



Veracity CC-One  
Administrator Training:  
  
CC-ONE REPORTS

Veracity Powered by BroadSoft

# Agenda

- Reporting Introduction
- Framework and Terminology
- Reporting Features
- Review Call Flow
- Review Dashboard
- Real-Time Reports
- Historical Report

# Reporting Introduction

- Contact Center Health Check
- Graphical Reports
- Real-Time and Historical Reports
- Identify KPIs
- Monitor and Evaluate CX
- Effectively Manage Workforce

# Provisioning Framework Terminology

**Entry Point (EP).** The initial landing place for customer calls on the CC1 system. IVR call treatment is performed while a call is in the entry point. Calls are moved from the entry point into a queue and are subsequently distributed to agents.

**Queue.** A holding place for calls while they await handling by an agent. Calls are moved from the entry point into a queue and are subsequently distributed to agent team(s).

**Site.** A call center location under the control of the enterprise. For example, an enterprise named *Acme* might have sites in Chicago, Manila, and Bangalore.

**Team.** The logical grouping of agents. Teams handle calls for one or more queues. Agents can belong to more than one team, but agent can only log into one team at a time.

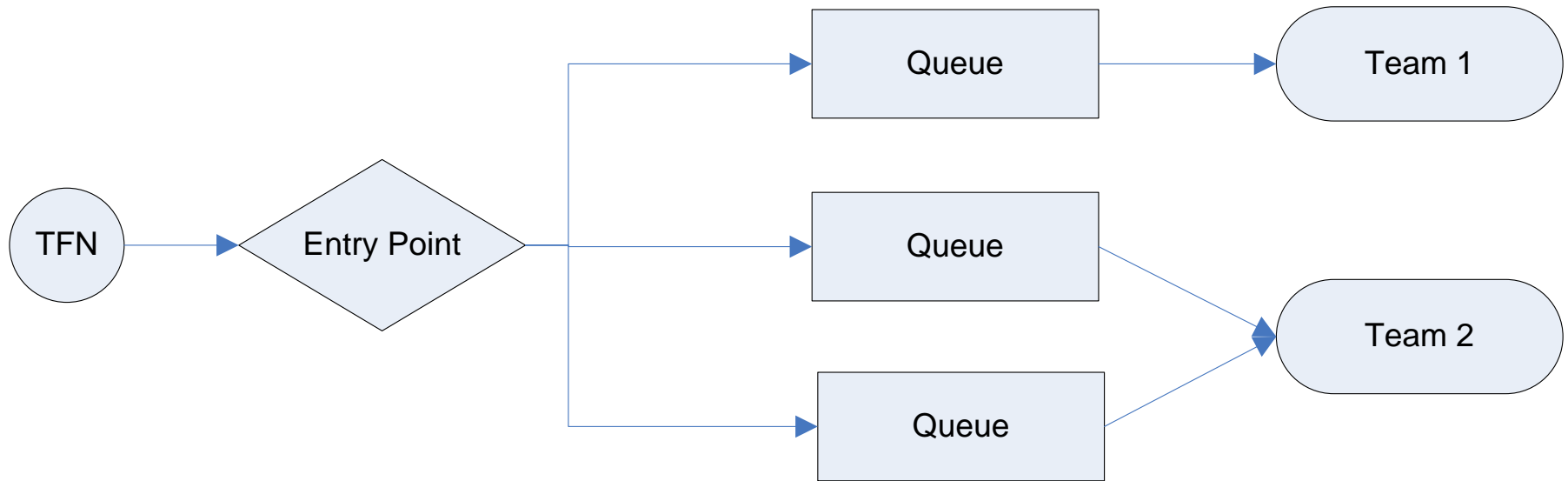
**Agent.** A person who answers customer calls; also referred to as a *customer service representative*.

# CC-One Dashboard: Reporting Features

- Real-Time and Historical Reporting
  - Real-time call statistics
  - 30 minute interval reports since midnight
  - Historical (13 months) reports and trend analysis
  - Call detail reports
- Agent Statistics
  - Report by site, team, or agent
  - Call handling totals and averages
  - Real-time agent state visibility
  - Historical statistics

# Entry Points and Queues: Typical Call Flow

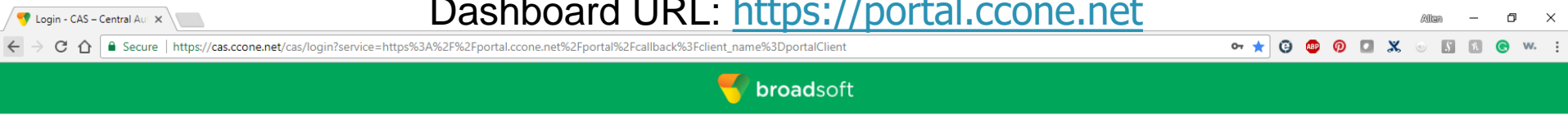
1. Toll free number is mapped to an entry point
2. Entry point IVR treatment
3. Call is routed to a specific queue
4. Call in queue is distributed to one or more teams of agents



# Reporting Modules

# Launching the Dashboard

Dashboard URL: <https://portal.ccone.net>



Username:

Password:

[Login](#)

[Forgot Your Password?](#)

For security reasons, please [log out](#) and exit your web browser when you are done accessing services that require authentication!



