



VISION360 QUICK USER GUIDE

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1 Dashboard – Call Center and User/Department

1.1 User & Department Dashboard

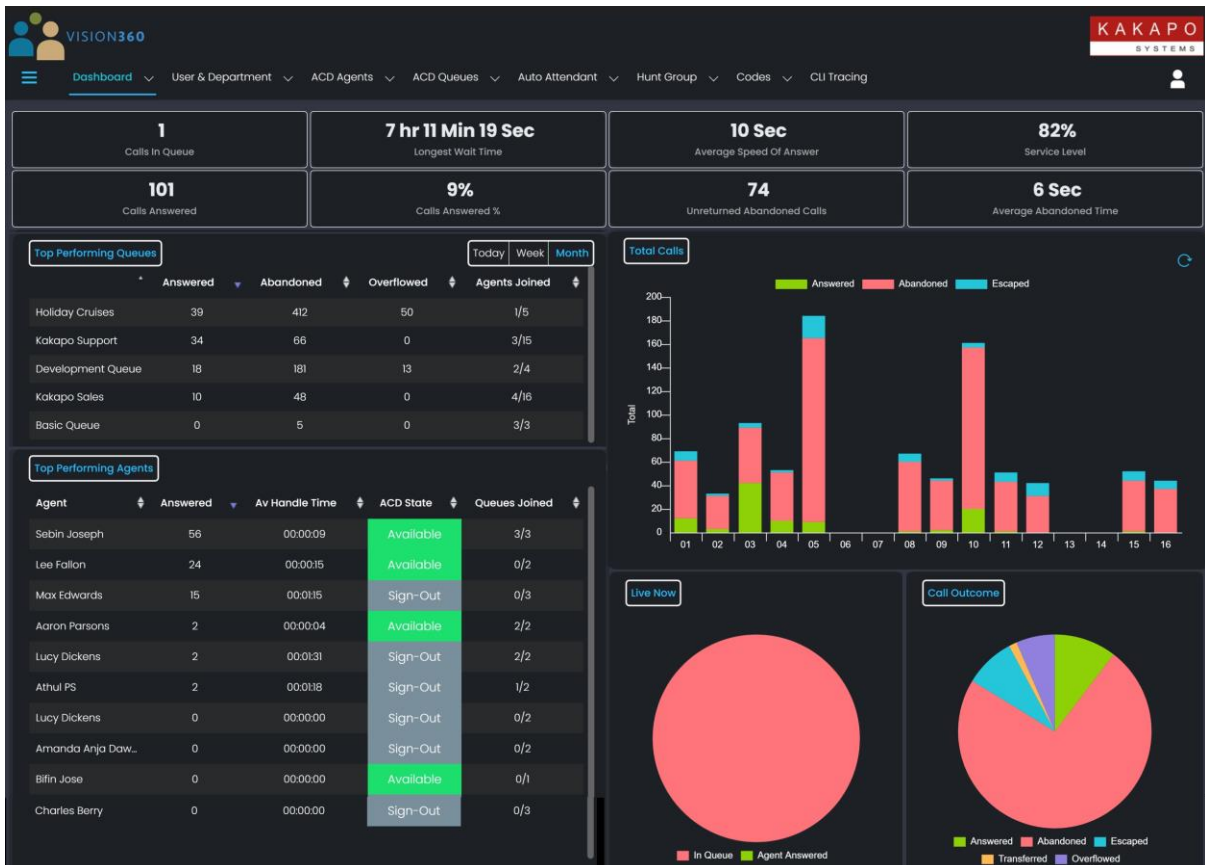
Depending on the licences assigned to your Agents, there are two dashboards that provide you with up to the minute information on the performance of your ACD Call Centers or Non ACD Agents/Departments.

- Vision360 UC User licence – Access to the User & Department Dashboard. (Non ACD)



1.2 Call Center Dashboard

- Vision360 Agent licence – Access to both Dashboards. (ACD and Non ACD)



2 User and Department

2.1 User Summary

The User Summary report provides a detailed view of the call statistics for every monitored user.

The screenshot shows the Vision360 User Summary report for the period 2023-12-01 to 2023-12-31. The interface includes a navigation menu, a search bar, and a table of call statistics for 49 users. The table columns are: User, Department, Total Received Calls, Total Answered Calls, Total Missed Calls, Total Answered Duration, Average Answered Duration, Total Outbound Calls, Total Outbound Duration, Average Outbound Duration, Outbound Internal Calls, and Outbound External Calls.

User	Department	Total Received Calls	Total Answered Calls	Total Missed Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
Aaron Parsons	Sales Operations	4	1	3	00:00:18	00:00:18	0	00:00:00	00:00:00	0	0
Abin Joseph	Sales Operations	90	0	90	00:00:00	00:00:00	8	00:00:56	00:00:07	0	8
Akhay ps	Admin	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Alba Hassan		6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Amanda Anja Dawl...	Sales Operations	7	1	6	00:00:17	00:00:17	1	00:00:09	00:00:09	0	1
Anandu Prasad		39	10	29	00:06:09	00:00:36	319	00:15:19	00:00:02	319	0
Aneeqa Martin	Admin	3	1	2	00:00:08	00:00:08	87	00:05:11	00:00:03	87	0
Arijun Hanikumar	Sales Operations	18	10	8	00:04:31	00:00:27	11	00:13:17	00:00:12	11	0
Athul PS	Sales Operations	15	6	9	00:03:32	00:01:55	2	00:03:47	00:01:53	2	0
Avakable User		0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Benedict Hutton	Admin	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Bilin Jose	Sales Operations	15	8	7	00:03:27	00:00:25	4	00:01:57	00:00:29	4	0
Charles Berry	Customer Service	6	0	6	00:00:00	00:00:00	1	00:00:00	00:00:00	0	1
Chris Tutt	Engineering	1	0	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Dale Cassidy	Engineering	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Emma Hills	Sales Operations	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Frank Lampard	Sales Operations	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0

When reporting on an individual Agent, you can left click on the specific Agent and Vision360 will pop a new screen.

This screenshot is identical to the previous one, but the row for 'Abin Joseph' is highlighted with a red border. The data for Abin Joseph is: Department: Sales Operations, Total Received Calls: 90, Total Answered Calls: 0, Total Missed Calls: 90, Total Answered Duration: 00:00:00, Average Answered Duration: 00:00:00, Total Outbound Calls: 8, Total Outbound Duration: 00:00:56, Average Outbound Duration: 00:00:07, Outbound Internal Calls: 0, Outbound External Calls: 8.

The next tab will open showing all the Agents calls for this period, keeping the original report tab open.

The screenshot shows the 'Abin Joseph - All Calls' report for the period 2023-12-01 to 2023-12-31. The table lists individual call records with columns: Date, Time, Department, From, Direction, Internal/External, To, Ring Duration, Talk Duration, and Call Duration.

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-31	04:04:29 pm	Sales Operations	8018	In	Internal	02087636302	00:00:00	00:00:00	00:00:00
2023-12-31	04:04:24 pm	Sales Operations	8018	In	Internal	02087636302	00:00:00	00:00:00	00:00:00
2023-12-29	05:54:50 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:08	00:00:00	00:00:08
2023-12-29	05:54:23 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:20	00:00:00	00:00:20
2023-12-29	05:51:28 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:44:13 am	Sales Operations	8013	In	Internal	02087636302	00:00:02	00:00:00	00:00:02
2023-12-29	05:39:53 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:08	00:00:00	00:00:08
2023-12-29	05:35:42 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:32:55 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:11:51 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:04	00:00:00	00:00:04
2023-12-29	05:11:22 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03

You can also investigate the calls further by selecting the specific call.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2023-12-31	04:04:29 pm	Jiamy V A	Test Hunt Group	Inbound	Missed	0021	00:00:01	00:00:00	8018
2023-12-31	04:04:29 pm	Jiamy V A	Lee Fallon	Inbound	Bounced	2472	00:00:00	00:00:00	8018 Test Hunt
2023-12-31	04:04:29 pm	Jiamy V A	Abin Joseph	Inbound	Bounced	8335	00:00:00	00:00:00	8018 Test Hunt
2023-12-31	04:04:29 pm	Jiamy V A	Vineeth K K	Inbound	Bounced	8007	00:00:00	00:00:00	8018 Test Hunt
2023-12-31	04:04:29 pm	Jiamy V A	Gopkrishnan V	Inbound	Bounced	8332	00:00:01	00:00:00	8018 Test Hunt

2.2 Department Summary

This Department Summary provides you with a detailed report and breakdown of call statistics for each monitored Department.

Department	Total Received Calls	Total Answered Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
No Department	227	86	01:19:45	00:13:17	922	01:49:39	00:00:07	920	2
Admin	90	36	00:30:25	00:07:36	295	01:57:16	00:00:24	284	1
Customer Service	24	0	00:00:00	00:00:00	1	00:00:00	00:00:00	0	1
Engineering	130	21	00:16:05	00:16:05	47	00:51:05	00:01:05	27	20
Sales Operations	390	50	00:31:24	00:03:55	100	01:02:26	00:00:37	69	31
	861	193	02:37:39		1385	05:40:26		1300	55

If I would like to focus on the Engineering department, I can either use the department drop down menu and untick all other departments or I can just left click the Engineering department, keeping my original report open. I left clicked the Engineering department, which has taken me into the Engineering User Summary.

