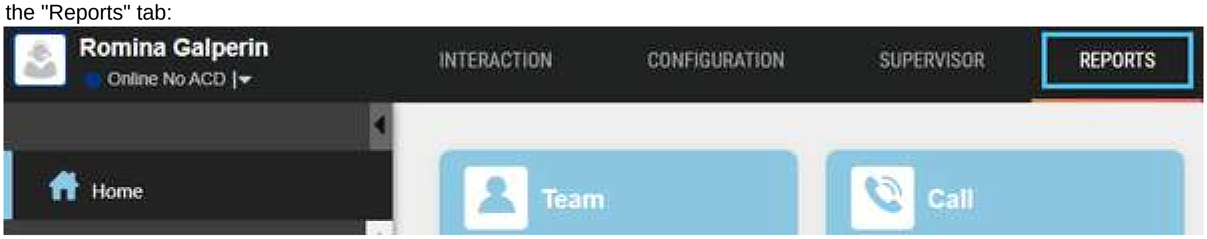
This report provides daily information in real time for incoming email conversations and the messages received and sent in those conversations that were generated in a certain period of time. You can filter that information by campaign in a certain period of time.

What is this report for?

It is used to obtain daily information in real time for incoming email conversations in order to analyze the level of service that is being provided in the last 24 and 48 hours, as well as to know how many of the incoming conversations are answered the same day they are created and how many are active.

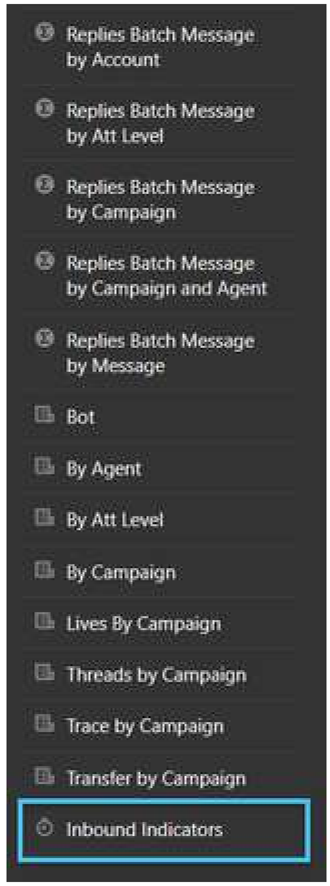
This report also indicates the number of messages (sent and received) generated by incoming email conversations.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Email" report category1:


3. Click on the "Inbound Indicators" report:
   |



4. Enter the required filters:

Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID.

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:

	DATE	CAMPAIGN	CONV	REC MSGS	SENT MSGS	AVG MAILS	FOR SL	SL 24	% SL 24	SL 48	% SL 48	AVG WAIT TIME	AVG RESP TIME	OPEN CONV	OPEN TODAY	ANS CRE TOD
1	2021-07-01	aerocollege	0	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	0	0	0
2	2021-07-02	aerocollege	0	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	0	0	0

Click here to see the description of the report columns

DATE

Date.

CAMPAIGN

Campaign ID.

CONVERSATIONS

Total incoming email conversations (finished or not) for the campaign. Includes conversations on hold (Queued and Waiting).

RECEIVED MESSAGES

Total emails received in the incoming conversations (finished or not) of the campaign. Includes conversations on hold (Queued and Waiting).

SENT MESSAGES

Total emails sent in the incoming conversations (finished or not) of the campaign. Includes conversations on hold (Queued and Waiting).

AVERAGE EMAILS

Average number of emails (sent and received) per incoming conversation (finished or not) of the campaign. Includes conversations on hold (Queued and Waiting).

SL 24

Total number of incoming email conversations (finished or not) from the campaign managed within the "Service Level Threshold" in the last 24 hours.

% SL 24

Percentage of incoming email conversations (finished or not) from the campaign managed within the "Service Level Threshold" in the last 24 hours.

SL 48

Total number of incoming email conversations (finished or not) from the campaign managed within the "Service Level Threshold" in the last 48 hours

% SL 48

Percentage of incoming email conversations (finished or not) from the campaign managed within the "Service Level Threshold" in the last 48 hours.

AVERAGE WAITING TIME

Average wait time until incoming campaign email conversations are picked up by an agent.

AVERAGE ANSWER TIME

Average wait time from when incoming campaign email conversations are taken by an agent to the first answer from the agent.

OPEN CONVERSATIONS

Total incoming email conversations from the open campaign. Includes conversations on hold (Queued and Waiting).

OPEN TODAY

Total inbound email conversations from the open campaign created today. Includes conversations on hold (Queued and Waiting).

ANSWERED CREATED TODAY

Total inbound campaign email conversations answered (open or finished) created today.

ANSWERED CREATED PREVIOUSLY

Total inbound campaign email conversations answered (open or finished) created before today.

FINISHED CREATED TODAY

Total inbound campaign email conversations finished created today.

FINISHED CREATED PREVIOUSLY

Total inbound campaign email conversations finished created before today.

FINISHED UNANSWERED CREATED TODAY

Total inbound campaign email conversations finished without response and created today.

FINISHED UNANSWERED CREATED PREVIOUSLY

Total inbound campaign email conversations finished without response and created before today.

OUT OF SCHEDULE

Total inbound campaign email conversations created outside of campaign hours.

BEFORE SCHEDULE

Total inbound campaign email conversations created before today's campaign time began.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Twitter Reports

"Twitter" reports provide detailed and summarized information on the performance and productivity of the agents in the campaigns associated with the Twitter communication channel, as well as the detail and summary of the behavior of the interactions and the associated parameters of each campaign.

The reports available in this category are:

Detail of active Twitter conversations by campaign

This report provides detailed information on the Twitter conversations that are active, that is, conversations that are taking place when the report is generated, thus being able to filter said information by campaign

Twitter conversation threads by campaign

This report provides detailed information on the threads of each Twitter conversation, that is, all the messages exchanged in those conversations over a certain period of time. This information can be filtered by campaign.

Detail of Twitter conversations by agent

This report provides detailed information on Twitter conversations that were generated in a given period of time; this information can be filtered by agent

Detail of Twitter conversations by campaign

This report provides detailed information on the Twitter conversations that were generated in a given period of time; this information can be filtered by campaign.

Detail of Twitter conversations by attention level

This report provides detailed information about Twitter conversations that were generated in a given period of time; this information can be filtered by campaign, account, and attention level

Trace Twitter conversations by campaign

This report provides detailed information on the progress in each of the steps that occurred in the Twitter conversations that were generated in a certain period of time; the information can be filtered by campaign

Summary of incoming Tweets by campaign and agent

This report provides summary information of the incoming tweets (mentions and direct messages), as well as the responses of the agents to said tweets that were generated in a certain period of time, being able to filter by campaign and account

Summary of incoming Tweets by campaign

This report provides summary information about the conversations that were generated from incoming Tweets (mentions and direct messages) as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

Summary of incoming Tweets by account

This report provides summary information about the conversations that were generated from incoming Tweets (mentions and direct messages) as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by account and campaign

Summary of incoming Tweets by attention level

This report provides summary information of the incoming tweets (mentions and direct messages), as well as the responses of the agents to said tweets that were generated in a certain period of time, being able to filter by assigned level of attention

Summary of outgoing Tweet responses by campaign

This report provides summary information of the conversations that are generated from the appointments and responses of the contacts to the outgoing tweets of the i6 agents that were generated in a certain period of time; being able to filter the information by campaign

Summary of outgoing Tweet replies by campaign and agent

This report provides summary information of contacts' citations and responses to outgoing tweets from i6 agents that were generated in a given period of time, thus being able to filter the information by campaign and agent.

Summary of outgoing Tweet replies by account

This report provides summary information of the conversations that are generated from the appointments and responses of the contacts to the outgoing tweets of the i6 agents that were generated in a certain period of time; being able to filter the information by account

Summary of outgoing Tweet replies by attention level

This report provides summarized information on comments made by contacts in outgoing tweets by i6 agents, as well as agent responses to those comments that were generated over a certain period of time. This information can be filtered by assigned attention level.

Summary of outgoing Tweet replies per tweet

This report provides summary information of the conversations that are generated from the appointments and responses of the contacts to the outgoing tweets of the i6 agents that were generated in a certain period of time; being able to filter the information by tweet

Indicators for incoming Tweets

This report provides daily information in real time for inbound Twitter conversations and messages received and sent in those conversations that were generated over a certain period of time. The information can be filtered by campaign

Indicators for outgoing Tweets

This report provides daily information in real time for outbound Twitter conversations (originated by contacts’ comments on i6 agents’ posts) and messages received and sent in those conversations that were generated over a certain period of time. This information can be filtered by campaign.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of active Twitter conversations by campaign

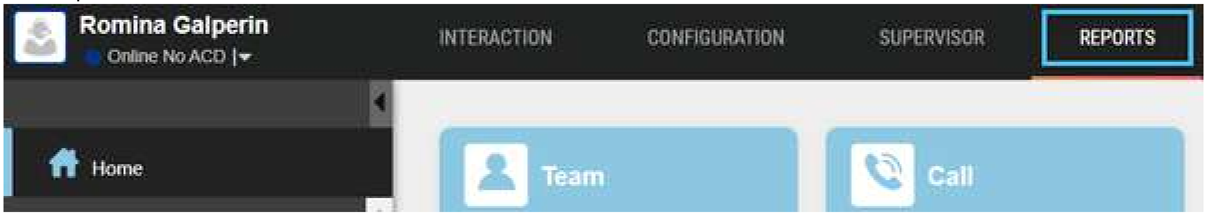
This report provides detailed information on the Twitter conversations that are active, that is, conversations that are taking place when the report is generated, thus being able to filter said information by campaign.

What is this report for?

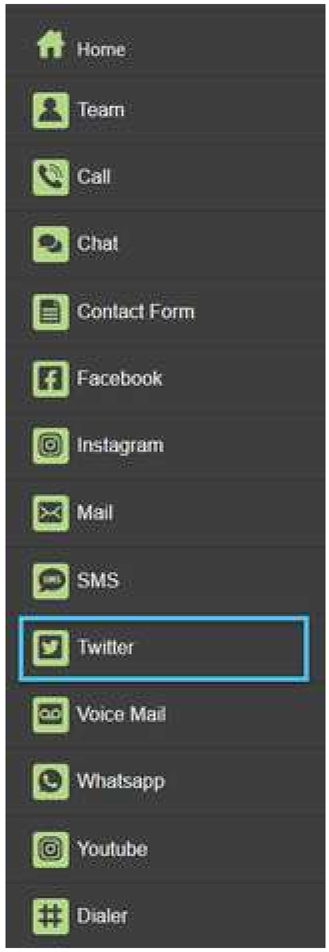
Get the details of each of the active twitter conversations of a specific campaign for a desired period of time and thus verify the agent and the contact address involved in said conversation.

To generate the report, follow these steps:

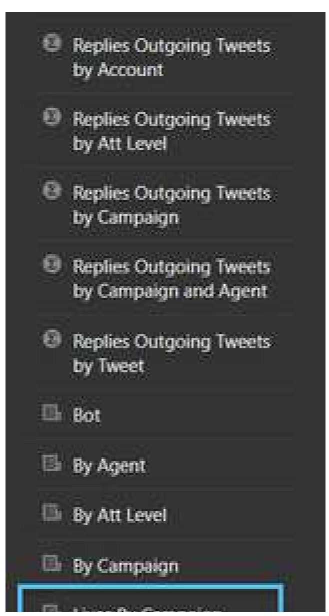
1. Go to the "Reports" tab:

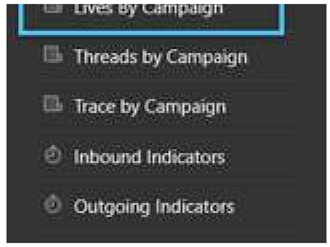


2. Click on the "Twitter" report category:

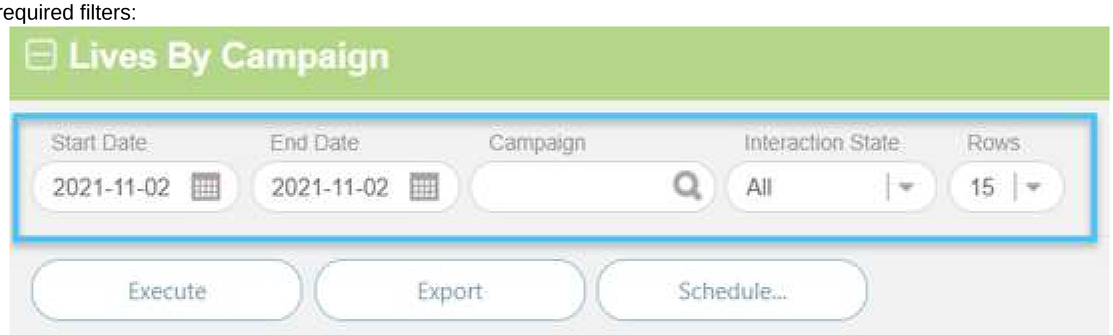


3. Click on the detailed report "Lives by Campaign":



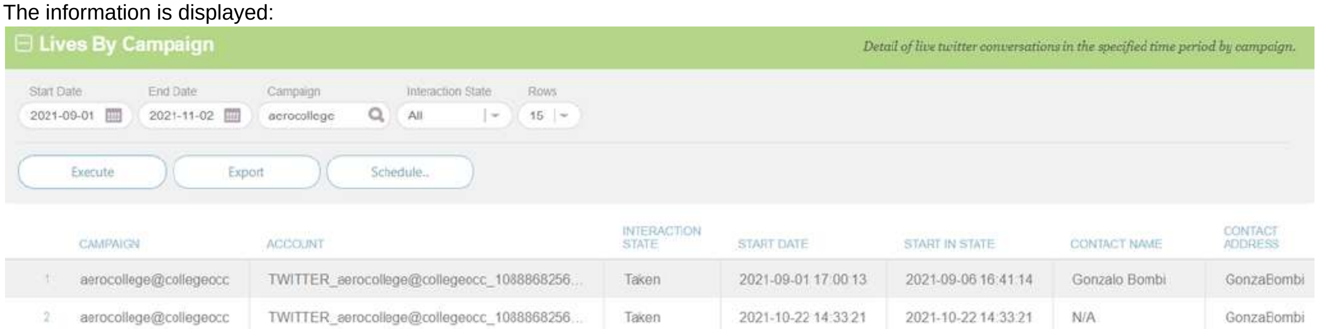


4. Enter the required filters:



> **Start date and end date:** range for which you want to obtain the information.
>
> **Campaign:** Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*
>
> **Conversation State:** State of the Facebook conversation.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID

ACCOUNT
ID of the account associated with the campaign

START DATE
The start date of the twitter conversation.

START DATE IN STATE
Start date in Twitter conversation status

CONTACT NAME
Name of the contact

CONTACT ADDRESS
Contact address.

AGENT
User ID of the agent involved in the Twitter conversation

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".

7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Twitter conversation threads by campaign

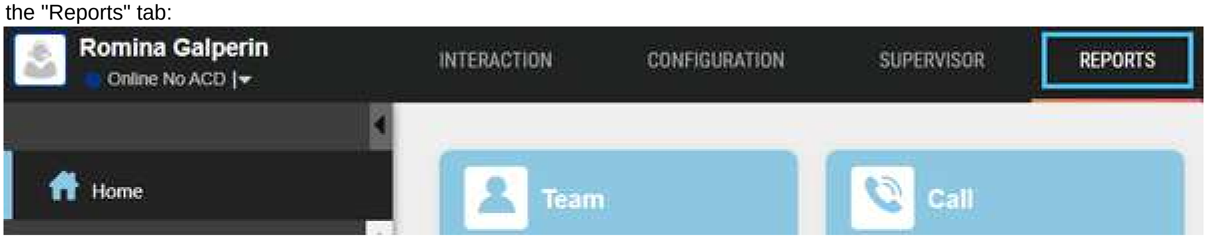
This report provides detailed information on the threads of each Twitter conversation, that is, all the messages exchanged in those conversations over a certain period of time. This information can be filtered by campaign.

What is this report for?

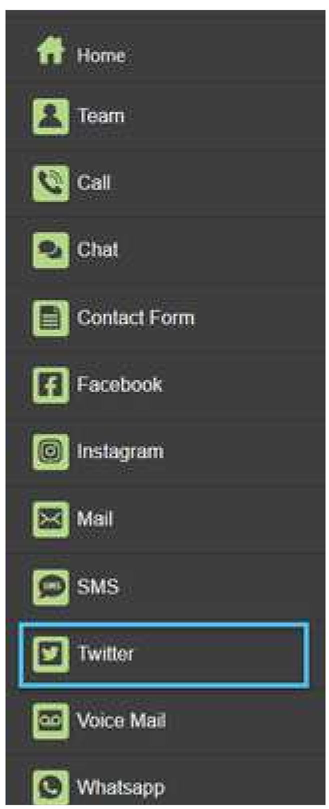
Get the details of each of the incoming and outgoing threads of Twitter conversations by campaign during a desired period of time and thus analyze the text of each of the messages exchanged between the agent assigned to the account of said campaign and the contact, thus being able to know the exact date and time of the messages and agents involved in the conversation.

To generate the report, follow these steps:

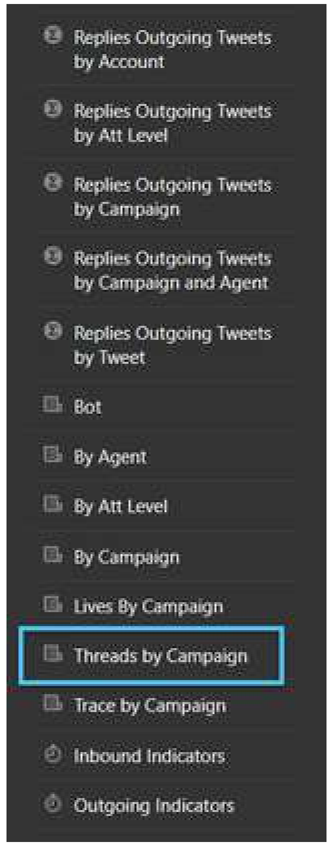
1. Go to the "Reports" tab:



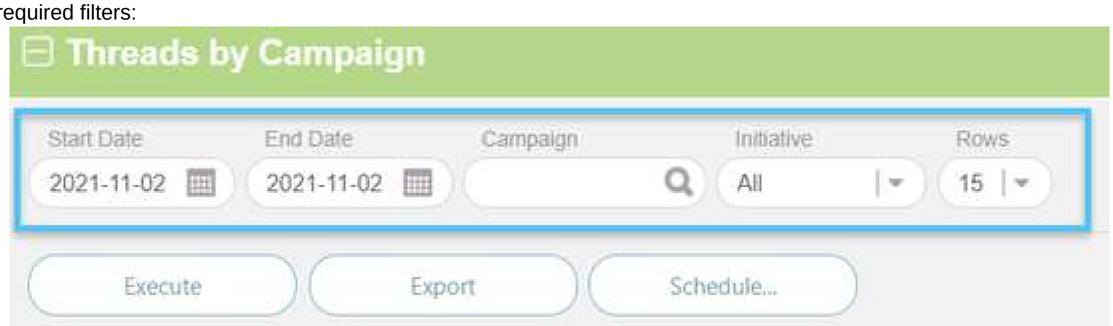
2. Click on the "Twitter" report category:



3. Click on the "Threads by Campaign" detailed report:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Campaign: *Campaign ID. When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:

1	aerocollege	2020-09-18 09:48:07	2021-09-27 18:33:26	Aerocollege1	N/A	Mention	Gonzalo Bombi	Resultado_ppal	/Resultado_ppal

Origin	Agent	Att Lev.	Date	Text
Agent	gzaffaroni		2020-09-18 09:53:20	hola Gonzalo ������
Contact	jreyes		2021-01-12 13:53:20	@Aerocollege1 buenos días
Contact	jreyes		2021-08-03 19:42:39	@Aerocollege1 test
Contact	jreyes		2021-09-17 16:06:11	@Aerocollege1 buenas tardes, promociones vigentes?
Contact	jreyes		2021-09-21 15:08:39	@Aerocollege1 me ayudas con informes, gracias
Contact	jreyes		2021-09-21 15:28:39	@Aerocollege1 Hola buenas tardes
Contact	jreyes		2021-09-27 14:37:38	@Aerocollege1 informes, por favor

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

START DATE

The start date of the twitter conversation.

END DATE

End date of the Twitter conversation.

ACCOUNT

Account ID associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the Twitter conversation.

INITIATIVE

Indicates whether the Twitter conversation started with outgoing or incoming messages.

SUB-TYPE

Twitter conversation sub-type (Facebook and Twitter).

CONTACT NAME

Name of the contact.

DISPOSITION

Twitter conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION

Absolute disposition code (includes the entire tree path).

SUCCESS

If the last disposition code is a success.

ADDRESS

Contact address.

REPLIED TWEET

ID of the replied account's tweet.

ANSWERED MESSAGE

Replied account's tweet message.

INITIAL TWEET

Tweet that started the conversation.

INITIAL MESSAGE

Text of the tweet message that started the conversation.

TICKET

Ticket associated with the Twitter conversation.

Conversation thread columns

Origin

Origin of the message of the Twitter conversation (agent or contact).

Agent

User ID of the agent who intervened in the message of the Twitter conversation.

Attention level

Attention level assigned to the message of the Twitter conversation.

Date

Date of the message of the Twitter conversation.

Text

Twitter conversation message text.

Answer to

Username of the answered messages.

Contact Name

Name of the contact.

Address

Contact address.

Location

User location.

Followers

User followers.

Friends

People the user follows.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Twitter conversations by agent

This report provides detailed information on Twitter conversations that were generated in a given period of time; this information can be filtered by agent.

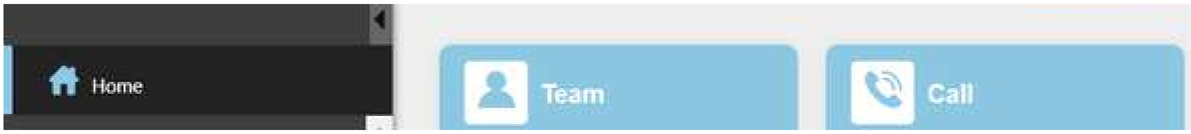
What is this report for?

Get the details of each of the incoming and outgoing Twitter conversations where a specific agent intervened for a desired period of time and thus analyze the times of that agent's conversations.

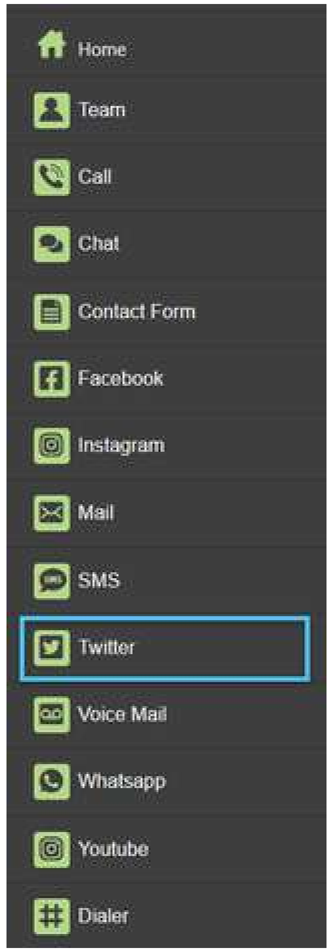
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

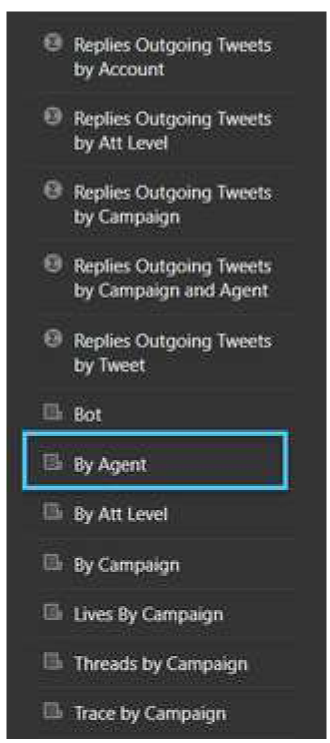
1. Go to the "Reports" tab:



2. Click on the "Twitter" report category:



3. Click on the detailed report "By Agent":



4. Enter the required filters:

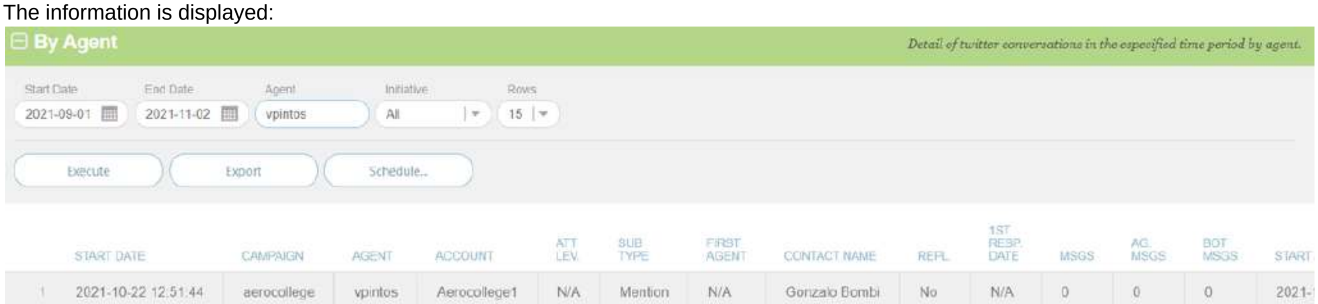
Start date and end date: range for which you want to obtain the information.

Agent: Agent user id. ***It is mandatory to generate the report.***

Initiative: Indicates whether the conversation started with outgoing or incoming messages.

When positioned on the filters, their description is displayed.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

START DATE

The start date of the twitter conversation.

CAMPAIGN

Campaign ID.

END DATE

End date of the Twitter conversation.

ACCOUNT

Account ID associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the Twitter conversation.

INITIATIVE

Indicates whether the Twitter conversation started with outgoing or incoming messages.

SUB-TYPE

Twitter conversation sub-type (Facebook and Twitter).

FIRST AGENT

First agent to intervene in the Twitter conversation (even if they fail).

CONTACT NAME

Name of the contact.

ANSWERED

Indicates whether the Twitter conversation was answered.

1ST RESPONSE DATE
Date of the first answer of the Twitter conversation.

MESSAGES
Number of messages written during the Twitter conversation

AGENT MESSAGES
Number of messages written by the agent during the Twitter conversation.

ATTENTION START DATE
Date of successful response to the Twitter conversation (the first if it was not filtered by the agent).

END DATE
The end date of the twitter conversation.

DURATION TIME
Total duration time of the Twitter conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME
Total time the Twitter conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the Twitter conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the Twitter conversation

ATTENTION TIME
Time it took the agent to effectively handle the Twitter conversation

DISPOSITION
Twitter conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address.

REPLIED TWEET
ID of the replied account's tweet

ANSWERED MESSAGE
Replied account's tweet message

INITIAL TWEET
Tweet that started the conversation.

INITIAL MESSAGE
Text of the message that started the Twitter conversation.

TRANSFERRED
Indicates if the Twitter conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI

Indicates whether the Twitter conversation has CCI integration.

TICKET

Ticket associated with the Twitter conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Twitter conversations by campaign

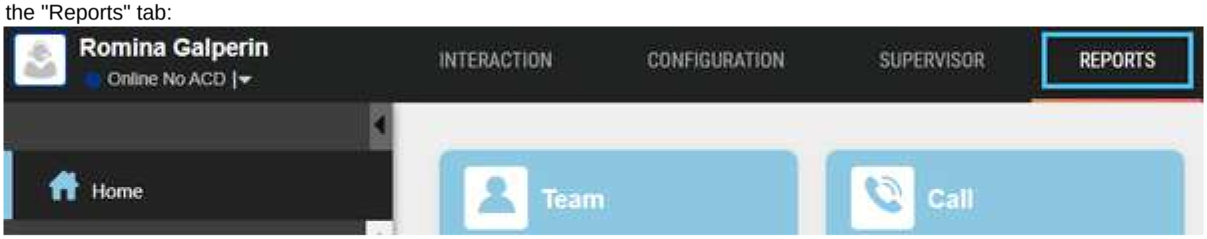
This report provides detailed information on the Twitter conversations that were generated in a given period of time; this information can be filtered by campaign.

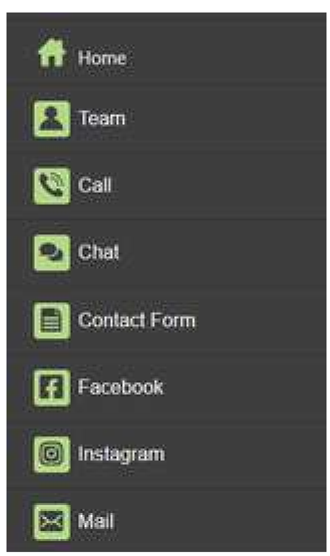
What is this report for?

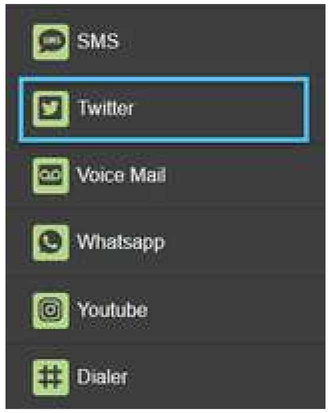
Get the details of each of the incoming and outgoing Twitter conversations of a specific campaign for a desired period of time and thus analyze the times of the conversations of the agents assigned to said campaign.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

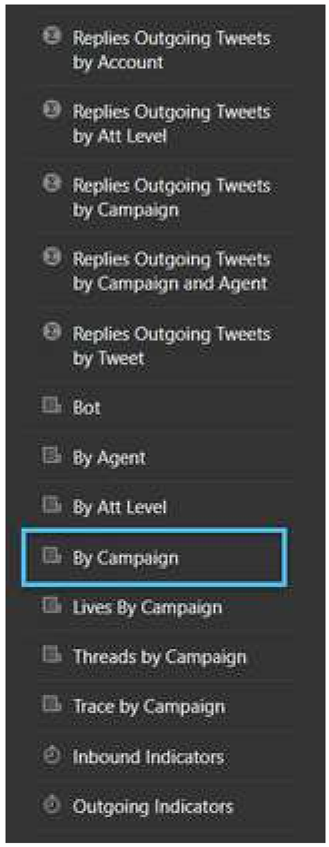
To generate the report, follow these steps:

1. Go to the "Reports" tab:


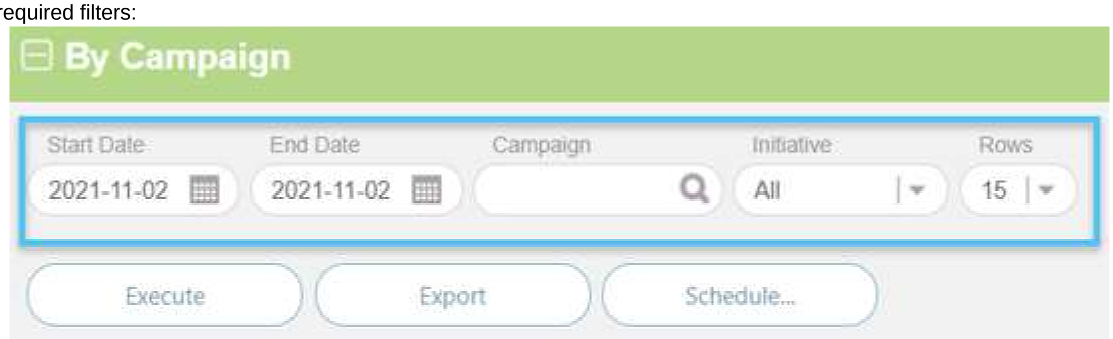
2. Click on the "Twitter" report category:




3. Click on the detailed report "By Campaign":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Campaign: *Campaign ID. When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

CAMPAIGN
Campaign ID

START DATE
The start date of the twitter conversation.

ACCOUNT
Account ID associated with the campaign

ATTENTION LEVEL
Last attention level assigned to the Twitter conversation.

INITIATIVE
Indicates whether the Twitter conversation started with outgoing or incoming messages.

SUB-TYPE
Twitter conversation sub-type (Facebook and Twitter).

FIRST AGENT
First agent to intervene in the Twitter conversation (even if they fail).

CONTACT NAME
Name of the contact.

ANSWERED
Indicates whether the Twitter conversation was answered.

1ST RESPONSE DATE
Date of the first answer of the Twitter conversation.

MESSAGES
Number of messages written during the Twitter conversation.

AGENT MESSAGES
Number of messages written by the agent during the Twitter conversation.

ATTENTION START DATE
Date of successful response to the Twitter conversation (the first if it was not filtered by the agent).

END DATE
The end date of the twitter conversation.

DURATION TIME
Total duration time of the Twitter conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME
Total time the Twitter conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the Twitter conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the Twitter conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Twitter conversation.

DISPOSITION
Twitter conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address.

REPLIED TWEET
ID of the replied account's tweet.

ANSWERED MESSAGE
Replied account's tweet message.

INITIAL TWEET
Tweet that started the conversation.

INITIAL MESSAGE
Text of the message that started the Twitter conversation.

TRANSFERRED
Indicates if the Twitter conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the Twitter conversation has CCI integration.

TICKET
Ticket associated with the Twitter conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Twitter conversations by attention level

This report provides detailed information about Twitter conversations that were generated in a given period of time; this information can be filtered by campaign, account, and attention level.

What is this report for?

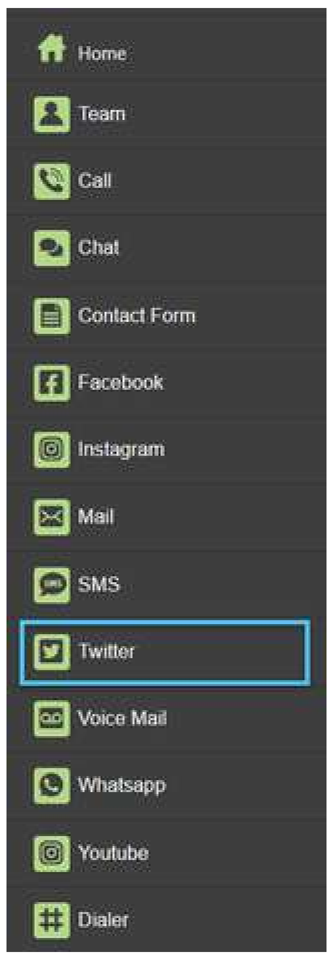
Get the details of each of the incoming and outgoing Twitter conversations that were assigned to the different attention levels associated with the campaign accounts during a desired period of time and thus analyze the times of these conversations.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

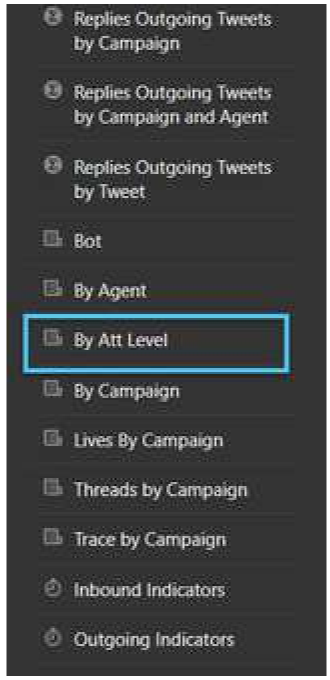
To generate the report, follow these steps:

1. Go to the "Reports" tab:

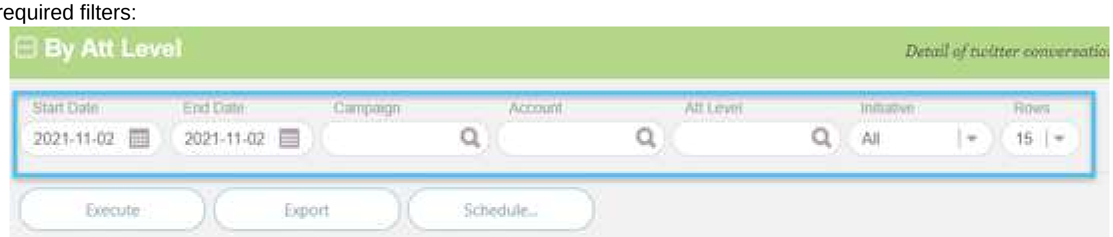
2. Click on the "Twitter" report category:



3. Click on the detailed report "By Attention Level":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

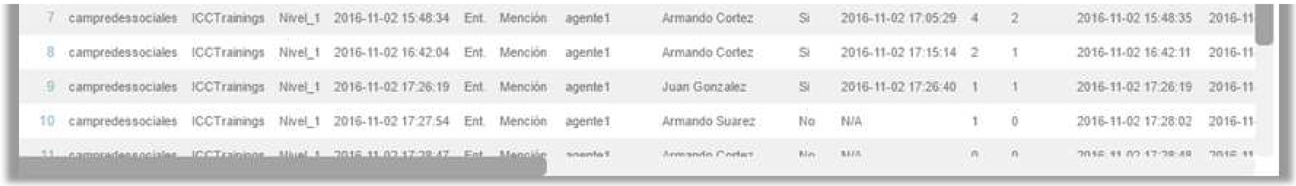
Attention level: attention level assigned to the conversation.

When hovering over the filters, their description is displayed

> If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.

   The information is displayed:



7	campredessociales	ICCTrainings	Nivel_1	2016-11-02 15:48:34	Ent.	Mención	agente1	Armando Cortez	Si	2016-11-02 17:05:29	4	2	2016-11-02 15:48:35	2016-11
8	campredessociales	ICCTrainings	Nivel_1	2016-11-02 16:42:04	Ent.	Mención	agente1	Armando Cortez	Si	2016-11-02 17:15:14	2	1	2016-11-02 16:42:11	2016-11
9	campredessociales	ICCTrainings	Nivel_1	2016-11-02 17:26:19	Ent.	Mención	agente1	Juan Gonzalez	Si	2016-11-02 17:26:40	1	1	2016-11-02 17:26:19	2016-11
10	campredessociales	ICCTrainings	Nivel_1	2016-11-02 17:27:54	Ent.	Mención	agente1	Armando Suarez	No	N/A	1	0	2016-11-02 17:28:02	2016-11
11	campredessociales	ICCTrainings	Nivel_1	[illegible]	Ent.	Mención	agente1	Armando Cortez	No	N/A	0	0	[illegible]	[illegible]

Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
Account ID associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the Twitter conversation.

START DATE
The start date of the twitter conversation.

INITIATIVE
Indicates whether the Twitter conversation started with outgoing or incoming messages.

SUB-TYPE
Twitter conversation sub-type (Facebook and Twitter).

FIRST AGENT
First agent to intervene in the Twitter conversation (even if they fail).

CONTACT NAME
Name of the contact.

ANSWERED
Indicates whether the Twitter conversation was answered.

1ST RESPONSE DATE
Date of the first answer of the Twitter conversation.

MESSAGES
Number of messages written during the Twitter conversation.

AGENT MESSAGES
Number of messages written by the agent during the Twitter conversation.

ATTENTION START DATE
Date of successful response to the Twitter conversation (the first if it was not filtered by the agent).

END DATE
The end date of the twitter conversation.

DURATION TIME
Total duration time of the Twitter conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME
Total time the Twitter conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the Twitter conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the Twitter conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Twitter conversation

DISPOSITION

Twitter conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address.

REPLIED TWEET
ID of the replied account's tweet.

ANSWERED MESSAGE
Replied account's tweet message.

INITIAL TWEET
Tweet that started the conversation.

INITIAL MESSAGE
Text of the message that started the Twitter conversation.

TRANSFERRED
Indicates if the Twitter conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the Twitter conversation has CCI integration.

TICKET
Ticket associated with the Twitter conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Trace Twitter conversations by campaign

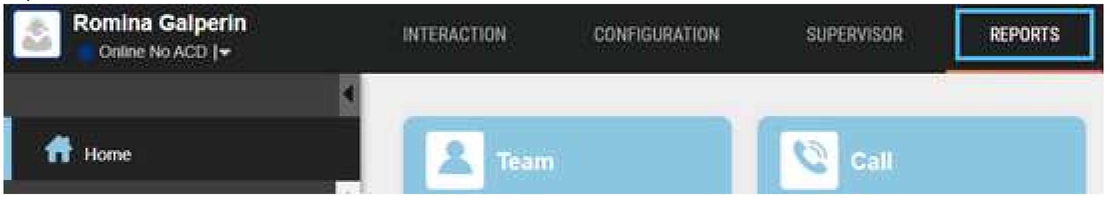
This report provides detailed information on the tracing of incoming and outgoing Twitter conversations by campaign in a given period of time.

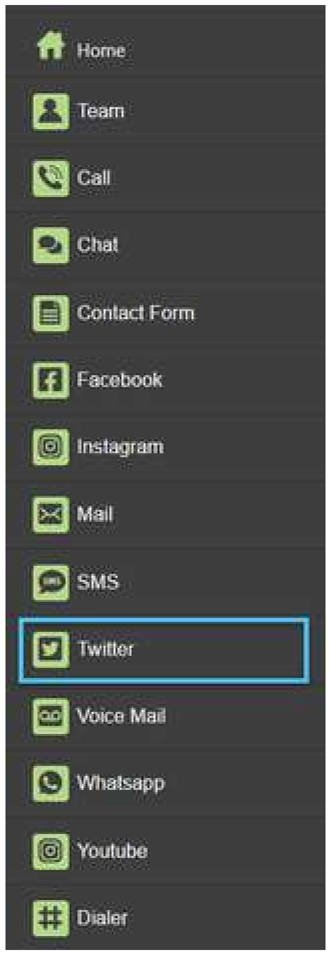
What is this report for?

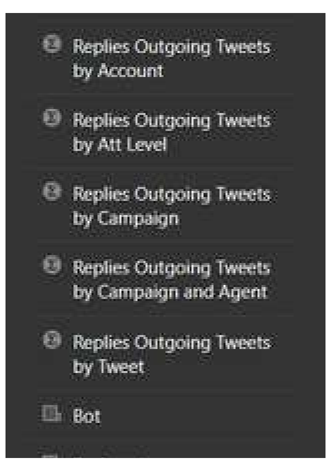
Get the details of each trace of incoming and outgoing Twitter conversations per campaign over a desired period of time, thus being able to analyze the steps taken during each of the conversations and being able to know the exact date and time of these steps and the agents involved in the conversation.

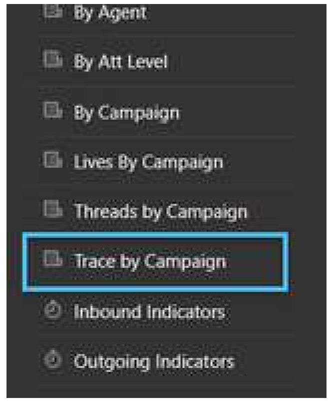
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate the report, follow these steps:

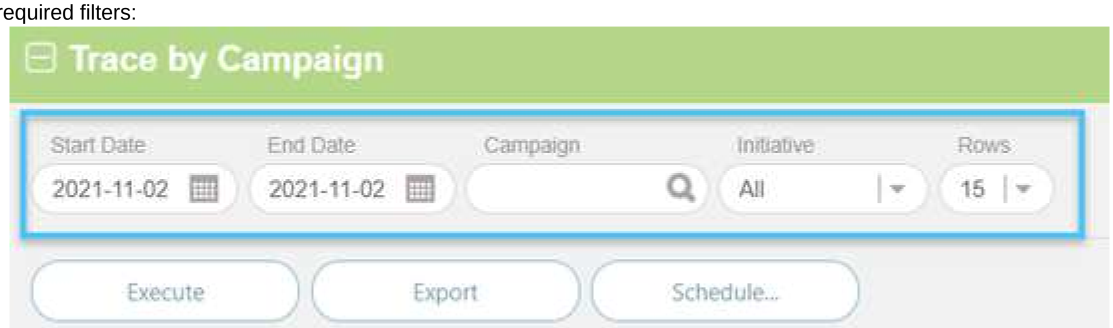
1. Go to the "Reports" tab:


2. Click on the "Twitter" report category:


3. Click on the detailed report "Trace by Campaign":




4. Enter the required filters:

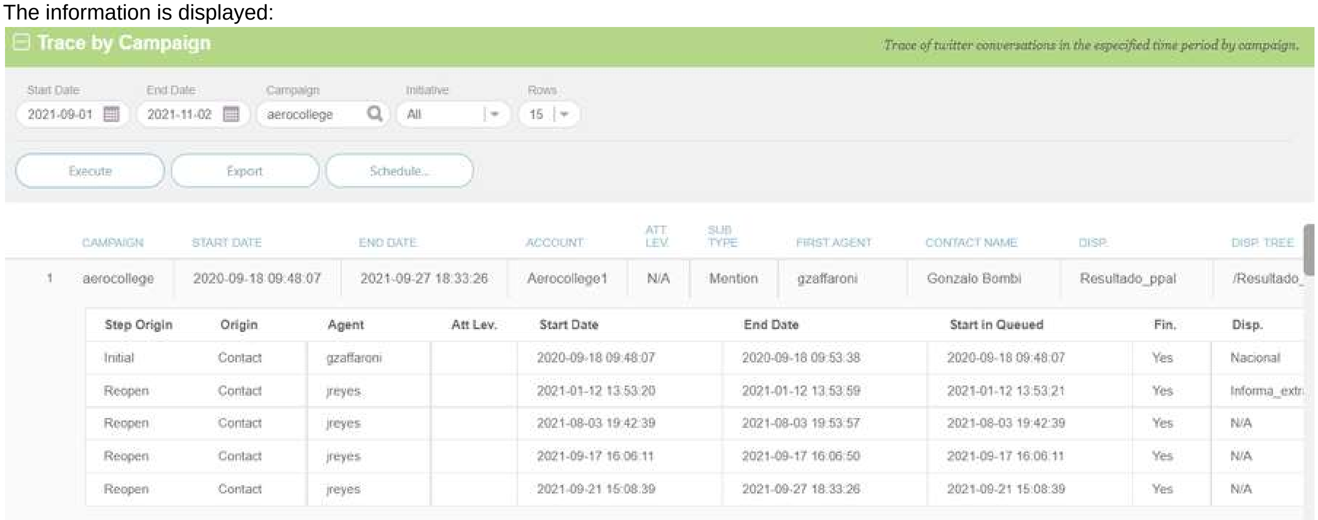


Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

START DATE

The start date of the twitter conversation.

END DATE

End date of the Twitter conversation.

ACCOUNT
Account ID associated with the campaign

ATTENTION LEVEL
Last attention level assigned to the Twitter conversation

INITIATIVE
Indicates whether the Twitter conversation started with outgoing or incoming messages

SUB-TYPE
Twitter conversation sub-type (Facebook and Twitter).

FIRST AGENT
First agent to intervene in the Twitter conversation (even if they fail).

CONTACT NAME
Name of the contact.

DISPOSITION
Twitter conversation disposition code (last page if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success

ADDRESS
Contact address.

REPLIED TWEET
ID of the replied account's tweet.

ANSWERED MESSAGE
Replied account's tweet message.

INITIAL TWEET
Tweet that started the conversation.

INITIAL MESSAGE
Text of the message that started the Twitter conversation.

TICKET
Ticket associated with the Twitter conversation

Conversation thread columns

Origin Step
It indicates how the Twitter conversation reached this step (initial step, it was transferred, it was reopened, etc.).

Origin
Origin of the message of the Twitter conversation (agent or contact).

Agent
User ID of the agent who intervened in the message of the Twitter conversation.

Attention level
Attention level assigned to the message of the Twitter conversation.

Start date
Start date of the step of the Twitter conversation.

End date
End date of the Twitter conversation step.

Finished
Indicates whether the step of the Twitter conversation was finished when an agent had taken it (regardless of whether the agent did not attend to it), or was transferring it.

Duration time
TTotal duration time of the Twitter conversation step. Includes ghost and out-of-schedule conversations.

Attention time
Time that the agent took to take effective attention from the passage of the Twitter conversation.

Events
Number of events that occurred in the passage of the Twitter conversation.

Agents Events
Number of agent events that occurred in the step of the Twitter conversation.

Transferred
Indicates whether the step of the Twitter conversation was transferred (or attempted to be transferred) at least one time.

Transferred Ok
Indicates whether or not the transfer was successful.

Transfer Type
Transfer destination type: campaign, attention level, agent, queue, number.

Transfer Destination
Destination address of the transfer.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Tweets by campaign and agent

This report provides summary information of the incoming tweets (mentions and direct messages), as well as the responses of the agents to said tweets that were generated in a certain period of time, being able to filter by campaign and account.

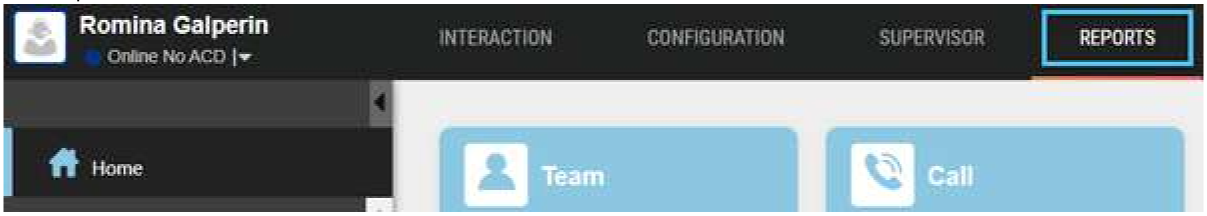
What is this report for?

Obtain by agent in a specific campaign the summary of the number of incoming tweets during a desired period of time and thus analyze if said agent is performing the service in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

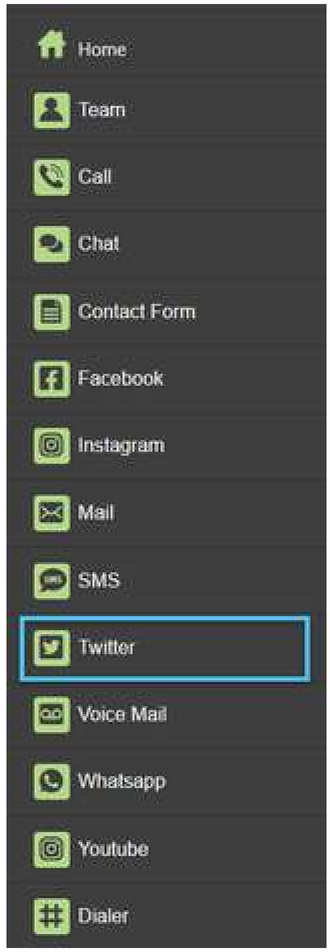
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

To generate the report, follow these steps:

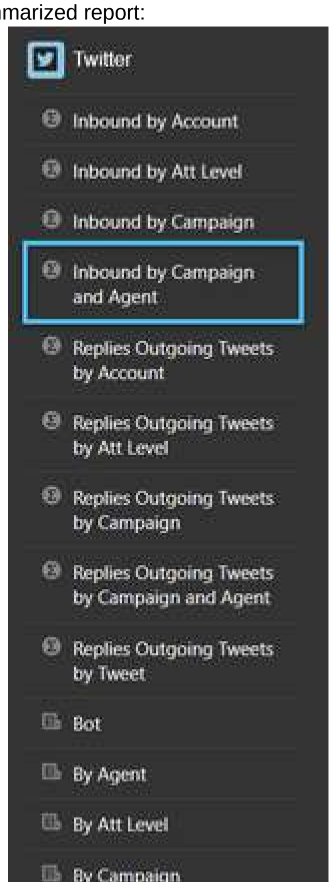
1. Go to the "Reports" tab:



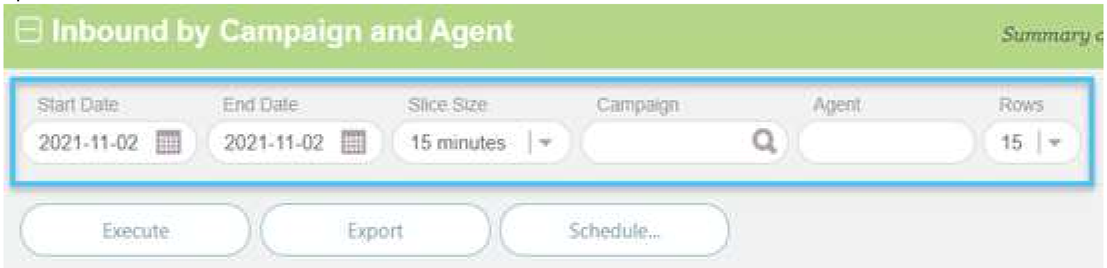
2. Click on the "Twitter" report category:



3. Click on the "Inbound by Campaign and Agent" summarized report:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

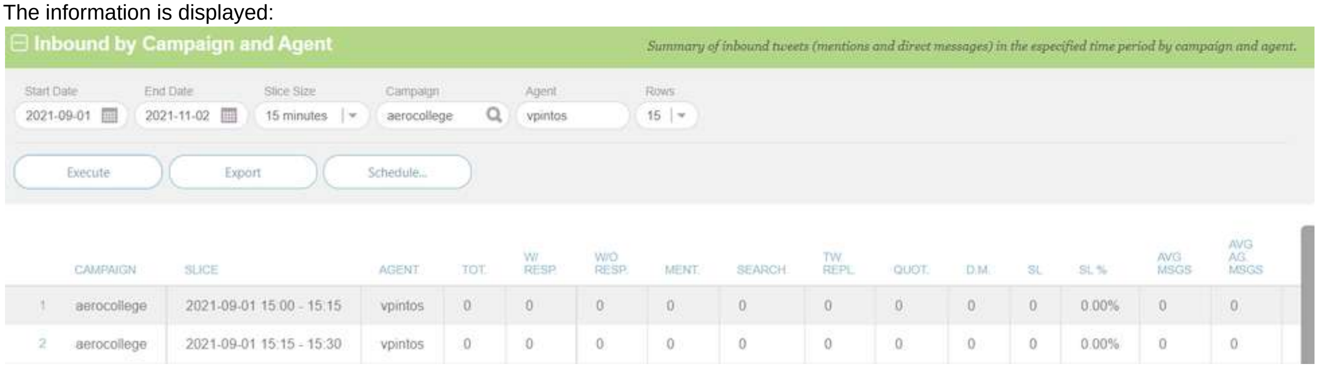
Campaign: Campaign ID.

Agent: Agent user id.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents.

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

SLICE
Time segment that will be used to create the summary report.

AGENT
User ID of the agent who intervened in the incoming campaign tweets.

TOTAL
Total number of incoming tweets (mentions and direct messages) assigned/taken by the agent

W/ ANSWER
Total number of incoming campaign tweets with agent answer

W/O ANSWER
Total number of incoming tweets from the campaign which have no answer from the agent.

MENTIONS
Total number of incoming campaign tweets that are mentions.

REPLY TWEETS
Total number of incoming tweets that are answers to campaign tweets.

DIRECT MESSAGES

Total number of incoming campaign tweets that are direct messages.

SL

Total number of conversations that were generated from incoming campaign tweets which were answered within the "Service Level Threshold."

% SL

100 * [Campaign inbound Tweet conversations with positive SL] / [Campaign incoming Tweet conversations]

AVERAGE MESSAGES

[Total messages in campaign incoming Twitter conversations] / [Campaign incoming Twitter conversations]

AVERAGE AGENT MESSAGES

[Agent messages in campaign incoming Twitter conversations] / [Campaign incoming Twitter conversations]

AVERAGE RETWEETS 1ST MESSAGE

[Retweets about first message in incoming Twitter conversations from the campaign] / ([Incoming Twitter conversations from the campaign] - [Incoming Twitter conversations from the direct message campaign])

AVERAGE RETWEETS ANSWERS

[Retweets on replies to messages in incoming Twitter conversations from the campaign] / [Public replies to messages in incoming Twitter conversations from the campaign]

AVERAGE RETWEETS RESPONSES AGENT

[Agent reply retweets to messages in incoming Twitter conversations from the campaign] / [Agent public answers to messages in incoming Twitter conversations from the campaign]

AVERAGE WAITING TIME

[Wait Time in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign with answer]

AVERAGE ATTENTION TIME

[Attention time in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign that have been taken]

CCI

Total incoming Twitter messages with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of incoming campaign Twitter messages assigned to the agent simultaneously.

LOGGED TIME

Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME

Total time the agent spent in the "Available" state for the campaign.

PAUSE TIME

Total time the agent spent in pause states for the campaign.

% BUSY

100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER

100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Tweets by campaign

This report provides summary information about the conversations that were generated from incoming Tweets (mentions and direct messages) as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

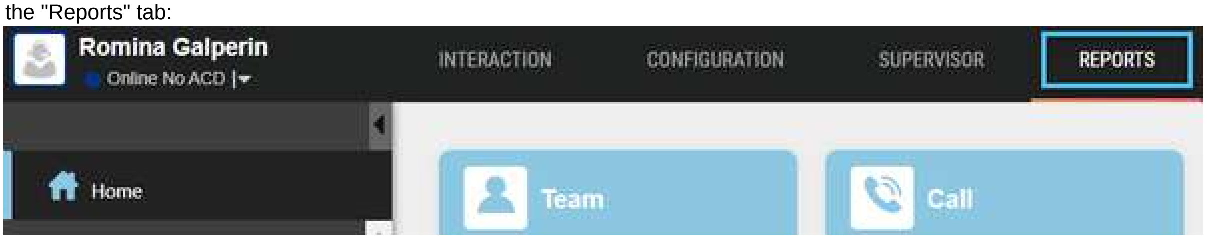
What is this report for?