# Dashboard Reports

Expands and collapses the navigation bar

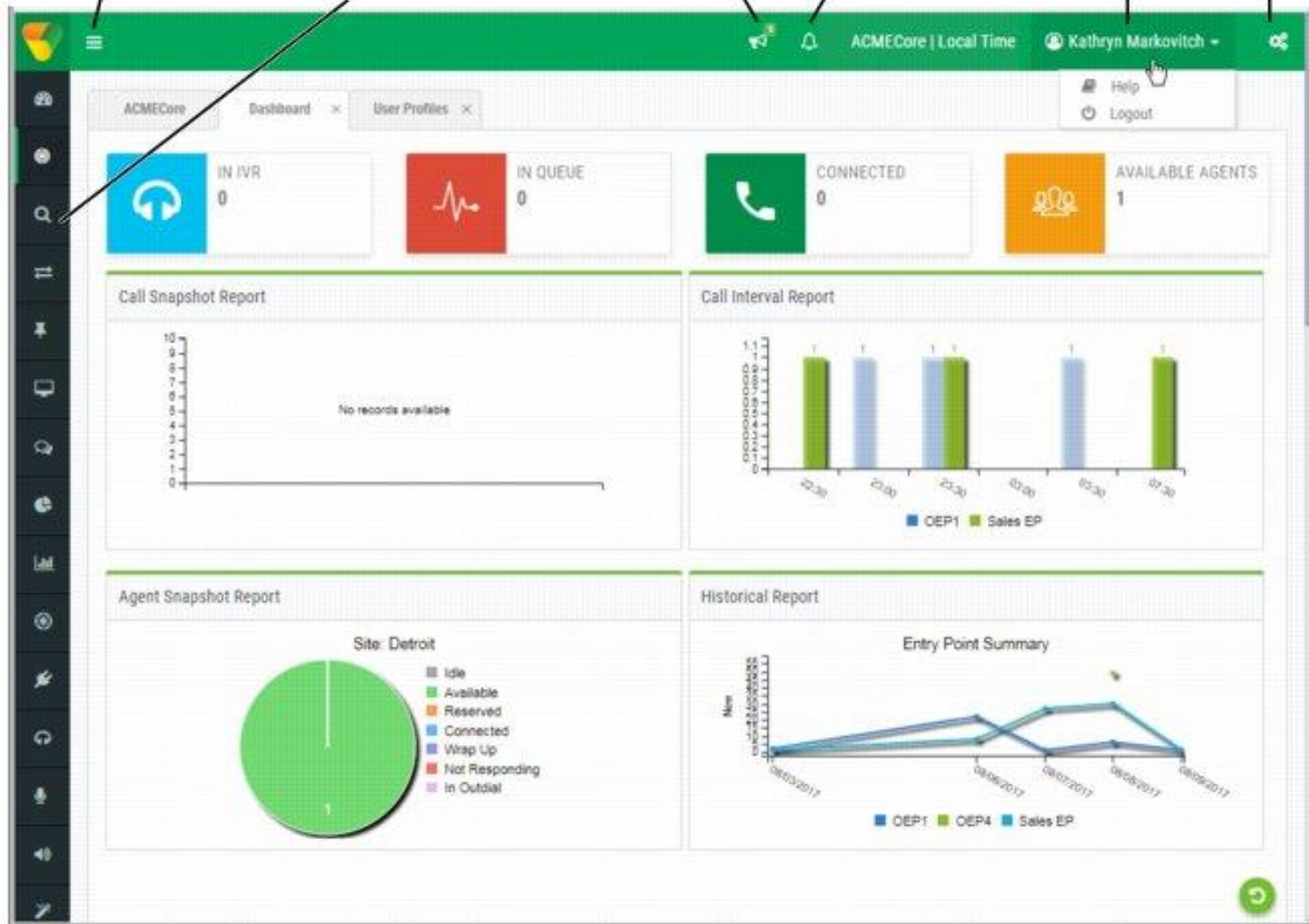
Collapsed navigation bar

Messages button

Alerts button

Drop-down menu button

Settings button



# Dashboard Reports (cont.)

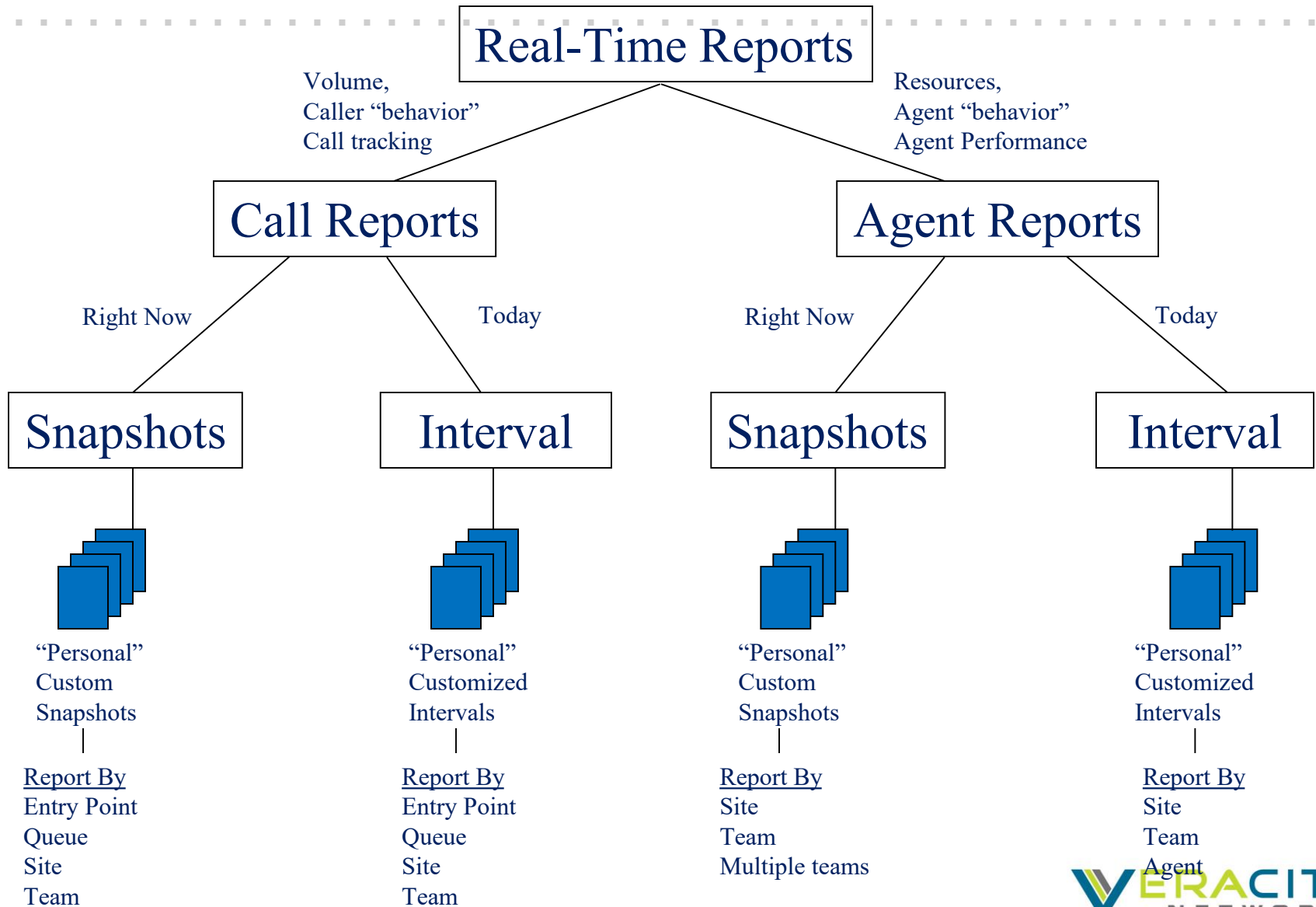
- Contact Center Health Check
  - IVR Count
  - Queue Count
  - Connected Count
  - Available Agent Count
- 4 Graphical Reports (Default Reports)
  - Call Snapshot
  - Call Interval
  - Agent Snapshot
  - Historical