User	Department	Total Received Calls	Total Answered Calls	Total Missed Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
Chris Tutt	Engineering	1	0	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Dale Cassidy	Engineering	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Janani Manikandan	Engineering	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Lee Fallon	Engineering	116	21	95	00:16:05	00:00:45	35	00:28:12	00:00:48	24	11
Stephen Wardle	Engineering	7	0	7	00:00:00	00:00:00	12	00:22:52	00:01:54	3	9
		130	21	109	00:16:05		47	00:51:04		27	20

Vision360 also provides a further dive into the report by selecting on a particular Agent, a new tab will pop open with all calls for this Agent during the period.

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-31	04:04:29 pm	Engineering	8018	In	Internal	02086192472	00:00:00	00:00:00	00:00:00
2023-12-31	04:04:24 pm	Engineering	8018	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-29	05:44:13 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-28	04:02:53 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-28	04:02:18 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-27	12:17:17 pm	Engineering	8013	In	Internal	02086192472	00:00:04	00:00:00	00:00:04
2023-12-26	04:10:08 am	Engineering	8013	In	Internal	02086192472	00:00:03	00:00:00	00:00:03
2023-12-26	03:49:11 am	Engineering	8015	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-22	11:32:01 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01
2023-12-22	11:31:57 am	Engineering	8013	In	Internal	02086192472	00:00:01	00:00:00	00:00:01

You can also click through to the individual call, and it will show the whole call history for this specific call. This will also display the whole call legs.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	Mc
2023-12-31	04:04:29 pm	Jismy V A	Test Hunt Group	Inbound	Missed	0021	00:00:01	00:00:00	8018	
2023-12-31	04:04:29 pm	Jismy V A	Lee Fallon	Inbound	Bounced	2472	00:00:00	00:00:00	8018	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Abin Joseph	Inbound	Bounced	8335	00:00:00	00:00:00	8018	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Vineeth K K	Inbound	Bounced	8007	00:00:00	00:00:00	8018	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Gopikrishnan V	Inbound	Bounced	8332	00:00:01	00:00:00	8018	Test Hunt

2.3 Department Summary

This is a live report which can be refreshed so you have the latest call information.

The Calls Details report will highlight internal calls and they will be flagged an alternative colour. In this example below, Jismy made an outbound internal call to Anandu.

Time	User	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
01:48:11 pm	Lee Fallon	Engineering	02086192472	Out	External	07852773450	00:00:08	00:02:30	00:02:39
12:12:08 pm	Jismy V A		8018	Out	Internal	8020	00:00:01	00:00:00	00:00:01
12:12:09 pm	Anandu Prasad		8018	In	Internal	8020	00:00:01	00:00:00	00:00:01
12:07:45 pm	Jismy V A		8018	Out	Internal	8020	00:00:01	00:00:00	00:00:01
12:07:46 pm	Anandu Prasad		8018	In	Internal	8020	00:00:01	00:00:00	00:00:01
11:58:14 am	Jismy V A		8018	Out	Internal	0014	00:00:00	00:00:03	00:00:03
11:57:43 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:53:20 am	Steve Tutt		+442082881247	In	External	02086192471	00:00:18	00:00:00	00:00:18
11:52:59 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:03	00:00:03
11:52:15 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:01	00:00:01
11:52:11 am	Jismy V A		8018	Out	Internal	8888	00:00:00	00:00:01	00:00:01
11:52:07 am	Jismy V A		8018	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:28:40 am	Anejo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:08	00:00:08
11:25:50 am	Anejo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:22:47 am	Anejo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:01	00:00:01
11:21:20 am	Joseph Jacob		8019	Out	Internal	0014	00:00:00	00:00:02	00:00:02
11:06:39 am	Joseph Jacob		8019	Out	Internal	0002	00:00:00	00:00:01	00:00:01
10:33:15 am	Lee Fallon	Engineering	8014	In	Internal	02086192472	00:00:02	00:00:17	00:00:20
10:32:58 am	Lucy Dickens	Sales Operations	8014	Out	Internal	0887	00:00:00	00:00:37	00:00:37
09:20:20 am	Anejo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:01	00:00:01

You also could investigate this call further by clicking on the highlighted call. A new tab will open with the Call History report and in this example, Anandu missed the call.

The screenshot shows a web browser window with the VISION360 interface. The 'Call History' report is displayed, showing a single call record for 2024-01-17 at 12:07:46 pm. The call was inbound from Jemmy V A to Anandu Prasad. The 'Result' column is highlighted in red and contains the word 'Missed'. The 'Extension' is 8020, 'Ring Duration' is 00:00:01, 'Talk Duration' is 00:00:00, and the 'Remote Party' is 8018.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-17	12:07:46 pm	Jemmy V A	Anandu Prasad	Inbound	Missed	8020	00:00:01	00:00:00	8018

2.4 Outbound Calls Report

The Outbound Calls report focuses on all calls outbound for all monitored users across the departments.

The screenshot shows the 'Outbound Calls Report' for the period 2023-12-01 to 2023-12-31. The report is filtered for 'All selected (49)' users. The table lists various users and their outbound call statistics.

User	Department	Total Outbound Calls	Outbound External Calls	Outbound Internal Calls	Total Outbound Duration	Average Outbound Duration	Outbound External Duration	Outbound Internal Duration
Alza Hassan		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Anandu Prasad		319	0	319	00:15:19	00:00:02	00:00:00	00:15:19
Available User		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Group Paging Kakapo		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Jemmy V A		277	1	276	00:27:08	00:00:05	00:00:00	00:27:08
Joseph Jacob		133	0	133	00:15:59	00:00:07	00:00:00	00:15:59
Nakul Ravindran		8	0	8	00:03:45	00:00:28	00:00:00	00:03:45
Naomi Curnow		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Raathi Reghunath		195	0	195	00:24:46	00:00:09	00:00:00	00:24:46
Rismy C J		25	0	25	00:22:28	00:00:53	00:00:00	00:22:28
Sajith K		0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
Steve Tutt		4	1	3	00:00:09	00:00:02	00:00:02	00:00:06

To focus on a specific Agent, you can select the single Agent from the drop-down menu or left click the Agent and a new tab will open with the users Outbound Calls report. In the example below, I have clicked on Anandu, and the Outbound Calls report is opened in a new tab just for this Agent.

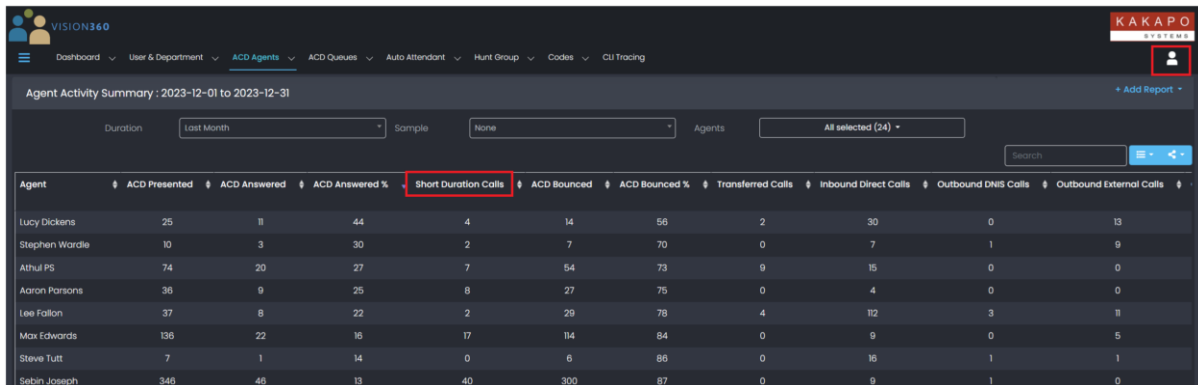
The screenshot shows a new browser tab titled 'Anandu Prasad - Outbound Calls : 2023-12-01 to 2023-12-31'. The report displays a detailed list of outbound calls for Anandu Prasad, including date, time, department, from, direction, internal/external status, to, ring duration, talk duration, and call duration.