Obtain by campaign the summary of the number of conversations that are generated from incoming tweets during a desired period of time and thus analyze if the agents are performing the service in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month

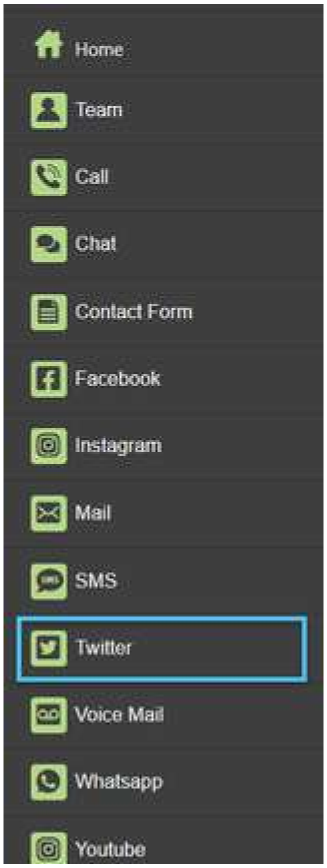
This report can be used to monitor the number of incoming Twitter conversations by time frames and thus know what the peak time of the campaign is, as well as knowing if all incoming conversations are being attended to and the service level that is being provided.

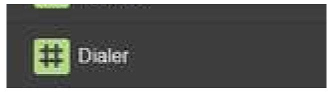
To generate the report, follow these steps:

1. Go to the "Reports" tab:

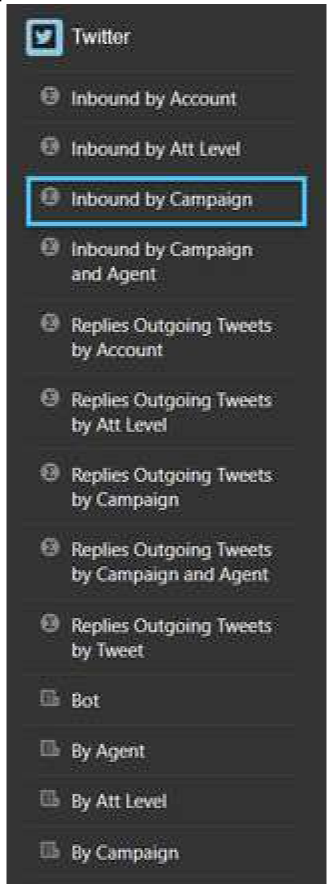


2. Click on the "Twitter" report category:

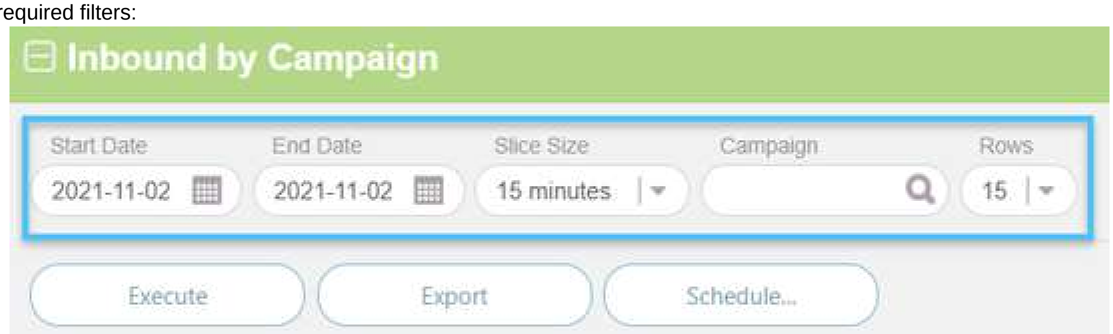




3. Click on the "Inbound by Campaign" summarized report:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.*The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

	CAMPAIGN	SLICE	TOT.	W/ RESP.	W/O RESP.	MENT.	SEARCH	TW. REPL.	QUOT.	D.M.	BOT	PURE BOT	SL	SL %	AVG MSGS	AVG AG. MSG
1	aerocollege	2021-09-01 10:00 - 10:15	0	0	0	0	0	0	0	0	0	0	0	0.00%	0	0
2	aerocollege	2021-09-01 10:15 - 10:30	0	0	0	0	0	0	0	0	0	0	0	0.00%	0	0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations that were generated from tweets received in the campaign, regardless of the number of replies and messages exchanged in those conversations between agents and contacts.

W/ ANSWER

Total number of incoming Twitter conversations from the campaign with at least one answer from agents.

W/O ANSWER

Total number of incoming Twitter conversations from the campaign with no answer from agents.

MENTIONS

Total number of incoming Twitter conversations from the campaign originating in mentions.

REPLY TWEETS

Total number of incoming Twitter conversations from the campaign originating in replies to tweets from the campaign.

APPOINTMENT

Total number of incoming Twitter conversations from the campaign originating in appointments.

DIRECT MESSAGES

Total number of incoming Twitter conversations from the campaign originating in direct messages.

SL

Total number of conversations that were generated from incoming campaign tweets which were answered within the "Service Level Threshold".

% SL

100 * [Campaign inbound Tweet conversations with positive SL] / [Campaign incoming Tweet conversations]

AVERAGE MESSAGES

[Total messages in campaign incoming Twitter conversations] / [Campaign incoming Twitter conversations]

AVERAGE AGENT MESSAGES

[Total agent messages in campaign incoming Twitter conversations] / [Campaign incoming Twitter conversations

AVERAGE RETWEETS 1ST MESSAGE

[Retweets about first message in incoming Twitter conversations from the campaign] / ([Incoming Twitter conversations from the campaign] - [Incoming Twitter conversations from the direct message campaign])

AVERAGE RETWEETS ANSWERS

[Retweets on replies to messages in incoming Twitter conversations from the campaign] / [Public replies to messages in incoming Twitter conversations from the campaign]

AVERAGE RETWEETS RESPONSES AGENT

[Agent reply retweets to messages in incoming Twitter conversations from the campaign] / [Agent public answers to messages in incoming Twitter conversations from the campaign]

AVERAGE WAITING TIME

[Wait Time in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign with answer]

AVERAGE ATTENTION TIME

[Attention time in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign that have been taken]

CCI

Total incoming Twitter messages with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of incoming campaign Twitter messages assigned to the agent simultaneously.

LOGGED TIME

Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME

Total time the agent spent in the "Available" state for the campaign

PAUSE TIME

Total time the agent spent in pause states for the campaign

% BUSY

100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER

100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: ""How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Tweets by account

This report provides summary information about the conversations that were generated from incoming Tweets (mentions and direct messages) as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by account and campaign.

What is this report for?

It is obtain per account associated to a campaign, it contains the summary of the number of conversations that are generated from incoming tweets during a desired period of time and thus analyze if the agents are performing the attention in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

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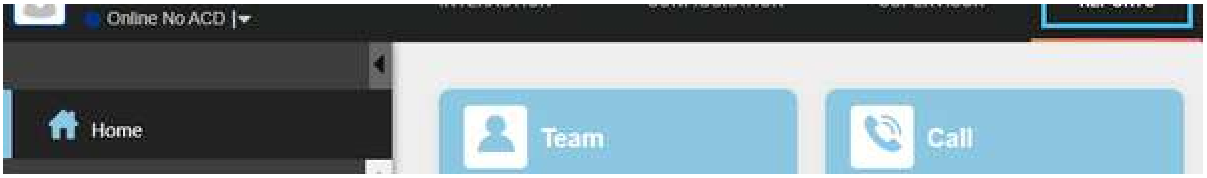
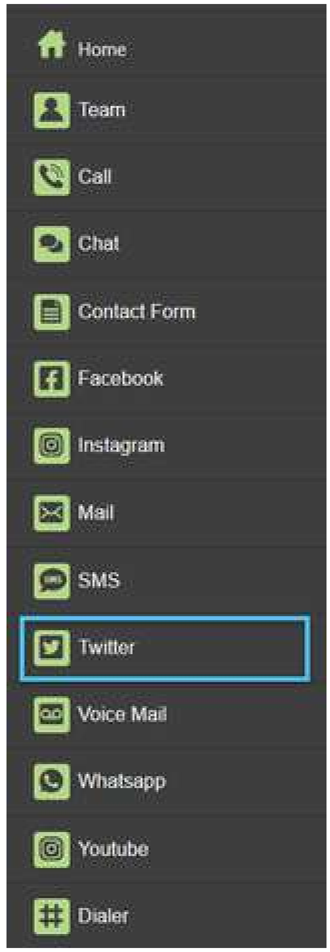
This report can be used to monitor the number of incoming Twitter conversations for periods of time and, in case of having more than one Twitter account associated with the same campaign, know which is the account that handles the most conversations as well as knowing the average times of these conversations.

To generate the report, follow these steps:

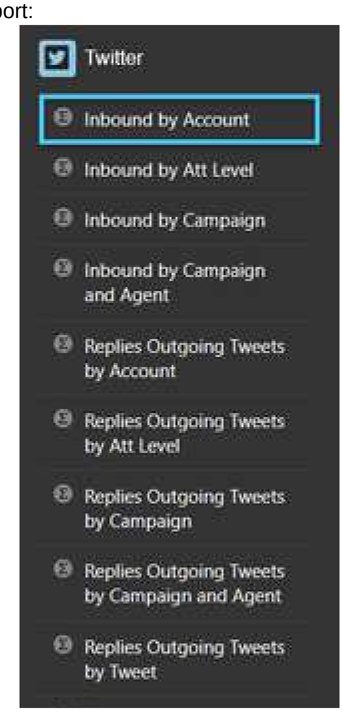
1. Go to the "Reports" tab:



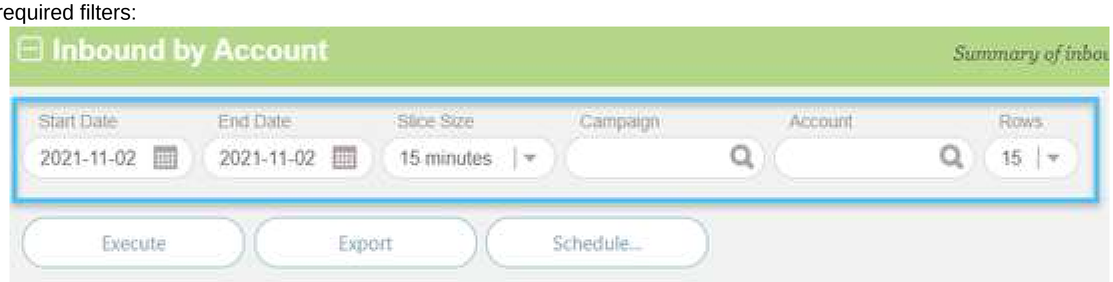
2. Click on the "Twitter" report category:



3. Click on the "Inbound by Account" summarized report:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

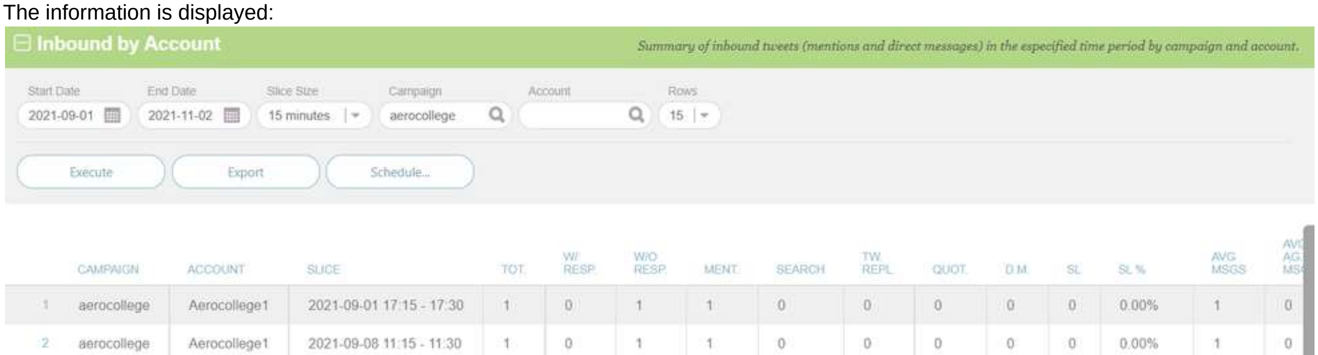
Campaign: Campaign ID.

Account: Account ID, associated with the campaign.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of conversations were generated from tweets received in the account, regardless of the number of replies and messages exchanged in those conversations between agents and contacts.

W/ ANSWER
Total number of incoming Twitter conversations from the campaign with at least one answer from agents.

W/O ANSWER
Total number of incoming Twitter conversations from the campaign with no answer from agents.

MENTIONS
Total number of incoming Twitter conversations from the campaign originating in mentions.

REPLY TWEETS
Total number of incoming Twitter conversations from the campaign originating in replies to tweets from the campaign.

APPOINTMENT
Total number of incoming Twitter conversations from the campaign originating in appointments.

DIRECT MESSAGES
Total number of incoming Twitter conversations from the campaign originating in direct messages.

SL
Total number of conversations that were generated from incoming campaign tweets which were answered within the "Service Level Threshold."

% SL
100 * [Campaign inbound Tweet conversations with positive SL] / [Campaign incoming Tweet conversations]

AVERAGE MESSAGES
[Total messages in campaign incoming Twitter conversations] / [Campaign incoming Twitter conversations]

AVERAGE AGENT MESSAGES
[Total agent messages in campaign incoming Twitter conversations] / [Campaign incoming Twitter conversations

AVERAGE RETWEETS 1ST MESSAGE
[Retweets about first message in incoming Twitter conversations from the campaign] / ([Incoming Twitter conversations from the campaign] - [Incoming Twitter conversations from the direct message campaign])

AVERAGE RETWEETS ANSWERS
[Retweets on replies to messages in incoming Twitter conversations from the campaign] / [Public replies to messages in incoming Twitter conversations from the campaign]

AVERAGE RETWEETS RESPONSES AGENT
[Agent reply retweets to messages in incoming Twitter conversations from the campaign] / [Agent public answers to messages in incoming Twitter conversations from the campaign]

AVERAGE WAITING TIME
[Wait Time in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign with answer]

AVERAGE ATTENTION TIME
[Attention time in incoming Twitter conversations from the campaign] / [Incoming Twitter conversations from the campaign that have been taken]

CCI
Total incoming Twitter messages with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Tweets by attention level

This report provides summary information of the incoming tweets (mentions and direct messages), as well as the responses of the agents to said tweets that were generated in a certain period of time, being able to filter by assigned level of attention.

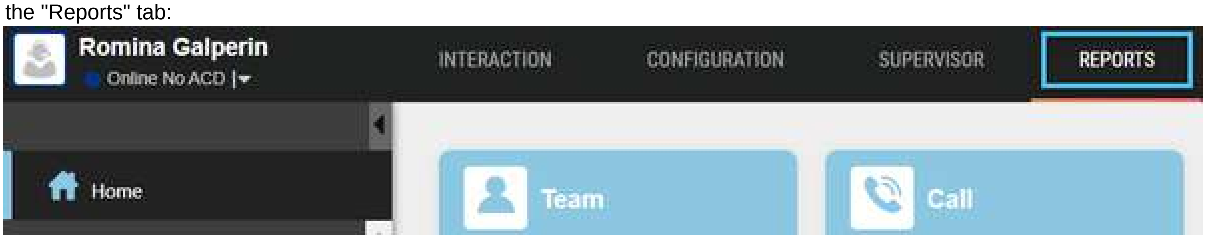
What is this report for?

Obtain, by attention level, the summary of the number of incoming tweets during a desired period of time, and thus analyze whether said agent is performing the service within the permitted limits of the service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

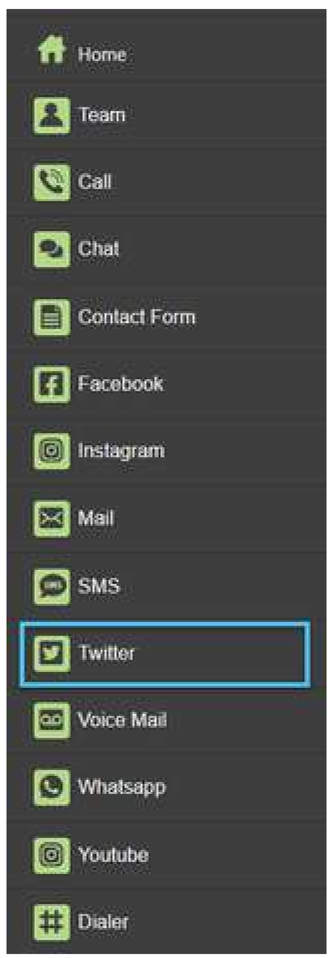
This report can be used to monitor the amount of incoming Twitter conversations for periods of time from the different attention levels, and in turn know how many of these conversations were transferred to another attention level, as well as to know the average times of said conversations.

To generate the report, follow these steps:

1. Go to the "Reports" tab:

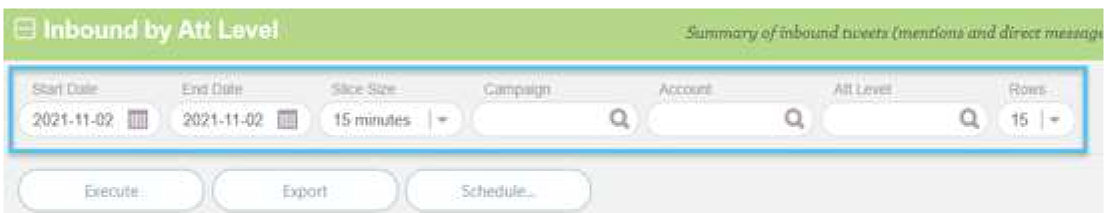


2. Click on the "Twitter" report category:



3. Click on the "Inbound by Attention Level" summarized report:

4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: Account ID associated with the campaign.

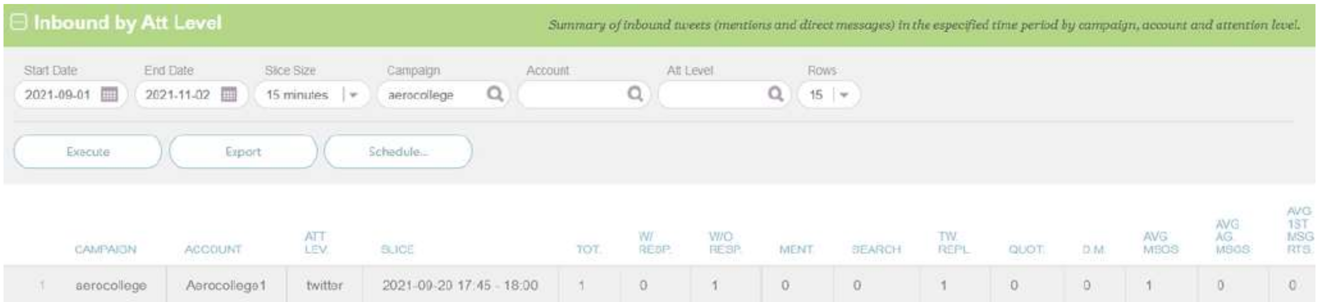
Attention level: attention level assigned to the conversation.

Filters are case sensitive.

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels.

5. Click the "Execute" button to generate the report.

   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

ACCOUNT
Account ID associated with the campaign.

ATTENTION LEVEL
Attention level assigned to incoming tweets.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of incoming tweets (mentions and direct messages) assigned to the attention level.

W/ ANSWER
Total number of incoming tweets assigned to the attention level with at least one answer from the agents.

W/O ANSWER
Total number of incoming tweets assigned to the attention level which have no response from the agents.

MENTIONS
Total number of tweets assigned to the attention level which are mentions.

REPLY TWEETS
Total number of incoming tweets assigned to the attention level which are responses to tweets from the campaign.

DIRECT MESSAGES
Total number of incoming tweets assigned to the attention level which are direct messages.

AVERAGE MESSAGES
[Total messages in incoming Twitter conversations assigned to the attention level] / [Incoming Twitter conversations assigned to the attention level]

AVERAGE AGENT MESSAGES
[Messages from agents in incoming Twitter conversations assigned to the attention level] / [Incoming Twitter conversations assigned to the attention level]

AVERAGE RETWEETS 1ST MESSAGE
[Retweets about first message in incoming Twitter conversations assigned to the attention level] / ([Incoming Twitter conversations assigned to the attention level] - [Incoming Twitter conversations assigned to the direct message attention level])

AVERAGE RETWEETS REPLIES
[Retweets about replies to messages in incoming Twitter conversations assigned to the attention level] / [Public replies to messages in incoming Twitter conversations assigned to the attention level]

AVERAGE RETWEETS AGENT RESPONSES
[Retweets on agent replies to messages in incoming Twitter conversations assigned to the attention level] / [Public replies of the agent to messages in incoming Twitter conversations assigned to the attention level]

AVERAGE WAITING TIME
[Waiting time on incoming Twitter conversations assigned to the attention level] / [Incoming Twitter conversations assigned to the attention level]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming Twitter conversations assigned to the attention level] / [Incoming Twitter conversations assigned to the attention level with answer]

AVERAGE ATTENTION TIME

[Answer time in incoming Twitter conversations assigned to the attention level] / [Incoming Twitter conversations assigned to the attention level taken]

TRANSFERRED TO ATTENTION LEVEL

Incoming Tweets assigned to the attention level which were transferred to another attention level.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

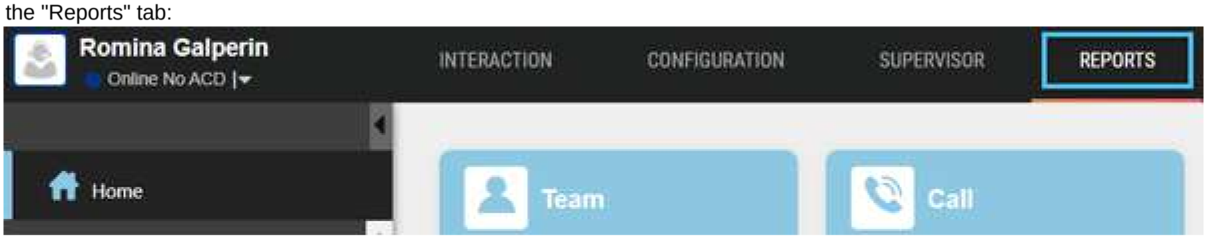
Summary of outgoing Tweet replies by campaign

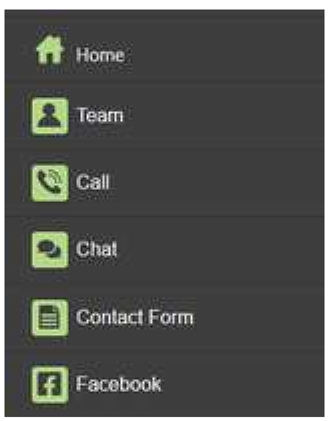
This report provides summary information of the conversations that are generated from the appointments and responses of the contacts to the outgoing tweets of the i6 agents that were generated in a certain period of time; being able to filter the information by campaign.

What is this report for?

It is to get by campaign the summary of the number of conversations generated from appointments and contact replies to i6 agents' outgoing tweets over a desired period of time and thus analyze whether that agent is performing the service in the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

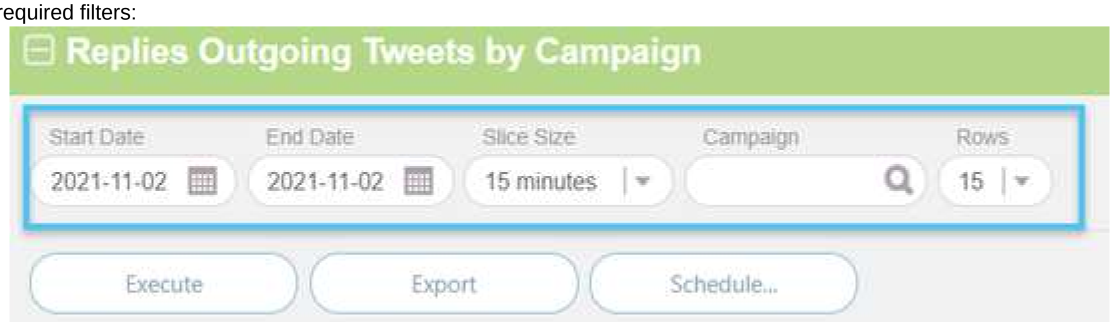
To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Twitter" report category:


3. Click on the "Replies Outgoing Tweets by Campaign" summarized report:

4. Enter the required filters:



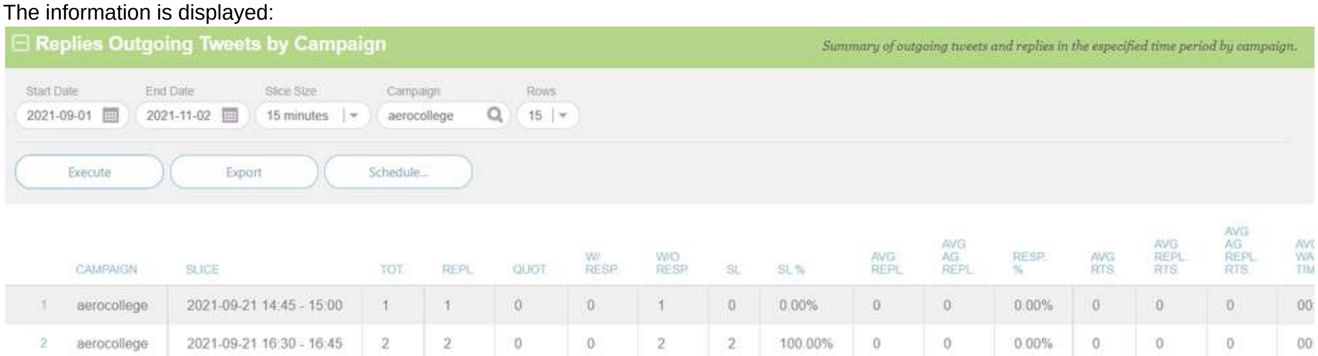
Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID*. The filter is case sensitive.*

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID

SLICE

Time segment that will be used to create the summary report

TOTAL

Total number of conversations that were generated from [Appointments to outgoing campaign tweets] + [Replies to outgoing campaign tweets], regardless of the number of messages and replies exchanged in such conversations between agents and contacts.

REPLIES

Total number of conversations that were generated from replies to outgoing campaign tweets.

APPOINTMENT

Total number of conversations that were generated from appointments to outgoing campaign tweets.

W/ ANSWER

Total number of conversations that were generated from outgoing campaign tweets with at least one answer from agents.

W/O ANSWER

Total number of conversations that were generated from outgoing campaign tweets with at least one answer from agents.

SL

Total number of conversations that were generated from outgoing campaign tweets which were responded to within the "Service Level Threshold".

% SL

Total number of conversations that were generated from outgoing campaign tweets which were responded to within the "Service Level Threshold."

AVERAGE REPLIES

[Messages in responses to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE AGENT RESPONSES

[Messages from agents in replies to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

RESPONSE %

100 * [Messages from agents in responses to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE RETWEETS

[Retweets about responses to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE RETWEETS ANSWERS

[Retweets to messages in responses to campaign tweets] / [Public messages in responses to campaign tweets]

AVERAGE RETWEETS RESPONSES AGENT

[Retweets to messages in responses to campaign tweets] / [Public messages in responses to campaign tweets]

AVERAGE WAITING TIME

[Wait time in responses to campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention on responses to campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE ATTENTION TIME

[Answer time in responses to campaign tweets] / [Conversations generated from outgoing campaign tweets taken]

CCI

Total number of conversations generated from outgoing campaign posts with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of outgoing Tweet replies by campaign and agent

This report provides summary information of contacts' citations and responses to outgoing tweets from i6 agents that were generated in a given period of time, thus being able to filter the information by campaign and agent.

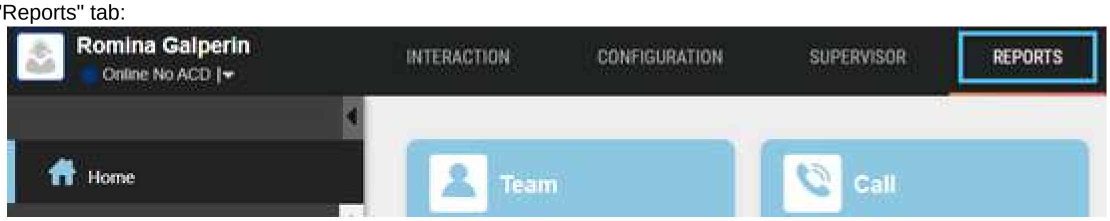
What is this report for?

It is to get the summary of appointments and replies from contacts to outgoing tweets from i6 agents per agent in a specific campaign over a desired period of time and thus analyze if said agent is performing the service in the allowed limits of the service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

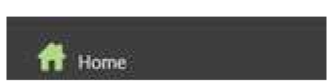
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

To generate the report, follow these steps:

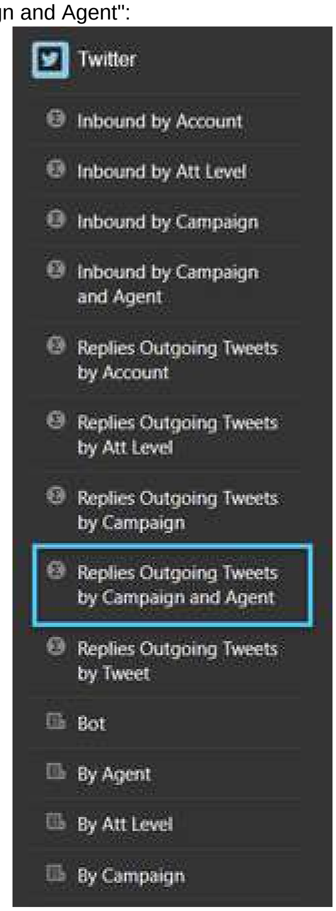
1. Go to the "Reports" tab:



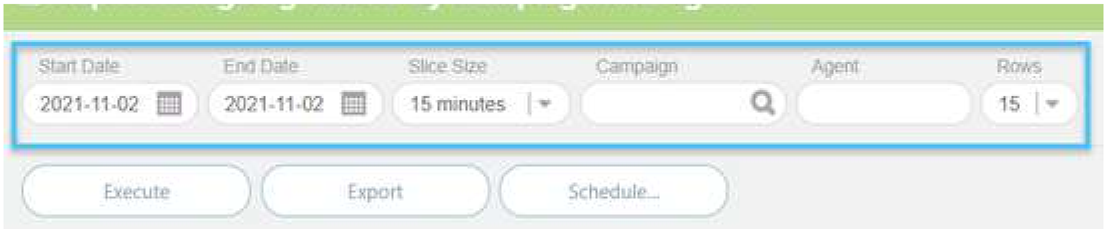
2. Click on the "Twitter" report category:



3. Click on the summary report "Outgoing by Campaign and Agent":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

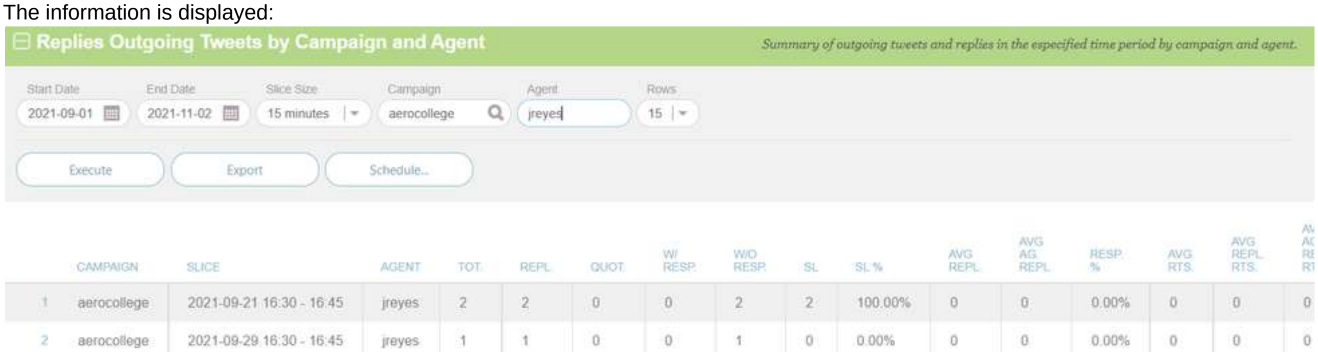
Campaign: Campaign ID.

Agent: Agent user id.

Filters are case sensitive.

If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

SLICE

Time segment that will be used to create the summary report.

AGENT

User ID of the agent who intervened in the conversations.

TOTAL

[Appointments to outgoing campaign tweets served by the agent] + [Replies to outgoing campaign tweets served by the agent]

REPLIES

Total number of replies to outgoing campaign tweets served by the agent.

APPOINTMENT

Total number of appointments from outgoing campaign tweets served by the agent.

W/ ANSWER

Total number of replies to outgoing campaign tweets with agent answer.

W/O ANSWER

Total number of replies to outgoing campaign tweets with no agent answer.

SL

Total number of campaign twitter conversations (originating from: [Appointments to outgoing campaign tweets served by the agent] + [Replies to outgoing campaign tweets served by the agent]), which were responded by the agent within the "Service Level Threshold."

% SL

100 * [Total number of conversations generated from outgoing campaign tweets with positive SL] / [Total number of conversations generated from outgoing campaign tweets]

AVERAGE REPLIES

[Messages in reply to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE AGENT RESPONSES

[Agent messages in reply to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

RESPONSE %

100 * [Agent messages in reply to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE RETWEETS

[Retweets about responses to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE RETWEETS REPLIES

[Retweets about messages in reply to outgoing campaign tweets] / [Public messages in replies to campaign tweets]

AVERAGE RETWEETS RESPONSES AGENT

[Retweets about agent messages in reply to outgoing campaign tweets] / [Public messages from the agent in replies to outgoing campaign tweets]

AVERAGE WAITING TIME

[Wait time in replies to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in replies to outgoing tweets] / [Conversations generated from outgoing campaign tweets]

AVERAGE ATTENTION TIME

[Answer time in reply to outgoing campaign tweets] / [Conversations generated from outgoing campaign tweets taken]

CCI

Total number of conversations generated from outgoing campaign posts with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of outgoing Tweet replies by account

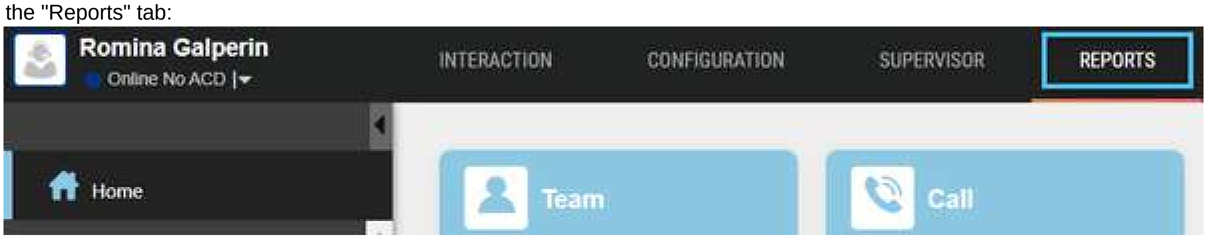
This report provides summary information of the conversations that are generated from the appointments and responses of the contacts to the outgoing tweets of the i6 agents that were generated in a certain period of time; being able to filter the information by account.

What is this report for?

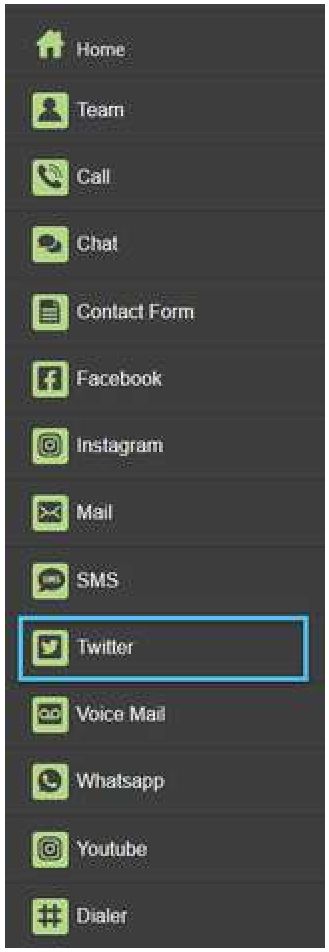
Get by account the summary of the number of conversations generated from appointments and contact replies to i6 agents' outgoing tweets over a desired period of time and thus analyze whether that agent is performing the service in the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

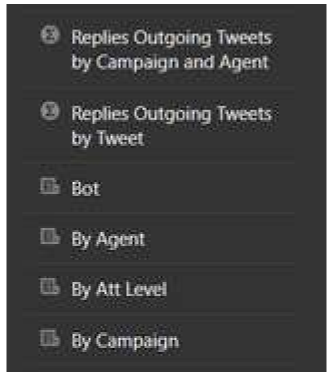
1. Go to the "Reports" tab:



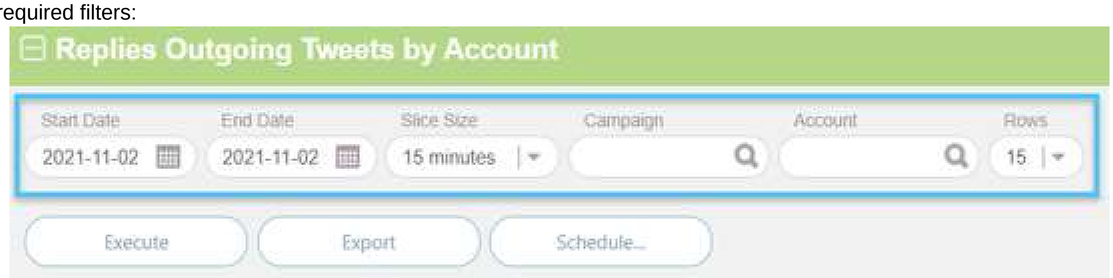
2. Click on the "Twitter" report category:



3. Click on the summary report "Replies Outgoing Tweets by Account":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

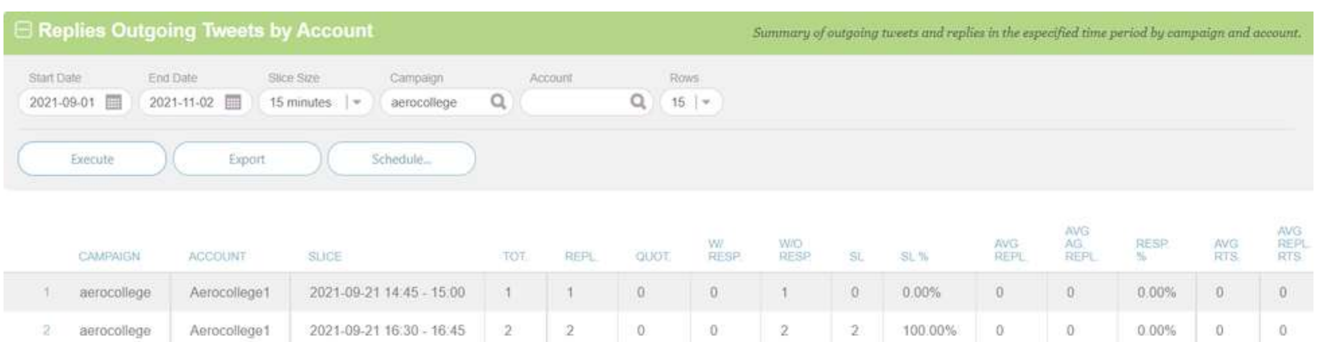
Account: Account ID associated with the campaign.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.

   The information is displayed:



Haz click aquí para ver la descripción de las columnas del reporte.

CAMPAIGN

Campaign ID.

ACCOUNT

Account ID associated with the campaign

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations that were generated from [Appointments to outgoing account tweets] + [Replies to outgoing account tweets], regardless of the number of messages and replies exchanged in such conversations between agents and contacts.

REPLIES

Total number of conversations that were generated from replies to outgoing campaign tweets.

APPOINTMENT

Total number of conversations that were generated from appointments to outgoing campaign tweets.

W/ ANSWER

Total number of conversations that were generated from outgoing campaign tweets with at least one answer from agents.

W/O ANSWER

Total number of conversations that were generated from outgoing campaign tweets with at least one answer from agents.

SL

Total number of conversations that were generated from outgoing campaign tweets which were responded to within the "Service Level Threshold".

% SL

Total number of conversations that were generated from outgoing campaign tweets which were responded to within the "Service Level Threshold."

AVERAGE REPLIES

[Messages in responses to outgoing account tweets] / [Conversations generated from outgoing account tweets]

AVERAGE AGENT RESPONSES

[Messages from agents in responses to outgoing account tweets] / [Conversations generated from outgoing account tweets]

RESPONSE %

100 * [Messages from agents in responses to outgoing account tweets] / [Conversations generated from outgoing account tweets]

AVERAGE RETWEETS

[Retweets about replies to outgoing account tweets] / [Conversations generated from outgoing account tweets]

AVERAGE RETWEETS ANSWERS

[Retweets to messages in replies to outgoing account tweets] / [Public messages in replies to outgoing account tweets]

AVERAGE RETWEET REPLIES AGENT

[Retweets to agent messages in replies to outgoing tweets from the account] / [Public messages from agents in replies to outgoing tweets from the account]

AVERAGE WAITING TIME

[Wait time in replies to outgoing tweets from the account] / [Conversations generated from outgoing tweets from the account]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention on replies to outgoing account tweets] / [Conversations generated from outgoing account tweets]

AVERAGE ATTENTION TIME

[Answer time on replies to outgoing account tweets] / [Conversations generated from outgoing account tweets taken]

CCI

Total conversations generated from outgoing tweets from the account with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

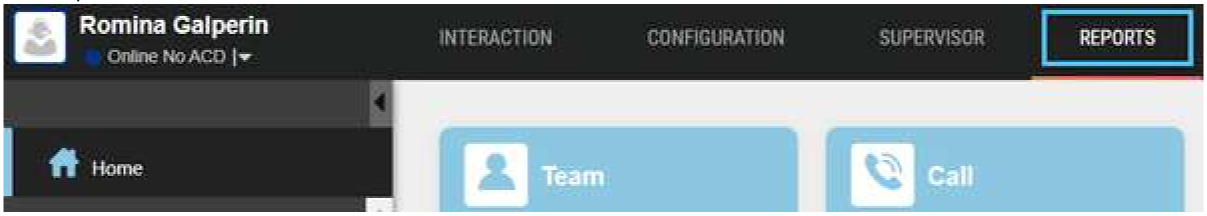
Summary of outgoing Tweet replies by attention level

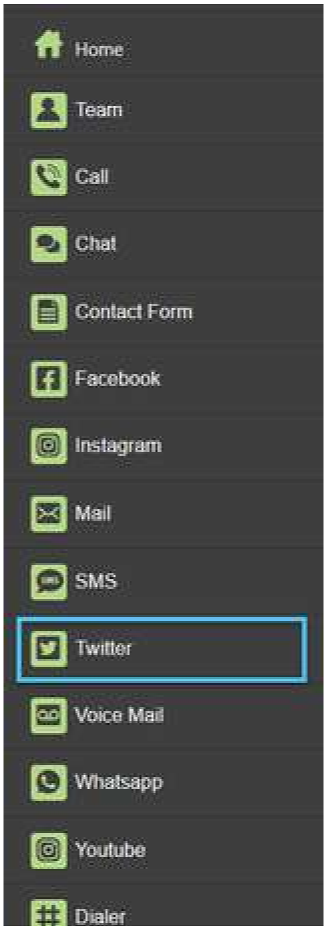
This report provides summarized information on comments made by contacts in outgoing tweets by i6 agents, as well as agent responses to those comments that were generated over a certain period of time. This information can be filtered by assigned attention level.

What is this report for?

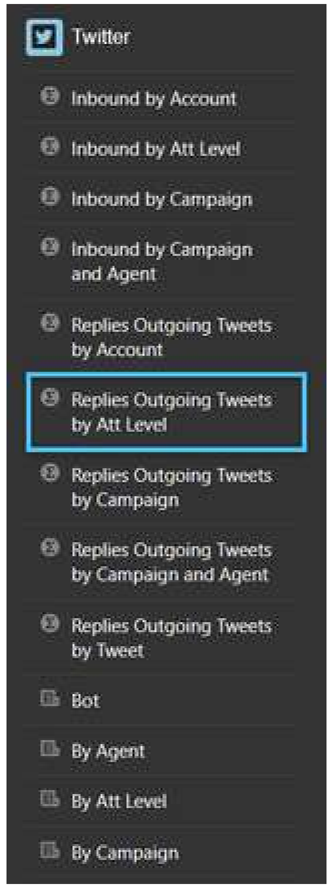
It is obtained by attention level, the summary of the number of comments and replies that are generated from the outgoing tweets of the i6 agents during a desired period of time and thus analyze if the agents are performing the service within the allowed limits of the service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

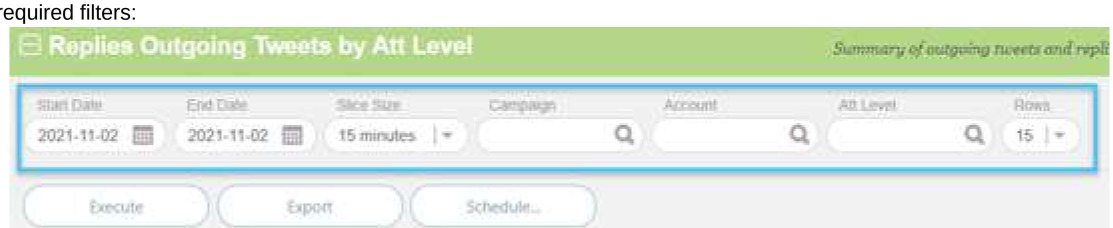
1. Go to the "Reports" tab:


2. Click on the "Twitter" report category:


3. Click on the summary report "Outgoing by Level of Attention":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: Account ID associated with the campaign.

Attention level: attention level assigned to the conversation.

Filters are case sensitive.

If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels

5. Click the "Execute" button to generate the report.
The information is displayed:

	CAMPAIGN	ACCOUNT	ATT LEV	SLICE	TOT.	REPL.	QUOT.	W/ RESP	W/O RESP	SL	SL %	AVG REPL.	AVG AG. REPL.	RESP. %	AVG RTS
1	aerocollege	Aerocollege1	twitter	2021-08-06 13:15 - 13:30	1	1	0	0	1	0	0.00%	0	0	0.00%	0
2	aerocollege	Aerocollege1	twitter	2021-08-06 13:30 - 13:45	6	6	0	1	5	2	33.33%	0.33	0.33	16.67%	0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

Account ID associated with the campaign.

ATTENTION LEVEL

Attention level assigned to appointments and replies to outgoing tweets from the campaign.

SLICE

Time segment that will be used to create the summary report.

TOTAL

[Appointments to outgoing campaign tweets assigned to the attention level] + [Replies to outgoing campaign tweets assigned to the attention level]

REPLIES

Total number of replies to outgoing campaign tweets assigned to the attention level

APPOINTMENT

Total number of appointments from outgoing campaign tweets assigned to the attention level.

W/ ANSWER

Total number of replies to outgoing campaign tweets assigned to the attention level with agent answer.

W/O ANSWER

Total number of replies to outgoing campaign tweets assigned to the attention level with no agent answer

SL

Total number of conversations generated from outgoing campaign tweets assigned to the attention level (originating from: [Appointments of outgoing tweets assigned to attention level] + [Replies to outgoing tweets assigned to attention level]) which were answered within the "Service Level Threshold."

% SL

100 * [Total number of conversations generated from outgoing campaign tweets assigned to the attention level with positive SL] / [Total number of conversations that were generated from outgoing campaign tweets assigned to the attention level]

AVERAGE REPLIES

[Messages in responses to outgoing campaign tweets assigned to the attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to the attention level]

AVERAGE AGENT RESPONSES

[Messages from agents in responses to outgoing campaign tweets assigned to the attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to the attention level]

RESPONSE %

100 * [Messages from agents in responses to outgoing campaign tweets assigned to the attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to the attention level]

AVERAGE RETWEETS

[Retweets on replies to outgoing campaign tweets assigned to the attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to the attention level]

AVERAGE RETWEETS ANSWERS

[Retweets about messages in responses to outgoing campaign tweets assigned to the attention level] / [Public messages in responses to outgoing campaign tweets assigned to the attention level]

AVERAGE RETWEETS RESPONSES AGENT

[Retweets about agent messages in responses to outgoing campaign tweets assigned to the attention level] / [Agent public messages in responses to outgoing campaign tweets assigned to the attention level]

AVERAGE WAITING TIME

[Wait time in replies to outgoing campaign tweets assigned to the attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to the attention level]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in replies to outgoing campaign tweets assigned to attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to attention level]

AVERAGE ATTENTION TIME

[Answer time in responses to outgoing campaign tweets assigned to the attention level] / [Total number of conversations generated from outgoing campaign tweets assigned to the attention level]

CCI

Total conversations generated from outgoing campaign tweets assigned to the attention level with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

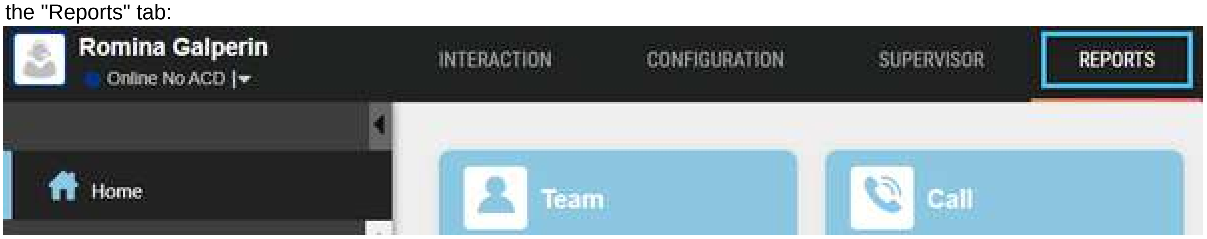
Summary of replies from outgoing tweets by tweet

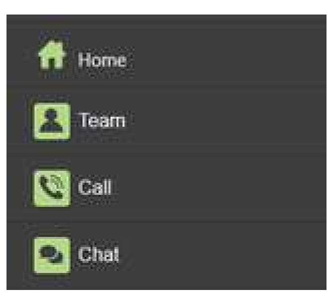
This report provides summary information of the conversations that are generated from the appointments and responses of the contacts to the outgoing tweets of the i6 agents that were generated in a certain period of time; being able to filter the information by tweet.

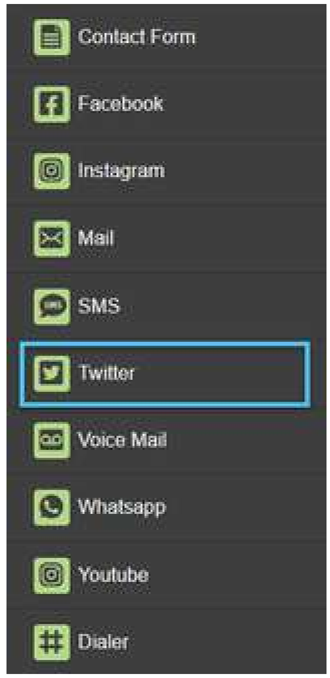
What is this report for?

Get by tweet the summary of the number of conversations generated from appointments and contact replies to i6 agents' outgoing tweets over a desired period of time and thus analyze whether that agent is performing the service in the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

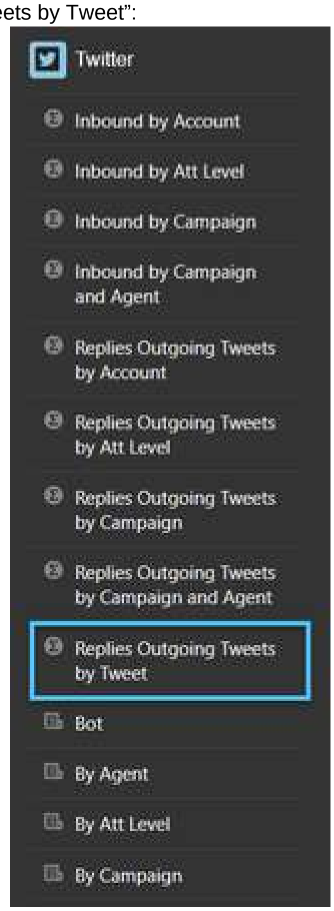
To generate the report, follow these steps:

1. Go to the "Reports" tab:


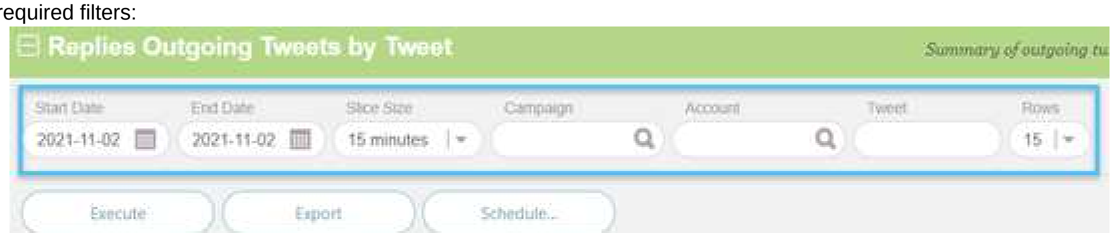
2. Click on the "Twitter" report category:




3. Click on the summary report “Replies Outgoing Tweets by Tweet”:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: Account ID associated with the campaign.

Tweet: Tweet ID.

Filters are case sensitive

> ⚠ If you leave the Campaign, Account and/or Tweet filter blank, the report will show information related to all campaigns, accounts and/or tweets

5. Click the "Execute" button to generate the report.

The information is displayed:

	CAMPAIGN	ACCOUNT	TWEET	SLICE	TOT.	REPL.	QUOT.	W/ RESP	W/O RESP	SL	SL %	AVG REPL.	AVG AG. REPL.
1	aerocollege	Aerocollege1	1088869166675886080	2021-09-21 14:45 - 15:00	1	1	0	0	1	0	0.00%	0	0
2	aerocollege	Aerocollege1	1166415558704795648	2021-09-21 16:30 - 16:45	1	1	0	0	1	1	100.00%	0	0

Click here to see the description of the report columns

CAMPAIGN

Campaign ID.

ACCOUNT

Account ID associated with the campaign.

TWEET

Tweet ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations generated from [Tweet quotes] + [Tweet replies], regardless of the number of messages and responses exchanged in those conversations between agents and contacts.

REPLIES

Total number of conversations that were generated from replies to the outgoing tweet.

APPOINTMENT

Total number of conversations that were generated from appointments to the outgoing tweet.

W/ ANSWER

Total number of conversations that were generated from the outgoing tweet with at least one answer from agents.

W/O ANSWER

Total number of conversations that were generated from the outgoing tweet with no answer from agents.

SL

Total number of conversations that were generated from the outgoing tweet which were answered within the “Service Level Threshold”.

% SL
100 * [Conversations generated from outgoing tweet with positive SL] / [Conversations generated from outgoing tweet]

AVERAGE REPLIES
[Messages in replies to outgoing tweet] / [Conversations generated from outgoing tweet]

AVERAGE AGENT RESPONSES
[Agent messages in replies to outgoing tweet] / [Conversations generated from outgoing tweet]

RESPONSE %
100 * [Agent messages in replies to outgoing tweet] / [Conversations generated from outgoing tweet]

RETWEETS ACCOUNT
Total number of retweets to the outgoing tweet of the account.

AVERAGE RETWEETS
[Retweets about replies to outgoing tweet] / [Conversations generated from outgoing tweet]

AVERAGE RETWEETS REPLIES
[Retweets to messages in replies to outgoing tweet] / [Public messages in replies to outgoing tweet]

AVERAGE RETWEET REPLIES AGENT
[Retweets to agent messages in replies to outgoing tweet] / [Agent public messages in replies to outgoing tweet]

AVERAGE WAITING TIME
[Wait time in replies to the outgoing tweet] / [Conversations generated from the outgoing tweet]

AVERAGE 1ST RESPONSE TIME
[Waiting time for attention in replies to the outgoing tweet] / [Conversations generated from the outgoing tweet]

AVERAGE ATTENTION TIME
[Answer time in replies to the outgoing tweet]/[Conversations generated from the outgoing tweet taken]

CCI
Total conversations generated from the outgoing tweet with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Indicators for incoming Tweets

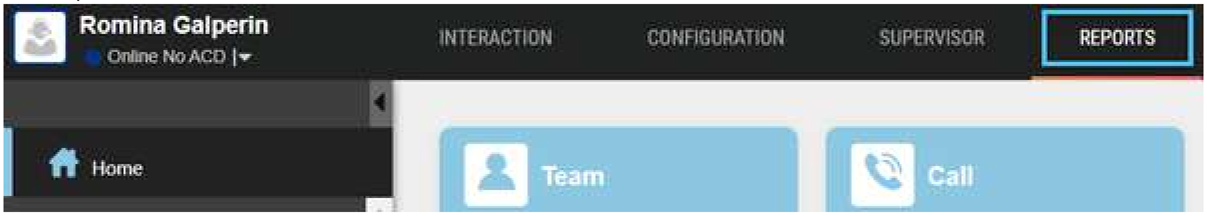
This report provides daily information in real time for inbound Twitter conversations and messages received and sent in those conversations that were generated over a certain period of time. The information can be filtered by campaign.

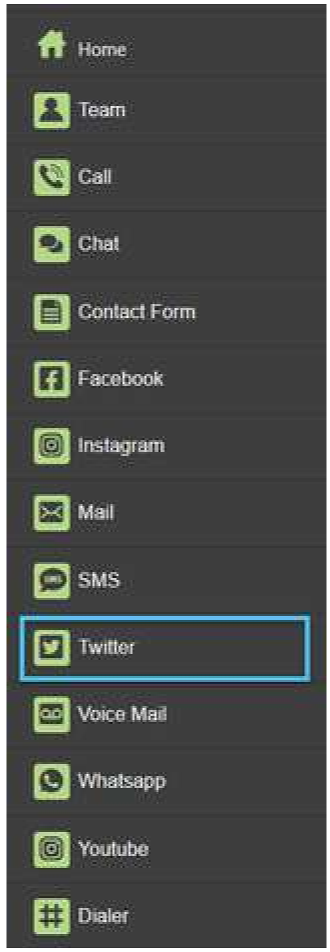
What is this report for?

