**Call Center Supervisor Overview**

The following article will give you an overview of what the various features included with the Call Center Supervisor Role are used for.

**Requirements**

-Access to the manager portal

-Call Center Supervisor Role

NOTE: If you do not have this role already, please reach out to your service provider.

**Stats Grid**

The Stats Grid gives you quick access to color-coded performance information based on configurable parameters.

Green = value accepted.

Yellow = value is within the range of your lower threshold.

Red = value meets or exceeds your upper threshold.

White = no thresholds are configured for the statistic.

A screenshot of a grid settings

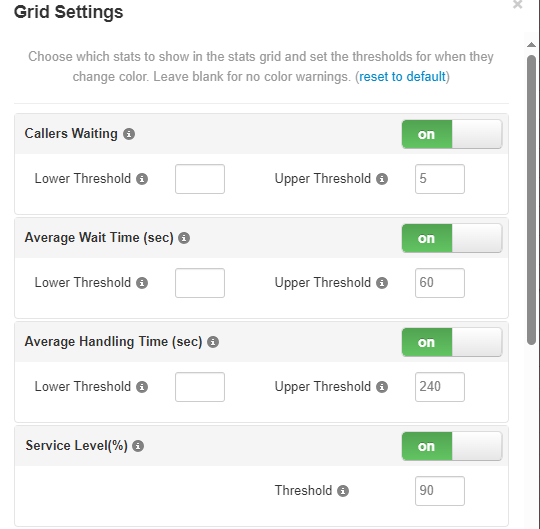
Description automatically generated

**To edit the stats grid**:

1. Click the Grid Settings button.

2. Configure the Lower and Upper Thresholds for the statistics you want to show on the stats grid.

3. Click Save.

A screenshot of a computer

Description automatically generated

4.Click the Settings button. 

5. Click on the General tab.

Use the Service Level Agreement slider to specify a value that will be used to calculate the Service Level Percentage statistic. This value determines whether a call was answered in an acceptable amount of time (seconds).

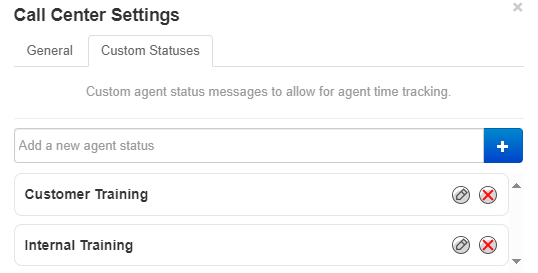
6. Click Save.

A screenshot of a video

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7. Click on Custom Statuses tab.

Use this to set additional status types that will display for your agents.



**Call Center Reports**

The Portal can generate custom reports about call queues. These reports provide a graphical overview of call center statistics over a given period of time. The reports can cover the entire call center, queues, or individual agents. This granularity enables call center supervisors to monitor their call center.

**To generate call center reports**:

1. On the Call Center page, click the Reports tab.

2. Select a date range.

3. Use the tabs to select the type of report you want to generate (see the following sections for more information):

Queue Stats

Agent Stats

Agent Availability

DNIS (Dialed Number) Stats

Abandoned

Queue Stats

A screenshot of a phone call

Description automatically generated

**Queue Stats**

**The Queue Stats report** allows supervisors to view specific attributes on a queue-by-queue basis based on user-configurable attributes.

The drop-down list shown below allows you to select the information that will appear in the report.

A screenshot of a graph

Description automatically generated

NOTE: You can click the check boxes in the first column for Call Queue statistics to graph them individually, as shown in the above figure with the different colored rows. Clicking the first column header, which shows the bar graph icon, toggles all of check boxes on or off.

To change the available configuration fields, click the Table Settings gear from the pop up. When a list of check boxes appears, check the fields you want displayed and uncheck the ones you want to hide.

A screenshot of a computer

Description automatically generated

You can now select the statistics you want shown in your report. The available options are described below.

