

# Unity Dashboard Statistic Definitions

## ACD QUEUE STATISTICS

STATISTIC	DEFINITION
Calls in Queue	Calls currently in the queue
Agents Available	Number of agents that are currently in "available" ACD state
Longest Wait Time	The longest wait time for any calls currently in queue
Average Wait Time	The average wait time for a caller to be answered. Calculated as the total wait time for calls answered during the interval divided by the number of calls answered during the interval.
Inbound Calls	Inbound ACD calls into the call centre
Inbound Calls Percentage	Inbound Calls as a percentage of Inbound and Outbound Total Calls
Inbound Call Duration	The total duration of all ACD calls taken by Agents of the callcentre
Inbound Call Average Duration	The average duration of an ACD call. Calculated as Inbound Total Call Duration divided by Inbound Total Calls
Answered Calls	Calls to the queue that were answered by an Agent
Answered Calls Percentage	Answered Calls as a percentage of Inbound Calls
Abandoned Calls	The number of callers that hung up while in queue
Abandoned Calls Percentage	Abandoned Calls as percentage of Inbound Calls
Average Abandoned Time	The average wait duration before a call abandons. Calculated as Abandoned Call Duration divided by Abandoned Calls
Missed Calls	This is calls into the call centre that were Missed. The following call outcomes will count as a Missed Call: abandoned calls, transferred calls, escaped calls, overflowed [wait time] calls, overflowed [queue size] calls
Missed Calls Percentage	Missed Calls as a percentage of Inbound Calls
Bounced Calls	Calls that were bounced by an Agent
Bounced Calls Percentage	Bounced Calls as a percentage of Inbound Calls
Escaped Calls	Calls that left the queue when the caller elected to press 0 to escape
Escaped Calls Percentage	Escaped Calls as a percentage of Inbound Calls
Transferred Calls	Calls that were transferred out of the queue by a Supervisor
Transferred Calls Percentage	Transferred Calls as a percentage of Inbound Calls
Overflowed Calls	Calls that are overflowed because of maximum queue length and wait time exceeded
Overflowed Calls - Wait Time	Calls that were overflowed because the wait time exceeded the overflow timer configured for the call centre
Overflowed Calls - Queue Size	Calls that were overflowed because the maximum queue length configured for the call centre was exceeded
Overflowed Call Percentage	Overflowed Calls as a percentage of Inbound Calls

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Overflowed Calls – Queue Size	Calls that were overflowed because the maximum queue length configured for the call centre was exceeded
Overflowed Calls Percentage	Overflowed Calls as a percentage of Inbound Calls
Stranded Calls	Calls that are in the queue when the last agent staffing the queue “unjoins” the queue or signs out
Call Center Status	Premium Call Center has three states depend upon the configuration Open, Night Service and Force Forward. Open state is when Night Service and Forced Forward is disabled. Note: Call Centre Standard queues will display “ – “for Call Center Status
Staffed Ratio	The total number of agents in Sign-In, Available, Unavailable, Wrap-Up out of the total number of agents assigned to the queue, expressed in this format: 4/9, 5/11 etc
Service Level	Overall Service level % for the day. Calculated as the cumulative sum of % Within Service Level 1 /Number of times Service Level 1 was calculated
Service level 1	Number of calls answered within specified Service Level 1 time interval
% Within Service Level 1	Number of calls answered within Service Level 1 as a percentage of Inbound Calls
Service level 2	Number of calls answered within specified Service Level 1 time interval
% Within Service Level 2	Number of calls answered within Service Level 2 as a percentage of Inbound Calls
Service level 3	Number of calls answered within specified Service Level 1 time interval
% Within Service Level 3	Number of calls answered within Service Level 3 as a percentage of Inbound Calls
Service level 4	Number of calls answered within specified Service Level 1 time interval
% Within Service Level 4	Number of calls answered within Service Level 4 as a percentage of Inbound Calls
Service level 5	Number of calls answered within specified Service Level 1 time interval
% Within Service Level 5	Number of calls answered within Service Level 5 as a percentage of Inbound Calls
Outbound Calls	All calls made by Agents as the call centre using outbound DNIS
Outbound Calls Percentage	Outbound Calls as percentage of Inbound and Outbound Total Calls
Outbound Call Duration	The total duration of all calls made by Agents as the call centre using outbound DNIS
Outbound Average Call Duration	The average call duration of calls by Agents as the call centre using outbound DNIS
Inbound and Outbound Total Calls	The combined inbound ACD and outbound DNIS calls made by Agents of the call centre
Inbound and Outbound Total Call Duration	The combined call duration for inbound ACD and outbound DNIS calls made by Agents of the call centre
Inbound and Outbound Average Call Duration	The average call duration for inbound ACD and outbound DNIS calls made by Agents of the call centre. Calculated as Inbound and Outbound Total Call Duration divided by Inbound and Outbound Total Calls

## AGENT STATISTICS

STATISTIC	DEFINITION
Inbound Calls	Total ACD calls presented to the Agent
Answered Calls	Total ACD calls answered by the Agent
Answered Calls Percentage	Answered Calls as percentage of Inbound Calls
Answered Call Duration	Total duration of ACD calls answered by the Agent
Answered Call Average Call Duration	Average duration of ACD calls answered by the Agent. Calculated as the Total Call Duration divided by Answered Calls
Answered Call Duration Percentage	Inbound Call Duration as percentage of Total Call Duration
Bounced Calls	Calls that were delivered to the Agent that were not answered and bounced to the next available Agent
Bounced Calls Percentage	Bounced Calls as percentage of Inbound Calls
ACD State	The Agents current ACD state
ACD State Start Time	The time the Agent entered their current ACD state
ACD State Duration	The total duration that the Agent has been in their current ACD state
Idle Timer- Inbound	The time since the last ACD call was received by the Agent
Idle Timer- Outbound	The time since the last outbound call was made by the Agent in a telesales environment
Transferred Calls	The number of ACD calls transferred by the Agent
Outbound Calls	Total calls made by the Agent as the call centre using outbound DNIS
Outbound External Calls	Total calls made by the Agent as the call centre using outbound DNIS outside it's Group/Enterprise
Outbound Internal Calls	Total calls made by the Agent as the call centre using outbound DNIS inside it's Group/Enterprise
Outbound Call Duration	DNIS inside it's Group/Enterprise
Outbound Average Call Duration	Average outbound DNIS call curation. Calculated as Outbound Total Calls divided by Outbound Total Call Duration
Outbound Call Duration Percentage	Outbound Call Duration as percentage of Total Call Duration
Inbound and Outbound Total Calls	The total inbound ACD calls taken combined with the total outbound DNIS calls made by the Agent
Inbound and Outbound Total Call Duration	Total duration for ACD calls taken combined with the total outbound DNIS calls made by the Agent
Inbound and Outbound Average Call Duration	Average call curation for inbound ACD and outbound DNIS calls. Calculated as Inbound and Outbound Total Call Duration divided by inbound and Outbound Total Calls