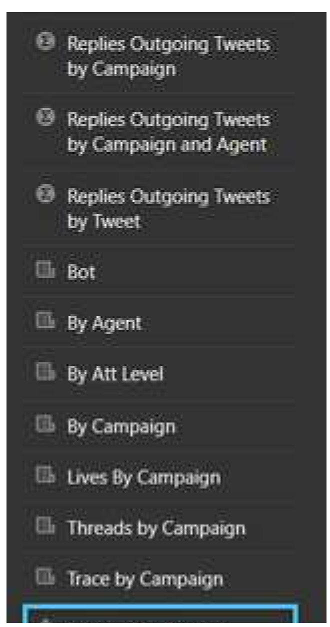
It gets real-time daily information for incoming Twitter conversations in order to analyze the service level that is being provided in the last 24 and 48 hours. Learn how many of the incoming conversations are answered on the same day of their creation and how many are active.

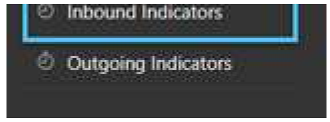
This report also indicates the number of messages (incoming and outgoing) generated by incoming Twitter conversations.

To generate the report, follow these steps:

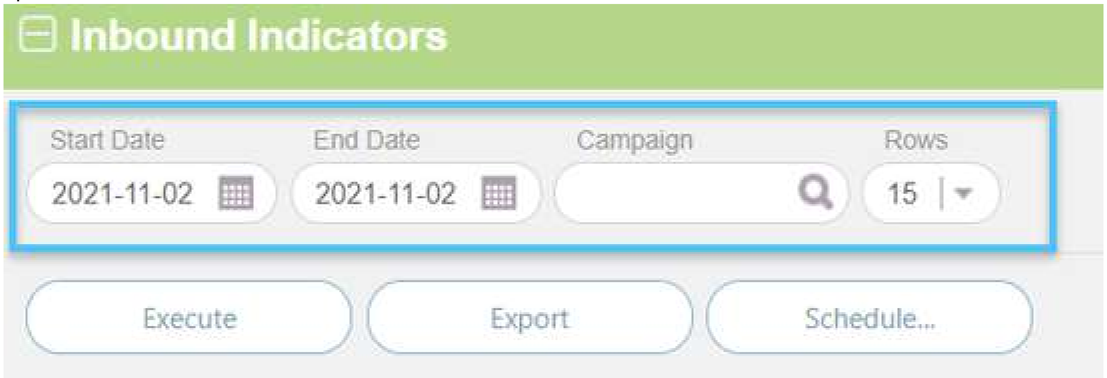
1. Go to the "Reports" tab:


2. Click on the "Twitter" report category:


3. Click on the "Inbound Indicators" report:




4. Enter the required filters:

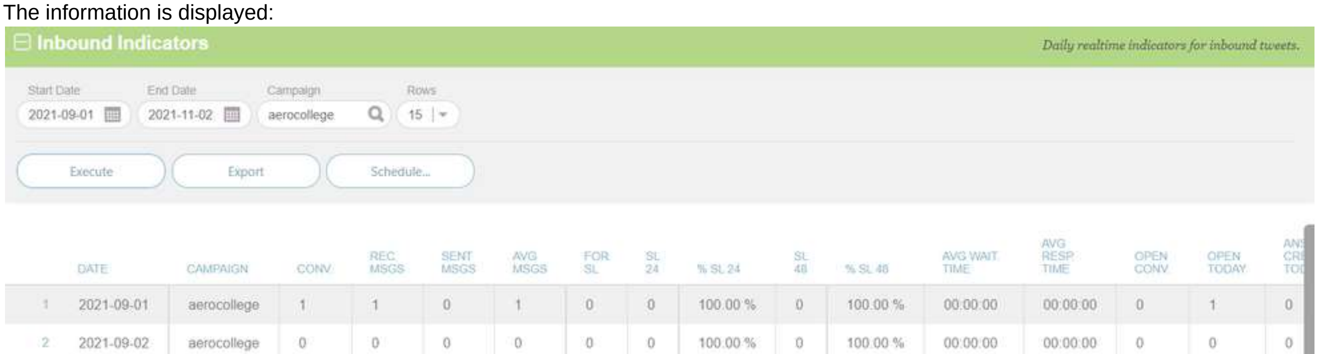


Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID.

> ⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

DATE

Date.

CAMPAIGN

Campaign ID.

CONVERSATIONS

Total incoming Twitter conversations (not including open conversations) from the campaign.

RECEIVED MESSAGES

Total messages received in the campaign's incoming Twitter conversations.

SENT MESSAGES

Total messages sent in the campaign's incoming Twitter conversations.

AVERAGE MESSAGES

Average number of messages (sent and received) per incoming Twitter conversation of the campaign.

SL 24

Total number of incoming campaign Twitter conversations served within the "Service Level Threshold" in the last 24 hours.

% SL 24

Percentage of incoming campaign Twitter conversations served within the "Service Level Threshold" in the last 24 hours.

SL 48

Total number of incoming campaign Twitter conversations served within the "Service Level Threshold" in the last 48 hours.

% SL 48

Percentage of incoming Twitter conversations from the campaign served within the "Service Level Threshold" in the last 48 hours.

AVERAGE WAITING TIME

Average wait time until incoming campaign Twitter conversations are taken over by an agent.

AVERAGE ANSWER TIME

Average wait time from when incoming campaign Twitter conversations are taken by an agent to the agent's first answer.

OPEN CONVERSATIONS

Total open incoming campaign Twitter conversations.

OPEN TODAY

Total incoming Twitter conversations from the campaign created today.

ANSWERED CREATED TODAY

Total incoming campaign Twitter conversations answered and created today.

ANSWERED CREATED PREVIOUSLY

Total incoming campaign Twitter conversations answered created before today.

FINISHED CREATED TODAY

Total incoming Twitter conversations from the campaign finished created today.

FINISHED CREATED PREVIOUSLY

Total incoming campaign Twitter conversations finished created before today.

FINISHED UNANSWERED CREATED TODAY

Total incoming campaign Twitter conversations finished without an answer created today.

FINISHED UNANSWERED CREATED PREVIOUSLY

Total incoming campaign Twitter conversations finished without response created before today

OUT OF SCHEDULE

Total incoming campaign Twitter conversations created outside of campaign hours.

BEFORE SCHEDULE

Total incoming Twitter conversations from the campaign before starting today's campaign schedule.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Indicators for outgoing Tweets

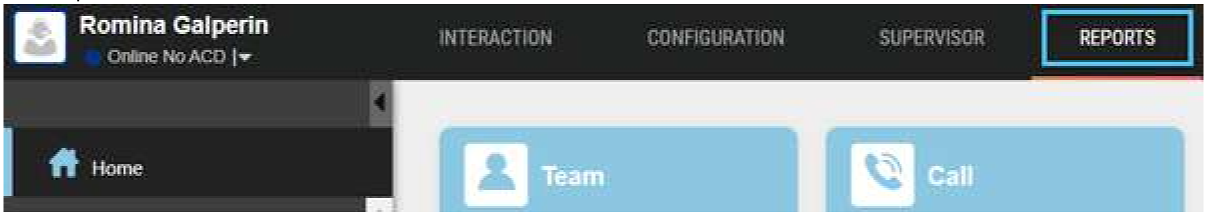
This report provides daily information in real time for outbound Twitter conversations (originated by contacts' comments on i6 agents' posts) and messages received and sent in those conversations that were generated over a certain period of time. This information can be filtered by campaign.

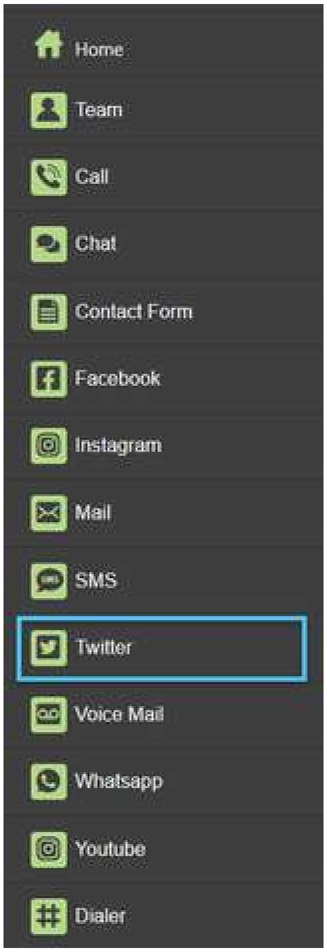
What is this report for?

Get real-time daily information for outgoing Twitter conversations in order to analyze the service level that is being provided in the last 24 and 48 hours. Learn how many of the outgoing conversations are answered on the same day of their creation and how many are active.

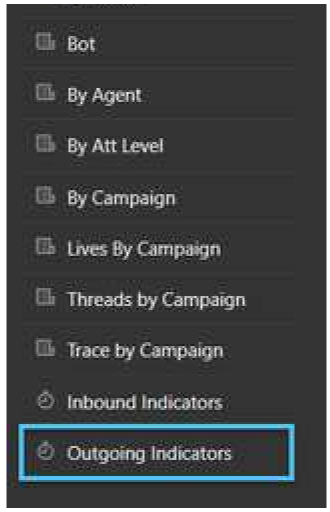
This report also indicates the number of messages (sent and received) generated by outgoing Twitter conversations.

To generate the report, follow these steps:

1. Go to the "Reports" tab:


2. Click on the "Twitter" report category:


3. Click on the summary report "Outgoing Indicators":

4. Enter the required filters:

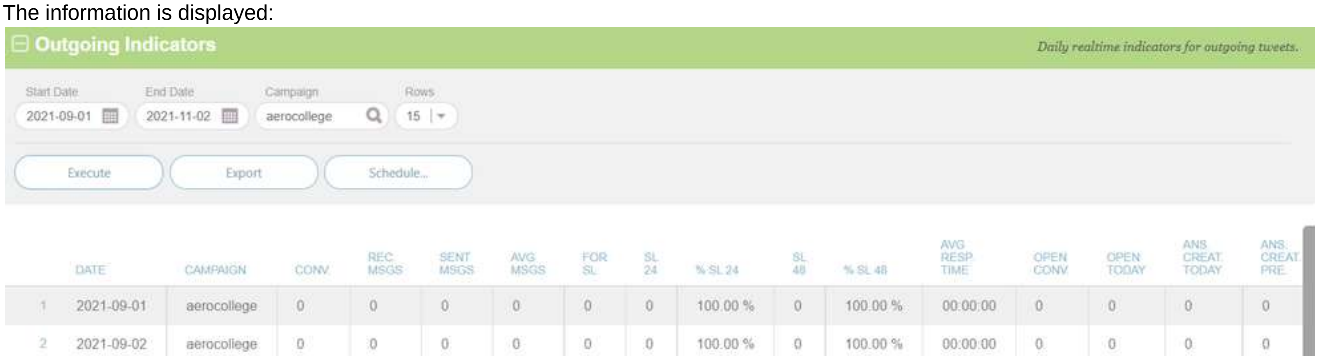
Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: *Campaign ID. The filter is case sensitive.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns

5. Click the "Execute" button to generate the report.
The information is displayed:



Haz click aquí para ver la descripción de las columnas del reporte.

DATE

Date.

CAMPAIGN

Campaign ID.

CONVERSATIONS
Total incoming Twitter conversations (not including open conversations) from the campaign.

RECEIVED MESSAGES
Total messages received in the campaign's incoming Twitter conversations.

SENT MESSAGES
Total messages sent in the campaign's incoming Twitter conversations.

AVERAGE MESSAGES
Average number of messages (sent and received) per incoming Twitter conversation of the campaign.

SL 24
Total number of incoming campaign Twitter conversations served within the "Service Level Threshold" in the last 24 hours.

% SL 24
Percentage of incoming campaign Twitter conversations served within the "Service Level Threshold" in the last 24 hours

SL 48
Total number of incoming campaign Twitter conversations served within the "Service Level Threshold" in the last 48 hours.

% SL 48
Percentage of incoming Twitter conversations from the campaign served within the "Service Level Threshold" in the last 48 hours.

AVERAGE ANSWER TIME
Average wait time from when incoming campaign Twitter conversations are taken by an agent to the agent's first answer.

OPEN CONVERSATIONS
Total open incoming campaign Twitter conversations

OPEN TODAY
Total incoming Twitter conversations from the campaign created today.

ANSWERED CREATED TODAY
Total incoming campaign Twitter conversations answered and created today.

ANSWERED CREATED PREVIOUSLY
Total incoming campaign Twitter conversations answered created before today.

FINISHED CREATED TODAY
Total incoming Twitter conversations from the campaign finished created today

FINISHED CREATED PREVIOUSLY
Total incoming campaign Twitter conversations finished created before today

FINISHED UNANSWERED CREATED TODAY
Total incoming campaign Twitter conversations finished without an answer created today

FINISHED UNANSWERED CREATED PREVIOUSLY
Total incoming campaign Twitter conversations finished without response created before today.

OUT OF SCHEDULE
Total incoming campaign Twitter conversations created outside of campaign hours.

BEFORE SCHEDULE
Total incoming Twitter conversations from the campaign before starting today's campaign schedule.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

WhatsApp reports

WhatsApp reports provide detailed and summarized information on the performance and productivity of the agents in the campaigns associated with the WhatsApp communication channel, as well as the detail and summary of the behavior of the interactions and the associated parameters of each campaign.

The reports available in this category are:

Detail of active WhatsApp conversations by campaign

This report provides detailed information on the WhatsApp conversations that are active, that is, conversations that are taking place when the report is generated, thus being able to filter said information by campaign

Detail of bot WhatsApp conversations in a certain account and campaign

This report provides detailed information on the WhatsApp conversations made by a bot, in a given period of time; being able to filter said information by campaign.

WhatsApp conversation threads by campaign

This report provides detailed information on the threads of each WhatsApp conversation, that is, of all the messages exchanged in said conversations in a certain period of time, thus being able to filter said information by campaign.

Detail of WhatsApp conversations by agent

This report provides detailed information on the WhatsApp conversations generated by a specific agent in a certain period of time, thus being able to filter said information by incoming or outgoing conversations.

Detail of WhatsApp conversations by campaign

This report provides detailed information on the WhatsApp conversations that were generated in a certain period of time, thus being able to filter this information by campaign and by incoming or outgoing conversations.

Detail of WhatsApp conversations by attention level

This report provides detailed information about WhatsApp conversations that were generated in a given period of time. You can filter that information by campaign, account, and attention level.

Trace WhatsApp conversations by campaign

This report provides detailed information on the progress in each of the steps that occurred in the WhatsApp conversations that were generated in a certain period of time; the information can be filtered by campaign.

Summary of incoming WhatsApp messages by campaign and agent

This report provides summary information of the incoming WhatsApp messages, as well as the responses of the agents to said messages that were generated in a certain period of time, thus being able to filter the information by campaign and agent.

Summary of incoming WhatsApp messages by campaign

This report provides summary information about the conversations that were generated from incoming WhatsApp messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

Summary of incoming WhatsApp messages by account

This report provides summary information about the conversations that were generated from incoming WhatsApp messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by account and campaign.

Summary of incoming WhatsApp messages by attention level

This report provides summary information of the incoming WhatsApp messages, as well as the responses of the agents to said messages that were generated in a certain period of time, thus being able to filter by campaign, account and assigned attention level.

Summary of WhatsApp message responses in batch by campaign

This report provides summary information of the responses of the contacts to the WhatsApp messages sent to a batch of contacts, as well as the successive messages of the agents to said responses that were generated in a certain period of time, thus being able to filter the information by campaign and time slice.

Summary of WhatsApp message responses in batch by campaign and agent

This report provides summary information of the responses of the contacts to the WhatsApp messages sent to a batch of contacts, as well as the successive messages of the agents to said responses that were generated in a certain period of time, thus being able to filter the information by campaign, time slice and agent.

Summary of WhatsApp Message Responses in Batch by Account

This report provides summary information of the responses of the contacts to the WhatsApp messages sent to a batch of contacts, as well as the successive messages of the agents to said responses that were generated in a certain period of time, thus being able to filter the information by campaign, time slice and account.

Summary of WhatsApp message responses in batch per message

This report provides summary information of the responses of the contacts to the WhatsApp messages sent to a batch of contacts, as well as the successive messages of the agents to said responses that were generated in a certain period of time, thus being able to filter the information by campaign, time slice, account and batch sent.

Summary of WhatsApp message responses in batch per message

This report provides summary information of the responses of the contacts to the WhatsApp messages sent to a batch of contacts, as well as the successive messages of the agents to said responses that were generated in a certain period of time; being able to filter the information by time slice, campaign, account and attention level.

Summary of responses to outgoing WhatsApp messages by campaign and agent

This report provides summary information of the responses of the contacts to the outgoing WhatsApp messages, as well as the successive messages of the agents to said responses that were generated in a certain period of time, thus being able to filter the information by campaign and agent.

Summary of responses to outgoing WhatsApp messages by campaign

This report provides summary information about the conversations that were generated from outgoing WhatsApp messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

Summary of responses to outgoing WhatsApp messages by account

This report provides summary information about the conversations that were generated from outgoing WhatsApp messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign and account.

Summary of responses to outgoing WhatsApp messages by attention level

This report provides summary information of the responses of the contacts to the outgoing WhatsApp messages, as well as the successive emails of the agents to said responses that were generated in a certain period of time. You can filter that information by campaign, account and assigned attention level.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of WhatsApp conversations by agent

This report provides information about the threads of WhatsApp conversations and you can filter this information by agent.

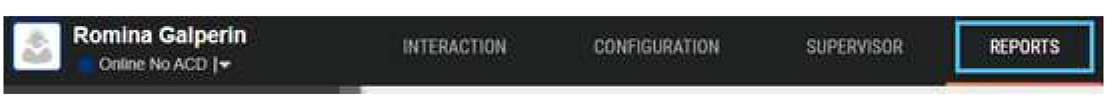
What is this report for?

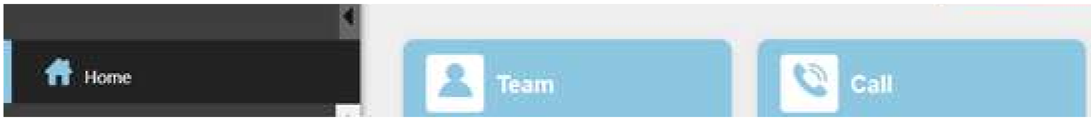
Get the details of each of the incoming and outgoing WhatsApp conversations where a specific agent intervened for a desired period of time and thus analyze the times of that agent's conversations.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

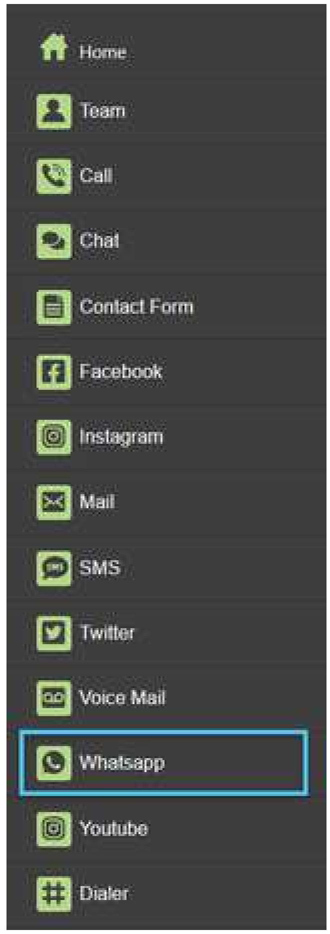
To generate this report you must:

1. Go to the "*Reports*" tab

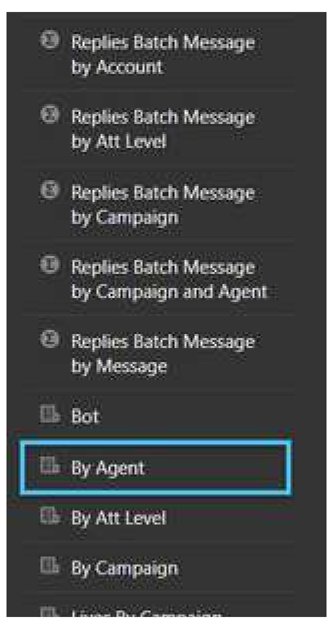




2. Look for the category of "*WhatsApp*" reports and click on it



3. A list of reports will be displayed, in this case, select "*By Agent*"



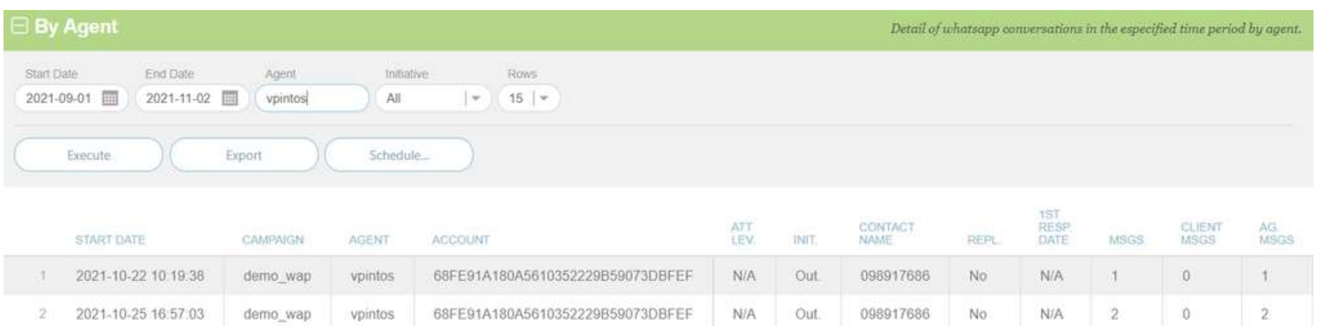
4. After determining the necessary filters  , click the "*Execute*" button  :

Start date and end date: Period of time from which information is required.

Agent: ID of the agent who intervened in the conversations to be filtered.

Rows: Maximum number of rows the report will have per page.

5. Then the information determined by the filters will be displayed



Click here to see the description of the report columns

START DATE

The date and time the conversation started.

CAMPAIGN

Campaign to which the account in which the conversation was generated belongs.

ACCOUNT

WhatsApp account ID in which the conversation was generated.

ATT. LEVEL

Attention level assigned to the conversation

CONTACT NAME

Name of the contact who generated the conversation.

RESP.

Indicates whether or not the conversation got an answer.

1ST RESP. DATE
If the message was answered, indicate the date of the first one.

MSGS
Total number of messages written during the conversation.

CLIENT MSG
Number of messages written by the client during the conversation.

MSG AG.
Number of messages written by the agent during the conversation.

MSG BOT
Number of messages written by a bot during the conversation.

START ATT. DATE
Date of successful care (the first if not filtered by the agent).

END DATE
The date and time the conversation ended.

DUR. TIME
Total conversation time (includes ghost and after-hour conversations).

BOT TIME
Time the customer was talking to a BOT or IVR.

WAIT TIME
Total time the conversation remained on hold (includes queue time, ACD, transferring, etc.).

ACD TIME
Seconds looking for agent, the time in which the reservation is created and attended is not included (only incoming conversations).

WAIT ANS. TIME
Seconds before the agent's first response.

ATT. TIME
Seconds it took the agent to take the conversation.

DISP.
Conversation disposition code (last sheet if defined as a tree).

DISP. TREE
Absolute conversation disposition code (includes the entire tree path).

SUCCESS
Indicate "Yes" in the event that the last disposition code was successful.

DIR.
Absolute conversation disposition code (includes the entire tree path).

BATCH MSG ID
If the message was related to a batch, this value represents the ID of the batch.

BATCH MSG
If the message was related to a batch, the contents of the message are saved in this column.

INIT. MSG ID
ID of the first message in the conversation.

INIT. MSG
Text of the first message in the conversation.

TR.
Indicates whether the conversation was transferred or if an attempt was made to transfer at least once.

TR. OK

Indicates whether or not the transfer was successful.

- TR. TYPE

  Indicates the type of destination of the transfer (*Campaign, attention level, agent...*).

- TR. DEST.

  Destination address of the transfer.

- CCI

  Indicates whether there is integration with CCI.

- TICK.

  Displays the ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of WhatsApp conversations by campaign

This report provides information about the threads of WhatsApp conversations and you can filter this information by campaign.

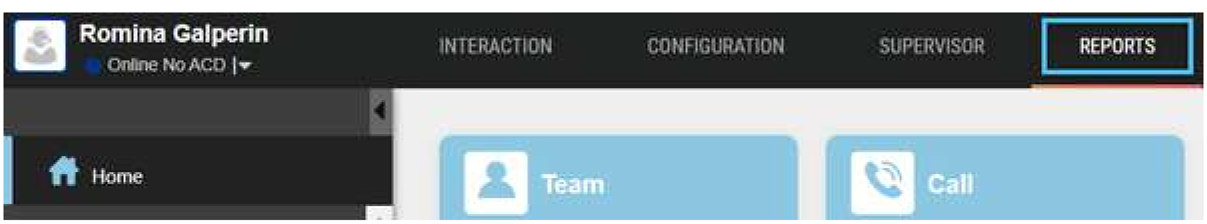
What is this report for?

It is Get the details of each of the incoming and outgoing WhatsApp conversations of a specific campaign for a desired period of time and thus analyze the times of the conversations of the agents assigned to said campaign.

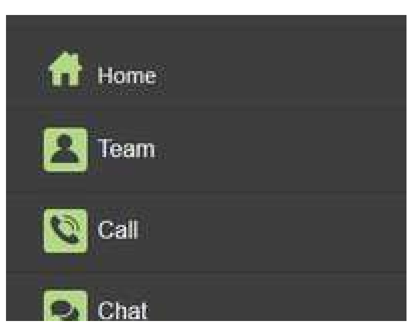
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

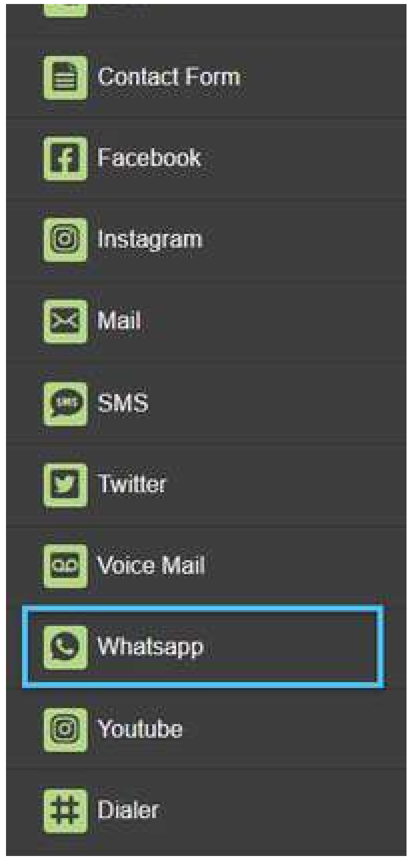
To generate this report you must:

1. Go to the "*Reports*" tab

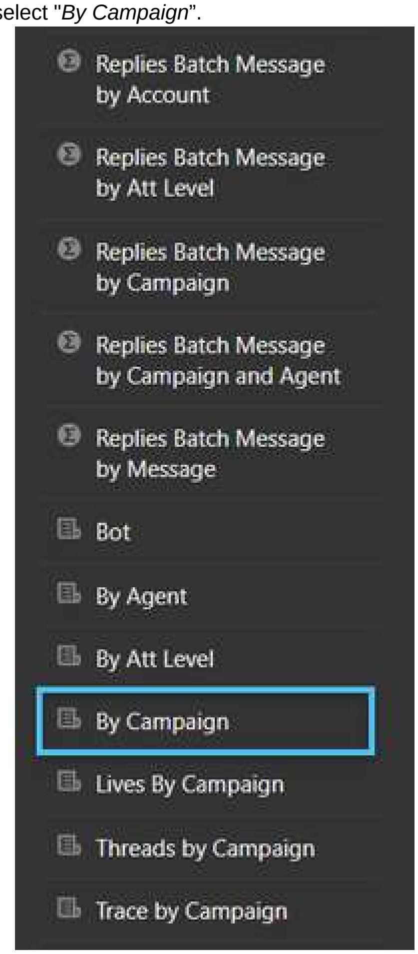


2. Look for the category of "*WhatsApp*" reports and click on it.

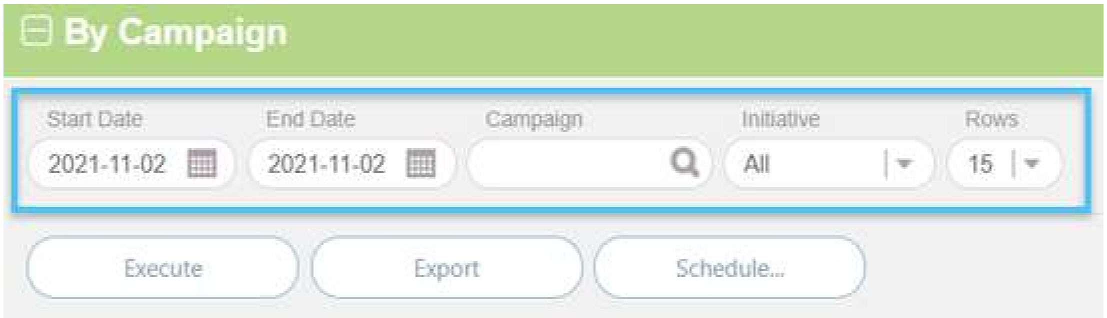




3. A list of reports will be displayed: in this case, select "*By Campaign*".



4. After determining the necessary filters 1 , click the "*Execute*" button 2 :



> **Start date and end date:** Period of time from which information is required.
>
> **Campaign:** ID of the campaign from which you want to filter conversations.
>
> **Rows:** Maximum number of rows the report will have per page.

5. Then the information determined by the filters will be displayed

Click here to see the description of the report columns

START DATE

The date and time the conversation started.

ACCOUNT

WhatsApp account ID in which the conversation was generated.

ATT. LEVEL

Attention level assigned to the conversation.

INIT.

Indicates whether the conversation started with outgoing or incoming messages.

FIRST AGENT

First agent to intervene in the conversation.

CONTACT NAME

Name of the contact who generated the conversation.

BOT

Indicates if the conversation was attended by a *BOT* or *IVR* process.

PURE BOT

Indicates if the conversation was attended by a *BOT* or *IVR* process.

RESP.

Indicates whether or not the conversation got an answer.

1ST RESP. DATE

If the message was answered, indicate the date of the first one.

MSGS
Número total de mensajes escritos durante la conversación.

CLIENT MSG
Number of messages written by the client during the conversation.

MSG AG.
Number of messages written by the agent during the conversation.

MSG BOT
Number of messages written by a bot during the conversation.

START ATT. DATE
Date of successful care (The first if not filtered by the agent).

END DATE
The date and time the conversation ended.

DUR. TIME
Total conversation time (includes ghost and after-hour conversations).

BOT TIME
Time the customer was talking to a BOT or IVR.

WAIT TIME
Total time the conversation remained on hold (includes queue time, ACD, transferring, etc.).

ACD TIME
Seconds looking for agent, the time in which the reservation is created and attended is not included (only incoming conversations).

WAIT ANS. TIME
Seconds before the agent's first response.

ATT. TIME
Seconds it took the agent to take the conversation.

DISP.
Conversation disposition code (last sheet if defined as a tree).

DISP. TREE
Absolute conversation disposition code (includes the entire tree path).

SUCCESS
Indicate "Yes" in the event that the last disposition code was successful.

DIR.
Absolute conversation disposition code (includes the entire tree path).

BATCH MSG ID
If the message was related to a batch, this value represents the ID of the batch.

BATCH MSG
If the message was related to a batch, the contents of the message are saved in this column.

INIT. MSG ID
ID of the first message in the conversation.

INIT. MSG
Text of the first message in the conversation.

TR.
Indicates whether the conversation was transferred or if an attempt was made to transfer at least once.

TR. OK
Indicates whether or not the transfer was successful.

TR. TYPE
Indicates the type of destination of the transfer (*Campaign, attention level, agent...*).

TR. DEST.
Destination address of the transfer.

CCI
Indicates whether there is integration with CCI

TICK.
Displays the ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

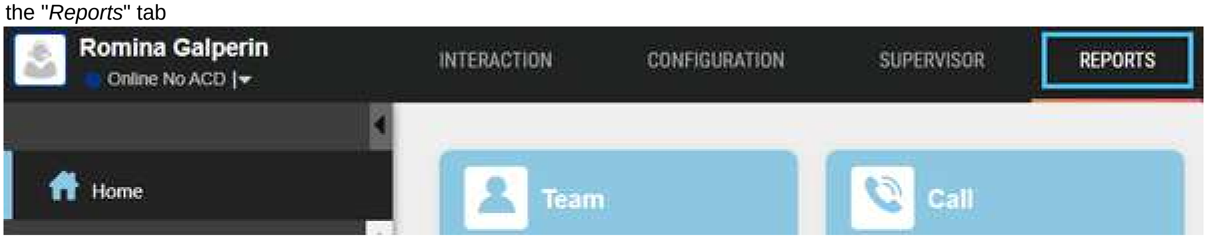
WhatsApp conversation threads by campaign

This report provides information about WhatsApp conversations and you can filter this information by agent.

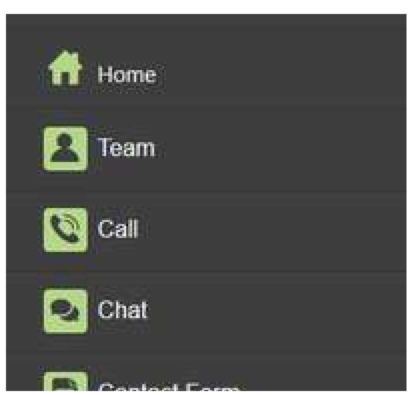
What is this report for?
Get the details of each of the incoming and outgoing messages from each of the WhatsApp conversations of a specific campaign for a desired period of time, thus verifying the agent and the address of the contact involved in that conversation, among other information.

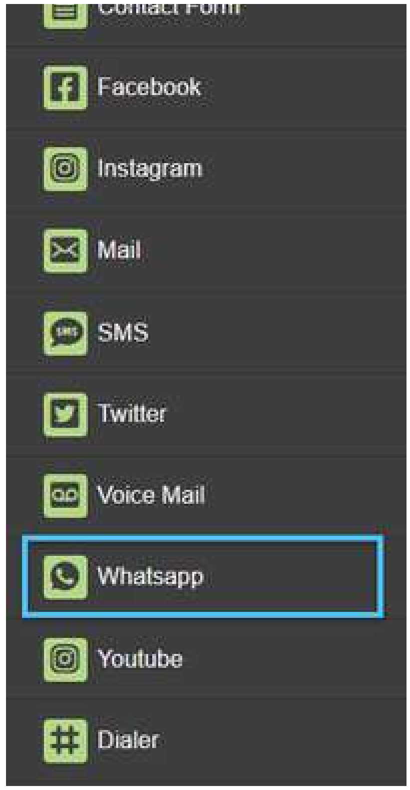
To generate this report you must:

1. Go to the "*Reports*" tab

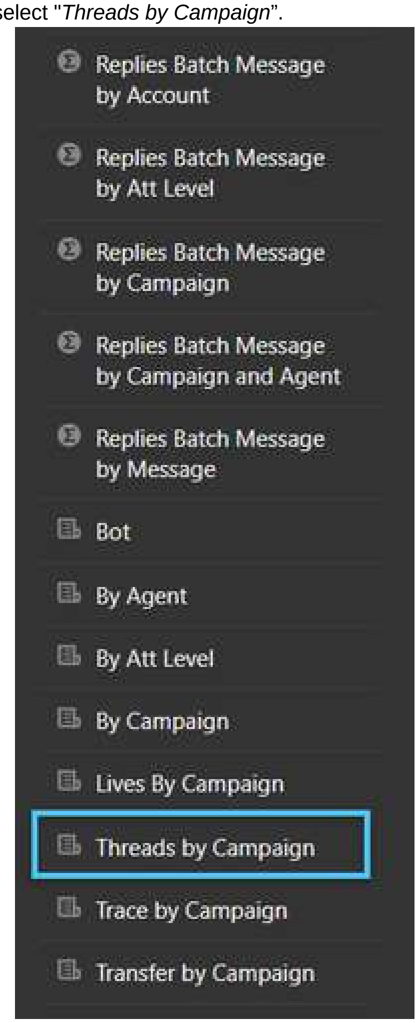


2. Look for the category of "*WhatsApp*" reports and click on it.





3. A list of reports will be displayed, in this case, select "*Threads by Campaign*".



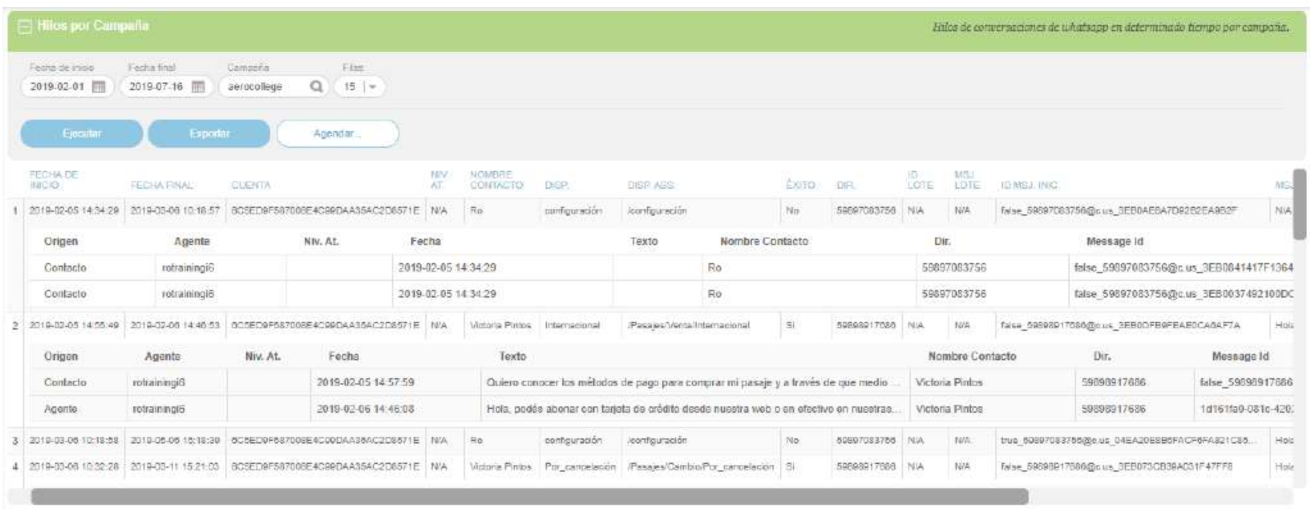
4. After determining the necessary filters 1 , click the "*Execute*" button 2 :

Start date and end date: Period of time from which information is required.

Campaign: Campaign ID for which you want to obtain the information.

Rows: Maximum number of rows the report will have per page.

5. Then the information determined by the filters will be displayed



Click here to see the description of the report columns

START DATE

The date and time the conversation started.

END DATE

The date and time the conversation ended.

ACCOUNT

ID of the *WhatsApp* account in which the conversation was generated.

ATT. LEVEL

Attention level assigned to the conversation.

CONTACT NAME

Name of the contact who generated the conversation.

DISP.

Disposition code associated with the conversation.

DISP. TREE

Absolute conversation disposition code (includes the entire tree path).

SUCCESS
Indicates whether the last disposition code was successful or not.

DIR.
Contact phone number.

BATCH ID
If the conversation has a related batch, this field contains the ID value.

BATCH MSG
If the message was related to a batch, the contents of the message are saved in this column.

INIT. MSG ID
ID of the first message in the conversation.

INIT. MSG
Text of the first message in the conversation.

TICK
Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of bot WhatsApp conversations in a certain account and campaign

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of active WhatsApp conversations by campaign

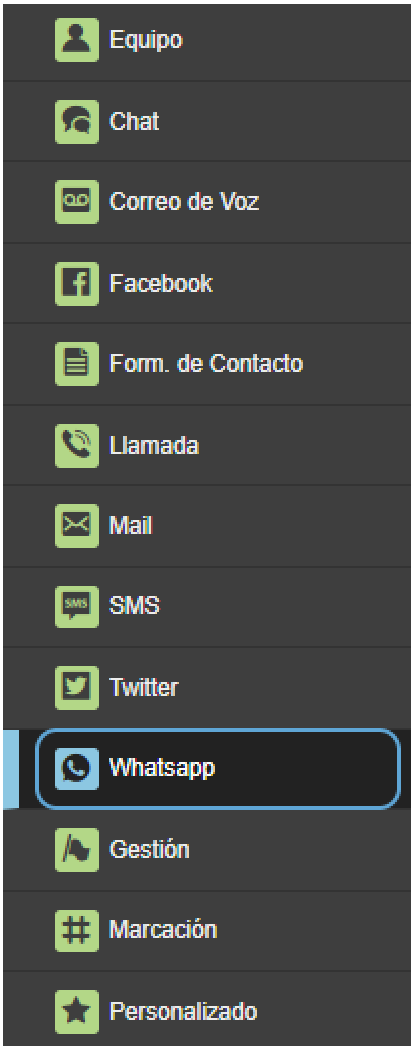
This report provides detailed information on the WhatsApp conversations that are active, that is, conversations that are taking place when the report is generated, thus being able to filter said information by campaign.

What is this report for?
To get the details of each of the active WhatsApp conversations of a specific campaign for a desired period of time and thus verify the agent and the address of the contact involved in said conversation.

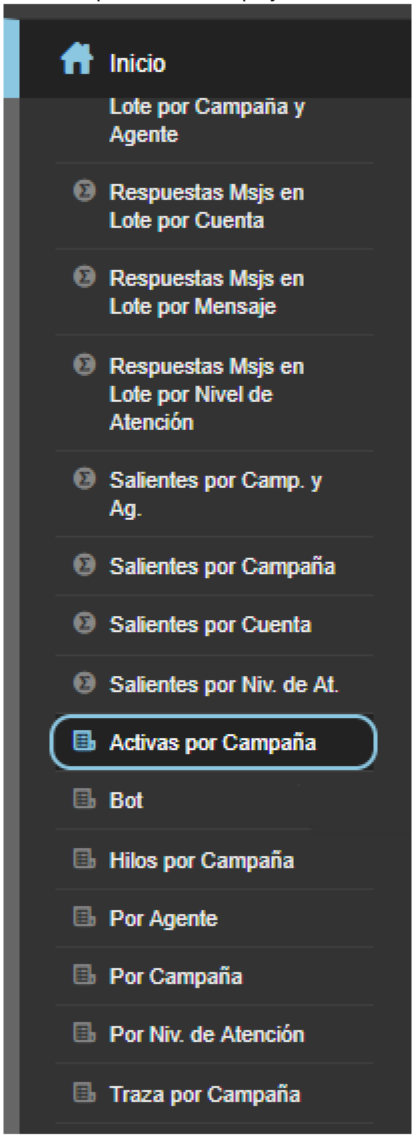
To generate this report you must:

1. Go to the "*Reports*" tab

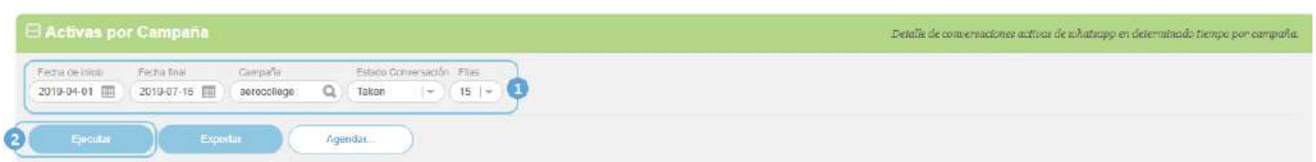
2. Look for the category of "*WhatsApp*" reports and click on it



3. A list of reports will be displayed, in this case, select "*Active by campaign*"



4. After determining the necessary filters  , click the "*Execute*"  button.



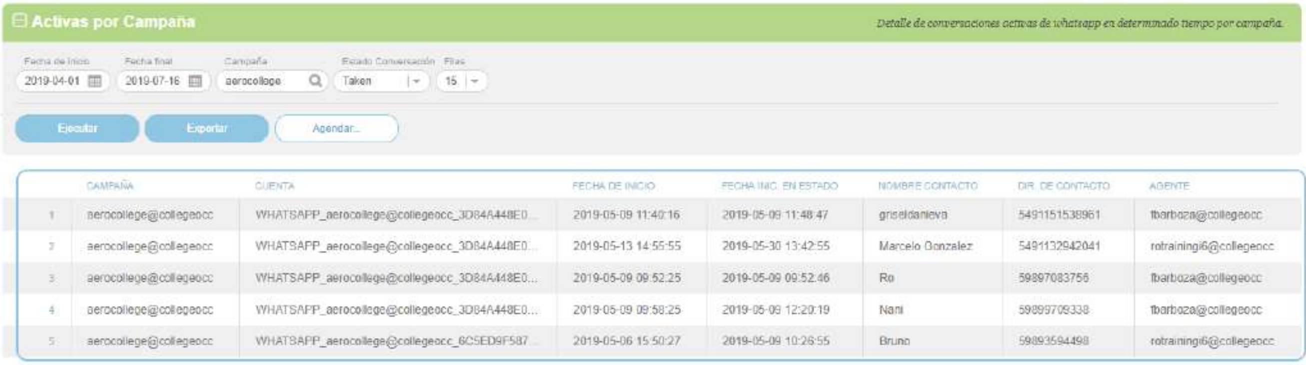
Start date and end date: Date range for which you want to obtain information.

Campaign: ID value of the Campaign from which the active conversations will be obtained.

Conversation Status: Current state of the conversations: *Queued, Wait, Open, Taken, Wrapup*.

Rows: Number of rows that the report will contain per page.

5. Then the information determined by the filters will be displayed



	CAMPAÑA	CUENTA	FECHA DE INICIO	FECHA INIC. EN ESTADO	NOMBRE CONTACTO	DIR. DE CONTACTO	AGENTE
1	aerocollege@collegeocc	WHATSAPP_aerocollege@collegeocc_3D84A448E0...	2019-05-09 11:40:16	2019-05-09 11:48:47	griseldanieva	5491151538961	fbarboza@collegeocc
2	aerocollege@collegeocc	WHATSAPP_aerocollege@collegeocc_3D84A448E0...	2019-05-13 14:55:55	2019-05-30 13:42:55	Marcelo Gonzalez	5491132942041	rotraining6@collegeocc
3	aerocollege@collegeocc	WHATSAPP_aerocollege@collegeocc_3D84A448E0...	2019-05-09 09:52:25	2019-05-09 09:52:46	Ro	59897083756	fbarboza@collegeocc
4	aerocollege@collegeocc	WHATSAPP_aerocollege@collegeocc_3D84A448E0...	2019-05-09 09:58:25	2019-05-09 12:20:19	Nani	59899709338	fbarboza@collegeocc
5	aerocollege@collegeocc	WHATSAPP_aerocollege@collegeocc_6C5ED9F587...	2019-05-06 15:50:27	2019-05-09 10:26:55	Bruno	59893594498	rotraining6@collegeocc

Click here to see the description of the report columns

CAMPAIGN

Campaign ID to which the conversations belong

ACCOUNT

Account that generates the interactions.

START DATE

Date and time the conversation started.

START IN STATE

Date and time the conversation was placed in the state by which it is being filtered.

CONTACT NAME

Name of the contact who generated the conversation.

CONTACT ADDRESS

Contact phone number.

AGENT

ID of the agent who took the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of WhatsApp conversations by level of attention

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Trace WhatsApp conversations by campaign

This report provides information about the traces of WhatsApp conversations and you can filter this information by campaign.

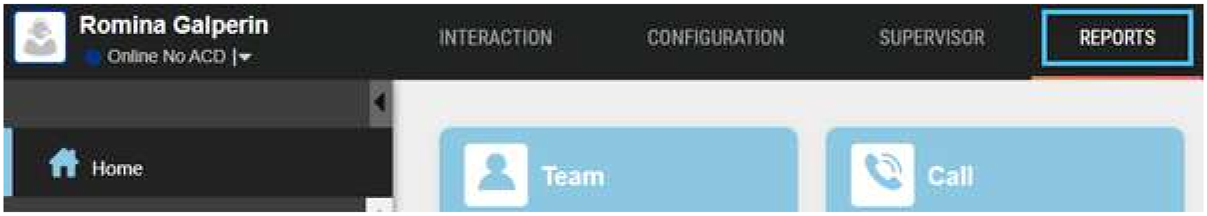
What is this report for?

Get the details of each trace of incoming and outgoing WhatsApp conversations per campaign over a desired period of time, thus being able to analyze the steps taken during each of the conversations and being able to know the exact date and time of these steps and the agents involved in the conversation.

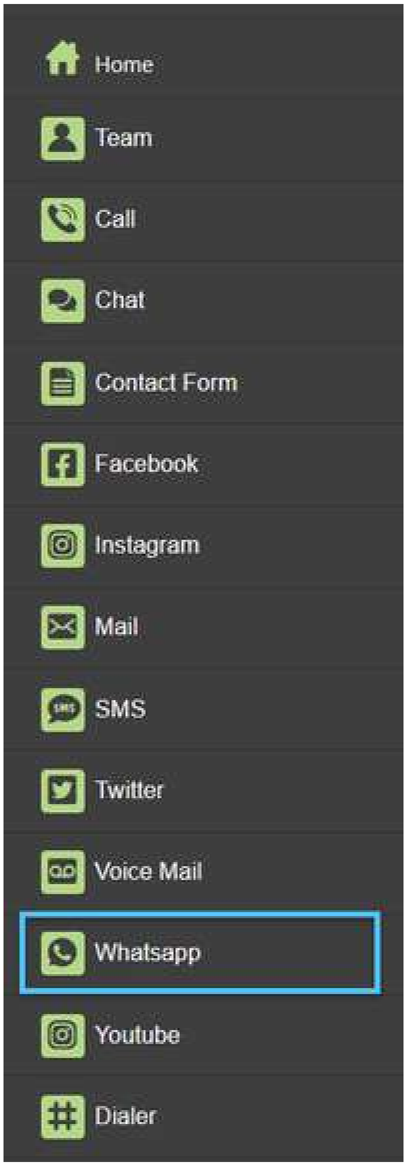
This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

To generate this report you must:

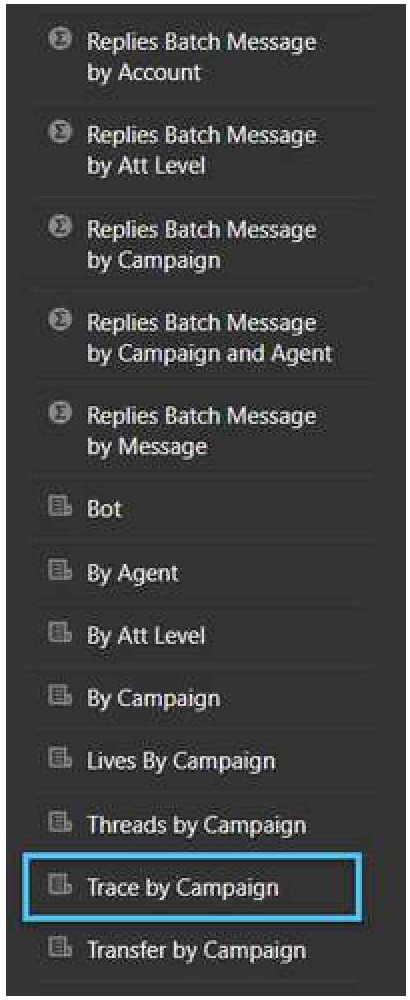
1. Go to the "*Reports*" tab



2. Look for the category of "*WhatsApp*" reports and click on it.



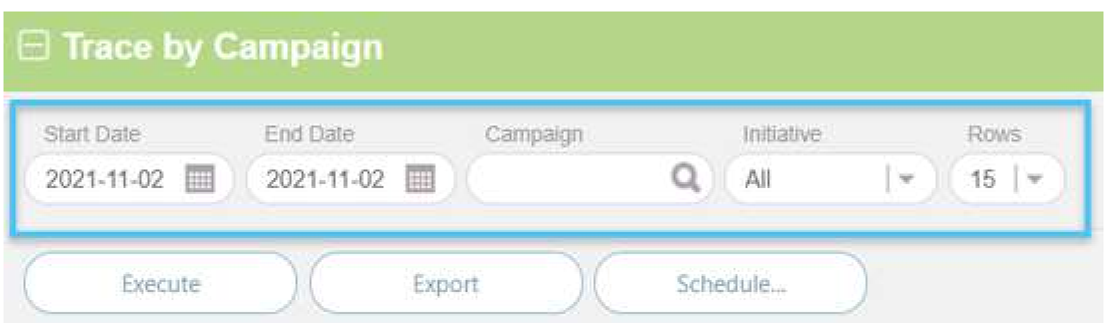
3. A list of reports will be displayed, in this case, select "Trace by campaing".



4. After determining the necessary filters 

, click the "*Execute*" button 

.

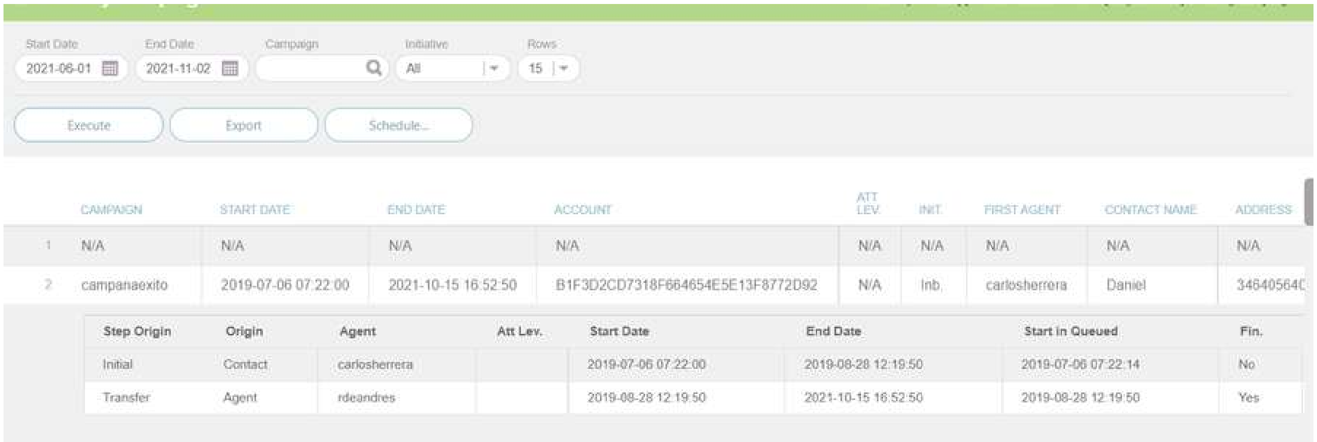


Start date and end date: Period of time from which information is required.

Agent: ID of the agent who intervened in the conversations to be filtered.

Rows: Maximum number of rows the report will have per page.

5. Then the information determined by the filters will be displayed.



Click here to see the description of the report columns

START DATE
The date and time the conversation started.

END DATE
The date and time the conversation ended.

ACCOUNT
ID of the *WhatsApp* account in which the conversation was generated.

ATT. LEVEL
Attention level assigned to the conversation.

FIRST AGENT
First agent to intervene in the conversation.

CONTACT NAME
Name of the contact who generated the conversation.

DIR.
Contact phone number.

BATCH ID
If the conversation has a related batch, this field contains the ID value.

BATCH MSG
If the conversation has a related batch, this field contains the batch message.

INIT. MSG ID
ID of the first message in the conversation.

INIT. MSG
Text of the first message in the conversation.

DISP.
Disposition code associated with the conversation.

DISP. TREE
Absolute Disposition Code (includes the entire tree path).

SUCCESS
Indicates whether the last disposition code was successful or not.

TICK
Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming WhatsApp messages by campaign and agent

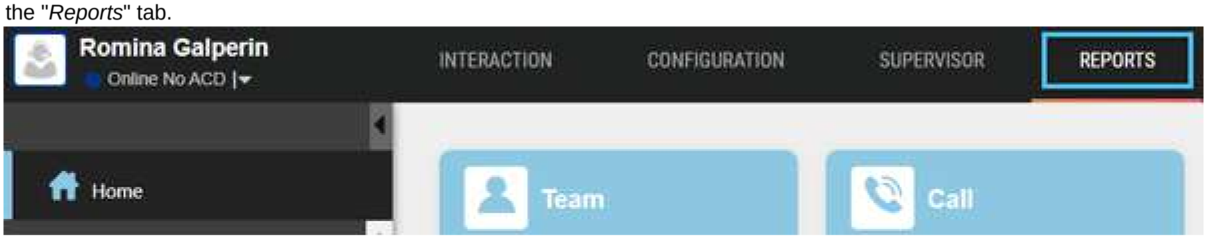
This report provides summary information about the conversations that were generated from incoming WhatsApp messages, as well as agent responses to those conversations in a certain period of time. You can filter the information by campaign and agent.

What is this report for?
To get by agent in a specific campaign the summary of the number of conversations that were generated from incoming WhatsApp messages over a desired period of time, thus analyzing whether said agent is providing service within the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

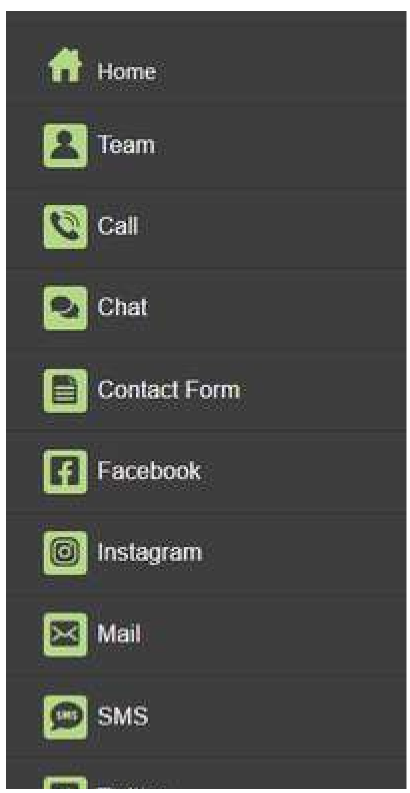
This report can be used to compare the times and performance of each of the agents assigned to the campaign.