# Reporting Modules on Dashboard

The screenshot displays the Broadsoft VeracityGOLD dashboard interface. At the top, the Broadsoft logo is on the left, and the user's name 'Allen Sproul' and system name 'VeracityGOLD | Local Time' are on the right. A left-hand navigation menu lists various modules: Dashboard, Provisioning, Analyzer, Analyzer Data Exchange, Business Rules, Campaign Manager, Real Time Reports, Historical Reports, Web Callback Report, Routing Strategy, Call Monitoring, Call Recording, Recording Management, Workforce Optimization, Account Unlock, Password Reset, Audit Trail, Map View, Usage Metrics Report, and Release Notes. The main dashboard area features four status cards at the top: 'IN IVR' (0), 'IN QUEUE' (0), 'CONNECTED' (0), and 'AVAILABLE AGENTS' (0). Below these are four report modules: 'Call Snapshot Report', 'Call Interval Report', 'Agent Snapshot Report', and 'Historical Report'. Each report module contains a line graph with a y-axis from 0 to 10. The 'Call Snapshot Report' and 'Call Interval Report' graphs show a dark overlay with 'Real Time Reports' and 'Historical Reports' options. The 'Agent Snapshot Report' and 'Historical Report' graphs display 'No records available'. A green arrow points from the 'Real Time Reports' option in the overlay to the 'Real Time Reports' menu item in the left sidebar.

# Real-Time Reporting

# Real-Time Reports Overview



# Real-Time Reporting

## 1. Call Reports

- What is happening now in EP and Queue
- Filters for EP, Queue, Site, and Team
- View In IVR, In Queue, Connected, Longest Call In Queue Time

## 2. Agent Reports

- What is happening now with teams and agents
- Filters for Sites and Agents
- View Current State, Log in Times, Time in State, Handle Stats

## 3. Threshold Reports

- View Alert Summaries

## 4. Ticker Reports

- Create scrolling ticker reports per Admin login
- View # in Queues, Longest Call Times, Connected, SLA %

## 5. Chart Reports

- Create custom multi charts, expanding Admin Dashboard reports

# Call Reports

- Two types of Call Reports
  - Snapshot
  - Interval
- Report Filters
  - Reports
    - All Skills Queued Canned (view all skills by queues)
    - All Snapshot Entry Point Canned (view all entry points call stats)
    - All Snapshot Queued Canned (view all queues call stats)
- Report View
  - Queue, Queue Site, Queue Site Team, Site

# Call Reports – Snapshot Available Data

- Entry Point:
  - In IVR
  - In Queue
  - Connected
  - Longest Call in Queue Time
- Queue:
  - In Queue
  - Connected
  - Current SLA%
  - Logged-In Agent (Count)
  - Available Agents (Count)
  - Longest Call in Queue Time



# Call Reports – Interval Available Data

- Abandoned Interval

- Time Interval
- % Abandoned
- Total Abandoned
- Avg Queued Time
- Avg Connected Time
- Avg Speed of Answer

- Entry Point Interval

- Time Interval
- Total Call Counts
- IVR Ended
- Short
- IVR Time
- Avg IVR Time

- Queue Interval

- Time Interval
- SLA%
- % Answered
- Total Call Count
- Completed Count
- Abandoned Count
- Transferred
- Hold Count
- Avg Queued Time
- Avg Connected Time
- Avg Speed of Answer

# Call Reports – Changing Views

- Report View

- Queue, Queue Site, Queue Site Team, Site

Queue View » Queue Site View » Queue Site Team View » Site View Stop Refresh

Grid Queue View » Queue Site View » Queue Site Team View » Site View Stop Refresh

Queue	In Queue	Connected	Current Service Level%	Logged-in Agents	Available Agents	Longest Call In Queue Time
<b>Total</b>	0	6	0.0			
Q_Commercial	0	3	0.0	7	2	00:00:00
Q_NOC	0	0	0.0	4	2	00:00:00
Q_Outdial	0	0	0.0	13	4	00:00:00
Q_Resi_Billing	0	1	0.0	2	0	00:00:00

Grid Queue View » Queue Site View » Queue Site Team View » Site View Stop Refresh

Queue	Site	In Queue	Connected	Current Service Level%	Logged-in Agents	Available Agents	Longest Call In Queue Time
<b>Total</b>		0	6	0.0			
Q_Commercial		0	3	0.0	7	2	00:00:00
	Draper		3		7	2	
Q_NOC		0	0	0.0	4	3	00:00:00
	Draper		0		4	3	

Grid Queue View » Queue Site View » Queue Site Team View » Site View Stop Refresh

Queue	Site	Team	In Queue	Connected	Current Service Level%	Logged-in Agents	Available Agents	Longest Call In Queue Time
<b>Total</b>			0	6	0.0			
Q_Commercial			0	3	0.0	7	2	00:00:00
	Draper			3		7	2	
		Draper_Commercial		3		7	2	
Q_NOC			0	0	0.0	4	3	00:00:00
	Draper			0		4	3	
		Draper_NOC		0		4	3	
Q_Outdial			0	0	0.0	13	7	00:00:00

