broadvoice

Analytics: Common Questions

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Introduction

In this guide, we will review some of the most commonly asked questions regarding Broadvoice Analytics, as well as the definitions that you will see inside the platform.

Definitions

TASA - (Target Average Speed to Answer) looks at how calls are exiting the queue (being answered, abandoned, etc.) and whether that is happening within the configured Target Average Speed of Answer (TASA). TASA is configured per group in the Contact Center Director and defaults to 20 seconds.

STI- (Service Time Interval) identifies a pre-configured interval in which the call exited the queue (was answered, abandoned, etc). Service Time Intervals are configured per group in the Contact Center Director (this can be adjusted with your Shoretel/Mitel resource). The defaults are 10-second intervals up to 50 seconds, with the 6th STI representing 50 seconds and above. For example, STI 1 represents calls answered or abandoned within 0-10 seconds, STI 2 within 10-20 seconds, and so forth.

TSF-(Target Service Factor) is the percentage of calls answered within TASA vs all calls answered and calls abandoned after TASA. Formally: SUM(Calls answered within TASA) / (SUM(Calls Answered) + SUM(Calls abandoned after TASA)). Calls answered within TASA only counts calls answered *in this group*, whereas the total number of calls answered includes calls answered after TASA *by any group*

FAQ

What is the Difference Between the Four Flters in an Agent Status Report?

- Queue Membership: Filtering on queue membership will mean that your chart will show each agent that has membership in the queue or queues chosen under the filter. For example, if I choose Queue Membership to filter my chart, I will next be presented with a pop-up of the queues on my account to filter to.
- Agent Name: Filtering by agent name will cause your chart to show each of the agents you filter to. For example, if I choose Agent Name to filter my chart, I will next be presented with a pop-up of the agent names on my account to filter to.
- Agent Group Membership: Filtering on agent group membership will mean that your chart will show each agent who has membership in the agent group chosen under the filter. This is very much like the queue membership in that using this gives you just the agents who have a membership, but it tends to be treated more like a sub-grouping of agents.
- Present in Agent Group: Filtering on Present in Agent Group will mean that your chart will show each of the agents that currently have "presence" or are present in the agent group(s) chosen under the filter.

Why is a call displaying Abandoned on a Report and also Showing it Rang to an Agent?

Abandoned calls are calls in which the caller disconnects before being connected with an available agent. There are various reasons for this, which can be identified through the Cradle to the Grave Report for that interaction.

FAQ

What Does Locking a Filter Do?

Locking a filter allows you to lock down the data selected so that anyone else who has View Only access to this report cannot change the locked filters. This will allow you to give very restrictive permissions to your users' access.
Additionally, you can 'Lock' the filters in the reports. By design, the schedules are not synced with the report template, so you can have multiple schedules per report template, but you can force them to sync by "locking" the report filter.

What's the difference between summary and detailed data?

Summary Data is Stored in the cloud, updated hourly, and Preaggregated, allowing the data to generate quickly for you - typically in under a second. High level - contains counts time metrics for all data with totals for the summarized view
Detail Data is not stored within Broadvoice Analytics and is queried via an encrypted connection when you request it. It reflects what's currently logged in your database. The amount of time to pull depends on the number of filters applied and the time range selected. Granular view - contains a row for each interaction with metrics for each interaction broken out

What are the Differences Between Real-Time Dashboards and Reports?

Real-Time Dashboards are an up-to-the-minute reflection of the data and parameters set for the dashboard. Whereas reports are updated once an hour and can have different configurations than the Dashboard.

FAQ

Why are my Reports and Dashboards Displaying N/A?

When you build a chart or report displaying N/A or None in the results, the field is blank, or the data presented does not have a label. For example, when reporting on group or queue-level data and using a non-group/queue-related field (E.g., Party Name, User Name, etc.), it may be represented by N/A or None. When seen on a Wrap Code Report, it means that the field is not applicable to the Group here or one has not been applied.