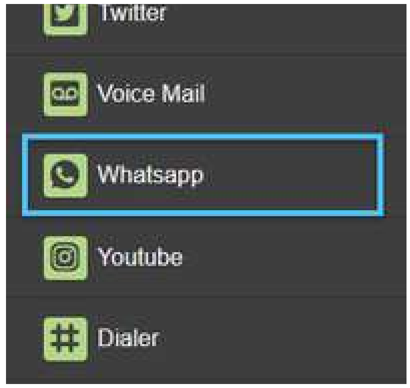
To generate this report you must:

1. Go to the "*Reports*" tab.

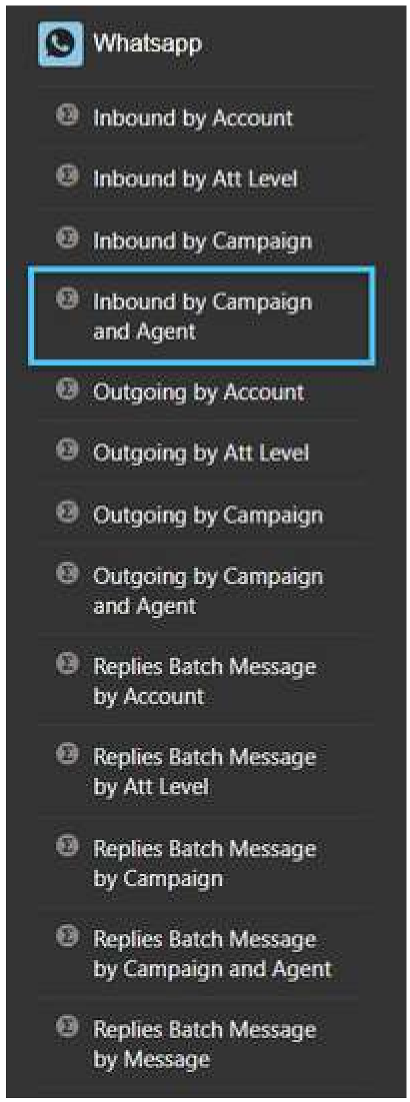


2. Look for the category of "*WhatsApp*" reports and click on it.





3. A list of reports will be displayed, in this case, select "Inbound by Campaign and Agent".



4. After determining the necessary filters 

, click the "*Execute*" button 

:

Start date and end date: Date range for which you want to obtain information.

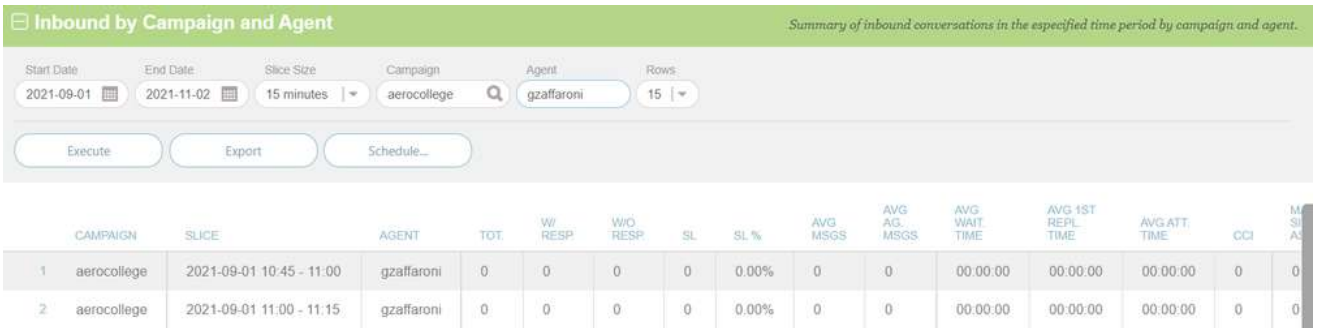
Time slice: The segment of time in which the conversations were generated.

Campaign: The ID value of the Campaign from which the conversations will be obtained.

Agent: The Agent ID value that took the conversations.

Rows: Number of rows that the report will contain per page.

5. Then the information determined by the filters will be displayed



Click here to see the description of the report columns

SLICE

Selected time slice.

TOT

Number of conversations received in the filtered campaign

W/ RESP

Number of WhatsApp conversations in which an outgoing response is recorded

W/O RESP.

Number of WhatsApp conversations in which no response is recorded.

SL

Number of WhatsApp conversations that got a response within the Service Threshold.

%SL

Percentage of SL: this is calculated using the formula: **100 * ([Incoming with positive SL] / [Incoming conversations])**

AVG MSGS

Average incoming messages, calculated using the formula: **[Total incoming messages] / [Incoming conversations]**

AVG AG. MSGS

Average incoming messages, calculated using the formula: **[Total agent messages in Incoming] / [Incoming conversations]**

AVG WAIT. TIME

Average waiting time, calculated using the formula: **[Waiting time in incoming] / [Total Incoming]**

AVG 1ST RESP. TIME

Average first response time, this is calculated using the formula: **[Waiting time for attention in incoming] / [Incoming conversations with response]**

AVG ATT. TIME

Average attention time, calculated by the formula: **[Attention time in incomings] / [Incoming taken]**

CCI

Number of WhatsApp conversations with CCI integration.

MAX ASIG. SIM

Maximum number of conversations assigned simultaneously.

LOG. TIME

Time that the Agent, determined by the filter, remained logged in and assigned to the filtered campaign.

ACT. TIME

How long the agent, determined by the filter, remained active in the filtered campaign.

PAUSE TIME

The time when the agent, determined by the filter, remained in a paused state in the filtered campaign.

% OCCUPY

The percentage of time that the agent, determined by the filter, remained busy in the filtered campaign. This percentage is calculated with the following formula: **100 * ([Time spent in the campaign] / [Time logged in])**

CROSS OCC. %

Percentage of time that the agent, determined by the filter, remained in an occupied state in other campaigns; in other words, all but the filtered one. This percentage is calculated with the following formula: **100 * ([Time spent on others] / [Time logged])**

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming WhatsApp messages by campaign

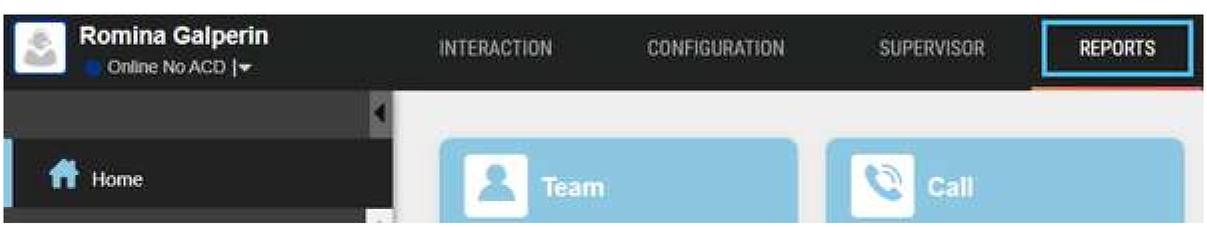
This report provides summary information about the conversations that were generated from incoming WhatsApp messages, as well as agent responses to those conversations in a certain period of time. You can filter the information by campaign.

What is this report for?

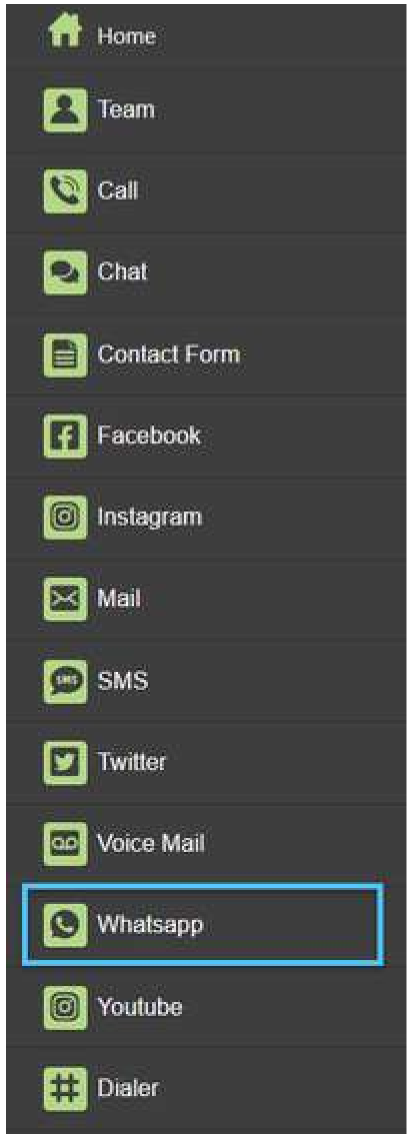
To get by campaign the summary of the number of conversations that were generated from incoming WhatsApp messages over a desired period of time, thus analyzing whether agents are providing service within the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

To generate this report you must:

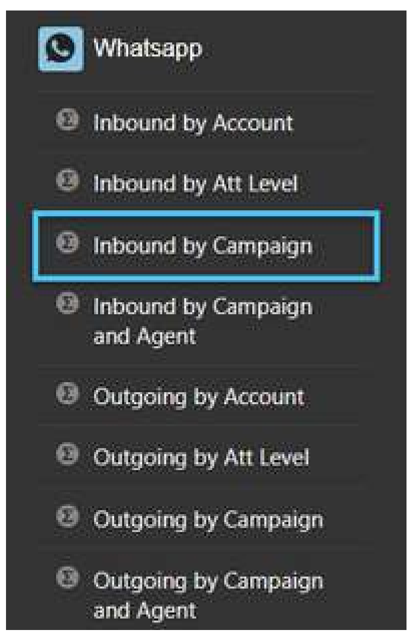
1. Go to the "*Reports*" tab

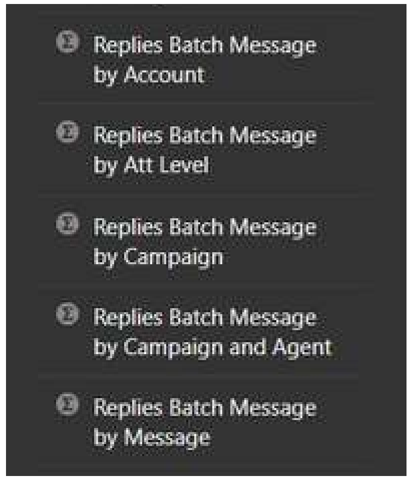


2. Look for the category of "*WhatsApp*" reports and click on it.



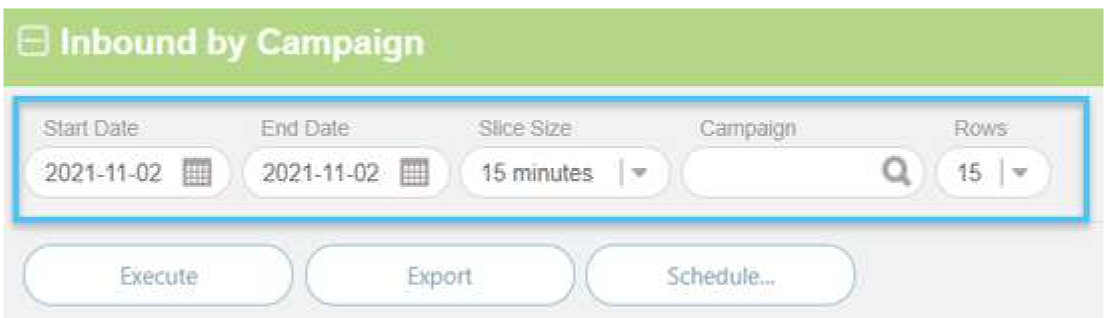
3. A list of reports will be displayed: in this case, select “Inboud by Campaign”.





4. After determining the necessary filters

, click the "*Execute*" button.



Start date and end date: Date range for which you want to obtain information.

Time slice: The segment of time in which the conversations were generated.

Campaign: The ID value of the Campaign from which the conversations will be obtained.

Rows: Number of rows that the report will contain per page.

5. The information determined by the filters will then be displayed:

Click here to see the description of the report columns

SLICE

Selected time slice.

TOT

Number of conversations received in the filtered campaign.

W/ RESP

Number of WhatsApp conversations in which an outgoing response is recorded.

W/O RESP.

Number of WhatsApp conversations in which no response is recorded.

BOT

Number of WhatsApp conversations serviced by a bot.

PURE BOT

Number of WhatsApp conversations serviced by a bot and not sent to search for an agent.

SL

Number of WhatsApp conversations that got a response within the Service Threshold.

%SL

Percentage of SL: this is calculated using the formula: **100 * ([Incoming with positive SL] / [Incoming conversations])**

AVG MSGS

Average incoming messages, calculated using the formula: **([Total incoming messages] / [Incoming conversations])**

AVG AG. MSGS

Average incoming messages, calculated using the formula: **([Total agent messages in Incoming] / [Incoming conversations])**

AVG WAIT. TIME

Average waiting time, calculated using the formula: **([Waiting time in incoming] / [Total Incoming])**

AVG 1ST RESP. TIME

Average first response time, this is calculated using the formula: **([Waiting time for attention in incoming] / [Incoming conversations with response])**

AVG ATT. TIME

Average attention time, calculated by the formula: **([Attention time in incomings] / [Incoming taken])**

CCI

Number of WhatsApp conversations with CCI integration.

MAX ASIG. SIM.

Maximum number of conversations assigned simultaneously.

LOG. TIME

Time that the Agent, determined by the filter, remained logged in and assigned to the filtered campaign.

ACT. TIME

How long the agent, determined by the filter, remained active in the filtered campaign.

PAUSE TIME

The time when the agent, determined by the filter, remained in a paused state in the filtered campaign.

% OCCUPY

The percentage of time that the agent, determined by the filter, remained busy in the filtered campaign. This percentage is calculated with the following formula: **100 * ([Time spent in the campaign] / [Time logged in])**

CROSS OCC. %

Percentage of time that the agent, determined by the filter, remained in an occupied state in other campaigns; in other words, all but the filtered one. This percentage is calculated with the following formula: **100 * ([Time spent on others] / [Time logged in])**

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Whatsapps by account

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Whatsapps by level of attention

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of WhatsApp message responses in batch by campaign

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of WhatsApp message responses in batch by campaign and agent

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Batch WhatsApp Message Response Summary by Account

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of WhatsApp message responses in batch per message

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of responses to outgoing WhatsApp messages by campaign and agent

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of responses to outgoing WhatsApp messages by campaign

Related Articles

- Proceso de Migración WhatsApp
- Error en reportes de Agendas, no se ejecutan.
- Actualizar estado de agenda de reportes en OCC del estado Running a Active.
- Whatsapp Proxies
- Error iniciando el proceso de autorización

Summary of responses to outgoing WhatsApp messages by account

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of responses to outgoing WhatsApp messages by level of attention

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Management Reports

"Management" reports provide detailed and summarized information on the results of managing interactions.

The reports available in this category are:

Detail of conversations by contact

This report provides detailed information on incoming and outgoing conversations from all communication channels that were generated in a given period of time, thus being able to filter this information by contact ID, contact address, type of conversation, campaign and initiative of the conversation.

Detail of conversations by contact address

This report provides detailed information on incoming and outgoing conversations from all communication channels that were generated in a given period of time, thus being able to filter this information by contact address, type of conversation, campaign and initiative of the conversation.

Summary of applied rules

This report provides summary information of the rules applied since its inception and automatically to the conversations that were generated in a certain period of time, according to the configuration made by the Administrator; being able to filter this information by campaign, type of conversation (communication channel), address, account and rule.

Summary of results management by campaign and agent

This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations that were generated in a certain period of time, thus being able to filter this information by campaign and agent.

Summary of results management by campaign

This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations that were generated in a certain period of time, thus being able to filter this information by campaign

Summary of results management by account

This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations that were generated in a certain period of time, thus being able to filter this information by campaign and account

Summary of results management by account and agent

This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations that were generated in a certain period of time, thus being able to filter this information by account, campaign and agent.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of conversations by contact

This report provides detailed information on incoming and outgoing conversations from all communication channels that were generated in a given period of time, thus being able to filter this information by contact ID, contact address, type of conversation, campaign and initiative of the conversation.

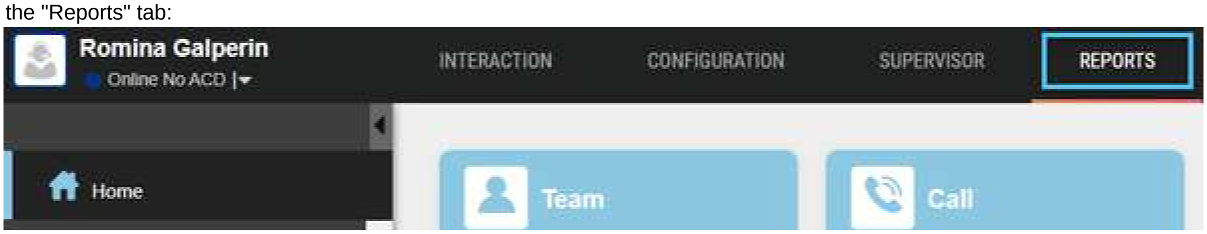
What is this report for?

Get the details of each of the conversations of the contacts (both incoming and outgoing), which they have established through the communication channels that are created and / or associated with the campaigns.

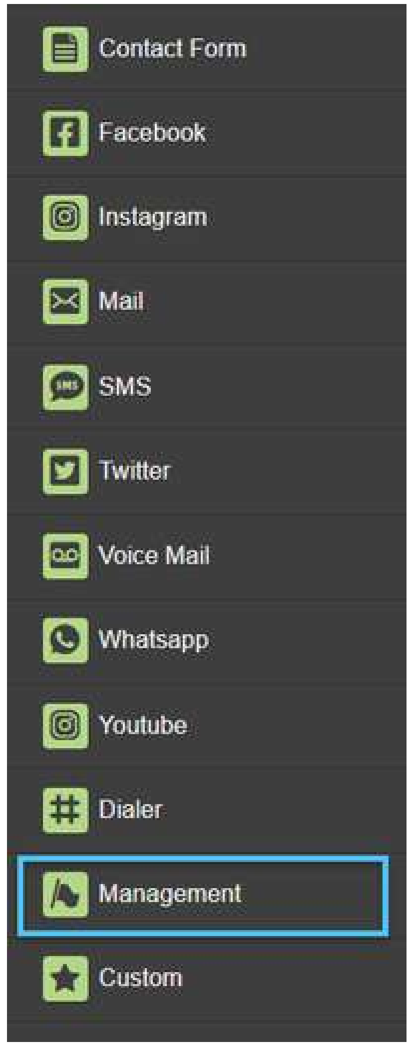
This report also reflects each associated conversation's classification (conversation outcome selected by the agent in their management application/CRM), as well as whether the conversation was transferred.

To generate the report, follow these steps:

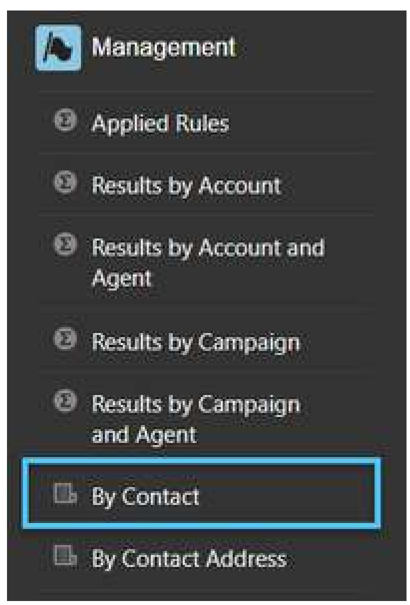
1. Go to the "Reports" tab:



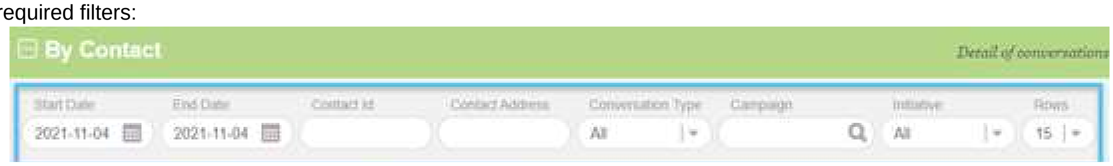
2. Click on the "Management" report category:

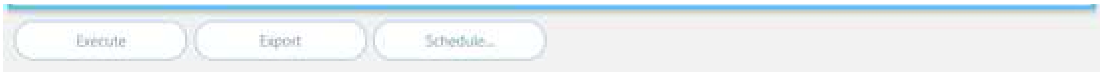


3. Click on the detailed report "By Contact":



4. Enter the required filters:





Start date and end date: range for which you want to obtain the information.

Contact ID: Specific contact's identifier.

Contact Address: address belonging to the contact.

Conversation Type: select the conversation type (chat, call, email, etc.) from the drop-down list.

Campaign: Campaign ID.

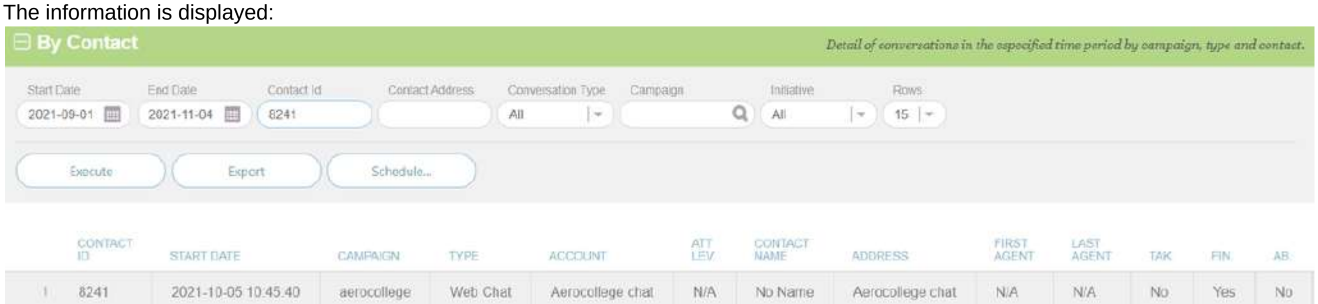
Initiative: select from the drop-down list whether the conversation started with outgoing or incoming messages.

When hovering over the filters, their description is displayed.

> ⚠ In case of leaving the Contact ID, Contact Address and/or Campaign filter blank, the report will show the information related to all Contact IDs, contact addresses and/or campaigns.

> ⚠ It can only be filtered by **Contact ID** and **Contact Address** when the contact was registered as a contact in a campaign with contact management.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CONTACT ID
Specific contact's identifier.

START DATE
Conversation start date

CAMPAIGN
Campaign ID

TYPE
Indicates the type of conversation (chat, call, twitter, etc.)

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the conversation.

CONTACT NAME
Name of the contact.

ADDRESS
Contact address.

FIRST AGENT
First agent who successfully attended to the conversation.

LAST AGENT
Last agent who successfully attended the conversation.

ATTENDED
Indicates if the conversation was successfully attended by an agent.

FINISHED
Indicates whether the Facebook conversation was finished when an agent had taken it (regardless of whether the agent attended to it) or was transferring it.

ABANDONED
Incoming conversations: the conversation was closed without being attended by an agent.

Outgoing conversations: contact attended the conversation but it was not taken by an agent.

SL +
The conversation was answered or finished at the configured service level limit (inbound only)

FAILED RESPONSE
Indicates whether at least one agent failed to attend to the conversation

GHOST
The inbound call was closed before reaching the ghost threshold.

OUT OF SCHEDULE
The conversation entered outside of campaign hours

ENDER
Specifies who ended the conversation (e.g. Agent, Contact, Schedule, Error, etc).

ATTENTION START DATE
Date of successful response (the first if not filtered by the agent)

END DATE
End date of the conversation.

DURATION TIME
Total duration of the conversation. Includes ghost and out-of-schedule calls.

WAITING TIME
Total time the conversation remained on hold (includes queue time, ACD, transferring, etc.).

ACD TIME
Time elapsed while the conversation was assigned to an agent, not including the time elapsed while the agent was booked and attended to it (inbound only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and he attended.

ATTENTION TIME
Time it took the agent to effectively handle the conversation.

WRAP UP TIME
Time finishing the chat conversation after the attention ended.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TRANSFER
Indicates whether the conversation was transferred or if an attempt was made to transfer at least once.

TRANSFER OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE

Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION

Destination address of the transfer.

LOGIN

Indicates whether the chat conversation has a login form

PRE SURVEY

Indicates whether the chat conversation has a pre survey form.

POST SURVEY

Indicates whether the chat conversation has a post survey form.

CCI

Indicates whether the conversation has CCI integration.

TICKET

Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Conversation details by contact address

This report provides detailed information on incoming and outgoing conversations from all communication channels that were generated in a given period of time, thus being able to filter this information by contact address, type of conversation, campaign and initiative of the conversation.

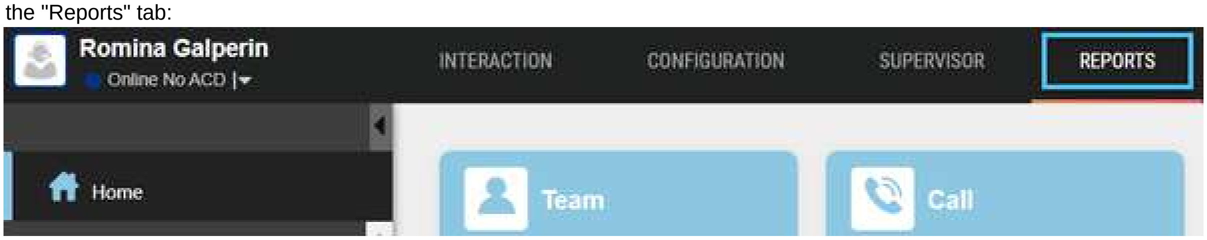
What is this report for?

Get the details of each of the conversations of the contacts (both incoming and outgoing), which they have established through the communication channels that are created and / or associated with the campaigns.

This report also reflects each associated conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether the conversation was transferred.

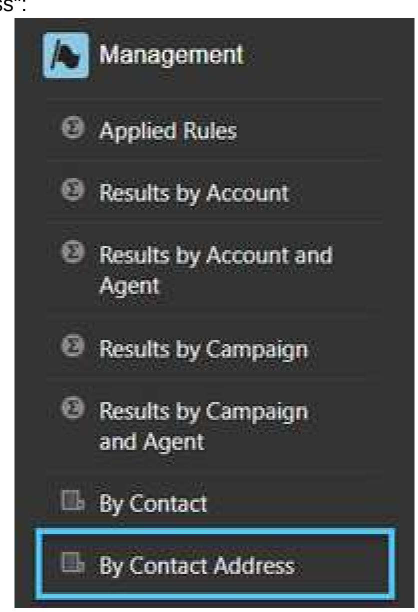
To generate the report, follow these steps:

1. Go to the "Reports" tab:

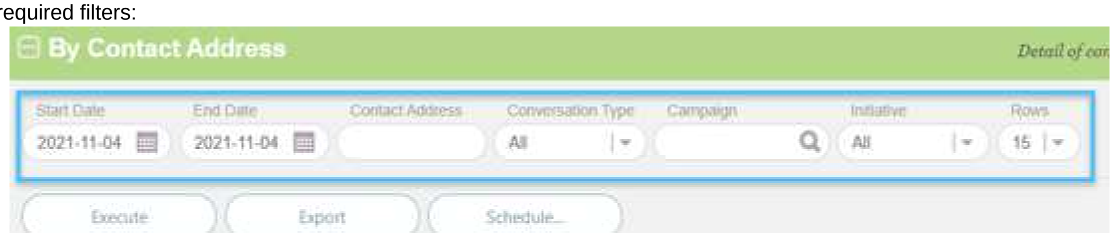


2. Click on the "Management" report category:

3. Click on the detailed report "By Contact Address":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Contact Address: address belonging to the contact.

Conversation Type: select the conversation type (chat, call, email, etc.) from the drop-down list.

Campaign: Campaign ID.

Initiative: select from the drop-down list whether the conversation started with outgoing or incoming messages.

When hovering over the filters, their description is displayed.

If you leave the Contact and/or Campaign Address filter blank, the report will show the information related to all contact addresses and/or campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

ADDRESS
Contact address

START DATE
Conversation start date

CAMPAIGN
Campaign ID.

TYPE
Indicates the type of conversation (chat, call, twitter, etc.).

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the conversation.

CONTACT ID
Specific contact's identifier.

CONTACT NAME
Name of the contact.

FIRST AGENT
First agent who successfully attended to the conversation.

LAST AGENT
Last agent who successfully answered the conversation.

ATTENDED
Indicates if the conversation was successfully attended by an agent.

FINISHED
Indicates whether the Facebook conversation was finished when an agent had taken it (regardless of whether the agent attended to it) or was transferring it.

ABANDONED
In incoming conversations: the conversation was closed without being attended by an agent. In outgoing conversations: contact answered the conversation but it was not taken by an agent.

SL +
The conversation was answered or finished at the configured service level limit (inbound only).

FAILED ANSWER
Indicates if at least one agent failed to attend the conversation.

GHOST
The inbound call was closed before reaching the ghost threshold.

OUT OF SCHEDULE
The conversation entered outside of campaign hours.

ENDER
Specifies who ended the conversation (e.g. Agent, Contact, Schedule, Error, etc).

ATTENTION START DATE
Date of successful response (the first if not filtered by the agent).

END DATE
End date of the conversation.

DURATION TIME
Total duration of the conversation. Includes ghost and out-of-schedule calls.

WAITING TIME
Total time the conversation remained on hold (includes queue time, ACD, transferring, etc.).

ACD TIME
Time elapsed while the conversation was assigned to an agent, not including the time elapsed while the agent was booked and attended to it (inbound only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and he attended.

ATTENTION TIME
Time it took the agent to effectively handle the conversation.

WRAP UP TIME
Time finishing the chat conversation after the attention ended.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

TRANSFER
Indicates whether the conversation was transferred or if an attempt was made to transfer at least once

TRANSFER OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

LOGIN
Indicates whether the chat conversation has a login form.

PRE SURVEY
Indicates whether the chat conversation has a pre survey form.

POST SURVEY

Indicates whether the chat conversation has a post survey form.

CCI

Indicates whether the conversation has CCI integration.

TICKET

Ticket associated with the conversation

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: ""How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: ""How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of applied rules

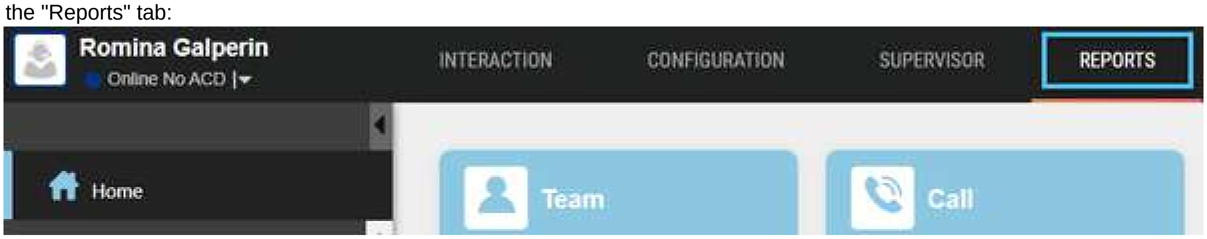
This report provides summary information of the rules applied since its inception and automatically to the conversations that were generated in a certain period of time, according to the configuration made by the Administrator; being able to filter this information by campaign, type of conversation (communication channel), address, account and rule.

What is this report for?

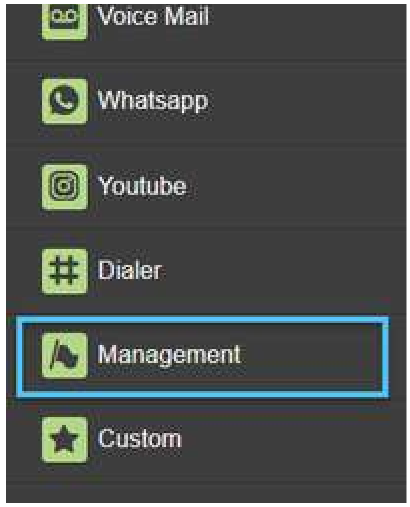
Get the summary of the total number of rules automatically applied to conversations, as well as the number of conversations to which no rules were applied. It also indicates whether conversations were transferred by rule to campaign or attention level.

To generate the report, follow these steps:

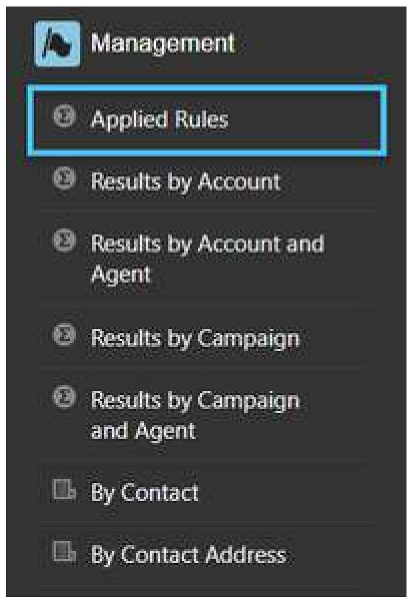
1. Go to the "Reports" tab:



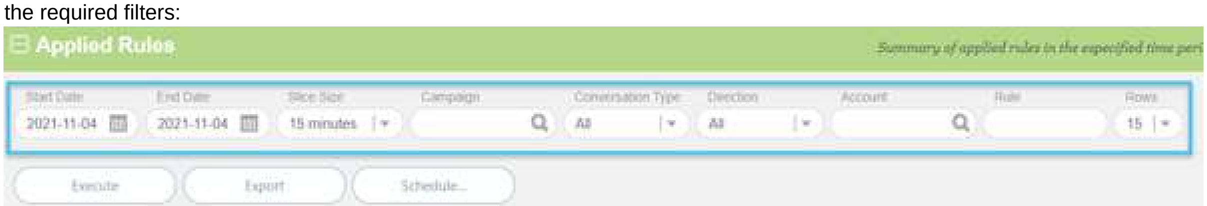
2. Click on the "Management" report category:



3. Click on the summary report "Applied Rules":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Conversation Type: communication channel. *It must be capitalized.*

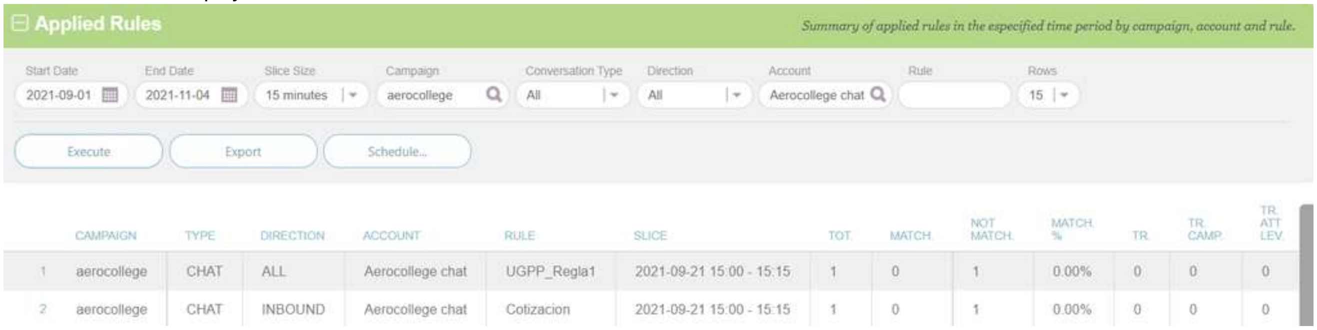
Address: indicates whether the conversation is Inbound or Outbound. *It must be indicated in capital letters **(INBOUND - OUTBOUND)**.*

Account: Campaign ID.

Rule: name of the rule

In case of leaving blank the filters Campaign, Conversation Type, Address, Account and/or Rule, the report will show the information related to all campaigns, conversation types, addresses, accounts and/or rules.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

CAMPAIGN
Campaign ID.

TYPE
Indicates the communication channel of the conversation.

ADDRESS
Indicates whether the conversation is Inbound or Outbound

ACCOUNT
ID of the account associated with the campaign.

RULE
The name of the applied rule.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of conversations processed by the rule.

APPLIED
Total number of conversations that applied the rule.

NOT APPLIED
Total number of conversations that did not apply to the rule.

% APPLIED
100 * [Applied Rules] / [Processed Rules]

TRANSFERRED
Total number of conversations transferred by rule.

TRANSFERRED TO CAMPAIGN
Total number of conversations transferred to campaign by rule.

TRANSFERRED TO ATTENTION LEVEL
Total number of conversations transferred at the attention level by rule.

ARCHIVED
Total number of archived conversations by rule.

PRIORITY CHANGED
Total number of priority conversations changed by rule.

SPAM
Total number of conversations marked as SPAM by rule.

SPAM
Total number of conversations that applied tags by rule.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
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Results management summary by campaign and agent

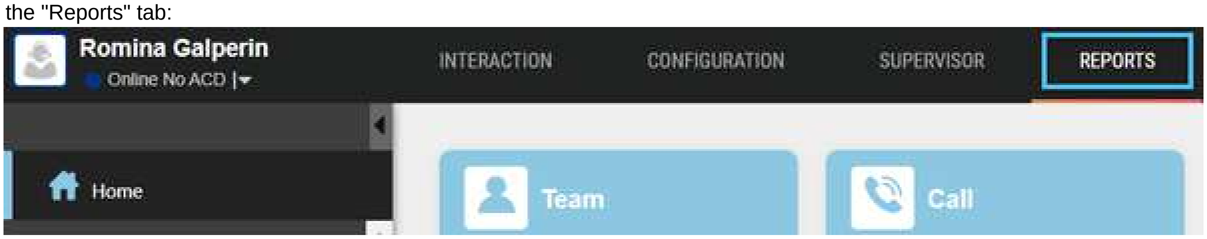
This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations in a certain period of time, thus being able to filter this information by campaign and agent.

What is this report for?

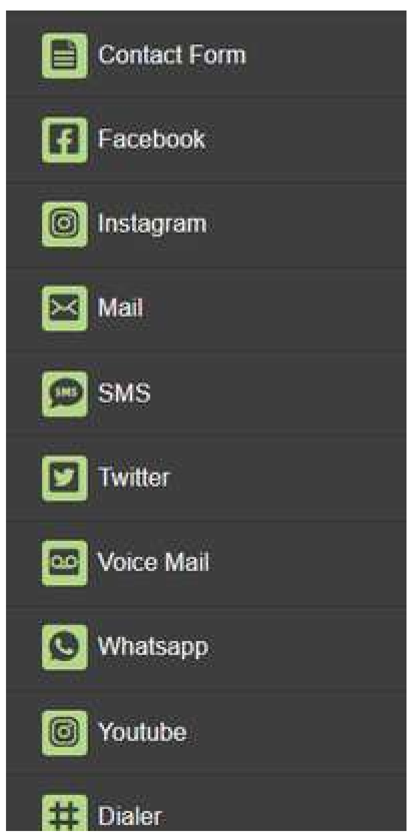
Get the summary of the number of conversations for a specific agent finished with a given disposition code in a campaign.

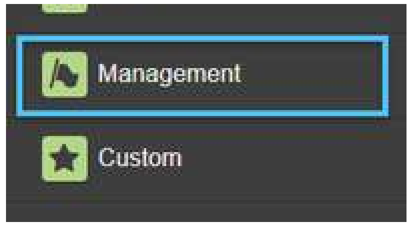
To generate the report, follow these steps:

1. Go to the "Reports" tab:

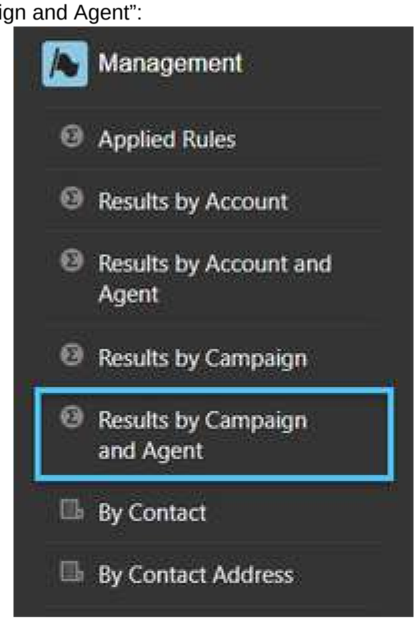


2. Click on the "Management" report category:

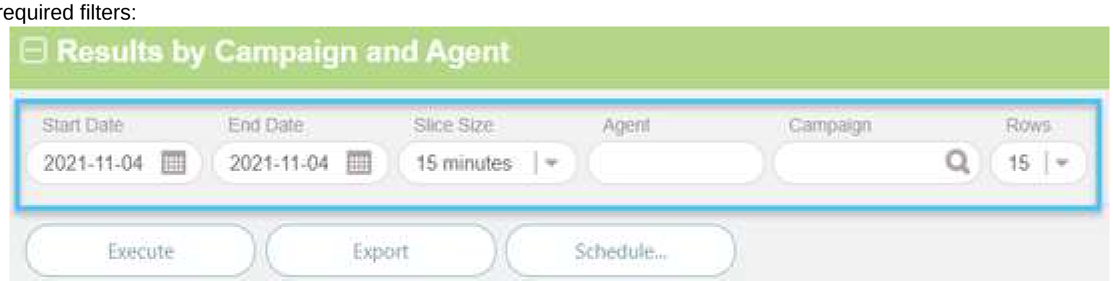




3. Click on the detailed report “Results by Campaign and Agent”:



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

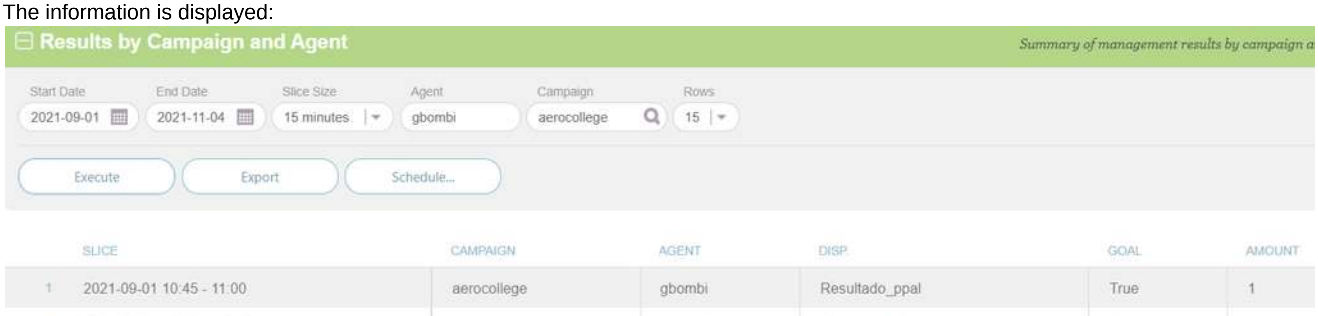
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Agent: Agent user id.

Campaign: Campaign ID.

If you leave the Agent and/or Campaign filter blank, the report will show the information related to all agents and/or campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report.

CAMPAIGN

Campaign ID.

AGENT

Agent user ID.

DISPOSITION

Conversation disposition code (last sheet if defined as a tree).

GOAL

Indicates whether the result is a goal.

AMOUNT

Conversations finished with a given disposition code.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
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Summary of results management by campaign

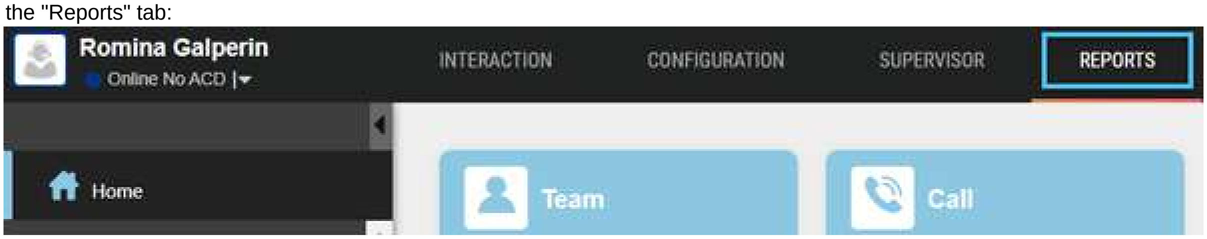
This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations in a certain period of time, thus being able to filter this information by campaign.

What is this report for?

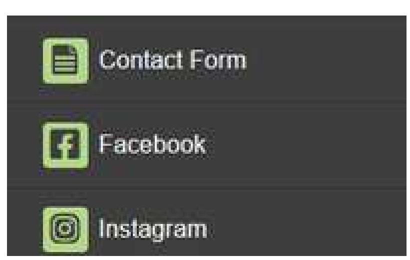
To get the summary of the number of conversations in a specific campaign finished with a given disposition code.

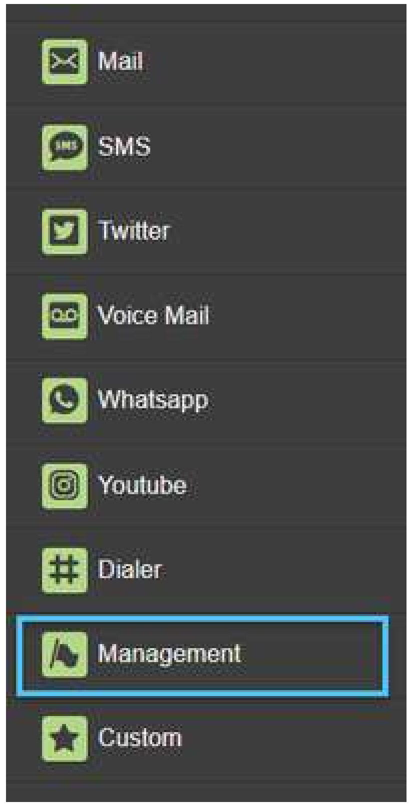
To generate the report, follow these steps:

1. Go to the "Reports" tab:

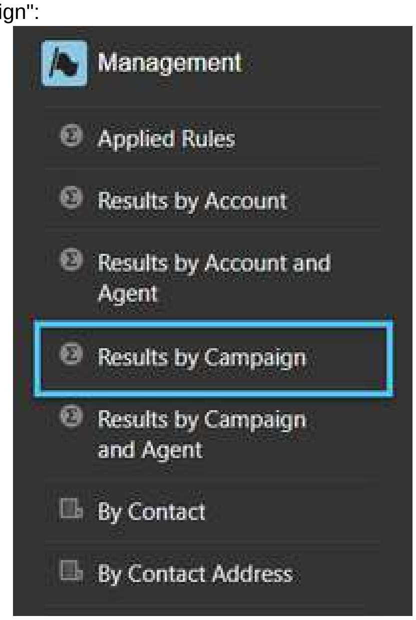


2. Click on the "Management" report category:

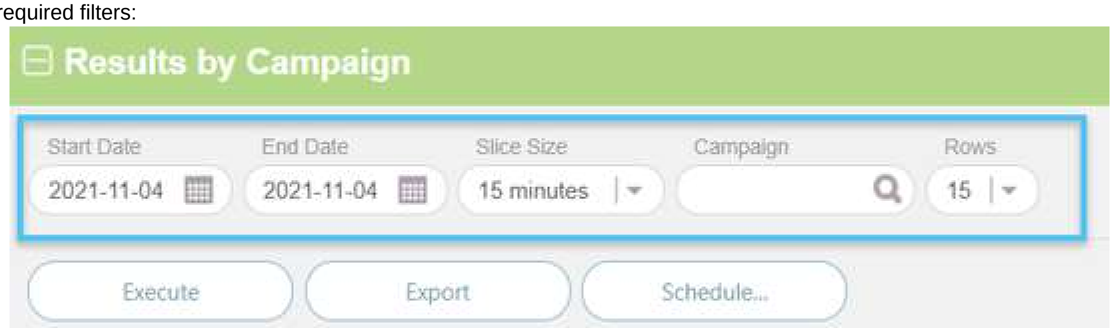




3. Click on the detailed report "Results by Campaign":



4. Enter the required filters:



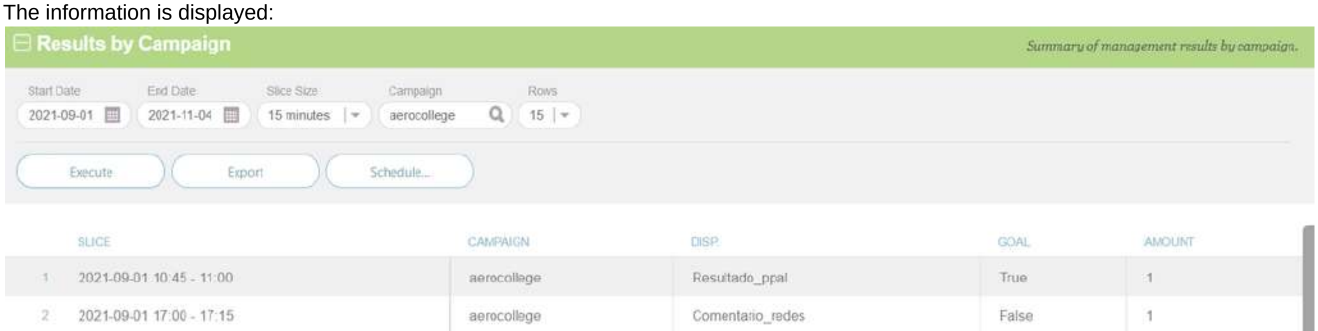
Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

SLICE
Time segment that will be used to create the summary report.

CAMPAIGN
Campaign ID.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

GOAL
Indicates whether the result is a goal.

QUANTITY
Conversations finished with a given disposition code.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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Summary of results management by account

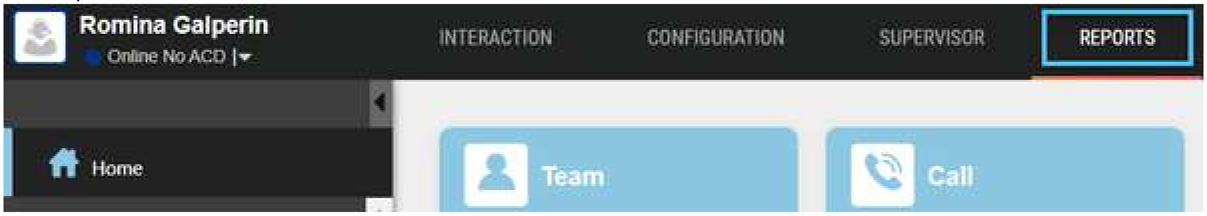
This report provides summary information of the typing carried out by the agents based on the disposition code of the conversations in a certain period of time, thus being able to filter this information by campaign and account.

What is this report for?

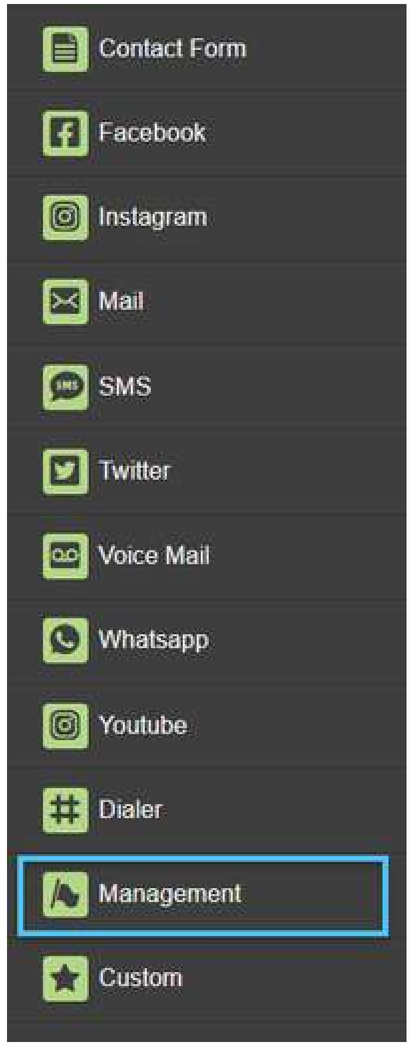
To get the summary of the number of conversations from a specific account associated with a campaign finished with a given disposition code.

To generate the report, follow these steps:

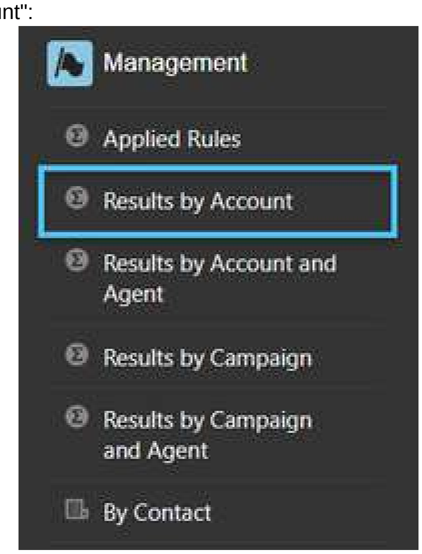
1. Go to the "Reports" tab:

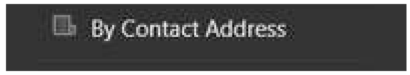


2. Click on the "Management" report category:

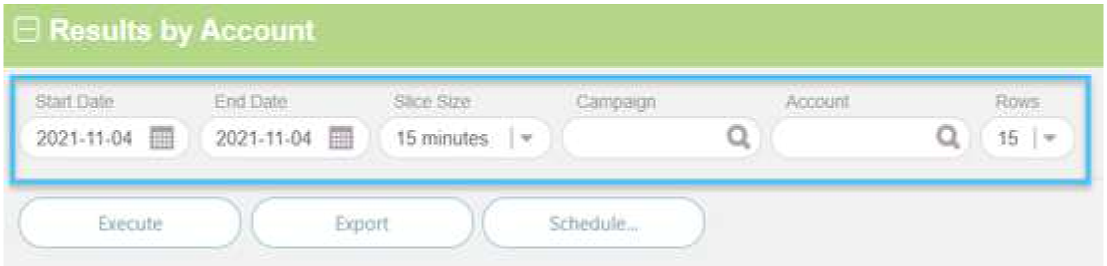


3. Click on the detailed report "Results per Account":





4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

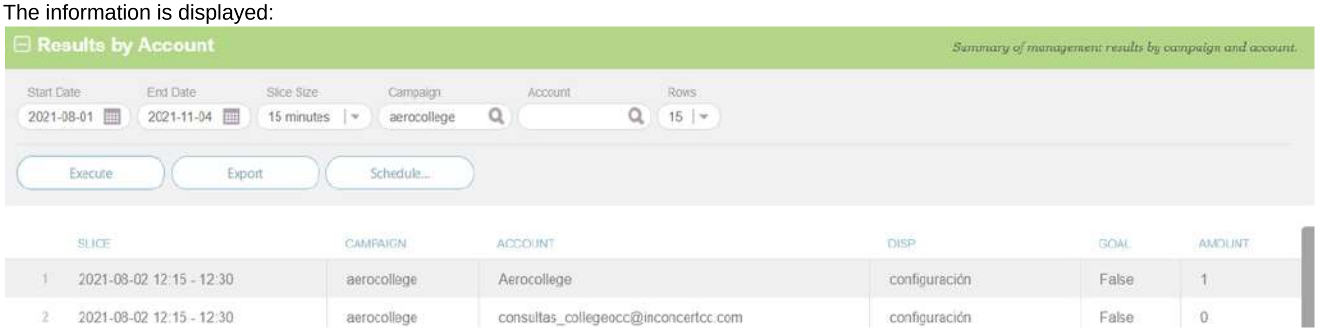
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

SLICE
Time segment that will be used to create the summary report.

CAMPAIGN
Campaign ID.

ACCOUNT
ID of the account associated with the campaign.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

GOAL
Indicates whether the result is a goal.

QUANTITY
Conversations finished with a given disposition code.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

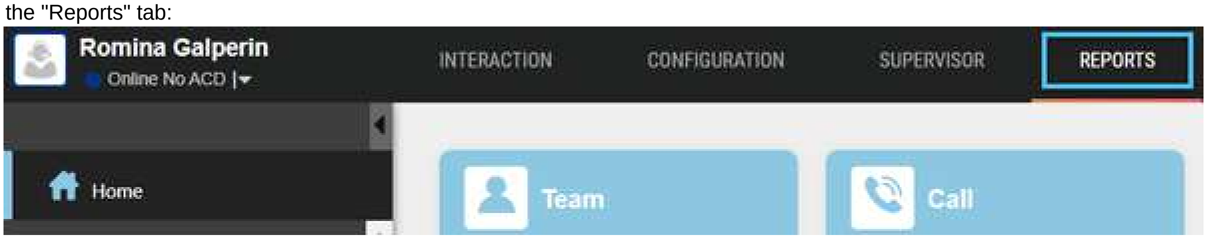
Summary of results management by account and agent

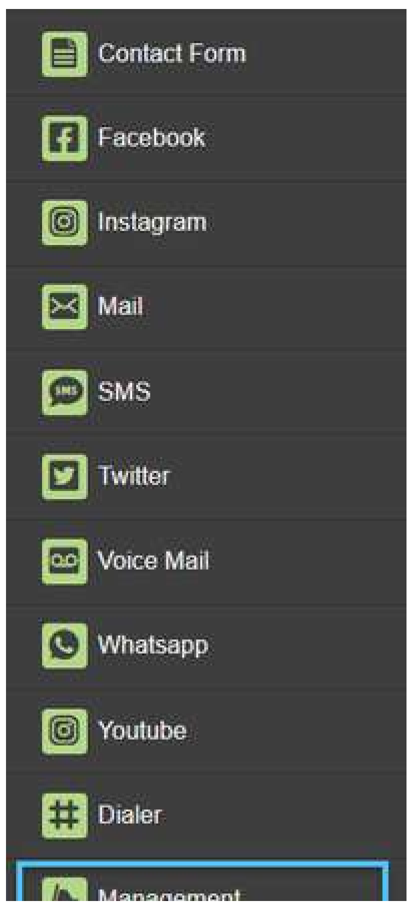
This report provides summary information of the typing carried out by the agents based on the results of the management of the conversations in a certain period of time, thus being able to filter this information by campaign, account and agent.