Grid Queue View » Queue Site View » Queue Site Team View » Site View Stop Refresh

Site	Team	Connected	Logged-in Agents	Available Agents
<b>Total</b>			4	15
Draper			3	13
	Draper_Commercial		3	7
	Draper_NOC		0	4
	Draper_Residential		0	2
LehiTM			1	2
	LehiTM_DraperBackup		0	1
	TM_Sales		1	1

# Agent Reports

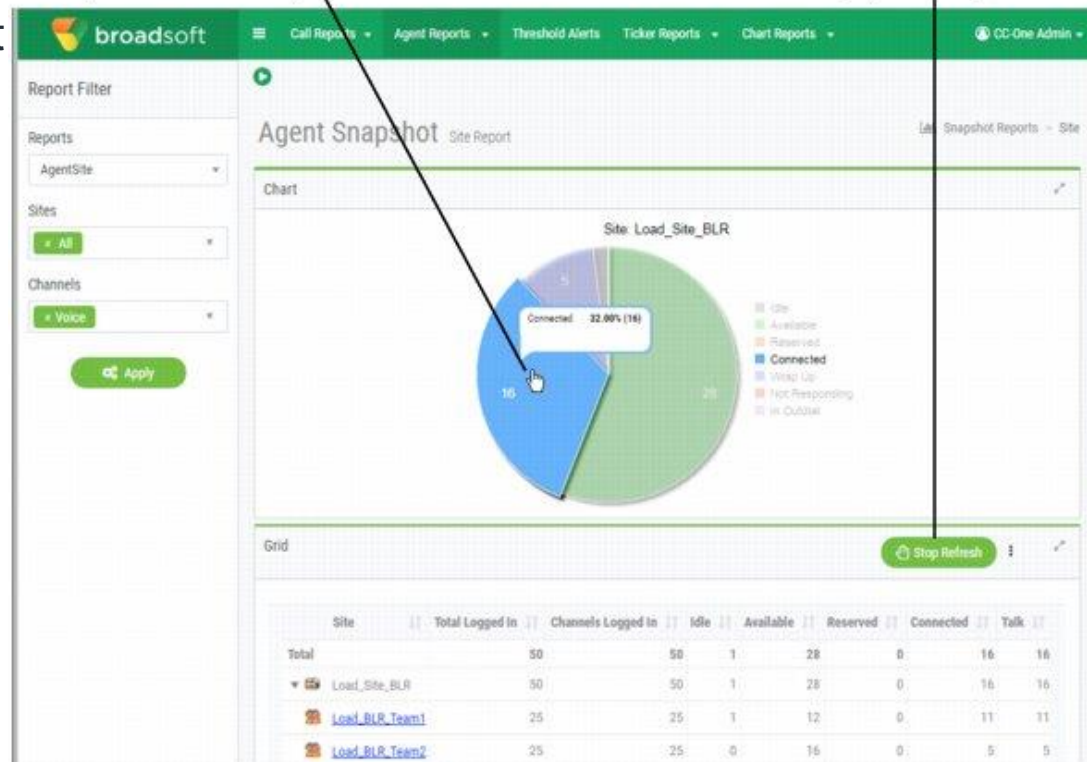
- Two types of Call Reports
  - Snapshot
  - Interval
- Report Filters
  - Reports
    - AgentSite (view current stats of agents in all sites)
    - All Agent Canned (view current stats of agents)
    - All Agent by Skills (view all agents stats by skill)
    - All Skills by Team (view all skills stats by teams)
  - Filters
    - Site, Teams, Agents, Skills

# Agent Reports – Snapshot Available Data

- Current State
  - Ability to log agents out
  - Monitor live calls by agent
- Total Logged In
- Idle Count
- Login Time
- Time in Current State
- Staff Hours
- DN
- Calls Handled
- In Outdial

Rest the cursor over a part of the chart to display a description of the data it represents.

Click **Stop Refresh** to prevent data in the table from being updated every 10 seconds.



# Threshold Alerts

- Select entry in Alert Summary to view details
- Click “Acknowledge” to acknowledge and clear alerts
- View archived alerts
- Tips
  - “Select All” to bulk Acknowledge
  - “Archive All” to bulk Archive

Click an entry in this panel to display details about the selected metric in the panel on the right.

Click to select all unacknowledged alerts.

Click to acknowledge the selected alerts and move them to the bottom panel.

Click a check box to select an alert.

**Threshold Alerts Report**

Alert Summary

Entity	Metric Name	Active Count	Acknowledged Count
Agent	Total Idle Time	196	247
Agent	Current Idle Time	122	163
Site	Available Agents	0	24
Team	Idle Agents	0	24

Last Updated 2:16:56 PM

Alert Details - Total Idle Time

Entity Name	Threshold Value	Actual Value	Alert Time	Action
loadAgent00019 BSFF-India	1	330	14:16:57	<input type="checkbox"/>
loadAgent00006 BSFF-India	1	390	14:16:52	<input type="checkbox"/>
loadAgent00014 BSFF-India	1	240	14:16:47	<input type="checkbox"/>
loadAgent00519 BSFF-India	1	260	14:16:47	<input type="checkbox"/>
loadAgent00011 BSFF-India	1	310	14:16:47	<input type="checkbox"/>
loadAgent00018 BSFF-India	1	480	14:16:47	<input type="checkbox"/>

Showing page 1 of 1

First Previous 1 Next Last

Archived Alert

Id	Message	Alert Time	Acknowledged Time	Acknowledged By	Action Taken
151521	Current Idle Time - Threshold : 2 (sec) , Actual: 5 (sec)	13:59:12	14:04:17	CC-One	Auto acknowledged
151522	Current Idle Time - Threshold : 2 (sec) , Actual: 5 (sec)	13:59:12	14:04:17	CC-One	Auto acknowledged
151523	Current Idle Time - Threshold : 2 (sec) , Actual: 5 (sec)	13:59:12	14:04:17	CC-One	Auto acknowledged
151524	Total Idle Time - Threshold : 1 (sec) , Actual: 290 (sec)	13:59:12	14:04:17	CC-One	Auto acknowledged
151525	Total Idle Time - Threshold : 1 (sec) , Actual: 260 (sec)	13:59:12	14:04:17	CC-One	Auto acknowledged
151526	Total Idle Time - Threshold : 1 (sec) , Actual: 350 (sec)	13:59:12	14:04:17	CC-One	Auto acknowledged