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-29	11:08:37 am		8020	Out	Internal	0002	00:00:00	00:00:02	00:00:02
2023-12-29	05:02:33 am		8020	Out	Internal	0002	00:00:00	00:00:01	00:00:02
2023-12-29	05:02:27 am		8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	05:02:22 am		8020	Out	Internal	0002	00:00:00	00:00:02	00:00:02
2023-12-29	03:44:42 am		8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:36 am		8020	Out	Internal	0002	00:00:00	00:00:03	00:00:03
2023-12-29	03:44:29 am		8020	Out	Internal	0002	00:00:00	00:00:04	00:00:04
2023-12-29	03:44:25 am		8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:20 am		8020	Out	Internal	0002	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:15 am		8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01
2023-12-29	03:44:11 am		8020	Out	Internal	0002	00:00:00	00:00:01	00:00:01
2023-12-27	12:19:06 pm		8020	Out	Internal	0002	00:00:00	00:00:10	00:00:10
2023-12-27	12:18:43 pm		8020	Out	Internal	0002	00:00:00	00:00:18	00:00:18
2023-12-27	12:18:15 pm		8020	Out	Internal	0002	00:00:00	00:00:20	00:00:20
2023-12-27	12:18:02 pm		8020	Out	Internal	8888	00:00:00	00:00:09	00:00:09
2023-12-27	12:17:49 pm		8020	Out	Internal	0002	00:00:00	00:00:05	00:00:05
2023-12-27	12:17:29 pm		8020	Out	Internal	0002	00:00:00	00:00:09	00:00:09
2023-12-27	12:17:19 pm		8020	Out	Internal	0002	00:00:00	00:00:06	00:00:06
2023-12-27	12:17:13 pm		8020	Out	Internal	8888	00:00:00	00:00:01	00:00:01

3 ACD Agents

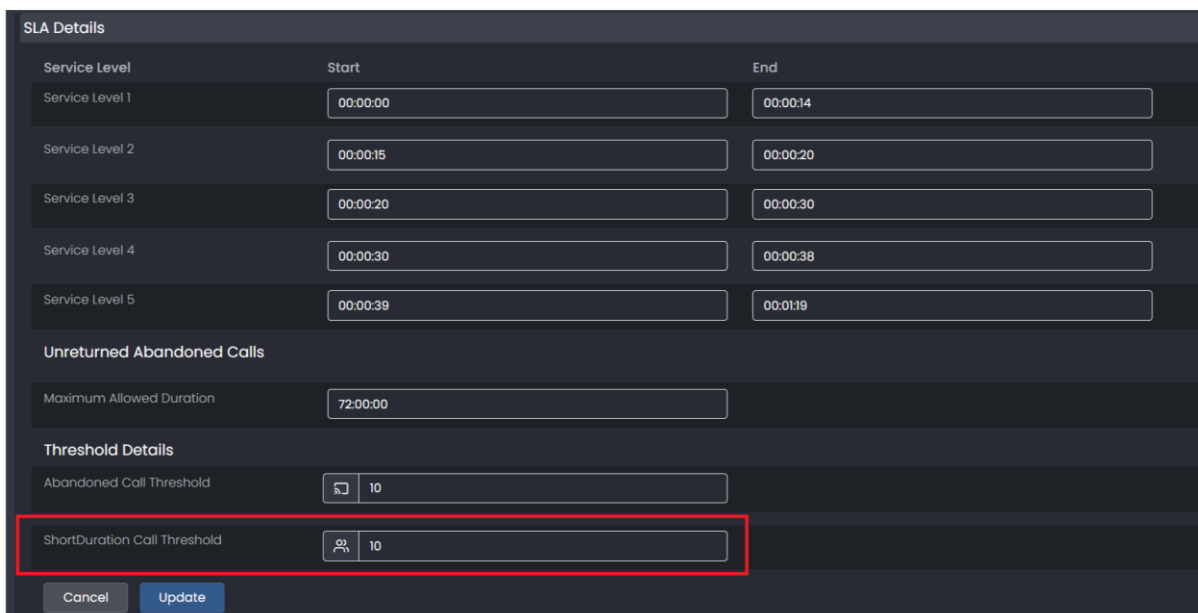
3.1 Agent Activity Summary

The first configuration setting to complete would be the Short Call Duration. The default setting is 20 seconds, but this can vary between call centers. You will find the setting under My Settings > General Settings.



Agent	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Inbound Direct Calls	Outbound DNS Calls	Outbound External Calls
Lucy Dickens	25	11	44	4	14	56	2	30	0	13
Stephen Wardle	10	3	30	2	7	70	0	7	1	9
Athul PS	74	20	27	7	54	73	9	15	0	0
Aaron Parsons	36	9	25	8	27	75	0	4	0	0
Lee Fallon	37	8	22	2	29	78	4	112	3	11
Max Edwards	136	22	16	17	114	84	0	9	0	5
Steve Tutt	7	1	14	0	6	86	0	16	1	1
Sebin Joseph	346	46	13	40	300	87	0	9	1	0

In this example below, I have set my Short Call Duration to 10 seconds.



SLA Details

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 72:00:00

Threshold Details

Abandoned Call Threshold: 10

ShortDuration Call Threshold: 10

Cancel Update

Once again, you can select certain Agents to investigate further, or you can click on the Agent for further information. In this instance, I have selected the Agent Lucy Dickens and the Agent Activity Summary pops in a new tab just on this Agent.

VISION360 KAKAPO SYSTEMS

Dashboard | User & Department | ACD Agents | ACD Queues | Auto Attendant | Hunt Group | Codes | CLI Tracing

Lucy Dickens - Agent Activity Summary : 2023-12-01 to 2023-12-31

Call Center	DNIS	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Outbound DNIS Calls	Held Calls	Total Talk Duration
Kakapo Sales	Kakapo Sales	5	3	60	1	2	40	0	0	1	00:01:22
Kakapo Support	Kakapo Support	20	8	40	3	12	60	2	0	2	00:02:53
		25	11		4	14		2	0	3	00:04:15

Showing 1 to 2 of 2 rows | 25 rows per page

Below is my saved template report of my Agent Activity Summary with all 39 call Statistics.

VISION360 KAKAPO SYSTEMS

Dashboard | User & Department | ACD Agents | ACD Queues | Auto Attendant | Hunt Group | Codes | CLI Tracing

Agent Activity Summary : 2023-12-01 to 2023-12-31

Duration: Last Month | Sample: None | Agents: All selected (24)

Agent	Department	Current ACD State	Current ACD State Duration	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Inbo
Lucy Dickens	Sales Operations	Sign-Out	21:30:19	25	11	44	4	14	56	2	
Stephen Wardle	Engineering	Sign-Out	27:36:46	10	3	30	2	7	70	0	
Athul PS	Sales Operations	Available	06:32:39	74	20	27	7	54	73	9	
Aaron Parsons	Sales Operations	Available	07:06:36	36	9	25	8	27	75	0	
Lee Fallon	Engineering	Available	05:51:46	37	8	22	2	29	78	4	
Max Edwards	Sales Operations	Available	01:24:17	138	22	16	17	114	84	0	
Steve Tutt		Sign-Out	29:08:04	7	1	14	0	6	86	0	
Sebin Joseph	Sales Operations	Available	56:44:48	346	46	13	40	300	87	0	
Alshay ps	Admin	Sign-Out	19:32:37	0	0	0	0	0	0	0	
Janani Manikandan	Engineering	Sign-In	11:56:33:30	0	0	0	0	0	0	0	
Gopikrishnan V	Sales Operations	Sign-Out	28:10:07	0	0	0	0	0	0	0	
Chris Tutt	Engineering	Sign-Out	07:29:16	1	0	0	0	1	100	0	
Liam Smith	Sales Operations	Unavailable	45:50:50:20	0	0	0	0	0	0	0	
Larry Redman	Sales Operations	Sign-Out	24:42:57:25	0	0	0	0	0	0	0	
Frank Lampard	Sales Operations	Sign-Out	19:23:27	6	0	0	0	6	100	0	
Sajith K		Sign-Out	12:12:57	0	0	0	0	0	0	0	
Bilin Jose	Sales Operations	Sign-Out	12:13:48	0	0	0	0	0	0	0	

3.2 Agent Activity Detail

The Agent Activity Detail Report provides up to the minute information on the performance of each agent in your company.

VISION360 KAKAPO SYSTEMS

Dashboard | User & Department | ACD Agents | ACD Queues | Auto Attendant | Hunt Group | Codes | CLI Tracing

Agent Activity Detail : 2024-01-01 to 2024-01-16

Duration: This Month | Agents: 23 selected

Agent	Date	Time	Activity Type	Activity Detail	Call Type	Remote Number	Number Called	Transfer Num
Lee Fallon	2024-01-16	04:56:31 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	04:56:51 pm	ACD State	Unavailable	-	-	-	-
Lee Fallon	2024-01-16	04:24:02 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	04:23:51 pm	ACD State	Unavailable	-	-	-	-
Aaron Parsons	2024-01-16	03:59:43 pm	ACD State	Sign-Out	-	-	-	-
Max Edwards	2024-01-16	03:46:11 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	03:43:38 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	03:39:25 pm	ACD State	Unavailable	-	-	-	-
Lee Fallon	2024-01-16	03:37:28 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	03:05:43 pm	ACD State	Unavailable	-	-	-	-
Aaron Parsons	2024-01-16	01:43:53 pm	ACD State	Available	-	-	-	-
Aaron Parsons	2024-01-16	12:58:17 pm	ACD State	Unavailable	-	-	-	-
Steve Wardle	2024-01-16	12:47:59 pm	ACD State	Sign-Out	-	-	-	-
Steve Wardle	2024-01-16	12:31:19 pm	ACD State	Unavailable	-	-	-	-
Gopikrishnan V	2024-01-16	12:14:38 pm	ACD State	Sign-Out	-	-	-	-
Sajith K	2024-01-16	12:11:28 pm	ACD State	Sign-Out	-	-	-	-
Lee Fallon	2024-01-16	11:48:29 am	Call	Call Released	Internal	8018	-	-
Gopikrishnan V	2024-01-16	11:48:29 am	Call	Call Released	Internal	8018	-	-
Sebin Joseph	2024-01-16	11:48:25 am	Call	Call Released	Inbound ACD	8018	0002	-
Sebin Joseph	2024-01-16	11:46:42 am	Call	Call Released	Inbound ACD	8018	8888	-

3.3 ACD State Report

The ACD State Report is a live up to the minute report on the availability of users in your call center.