Why am I Unable to add a User(s) to Reports and Dashboards

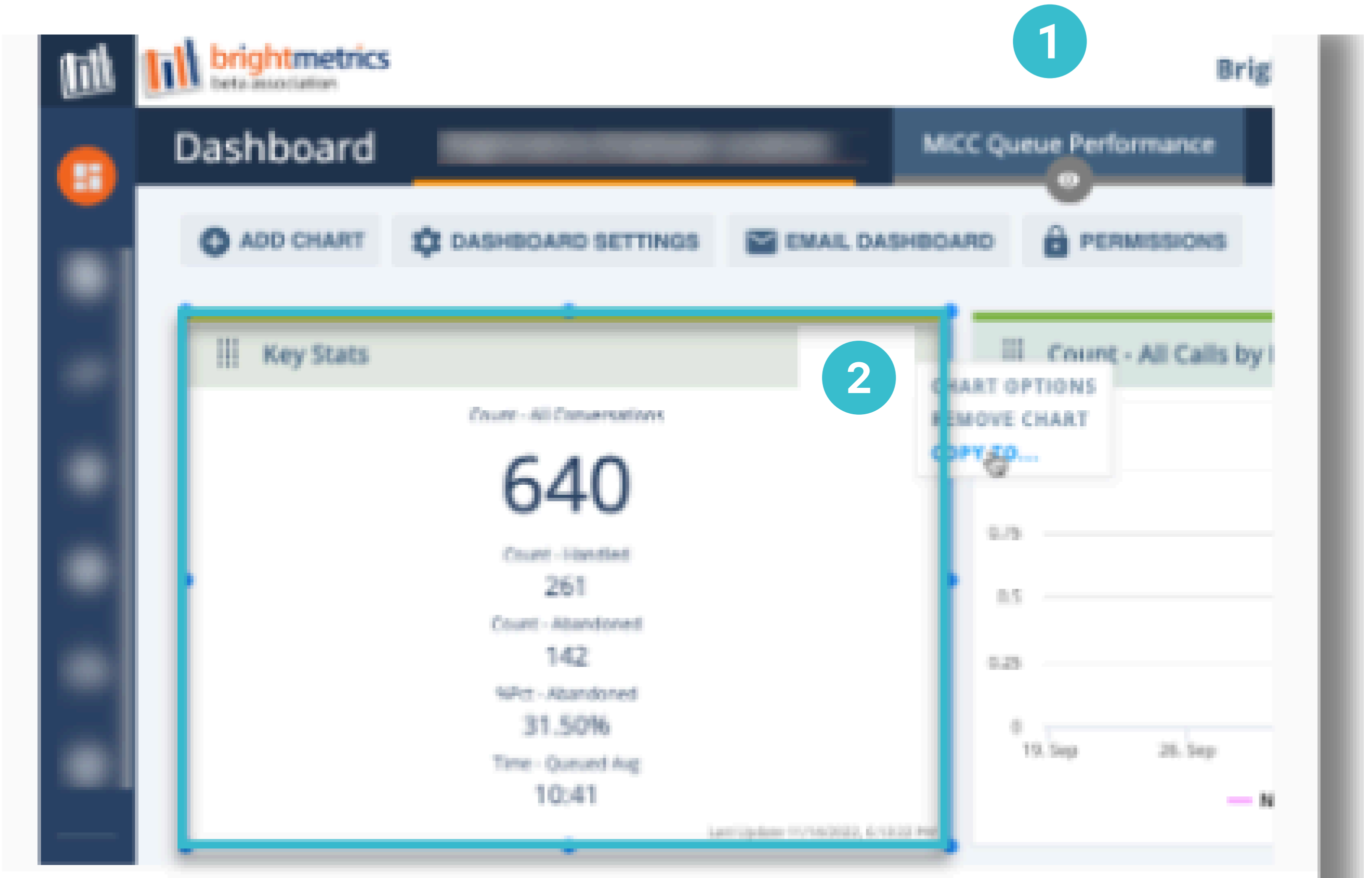
The most common reasons you cannot locate a user in the Agent Name or Party Name filter when trying to add them to a report or dashboard are

