

3.18 Reporting Reference Guide

Bright Pattern Documentation

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Purpose

The Bright Pattern Contact Center *Reporting Reference Guide* describes the reports available out of the box with the Bright Pattern Contact Center solution. These reports contain key performance indicators for the main contact center resources, such as agents, agent teams, services, and scenarios.

The guide also explains how to interpret campaign results, search for interaction records, and review associated call recordings and chat transcripts.

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Audience

The Bright Pattern *Reporting Reference Guide* is intended for personnel responsible for contact center operations including:

- Definition of contact center services and interaction processing scenarios
- Contact center workforce management
- Assessment of contact center efficiency and quality of customer service
- Outbound campaign definition and execution
- General contact center management

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General Information About Access to Reports and Records

The web application that you use to access reports and call recordings is called *Contact Center Administrator*. For general information about this application, see the [Contact Center Administrator Guide](#).

To generate and view reports or to access interaction records, log into Contact Center Administrator and select the *Reports* view from the upper bar menu.



Access to records and reports

Note that depending on the tasks you are going to perform, you must have an assigned role that contains some or all of the following privileges: *View historical reports*, *View interaction records*, *Listen to call recordings and view chat transcripts*, and *Grade interactions*. For more information about role definition and assignment to users, see sections [Roles](#) and [Users](#) of the *Contact Center Administrator Guide*.

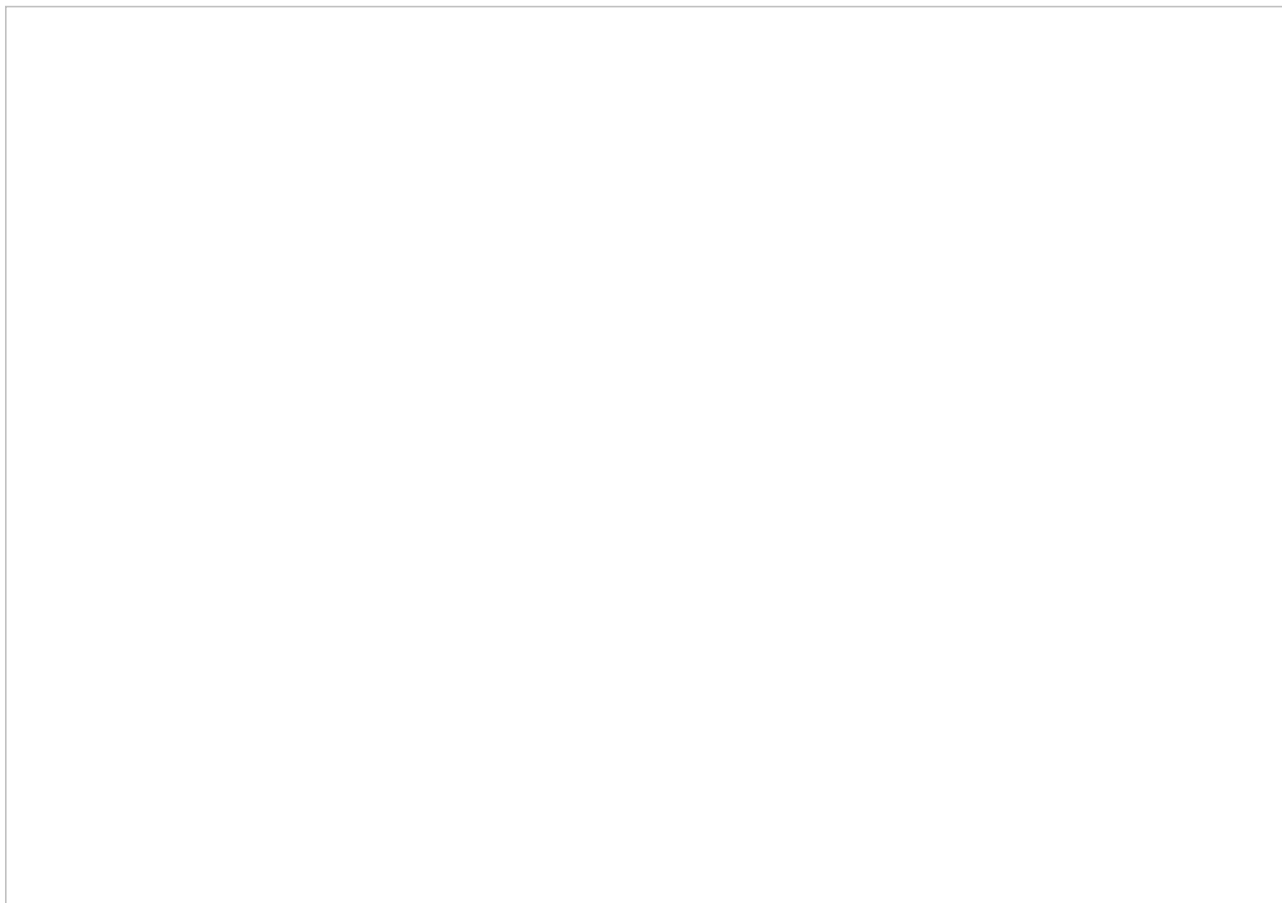
- To generate and view reports, from the menu on the left, select the **Reports** option. See section [Report Generation](#) for more information.