The screenshot shows the VISION360 ACD State Report for the period 2023-12-01 to 2023-12-31. The interface includes a navigation menu, a search bar, and a table with the following columns: Agent, Current ACD State, Current ACD State Duration, Staffed Duration, ACD Answered Duration, ACD Answered Duration %, Available Duration, Available ACD State %, Wrap-up Duration, and Total Unavailable Duration. Agents are listed with their current status, such as 'Sign-Out', 'Available', or 'Unavailable'.

Agent	Current ACD State	Current ACD State Duration	Staffed Duration	ACD Answered Duration	ACD Answered Duration %	Available Duration	Available ACD State %	Wrap-up Duration	Total Unavailable Duration
Aaron Parsons	Sign-Out	02:05:22	12:24:29	00:04:43	0	79:13:30	75	00:08:29	42:52:21
Akshay ps	Sign-Out	1:41:03:47	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Amanda Anja Dawso...	Sign-Out	2:45:42:26	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Aneaja Martin	Sign-Out	18:38:36:46	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Arjun Harikumar	Sign-Out	08:49:51	78:59:04	00:00:00	0	76:09:12	98	00:01:53	02:47:58
Athul PS	Sign-Out	07:19:21	1:13:27:40	00:22:58	0	76:35:59	48	17:42:14	01:08:07
Bilim Jose	Available	12:03:20	180:31:49	00:00:00	0	148:43:19	35	00:04:09	05:14:56
Charles Berry	Sign-Out	2:42:03:36	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Chris Tutt	Sign-Out	10:10:06:54	09:08:29	00:00:00	0	00:46:42	1	00:00:00	08:21:47
Emma Hills	Available	16:10:03:35	1:19:59:54	00:00:00	0	41:36:03	41	00:00:00	78:23:51
Frank Lampard	Sign-Out	97:03:46	49:28:25	00:00:00	0	31:54:37	66	00:00:03	17:33:46
Gopikrishnan V	Sign-Out	05:50:26	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Janani Manikandan	Sign-In	1:13:43:50	23:59:59	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Larry Redman	Sign-Out	2:42:03:44	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Lee Fallon	Available	01:08:34	55:47:09	00:17:13	1	53:15:45	95	00:12:53	02:18:36
Liam Smith	Unavailable	45:38:30:40	23:59:59	00:00:00	0	00:00:00	0	00:00:00	23:59:51
Lucy Dickens	Sign-Out	2:13:19:11	00:00:00	00:00:00	0	00:00:00	0	00:00:00	00:00:01
Lucy Dickens	Sign-Out	25:17:45	28:38:16	00:05:12	0	28:09:04	98	00:22:30	00:06:4

4 ACD Queues

4.1 ACD State Report

Calls in Queue is a live report on all current calls that are in your call centers queues.

The screenshot shows the VISION360 Calls in Queue report for 2024-01-18. The interface includes a navigation menu, a search bar, and a table with the following columns: Call Center, DNIS, Date, Start Time, Wait Duration, Queue Position, Queue Priority, Callers Number, Entrance Message Playing, Previously Abandoned, and Number. The table lists three calls in the queue.

Call Center	DNIS	Date	Start Time	Wait Duration	Queue Position	Queue Priority	Callers Number	Entrance Message Playing	Previously Abandoned	Number
Development Queue	Development Queue	2024-01-17	04:58:39 am	07:50:45	1	3-Low	8020	No	Yes	
Kakapo Sales	Kakapo Sales	2024-01-18	12:48:38 pm	00:00:46	1	-	8014	No	Yes	
Kakapo Sales	Kakapo Sales	2024-01-18	12:49:23 pm	00:00:01	2	-	+44754290180	No	Yes	

I selected the bottom call inbound to Sales and a new tab opens up showing me the call history including the call legs.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-18	12:50:17 pm	+447542901860	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:05	+447542901860
2024-01-18	12:50:17 pm	Kakapo Test	Steve Tutt	Inbound	Bounced	2471	00:00:05	00:00:00	+447542901860
2024-01-18	12:50:17 pm	Kakapo Test	Aaron Parsons	Inbound	Bounced	2486	00:00:05	00:00:00	+447542901860
2024-01-18	12:50:17 pm	Kakapo Test	Lee Fallon	Inbound	Bounced	2472	00:00:05	00:00:00	+447542901860

4.2 Live Calls

Live Calls is another live report that will auto refresh once you have configured in my settings. In this example, you can see that The Agent has answered an inbound call to Support, and I can track the progress live.

Call Center	DNIS	Callers Number	Date	Start Time	Wait Duration	Agent	Call Duration	Recording State	Previously Abandoned
Kakapo Support	Kakapo Support	+447542901860	2024-01-18	12:57:42 pm	00:00:04	Lee Fallon	00:00:10	Started	Yes

After the next auto refresh, I can see the Agent has paused call recording.

Call Center	DNIS	Callers Number	Date	Start Time	Wait Duration	Agent	Call Duration	Recording State	Previously Abandoned
Kakapo Support	Kakapo Support	+447542901860	2024-01-18	12:57:42 pm	00:00:04	Lee Fallon	00:01:20	Paused	Yes

4.3 Unreturned Abandoned Calls

The Unreturned Abandoned Calls report shows all the calls that have been abandoned in your call centre and the calling party has not been called back.

To configure your individual threshold for Unreturned Abandoned Calls, go to My Settings > General Settings.

Call Center	DNIS	Time	Callers Number	Abandoned Wait Time	Within Entrance Message
Kakapo Support	Kakapo Support	06:17:30 pm	+447542901160	00:01:15	No
Kakapo Sales	Kakapo Sales	06:16:04 pm	+447542901160	00:00:27	No
Kakapo Sales	Kakapo Sales	06:16:01 pm	8014	00:00:31	No
Holiday Cruises	Holiday Cruises	11:48:23 am	8018	00:00:01	Yes
Development Queue	Development Queue	11:48:42 am	8018	00:00:00	Yes
Development Queue	Development Queue	11:48:37 am	8018	00:00:01	Yes
Development Queue	Development Queue	11:48:31 am	8018	00:00:01	Yes
Holiday Cruises	Holiday Cruises	11:45:59 am	8018	00:00:01	Yes
Development Queue	Development Queue	11:39:38 am	8018	00:00:01	Yes
Holiday Cruises	Holiday Cruises	11:39:33 am	8018	00:00:01	Yes
Holiday Cruises	Holiday Cruises	09:40:33 am	8019	00:00:03	Yes
Holiday Cruises	Holiday Cruises	07:51:38 am	8018	00:00:01	Yes
Development Queue	Development Queue	07:51:00 am	8018	00:00:02	Yes
Development Queue	Development Queue	07:50:56 am	8018	00:00:01	Yes
Development Queue	Development Queue	07:10:37 am	8015	00:00:01	Yes
Holiday Cruises	Holiday Cruises	07:10:27 am	8015	00:00:02	Yes
Holiday Cruises	Holiday Cruises	06:30:16 am	8019	00:00:01	Yes
Development Queue	Development Queue	06:29:16 am	8018	00:00:01	Yes
Holiday Cruises	Holiday Cruises	06:28:04 am	8018	00:00:01	Yes
Holiday Cruises	Holiday Cruises	06:24:11 am	8019	00:00:01	Yes

Any User with access to Vision360 will be able to view this report and then forward to a selected team of Agents, making sure the abandoned callers are contacted. I have forwarded this report to a CSV file and then assigned Agents to make the callbacks and sent the CSV via email to the group.