**Stats Definition**

**Call Volume (VOL)** - Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.

**Calls Handled (CH)** - Number of calls answered by agent originating through a Call Queue.

**Calls Offered (CO)** - Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.

**Adjusted Calls Offered (ACO)** - Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC).

**Voicemail (VM)** - Number of calls handled by the automated voicemail system.

**Forward (FWD)** - Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.

**Average Talk Time (ATT)** - Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.

**Assisted Calls Handled (AST)** - Number of calls answered and then forwarded to another agent.

**Average ACW Time (ACW)** - Average time an agent spends between the end of a call and submitting call disposition.

**Callbacks (CB)** - Number of calls that requested a callback rather than waiting in the queue.

**Average Hold Time (AH)** - Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.

**Service Level (SL)** - Percentage of calls answered originating through the queue within 60 seconds. Other time windows are available.

**Percent Dial Transfers (DT)** - Percentage of calls that landed in the queue and were offered to an agent.

**Abandoned Calls (AC)** - Number of calls that abandoned the queue before being answered by an agent.

**Adjusted Abandoned Calls (AAC)** - Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. (Abandoned Calls) - (Number of calls abandoned in less than 10 seconds).

**Abandon Rate (AR)** - Percentage of calls offered that were abandoned. (Abandoned Calls AC) / (Calls Offered CO).

**Adjusted Abandon Rate (AAR)** - Percentage of calls offered that were abandoned in under 10 seconds. (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO).

**Average Handle Time (AHT)** - Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).

**Average Wait Time (AWT)** - Average time a call is in the queue before being dispatched to an agent.

**SMS Volume (SMS\_VOL)** - Number of SMS sessions handled through a queue.

**SMS Average Handle Time (SMS\_AHT)** - Average time an agent spent on a text message through the queue, from the moment they accept the message until it is terminated.

**Agent Stats**

The Agent Stats report shows various agent statistics over time.

A screenshot of a graph

Description automatically generated

NOTE: You can click the checkboxes in the first column for Call Queue statistics to graph them individually, as shown in the above figure with the different colored rows. Clicking the first column header, which shows the bar graph icon, toggles all checkboxes on or off.

**Agent Availability**

The Agent Availability report shows the availability of agents in the domain or in a department within a domain. You choose the values that are to be graphed from the following options:

A screenshot of a computer

Description automatically generated

When configured, and when agents have been signing in and out, supervisors can see an agent availability display similar to the following.

A screenshot of a computer

Description automatically generated

**Stats Available by Agent**

**Extension** - This is the call center agent's extension.

**Domain** - If managing multiple domains, this shows which domain the call center agent is in.

**Department** - If a department has been assigned, this is the call center agent's department.

**Logged In (LI)** - This is the total time the call center agent was logged in.

**Available (AM)** - This is the total time the call center agent's status was "available".

**Unavailable (UM)** - This is the total time the call center agent's status was "unavailable".

**Lunch (L)** - This is the total time the call center agent's status was at "lunch".

**Break (B)** - This is the total time the call center agent's status was on "break".

**Meeting (M)** - This is the total time the call center agent's status was in a meeting".

**Other (O)** - This is the total time the call center agent's status was set to "other".

**Web (W)** - This is the total time the call center agent's status was set to "web".

**DNIS Stats**

The DNIS stats report shows information based on the Dialed Number Identification Service (DNIS). DNIS is a telephone service that informs the receiver about a call that the caller dialed. DNIS is a common feature of 800 and 900 services. If you have multiple 800 or 900 numbers to the same destination, the DNIS tells you which number was called.

A screenshot of a graph

Description automatically generated

NOTE: You can click the checkboxes in the 1st column for DNIS statistics to graph them individually; as shown in the above screenshot with the different colored rows. Also, clicking on the 1st column header (the bar graph icon), will toggle all of the checkboxes on/off.

**Stats Available by DNIS (Dialed Number)**

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Description automatically generated

**Abandoned calls**

The Abandoned Calls report shows call center graphs for abandoned calls, organized by individual queues. Time is measured along the x axis and the number of calls abandoned is measured along the y axis. All the abandoned calls for the queue appear below the graph, along with statistics about each individual call.