Showing page 1 of 510

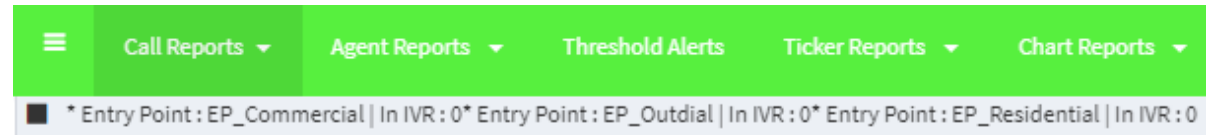
Last Updated 2:16:57 PM

First Previous 1 2 3 4 5 ... 510 Next Last

Sound Stop Refresh Refresh Archive All

# Ticker Reports

- Scrolling text in Real-Time Reports
  - Calls in IVR by EP
  - Calls in Queue
  - Connected Calls
  - Current Service Level
  - Longest Call Time in Queue
    - Queue
    - Site
    - Team
- Play and Stop Buttons



# Chart Reports

1. Click View Report to open new chart window
2. Name and select chart criteria
3. Once created, choose from report lists

Select a report from the drop-down list.

To view different charts, select reports from these lists and then click **Update Report**.



# Customize Real-Time Reports

- Create Customized Reports
  - Call Reports
  - Agent Reports
  - Ticker Reports
  - Chart Reports
- Click “New Report”
- Define Report
  - Select “Share” if you want others to see the custom report
  - Select “Default” to make custom report display next time you select the report type (Call, Agent, Chart, etc)
  - Identify filters: EP, Queue, Team, Multi-Team, Agent, etc
    - Multi-Team means you can select multiple teams



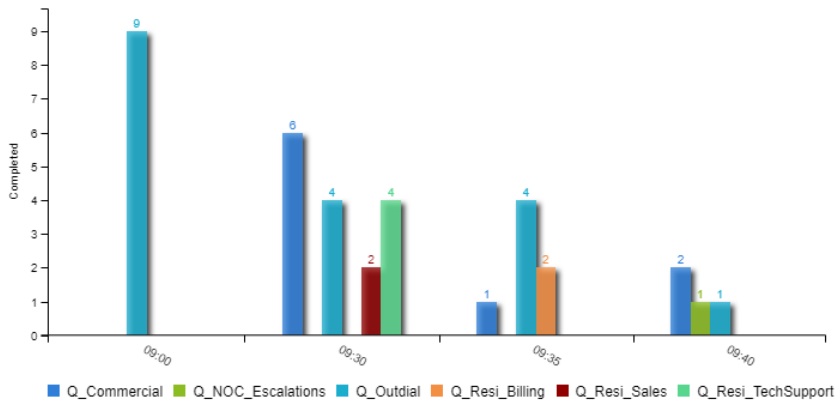
# Customize Real-Time Reports - Example

\* Entry Point : EP\_Commercial | In IVR : 0\* Entry Point : EP\_NOC\_Escalation | In IVR : 0\* Entry Point : EP\_Outdial | In IVR : 0\* Entry Point : EP\_Residential | In IVR : 0