- To search for interaction records, as well as to review and grade call recordings, chat transcripts and email replies, from the menu on the left, select the **Interaction Records** option. See section [Interaction Records Search](#) for more information.
- To search for agent activities and review corresponding screen recordings, from the menu on the left, select the **Agent Timeline** option. See section [Agent Activity Search](#) for more information.

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Report Generation

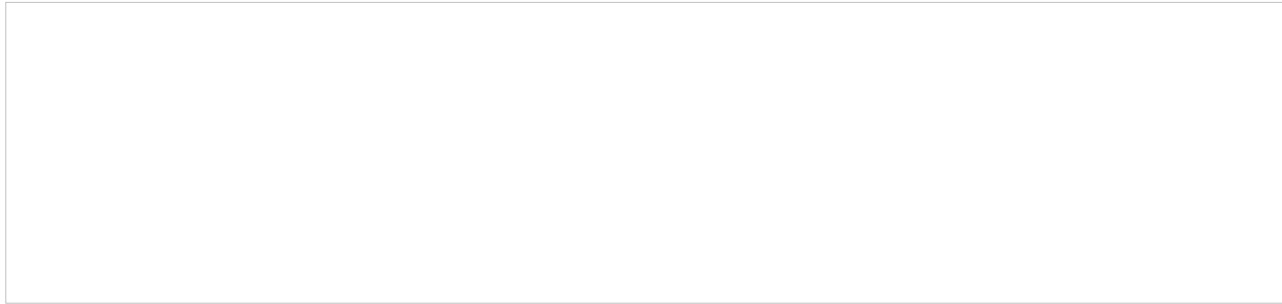
When you select option **Reports** from the menu on the left, the application pane will display the list of available reports. By default, these are the predefined reports supplied with Bright Pattern Contact Center. If you have previously created some custom reports using Jaspersoft Studio and uploaded their definitions into the system, such custom reports will also appear in the list of reports. For more information about stock and custom report definitions, see section [Report Templates](#) of the *Contact Center Administrator Guide*.