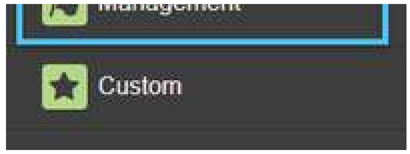
What is this report for?

To get the summary of the number of conversations of a specific agent finished with a given disposition code of an account associated with a campaign.

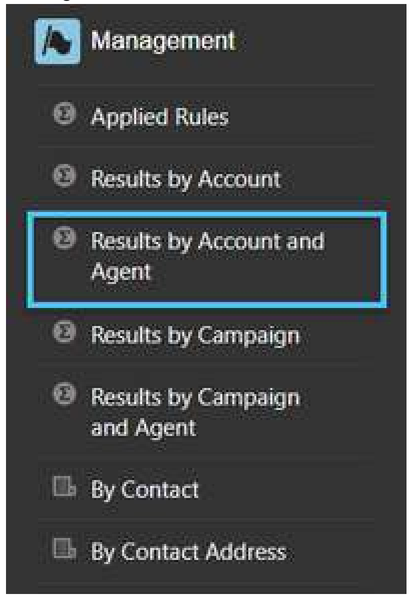
To generate the report, follow these steps:

1. Go to the "Reports" tab:


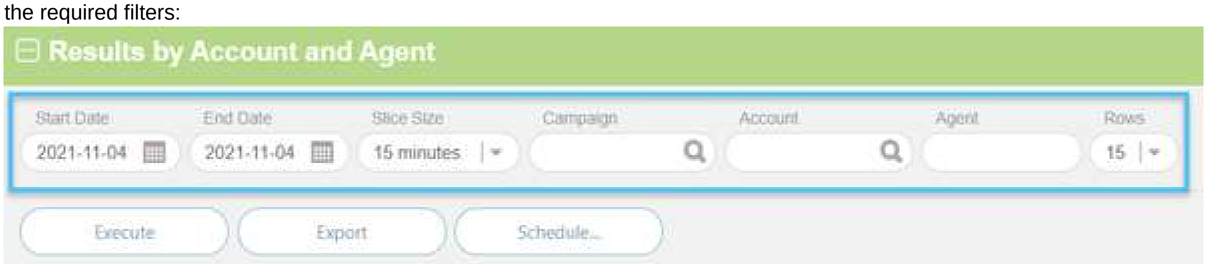
2. Click on the "Management" report category:




3. Click on the detailed report "Results by Account and Agent":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

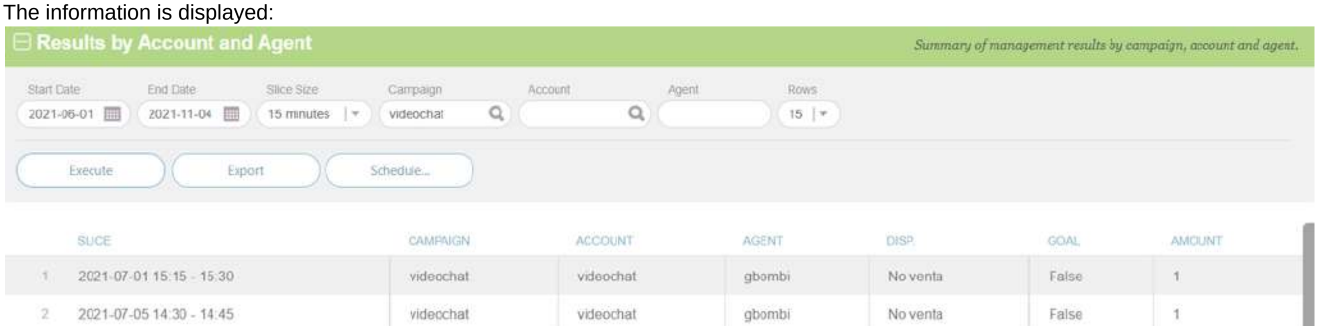
Campaign: Campaign ID.

Account: Account ID associated with the campaign.

Agent: Agent user ID

If you leave the Agent and/or Campaign filter blank, the report will show the information related to all agents and/or campaigns

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

SLICE

Time segment that will be used to create the summary report

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

DISPOSITION

Conversation disposition code (last sheet if defined as a tree).

GOAL

Indicates whether the result is a goal.

AMOUNT

Conversations finished with a given disposition code.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSv".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Dialing Reports

The "Dialing" reports provide detailed and summarized information on the behavior of Dialer interactions, as well as the status of the associated batches and the disposition code obtained.

The reports available in this category are:

Detail of dialer calls by campaign

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign.

Batch dialer call detail

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch.

Summary of Voice Blaster Options

This report provides detailed information of outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time. This dialing engine has been configured type Voice Blaster; and in turn, said Voice Blaster has been configured as IVR menu; being able to filter this information by dialing campaign and batch ID.

Summary of dialer calls by campaign

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign.

Summary of dialer calls by campaign and phone

This report provides summarized information on the outgoing conversations initiated by the dialing engine assigned to a calling campaign that were generated in a certain period of time; being able to filter said information by dialing campaign and type of telephone.

Batch dialer call summary

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch.

Batch and Phone Dialer Call Summary

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch and phone type.

Summary of disposition code

Summary of disposition code by campaign and batch.

Telephony Results Summary

This report provides detailed information of the reasons obtained by outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch.

Batch Status

This report provides real-time information about the status of the batches that have been uploaded to the system and have the contacts that are marked by the dialing engine assigned to a call campaign; being able to filter this information by dialing campaign and dialing batch.

Batch and total status

This report provides real-time information about the status of the batches that have been uploaded to the system and have the contacts that are marked by the dialing engine assigned to a call campaign, as well as the times used in conversations with those contacts. This information can be filtered by dialing campaign and dialing batch.

Result of contacts

This report provides real-time information on the typing carried out by the agents based on the results of the management of the conversations; being able to filter this information by dialing campaign, dialing batch and contact ID.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of dialer calls by campaign

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign.

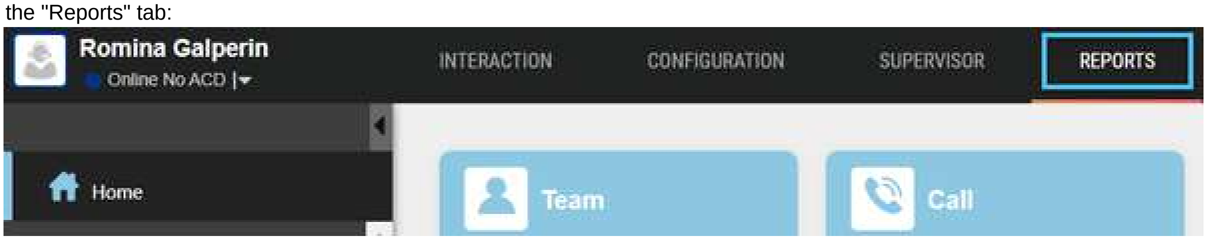
What is this report for?

Get the details of each of the outgoing conversations that were established or attempted to be established using the dialing engine that has been configured and assigned to the dialing campaign. It also reflects the type of outgoing process (progressive, predictive, and voice blaster) configured to the dialing engine, as well as contact details, and indicates whether the call was answered, abandoned, or canceled.

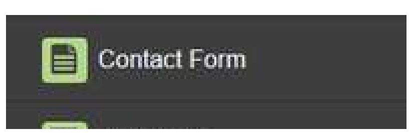
This report also shows the times, details of the typing (result of the conversation selected by the agent in his management application/CRM), first agent involved and indicates the ticket number of each conversation, if he owns it.

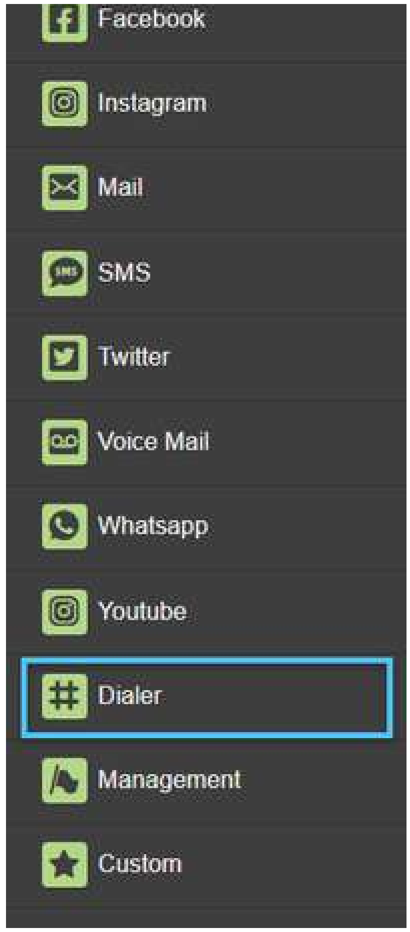
To generate the report, follow these steps:

1. Go to the "Reports" tab:

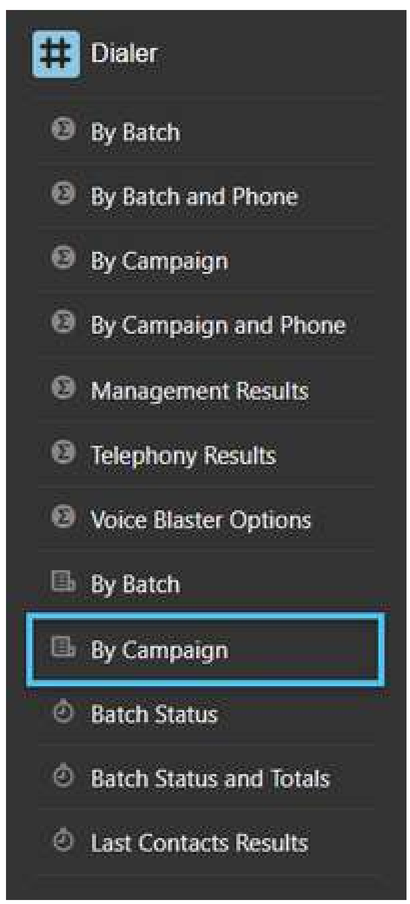


2. Click on the "Dialing" report category:

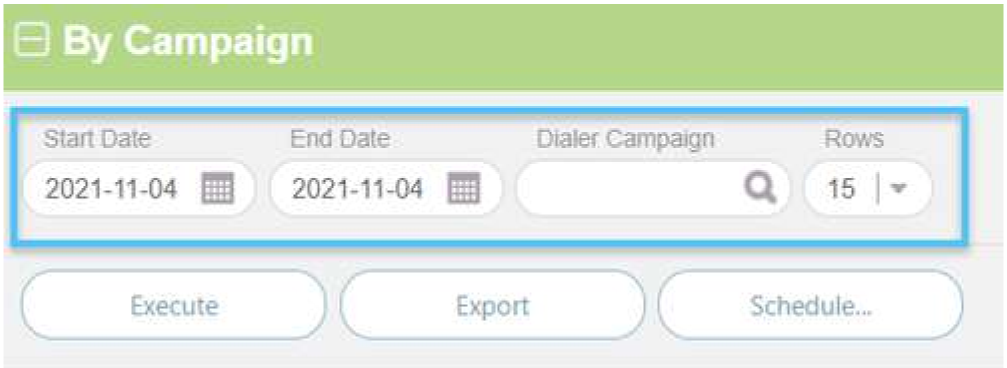




3. Click on the detailed report "By Campaign":



4. Enter the required filters:



> **Start date and end date:** range for which you want to obtain the information.
>
> **Dialing Campaign:** The dialing campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

5. Click the "Execute" button to generate the report.

   The information is displayed:

	START DATE	BATCH	OP TYPE	PHONE	ADDRESS	CONTACT NAME	FIRST AGENT	TAK	AB.	CANC	DUR TIME	ATT. TIME	WU. TIME
1	2021-08-27 17:41:27	0208	Progressive	Mobile	598-99-098451263	PlanesInc	rotrainingi6	Yes	No	No	00:00:49	00:00:10	00:00:35
2	2021-08-27 17:50:53	0208	Progressive	Mobile	598-99-098256123	ToolsInc	rotrainingi6	Yes	No	No	00:00:19	00:00:09	00:00:08

Click here to see the description of the report columns

START DATE

Conversation start date.

BATCH

The ID of the dialing batch associated with the campaign.

PROCESS TYPE

The type of outgoing process in dial calls. The options are: *progressive, predictive or voice blaster.*

TELEPHONE

The type of phone to which the dial call was made. The options are: *home, mobile, office, fax or other.*

ADDRESS

The phone number of the contact to whom the dial call was made.

CONTACT NAME

The name of the contact to whom the dial call was made.

FIRST AGENT

First agent who successfully attended to the conversation.

ATTENDED

Indicates if the conversation was successfully attended by an agent.

ABANDONED

Incoming conversations: the conversation was closed without being attended by an agent.

Outgoing conversations: contact answered the conversation but was not taken by an agent.

CANCELED

Incoming conversations: The conversation went to voicemail or the campaign was out of hours.

Outgoing conversations: the contact did not attend.

DURATION TIME
Total duration of the conversation. Includes ghost and out-of-schedule calls.

ATTENTION TIME
Time it took the agent to effectively handle the conversation.

WRAP UP TIME
Time finishing the chat conversation after the attention ended.

CAUSE
Telephony result in dial call.

LOW LEVEL
Low-level telephony code of the dial call.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

RETRIES
Number of times the contact was called in the dialing batch associated with the campaign.

TICKET
Ticket associated with the conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Batch Dialer Call Detail

This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch.

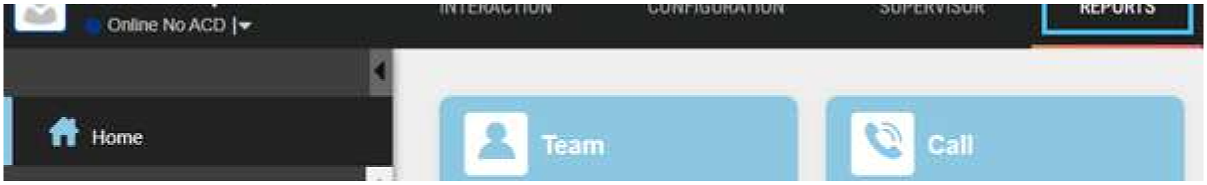
What is this report for?

Get the details of each of the outgoing conversations that were established or attempted to be established using the dialing engine that has been configured and assigned to the dialing campaign. It also reflects the type of outgoing process (progressive, predictive, and voice blaster) configured to the dialing engine, as well as contact details, and indicates whether the call was answered, abandoned, or canceled.

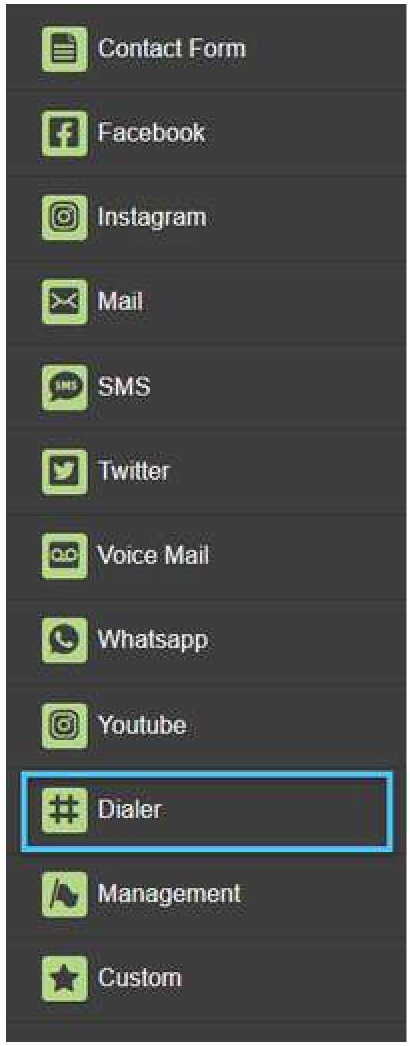
This report also shows the times, details of the typing (result of the conversation selected by the agent in his management application/CRM), first agent involved and indicates the ticket number of each conversation, if he owns it.

To generate the report, follow these steps:

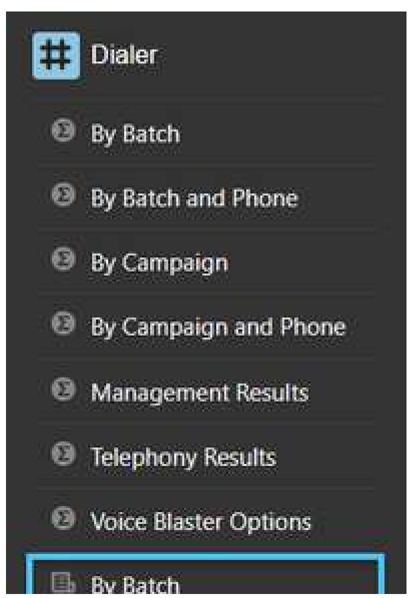
1. Go to the "Reports" tab:

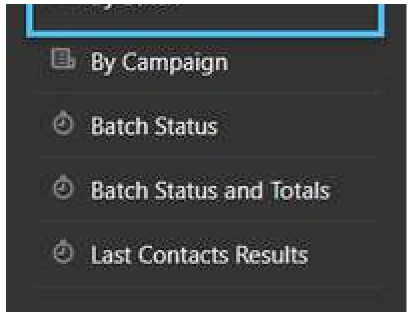


2. Click on the "Dialing" report category:

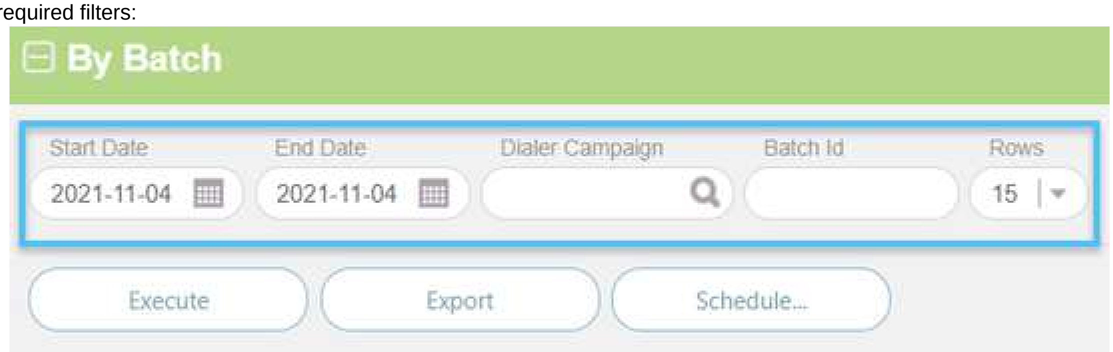


3. Click on the detailed report “By Batch”:





4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Dialing Campaign: The dialing campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Batch ID: The dialing batch ID.

> ⚠ If you leave the Batch ID filter blank, the report will display information related to all batches in the campaign.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Haz click aquí para ver la descripción de las columnas del reporte.

BATCH

The ID of the dialing batch associated with the campaign

START DATE

Conversation start date

PROCESS TYPE

The type of outgoing process in dial calls. The options are: *progressive, predictive or voice blaster*

TELEPHONE

The type of phone to which the dial call was made. The options are: *home, mobile, office, fax or other*

ADDRESS

The phone number of the contact to whom the dial call was made

CONTACT NAME
The name of the contact to whom the dial call was made

FIRST AGENT
First agent who successfully attended to the conversation

ATTENDED
Indicates if the conversation was successfully attended by an agent

ABANDONED
In incoming conversations: the conversation was closed without being attended by an agent. In outgoing conversations: contact answered the conversation but was not taken by an agent

CANCELED
In incoming conversations: The conversation went to voicemail or the campaign was out of hours. In outgoing conversations: the contact did not attend

DURATION TIME
Total duration of the conversation. Includes ghost and out-of-schedule calls

ATTENTION TIME
Time it took the agent to effectively handle the conversation

WRAP UP TIME
Time finishing the chat conversation after the attention ended

CAUSE
Telephony result in dial call

LOW LEVEL
Low-level telephony code of the dial call.

DISPOSITION
Conversation disposition code (last sheet if defined as a tree).

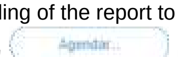
ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path)

SUCCESS
If the last disposition code is a success

RETRIES
Number of times the contact was called in the dialing batch associated with the campaign.

TICKET
Ticket associated with the conversation

6. If you want to export the report to PDF and CSV format, click the "Export" 

button; then continue reading: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" 

button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Resumen de llamadas de marcador por campaña
- Resumen de resultados de gestión
- Resumen de opciones de blaster de voz
- Resultados de contactos
- Estado de lotes y totales

Summary of voice blaster options

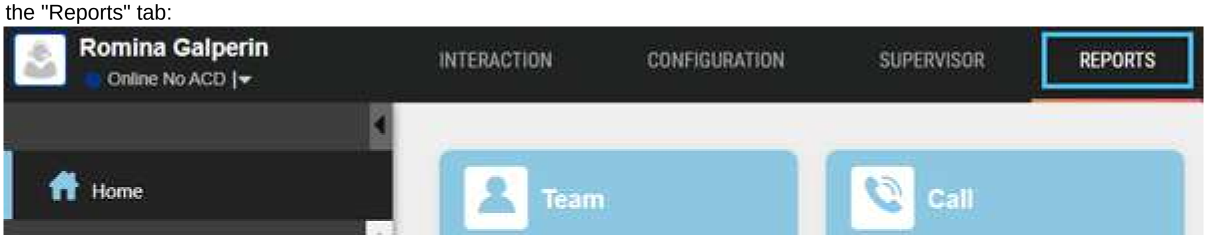
This report provides detailed information of outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time. This dialing engine has been configured type Voice Blaster; and in turn, said Voice Blaster has been configured as IVR menu; being able to filter this information by dialing campaign and batch ID.

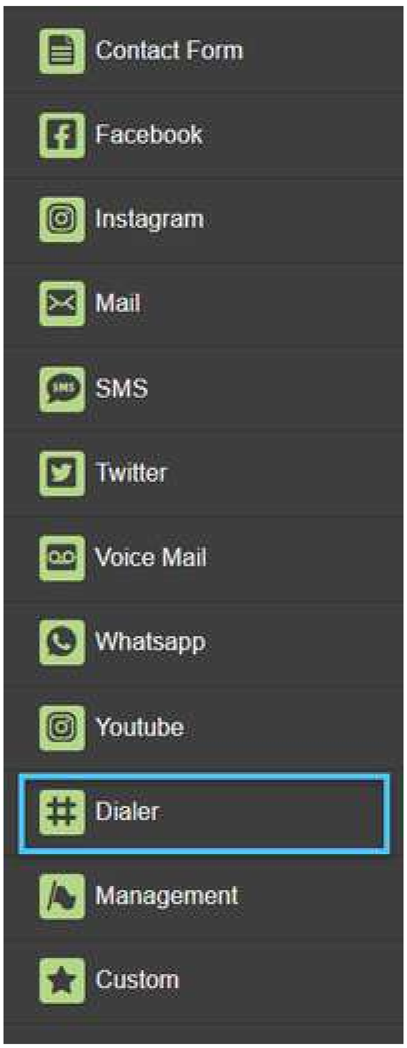
What is this report for?

Get the summary of the number of outgoing conversations that have been established or attempted to be established using the dialing engine that has been configured as an Voice Blaster type of IVR Menu and assigned to a call campaign, thus being able verify the number of times that the options presented by said IVR Menu to customers have been selected. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

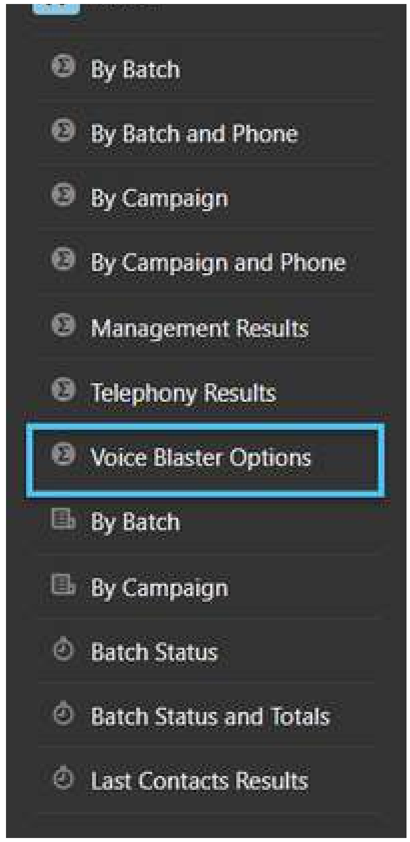
> Up to 9 options can be configured in the IVR Menus for Voice Blaster.

To generate the report, follow these steps:

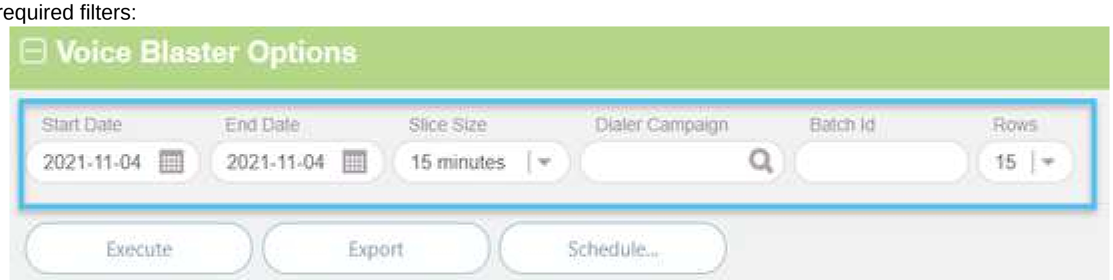
1. Go to the "Reports" tab:


2. Click on the "Dialing" report category:


3. Click on the summary report "Voice Blaster Options":

4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

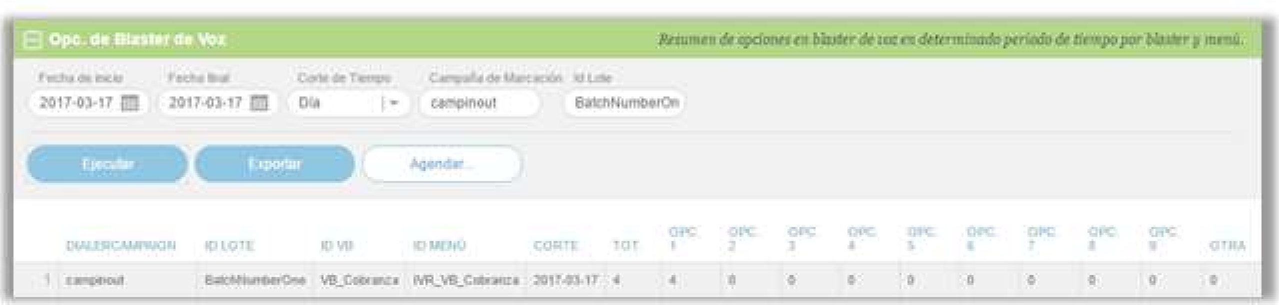
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Dialing Campaign: The dialing campaign ID. *The filter is case sensitive.*

Batch ID: The dialing batch *ID. The filter is case sensitive.*

In case of leaving the Dialing Campaign and/or Batch ID filter blank, the report will show the information related to all the campaigns and/or dialing batches.

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns

DIALER CAMPAIGN

The dialing campaign ID.

BATCH ID

The ID of the dialing batch associated with the campaign.

ID VB

ID of the Voice Blaster process associated with the dialing campaign.

MENU ID

THE ID of the IVR menu associated with the Voice Blaster process.

SLICE

Time segment that will be used to create the summary report.

TOTAL

The total number of times the IVR menu was executed by the contacts in the dialing batch associated with the campaign.

OPTION 1

The total number of times the "1" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 2

The total number of times that option "2" in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 3

The total number of times the "3" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 4

The total number of times the "4" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 5

The total number of times the "5" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 6

The total number of times the "6" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 7

The total number of times the "7" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 8

The total number of times the "8" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OPTION 9

The total number of times the "9" option in the IVR menu was selected by the contacts in the dialing batch associated with the campaign.

OTHER

The total number of times the contacts in the dialing batch associated with the campaign did not select any of the options configured in the IVR menu.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

User search
How to set up Messenger messaging
How to associate a YouTube account
How to associate an application from Google Play Store
How to associate an application from the App Store

Summary of dialer calls by campaign

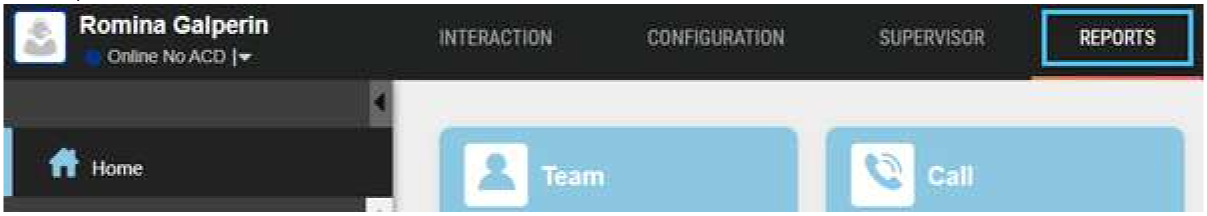
This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign.

What is this report for?

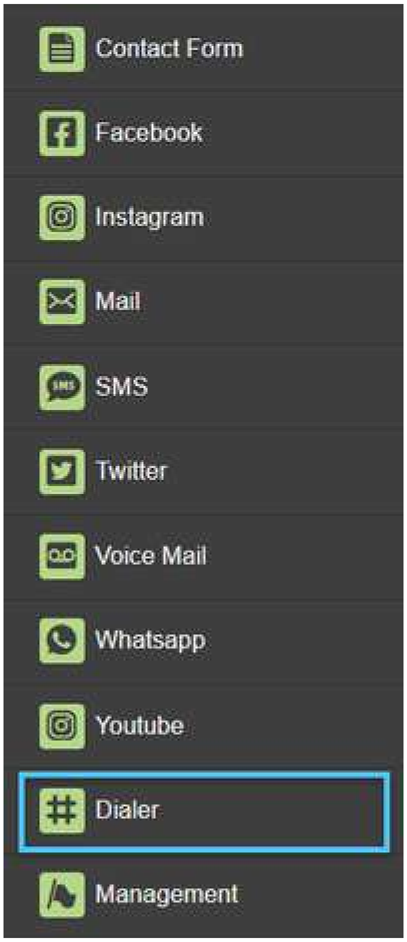
Get the summary of the number of outgoing conversations that have been established or attempted to establish using the dialing engine that has been configured and assigned to a call campaign. Thus analyzing the total, average, and maximum times of those conversations in order to analyze the dialer performance. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

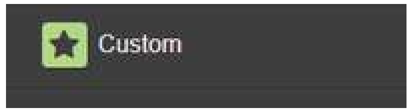
1. Go to the "Reports" tab:

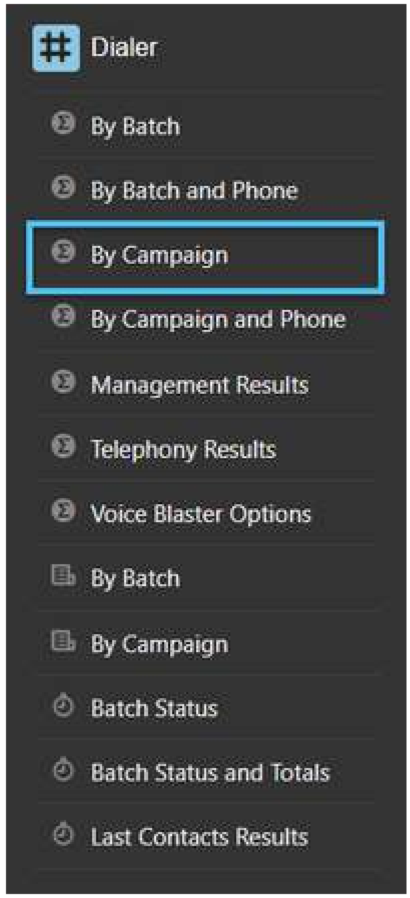


2. Click on the "Dialing" report category:

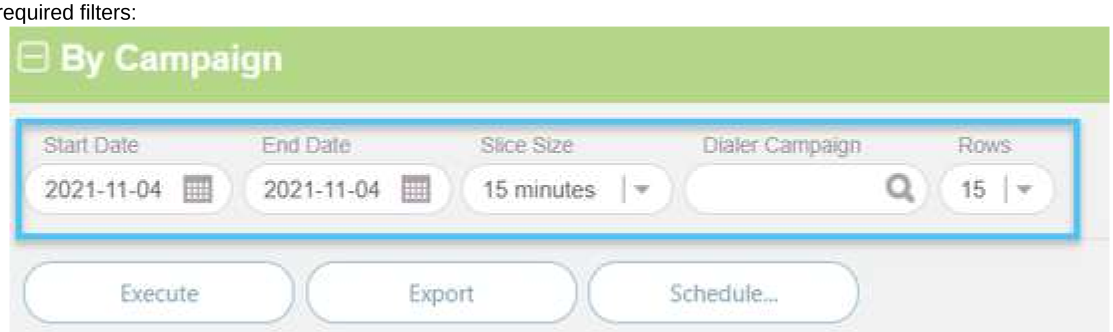


3. Click on the summary report "By Campaign":





4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

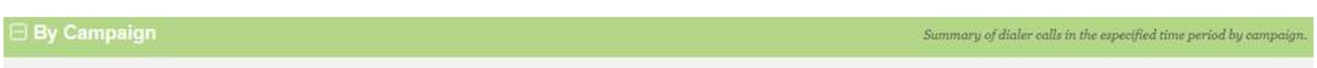
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

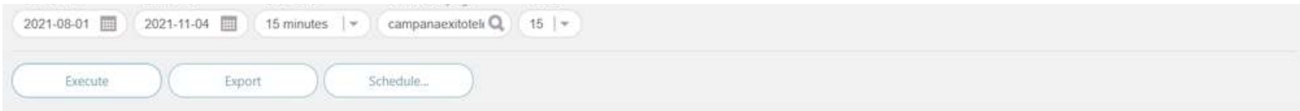
Dialing Campaign: The dialing campaign ID. *The filter is case sensitive.*

If you leave the Dialing Campaign filter blank, the report will show the information related to all the dialing campaigns.

5. Click the "Execute" button to generate the report.

The information is displayed:





	DIALERCAMPAIGN	SLICE	TOT.	EST.	AB.	NO ANS.	BUSY	AM.	PREV. CANC.	OTHER	CONT. MADE	CONT. %	DUR. TIME	ATT. TIME
1	campanaexitotelefonia	2021-08-27 17:30 - 17:45	1	1	0	0	0	0	0	0	1	100.00%	00:00:49	00:00:10
2	campanaexitotelefonia	2021-08-27 17:45 - 18:00	1	1	0	0	0	0	0	0	1	100.00%	00:00:19	00:00:09

Click here to see the description of the report columns

DIALERCAMPAIGN

The dialing campaign ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of outgoing conversations that were established or attempted to be established using the dialing engine that has been configured and assigned to the dialing campaign.

ESTABLISHED

Total number of outgoing conversations answered by contacts and taken by an agent.

ABANDONED

Total number of outgoing conversations answered by contacts but not taken by an agent.

DID NOT ANSWER

Total number of outgoing conversations that were not answered by contacts.

BUSY

Total number of outgoing conversations that were not answered by contacts, due to being busy in another conversation.

ANSWERING MACHINE

Total number of outgoing conversations were answered by answering machine.

PREVIOUSLY CANCELED

Total number of outgoing conversations that were canceled by agents in the call preview.

OTHER

Total number of outgoing conversations were canceled for a reason other than: *abandoned, not responding, busy, answering machine, canceled because of previous visit*.

CONTACTS MADE

Total number of contacts that were called for the first time in the batch associated with the dialing campaign.

% CONTACT

100 * ([Dialing campaign established conversations] + [Dialing campaign abandoned conversations]) / (Total dialing campaign conversations)

DURATION TIME

Total duration time of the dialing campaign calls.

ATTENTION TIME

Total time of attention in the calls of the dialing campaign.

WRAP UP TIME

Total time of completion of the dialing campaign calls.

AVERAGE DURATION TIME

[Dialing campaign call duration time] / ([Dialing campaign total conversations] - [Dialing campaign canceled conversations])

AVERAGE ATTENTION TIME

[Answer time in the dialing campaign calls] / [Total conversations established]

AVERAGE WRAP UP TIME

[Wrap-up time in dialing campaign calls] / [Total conversations established]

MAXIMUM DURATION TIME

Maximum duration of a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM ATTENTION TIME

Maximum attention time in a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM WRAP-UP TIME

Maximum completion time on a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of dialer calls by campaign and phone

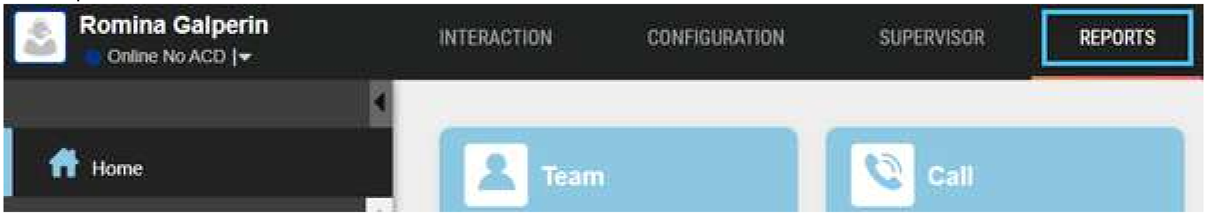
This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and phone type.

What is this report for?

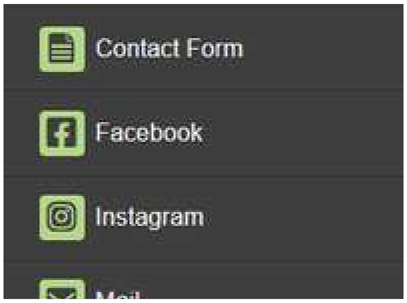
Get the summary of the number of outgoing conversations that have been established or attempted to establish a specific phone type (*HOME, MOBILE, OFFICE, FAX*) using the dialing engine that has been configured and assigned to a call campaign. Thus analyzing the total, average, and maximum times of those conversations in order to analyze the dialer performance. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

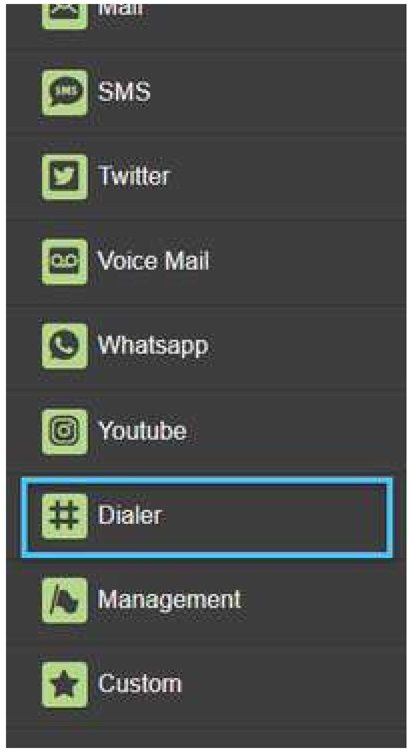
To generate the report, follow these steps:

1. Go to the "Reports" tab:

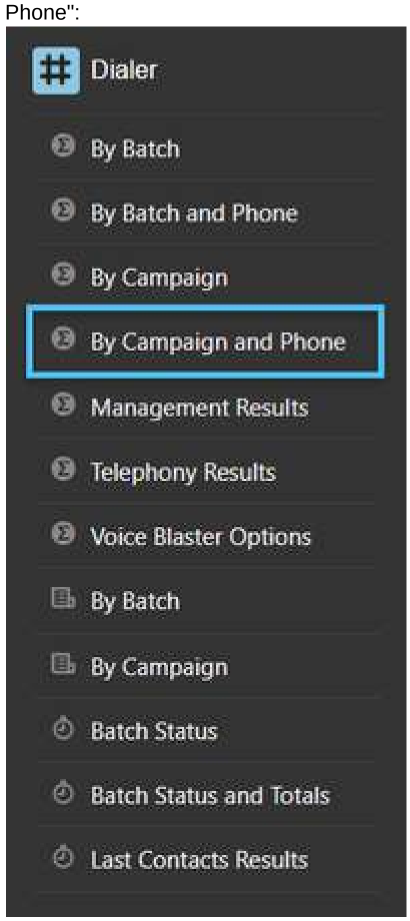


2. Click on the "Dialing" report category:

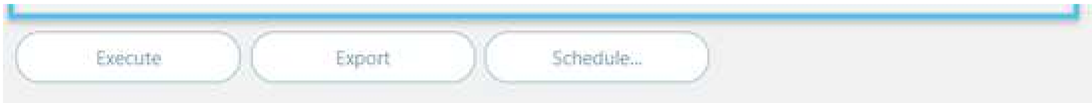




3. Click on the summary report "By Campaign and Phone":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Dialing Campaign: The dialing campaign ID. *The filter is case sensitive.*

Phone Type: The type of phone to which the dial call was made. The options are: HOME, MOBILE, OFFICE, FAX. *The filter is case sensitive.*

> In case of leaving the Dialing Campaign and/or Phone Type filter blank, the report will show the information related to all the dialing campaigns and/or phone types.

5. Click the "Execute" button to generate the report.
   The information is displayed:

	DIALERCAMPAIGN	PHONE TYPE	SLICE	TOT.	EST.	AB.	NO ANS.	BUSY	AM.	PREV. CANC.	OTHER	CONT. MADE	CONT. %	DUR. TIME
1	campanaexitotelefonia	CELLULAR	2021-08-27 17:30 - 17:45	1	1	0	0	0	0	0	0	1	100.00%	00:00:49
2	campanaexitotelefonia	CELLULAR	2021-08-27 17:45 - 18:00	1	1	0	0	0	0	0	0	1	100.00%	00:00:19

Click here to see the description of the report columns.

DIALERCAMPAIGN

The dialing campaign ID.

PHONE TYPE

The type of phone to which the dial call was made.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of outgoing conversations that were established or attempted to be set to the phone type, using the dialing engine that has been configured and assigned to the dialing campaign.

ESTABLISHED

Total number of outgoing conversations made to the phone type answered by contacts and taken by an agent.

ABANDONED

Total number of outgoing conversations made to the phone type answered by contacts but not taken by an agent.

DID NOT ANSWER

Total number of outgoing conversations made to the phone type which were not answered by the contacts.

OCCUPIED

Total number of outgoing conversations made to the phone type which were not answered by the contacts, because they were busy in another conversation.

ANSWERING MACHINE

Total number of outgoing conversations made to the phone type were answered by answering machine.

PREVIOUSLY CANCELED

Total number of outgoing conversations that were canceled by agents in the call preview.

OTHER

Total number of outgoing conversations made to the phone type that were canceled for a cause other than: *abandoned, unanswered, busy, answering machine, canceled because of previous visit*.

CONTACTS MADE

Total number of contacts of the phone type who were called for the first time in the batch associated with the dialing campaign.

% CONTACT

100 * ([Conversations set towards the phone type in the dialing campaign] + [Abandoned conversations of the phone type in the dialing campaign]) / (Total conversations of the phone type in the dialing campaign)

DURATION TIME

Total duration of calls made to the phone type in the dialing campaign.

ATTENTION TIME

Total attention time in calls made to the phone type in the dialing campaign.

WRAP UP TIME

Total completion time of calls made to the phone type in the dialing campaign.

AVERAGE DURATION TIME

[Duration time of calls made to the phone type in the dialing campaign] / ([Total conversations of the phone type in the dialing campaign] - [Canceled conversations of the phone type in the dialing campaign])

AVERAGE ATTENTION TIME

[Answer time on calls set to the phone type in the dialing campaign] / [Total conversations set towards the phone type in the dialing campaign]

AVERAGE WRAP UP TIME

[Wrap-up Time on phone type calls in dialing campaign] / [Total conversations established towards phone type in dialing campaign]

MAXIMUM DURATION TIME

The maximum duration of a call that was set to the phone type using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM ATTENTION TIME

Maximum attention time on a call that was set to the phone type using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM WRAP-UP TIME

Maximum completion time on a call that was set to the phone type using the dialing engine that has been configured and assigned to the dialing campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

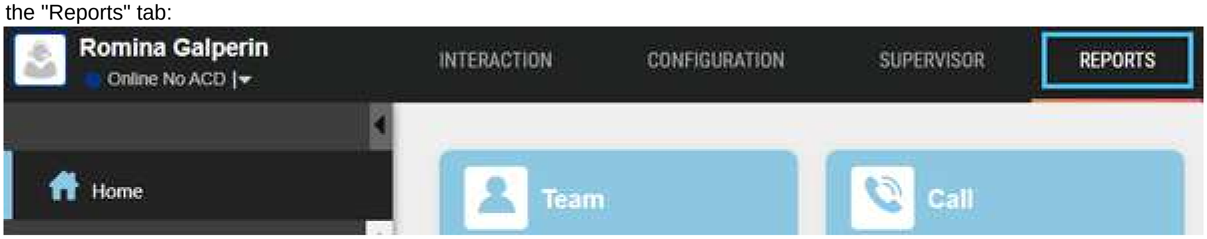
Batch Dialer Call Summary

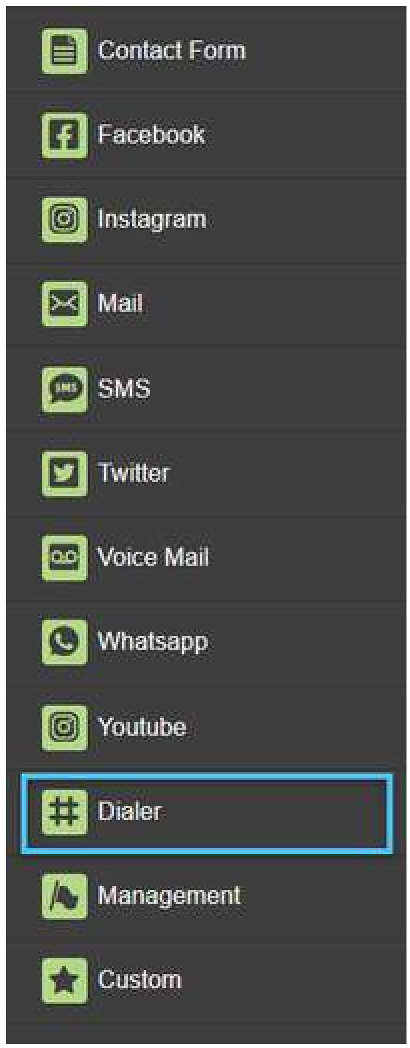
This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch.

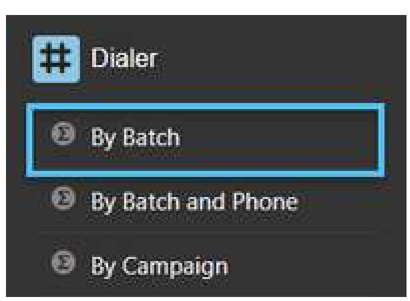
What is this report for?

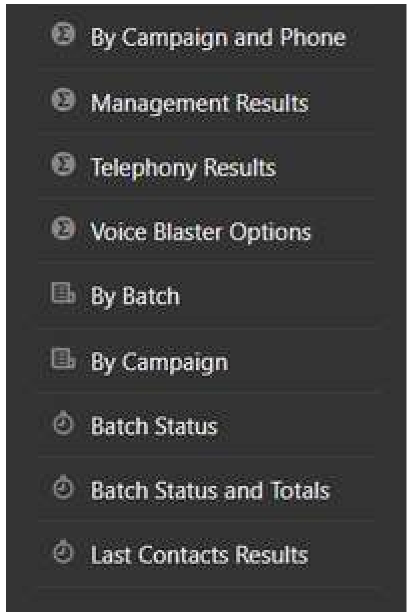
To get the summary of the number of outgoing conversations that have been established or attempted to establish to contacts in a particular batch using the dialing engine that has been configured and assigned to a call campaign. Thus analyzing the total, average, and maximum times of those conversations in order to analyze the dialer performance. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

To generate the report, follow these steps:

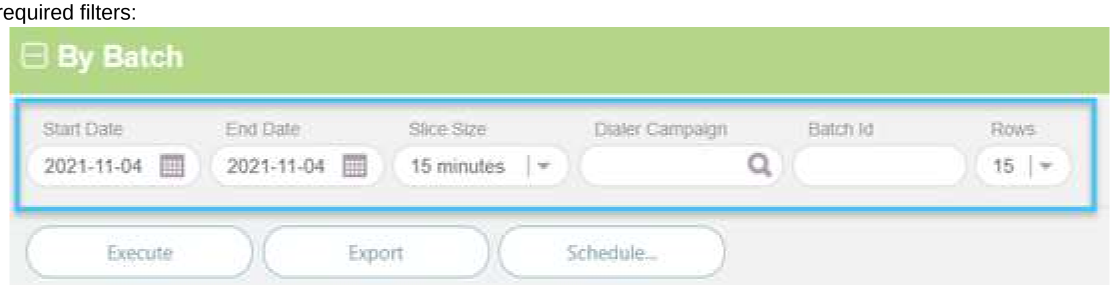
1. Go to the "Reports" tab:


2. Click on the "Dialing" report category:


3. Click on the summary report “By Batch":




4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

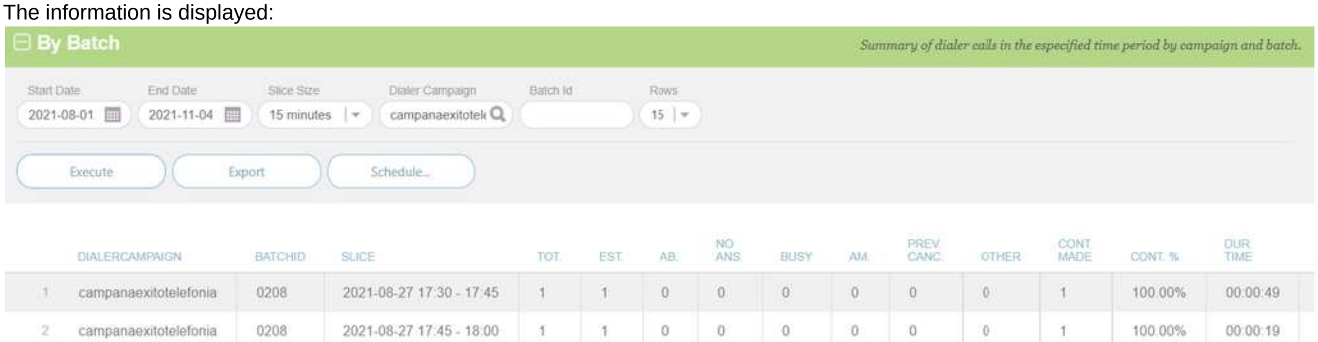
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Dialing Campaign: The dialing campaign ID. *The filter is case sensitive.*

Batch Id*: The dialing batch ID. The filter is case sensitive.*

If you leave the Dialing Campaign and/or Batch ID filter blank, the report will display information related to all dialing campaigns and/or dialing batches.

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns.

DIALERCAMPAIGN

The dialing campaign ID.

BATCH ID

The dialing batch ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of outgoing conversations that were established or attempted to be established using the dialing engine that has been configured and assigned to the dialing campaign.

ESTABLISHED

Total number of outgoing conversations from the dialing batch that were answered by the contacts and taken by an agent.

ABANDONED

Total number of outgoing conversations from the dialing batch that were answered by the contacts and not taken by an agent.

DID NOT ANSWER

Total number of outgoing conversations from the dialing batch that were not answered by the contacts.

BUSY

Total number of outgoing conversations from the dialing batch that were not answered by the contacts because they were busy in another conversation.

ANSWERING MACHINE

Total number of outgoing conversations from the dialing batch that were answered by the answering machine.

PREVIOUSLY CANCELED

Total number of outbound conversations in the dialing batch that were canceled by agents in the call preview.

OTHER

Total number of outgoing conversations from the dialing batch that were canceled for a reason other than: *abandoned, unresponsive, occupied, answering machine, canceled because of a previous visit*.

CONTACTS MADE

Total number of contacts who were first called in the batch associated with the dialing campaign.

% CONTACT

100 * ([Dial batch established conversations] + [Dialing batch abandoned conversations]) / [Dialing batch total conversations]

DURATION TIME

Total duration time of the dialing calls.

ATTENTION TIME

Total time spent on calls made in the dialing batch.

WRAP UP TIME

Total completion time of calls made from the dialing batch.

AVERAGE DURATION TIME

[Dial batch call duration] / ([Dial batch total conversations] - [Dialing batch canceled conversations])

AVERAGE ATTENTION TIME

[Call time on dialing batch set calls] / [Total dialing batch set conversations]

AVERAGE WRAP UP TIME

[Dialing batch call ending time] / [Total dialing batch set conversations]

MAXIMUM DURATION TIME

Maximum duration of a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM ATTENTION TIME

Maximum attention time in a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM WRAP-UP TIME

Maximum conclusion time on a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

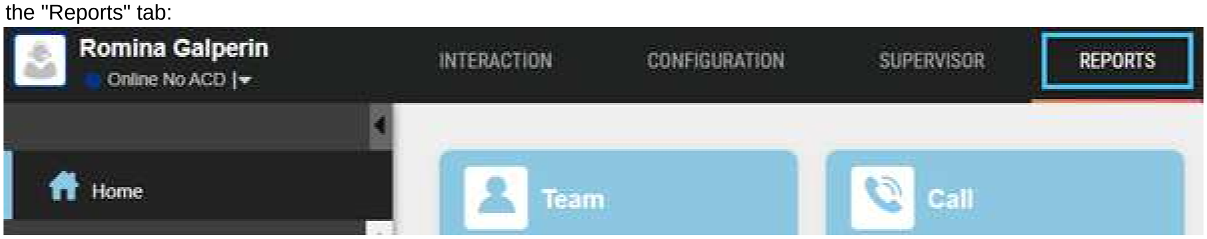
Batch and Phone Dialer Call Summary

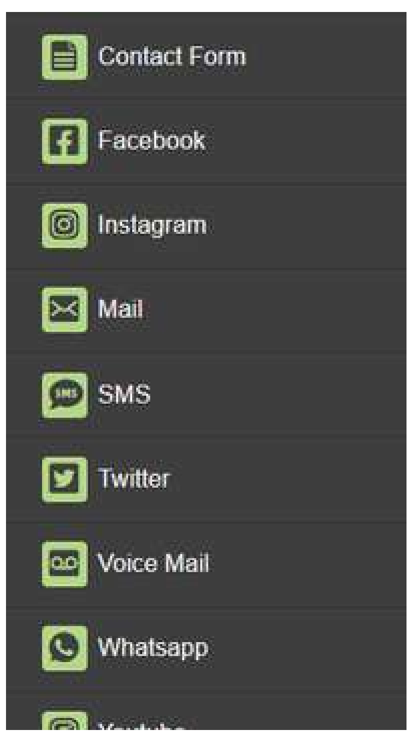
This report provides detailed information on outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch and phone type.

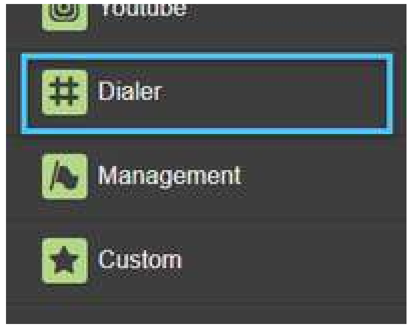
What is this report for?

To get the summary of the number of outgoing conversations that have been established or attempted to establish to contacts in a particular batch and phone type using the dialing engine that has been configured and assigned to a call campaign. Thus analyzing the total, average, and maximum times of those conversations in order to analyze the dialer performance. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, day and month.