Call Center	DNIS	Time	Callers Number	Abandoned Wait Time	Within Entrance Message	Ext Sequence	Assigned to
Kakapo Support	Kakapo Support	12:56:25 PM	+447542901160	00:00:19	No	30fe0d13-fd3e-4040-8df7-7e6acdcca70	Agent 1
Kakapo Sales	Kakapo Sales	12:50:17 PM	+447542901160	00:00:17	No	fc22c383-56dc-425b-9dad-f3dafc78d1a7	Agent 1
Kakapo Sales	Kakapo Sales	12:49:23 PM	+447542901160	00:00:19	No	80d5f170-12da-42e4-96b6-0bb5dc10fedf	Agent 1
Kakapo Sales	Kakapo Sales	12:48:38 PM	+447542901160	00:01:03	No	10996406-767f-4354-93e2-61cfc46efcb	Agent 1
Kakapo Sales	Kakapo Sales	11:21:39 AM	+447542901160	00:00:10	No	1c49b0b6-3e8d-423b-b35a-c8962eff731a	Agent 1
Kakapo Sales	Kakapo Sales	11:04:38 AM	+447551952936	00:04:11	No	270f6b8e-0233-4308-b387-c494c029d70d	Agent 1
Kakapo Sales	Kakapo Sales	10:36:59 AM	+17203606363	00:00:06	Yes	fe2d02df-3478-4244-b1b1-2f31050d673c	Agent 1
Basic Queue	Basic Queue	5:47:46 AM	+17203606363	00:00:02	Yes	c95258ca-d292-445f-9fbd-8246d6b4ae28	Agent 1
Holiday Cruises	Holiday Cruises	5:47:40 AM	+17203606363	00:00:02	Yes	375bb31c-78a4-451d-9683-0aa097344244	Agent 1
Kakapo Support	Kakapo Support	5:40:54 AM	+17203606363	00:00:01	Yes	7be50a4e-6502-43c7-937c-f4c4d7651cda	Agent 1
Holiday Cruises	Holiday Cruises	5:40:49 AM	+17203606363	00:00:02	Yes	26e83e1f-aa23-43c2-b6e9-773f4938a0a6	Agent 1
Holiday Cruises	Holiday Cruises	5:40:32 AM	+17203606363	00:00:01	Yes	1e5d2524-c354-4b0e-82ce-66d9e4c362e5	Agent 1
Development Queue	Development Queue	5:14:38 AM	+17203606363	00:00:01	Yes	f5561185-0aa0-41fc-91fb-da4ecab36188	Agent 1
Development Queue	Development Queue	5:14:34 AM	+447542901160	00:00:01	Yes	a2e8a81e-44f2-4efe-bf21-0eb11da71078	Agent 1
Holiday Cruises	Holiday Cruises	5:14:32 AM	+447542901160	00:00:01	Yes	aa9d8ba8-c188-4c4e-8e1f-666de088b0bb	Agent 1
Development Queue	Development Queue	5:14:20 AM	+447542901160	00:00:02	Yes	7560ce12-a515-4a56-a89a-1fee9223367f	Agent 1
Development Queue	Development Queue	4:35:54 AM	+447542901160	00:00:02	Yes	e11ca15c-e12d-4d25-9e23-3614137e4120	Agent 1
Holiday Cruises	Holiday Cruises	4:35:49 AM	+447542901160	00:00:02	Yes	d2450f0f-2e42-4aac-8502-6258b014b516	Agent 1
Holiday Cruises	Holiday Cruises	4:27:29 AM	+447542901160	00:00:03	Yes	fc6fb3e1-74f3-4e82-bab3-dede17998151	Agent 2
Basic Queue	Basic Queue	4:27:10 AM	+447542901160	00:00:03	Yes	0d765908-e713-4874-993d-8f2d25b6d61b	Agent 2
Holiday Cruises	Holiday Cruises	4:10:40 AM	+447542901160	00:00:01	Yes	27256a4b-5842-4c1e-bfff-8c2cf4c72ca	Agent 2
Holiday Cruises	Holiday Cruises	4:09:47 AM	+447542901160	00:00:02	Yes	d5f68acc-d31c-4859-8f8a-f05e4cd1efb	Agent 2
Holiday Cruises	Holiday Cruises	4:09:30 AM	+447542901160	00:00:01	Yes	1c8d3cc1-8224-428d-8599-8234301195f0	Agent 2
Basic Queue	Basic Queue	4:09:25 AM	+447542901160	00:00:02	Yes	86c08655-6c45-40fc-8b7e-1c2f76f6e07	Agent 2
Development Queue	Development Queue	4:06:26 AM	+447542901160	00:00:17	No	c4cd2b5f-9333-42c5-a158-5515b030903	Agent 2
Development Queue	Development Queue	4:06:13 AM	+447542901160	00:00:01	Yes	363bcd4c-1084-410a-a6d4-975ea2678808	Agent 2
Holiday Cruises	Holiday Cruises	4:06:08 AM	+447542901160	00:00:01	Yes	6426b8e7-ab76-4c53-9361-fa07652e637d	Agent 2
Development Queue	Development Queue	4:06:03 AM	+447542901160	00:00:01	Yes	76af15db-ad5f-453b-a652-143023abacc7	Agent 2
Holiday Cruises	Holiday Cruises	4:05:51 AM	+447542901160	00:00:04	Yes	8030e9fd-d0cd-40f6-96f4-9c3e84d0daa2	Agent 2
Kakapo Sales	Kakapo Sales	12:39:55 AM	+17203606363	00:01:05	No	747d2834-c7cd-45e7-80e0-b053c2e65a	Agent 2
Kakapo Sales	Kakapo Sales	12:22:56 AM	+17203606363	00:00:05	Yes	eeae2ce5-c712-48cc-afbb-59d1c01b1f15	Agent 2
Kakapo Sales	Kakapo Sales	12:16:49 AM	+17203606363	00:00:12	No	094797a8-0752-4dc3-9e2c-da2ea826fbc5	Agent 2
Basic Queue	Basic Queue	11:58:14 AM	+17203606363	00:00:03	Yes	d7ac4120-45c0-4f20-a5ff-6rad6dcd92db	Agent 2
Holiday Cruises	Holiday Cruises	11:57:49 AM	+17203606363	00:00:02	Yes	1f92ae84-d5c2-4846-8ba5-15fb7be02ed	Agent 3
Holiday Cruises	Holiday Cruises	11:52:59 AM	+17203606363	00:00:03	Yes	911f0b94-78a1-4db5-872d-95e784eeda92	Agent 3
Holiday Cruises	Holiday Cruises	11:52:15 AM	+17203606363	00:00:01	Yes	f2429c8-9302-4993-bbe5-ccf92898755	Agent 3
Development Queue	Development Queue	11:52:11 AM	+17203606363	00:00:01	Yes	50c5b4c5-0760-495e-b1eb-f6e028ba1e42	Agent 3
Holiday Cruises	Holiday Cruises	11:52:07 AM	+17203606363	00:00:02	Yes	f2a1ab2f-26fa-4535-942f-d0ac21529a46	Agent 3
Holiday Cruises	Holiday Cruises	11:28:40 AM	+17203606363	00:00:08	Yes	d0c48e0b-f130-440e-b41c-b1e1bf6ec6ba	Agent 3
Holiday Cruises	Holiday Cruises	11:25:50 AM	+17203606363	00:00:02	Yes	fdcc76ef-d1b6-4608-8d81-4ae283546654	Agent 3

4.4 Call Center Summary

Before setting up your view, template, or scheduled report, it is important to configure your abandoned calls threshold and SLA levels. The configuration section is in My Settings > General Settings.

Call Center	DNIS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNIS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 20 secs	Calls Abandoned in 20 secs %	Abandoned Calls %	Average
Basic Queue	Basic Queue	17	1	1	0	0	16	16	100	94	
Development Queue	Development Queue	278	28	21	0	10	170	163	96	61	
Holiday Cruises	Holiday Cruises	436	30	28	1	2	333	333	100	76	
Kakapo Sales	Kakapo Sales	88	9	42	0	2	77	72	94	88	
Kakapo Support	Kakapo Support	104	45	7	5	8	50	44	88	48	
KMPIQ Active	-	0	0	0	0	0	0	0	0	0	
KMPIQ Primary	KMPIQ Standard	1	0	0	0	0	1	1	100	100	
		924	113	99	6	22	647	629			

I have set my call center SLA's and my abandoned calls threshold to 5 seconds. And this is now shown in my Call Center Summary once I select update.