List of reports

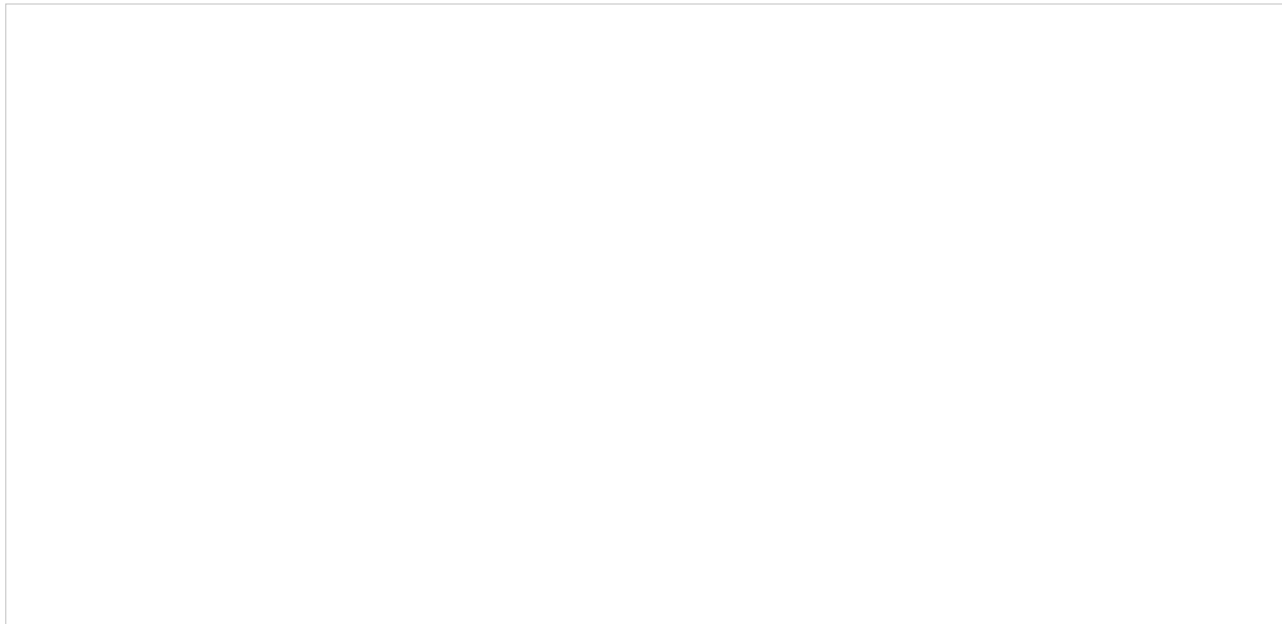
The reports are grouped by the type of the contact center resources that they describe. Within each group, the reports are listed in alphabetical order according to the names of the corresponding report definitions. A description is provided for each report. If a description does not fit on the screen, hover over it to see the full text of the description in a tooltip box.

Select the desired type of report from the list. In the view that appears, use the report generation filters to select the resource for which you want to generate the report and to specify the reporting interval. Depending on the report type, you can select multiple resources and apply additional filters.



Report generation filters

To generate the report, click the **Run** button. Report generation may take a few moments. The report will appear in a separate browser tab/window and occupy the entire available browser window space. Thus, you can have multiple reports open in your browser at the same time. Generated reports will continue to be available for viewing even when you close the Contact Center Administrator application. Depending on the amount of data, the generated report may occupy more than one page.



The generated report opens in a new browser tab/window

Viewing and Using the Generated Report

The generated report appears as a static table of data within your browser tab/window. Usable links for navigation and export are located at the top of the page. If you export the report to a format such as .XLS, you can filter, sort, and reformat the data just as you would for any other spreadsheet.

Note the following:

- To navigate through the contents of the report, use the page navigation links (**first**, **prev**, **next**, and **last**).
- To learn more about the metrics provided by each report, see sections [Detail Reports](#) and [Aggregate Reports](#).
- To export the generated report, choose the format (PDF, XLS, CSV, or TXT), and click the corresponding link.
- To run the same report for a different resource and/or different reporting interval, simply change the filter setting and click the **Run** button again.
- To return to the list of reports, click the **Back to the list of Reports** button.

You can also schedule automatic generation of reports and their delivery to specified destinations as email attachments or via FTP. For more information, see section [Scheduled Reports](#) of the *Contact Center Administrator Guide*.