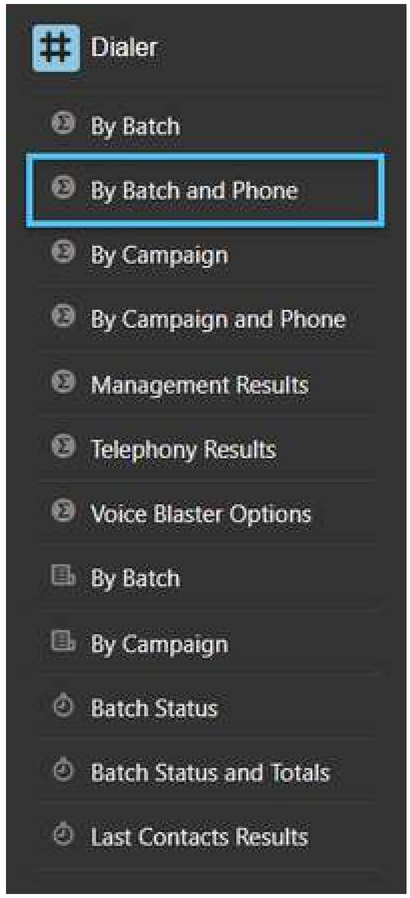
To generate the report, follow these steps:

1. Go to the "Reports" tab:


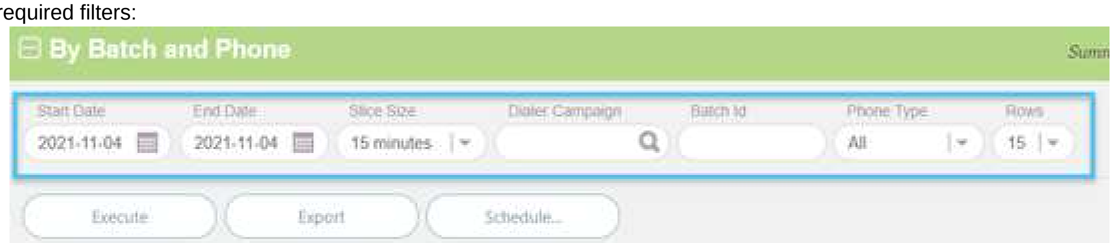
2. Click on the "Dialing" report category:




3. Click on the summary report "By Batch and Phone":



4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Dialing Campaign: The dialing campaign ID. *The filter is case sensitive.*

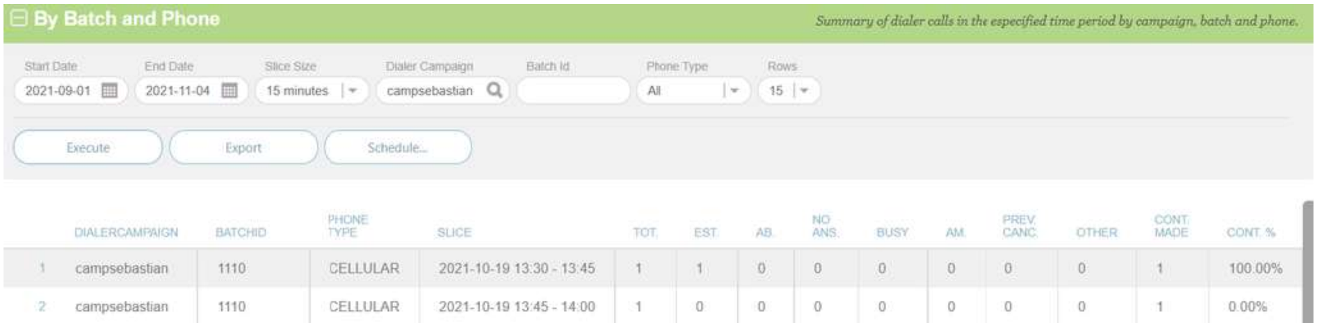
Batch Id: The dialing batch ID. *The filter is case sensitive.*

Phone Type: The type of phone to which the dial call was made. The options are: *HOME, MOBILE, OFFICE, FAX*. *The filter is case sensitive.*

> ⚠ In case of leaving blank the filters Dialing Campaign, Batch ID and/or Phone Type, the report will show the information related to all dialing campaigns, dialing batches and/or phone types.

5. Click the "Execute" button to generate the report.

   The information is displayed:



	DIALERCAMPAIGN	BATCHID	PHONE TYPE	SLICE	TOT.	EST.	AB.	NO ANS.	BUSY	AM.	PREV. CANC.	OTHER	CONT. MADE	CONT. %
1	campsebastian	1110	CELLULAR	2021-10-19 13:30 - 13:45	1	1	0	0	0	0	0	0	1	100.00%
2	campsebastian	1110	CELLULAR	2021-10-19 13:45 - 14:00	1	0	0	0	0	0	0	0	1	0.00%

Click here to see the description of the report columns.

DIALERCAMPAIGN
The dialing campaign ID.

BATCH ID
The dialing batch ID.

PHONE TYPE
The type of phone to which the dial call was made.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of outgoing conversations that were established or attempted to be set to the batch phone type, using the dialing engine that has been configured and assigned to the dialing campaign.

ESTABLISHED
Total number of outgoing conversations made to the dialing batch phone type answered by contacts and taken by an agent.

ABANDONED
Total number of outgoing conversations made to the dialing batch phone type answered by contacts but not taken by an agent.

DID NOT ANSWER
Total number of outgoing conversations made to the dialing batch phone type which were not answered by the contacts.

OCCUPIED
Total number of outgoing conversations made to the dialing batch phone type which were not answered by the contacts because they were busy in another conversation.

ANSWERING MACHINE
Total number of outgoing conversations made to the dialing batch phone type were answered by answering machine.

PREVIOUSLY CANCELED
Total number of outgoing conversations that were canceled by agents in the call preview.

OTHER
Total number of outgoing conversations made to the dialing batch phone type that were canceled for a cause other than: *abandoned, unanswered, busy, answering machine, canceled because of a previous visit*.

CONTACTS MADE
Total number of contacts of the dialing batch phone type, who were called for the first time in the batch associated with the dialing campaign.

% CONTACT
100 * ([Conversations established towards the batch phone type in the dialing campaign] + [Abandoned conversations of the batch phone type in the dialing campaign]) / [Total conversations of the batch phone type in the dialing campaign]

DURATION TIME
Total duration of calls made to the batch phone type in the dialing campaign.

ATTENTION TIME
Total attention time in the calls made to the phone type of the batch in the dialing campaign.

WRAP UP TIME
Total completion time of calls made to the batch phone type in the dialing campaign.

AVERAGE DURATION TIME
[Duration of calls made to the batch phone type in the dialing campaign] / ([Total conversations of the batch phone type in the dialing campaign] - [Canceled conversations of the batch phone type in the dialing campaign])

AVERAGE ATTENTION TIME
[Answer time on calls set to the batch phone type in the dialing campaign] / [Total conversations set towards the batch phone type in the dialing campaign

AVERAGE WRAP UP TIME
[Wrap-up time on calls of the batch phone type in the dialing campaign] / [Total conversations established towards the batch phone type in the dialing campaign]

MAXIMUM DURATION TIME
Maximum duration time of a call that was set to the phone type in the batch, using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM ATTENTION TIME
Maximum service time in a call that was set to the phone type of the batch, using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM WRAP-UP TIME
Maximum conclusion time on a call that was set to the batch phone type, using the dialing engine that has been configured and assigned to the dialing campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
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- How to associate an application from the App Store

Summary of management results

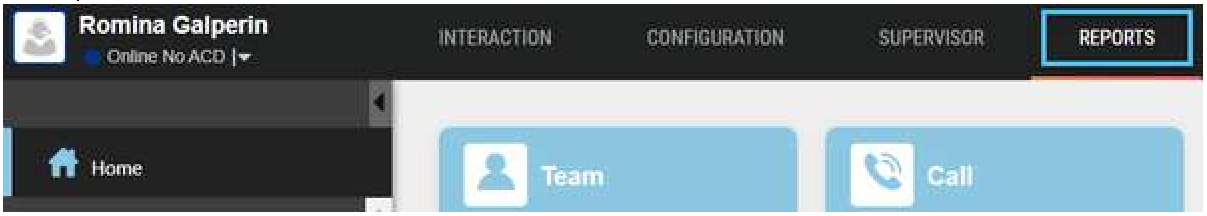
Summary of telephony results

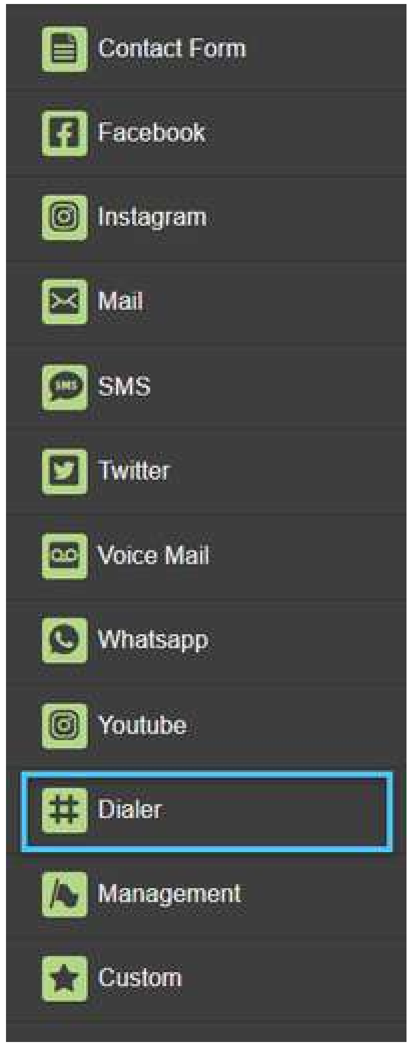
This report provides detailed information of the reasons obtained by outgoing conversations initiated by the dialing engine assigned to a call campaign that were generated in a certain period of time, thus being able to filter this information by dialing campaign and dialing batch.

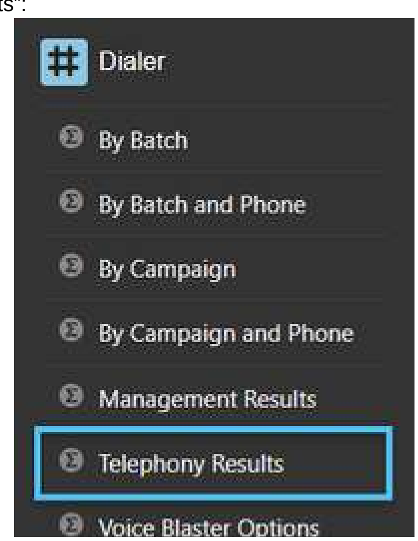
What is this report for?

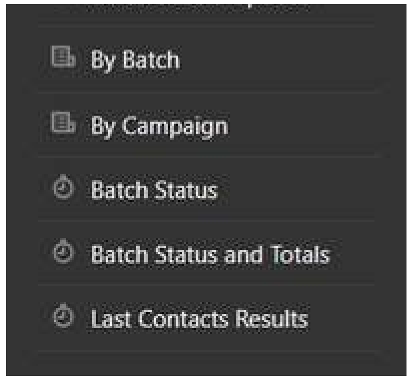
To get the summary of the number of conversations in a batch in a specific campaign which were finished with a given telephony result (code).

To generate the report, follow these steps:

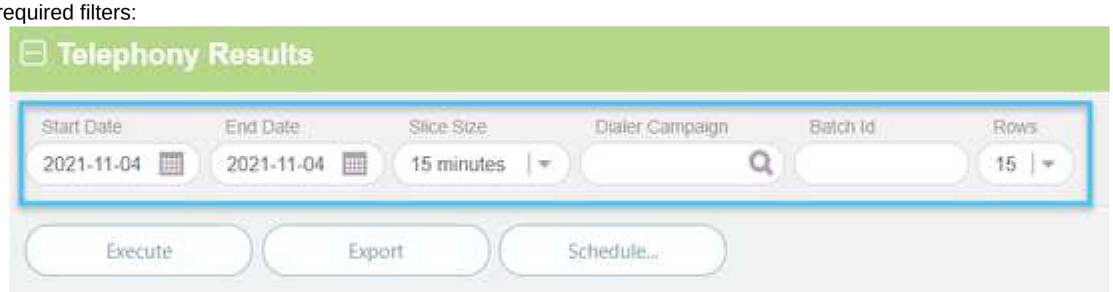
1. Go to the "Reports" tab:


2. Click on the "Dialer" report category:


3. Click on the summary report “Telephony Results”:




4. Enter the required filters:



Start date and end date: range for which you want to obtain the information.

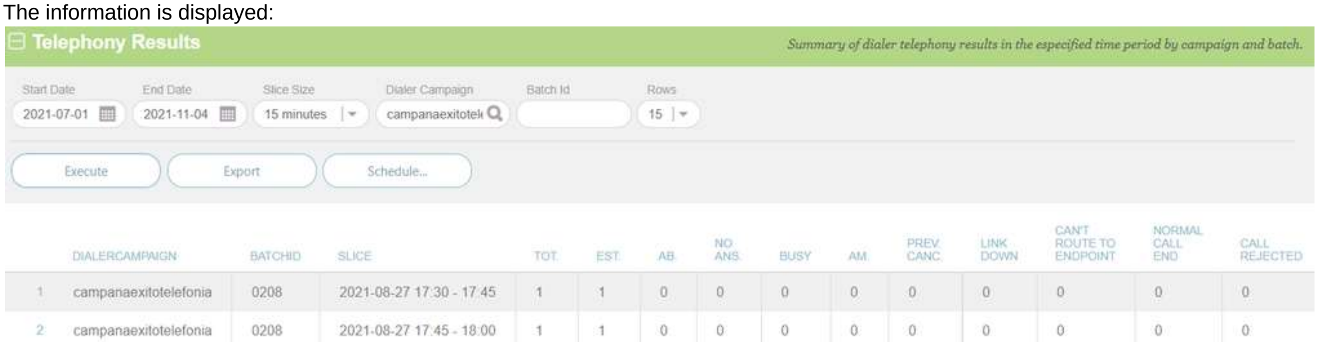
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Dialing Campaign: The dialing campaign ID. *The filter is case sensitive.*

Batch ID: The dialing batch ID*. The filter is case sensitive.*

If you leave the Dialing Campaign and/or Batch ID filter blank, the report will display information related to all dialing campaigns and/or dialing batches

5. Click the "Execute" button to generate the report.
The information is displayed:



Click here to see the description of the report columns

DIALERCAMPAIGN

The dialing campaign ID.

ID LOTE

The dialing batch ID.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of outgoing conversations that were established or attempted to be established using the dialing engine that has been configured and assigned to the dialing campaign.

ESTABLISHED

Total number of outgoing conversations from the dialing batch that were answered by the contacts and taken by an agent.

ABANDONED

Total number of outgoing conversations from the dialing batch that were answered by the contacts and not taken by an agent.

DID NOT ANSWER

Total number of outgoing conversations from the dialing batch that were not answered by the contacts.

BUSY

Total number of outgoing conversations from the dialing batch that were not answered by the contacts because they were busy in another conversation.

Telephony result: 3

ANSWERING MACHINE

Total number of outgoing conversations from the dialing batch that were answered by the answering machine.

Telephony result: 14

PREVIOUSLY CANCELED

Total number of outbound conversations in the dialing batch that were canceled by agents in the call preview.

Telephony result: -20

LINK DOWN

Total number of conversations outgoing from the dialing batch that were canceled by having a link down.

Telephony result: -10

CAN’T ROUTE TO ENDPOINT

Total number of conversations outgoing in the dialing batch that were canceled because they could not be routed to the endpoint.

Telephony result: 1

NORMAL END OF THE CALL

Total number of conversations outgoing in the dialing batch that were normally canceled.

Telephony result: 2

CALL REJECTED

Total number of outgoing conversations in the dialing batch that were canceled because they were rejected.

Telephony result: 4

NUMBER CHANGED

Total number of conversations outgoing in the dialing batch that were canceled because the number was modified.

Telephony result: 5

INVALID NETWORK USAGE

Total number of conversations outgoing in the dialing batch that were canceled due to invalid network use.

Telephony result: 6

IN PROGRESS

Total number of conversations outgoing from the dialing batch that were canceled because they were in progress.

Telephony result: 7

CONGESTION

Total number of conversations outgoing from the dialing batch that were canceled because of congestion.

Telephony result: 8

HANDSHAKING FAILED

Total number of conversations outgoing in the dialing batch that were canceled because of handshaking.

Telephony result: 9

REJECTED BY THE ENDPOINT

Total number of outgoing conversations in the dialing batch that were canceled because they were rejected by the endpoint.

Telephony result: 10

NETWORK ERROR

Total number of outgoing conversations in the dialing batch that were canceled due to network error.

Telephony result: 11

PROTOCOL ERROR

The total number of outgoing conversations in the dialing batch that were canceled due to protocol error.

Telephony result: 12

UNKNOWN ERROR

The total number of outgoing conversations in the dialing batch that were canceled due to unknown error.

Telephony result: 13

FAX

The total number of conversations outgoing in the dialing batch that were canceled by a fax machine.

Telephony result: 15

DECEASED CONTACT

The total number of outgoing conversations in the dialing batch that were canceled because of a deceased contact.

Telephony result: 16

INDIRECT CONTACT

The total number of outgoing conversations in the dialing batch that were canceled because of indirect contact.

Telephony result: 17

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Batch Status

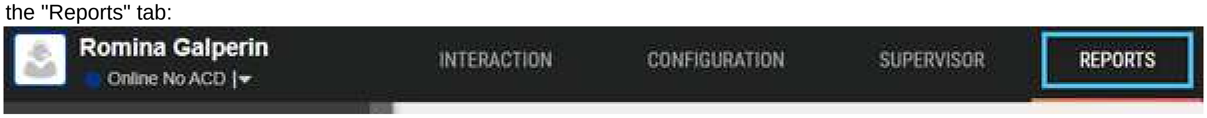
This report provides real-time information about the status of the batches that have been uploaded to the system and have the contacts that are marked by the dialing engine assigned to a call campaign; being able to filter this information by dialing campaign and dialing batch.

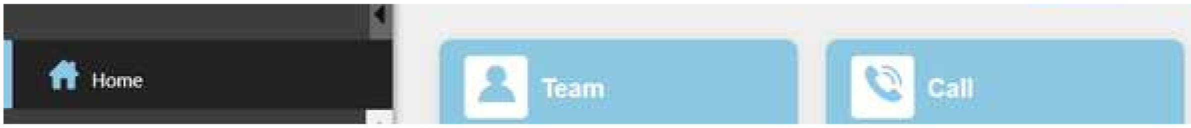
What is this report for?

Obtain real-time information on the status of dialing batches; in order to verify the validity of the same, as well as the number of contacts loaded in the batch. This report also indicates the summary of the treatment given to the contacts of the batch at the time of dialing.

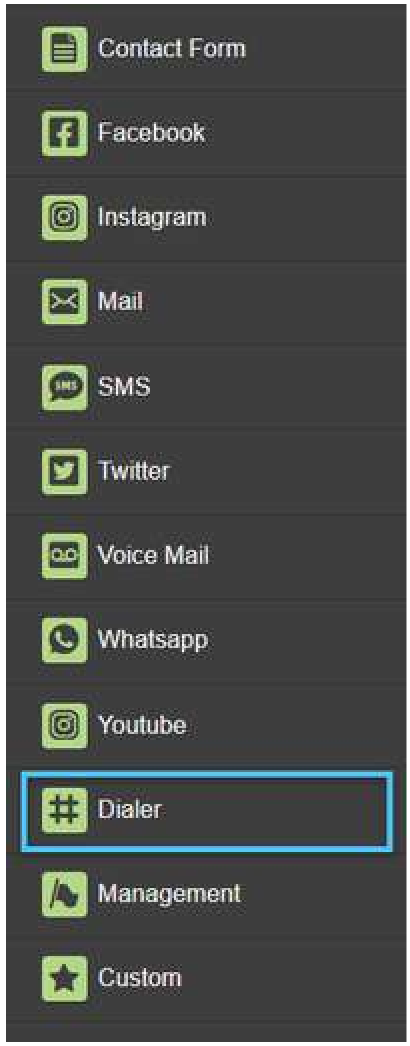
To generate the report, follow these steps:

1. Go to the "Reports" tab:

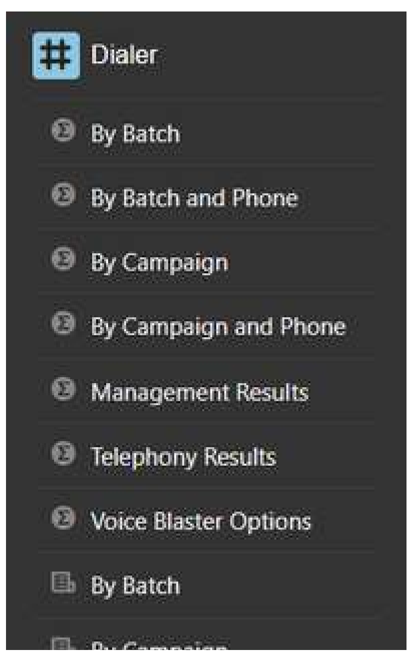




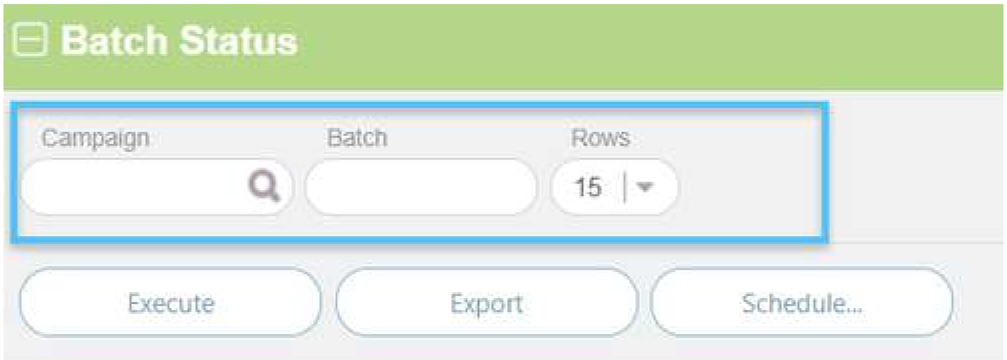
2. Click on the "Dialer" report category:



3. Click on the summary report "Batch Status":



4. Enter the required filters:



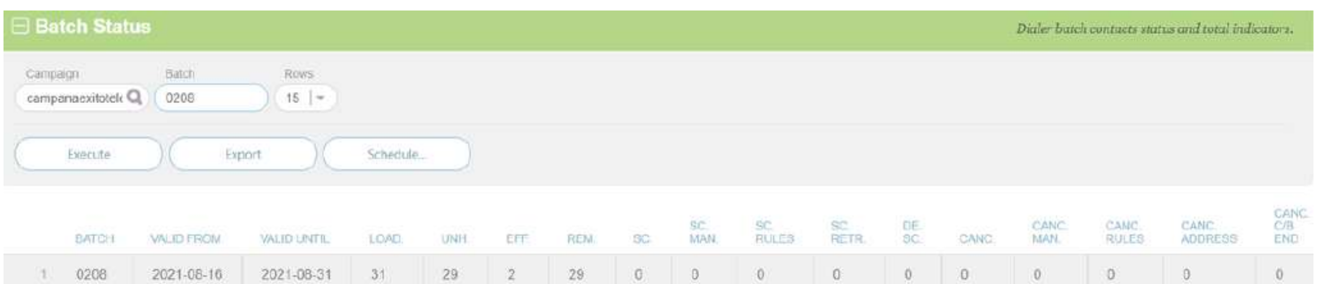
Campaign: The dialing campaign ID. *The filter is case sensitive.* ***It is mandatory to generate the report.***

Batch: The dialing batch ID. *The filter is case sensitive*

> ⚠ If you leave the Batch filter blank, the report will display information related to all dialing batches.

5. Click the "Execute" button to generate the report.

The information is displayed:



Click here to see the description of the report columns

BATCH

The dialing batch ID.

VALID FROM

Indicates the start date of the validity of the dialing batch.

VALID UP TO

Indicates the end date of validity of the dialing batch.

LOADED

Total number of contacts uploaded in the dialing batch.

VIRGIN

Total number of contacts uploaded to the dialing batch that have not been called.

EFFECTIVE

Total number of contacts uploaded to the dialing batch that have been contacted.

REMAINING

Total number of contacts uploaded to the dialing batch next to be called.

RESCHEDULED
Total number of contacts loaded in the dialing batch that have been rescheduled.

MANUALLY RESCHEDULED
Total number of contacts loaded in the dialing batch that have been manually rescheduled.

RESCHEDULED RULE
Total number of contacts loaded into the dialing batch that have been rescheduled by dialing rules.

RESCHEDULED RETRIES
Total number of contacts uploaded to the dialing batch that have been rescheduled because the maximum number of contact attempts per day has been fulfilled.

RESCHEDULED BEFORE
Total number of contacts uploaded to the dialing batch that have been rescheduled for a date earlier than today.

CANCELED
The total number of contacts uploaded to the dialing batch that have been canceled.

MANUALLY CANCELED
The total number of contacts loaded into the dialing batch that have been manually canceled.

CANCELED RULE
Total number of contacts uploaded to the dialing batch that have been canceled by dialing rule.

CANCELED ADDRESSES
Total number of contacts uploaded to the dialing batch that have been canceled by invalid addresses.

CANCELED C/B ENDED
The total number of contacts uploaded to the dialing batch that have been canceled because the campaign or batch ended.

CANCELED RETRIES
Total number of contacts uploaded to the dialing batch that have been canceled because the maximum number of contact attempts per day has been fulfilled.

CANCELED API
The total number of contacts uploaded to the dialing batch that have been canceled by API.

GENTLE
Total number of contacts loaded in the paused dialing batch.

RECYCLED
Total number of contacts loaded in the dialing batch recycled.

BLACKLIST
Total number of contacts uploaded to the dialing batch that have been blacklisted.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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- How to associate an application from the App Store

Batch Status and Totals

This report provides real-time information about the status of the batches that have been uploaded to the system and have the contacts that are marked by the dialing engine assigned to a call campaign, as well as the times used in conversations with those contacts. This information can be filtered by dialing campaign and dialing batch.

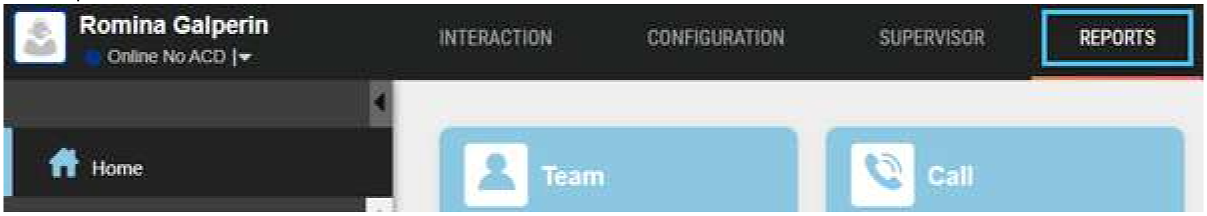
What is this report for?

To obtain real-time information on the status of dialing batches; in order to verify the validity of the same, as well as the number of contacts loaded in the batch. It also indicates the summary of the treatment given to the contacts of the batch, at the time of dialing.

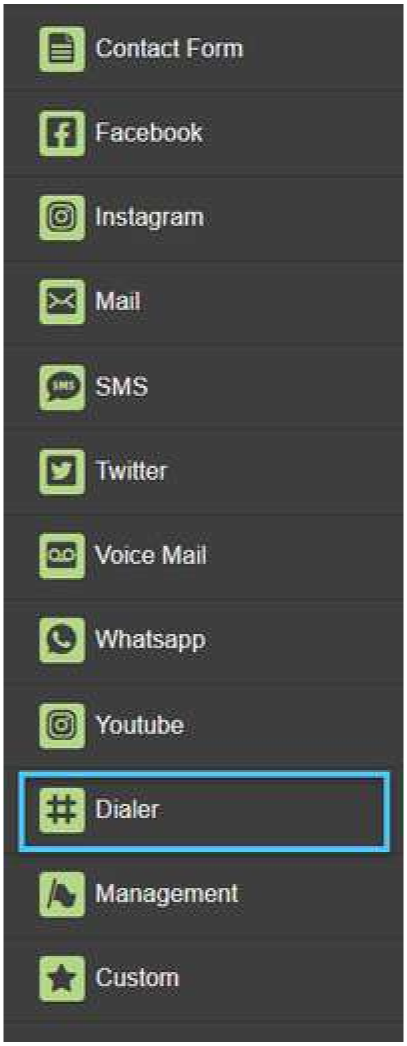
This report also provides a summary of the number of outgoing conversations that have been established or attempted to establish to contacts in a particular batch, using the dialing engine that has been configured and assigned to a call campaign; and thus analyze the total, average, and maximum times of those conversations, in order to analyze the performance of the dialer.

To generate the report, follow these steps:

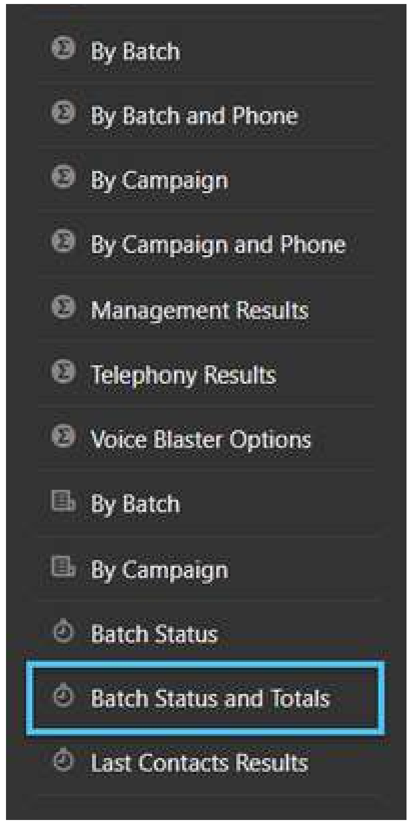
1. Go to the "Reports" tab:



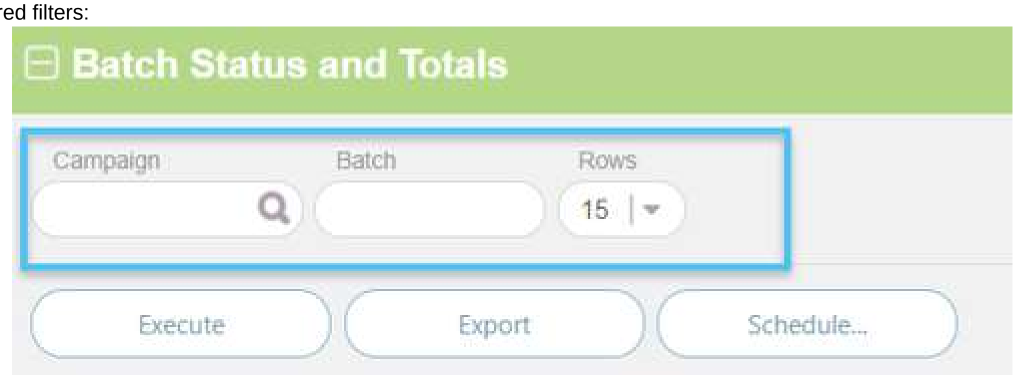
2. Click on the "Dialer" report category:



3. Click on the summary report “Batch Status and Totals”:



4. Enter the required filters:



Campaign: The dialing campaign ID. *The filter is case sensitive.* ***It is mandatory to generate the report.***

Batch: The dialing batch ID. *The filter is case sensitive.*

⚠ If you leave the Batch filter blank, the report will display information related to all dialing batches

5. Click the "Execute" button to generate the report.
   The information is displayed:

⌄ Click here to see the description of the report columns

BATCH
The dialing batch ID.

VALID FROM
Indicates the start date of the validity of the dialing batch.

VALID UP TO
Indicates the end date of validity of the dialing batch.

LOADED
Total number of contacts uploaded in the dialing batch.

VIRGIN
Total number of contacts uploaded to the dialing batch that have not been called.

EFFECTIVE
Total number of contacts uploaded to the dialing batch that have been contacted.

REMAINING
Total number of contacts uploaded to the dialing batch next to be called.

RESCHEDULED
Total number of contacts loaded in the dialing batch that have been rescheduled.

MANUALLY RESCHEDULED
Total number of contacts loaded in the dialing batch that have been manually rescheduled.

RESCHEDULED RULE
Total number of contacts loaded into the dialing batch that have been rescheduled by dialing rules.

RESCHEDULED RETRIES
Total number of contacts uploaded to the dialing batch that have been rescheduled because the maximum number of contact attempts per day has been fulfilled.

RESCHEDULED BEFORE
Total number of contacts uploaded to the dialing batch that have been rescheduled for a date earlier than today.

CANCELED
The total number of contacts uploaded to the dialing batch that have been canceled.

MANUALLY CANCELED
The total number of contacts loaded into the dialing batch that have been manually canceled.

CANCELED RULE
Total number of contacts uploaded to the dialing batch that have been canceled by dialing rule.

CANCELED ADDRESSES
Total number of contacts uploaded to the dialing batch that have been canceled by invalid addresses.

CANCELED C/B ENDED
The total number of contacts uploaded to the dialing batch that have been canceled because the campaign or batch ended.

CANCELED RETRIES
Total number of contacts uploaded to the dialing batch that have been canceled because the maximum number of contact attempts per day has been fulfilled.

CANCELED API
The total number of contacts uploaded to the dialing batch that have been canceled by API.

GENTLE
Total number of contacts loaded in the paused dialing batch.

RECYCLED
Total number of contacts loaded in the dialing batch recycled.

BLACKLIST
Total number of contacts uploaded to the dialing batch that have been blacklisted.

TOTAL

Total number of outgoing conversations that were established or attempted to be established using the dialing engine that has been configured and assigned to the dialing campaign.

ESTABLISHED

Total number of outgoing conversations from the dialing batch that were answered by the contacts and taken by an agent.

SUCCESS

Total number of outgoing conversations from the dialing batch that were finished with a disposition code marked as successful.

% CONTACT

100 * ([Dial batch established conversations] + [Dialing batch abandoned conversations]) / [Dialing batch total conversations]

AVERAGE RETRIES

[Dialing batch total conversations] / [Called contacts]

DURATION TIME

Total duration time of the dialing calls.

ATTENTION TIME

Total time spent on calls made in the dialing batch.

WRAP UP TIME

Total completion time of calls made from the dialing batch.

AVERAGE DURATION TIME

[Dial batch call duration] / ([Dial batch total conversations] - [Dialing batch canceled conversations])

AVERAGE ATTENTION TIME

[Call time on dialing batch set calls] / [Total dialing batch set conversations]

AVERAGE WRAP UP TIME

[Dialing batch call ending time] / [Total dialing batch set conversations]

MAXIMUM DURATION TIME

Maximum duration of a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM ATTENTION TIME

Maximum attention time in a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

MAXIMUM WRAP-UP TIME

Maximum conclusion time on a call that was established using the dialing engine that has been configured and assigned to the dialing campaign.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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Contact results

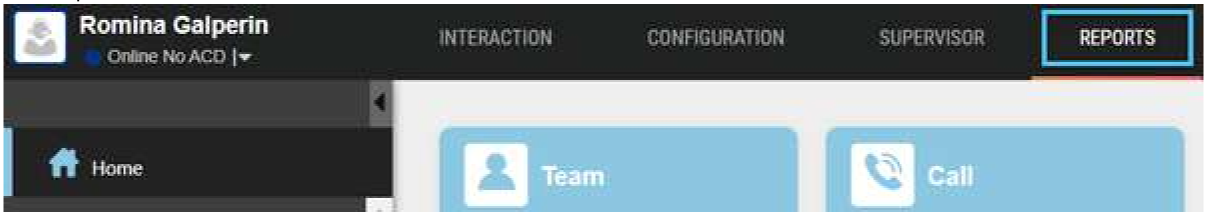
This report provides real-time information on the typing carried out by the agents based on the results of the management of the conversations; being able to filter this information by dialing campaign, dialing batch and contact ID.

What is this report for?

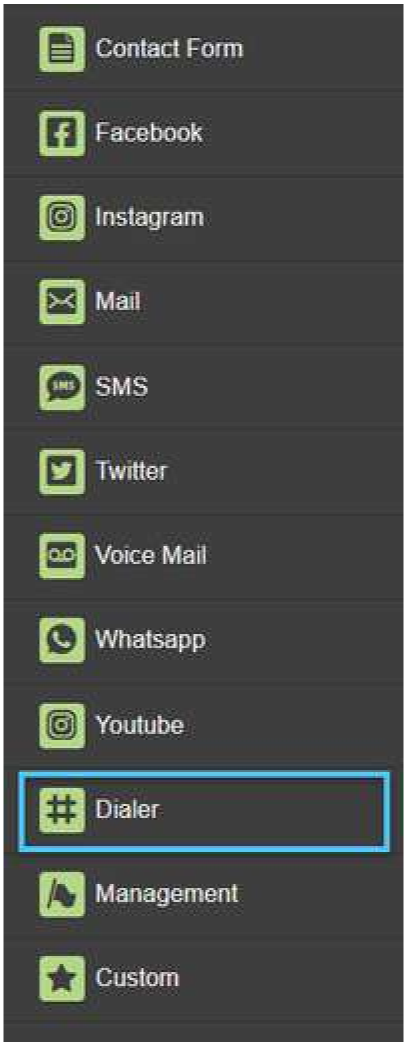
To obtain detailed information in real time regarding the result of each of the contacts in a specific batch associated with a dialing campaign in order to verify the date the contact was made, the agent involved, and the codes included in the conversation.

To generate the report, follow these steps:

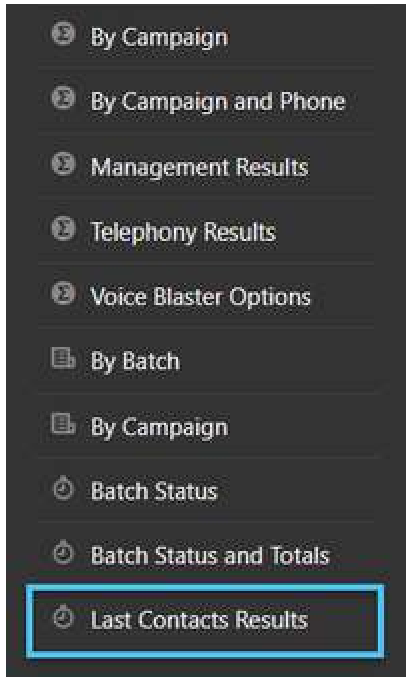
1. Go to the "Reports" tab:



2. Click on the "Dialing" report category:



3. Click on the summary report "Contacts Result":



4. Enter the required filters:

Campaign: The dialing campaign ID. *The filter is case sensitive.* ***It is mandatory to generate the report.***

Batch: The dialing batch ID. *The filter is case sensitive.* ***It is mandatory to generate the report.***

Contact ID: identifier of the contact in the dialing batch. *The filter is case sensitive.*

If you leave the Contact ID filter blank, the report will show the information related to all contact identifiers.

5. Click the "Execute" button to generate the report.
   The information is displayed:

Click here to see the description of the report columns

ID

Identifier of the contact in the dialing batch.

NAME
Name of the contact.

IMPORTATION
Import identifier of the contact.

RETRIES
Number of times the contact was attempted (successfully or not) in the dialing batch.

DATE
Date of the last time the contact was called in the dialing batch.

DURATION TIME
Duration of the last call made to the contact in the dialing batch.

AGENT
Agent user ID of the last call made to the contact in the dialing batch.

TYPE
Phone type of the last call made to the contact in the dialing batch.

TELEPHONE
Phone number of the last call made to the contact in the dialing batch.

CAUSE
Cause code of the last call made to the contact in the dialing batch.

LOW LEVEL
Low level telephony code of the last call made to the contact in the dialing batch.

DISPOSITION
Disposition code of the last call made to the contact in the dialing batch.

ABSOLUTE DISPOSITION
Absolute disposition code of the last call made to the contact in the dialing batch.

SUCCESS
Indicates whether the absolute disposition code of the last call made to the contact in the dialing batch was successful or not.

6. If you want to export the report to PDF and CSV format, click the "Export" button; read: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, with the ability to configure sending date, time and frequency, click the "Schedule..." button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Instagram reports

"Instagram" reports provide detailed and summarized information on the performance and productivity of the agents in the campaigns associated with the Instagram communication channel, as well as the detail and summary of the behavior of the interactions and the associated parameters of each campaign.

Detail of active Instagram conversations by campaign
This report provides detailed information on the Instagram conversations that are active, that is, conversations that are taking place when the report is generated, thus being able to filter said information by campaign.

To learn how to generate this report, continue reading: "Detail of active Instagram conversations by campaign".

Instagram conversation threads by campaign

This report provides detailed information on the threads of each Instagram conversation, that is, all the messages exchanged in those conversations over a certain period of time. This information can be filtered by campaign.

To learn how to generate this report, continue reading: "Instagram conversation threads by campaign".

Detail of Instagram conversations by agent

This report provides detailed information on Instagram conversations that were generated over a certain period of time. This information can be filtered by agent.

To learn how to generate this report, continue reading: "Detail of Instagram conversations by agent".

Detail of Instagram conversations by campaign

This report provides detailed information on Instagram conversations that were generated over a certain period of time. This information can be filtered by campaign.

To learn how to generate this report, continue reading: "Detail of Instagram conversations by campaign".

Detail of Instagram conversations by attention level

This report provides detailed information on Instagram conversations that were generated over a certain period of time. This information can be filtered by campaign, account, and attention level.

To learn how to generate this report, continue reading: "Detail of Instagram conversations by attention level".

Trace Instagram conversations by campaign

This report provides detailed information on the progress of each of the steps that occurred in Instagram conversations that were generated over a certain period of time. This information can be filtered by campaign.

To learn how to generate this report, continue reading: "Trace of Instagram conversations by campaign".

Summary of incoming Instagram conversations by campaign and agent

This report provides summary information on inbound Instagram messages and agent responses to those messages that were generated over a certain period of time. This information can be filtered by campaign and by agent.

To learn how to generate this report, continue reading: "Summary of incoming Instagram conversations by campaign and agent".

Summary of incoming Instagram conversations by campaign

This report provides summary information about the conversations that were generated from incoming Instagram messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

To learn how to generate this report, continue reading: "Summary of incoming Instagram conversations by campaign".

Summary of incoming Instagram conversations by account

This report provides summary information about the conversations that were generated from incoming Instagram messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by account.

To learn how to generate this report, continue reading: "Summary of incoming Instagram conversations by account".

Summary of incoming Instagram conversations by attention level

This report provides summarized information on inbound Instagram messages, as well as agent responses to those messages that were generated over a certain period of time. The information can be filtered by assigned attention level.

To learn how to generate this report, continue reading: "Summary of Incoming Instagram Conversations by Attention Level".

Indicators for incoming Instagram messages

This report provides daily information in real time for inbound Instagram conversations and messages received and sent in those conversations that were generated over a certain period of time. The information can be filtered by campaign.

To learn how to generate this report, continue reading: "Indicators for incoming messages from Instagram".

Related Articles

- User search

- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of active Instagram conversations by campaign

This report provides detailed information on the Instagram conversations that are active, that is, conversations that are taking place when the report is generated, thus being able to filter said information by campaign.

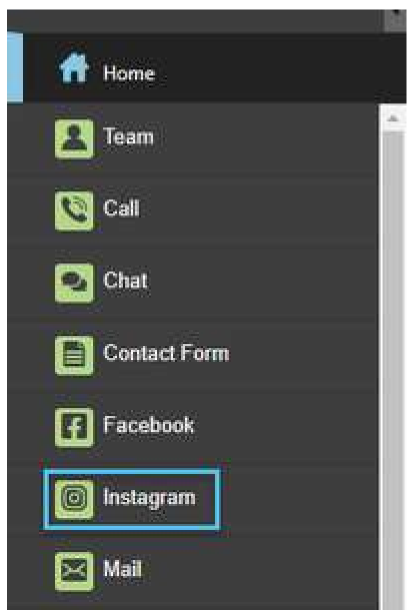
What is this report for?

To get the details of each of the active Instagram conversations of a specific campaign for a desired period of time and thus verify the agent and the contact address involved in said conversation.

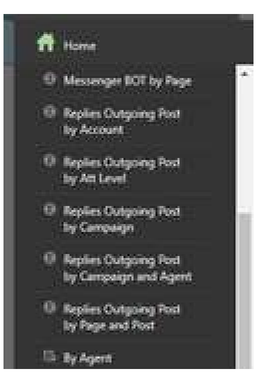
To get the detail of the active Instagram conversations by campaign you must:

1. .In the OCC environment go to the "*Reports*" tab

2. Click the Instagram button in the list of report categories:



3. In the detailed report, click the "Lives by Campaign" button:



4. Enter the required filters:

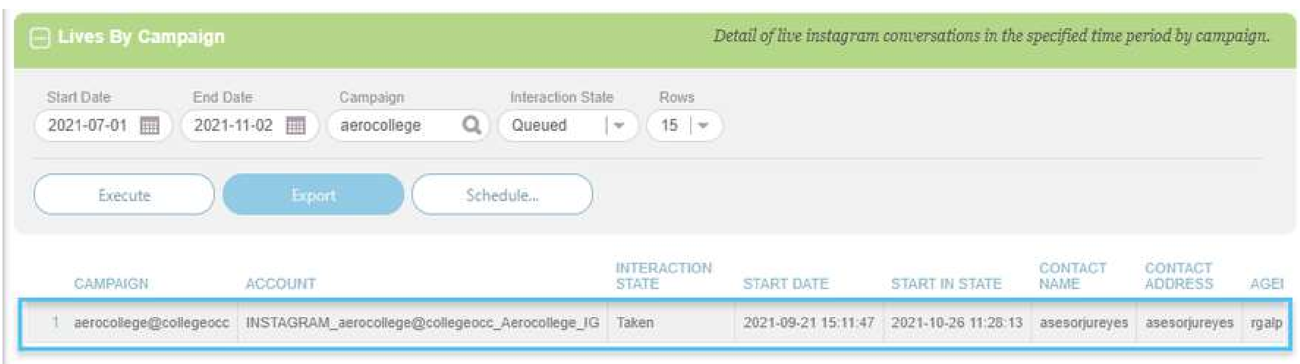
Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID. ***It is mandatory to generate the report.*** *When hovering over the filter, its description is displayed.*

Conversation Status: status of the Instagram conversation.

Rows: Number of rows in the report

5. Click the "Execute" button to generate the report.
   The information is displayed:



Click here to see the description of the report columns.

CAMPAIGN

Campaign ID.

ACCOUNT

ID of the account associated with the campaign.

START DATE

Start date of the Instagram conversation.

START DATE IN STATE

Start date in Instagram conversation status.

CONTACT NAME

Name of the contact.

CONTACT ADDRESS

Contact address.

AGENT
User ID of the agent involved in the Instagram conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
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- How to associate an application from the App Store

Instagram conversation threads by campaign

This report provides detailed information on the threads of each Instagram conversation, that is, all the messages exchanged in those conversations over a certain period of time. This information can be filtered by campaign.

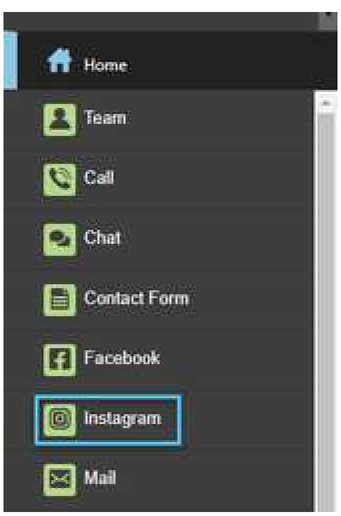
What is this report for?

To get the details of each of the outgoing Instagram conversation threads by campaign over a desired period of time and thus analyze the text of each of the messages sent by the agent assigned to the account of that campaign and the mentions of the contact to that account, thus being able to know the exact date and time of the messages and agents involved in the conversation.

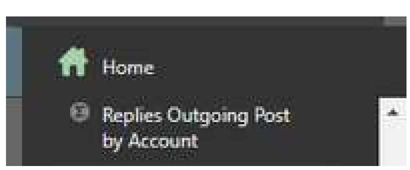
To generate the Instagram conversation threads report by campaign you must:

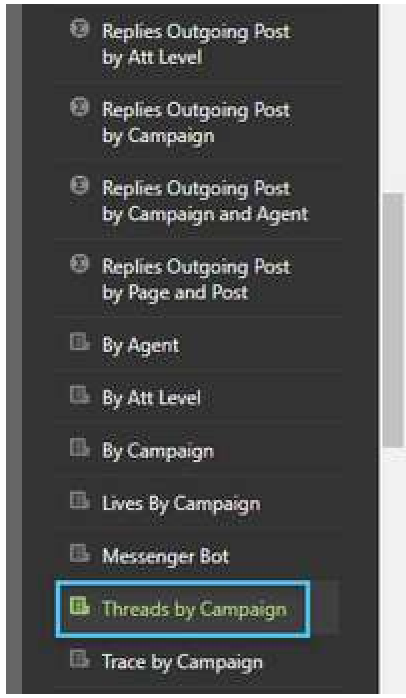
1. In the OCC environment go to the *"Reports"* tab.

2. Click on the Instagram reports category.



3. Click on the detailed report "Threads by campaign":





4. Enter the required filters:

Start date and end date: range for which you want to obtain the information.

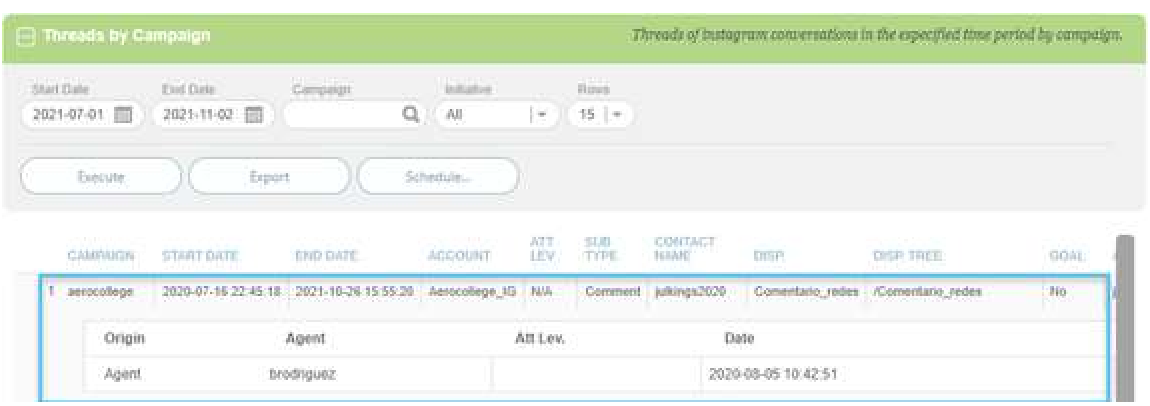
Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

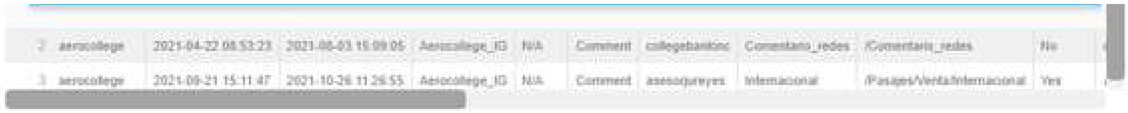
⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

Rows: Number of rows in the report.

5. Click the "Execute" button to generate the report.

   The information is displayed:





2	aerocollege	2021-04-22 08:53:23	2021-06-03 15:09:05	Aerocollege_IG	N/A	Comment	collegebantonc	Comentario_redes	/Comentario_redes	No	
3	aerocollege	2021-09-21 15:11:47	2021-10-26 11:26:55	Aerocollege_IG	N/A	Comment	asesoqureyes	Internacional	/Pasajes/Venta/Internacional	Yes	

a. Haz click aquí para ver la descripción de las columnas del reporte.

- CAMPAIGN
  Campaign ID.
- START DATE
  Start date of the Instagram conversation.
- END DATE
  End date of the Instagram conversation.
- ACCOUNT
  ID of the account associated with the campaign.
- ATTENTION LEVEL
  Last attention level assigned to the Instagram conversation.
- INITIATIVE
  Indicates whether the Instagram conversation started with outgoing or incoming messages.
- SUB-TYPE
  Sub type of the Instagram conversation.
- CONTACT NAME
  Name of the contact.
- DISPOSITION
  Instagram conversation disposition code (last sheet if it was defined as a tree).
- ABSOLUTE DISPOSITION
  Absolute disposition code (includes the entire tree path).
- SUCCESS
  If the last disposition code is a success.
- ADDRESS
  Contact address.
- PAGE
  Instagram ID of the page.
- POST ID
  Instagram identifier of the post.
- POST MESSAGE
  Instagram post text.
- INITIAL MESSAGE ID
  ID of the first message in the Instagram conversation.
- INITIAL MESSAGE
  Text of the first message in the Instagram conversation.
- TICKET
  Ticket associated with the Instagram conversation.
- Conversation thread columns
  - Origin
    Source of the message from the Instagram conversation (agent or contact).
  - Agent
    User ID of the agent who intervened in the Instagram conversation message.
  - Attention level

Attention level assigned to the message of the Instagram conversation.

- Date
  The date of the Instagram conversation message.
- Type
  The message type of the Instagram conversation.
- Text
  Text of the Message from the Instagram conversation.
- Contact Name
  Name of the contact.
- Address
  Contact address.
- Message Id
  Instagram conversation message ID.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Instagram conversations by agent

This report provides detailed information on Instagram conversations that were generated over a certain period of time. This information can be filtered by agent.

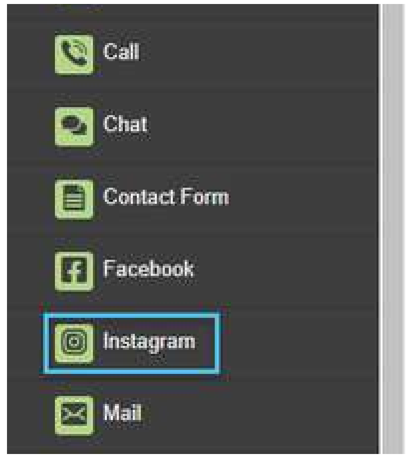
Get the details of each of the incoming and outgoing Instagram conversations where a specific agent intervened for a desired period of time and thus analyze the times of that agent's conversations.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

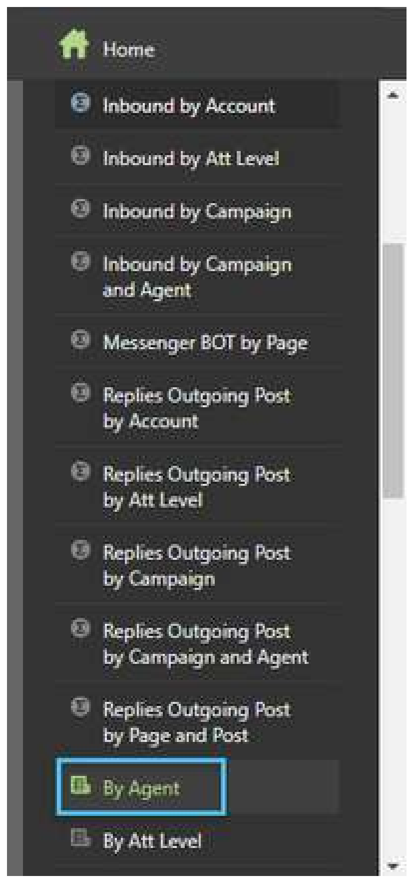
To get the details of the Instagram conversations by Agent, you must follow the following steps:

1. Go to the "Reports" tab in the OCC environment.

2. Click the Instagram category from the category list:



3. Select the detailed report "*By agent*" from the list of reports:



4. Complete the filters required to make the report:

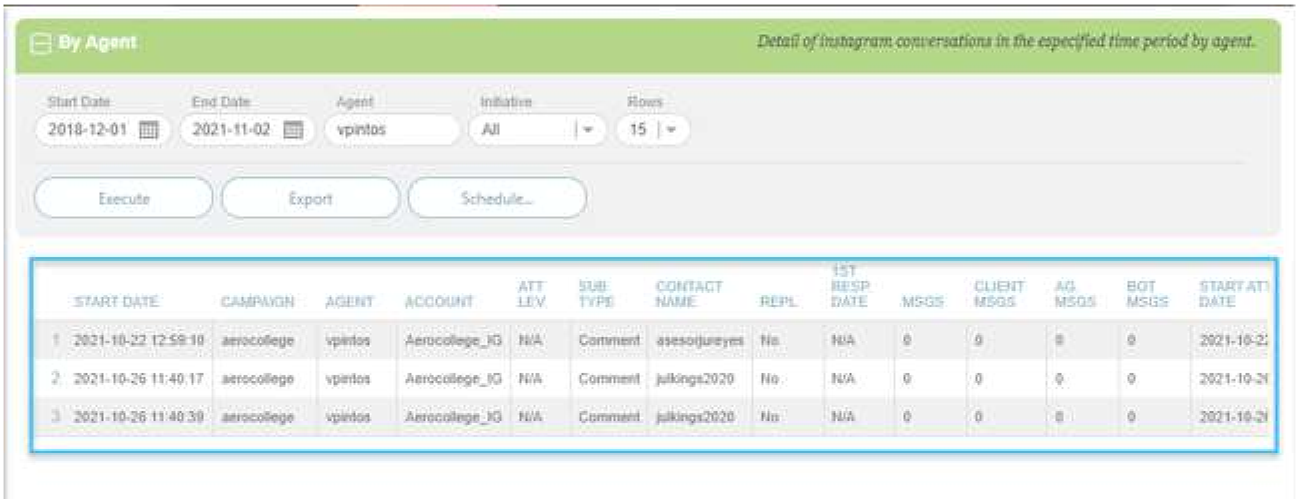
Start date and end date: Range for which you want to obtain the information.

Agent: Agent user id. *When hovering over the filter, its description is displayed.* ***It is mandatory to generate the report.***

Rows: Number of rows that the report will have.

5. Click the "Execute"

button to generate the report. The data will then be displayed:



Haz click aquí para ver la descripción de las columnas del reporte.

START DATE

Start date of the Instagram conversation.

CAMPAIGN

ID of the campaign to which the agent belongs.

END DATE

End date of the Instagram conversation.

ACCOUNT

ID of the account associated with the campaign.

ATTENTION LEVEL

Last attention level assigned to the Instagram conversation.

INITIATIVE

Indicates whether the Instagram conversation started with outgoing or incoming messages.

SUB-TYPE

Sub type of the Instagram conversation.

CONTACT NAME

Name of the contact.

ANSWERED

Indicates if the Instagram conversation was answered.

1ST RESPONSE DATE

Date of the first answer of the Instagram conversation.

MESSAGES

Number of messages written during the Instagram conversation.

AGENT MESSAGES

Number of messages written by agents during the Instagram conversation.

ATTENTION START DATE
Date of successful response to the Instagram conversation (the first if it was not filtered by the agent).

END DATE
End date of the Instagram conversation.