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 00:00:00

Threshold Details

Abandoned Call Threshold: 5

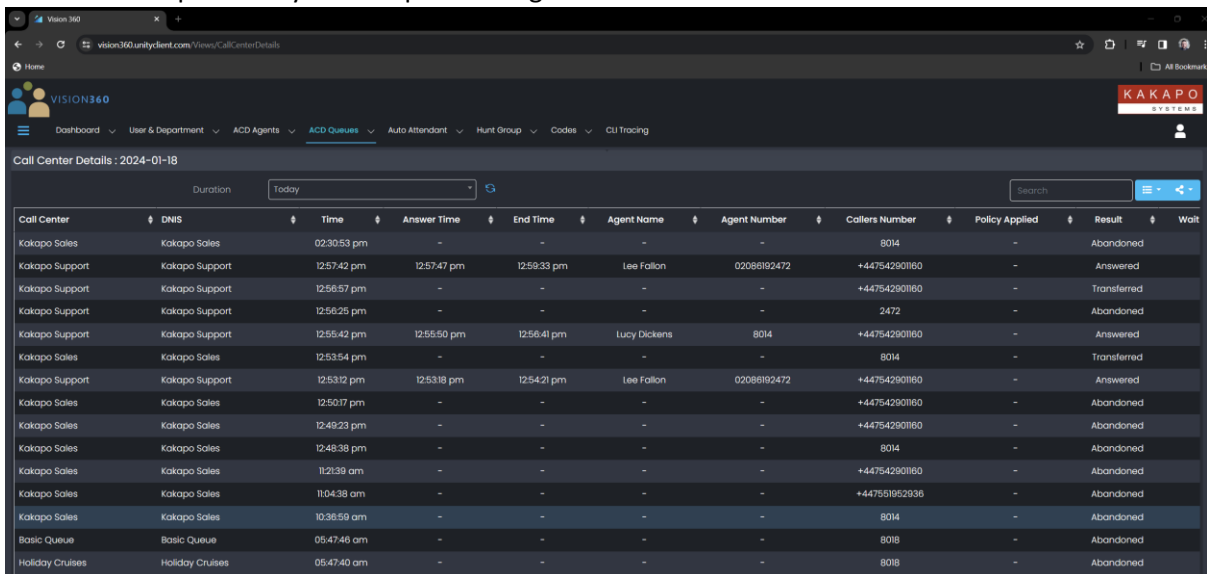
ShortDuration Call Threshold: 20

Buttons: Cancel, Update

Call Center	DNIS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNIS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Abandoned Calls %	Average
Basic Queue	Basic Queue	17	1	1	0	0	16	12	75	94	
Development Queue	Development Queue	278	28	21	0	10	170	132	78	61	
Holiday Cruises	Holiday Cruises	436	30	28	1	2	333	297	89	76	
Kakapo Sales	Kakapo Sales	88	9	42	0	2	77	61	79	88	
Kakapo Support	Kakapo Support	104	45	7	5	8	50	29	58	48	
KMPIQ Active	-	0	0	0	0	0	0	0	0	0	
KMPIQ Primary	KMPIQ Standard	1	0	0	0	0	1	1	100	100	
		924	113	99	6	22	647	532			

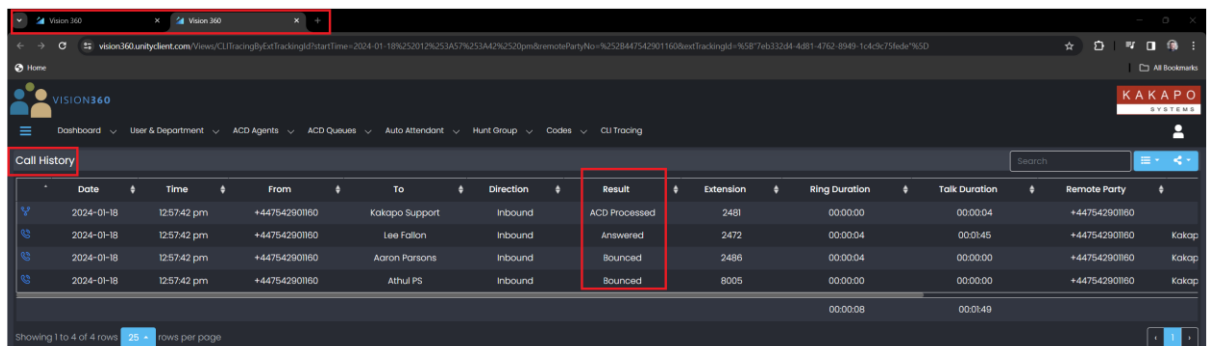
4.5 Call Center Details

This is a live report that you can update using the refresh button.



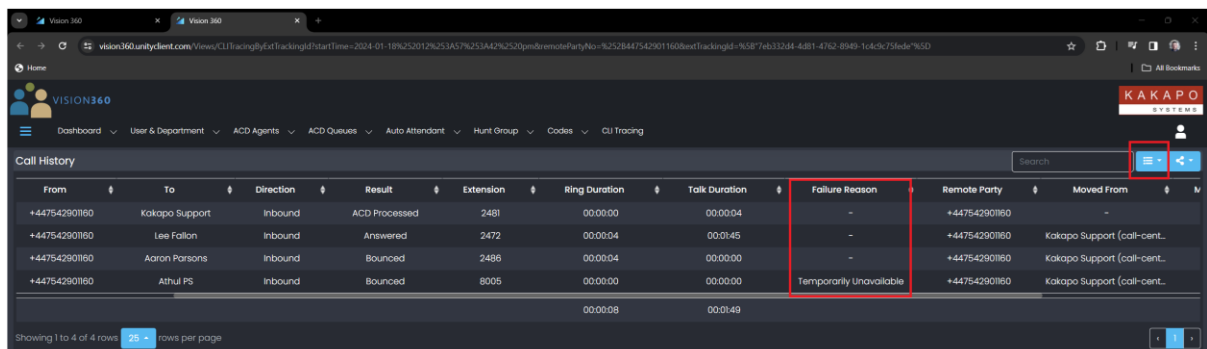
Call Center	DNIS	Time	Answer Time	End Time	Agent Name	Agent Number	Callers Number	Policy Applied	Result	Wait
Kakapo Sales	Kakapo Sales	02:30:53 pm	-	-	-	-	8014	-	Abandoned	
Kakapo Support	Kakapo Support	12:57:42 pm	12:57:47 pm	12:59:33 pm	Lee Fallon	02086192472	+44754290180	-	Answered	
Kakapo Support	Kakapo Support	12:56:57 pm	-	-	-	-	+44754290180	-	Transferred	
Kakapo Support	Kakapo Support	12:56:25 pm	-	-	-	-	2472	-	Abandoned	
Kakapo Support	Kakapo Support	12:55:42 pm	12:55:50 pm	12:56:41 pm	Lucy Dickens	8014	+44754290180	-	Answered	
Kakapo Sales	Kakapo Sales	12:53:54 pm	-	-	-	-	8014	-	Transferred	
Kakapo Support	Kakapo Support	12:53:12 pm	12:53:18 pm	12:54:21 pm	Lee Fallon	02086192472	+44754290180	-	Answered	
Kakapo Sales	Kakapo Sales	12:50:17 pm	-	-	-	-	+44754290180	-	Abandoned	
Kakapo Sales	Kakapo Sales	12:49:23 pm	-	-	-	-	+44754290180	-	Abandoned	
Kakapo Sales	Kakapo Sales	12:48:38 pm	-	-	-	-	8014	-	Abandoned	
Kakapo Sales	Kakapo Sales	11:23:39 am	-	-	-	-	+44754290180	-	Abandoned	
Kakapo Sales	Kakapo Sales	11:04:38 am	-	-	-	-	+44751952936	-	Abandoned	
Kakapo Sales	Kakapo Sales	10:36:59 am	-	-	-	-	8014	-	Abandoned	
Basic Queue	Basic Queue	06:47:46 am	-	-	-	-	8018	-	Abandoned	
Holiday Cruises	Holiday Cruises	06:47:40 am	-	-	-	-	8018	-	Abandoned	

The click through functionality is available on this report, so I have selected the call at 12:57:47pm. Vision360 will pop open a new tab with the Call History report for this call. As you can see, two of the Agents bounced the call and the third Agent answered.



Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-18	12:57:42 pm	+44754290180	Kakapo Support	Inbound	ACD Processed	2481	00:00:00	00:00:04	+44754290180
2024-01-18	12:57:42 pm	+44754290180	Lee Fallon	Inbound	Answered	2472	00:00:04	00:01:45	+44754290180
2024-01-18	12:57:42 pm	+44754290180	Aaron Parsons	Inbound	Bounced	2486	00:00:04	00:00:00	+44754290180
2024-01-18	12:57:42 pm	+44754290180	Athul PS	Inbound	Bounced	8005	00:00:00	00:00:00	+44754290180

If you use the Statistics Selection, Drop down and select Failure, you can see why the Agent bounced the call. In this example, Athul was Temporarily Unavailable when offered the call.



From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Failure Reason	Remote Party	Moved From
+44754290180	Kakapo Support	Inbound	ACD Processed	2481	00:00:00	00:00:04	-	+44754290180	-
+44754290180	Lee Fallon	Inbound	Answered	2472	00:00:04	00:01:45	-	+44754290180	Kakapo Support (call-cent...
+44754290180	Aaron Parsons	Inbound	Bounced	2486	00:00:04	00:00:00	-	+44754290180	Kakapo Support (call-cent...
+44754290180	Athul PS	Inbound	Bounced	8005	00:00:00	00:00:00	Temporarily Unavailable	+44754290180	Kakapo Support (call-cent...

4.6 Abandoned Calls Summary

The Abandoned Calls Summary provides a detailed report of all abandoned calls into your call centers.