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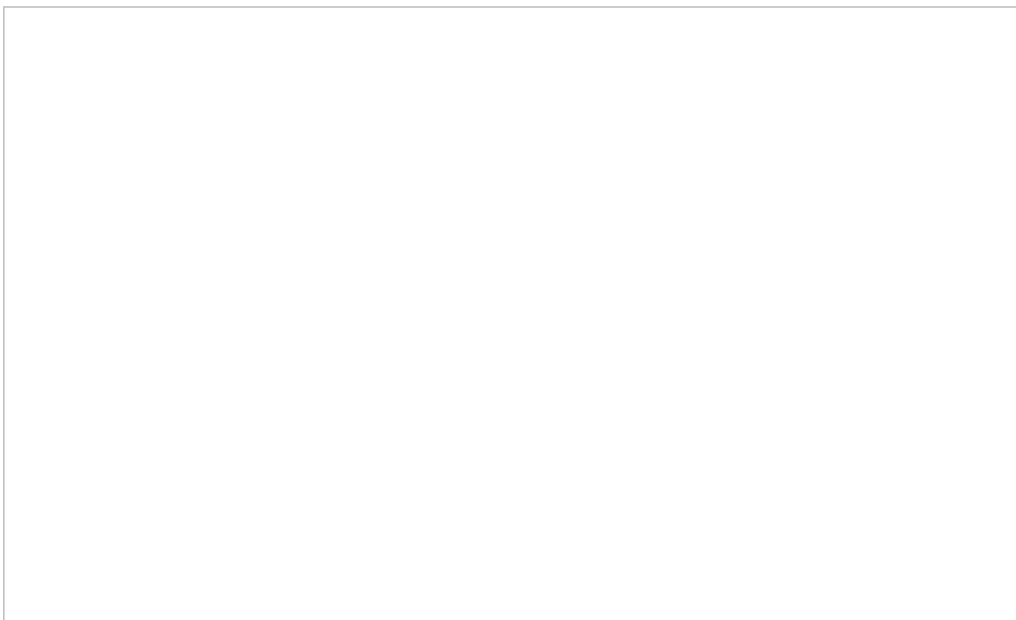
Interaction Records Search

When you select option *Interaction Records* from the menu on the left, the application pane will initially display a search page where you define media type(s) of the interactions you are looking for as well as other search criteria, such as time frame, participating agent(s), and/or service(s) involved.

This section offers an overview of the Interaction Records Search feature. For detailed descriptions of search criteria and search results, see sections [List of Interaction Records Search Criteria](#) and [Search Results](#).

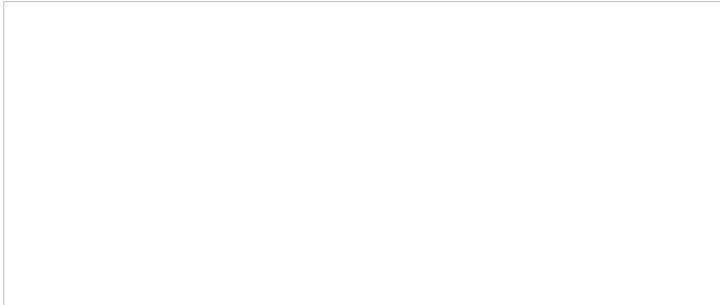
Adding Search Conditions

Your search criteria can have any number of [conditions](#) (i.e., search criteria). To add a condition to your search, click **add condition**. To edit or delete an existing condition, use the mouse-over operation.



Saving Search Conditions

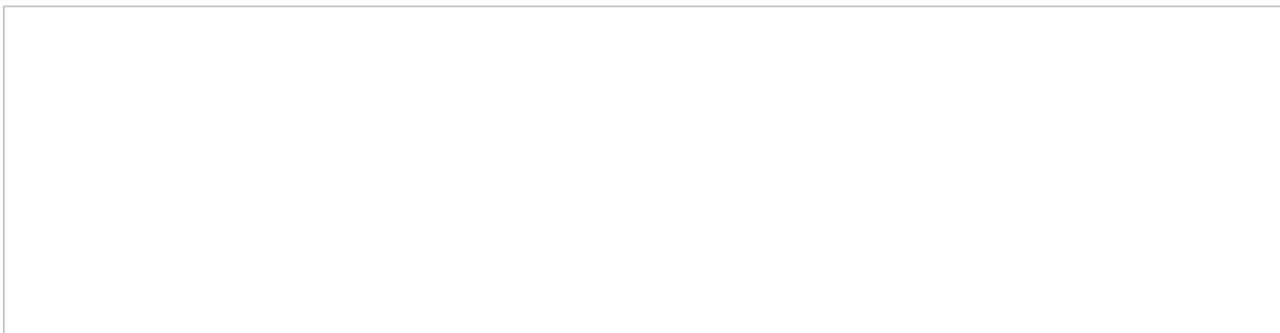
You can save a set of search conditions for future use--a helpful capability for when you regularly run the same searches and you do not want to add conditions manually each time you search. To save a set of search conditions, click **Save** and assign a name to it. To use a previously saved set of search conditions, click **Load**, and select its name from the drop-down menu.