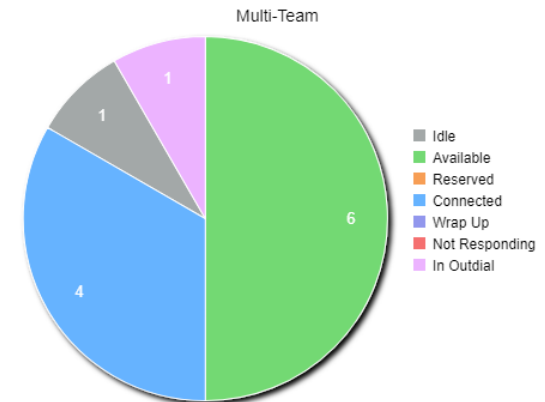
## Multi-Chart Report

Chart Reports > View

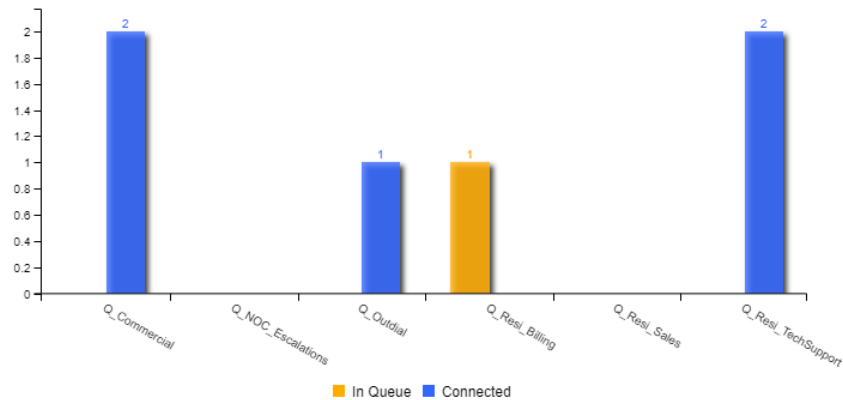
Call Interval Report - Abandoned



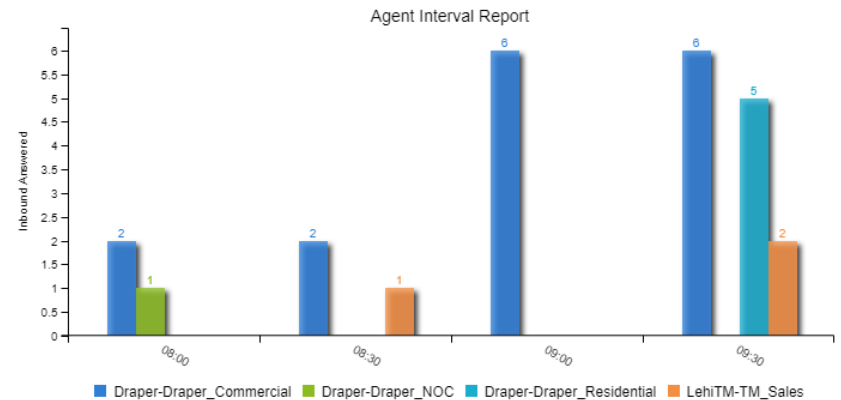
Agent Snapshot Report - AllenSnapshot



Call Snapshot Report - All Snapshot Queued Canned

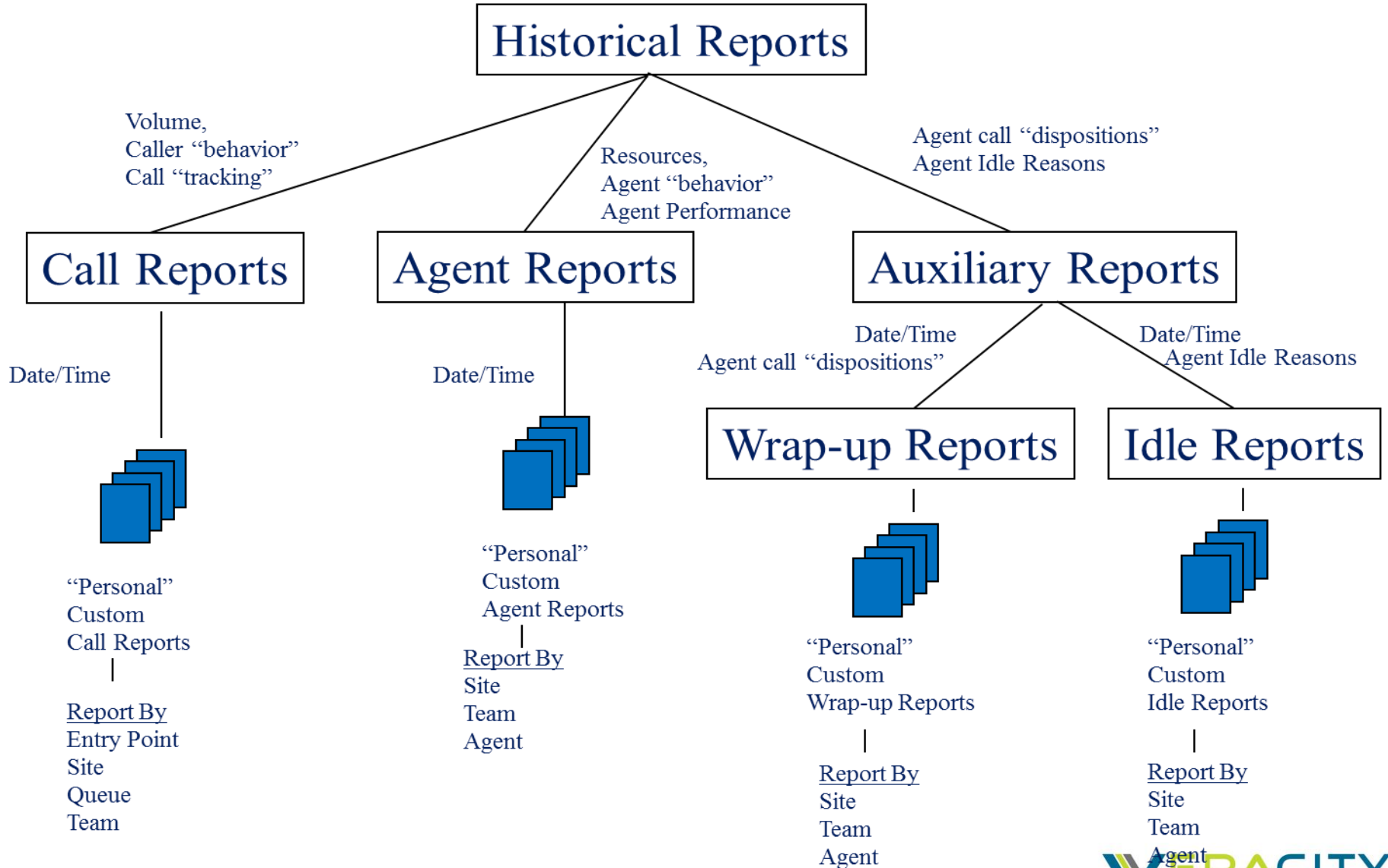


Agent Interval Report - All Team Interval Canned



# Historical Reporting

# Historical Reports Overview



# Historical Reporting

## 1. Call Reports

- DN Report, EP, Queue, Site, Team
- View Call Totals, Avg Times, SLA, Handle Stats

## 2. Agent Reports

- Agent, Site, Team
- View Calls Handled, Logins, Occupancy, Aux Code Stats

## 3. Agent Trace Reports

- Search for agent calls to see Availability, Conferencing, Not Responding, Wrap-Up