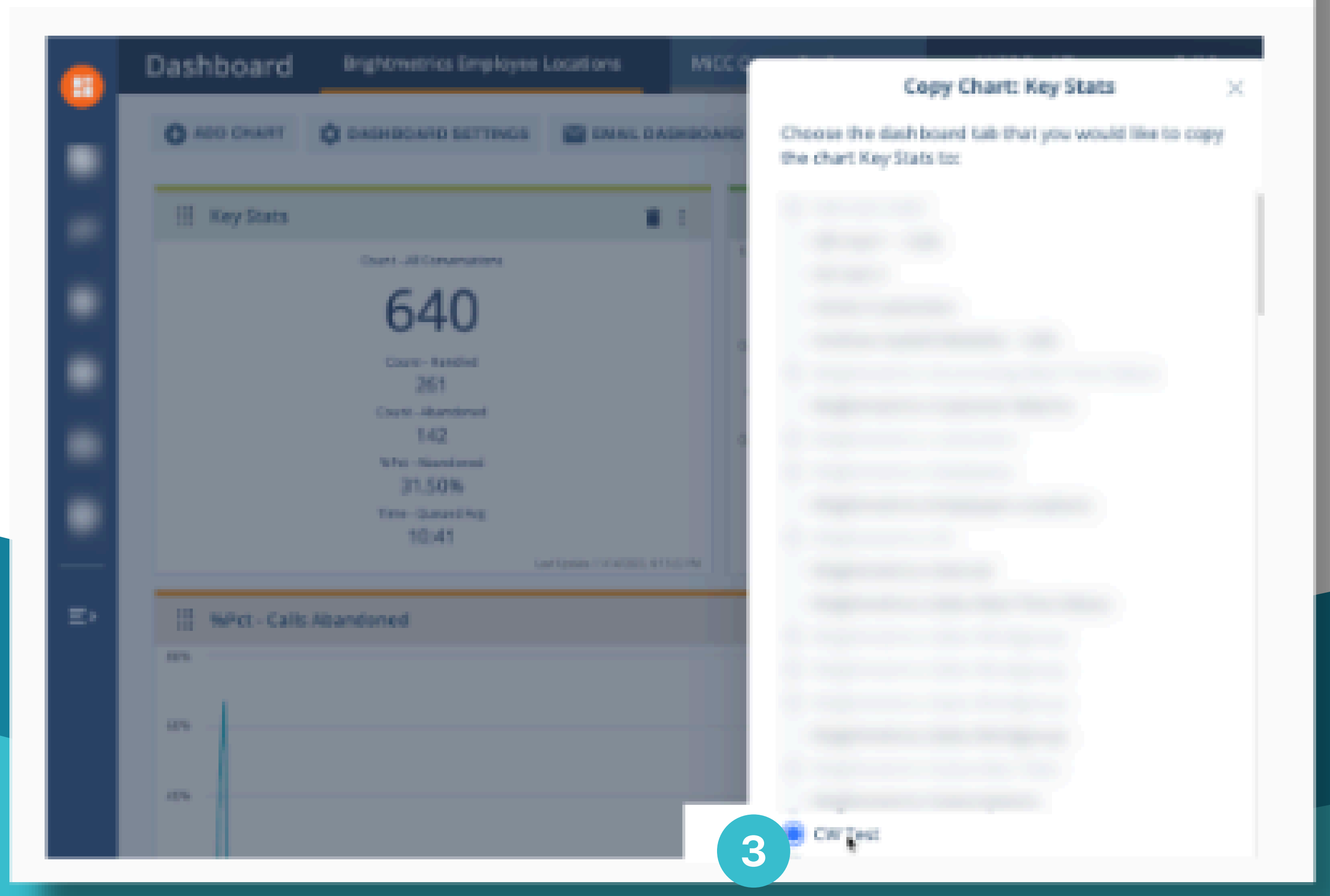
- You're looking at agent activity data, workgroup data, or contact center data, and the user is not a member of a workgroup or contact center group or did not make or receive calls while logged into any group.
    - Solution on reports: Pull the User Activity Detail or User Activity Summary report. It contains all call data for all users.
    - Solution on dashboards: Create the chart using the Call Party Activity data. It contains all call data for all users.
    - Solution on reports: If users have call activity while not logged into a group, you can pull all of their call activity using the User Activity Detail or User Activity Summary report. Both of those reports will include all calls for the user regardless of whether they were logged into a group.
- The user doesn't have call data logged into the database yet. Some data must be relayed for the user to populate the Party Name filter.
    - Solution: Have the user make or take a test call to begin logging data for them. Once the call is complete, the data should show up in a detailed report within 15 minutes or in a summary report or dashboard within an hour.