Click "Save" to save your search conditions for future use

Viewing Search Results

When all desired search conditions are specified, click the **Search** button. The [Search Results](#) page will open with the list of interaction records matching your search criteria. Each row of the displayed table describes a single interaction.



Search results

Note that an interaction may have multiple segments (e.g., when a call was handled by multiple agents). The number of segments in a call is shown in the *Segments* column. You can see details for each segment of a selected call by clicking that number.

Some columns show data that is media-type specific (e.g., *Case ID* is only relevant for emails). You can adjust the format of your table to display only the columns for the data that you need. To remove columns, hover over any column header, open the drop-down menu, and unselect the columns for the data you do not need.

You can download all records that appear in the Search Results page in the .CSV format. To export the records, click the **export** button at the bottom of the page.

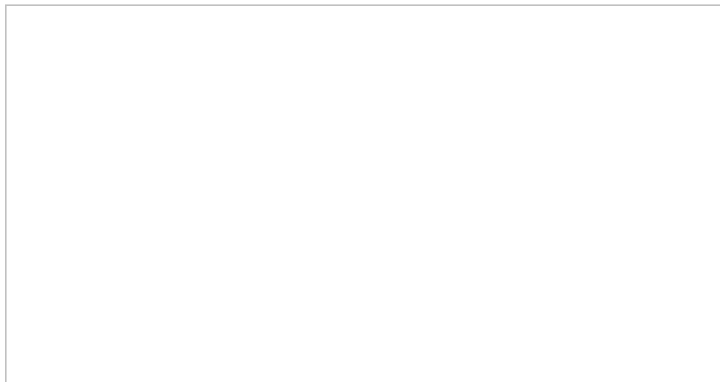
You can also manually download email content, call recordings, and call progress analysis (CPA) recordings for the interactions shown in the *Search Results* page. Note that manual download is limited to up to 100 emails, 100 call recordings, and 500 CPA recordings, respectively.

Periodic automated export of call/CPA recordings is configured via [Services and Campaigns > Results Tab](#) of the Contact Center Administrator application.

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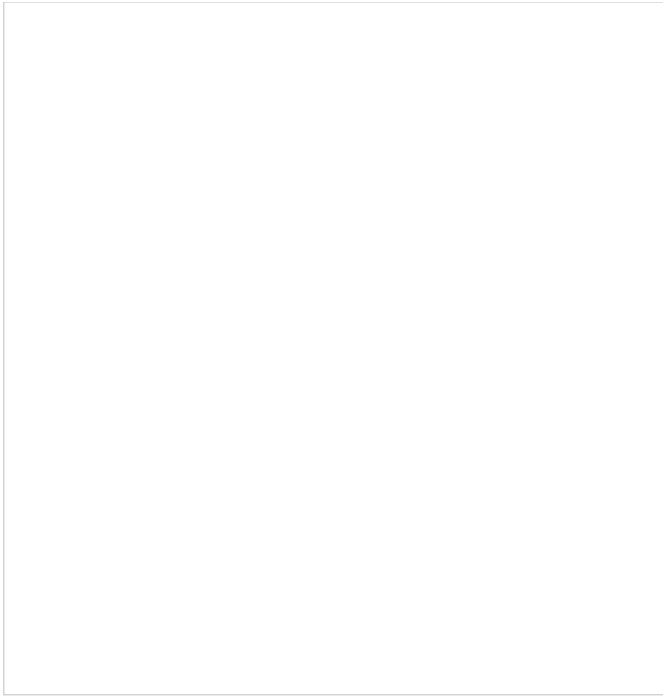
Search Criteria

[Interaction records searches](#) may be narrowed down with specific search criteria. If, for example, you wish to search for interaction records pertaining to one agent only, you may add the *agent* condition to your search, specifying the agent's name, in order to view interaction records search results for just that agent.