## 4. Auxiliary Reports

- Idle Code and Wrap-Up Code by Site, Team, Agent

## 5. Skills Reports

- Queues, Agents, and Skills Filters

## 6. Threshold Reports

- View Alert Summaries

# Call Reports

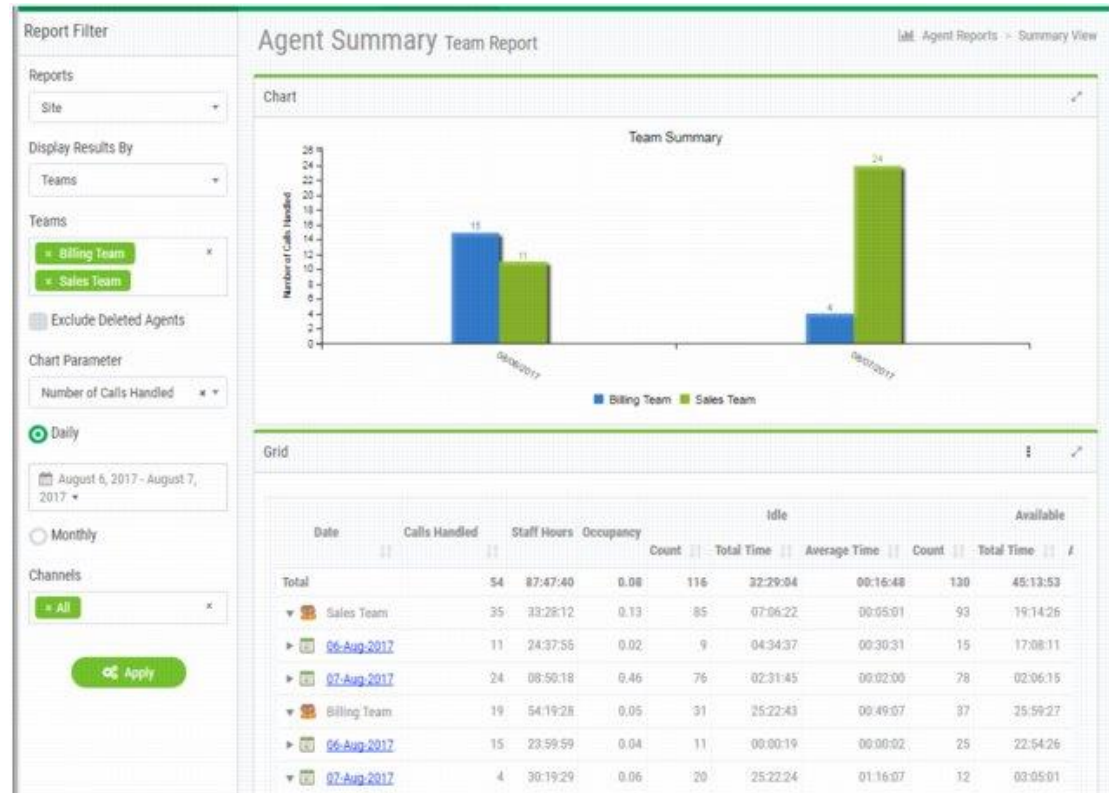
- Abandoned
  - Abandoned historical data
- All DN Canned
  - Search for a specific DN or DNs
- All Interval Entry Point
  - EP historical data
  - Transferred In
  - Short Calls
  - IVR times
- All Interval Queue
  - Service Levels
  - Answered
  - Avg Times
- Monitored Calls
  - Queue and Date
  - Full Monitored Calls
  - Midcall Monitored Calls
  - Total Monitored Calls

# Call Reports – Available Historical Data

- Abandoned
  - Time Interval
  - % Abandoned
  - Total Abandoned
  - Avg Queued Time
  - Avg Connected Time
  - Avg Speed of Answer
- All DN Canned
  - DN
  - EP
  - Date
- All Interval Entry Point
  - Time Interval
  - Total Call Counts
  - IVR Time
  - Avg IVR Time
- All Interval Queued
  - Time Interval
  - SLA%
  - % Answered
  - Total Call Count
  - Completed Count
  - Abandoned Count
  - Avg Times (Queued, Connected, Speed of Answer)

# Agent Reports

- Agent
  - Login Count
  - Calls Handled
  - Staff Hours
  - Occupancy
  - Idle States
  - Connected States
- Site
  - All Agent stats by Site
- Team
  - All Agent stats by Team



# Agent Trace Reports

- All agent activity over period of time
  - Log In and Out
  - Idle
  - Available
  - Talking
  - On Hold
  - Not Responding

The screenshot displays the 'Agent Trace Report' interface. On the left is the 'Report Filter' panel, and on the right is the 'Summary View' grid. Below the summary view is a detailed 'Agent Transition Report' window.

**Report Filter:**

- Reports: Agent Trace Canned
- Agent: Monica May
- Agent States: All
- Exclude Deleted Agents:
- Daily:
- Period: July 24, 2017 - August 22, 2017
- Channels: Voice
- Apply

**Summary View Grid:**

Agent	Login Time	Logout Time	Staff Hours	Occupancy	Site	Team	DN
Total			56:44:54	0.27			
Monica May							
23-Jul-2017							
Voice	23-Jul-17 23:47:58	24-Jul-17 00:20:23	00:32:25	0.0	Detroit	Sales Team	12121 L
24-Jul-2017							
Voice	24-Jul-17 20:40:50	24-Jul-17 20:58:55	00:18:05	0.22	Detroit	Sales Team	133
Voice	24-Jul-17 20:59:39	24-Jul-17 21:32:34	00:32:55	0.11	Detroit	Sales Team	133 L

**Agent Transition Report - Google Chrome:**

Agent Transition Report

State	In Time	Out Time	Duration
LoggedIn	Monday, 24 Jul 2017 20:40:50		00:00:00
Idle (Conference)	Monday, 24 Jul 2017 20:40:50	Monday, 24 Jul 2017 20:44:40	00:03:50
Available	Monday, 24 Jul 2017 20:44:40	Monday, 24 Jul 2017 20:45:35	00:00:55
Talk	Monday, 24 Jul 2017 20:45:40	Monday, 24 Jul 2017 20:45:49	00:00:09
WrapUp (NoSale)	Monday, 24 Jul 2017 20:45:49	Monday, 24 Jul 2017 20:45:49	00:00:00
Available	Monday, 24 Jul 2017 20:45:49	Monday, 24 Jul 2017 20:45:54	00:00:05
Idle (Conference)	Monday, 24 Jul 2017 20:45:54	Monday, 24 Jul 2017 20:54:23	00:08:29
Available	Monday, 24 Jul 2017 20:54:23	Monday, 24 Jul 2017 20:54:39	00:00:16
Talk	Monday, 24 Jul 2017 20:54:45	Monday, 24 Jul 2017 20:58:34	00:03:49
WrapUp (NoSale)	Monday, 24 Jul 2017 20:58:34	Monday, 24 Jul 2017 20:58:34	00:00:00
Available	Monday, 24 Jul 2017 20:58:34	Monday, 24 Jul 2017 20:58:54	00:00:20
Idle (Conference)	Monday, 24 Jul 2017 20:58:54	Monday, 24 Jul 2017 20:58:55	00:00:01
LoggedOut	Monday, 24 Jul 2017 20:58:55		00:00:00

Showing 1 to 13 of 13 entries

First Previous 1 Next Last



# Auxiliary Reports

- Wrap-Up Codes

- Count
- Duration
- Display by
  - Site
  - Team
  - Agent

- Idle Codes

- Count
- Duration
- Display by
  - Site
  - Team
  - Agent

Auxiliary Wrapup Report

[Auxiliary Wrapup Reports](#) > [View](#)