FAQ

How to Copy a Chart on Your Dashboard:

1. Choose the pencil to edit on your current dashboard that holds the chart you want to copy.
2. Then click the 3 dots menu on the chart you wish to copy and choose Copy to.
3. Once you click Copy To, a pop-up will appear that gives you each of the locations(dashboards) you can copy to. (If you don't see the dashboard you want to copy to, that means you don't have access to it yet, and you'll need to request that from the dashboard owner.) Once you choose Copy, the chart copy will be added to the dashboard specified.

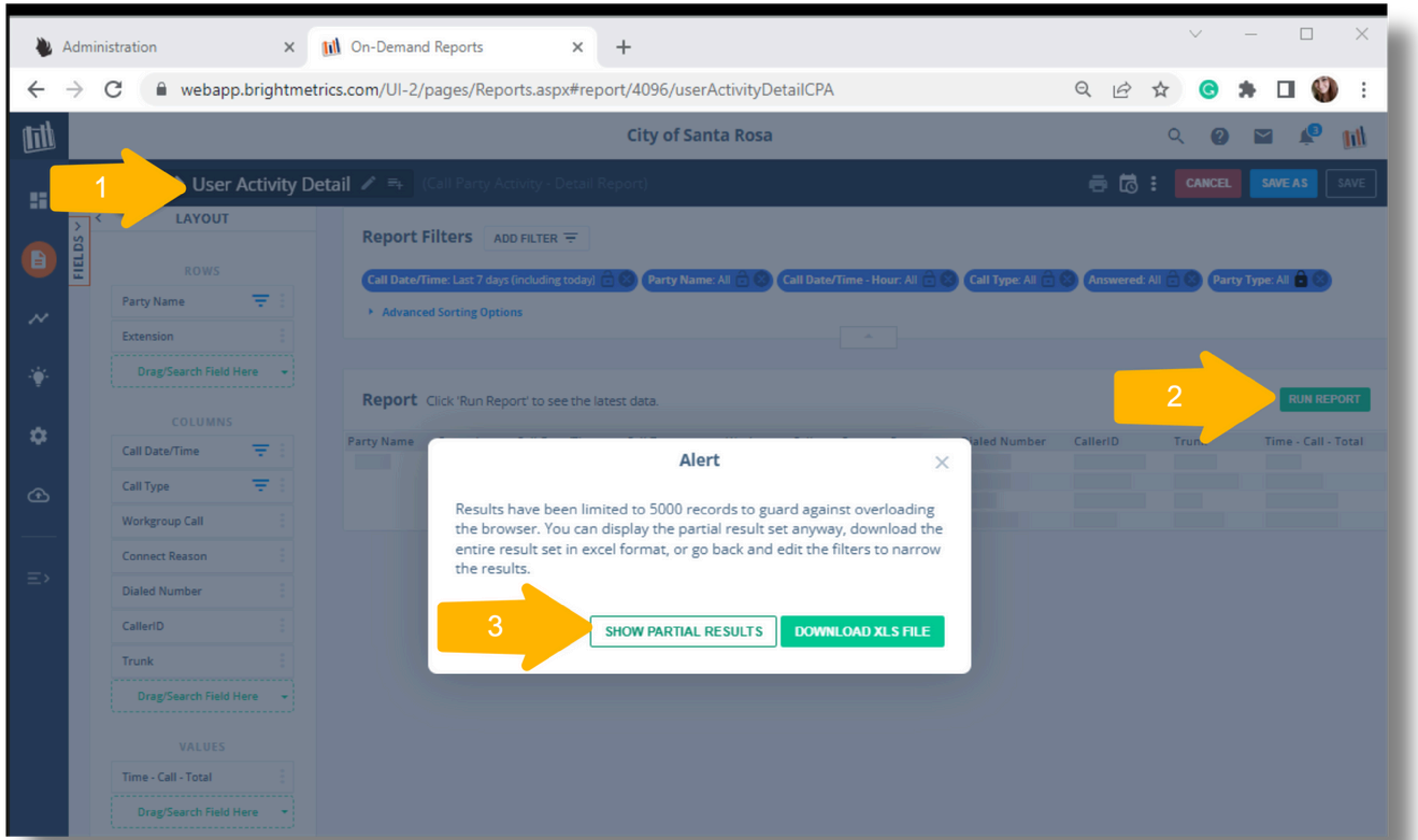


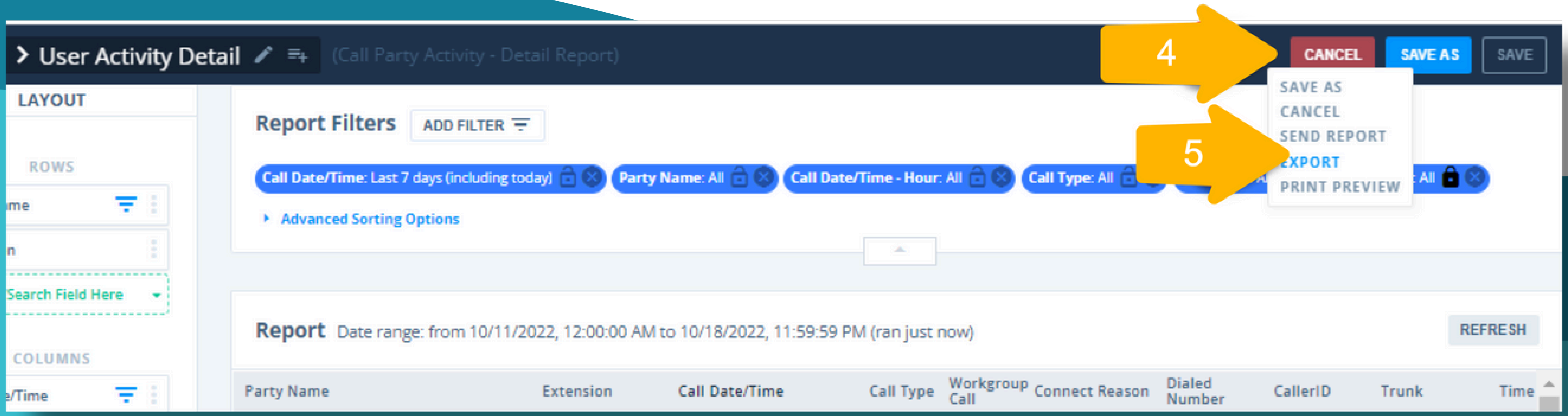


FAQ

How to bypass the 5000 Line Limit when Exporting Large Reports to Excel or CSV Files:

1. Set up the report as desired; I'm using a call party activity report here for reference.
2. Choose Run Report.
3. When the alert pops up, choose Show Partial Results.
4. On the top of your report, choose the menu.
5. Choose Export and the option of your choice. This will then export the entire report to your downloads folder





FAQ

Can I Create a Specific Call Date/Time Range?

Yes, for any report that offers the dimension of "Call Date/Time," you can either add the dimension as a filter of your report or adjust it by following these steps if it is already configured as a filter.

- Step 1: Select the Relative radio button.
- Step 2: Select Recent Time Window from the drop-down options that appear.
- Step 3: Select the Days relative to your current time along with the specific hours that create the custom relative range of time you'd like the report to return results on.