Click "add condition" to view available search criteria

The criteria for such searches are listed in a drop-down menu that appears when you click **add condition**.



Select the conditions of your search

Search Criteria Descriptions

The criteria for such searches are described in the order in which they appear in the drop-down menu on the *Interaction Records > Search* page. Note that the criteria shown in the drop-down menu will depend on the media type (i.e., voice, chat, email) that you select for your search.

GIID

GIID returns interaction record(s) with the specified [Global interaction identifier](#).

KM template used

KM template used (where "KM" refers to "Knowledge Management") returns records of interactions where any [Knowledge Base](#) article was used. Note that *KM template used* applies to text-based interactions only.

account number

account number returns call attempts made with respect to the [calling list](#) record that contains the specified value in the field of the *account number* type.

agent

agent returns records of interactions handled by the agent with the specified username.

case ID

case ID returns records of email interactions associated with the specified [case](#).

connected to

connected to returns records of calls answered at the specified phone number.

direction

direction can be used to limit the search to incoming, outgoing, or internal interactions only. Note that not all directions apply to all media types.

disposition

disposition returns records of interactions that were processed with the specified disposition.

duration

duration returns records of interactions whose overall duration was greater than or less than the specified value.

ended after

ended after returns records of interactions whose processing ended after the specified date and time.

ended before

ended before returns records of interactions whose processing ended before the specified the date and time.

first name

first name returns records of interactions handled by agents with the specified first name.

from

from returns records of interactions originated from the specified address.

- For inbound calls, *from* is the Caller ID.
- For outbound and internal calls, *from* is the extension from which the call was dialed.
- For chats, *from* is the IP address of the originating computer.

has call problem

has call problem is used to search for calls that were marked by agents as [calls with quality problems](#). You can select a particular type of problem or set it to *any* to get all records with quality problems of any kind.

has recording

has recording returns records of calls that have voice recordings available for playback in the system. This search condition does not return records of calls whose recordings were deleted due to the data storage limits imposed by your service provider.

has screen recording

has screen recording returns records of calls that have screen recordings available for playback in the system. This search condition does not return records of calls whose recordings were deleted due to the data storage limits imposed by your service provider.

has voice signature

has voice signature returns records of calls during which a voice signature was collected from the customer. This search condition returns records of calls whose recordings were deleted due to the data storage limits imposed by your service provider. Assuming that you had those recordings exported and stored externally, you can use details of such records (e.g., *GIID*) to look for those recordings in your external storage.

in email subject

in email subject returns records of all email interactions containing the specified text in their subject.

last name

last name returns records of interactions handled by agents with the specified last name.

no KM template used

no KM template used (where "KM" refers to "Knowledge Management") returns records of interactions where no [Knowledge Base](#) articles were used. This search condition applies to text-based interactions only.

service

service returns records of interactions associated with the specified service.

specific KM template used

specific KM template used returns records of interactions where the specified [Knowledge Base](#) article was used. This search condition applies to text-based interactions only.

started after

started after returns records of interactions that were originated or received after the specified date and time.

ended before

ended before returns records of interactions that were originated or received before the specified the date and time.

thread ID

thread ID returns records of email interactions associated with the specified [email thread](#).

to

to returns records of interactions sent to the specified original destination.

- For inbound calls, *to* returns the number originally dialed by the caller.
- For chats, *to* returns name of the [mobile/web scenario entry](#).

was flagged

was flagged returns records of interactions that were [flagged](#).

was transferred

was transferred returns records of interactions that were transferred.

Search Results

Your interaction records search will return a detailed list of data relating to the search criteria specified. This data may be used for a variety of purposes, such as for agent evaluation, training, viewing interaction metrics, understanding scenario actions taken, accessing recordings, and more.



The interaction records search returns detailed results

Column Descriptions

The search results are given in a table of data. Each column may be sorted by mousing over the column header name and clicking the "down" arrow. The data columns are described as follows, in the order shown in the results.