DURATION TIME
Total duration time of the Instagram conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME
Total time the Instagram conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the Instagram conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the Instagram conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Instagram conversation.

DISPOSITION
Instagram conversation disposition code (last sheet if it was defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address.

PAGE
Instagram ID of the page.

POST ID
Instagram identifier of the post.

POST MESSAGE
Instagram post text.

INITIAL MESSAGE ID
ID of the first message in the Instagram conversation.

INITIAL MESSAGE
Text of the first message in the Instagram conversation.

TRANSFERRED
Indicates if the Instagram conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the Instagram conversation has CCI integration.

TICKET
Ticket associated with the Instagram conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Instagram conversations by campaign

This report provides detailed information on Instagram conversations that were generated over a certain period of time. This information can be filtered by campaign.

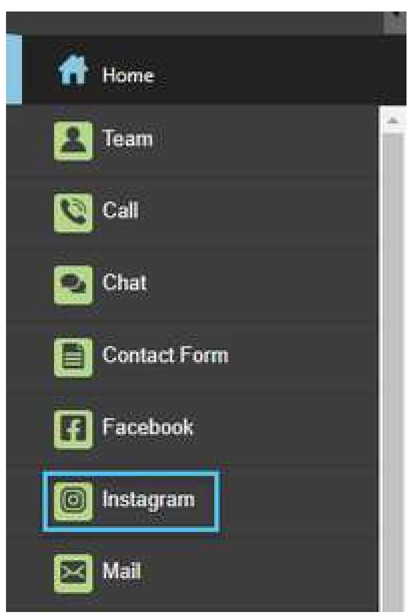
It is used to get the details of each of the incoming and outgoing Instagram conversations of a specific campaign, during a desired period of time; and thus analyze the times of the conversations of the agents assigned to said campaign.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

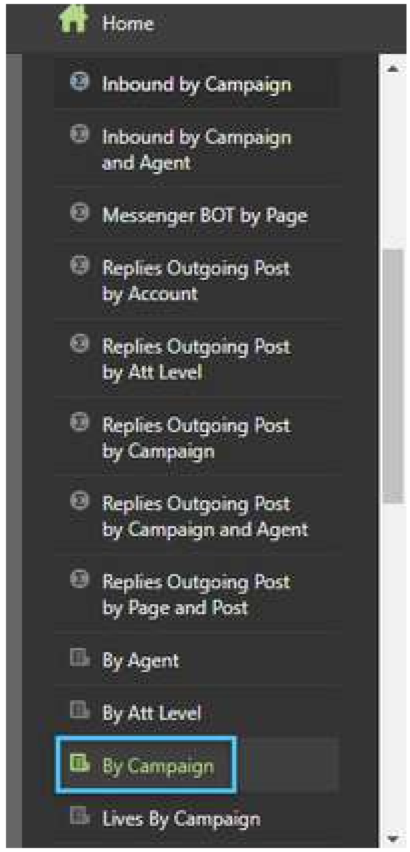
To generate the detail of Instagram conversations by Campaign you must follow these steps:

1. Go to the "Reports" tab in your OCC environment.

2. Click the Instagram button in the report category:



3. Click the detailed report button "By Campaign".



4. Enter the filters required for the report:

Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID. *When hovering over the filter, its description is displayed.*

If you leave the Campaign filter blank, the report will show the information related to all campaigns.

Rows: The number of rows the report will have.

5. Click the "Execute"

button to generate the report. The information will then be displayed:

	CAMPAIGN	START DATE	ACCOUNT	ATT LEV	SUB TYPE	FIRST AGENT	CONTACT NAME	BOT	PURE BOT	REPL	1ST RESP DATE	MSGS	CLIENT MSGS
1	aerocollege	2020-07-16 22:45:18	Aerocollege_IG	N/A	Comment	brodriguez	julkings2020	No	No	Yes	2020-08-05 10:42:51	2	1
2	aerocollege	2021-04-22 08:53:23	Aerocollege_IG	N/A	Comment	gzaffaroni	collegebankinc	No	No	No	N/A	1	1
3	aerocollege	2021-09-21 15:11:47	Aerocollege_IG	N/A	Comment	jreyes	asesorjureyes	No	No	No	N/A	1	1

Haz click aquí para ver la descripción de las columnas del reporte.

START DATE
Start date of the Instagram conversation.

CAMPAIGN
Campaign ID.

END DATE
End date of the Instagram conversation.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the Instagram conversation.

INITIATIVE
Indicates whether the Instagram conversation started with outgoing or incoming messages.

SUB-TYPE
Sub type of the Instagram conversation.

CONTACT NAME
Name of the contact.

ANSWERED
Indicates if the Instagram conversation was answered.

1ST RESPONSE DATE
Date of the first answer of the Instagram conversation.

MESSAGES
Number of messages written during the Instagram conversation.

AGENT MESSAGES
Number of messages written by agents during the Instagram conversation.

ATTENTION START DATE
Date of successful response to the Instagram conversation (the first if it was not filtered by the agent).

END DATE
End date of the Instagram conversation.

DURATION TIME
Total duration time of the Instagram conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME
Total time the Instagram conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the Instagram conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the Instagram conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Instagram conversation.

DISPOSITION
Instagram conversation disposition code (last sheet if it was defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

ADDRESS
Contact address.

PAGE
Instagram ID of the page.

POST ID
Instagram identifier of the post.

POST MESSAGE
Instagram post text.

INITIAL MESSAGE ID
ID of the first message in the Instagram conversation.

INITIAL MESSAGE
Text of the first message in the Instagram conversation.

TRANSFERRED
Indicates if the Instagram conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI
Indicates whether the Instagram conversation has CCI integration.

TICKET
Ticket associated with the Instagram conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
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- How to associate an application from the App Store

Trace by campaign

This report provides detailed information on the progress of each of the steps that occurred in Instagram conversations that were generated over a certain period of time. This information can be filtered by campaign.

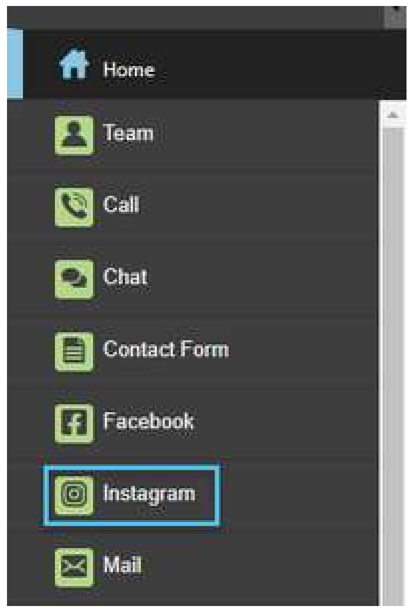
It is used to get the details of each trace of the incoming and outgoing Instagram conversations by campaign during a desired period of time, and thus analyse the steps taken during each of the conversations and being able to know the exact date and time of these steps and the agents involved in the conversation.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

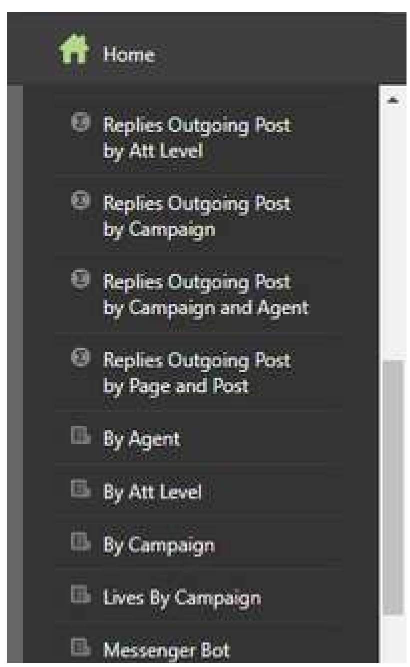
To generate the Instagram conversation trace report by campaign, you must follow these steps:

1. Go to the "Reports" tab in your OCC environment:

2. Click the Instagram button in the report categorys:



3. Click the detailed report button "Trace by campaign"



4. Enter the filters required for the report:

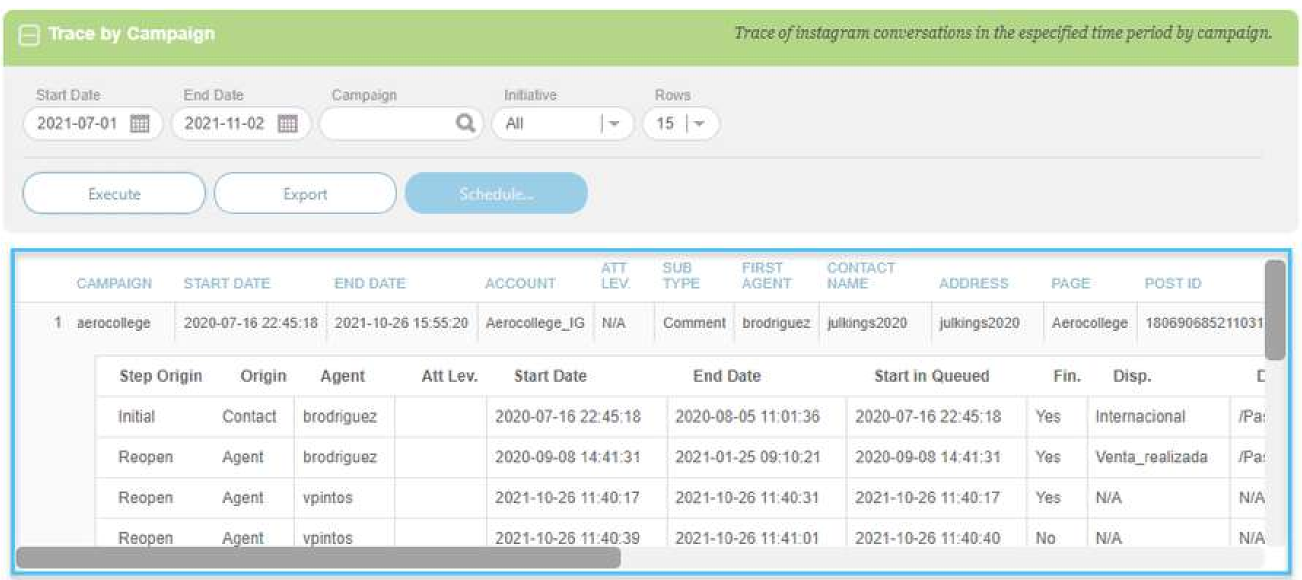
Start date and end date: range for which you want to obtain the information.

Campaign: *Campaign ID. When hovering over the filter, its description is displayed.*

⚠ If you leave the Campaign filter blank, the report will show the information related to all campaigns.

Rows: Number of rows that the report will have.

5. Click the "Execute" button to generate the report. The information will then be displayed



Haz click aquí para ver la descripción de las columnas del reporte.

CAMPAIGN

ID of the campaign to which the agent belongs.

START DATE

Start date of the Instagram conversation.

END DATE

End date of the Instagram conversation.

- ACCOUNT
  ID of the account associated with the campaign.
- ATTENTION LEVEL
  Last attention level assigned to the Instagram conversation.
- INITIATIVE
  Indicates whether the Instagram conversation started with outgoing or incoming messages.
- SUB-TYPE
  Sub type of the Instagram conversation.
- FIRST AGENT
  User ID of the first agent to join the Instagram conversation (even if it failed).
- CONTACT NAME
  Name of the contact.
- ADDRESS
  Contact address.
- PAGE
  Instagram ID of the page.
- POST ID
  Instagram identifier of the post.
- POST MESSAGE
  Instagram post text.
- INITIAL MESSAGE ID
  ID of the first message in the Instagram conversation.
- INITIAL MESSAGE
  Text of the first message in the Instagram conversation.
- DISPOSITION
  Instagram conversation disposition code (last sheet if it was defined as a tree).
- ABSOLUTE DISPOSITION
  Absolute disposition code (includes the entire tree path).
- SUCCESS
  If the last disposition code is a success.
- TICKET
  Ticket associated with the Instagram conversation.
- Conversation thread columns
  - Origin Step
    It indicates how the Instagram conversation reached this step (initial step, it was transferred, it was reopened, etc.).
  - Origin
    Origin of the Instagram conversation step (agent or contact).
  - Agent
    User ID of the agent who intervened in the Instagram conversation step.
  - Attention level
    Attention level assigned to the step of the Instagram conversation.
  - Start date
    Start date of the Instagram conversation step.
  - End date

End date of the Instagram conversation step.

Finished
It indicates whether the Instagram conversation step was finished when an agent had taken it (regardless of whether the agent did not attend to it) or was transferring it.

Duration time
Total duration of the Instagram conversation step. Includes ghost and out-of-schedule conversations.

Attention time
Time that the agent took for effective service from the step of the Instagram conversation.

Events
Number of events that occurred during the step of the Instagram conversation.

Agents Events
Number of agent events that occurred in the Instagram conversation step.

Transferred
Indicates whether the Instagram conversation step was transferred (or attempted to be transferred) at least once.

Transferred Ok
Indicates whether or not the transfer was successful.

Transfer Type
Transfer destination type: campaign, attention level, agent, queue, number.

Transfer Destination
Destination address of the transfer.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Detail of Instagram conversations by attention level

This report provides detailed information about Instagram conversations that were generated in a given period of time. You can filter by campaign, account, and attention level.

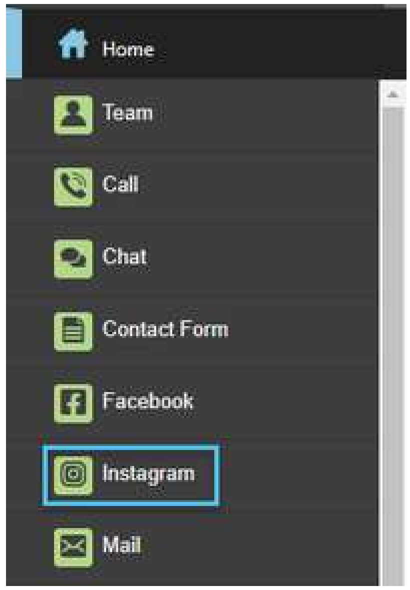
It is used to get the details of each of the incoming and outgoing Instagram conversations that were assigned to the different attention levels associated with the campaign accounts, over a desired period of time and thus analyze the times of those conversations.

This report also reflects each conversation’s classification (conversation outcome selected by the agent in their management application/CRM), as well as whether it was transferred and has an associated ticket.

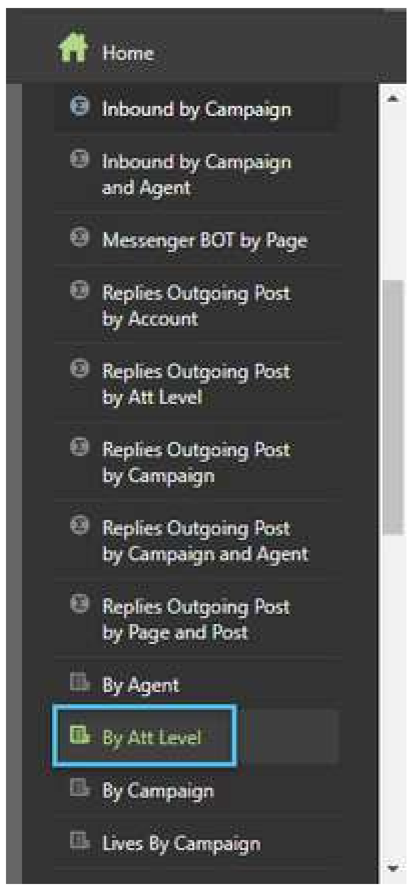
To generate a detailed report of Instagram conversations by attention level, you must follow these steps:

1. Go to the "Reports" tab in your OCC environment.

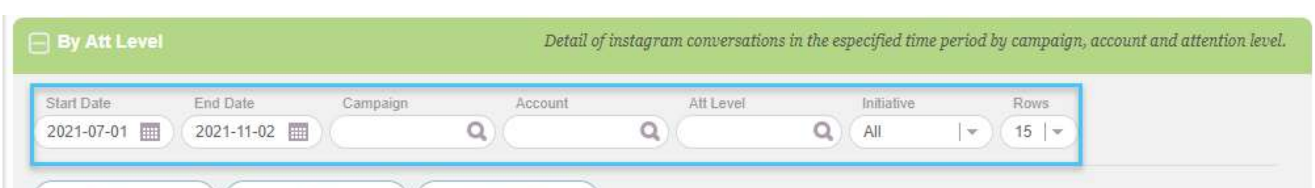
2. Click the Instagram button in the report category.

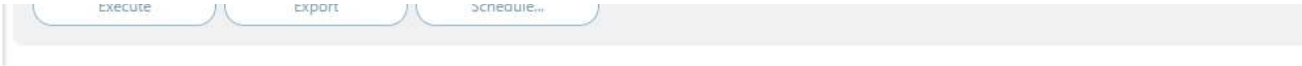


3. Click the detailed report button “By Attention Level”.



4. Enter the required filters:





Start date and end date: range for which you want to obtain the information.

Campaign: Campaign ID.

Account: ID of the account associated with the campaign.

Attention level: attention level assigned to the conversation.

When hovering over the filters, their description is displayed.

> ⚠ If you leave the Campaign, Account and/or Attention Level filter blank, the report will show the information related to all campaigns, accounts and/or attention levels

Filas: Cantidad de filas que tendrá el reporte.

5. Click the "Execute" button to generate the report. The data will then be displayed::

Haz click aquí para ver la descripción de las columnas del reporte.

CAMPAIGN
ID of the campaign to which the agent belongs.

ACCOUNT
ID of the account associated with the campaign.

ATTENTION LEVEL
Last attention level assigned to the Instagram conversation.

START DATE
Start date of the Instagram conversation.

INITIATIVE
Indicates whether the Instagram conversation started with outgoing or incoming messages.

SUB-TYPE
Sub type of the Instagram conversation.

FIRST AGENT
User ID of the first agent to join the Instagram conversation (even if it failed).

CONTACT NAME
Name of the contact.

ANSWERED
Indicates if the Instagram conversation was replied to.

1ST RESPONSE DATE
Date of first reply to Instagram conversation.

MESSAGES
Number of messages written during the Instagram conversation.

AGENT MESSAGES
Number of messages written by agents during the Instagram conversation.

ATTENTION START DATE
Date of successful response to the Instagram conversation (the first if it was not filtered by the agent).

END DATE
End date of the Instagram conversation.

DURATION TIME
Total duration time of the Instagram conversation. Includes ghost and out-of-schedule conversations.

WAITING TIME
Total time the Instagram conversation was on hold (includes time in queue, ACD, transferring, etc.).

ACD TIME
Time that elapsed while the Instagram conversation was assigned to an agent, not including the time that elapsed while the agent was booked and listening to the conversation (incoming only).

TIME WAITING FOR ANSWER
Time that elapsed while the agent was booked and attending the Instagram conversation.

ATTENTION TIME
Time it took the agent to effectively handle the Instagram conversation.

DISPOSITION
Instagram conversation disposition code (last sheet if it was defined as a tree).

ABSOLUTE DISPOSITION
Absolute disposition code (includes the entire tree path).

SUCCESS
If the last disposition code is a success.

FINISHED
Indicates whether the Instagram conversation was finished when an agent had taken it (regardless if the agent didn't attend it) or was transferring it.

ADDRESS
Contact address.

PAGE
Instagram ID of the page.

POST ID
Instagram identifier of the post.

POST MESSAGE
Instagram post text.

INITIAL MESSAGE ID
ID of the first message in the Instagram conversation.

INITIAL MESSAGE
Text of the first message in the Instagram conversation.

TRANSFERRED
Indicates if the Instagram conversation was transferred (or was attempted to transfer) at least once.

TRANSFERRED OK
Indicates whether or not the transfer was successful.

TRANSFER TYPE
Transfer destination type: campaign, attention level, agent, queue, number.

TRANSFER DESTINATION
Destination address of the transfer.

CCI

Indicates whether the Instagram conversation has CCI integration.

TICKET

Ticket associated with the Instagram conversation.

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Instagram conversations by campaign and agent

This report provides summary information on inbound Instagram messages and agent responses to those messages that were generated over a certain period of time. This information can be filtered by campaign and by agent.

Obtain by agent in a specific campaign the summary of the number of incoming Instagram messages during a desired period of time and thus analyze if said agent is performing the service in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, hour, Day and Month.

This report can be used to compare the times and performance of each of the agents assigned to the campaign.

To generate a summary of incoming Instagram conversations by campaign and agents, you must follow these steps:

1. Go to the "Reports" tab in your OCC environment.

2. Click the Instagram button in the report category:

3. Click the summary report button "Incoming by Camp. And Ag."

4. Enter the filters required for the report

Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

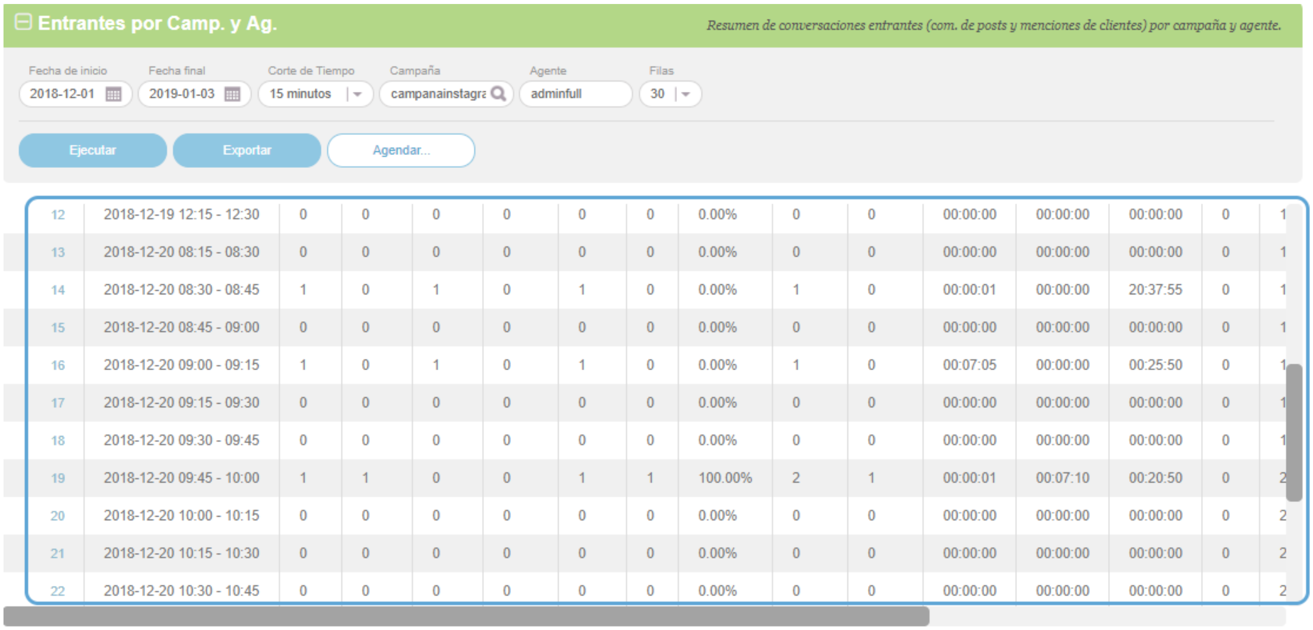
Agent: Agent user ID.

Filters are case sensitive

> ⚠ If you leave the Campaign and/or Agent filter blank, the report will show the information related to all the campaigns and/or agents

Rows: Number of rows that the report will have.

5. Click the "Execute" button to generate the report. The data will then be displayed



12	2018-12-19 12:15 - 12:30	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	1
13	2018-12-20 08:15 - 08:30	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	1
14	2018-12-20 08:30 - 08:45	1	0	1	0	1	0	0.00%	1	0	00:00:01	00:00:00	20:37:55	0	1
15	2018-12-20 08:45 - 09:00	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	1
16	2018-12-20 09:00 - 09:15	1	0	1	0	1	0	0.00%	1	0	00:07:05	00:00:00	00:25:50	0	1
17	2018-12-20 09:15 - 09:30	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	1
18	2018-12-20 09:30 - 09:45	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	1
19	2018-12-20 09:45 - 10:00	1	1	0	0	1	1	100.00%	2	1	00:00:01	00:07:10	00:20:50	0	2
20	2018-12-20 10:00 - 10:15	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	2
21	2018-12-20 10:15 - 10:30	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	2
22	2018-12-20 10:30 - 10:45	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	2

Click here to see the description of the report columns.

CAMPAIGN

ID of the campaign to which the agent belongs.

SLICE

Time segment that will be used to create the summary report.

AGENT

User ID of the agent who intervened in the campaign's inbound Instagram messages.

TOTAL

Total amount of incoming Instagram messages (messages originated by comments to own posts + direct mentions + mentions about a comment) of the campaign assigned / taken by the agent.

W/ ANSWER

Total number of campaign inbound Instagram messages with a response by the agent.

W/O ANSWER

Total number of campaign inbound Instagram messages with no response from the agent.

MENTIONS

Total number of inbound Instagram messages from the campaign that are posts mentioning the page.

COMMENTS

Total number of inbound Instagram messages from the campaign that are comments on campaign posts.

SL

Total number of conversations that were generated from Instagram messages received in the campaign and were answered within the service level threshold.

% SL

100 * [Total number of campaign inbound Instagram conversations with positive SL] / [Total number of campaign inbound Instagram conversations]

AVERAGE MESSAGES

[Total messages in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign]

AVERAGE AGENT MESSAGES

[Agent’s messages in campaign inbound Instagram conversations] / [Campaign inbound Instagram conversations]

AVERAGE WAITING TIME

[Wait time in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign with answer]

AVERAGE ATTENTION TIME

[Answer time in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign that have been taken]

CCI

Total number of campaign inbound Instagram messages with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of campaign inbound Instagram conversations assigned simultaneously to the agent.

LOGGED TIME

Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME

Total time the agent spent in the "Available" state for the campaign.

PAUSE TIME

Total time the agent spent in pause states for the campaign.

% BUSY

100 * [Time busy in the campaign] / [Logged time]

% BUSY OTHER

100 * [Time busy in other campaigns] / [Logged time]

6. If you want to export the report to PDF and CSV format, click the "Export" button; then continue reading: "How to export a report to PDF or CSV".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Summary of incoming Instagram conversations by campaign

This report provides summary information about the conversations that were generated from incoming Instagram messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by campaign.

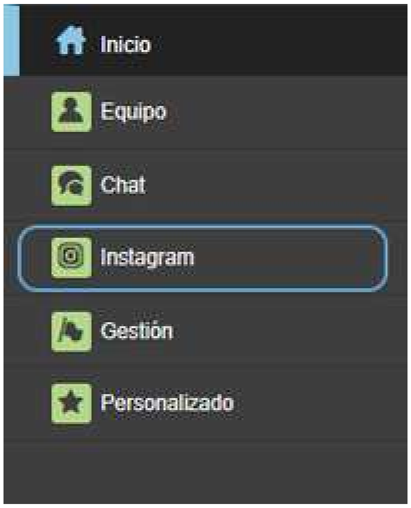
It is used to obtain by campaign the summary of the number of conversations that are generated from incoming Instagram messages during a desired period of time and thus analyze if the agents are performing the attention in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

This report can be used to monitor the number of incoming Instagram conversations by time frames and thus know what the peak time of the campaign is, as well as knowing if all incoming conversations are being attended to and the service level that is being provided.

To generate a summary of incoming Instagram conversations by campaign, you must follow these steps:

1. Go to the "Reports" tab in your OCC environment.

2. Click the Instagram button in the report category:



3. Click the summary report button "Incoming by Campaign"

4. Enter the filters required for the report

Start date and end date: range for which you want to obtain the information.

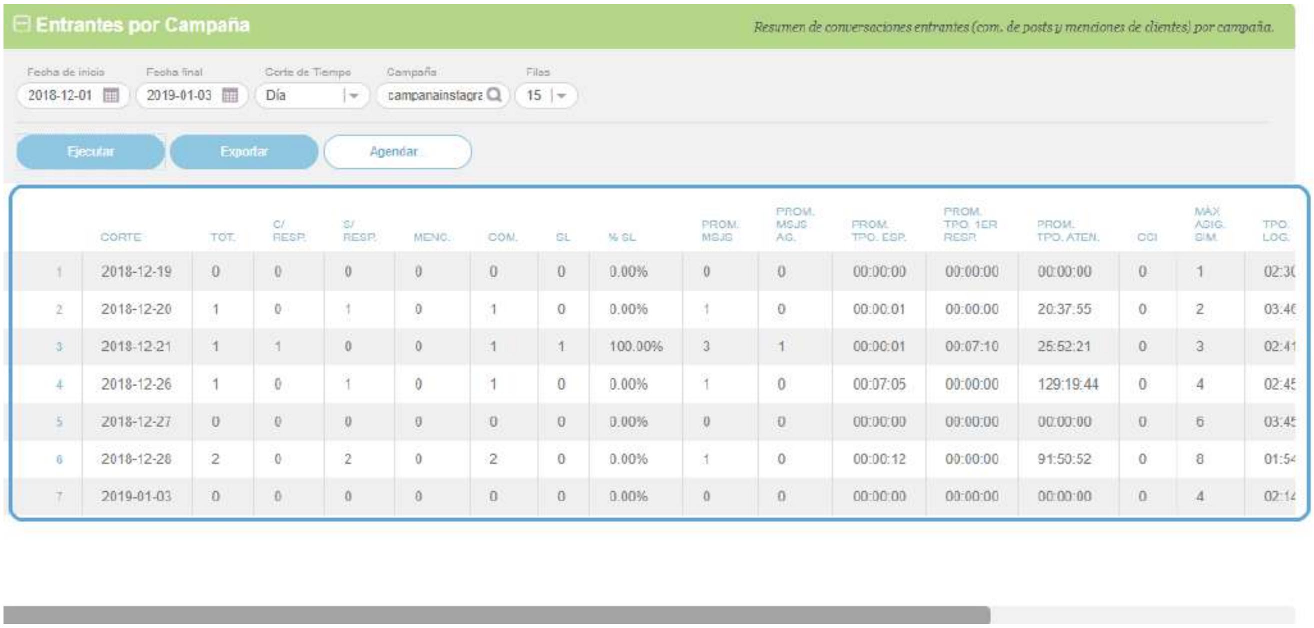
Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID. *The filter is case sensitive.*

> If you leave the Campaign filter blank, the report will show the information related to all campaigns.

Rows: Number of rows that the report will have.

5. Click the "Execute"  button to generate the report. The data will then be displayed:



	CORTE	TOT.	C/ RESP.	S/ RESP.	MENC.	COM.	SL	% SL	PROM. MSJS	PROM. MSJS AG.	PROM. TPO. ESP.	PROM. TPO. 1ER RESP.	PROM. TPO. ATEN.	CCI	MÁX ASIG. SIM.	TPO. LOG.
1	2018-12-19	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	1	02:3
2	2018-12-20	1	0	1	0	1	0	0.00%	1	0	00:00:01	00:00:00	20:37:55	0	2	03:4
3	2018-12-21	1	1	0	0	1	1	100.00%	3	1	00:00:01	00:07:10	25:52:21	0	3	02:41
4	2018-12-26	1	0	1	0	1	0	0.00%	1	0	00:07:05	00:00:00	129:19:44	0	4	02:4
5	2018-12-27	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	6	03:4
6	2018-12-28	2	0	2	0	2	0	0.00%	1	0	00:00:12	00:00:00	91:50:52	0	8	01:5
7	2019-01-03	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0	4	02:1

Haz click aquí para ver la descripción de las columnas del reporte.

CAMPAIGN
ID of the campaign to which the agent belongs.

SLICE
Time segment that will be used to create the summary report.

AGENT
User ID of the agent who intervened in the campaign's inbound Instagram messages.

TOTAL
Total amount of incoming Instagram messages (messages originated by comments to own posts + direct mentions + mentions about a comment) of the campaign assigned / taken by the agent.

W/ ANSWER
Total number of campaign inbound Instagram messages with a response by the agent.

W/O ANSWER
Total number of campaign inbound Instagram messages with no response from the agent.

MENTIONS
Total number of inbound Instagram messages from the campaign that are posts mentioning the page.

COMMENTS
Total number of inbound Instagram messages from the campaign that are comments on campaign posts.

SL
Total number of conversations that were generated from Instagram messages received in the campaign and were answered within the service level threshold.

% SL
100 * [Total number of campaign inbound Instagram conversations with positive SL] / [Total number of campaign inbound Instagram conversations]

AVERAGE MESSAGES
[Total messages in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign]

AVERAGE AGENT MESSAGES
[Agent's messages in campaign inbound Instagram conversations] / [Campaign inbound Instagram conversations]

AVERAGE WAITING TIME

[Wait time in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign with answer]

AVERAGE ATTENTION TIME

[Answer time in incoming Instagram conversations from the campaign] / [Incoming Instagram conversations from the campaign that have been taken]

CCI

Total number of campaign inbound Instagram messages with CCI integration.

MAXIMUM SIMULTANEOUSLY ASSIGNED

Maximum number of campaign inbound Instagram conversations assigned simultaneously to the agent.

LOGGED TIME

Total time the agent stayed logged in and assigned to the campaign.

ACTIVE TIME

Total time the agent spent in the "Available" state for the campaign.

PAUSE TIME

Total time the agent spent in pause states for the campaign.

% BUSY

100 * [Time busy in the campaign] / [Logged time]

% OCUPADO OTRA

100 * [Tiempo ocupado en otras campañas] / [Tiempo logueado]

6. If you want to export the report to PDF and CSV format, click the "Export" Exportar button; then continue reading: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" Agendar... button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Error OutOfMemoryError en log de ElasticSearch
- Overview de la interfaz de una conversación de App Store
- Overview de la interfaz de una conversación de Google Play Store
- Overview de la interfaz de una conversación de Instagram.
- Cómo visualizar/editar la información del contacto desde la ventana de Google Play Store

Summary of incoming Instagram conversations by account

This report provides summary information about the conversations that were generated from incoming Instagram messages, as well as agent responses to those conversations that were generated in a certain period of time. You can filter the information by account.

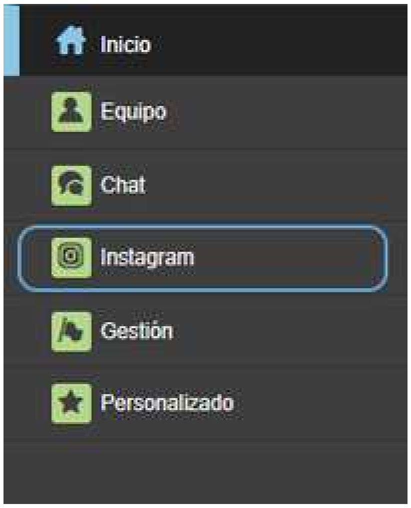
It is used to obtain per account associated to a campaign the summary of the number of conversations that are generated from incoming Instagram messages during a desired period of time and thus analyze if the agents are performing the attention in the allowed limits of service level. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

This report can be used to monitor the number of incoming Instagram conversations for periods of time and, in case of having more than one Instagram account associated with the same campaign, know which is the account that handles the most conversations as well as knowing the average times of these conversations.

To generate a summary of incoming Instagram conversations by account, you must follow these steps:

1. Go to the "Reports" tab in your OCC environment.:

2. Click the Instagram button in the report category:



3. Click the summary report button "Incoming by Account"

4. Complete the filters required to make the report:

Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

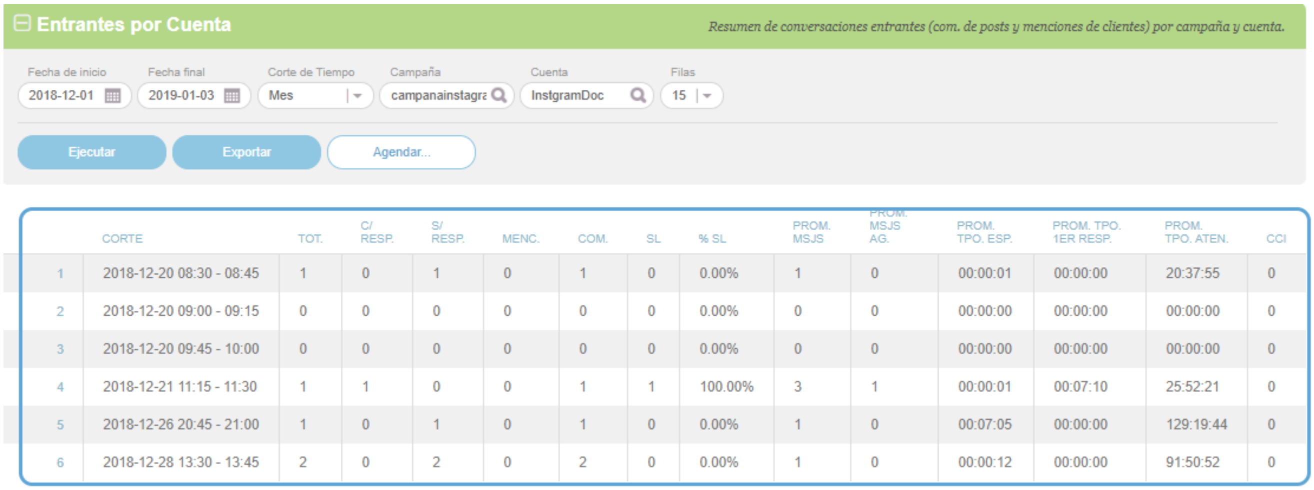
Account: Account ID.

Filters are case sensitive.

If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

Rows: Number of rows that the report will have.

5. Click the "Execute"  button to generate the report. The data will then be displayed



	CORTE	TOT.	C/ RESP.	S/ RESP.	MENC.	COM.	SL	% SL	PROM. MSJS	PROM. MSJS AG.	PROM. TPO. ESP.	PROM. TPO. 1ER RESP.	PROM. TPO. ATEN.	CCI
1	2018-12-20 08:30 - 08:45	1	0	1	0	1	0	0.00%	1	0	00:00:01	00:00:00	20:37:55	0
2	2018-12-20 09:00 - 09:15	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0
3	2018-12-20 09:45 - 10:00	0	0	0	0	0	0	0.00%	0	0	00:00:00	00:00:00	00:00:00	0
4	2018-12-21 11:15 - 11:30	1	1	0	0	1	1	100.00%	3	1	00:00:01	00:07:10	25:52:21	0
5	2018-12-26 20:45 - 21:00	1	0	1	0	1	0	0.00%	1	0	00:07:05	00:00:00	129:19:44	0
6	2018-12-28 13:30 - 13:45	2	0	2	0	2	0	0.00%	1	0	00:00:12	00:00:00	91:50:52	0

Click here to see the description of the report columns.

SLICE
Time segment that will be used to create the summary report.

TOTAL
Total number of conversations that were generated from the Instagram messages received in the account, regardless of the number of comments, messages and responses exchanged in those conversations between agents and contacts.

W/ ANSWER
Total number of incoming Instagram conversations from the account with at least one answer from agents

W/O ANSWER
Total number of incoming Instagram conversations from the account with no answer from agents.

MENTIONS
Total number of incoming Instagram messages from the campaign that are posts mentioning the Page

COMMENTS
Total number of incoming Instagram conversations from the account originating in comments to posts on the page.

SL
Total number of incoming Instagram conversations from the account which were answered within the "Service Level Threshold".

% SL
100 * [Incoming Instagram conversations from account with positive SL] / [Incoming Instagram conversations from the account]

AVERAGE MESSAGES
[Total messages in incoming Instagram conversations from the account] / [Incoming Instagram account conversations]

AVERAGE AGENT MESSAGES
[Total messages from agents in incoming Instagram conversations from the account] / [Incoming Instagram Conversations from the account]

AVERAGE WAITING TIME
[Wait time in incoming Instagram conversations from account] / [Incoming Instagram conversations from account]

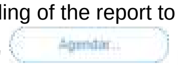
AVERAGE 1ST RESPONSE TIME
[Waiting time for attention in incoming Instagram conversations from the account] / [Incoming Instagram conversations from the account with answer]

AVERAGE ATTENTION TIME

[Answer time in incoming Instagram conversations from Account] / [Incoming Instagram conversations from account taken]

CCI

Total incoming Instagram conversations from the account with CCI integration.

6. If you want to export the report to PDF and CSV format, click the "Export"  button; then continue reading: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule"  button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Error OutOfMemoryError en log de ElasticSearch
- Overview de la interfaz de una conversación de App Store
- Overview de la interfaz de una conversación de Google Play Store
- Overview de la interfaz de una conversación de Instagram.
- Cómo visualizar/editar la información del contacto desde la ventana de Google Play Store

Summary of incoming Instagram conversations by attention level

This report provides summarized information on inbound Instagram messages, as well as agent responses to those messages that were generated over a certain period of time. The information can be filtered by assigned attention level.

It is used to obtain, by attention level, the summary of the number of incoming Instagram messages during a desired period of time and thus analyze if the agents are performing the attention within the allowed service level limits. The information in this report is presented in a time segment, which can be: 15 minutes, 30 minutes, Hour, Day and Month.

This report can be used to monitor the amount of incoming Instagram conversations for periods of time from the different attention levels, and in turn know how many of these conversations were transferred to another attention level, as well as to know the average times of said conversations

To generate a summary of incoming Instagram conversations by attention level, you must follow these steps:

1. Go to the "Reports" tab in your OCC environment.

2. Click the Instagram button in the report category:

3. Click the summary report button "Incoming by Attention Level"

4. Complete the filters required to make the report:

Start date and end date: range for which you want to obtain the information.

Time slice: time segment that will be used to create the report summary. This can be: *15 minutes*, *30 minutes*, *per hour*, *per day* and *per month*.

Campaign: Campaign ID.

Account: Account ID.

Attention level: attention level assigned to the conversation.

Filters are case sensitive.

If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts.

Rows: Number of rows that the report will have.

5. Click the "Execute"  button to generate the report. The data will then be displayed

Click here to see the description of the report columns.

SLICE

Time segment that will be used to create the summary report.

TOTAL

Total number of conversations that were generated from the Instagram messages received in the account, regardless of the number of comments, messages and responses exchanged in those conversations between agents and contacts.

W/ ANSWER

Total number of incoming Instagram conversations from the account with at least one answer from agents

W/O ANSWER

Total number of incoming Instagram conversations from the account with no answer from agents.

MENCIONES

Cantidad total de mensajes entrantes de Instagram de la campaña que son publicaciones mencionando a la página.

MENTIONS

Total number of incoming Instagram messages from the campaign that are posts mentioning the Page

AVERAGE MESSAGES

[Total messages in incoming Instagram conversations assigned to attention level] / [Incoming Instagram conversations assigned to attention level]

AVERAGE AGENT MESSAGES

[Messages from agents in incoming Instagram conversations assigned to attention level] / [Incoming Instagram conversations assigned to attention level]

AVERAGE WAITING TIME

[Wait time in incoming Instagram conversations assigned to attention level] / [Incoming Instagram conversations assigned to attention level]

AVERAGE 1ST RESPONSE TIME

[Waiting time for attention in incoming Instagram conversations assigned to the attention level] / [Incoming Instagram conversations assigned to the attention level with answer]

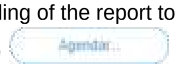
AVERAGE ATTENTION TIME

[Answer time in incoming Instagram conversations assigned to attention level] / [Incoming Instagram conversations assigned to attention level taken]

TRANSFERRED TO ATTENTION LEVEL

Incoming Instagram messages assigned to the attention level which were transferred to another attention level.

6. If you want to export the report to PDF and CSV format, click the "Export" 

button; then continue reading: "How to export a report to pdf or csv".
7. If you want to schedule the sending of the report to one or more email accounts, thus being able to configure the date, time and frequency for sending, click the "Schedule" 

button. If you want to access the detailed configuration steps, read: "How to schedule the automatic sending of reports".

Related Articles

- Error OutOfMemoryError en log de ElasticSearch
- Overview de la interfaz de una conversación de App Store
- Overview de la interfaz de una conversación de Google Play Store
- Overview de la interfaz de una conversación de Instagram.
- Cómo visualizar/editar la información del contacto desde la ventana de Google Play Store

Indicators for incoming Instagram messages

This report provides daily information in real time for inbound Instagram conversations and messages received and sent in those conversations that were generated over a certain period of time. The information can be filtered by campaign.

It is used to obtain daily information in real time for incoming Instagram conversations in order to analyze the service level that is being provided in the last 24 and 48 hours, as well as to know how many of the incoming conversations are answered the same day they are created and how many are active.

This report also indicates the number of messages (sent and received) generated by incoming Instagram conversations.

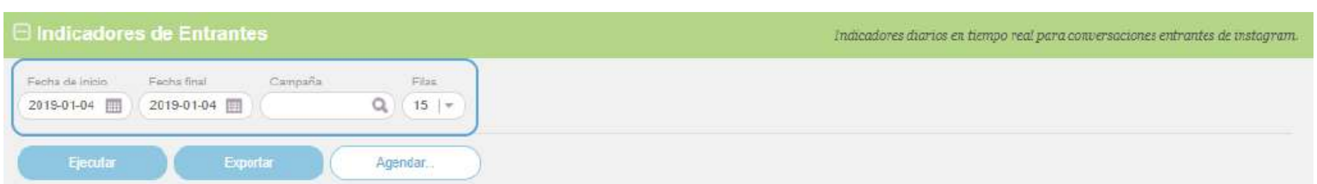
To generate the report of indicators for incoming messages from Instagram, you must follow the following steps:

1. Go to the "Reports" tab in your OCC environment.:

2. Click the Instagram button in the report category:

3. Click the report button "Incoming indicators"

4. Complete the filters required to make the report:



Start date and end date: range for which you want to obtain the information.

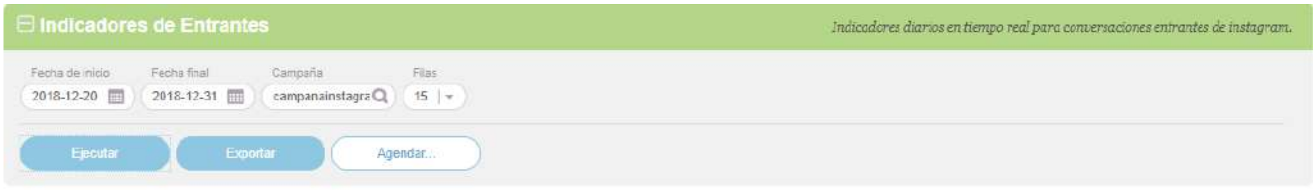
Campaign: Campaign ID.

Filters are case sensitive.

> ⚠ If you leave the Campaign and/or Account filter blank, the report will show the information related to all the campaigns and/or accounts

Rows: Number of rows that the report will have.

5. Click the "Execute"  button to generate the report. The data will then be displayed



	FECHA	CONV.	MSJS REC.	MSJS ENV.	PROM MSJS	SL 24	% SL 24	SL 48	% SL 48	PROM. TPO. ESP.	PROM. TPO. RESP.	CONV. ACT.	CREAD. HOY	RESP. CREAD. HOY	RESP. CREAD. ANTES
1	2018-12-20	2	3	1	2	2	100.00 %	2	100.00 %	00:13:19	00:07:10	1	1	1	0
2	2018-12-21	1	1	0	1	0	0.00 %	0	0.00 %	64:23:24	00:00:00	2	1	0	0
3	2018-12-22	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	2	0	0	0
4	2018-12-23	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	2	0	0	0
5	2018-12-24	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	2	0	0	0
6	2018-12-25	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	2	0	0	0
7	2018-12-26	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	0	0	0	0
8	2018-12-27	1	1	0	1	0	0.00 %	1	100.00 %	13:27:50	00:00:00	4	1	0	0
9	2018-12-28	0	0	0	0	0	100.00 %	0	100.00 %	00:00:00	00:00:00	2	0	0	0

Click here to see the description of the report columns

DATE

DATE

CONVERSATIONS

Total inbound Instagram conversations for the campaign (does not include open conversations).

RECEIVED MESSAGES

Total messages received in the campaign's incoming Instagram conversations.

SENT MESSAGES

Total messages sent in the campaign's incoming Instagram conversations.

AVERAGE MESSAGES

Average number of messages (sent and received) per inbound Instagram conversation for the campaign.

SL 24

Total number of inbound Instagram conversations from the campaign served within the "Service Level Threshold" in the last 24 hours.

% SL 24

Percentage of inbound Instagram conversations from the campaign served within the "Service Level Threshold" in the last 24 hours.

SL 48

Total number of inbound Instagram conversations from the campaign served within the "Service Level Threshold" in the last 48 hours.

% SL 48

Percentage of inbound Instagram conversations from the campaign served within the "Service Level Threshold" in the last 48 hours.

AVERAGE WAITING TIME

Average wait time until incoming Instagram conversations from the campaign are taken by an agent.

AVERAGE ANSWER TIME

Average wait time from when incoming campaign Instagram conversations are taken by an agent to the first answer from the agent.

OPEN CONVERSATIONS

Total inbound Instagram conversations from the open campaign.

OPEN TODAY

Total inbound Instagram conversations for the campaign created today.

ANSWERED CREATED TODAY

Total inbound campaign Instagram conversations answered created today.

ANSWERED CREATED PREVIOUSLY

Total inbound Instagram conversations from the campaign answered created before today.

FINISHED CREATED TODAY

Total inbound Instagram conversations for the finished campaign created today.

FINISHED CREATED PREVIOUSLY

Total inbound Instagram conversations for the finished campaign created before today.

FINISHED UNANSWERED CREATED TODAY

Total inbound campaign Instagram conversations finished without answer created today.

FINISHED UNANSWERED CREATED PREVIOUSLY

Total inbound campaign Instagram conversations finished without answer created before today.

OUT OF SCHEDULE

Total campaign Instagram inbound conversations created outside of campaign hours.

BEFORE SCHEDULE

Total inbound Instagram conversations for the campaign prior to the start of today's campaign schedule.

Related Articles

- Error OutOfMemoryError en log de ElasticSearch
- Overview de la interfaz de una conversación de App Store
- Overview de la interfaz de una conversación de Google Play Store
- Overview de la interfaz de una conversación de Instagram.
- Cómo visualizar/editar la información del contacto desde la ventana de Google Play Store

Report Designer

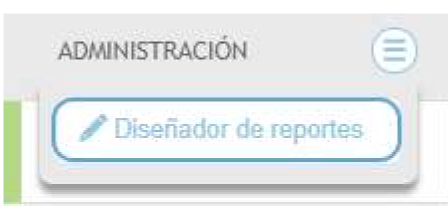
- How to set up a custom report
- How to set a metric
- How to create a filter
- How to create a schedule

How to set up a custom report

To generate a custom report you must follow these steps:

1. In your OCC environment, go to the *"Settings"* tab

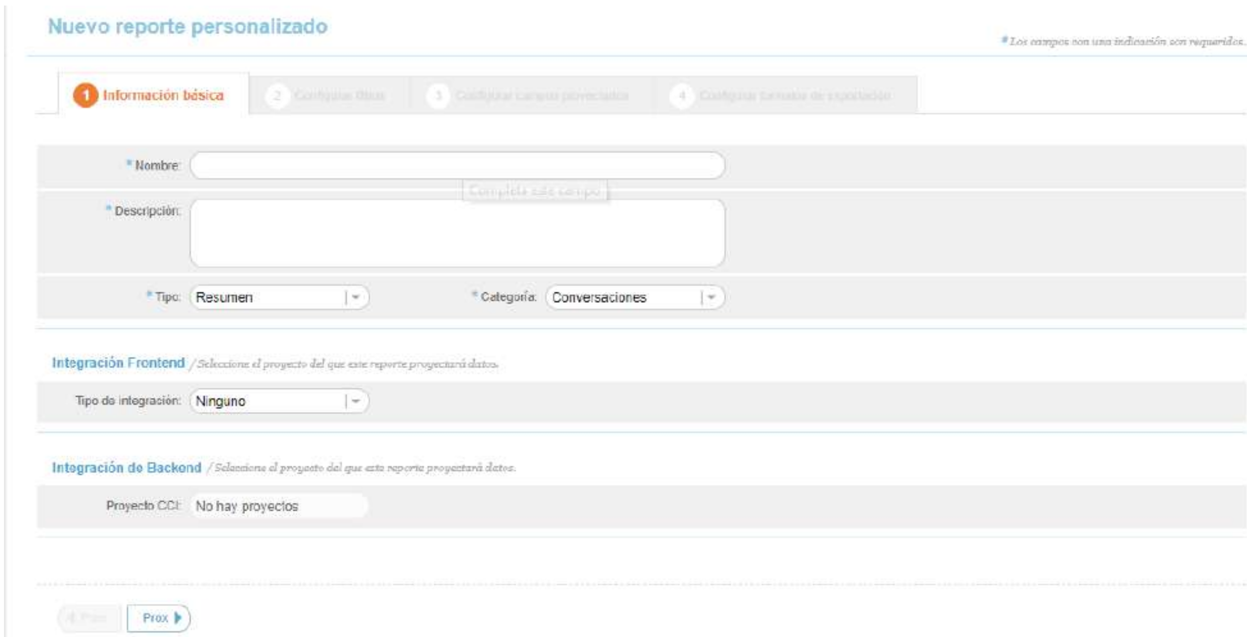
2. In the administration menu, click the  button; then click on "*Reports Designer*



3. The reports designer menu will appear on the screen. You must click the button "*New report*".

4. The configuration of a custom report consists of 4 stages:

   a. **Basic information**



Name: identifies the report.
Description: description of this.

Type

Summary: groups together the information.

Detail: break down the information.

Category

Conversations: If you want to make a report about the conversations you must select this category.

This category will enable the following optional fields:

Frontend Integration

Integration type

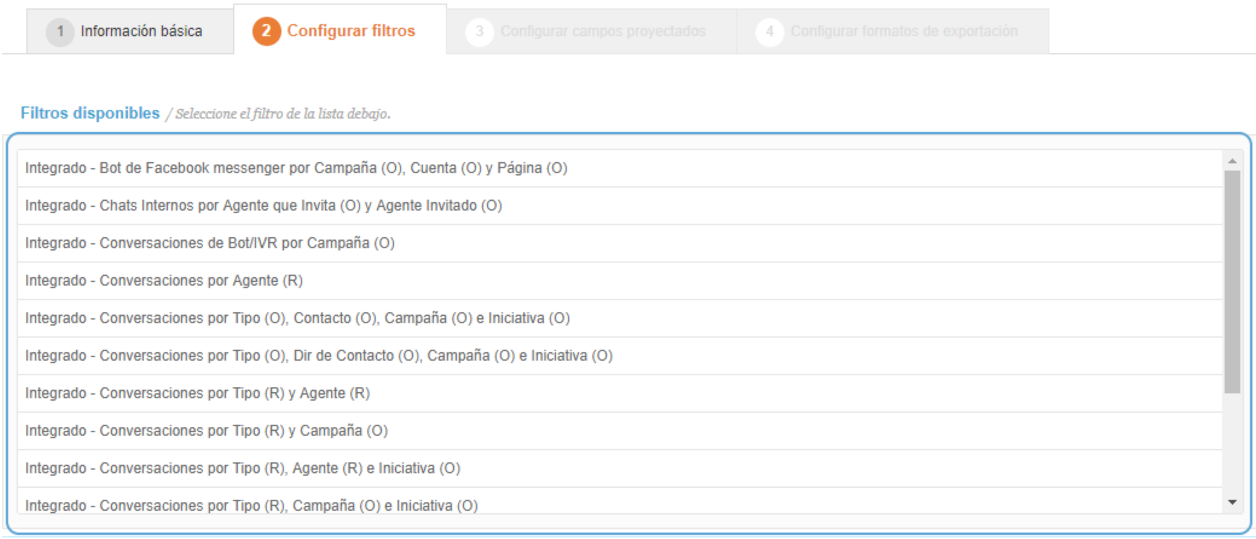
- **None**
- **Webchat**
- **Contact Form**
- **Mail Survey**
- **API**

Backend Integration
CCI Project: The CCI Project must be selected.

States: If you want to make a report about the status of the agents, you must select this category.

Click the  button to proceed to the next step.

b. **Configure Filters**



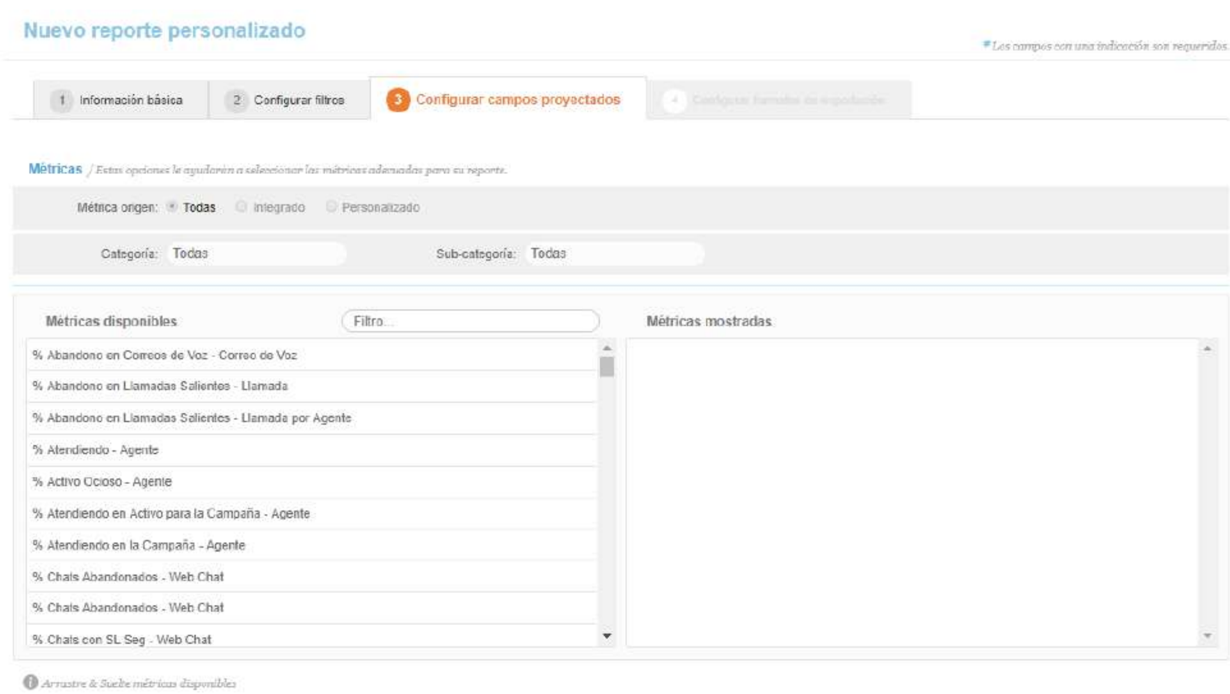
On this screen you will configure how the report information will be grouped together.