Call Center	DNIS	Received Calls	Abandoned Calls	Abandoned Calls %	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Average Abandoned Time	Longest Abandoned Wait Duration	Within Entrance Message
Basic Queue	Basic Queue	2	2	100	2	100	00:00:02	00:00:02	2
Development Queue	Development Queue	158	82	52	53	65	00:00:07	00:01:04	53
Holiday Cruises	Holiday Cruises	219	160	73	117	73	00:00:04	00:00:14	161
Kakapo Sales	Kakapo Sales	27	26	96	18	69	00:00:12	00:03:01	22
Kakapo Support	Kakapo Support	61	41	67	28	68	00:00:24	00:05:00	33
KMPIQ Active	-	0	0	0	0	0	00:00:00	00:00:00	0
KMPIQ Primary	-	0	0	0	0	0	00:00:00	00:00:00	0
		467	311		218				261

The click through functionality within this report allows you to view the total abandoned calls for the call center you select and then you can select a specific call and the call history will pop in a new tab.

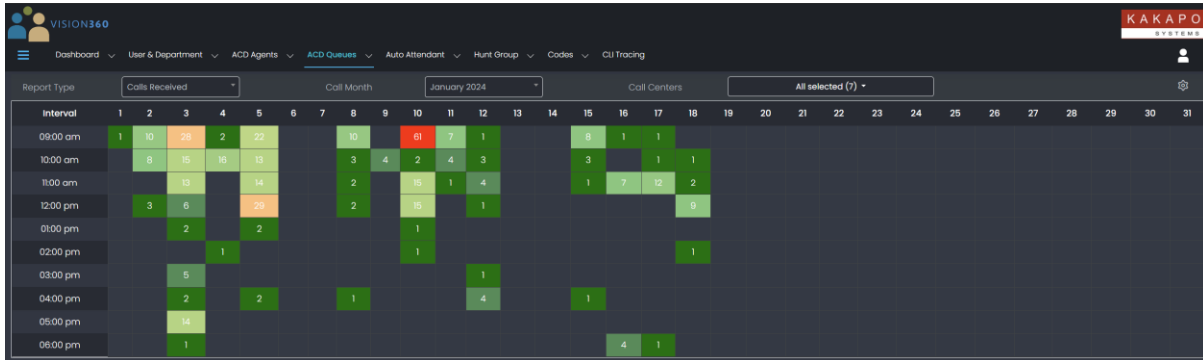
In this example below, I have selected Holiday Cruises and then the abandoned call at 11:06:22am

DNIS	Date	Time	Remote Party	Abandoned Wait Duration
Holiday Cruises	2024-01-12	11:06:22 am	8018	00:00:01
Holiday Cruises	2024-01-12	10:21:31 am	8015	00:00:02
Holiday Cruises	2024-01-12	10:03:30 am	8018	00:00:01
Holiday Cruises	2024-01-12	09:23:42 am	8015	00:00:01
Holiday Cruises	2024-01-12	08:36:17 am	8018	00:00:01
Holiday Cruises	2024-01-12	07:12:01 am	8013	00:00:02
Holiday Cruises	2024-01-12	07:11:35 am	8015	00:00:03

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-12	11:06:22 am	Jismy V A	Holiday Cruises	Inbound	ACD Processed	0005	00:00:00	00:00:01	8018

4.8 Heat Maps

The Heat Map is a visual report over 5 call statistics, Calls Received, Calls Abandoned, Calls Answered, Average Wait Time and KMPIQ Requests



5 Auto Attendant

5.1 Auto Attendant Summary

The Auto Attendant Summary report provides you with a detailed summary report on each of your Auto Attendants.

Auto Attendant	Calls Received	Calls Transferred	Calls Transferred %	Calls Not Transferred	Calls Not Transferred %	Total Duration in Menu	Average Duration in Menu	Average Duration
Test Auto Attendant Multi	7	2	29	5	71	00:00:51	00:00:07	0
Test Auto Attendant Single	19	0	0	19	100	00:00:48	00:00:02	0
	26	2		24		00:01:39		

5.2 Auto Attendant Options Summary

The Auto Attendant Options Summary provides a report of each individual Auto Attendants you have. You can use the date/time search as before and you also have a drop-down picker menu so you can select which Auto Attendant you wish to report on.

Auto Attendant	Redirected To	Redirected Count	Redirected %
Test Auto Attendant Multi	8020	2	29
Test Auto Attendant Single	Abandoned	5	71
Test Auto Attendant Single	Abandoned	19	100
		26	

5.3 Auto Attendant Details

The Auto Attendant Details report provides you with a live report of all calls coming into each of your Auto Attendants.

Auto Attendant	Calling Number	Date	Time	Duration in Menu	Result	Transferred Duration	Duration	Redirected To
Test Auto Attendant Multi	8018	2023-12-31	04:04:10 pm	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-31	04:03:59 pm	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8015	2023-12-26	03:49:24 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8015	2023-12-20	03:53:16 am	00:00:04	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-19	07:20:38 am	00:00:08	Transferred	00:00:03	00:00:15	8020
Test Auto Attendant Single	8015	2023-12-19	05:58:22 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-18	06:47:27 am	00:00:13	Transferred	00:00:02	00:00:16	8020
Test Auto Attendant Single	8015	2023-12-18	06:46:16 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:33:07 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:32:14 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:31:51 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:30:18 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8020	2023-12-07	04:53:31 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-07	04:22:34 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Multi	8020	2023-12-07	04:19:20 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Single	8020	2023-12-07	04:19:09 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-07	04:17:17 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-07	04:03:03 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8015	2023-12-07	04:02:54 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-06	03:55:56 am	00:00:07	Abandoned	-	-	-

6 Hunt Group

6.1 Hunt Group Summary

The Hunt Group Summary report provides you with valuable information on how your Hunt Group is performing.

Hunt Group	Received Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Total Wait Duration	Average Wait Duration	Total Talk Duration	Average Talk Duration	Total Duration To Answer
Accounts Dept	6	0	0	6	100	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
KMPQ - Support	1	1	100	0	0	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00
Test Hunt Group	84	0	0	84	100	00:03:53	00:00:02	00:00:00	00:00:00	00:00:00
Total	91	1		90				00:00:02		00:00:00

6.2 Hunt Group Summary

The Hunt Group User Summary provides you with a full breakdown of statistics on each user in the Hunt Group.

Receiving User	Received Calls	Answered Calls	Answered Calls %	Total Talk Duration	Average Talk Duration
Abin Joseph	90	0	0	00:00:00	00:00:00
Aliza Hassan	6	0	0	00:00:00	00:00:00
Amanda Anja Dawson	6	0	0	00:00:00	00:00:00
Arjun Harikumar	6	0	0	00:00:00	00:00:00
Athul PS	6	0	0	00:00:00	00:00:00
Benedict Hutton	6	0	0	00:00:00	00:00:00
Bilin Jose	5	0	0	00:00:00	00:00:00
Charles Berry	6	0	0	00:00:00	00:00:00
Chris Tutt	1	0	0	00:00:00	00:00:00
Dale Cassidy	6	0	0	00:00:00	00:00:00
Emma Hills	5	0	0	00:00:00	00:00:00
Gopikrishnan V	90	0	0	00:00:00	00:00:00
Jenson Franklin	5	0	0	00:00:00	00:00:00
Jevan Howe	1	0	0	00:00:00	00:00:00
Larry Redman	6	0	0	00:00:00	00:00:00
Lee Fallon	90	0	0	00:00:00	00:00:00
Mabel Graves	6	0	0	00:00:00	00:00:00
Max Edwards	6	0	0	00:00:00	00:00:00

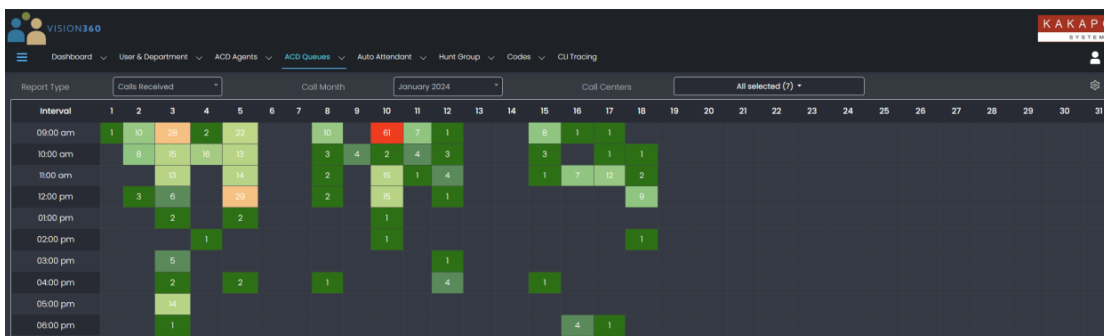
6.3 Hunt Group Details

The Hunt Group Details report provides detailed statistics on each of your Hunt Groups.