Grid

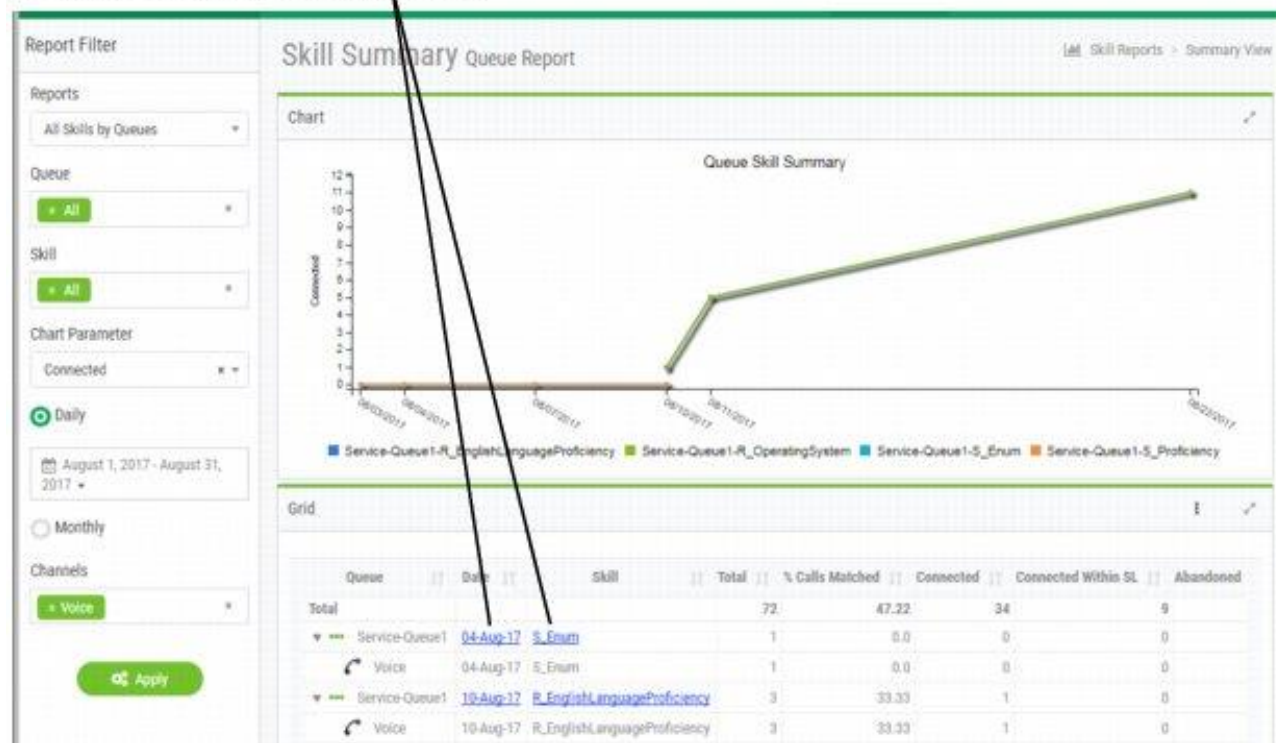


Agent Name	Escalation		Multiple Requests		No Ticket		Normal		Spanish	
	Count	Duration	Count	Duration	Count	Duration	Count	Duration	Count	Duration
<b>Total</b>	2	00:00:15	0	00:00:00	17	00:01:02	6	00:00:59	0	00:00:00
VN Admin	2	00:00:15	0	00:00:00	17	00:01:02	6	00:00:59	0	00:00:00

# Skill Reports

- Skills by Queues
- Skills by Agent
- Filter by
  - Queue
  - Agent
  - Time Interval

Click an entry in the **Date** or **Skill** column to drill down to a half-hourly view for that queue or skill.



# Threshold Reports

- Threshold Alert by EP
- Threshold Alert by Queue
- Threshold Alert by Site
- Threshold Alert by Team

Report Filter

Reports

Threshold Alert Site Canned

Display Results By

Agents

Agent

Transera QA

Daily

August 19, 2017 - August 25, 2017

Apply

### Threshold Alerts Reports

Grid

Agent	Time	Metric	Trigger Value	Operand	Actual Value	Trigger
	Monday, 21 Aug 2017 10:22:51	Current Idle Time	20	>	252	
	Monday, 21 Aug 2017 10:23:41	Total Idle Time	300	>	302	
	Monday, 21 Aug 2017 10:29:31	Current Idle Time	20	>	652	
	Monday, 21 Aug 2017 10:30:21	Total Idle Time	300	>	702	
	Monday, 21 Aug 2017 10:36:11	Current Idle Time	20	>	1053	
	Monday, 21 Aug 2017 10:37:01	Total Idle Time	300	>	1103	
	Monday, 21 Aug 2017 10:42:51	Current Idle Time	20	>	321	

Showing page 1 of 2

First Previous 1 2 Next Last Refresh

# Customize Historical Reports

- Create Customized Reports

- Call Reports
- Agent Reports
- Auxiliary Reports
- Skill Reports

- Click “New Report”

- Define Report

- Select “Share” if you want others to see the custom report
- Select “Default” to make custom report display next time you select the report type (Call, Agent, Chart, etc)
- Identify filters: EP, Queue, Team, Multi-Team, Agent, Skill, etc
  - Multi-Team means you can select multiple teams

The image displays two overlapping screenshots of the Veracity Networks web interface. The top screenshot, titled 'Historical Report', shows a form with fields for 'Name' and 'Description'. The bottom screenshot, titled 'Call Snapshot Report', shows a form with radio buttons for 'Entry Point', 'Queue', and 'Skill'. It also includes fields for 'Name', 'Description', 'Set As Default' (No), 'Sharable' (No), and 'Entry Point' (All). At the bottom of the 'Call Snapshot Report' form are 'Save', 'Reset', and 'Cancel' buttons. The 'Historical Report' form also has 'Grid Parameter' and 'CDR Grid Parameter' dropdowns with 'All' selected, and 'Save' and 'Cancel' buttons.



# Thank You!

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