*For **Detail** reports, filters will be identified as required (R) or optional (O.*

To advance to the next step click the 

;button; if you want to go back press 

c. **Configure projected fields**



In this step, you will configure the columns of the report. To do so you must select from the list (*Available metrics*) the metrics that you consider optimal for your report

To select a metric, simply drag it to the list of *Projected Metrics*

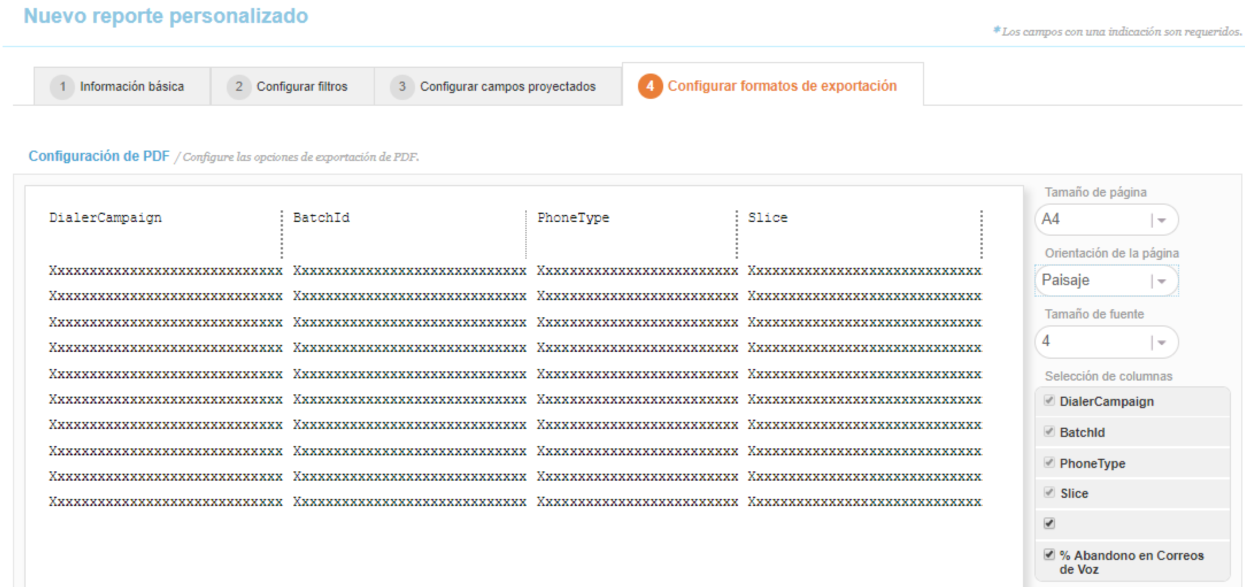
After selecting the metrics you must indicate the %.

Available Metrics vary by type and category of the report.

To advance to the next step click the 

;button; if you want to go back press 

d. **Configure exportation formats**

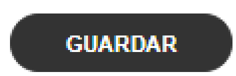


In this step, you must configure the display of the report when it is exported in *pdf*.

- Page size.
  - **Letter**
  - **Legal**
  - **A4**
  - **A5**
- Page orientation
  - **Portrait:** Vertical orientation.
  - **Landscape:** Landscape orientation
- Font size
  - 3
  - 4
  - 5
  - 6

Selection of columns: you can check/uncheck the columns that you want to be displayed.

If you want to go back to modify any previous point, click the 

; button; if not, click the 

button to save the report.

To access a custom report, continue reading the following article: How to access Reports

Related Articles

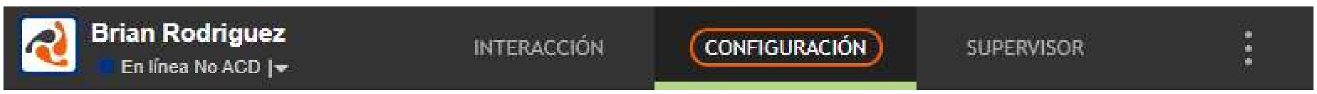
- Error en reportes de Agendas, no se ejecutan.
- Actualizar estado de agenda de reportes en OCC del estado Running a Active.
- Cómo configurar un reporte personalizado
- Cómo crear una agenda
- Cómo crear un filtro

How to set a metric

A metric is a series of numerically expressed information that serves to analyze the performance of a certain campaign.

To configure a metric:

1. In your OCC environment, ***go to the "Settings" tab***

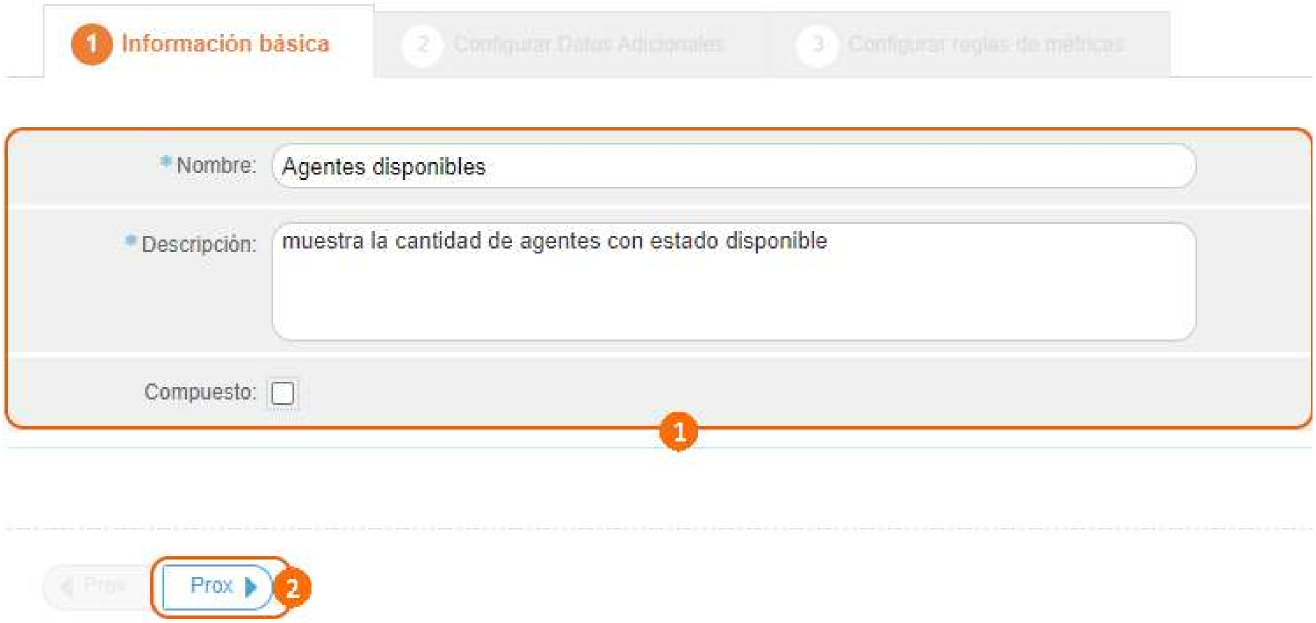


2. In the administration menu, click the  button. After that, ***click on "Reports Designer"*** and then on ***"Metrics".***

3. ***Click the "NEW METRIC" button*** on the right side of the screen.

4. ***Fill in the basic information*** of the metric 1 and then click on ***"Next"*** 2

> **Name:** identifies the metric.
>
> **Description:** description of this.
>
> **Composite:** indicates whether the value of the metric will be composed of the value of other metrics.



5. ***Complete the Additional Data Settings*** 1 and then click on ***"Next"*** 2

Category: corresponds to the category of the metric (in this case it will be agents)

Available categories

Agent

Conversation

Agent Conversation.

Attention Level Conversation

Conversation Count

Rules

Voice Blaster

Data type: corresponds to the type of data that the metric will yield (in this case it will be counter)

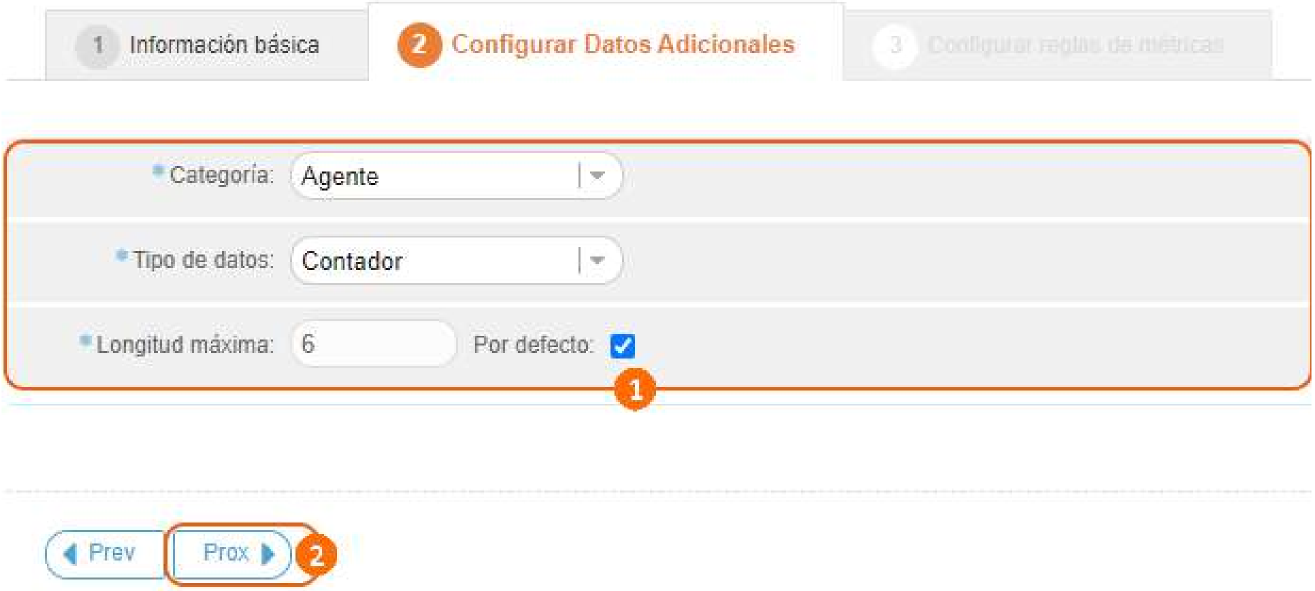
Type of data available

Counter

Time

Decimal

Maximum length: corresponds to the maximum value that the metric can have.



6. ***Completes the metric rules*** (in this case it corresponds to all Agents with Available status). You can add multiple rules by clicking the  button.

7. ***Complete the slice*** of the metric (in this case it will be per agent).

8. If you wish, ***you can affect the behavior*** of the metric via different factors:

9. ***Finally press the "SAVE" button*** to finish creating the metric.

Related Articles

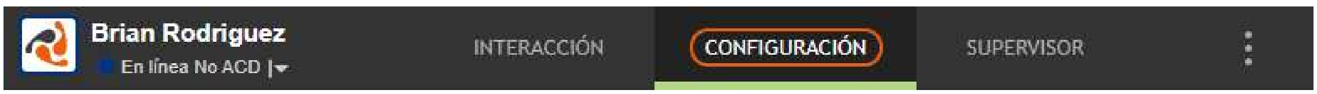
- Error en reportes de Agendas, no se ejecutan.
- Actualizar estado de agenda de reportes en OCC del estado Running a Active.
- Cómo configurar un reporte personalizado
- Cómo crear una agenda
- Cómo crear un filtro

How to create a filter

The filters make it possible to add new categories with which you can later filter the different interactions received.

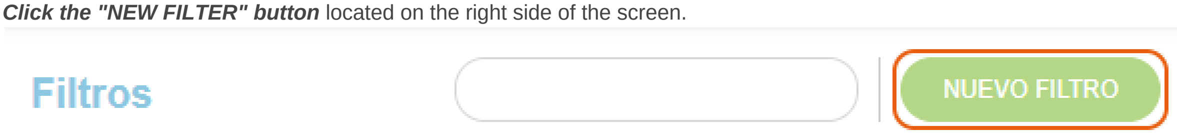
To set up a new filter:

1. In your OCC environment, ***go to the "Settings" tab***



2. In the administration menu, click the  ; button. After that, ***click on "Report Designer"*** and then on ***"Filters".***

3. ***Click the "NEW FILTER" button*** located on the right side of the screen.



4. ***Fill in the basic information*** for filter 1 and then click on ***"Next"*** 2

> **Name:** identifies the filter.
>
> **Filter type:** determines the type of filter in question.
> Available filters
> Summary
>
> Detail
>
> **Category:** determines the type of category to which the filter will be applied.

Available categories

Agent

Conversation

Agent Conversation

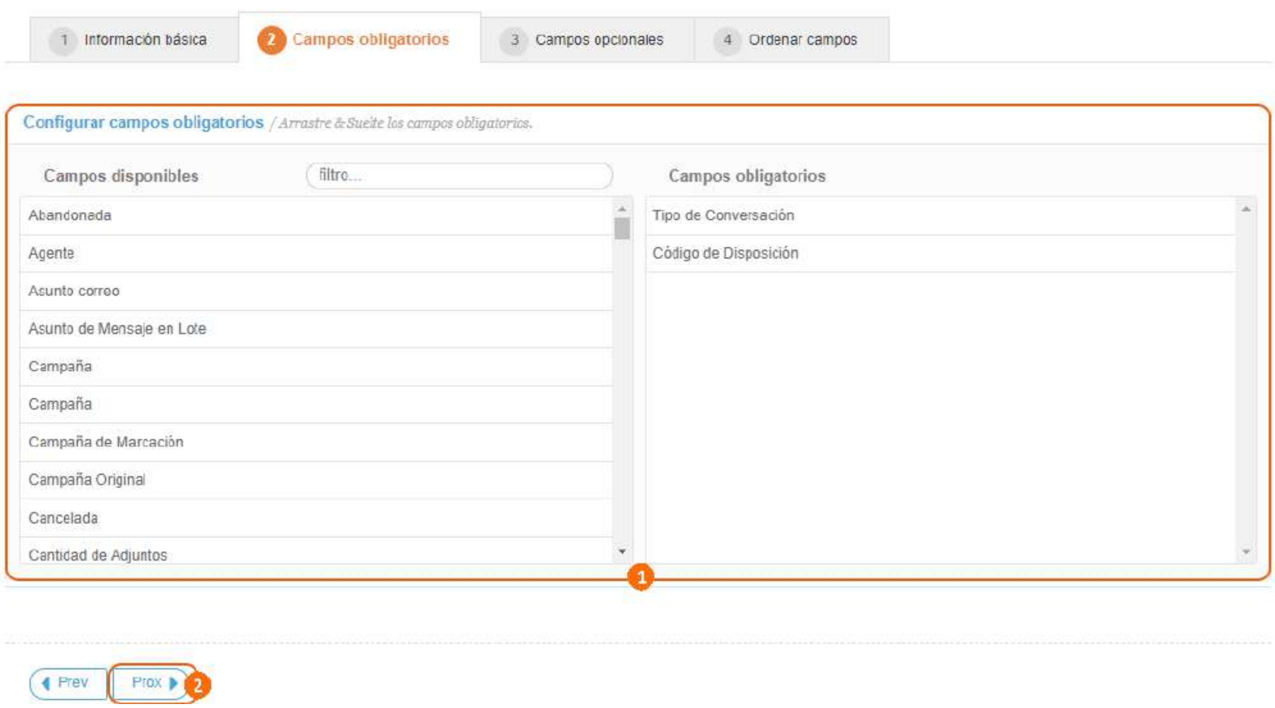
Attention Level Conversation

Conversation Count

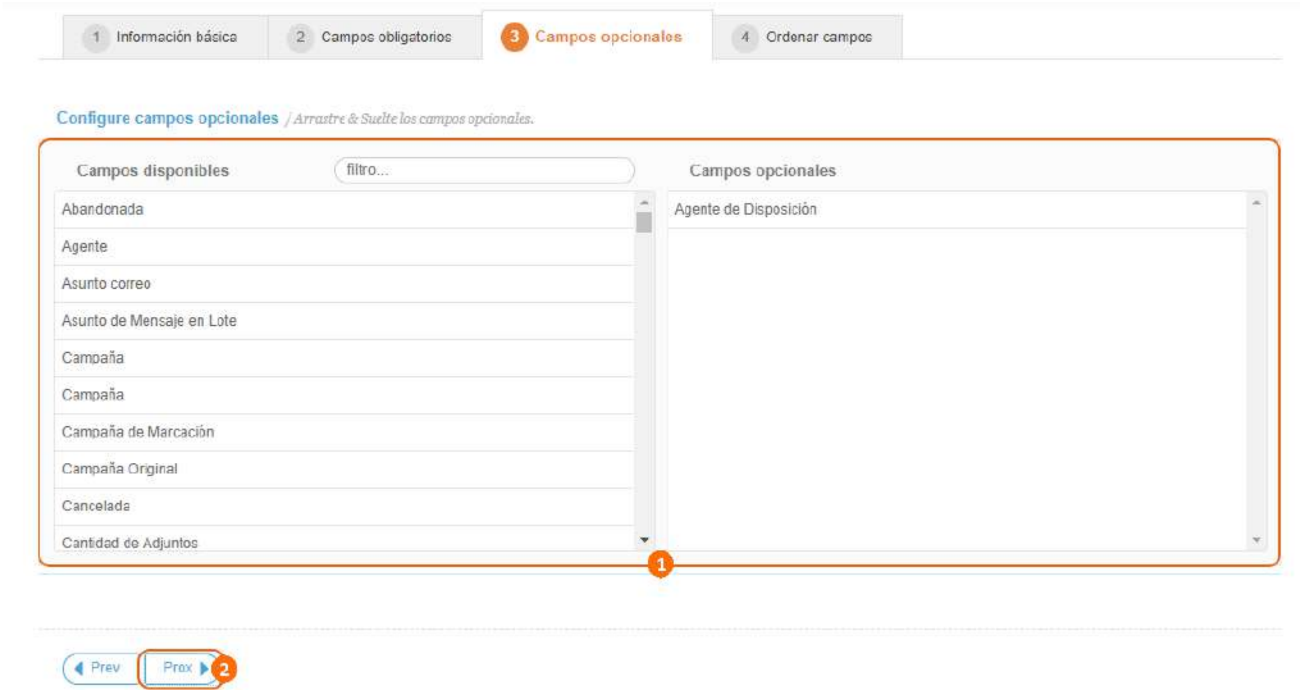
Rules

Voice Blaster

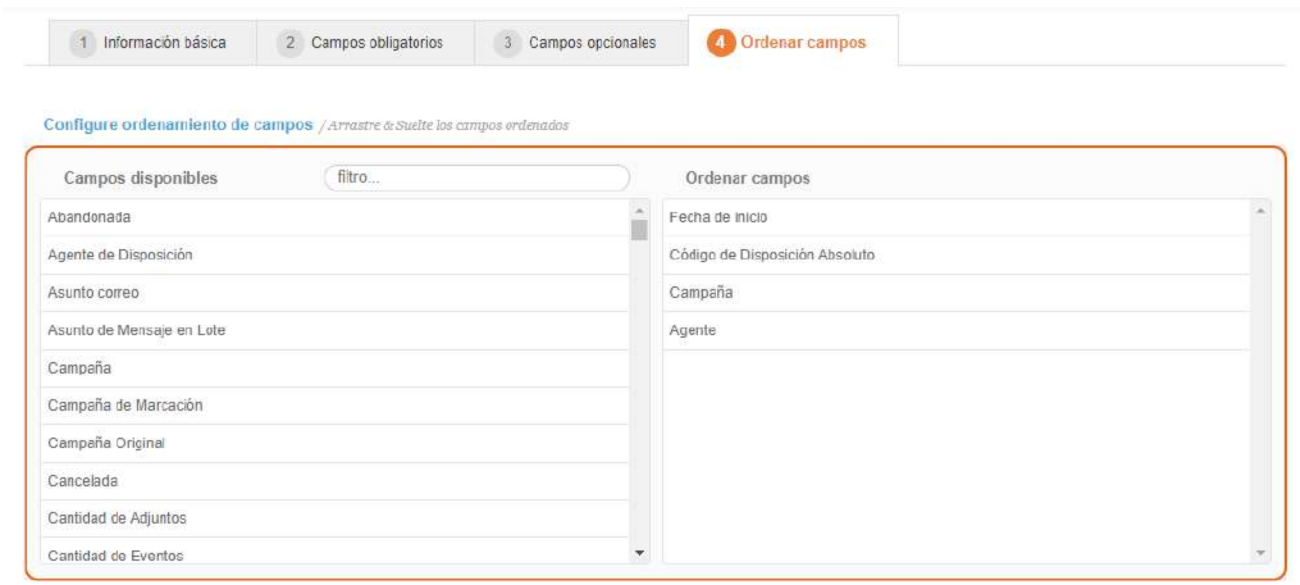
5. ***Set the necessary required fields*** 1 and then click on ***"Next"*** 2



6. ***Set the necessary optional fields*** 1 and then click on ***"Next"*** 2



7. ***Finally configure the ordering of the fields:***



8. ***Click the "SAVE" button*** to finish creating the filter.

Related Articles

- Error en reportes de Agendas, no se ejecutan.
- Actualizar estado de agenda de reportes en OCC del estado Running a Active.

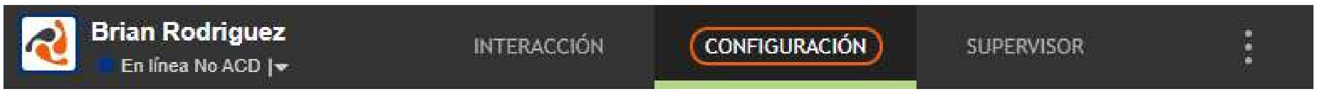
- [Cómo configurar un reporte personalizado]
- [Cómo crear una agenda]
- [Cómo crear un filtro]

How to create a schedule

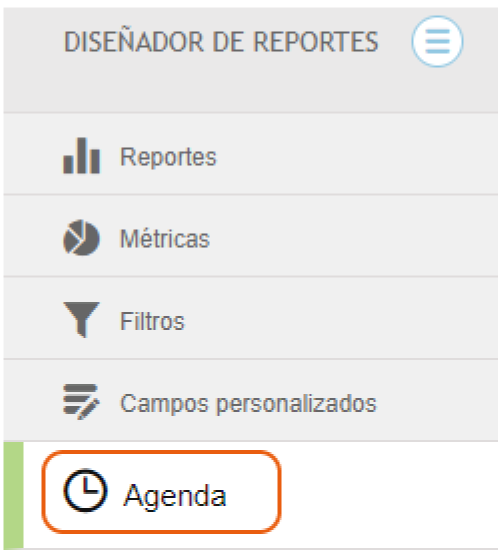
Schedules will allow you to automate the sending of reports. This allows reports to be automatically issued and sent under certain conditions.

To configure a schedule:

1. In your OCC environment, ***go to the "Settings" tab.***



2. In the admin menu, click the ; button. After that, ***click on "Reports Designer"*** and then click on ***"Schedule".***



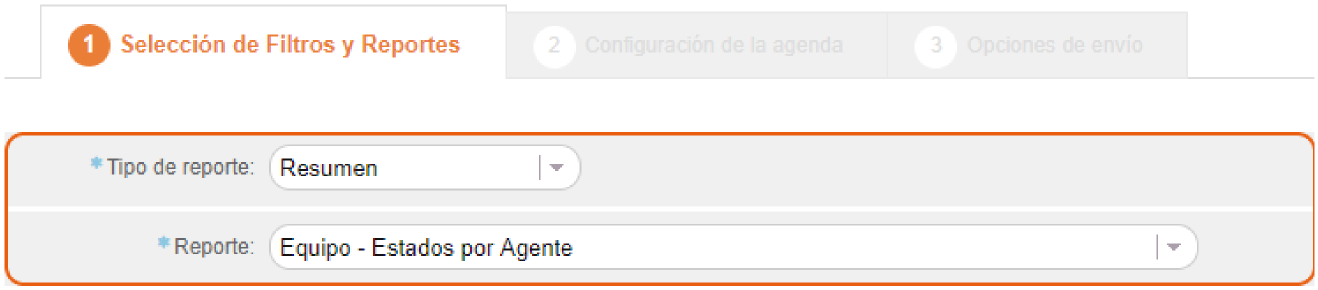
3. ***Click the "NEW SCHEDULE" button*** on the right side of the screen.

4. Select the Report and Report Type:

> **Report type:** determines the type of report in question.
> Available report types
> - Detail
> - Real time
> - Summary
> - Dialing batches
> - Dialing contacts

Live details

Report: corresponds to the different reports available according to the specified type.



5. ***Select the type of filter:*** this will allow you to determine which parameters will be applied to the report.

Time slice: determines the time range by which the report will be filtered.

Available time slice

15 minutes

30 minutes

Hour

Day

Month

Agent: corresponds to the agent by which the filter will be applied

6. ***Select the range*** with which the filter will be applied

Available ranges

Since Last Execution

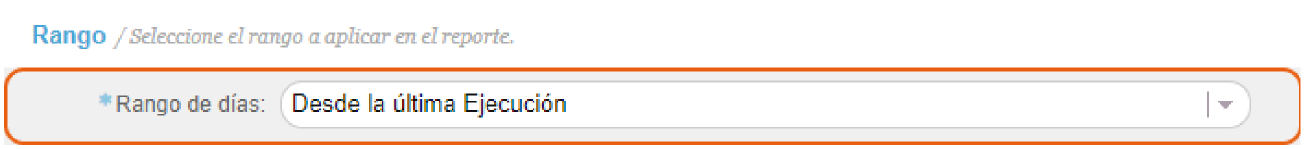
Exact Interval

Last day

Last week

Last month

Last n days



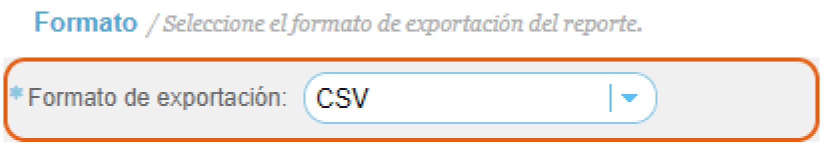
7. ***Select the format*** in which the report will be exported.

   Available formats

   CSV

   BD

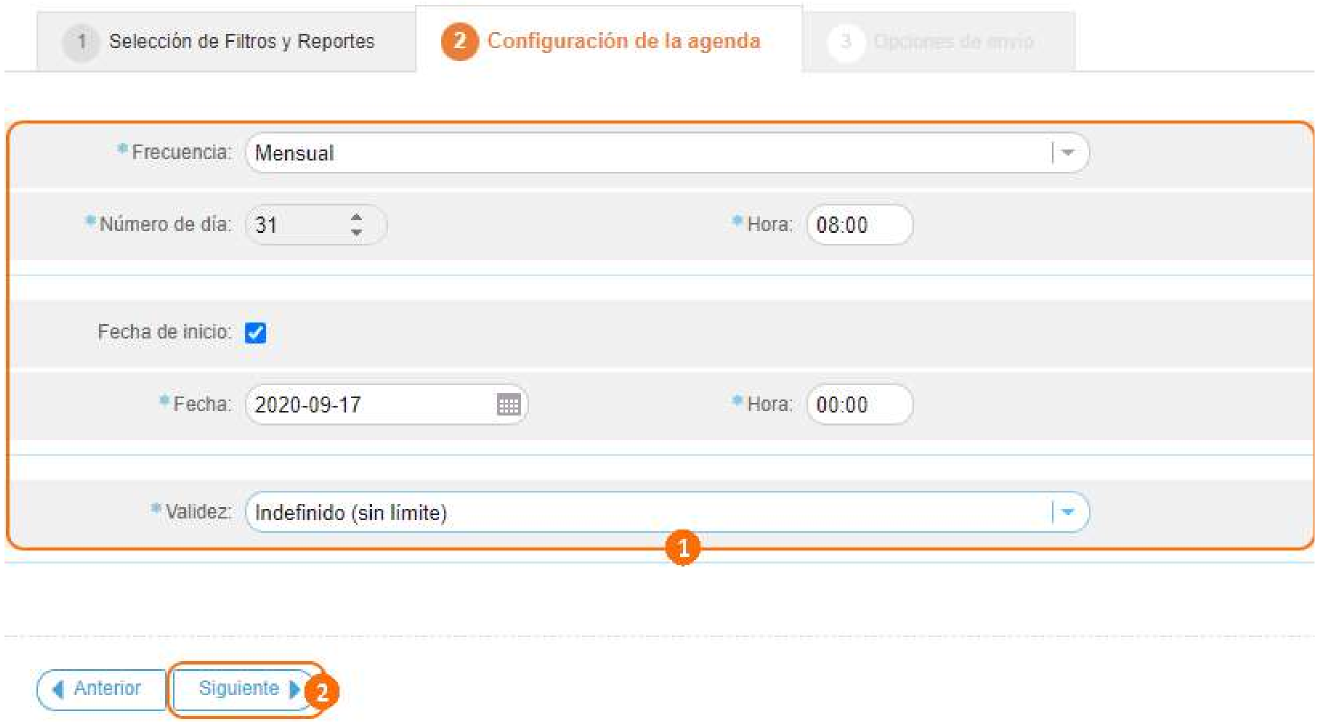
   PDF



8. ***Click on the Next button.***

9. Set the phonebook settings  and then click on the Next button 

> **Frequency:** set how often the report will be issued.
>
> Available frequencies
>
> Every N hours
>
> Daily
>
> Weekly
>
> Monthly
>
> Personalized
>
> **Start Date:** sets on which date the schedule will start working.
>
> **Validity:** sets until what date the schedule will be executed.

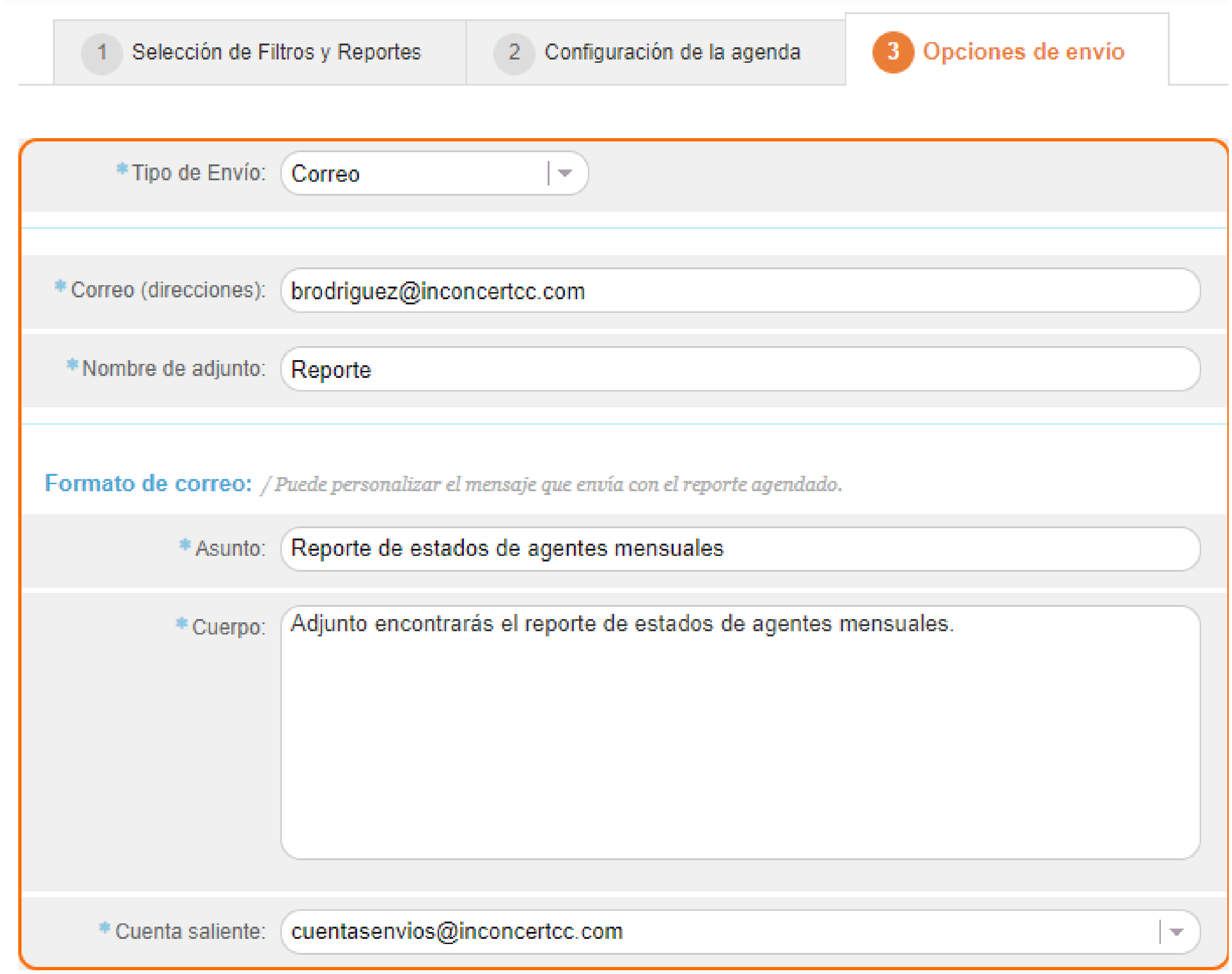


10. ***Set sending options.***

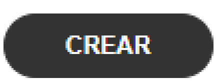
Type of shipments available

Mail

FTP



11. ***Click the "CREATE" button*** to finish the process of creating a schedule..



Related Articles

- Error en reportes de Agendas, no se ejecutan.
- Actualizar estado de agenda de reportes en OCC del estado Running a Active.
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How to export a report to PDF or CSV

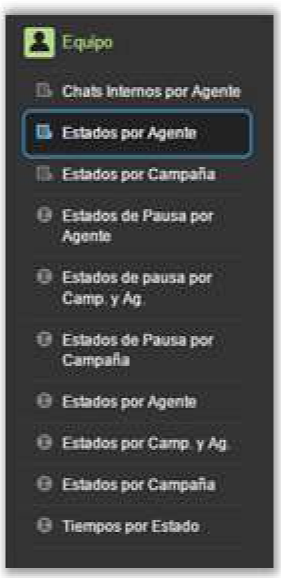
For your convenience, you can export the reports you generate in either PDF or CSV format, either to work with the report data in another application, print the report, save a copy of the file, or simply to view, analyze and send (if required) the information when needed. If you want to schedule automatic sending, read: ""How to schedule the automatic sending of reports"".

To export a report in PDF or CSV format, follow these steps:

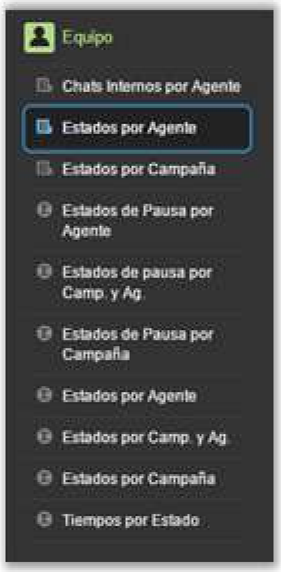
1. Go to the "Reports" tab:

2. Click on the corresponding report category 1 or select the report you want to generate from the "Home" 2 section:

3. Click on the report you want to generate for the selected category (in this case, from the “Team” category):



4. Click on the report you want to generate (in this case the detailed report “States by Agent”):



5. Enter the required filters:

6. Click the “Export” button:

The report can be exported before and/or after it has been generated on the i6 frontend itself. To only generate it in the i6 frontend, click the "Execute" button

7. From the drop-down list, select the desired report export format (PDF or CSV):

8. Once the desired format has been selected, the report will be automatically downloaded to the user's PC.

Related Articles

Error en reportes de Agendas, no se ejecutan.

- Actualizar estado de agenda de reportes en OCC del estado Running a Active.
- Cómo configurar un reporte personalizado
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How to schedule the automatic sending of reports

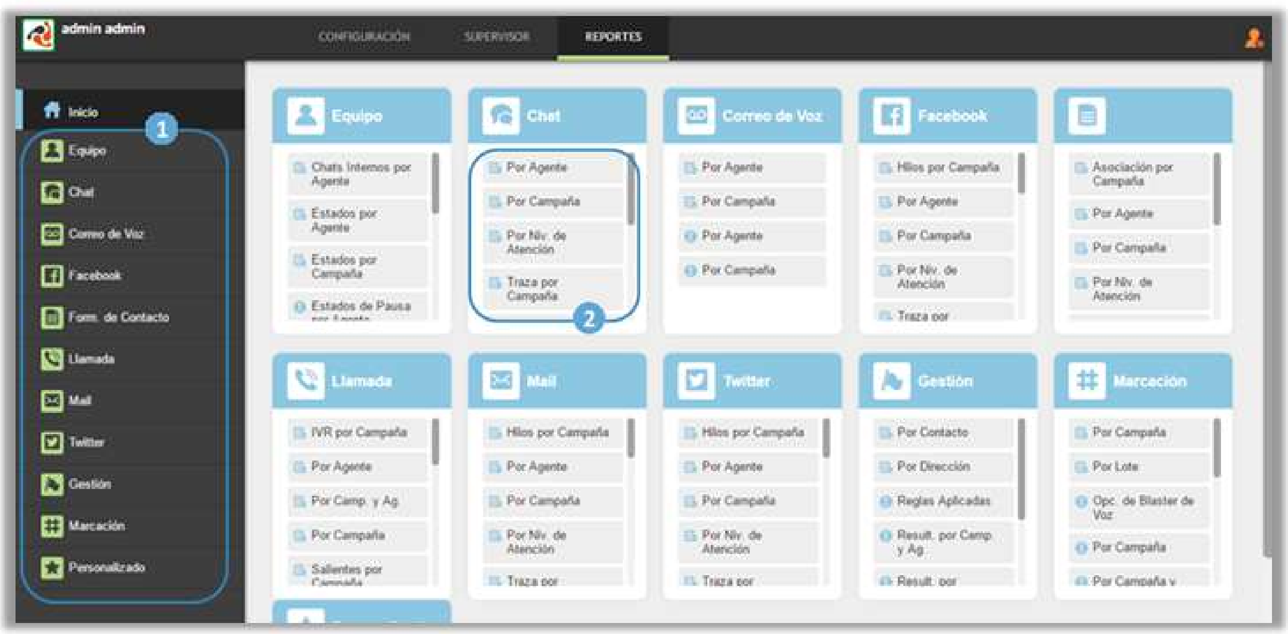
You can easily schedule the automatic sending of reports through an email account. You have several options for scheduling the sending.

Attached to the email are the requested report and all associated conversations. The body of the email includes a link to enable access the report via a web viewer together with the content of the interactions associated with each line of the report.

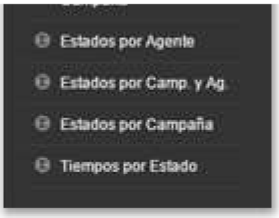
To schedule the automatic sending of reports, follow these steps:

1. Go to the "Reports" tab:

2. Click the corresponding report category 1 or select the report you wish to schedule from the "Home" 2 section:



3. Click on the report you want to schedule (in this case the detailed report "States by Agent" in the Team category):



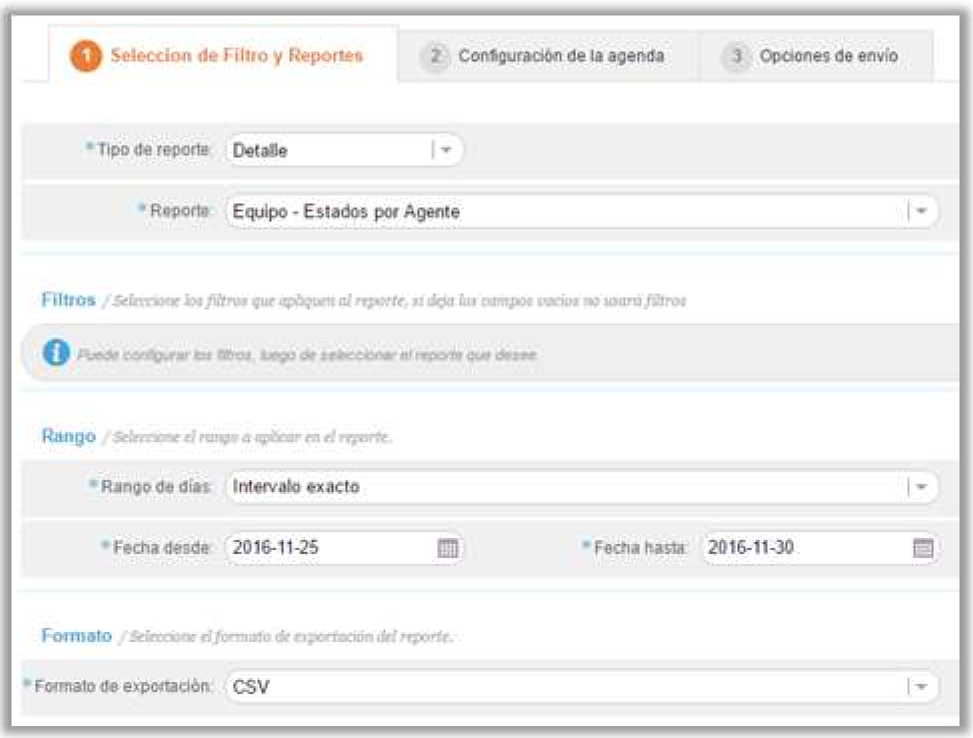
4. Enter the required filters:

5. Presionar el botón "Agendar":

> The report can be scheduled before and/or after it has been generated in the i6 frontend itself. To only generate it in the i6 frontend, click the "Execute" button.

6. Enter the required data:

   a. Selection of Filter and Reports:



Report type and report: type of report and what you want to schedule; by default, points 2 and 3 will depend on what is selected. Other options can be selected from the appropriate drop-down list.

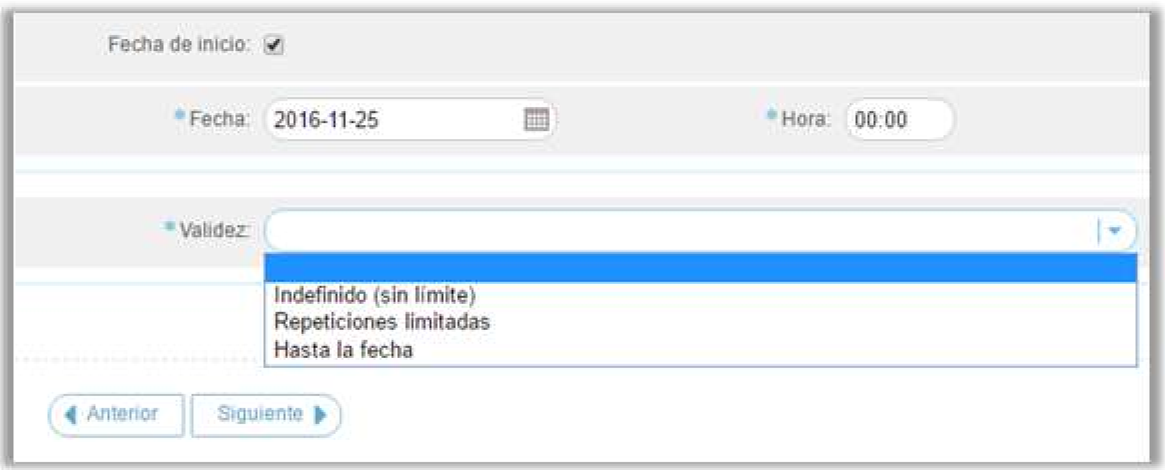
Filters: filters for the report that you want to schedule; by default, they will depend on what is selected in point 4. Other options can be entered where applicable.

Range: time interval for which you want to obtain the report information; by default, values will depend on what is selected in point 4.

Export format: the export format of the report can be *PDF* or *CSV*.

b. Click the “Next” button.
c. Schedule configuration:
   If you select the frequency of sending "Once", enter the date and time for the report to be sent (24-hour format):

If you leave the frequency of sending empty, you need to enter the date and time to start the send (24-hour format), as well as the validity:



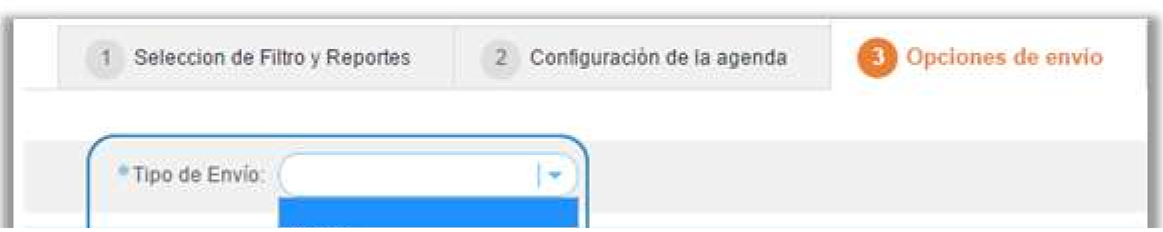
The validity can be:

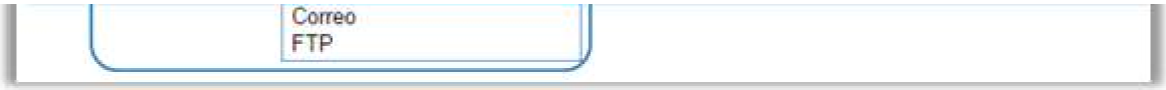
Indefinite: if selected, the report will be sent at the start date and time, repeating each day.

Limited repetitions: if selected, indicate the number of repetitions. *The maximum number of repetitions is 50*.

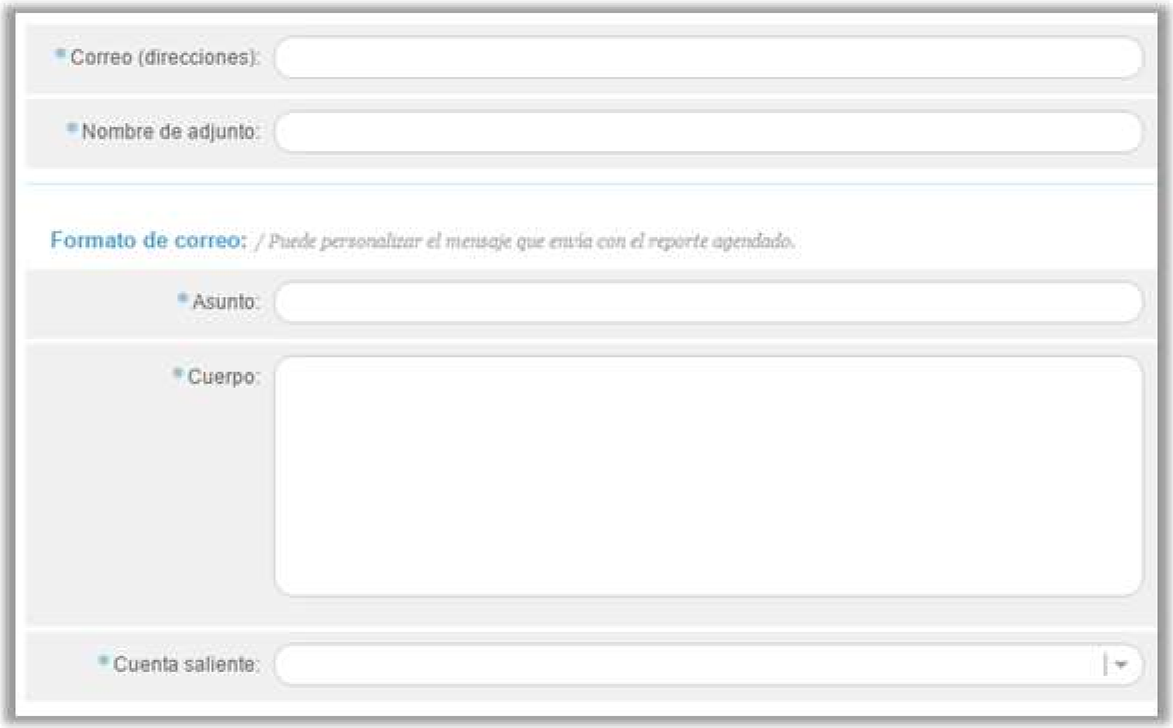
Until date: if selected, enter the final date and time for sending the report (24-hour format).

d. Click the “Next” button.
e. Sending options:
   The scheduled report can be sent through an email account or by configuring FTP data:





i. If you select the "Email" delivery type, configure:



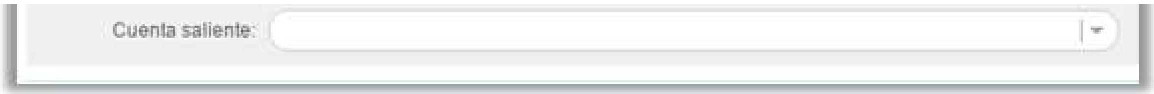
Email: email address(es) to which the report will be sent.

Attachment name: name of the report file.

Email format: customize the message that is sent with the scheduled report.

Outgoing account: select the outgoing account from which the report will be sent

ii. If you select the "FTP" delivery type, configure:



Host: dirección IP / URL del servicio FTP.

Host: IP address / URL of the FTP service.

Port: the default port for the FTP service is 20 for file transfer and 21 for authentication. *Optionally* you can specify a different port.

User Id and Password: user id and password for FTP service authentication.

File Name: name of the report file.

Both the name of the file corresponding to the report and the name of the directory where it will be stored can be configured using the following variables:

{ACCOUNT}
{AGENT}
{ATTENTION_LEVEL}
{CAMPAIGN}
{NOW}
{VCC}
{EXECUTION_DATE}
{CHANNEL}
{START_DATE}
{END_DATE}

Example:
{EXECUTION_DATE} _ {CAMPAIGN} _ChatsDetailByDay

If the option to export the conversations is selected in a detailed report, these conversations will be stored in a sub-folder of the FTP with the same filename as the report plus the suffix "_context".

Directory: directory of the FTP server to which the report will be sent. *Optional*.

Email: email address(es) to which error notifications will be sent. *Optional*.

Outgoing account: select the outgoing account from which the error notifications will be sent. *Optional*.

7. After completing all the required data, click the "CREATE" button.
8. To cancel the operation, click the "CANCEL" button.

Related Articles

- User search
- How to set up Messenger messaging
- How to associate a YouTube account
- How to associate an application from Google Play Store
- How to associate an application from the App Store

Glossary of Reporting Terms

Terms frequently used in the reports are defined below:

SVL Aba.

Number of inbound calls abandoned outside the service level threshold.

SVL Ans.

Number of inbound calls answered outside the service level threshold.

% Busy Agent

Agent occupancy time (percent).

% Busy Without ACW

Agent occupancy time without Wrap up (percent).

+ SVL

Within the service level threshold.

+ SVL Aban.
Number of inbound calls abandoned within the service level threshold.

+ SVL Ans.
Number of inbound calls answered within the service level threshold.

Abandoned
Number of abandoned calls.

Abandoned Time
Total waiting time for abandoned calls.

ACD
Number of calls that went through the ACD.

ACD Time
Total call waiting time in ACD.

ACW Time – (Wrap Up)
Total Wrap up time in calls.

Agent
Agent ID.

ANI
Caller ID of the call.

Answer Time
Total waiting time for call to be answered (ACD + Ringing agent).

Answered
Call answered.

ASA
Average speed of answer.

Attention Time
Total agent-client time.

Average Out of Scheduler Time
Average duration of calls out of schedule.

Average Abandoned
Average rate of abandonment in the requested range.

Average Abandoned Time
Average duration time of abandoned calls.

Average ACD Time
Average call duration time in ACD.

Average ACW Time (Wrap up)
Average duration time of Wrap up.

Average Attention Time
Average attention time.

Average Blocked (Avg. Blocked)
Average number of calls blocked by blacklist.

Average Duration Time
Average total call time.

Average Hold Time
Average hold time.

Average Holds per Call
Average holds per call.

Average Out of Scheduler
Average calls out of schedule.

Average Out of Scheduler Time
Average duration of calls out of schedule.

Average RingBack Time
Average time ringing, outbound calls.

Average Ringing Time
Average time ringing, inbound calls.

Average Transferred
Average number of calls transferred.

Average Transferred to Agent
Average number of calls transferred to Agent.

Average Transferred to Group
Average number of calls transferred to queue.

Average Transferred to Number
Average number of calls transferred to number.

Average Transferred to Campaign
Average number of calls transferred to campaign.

Blocked ACD (Blocked)
Number of calls blocked by blacklist.

Campaign
Campaign ID.

Cancelled
Number of calls Cancelled.

Completed
Number of calls completed.

Conf. Destination
Conference destination number.

Conferences
Number of conferences.

Conferences per Call
Percentage of Conferences per call.

Contact ID
Contact ID (Outbound Engine only).

Contact Name
Contact Name (Outbound Engine only).

CPH (Calls per Hour)
Number of calls per hour.

Date
Date.

Direction
Call direction (Inbound/Outbound).

Disposition
The final state of the interaction.

- Disposition Code
  Code of the final state of the interaction.
- Disposition Time (Wait Time)
  Total call wait time.
- DNIS
  DNIS service number.
- Duration Time
  Total duration time of call(s).
- End Time
  Date and Time of end of call.
- Estimated Calls per Hour
  Estimated number of calls per hour (Slice).
- Estimated CPH (Calls per Hour)
  Estimated number of calls per hour (agent time logged).
- Estimated GPH (Goals Per Hour)
  Estimated number of Goals per hour.
- First Agent
  First agent to contact.
- First Attention Time
  Date and time of the first attention.
- Ghost
  Number of ghost calls.
- GPH (Goals per Hour)
  Goals per hour.
- Has Callback
  If it has callback.
- Hold Time
  Total hold time.
- Holds
  Number of holds.
- Holds per Call
  Holds per call.
- In 1 Sec... In 9 Sec
  In x seconds.
- In 10 Sec... In 45 Sec
  In x seconds.
- In 60 Sec
  In 60 seconds.
- Inb. Abandoned
  Number of inbound calls abandoned.
- Inb. Abandoned with CallBack
  Number of inbound calls abandoned with CallBack.
- Inb. Answered
  Number of inbound calls answered.
- Inb. Answered with CallBack
  Number of inbound calls answered with CallbBack.

Inb. Cancelled
Number of inbound calls cancelled.

Inb. Cancelled with CallBack
Number of inbound calls cancelled with Callback.

Inb. Out of Sched.
Number of calls out of schedule.

Inb. Service Level
Inbound call service level.

Inb. VM with CallBack
Number of Voicemails with callback.

Init Time
Date and time the call was answered by the PBX.

Is Ghost
Indicates whether it is a ghost call.

Is Callback
Indicates whether the call is derived from a callback.

Is Conf.
Indicates whether the call was in conference.

Is Long
Indicates whether it is a long-duration call.

Is Out of Sched.
Indicates whether the call is out of schedule.

Is send to Agent Search
Indicates whether the call searched for an agent.

Is Short
Indicates whether it is a short-duration call.

Is Transf.
Indicates whether the call was transferred.

IVR
Number of times an IVR was accessed.

IVR Time
Call time in IVR.

Last Agent
Last agent to attend to the call.

Long
Number of long-duration calls.

Made
Number of outbound calls.

Max ACW Time
Maximum time of wrap up.

Max Answer Delay
Maximum delay in answering inbound calls.

Max Attention Time
Maximum attention time.

Max Duration Time

Maximum total duration of a call.

Max Hold Time
Maximum hold time.

Max RingBack Time
Maximum time ringing, outbound calls.

Max Ringing Time
Maximum time ringing, inbound calls.

More 60 Sec
More than 60 seconds.

Offered
Number of calls offered to agent.

Original Campaign
Original campaign ID of the call.

Out of Sched.
Number of calls out of schedule.

Park Time
Time of parked calls.

Part
Number of parts to the call.

Period
Time range.

Result
Result.

RingBack Time
Time ringing, outbound calls.

Ringing Time
Time ringing, inbound calls.

Ringing/RingBack Time
Time ringing (inbound/outbound calls).

Shift
Shift.

Short
Number of short-duration calls.

Slice
Time segment.

Start Date
Start date of the report.

Start Time
Date and time of arrival of the call at the PBX.

Supervisor
Supervisor ID.

SVL
Percentage of calls within the service level threshold.

-SVL Aban.
Number of inbound calls abandoned within the service level threshold.

- -SVL Answ.
  Number of inbound calls answered within the service level threshold.
- Taken
  Number of calls taken.
- Total
  Total number of calls.
- Total Inbound
  Total number of inbound calls.
- Total Outbound
  Total number of outbound calls.
- Transfer Time
  Time taken to make the transfer.
- Transfer Destination
  Destination of transfer.
- Transfer Result
  Final status of the transfer.
- Transfer Type
  Type of transfer.
- Transferred
  Number of calls transferred.
- Transferred to Agent
  Number of calls transferred to agent.
- Transferred to Campaign
  Number of calls transferred to campaign.
- Transferred to Group
  Number of calls transferred to queue.
- Transferred to Number
  Number of calls transferred to Number.
- Transferred Time
  Time taken to make the transfer.
- Week
  Week number.
- Year-Month
  Year and month.