Hunt Group	Calling Number	Date	Time	Wait Duration	Result	Answered Time	Duration	User	Department	Extension
Test Hunt Group	8018	2023-12-31	04:04:29 pm	00:00:01	Abandoned	-	-	-	-	-
Accounts Dept.	8018	2023-12-31	04:04:24 pm	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-29	05:44:13 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-28	04:02:53 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-28	04:02:18 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-27	12:17:17 pm	00:00:04	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-26	04:10:08 am	00:00:03	Abandoned	-	-	-	-	-
Test Hunt Group	8016	2023-12-26	03:49:11 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-22	11:32:01 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-22	11:31:57 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-22	11:31:52 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	0042	2023-12-22	11:31:36 am	00:00:04	Abandoned	-	-	-	-	-
Test Hunt Group	8016	2023-12-22	11:31:30 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	0042	2023-12-20	09:40:46 am	00:00:03	Abandoned	-	-	-	-	-
Test Hunt Group	8019	2023-12-20	05:16:16 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8016	2023-12-20	03:52:17 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8016	2023-12-19	05:58:29 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8019	2023-12-19	04:18:08 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-18	07:34:51 am	00:00:05	Abandoned	-	-	-	-	-
Test Hunt Group	8019	2023-12-18	07:34:48 am	00:00:14	Abandoned	-	-	-	-	-

6.4 Heat Maps

The Heat Map is a visual report over 5 call statistics for your Hunt Group.



7 Codes

7.1 Account Codes Summary

The Summary report provides information on a per user basis for total calls taken and how many calls were tagged by the user. Vision360 also provides the department name the call was tagged.

User	Total Calls	Tagged Calls	Tagged Calls %
Aaron Parsons	40	0	0
Alan Joseph	98	0	0
Alshay ps	0	0	0
Alisa Hassan	6	0	0
Amanda Arjo Dawson	7	0	0
Arandu Prasad	358	0	0
Areeb Martin	90	0	0
Arun Harikumar	29	0	0
Ashul PS	92	0	0
Available User	0	0	0
Benedict Hutton	6	0	0
Bfin Jose	19	0	0
Charles Berry	7	0	0
Chris Lutt	2	0	0
Dale Cassidy	6	0	0
Emma Hills	26	0	0
Frank Lombard	6	0	0
Reganahon V	95	0	0

7.2 Account Codes Detail

The Account Codes Detail report provides you with the full call leg, showing time/date, account code assigned, direction and remote calling party number.

User	Account Code	Date	Time	Direction	Remote Party
Sabin Joseph	Sales	2024-01-01	03:59:56 am	Inbound	0042
Sabin Joseph	Marketing	2024-01-01	03:59:56 am	Inbound	0042
Sabin Joseph	Marketing	2024-01-01	03:59:51 am	Inbound	8013
Sabin Joseph	Engineering	2024-01-01	03:18:51 am	Inbound	8018

7.3 Disposition Codes Assigned By Call Center

Disposition Codes ACD Queue and ACD Agent are reports run on the disposition codes assigned to each call in your call center.

Call Center	DNIS	Complaint	Existing Customer	Marketing Call	Requesting Trial	Sales Call	Brochure Request	Information Request	New Custom
Basic Queue	-	0	0	0	0	0	0	0	0
Development Queue	-	0	0	0	0	0	0	0	0
Holiday Cruises	Holiday Cruises	4	3	3	1	2	3	0	0
Kakapo Sales	-	0	0	0	0	0	0	0	0
Kakapo Support	Kakapo Support	16	0	19	6	14	30	30	0
KMPIQ Standard	-	0	0	0	0	0	0	0	0
		20	3	22	1	8	17	30	0

7.4 Disposition Codes Assigned By Agent

Disposition Codes Assigned By Agent : 2023-12-01 to 2023-12-31

Duration: Last Month | Sample: None | Agents: All selected (24)

User	Total ACD Calls	Inbound ACD Calls	Outbound DNIS Calls	Disposition Codes Entered	Disposition Codes Entered %	Complaint	Information Request	Marketing Call	New
Siebin Joseph	350	349	1	0	0	0	0	0	
Max Edwards	136	136	0	2	1	1	1	0	
Althul PS	75	75	0	0	0	0	0	0	
Lee Fallon	40	37	3	5	13	0	0	3	
Aaron Parsons	36	36	0	0	0	0	0	0	
Lucy Dickens	25	25	0	0	0	0	0	0	
Emma Hills	20	20	0	0	0	0	0	0	
Steve Wardle	11	10	1	1	9	0	1	0	
Steve Tutt	8	7	1	0	0	0	0	0	
Frank Lampard	6	6	0	0	0	0	0	0	
Chris Tutt	1	1	0	0	0	0	0	0	
Sajith K	0	0	0	0	0	0	0	0	
Naomi Cumrow	0	0	0	0	0	0	0	0	
Lucy Dickens	0	0	0	0	0	0	0	0	
Liam Smith	0	0	0	0	0	0	0	0	
Larry Redman	0	0	0	0	0	0	0	0	
Janani Mankandam	0	0	0	0	0	0	0	0	
Gopikrishnan V	0	0	0	0	0	0	0	0	

8 CLI Tracing

CLI Tracing provides you with full cradle to the grave call reporting. Both Inbound and outbound calls can be traced.

When searching for inbound calls, you need to remove the leading 0 from the target number. In this report I have run below, I have searched for all inbound calls made from a specific number over this current month. Vision360 highlights each call leg of the journey from start to end. This call was processed by the ACD, offered to 2 agents who bounced, answered by Lee Fallon and then transferred to Lucy Dickens.

CLI Tracing : 2024-01-01 to 2024-01-19

Duration: This Month | Search: 7542901160

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	Mo
2024-01-03	10:32:45 am	+447542901160	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:18	+447542901160	
2024-01-03	10:32:45 am	+447542901160	Lee Fallon	Inbound	Bounced	2472	00:00:18	00:00:00	+447542901160	Kaka
2024-01-03	10:32:45 am	+447542901160	Lucy Dickens	Inbound	Bounced	8014	00:00:18	00:00:00	+447542901160	Kaka
2024-01-03	10:32:45 am	+447542901160	Aaron Parsons	Inbound	Bounced	2486	00:00:18	00:00:00	+447542901160	Kaka
2024-01-03	10:47:14 am	+447542901160	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160	
2024-01-03	10:47:14 am	+447542901160	Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:44	+447542901160	Kaka
2024-01-03	10:47:14 am	+447542901160	Aaron Parsons	Inbound	Bounced	2486	00:00:03	00:00:00	+447542901160	Kaka
2024-01-03	10:47:14 am	+447542901160	Lucy Dickens	Inbound	Bounced	8014	00:00:03	00:00:00	+447542901160	Kaka
2024-01-03	10:47:50 am	+447542901160	Lucy Dickens	Inbound	Answered	8014	00:00:04	00:00:09	+447542901160	
2024-01-03	10:52:16 am	+447542901160	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160	
2024-01-03	10:52:16 am	+447542901160	Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:07	+447542901160	Kaka

I can also further confirm this with the click through functionality. By selecting the call, Vision360 will open the Call History report in a new tab.

To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	Moved From	Moved To	Recording State
Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:03	+447542901160	-	-	-
Lee Fallon	Inbound	Answered	2472	00:00:03	00:00:44	+447542901160	Kakapo Test (call-c...	8014 (transfer)	Started
Aaron Parsons	Inbound	Bounced	2486	00:00:03	00:00:00	+447542901160	Kakapo Test (call-c...	-	-
Lucy Dickens	Inbound	Bounced	8014	00:00:03	00:00:00	+447542901160	Kakapo Test (call-c...	-	-
Lucy Dickens	Inbound	Answered	8014	00:00:04	00:00:09	+447542901160	-	-	Started

When you tick Failure Reason and External Tracking ID, Vision360 will report on why the Agent bounced the call and the tracking ID of the call. The tracking ID is useful from a support point of view and the Failure Reason explains why the Agent bounced the call.

Filter	Value
Failure Reason	<input type="checkbox"/>
Remote Party	<input checked="" type="checkbox"/>
Moved From	<input checked="" type="checkbox"/>
Moved To	<input checked="" type="checkbox"/>
Recording State	<input checked="" type="checkbox"/>
External TrackingId	<input type="checkbox"/>

Duration	Failure Reason	Remote Party	Moved From	Moved To	Recording State	External TrackingId
00:00:00	-	+447542901160	Kakapo Support (call-...	-	-	e0537412-a973-422d-a523-ec8444c0937
00:00:00	-	+447542901160	Kakapo Support (call-...	-	-	e0537412-a973-422d-a523-ec8444c0937
00:00:00	-	+447542901160	Kakapo Support (call-...	-	-	c397180b-091e-4247-9a90-ae6051f0bebf
00:00:00	-	+447542901160	Kakapo Support (call-...	-	-	896d52e1-121f-4e16-9418-a3b7e05a0bba
00:00:00	Busy	+447542901160	Kakapo Support (call-...	-	-	99def486-38ce-4c72-b4c5-f95c4043c022
00:00:00	-	07542901160	-	-	-	4d4abeb7-dfe0-4b1d-83c0-800db55e9170
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	-	+447542901160	Kakapo Support (call-...	-	-	28f33593-2d43-4e8f-8664-f153c0319da4
00:00:00	Temporarily Unavailable	+447542901160	Kakapo Support (call-...	-	-	c2de9340-a91e-43f0-b7ee-c4deela5bf8d

