

1.

. (.1).

:

1. «Abandoned Rate» (.2.)
2. «Information» (.3.)
3. «Queues» (.4.)
4. «Agents» (.5.)
5. «Active calls» (.6.)
6. «Queue calls» (.7.)
7. «Hangup causes by Members» (.8.)
8. "Member attempts" (.9.)
9. «Hangup causes by attempts» (.10.)

- 1.

- 1.1. "Abandoned Rate"
- 1.2. "Information"
- 1.3. «Queues»
- 1.4. "Agents"
- 1.5. "Active calls"
- 1.6. «Queue calls»
- 1.7. «Hangup causes by Members»
- 1.8. "Member attempts"
- 1.9. "Hangup causes by attempts"

.1.

1.1. "Abandoned Rate"

"Abandoned Rate" .

- , , , .

.2. "Abandoned Rate"

1.2. "Information"

.

:

- Queue - .
- In work - , .
- Waiting - .
- Missed - .
- Total - , .
- Progress - , . 0% 60% - , 60% 80% - , 80% 100% - .
- Answered in hour - , .
- Connection in hour - , .
- Missed in an hour - , .
- Avg response time - , .
- Calculation - C = , / .

.3. "Information"

1.3. «Queues»

, .

.4. "Queues"

1.4. "Agents"

. "Agents", .

:

- Agent - ;
- Status - . : (1,) - ; (2,) - ; (3,) - ; (4,) - ;
- State - ;
- Connected with Agent - , ;
- * - , ;
- Agent's ASA** - , ();
- Member's ASA** - , ().

* = (+ (+)) / = (+ +) / .

** ASA (Average Speed of Answer) - , , .

.5. "Agents"

1.5. "Active calls"

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;
:
    • Time - ;
    • Number - ;
    • State* - ;
    • Answered - ;
    • Agent - , ;
    • Agent in a call - , ;
    • Duration - , ;
    • Resource - , .

* :
    • Idle. , .
    • Waiting. , .
    • Waiting_agent. , .
    • Distribute. , .
    • Offering. , .
    • Active. , .
    • Bridged. , .
    • Wrap_time. .
    • Leaving. , , .

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.6. "Active calls"

1.6. «Queue calls»

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.7. "Queue calls"

1.7. «Hangup causes by Members»

"Hangup causes by Members" , .

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    • ;
    • .

;
, . . 1.

:
    • , ;
    • .

, , . 0.

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.8. "Hangup causes by Members"

failed	.
success	.
abandoned	3 .
failure	3 3 .
timeout	3 . 3 .
cancel	. .
missed	. 3 3 3 .

1. "Hangup causes by Members"

1.8. "Member attempts"

.9. "Member attempts"

Attempt - .

Quantity - , .

Successful - .

1.9. "Hangup causes by attempts"

"Hangup causes by attempts" , , .

:

- ;
- .

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, .

, .

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- , ;
- .

, . 0. .

.10. "Hangup causes by attempts"