



Call Reporter

shift*eight™ VoIP telephone systems with QueueMetrics® empowers call centre managers to run their call centres smoothly and productively through call reporting and real-time monitoring.

Call Centre Reporting

- Call traffic
- Lost calls
- Agent answer behavior
- Area codes
- Agent sessions
- Queues/campaigns

Agent session detail

Agent sessions	4
% of agents available	15.45%
Average agent time	12:05:00
Min agent time	11:58:00
Max agent time	12:10:00

Agent availability (for all the queues they are member of)

Level	Agent	Time	On phone	...
Unlimited	Agent (181)	14:47:00	7:45:00	51.5%
Unlimited	Queue (120)	17:52:27	0:00	0%
Unlimited	Queue (180)	18:00:00	8:00:00	44.4%
Unlimited	Agent (181)	12:03:36	11:34:00	97.6%

Session and pause durations

Level	Agent	Sessions	Avg Session	Pause	Avg Pause	Pause %	Pause per session
Unlimited	Agent (181)	220	2:40	221	1:00	38.1%	1.0
Unlimited	Queue (120)	222	4:49	0	-	0%	0.0
Unlimited	Queue (180)	222	4:51	221	0:30	14.4%	1.0
Unlimited	Agent (181)	222	3:29	221	0:31	9.0%	1.0

Agent reporting

Real-time Monitoring

- Detailed real-time agent reports
- Listen to live calls
- View agent sessions via VNC
- Display activity using a wall board

Realtime call center monitoring - 18:23:16

QueueMetrics GUI - Call Report

Class: All agents

Class	# agents	Ready agents
All agents	4	0

Live call monitor

Please enter your local or remote extensions to start ongoing call monitoring.

Agent name: Agent02
Agent basic: Queue (120)
Agent extension: 200
Your extension: 200

Agents currently logged in:

Agent	Queue	Time	State
Agent (181)	Queue (120)	12:03:36	On Hold
Queue (120)	Queue (120)	18:23:05	Ready
Queue (180)	Queue (120)	18:23:05	Ready
Agent (181)	Queue (120)	18:23:16	Ready

Live call monitoring

QueueMetrics® running on shift*eight™ is highly scalable, supporting up to 500 agents. It supports both database and flat-file storage and imposes minimal load on the telephone system. Call report data can be exported in a variety of formats, including Excel, CSV and XML file types.

Monitor

- Agent activity
- Live calls
- Wall board

Measure

- Agent behaviour
- Inbound queues
- Outbound campaigns

Report

- Call traffic
- Queues/campaigns
- Agent performance

QueueMetrics
call center monitor



*Monitor your call centre's performance with shift*eight™ and QueueMetrics®*