Interaction Icons

The far left column displays an icon that indicates the type of interaction:

- ☐ Call
- ☐ Chat
- ☐ Email

Date and Time

For inbound interactions, *Date and Time* displays the date and time when the interaction entered the system. For internal and outbound interactions, this column displays the date and time when the interaction was initiated. The time is given in the Universal Coordinated Time (UTC) time zone.

From

- For chats and emails, *From* displays the IP address of the originating computer.
- For inbound calls, *From* displays the caller ID.
- For outbound and internal calls, *From* displays the extension from which the call was dialed.
- For chats, *From* displays the IP address of the originating computer.

To

The *To* column displays the original destination of the interaction.

- For inbound calls, *To* displays the number originally dialed by the caller.
- For chats, *To* displays the name of the Mobile/Web scenario entry.
- For emails, *To* displays the recipient email address.

Connected to

Connected to displays the name or email address (if known) of the party that received the call, chat, or email. If unknown, nothing is displayed.

Duration

For calls and chats, *Duration* displays the total duration of the interaction from the moment it entered the system or was initiated, until it was released. Time is given in the Universal Coordinated Time (UTC) time zone.

Note that for reporting purposes, transferred interactions produce multiple records (called *segments*) where the first record shows *Duration* as an empty string and the last record shows the total interaction duration.

Flag

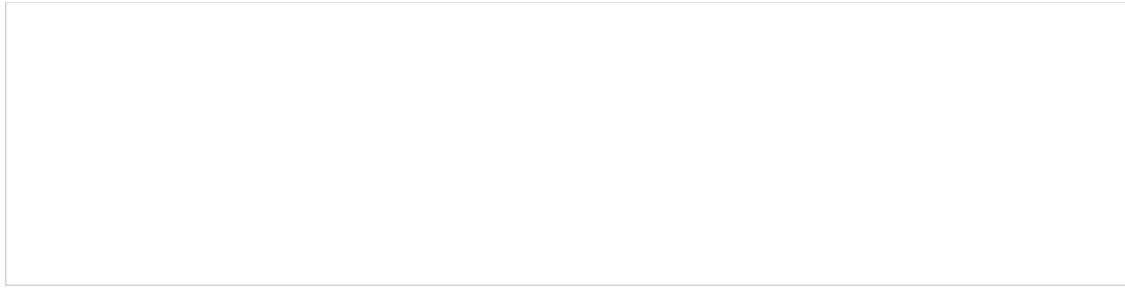
If the interaction was flagged by the agent who handled the interaction or by the supervisor who reviewed the interaction, a small flag icon  is shown in this column.

Scenario

Scenario displays the name of the first scenario that was used to process this interaction. The scenario name is given as a link, which, when clicked, directs you to the *Scenario Steps* page that lists each action taken during the scenario.

The *Scenario Steps* provide the following information for the scenario at hand:

- **Execution Order** - The numbered order in which the scenario step occurred
- **Date & Time** - The date (month/day/year) and the time (in the Universal Coordinated Time (UTC) time zone) in which the scenario step occurred
- **Duration** - The total length of the scenario step; time is given in the Universal Coordinated Time (UTC) time zone
- **Scenario Name** - The name of the scenario entry used
- **Block Type** - The shorthand name of the scenario block used (i.e., *IdentifyCustomer*, *RequestInput*, *SetProperty*, etc.)
- **Block Title** - The title of the block, if a variable or function is used to specify values in the scenario block
- **Block ID** - The numeric identifier of the scenario block
- **Block Exit taken** - The type of conditional exit taken for the scenario (note that this is one of the most useful scenario steps provided, as it shows why an interaction was ended)



Interaction Records > Scenario Steps

Service

Service is the name of the voice, chat, or email service associated with this interaction. Note that for reporting purposes, if the interaction was recategorized or transferred to a different service, each such event will produce a new record with a new service name.

Disposition

The *Disposition* column displays the [disposition](#) (if any) assigned to this interaction by the agent.

Notes

This column displays any free-text notes provided by the agent for this interaction. Notes convey additional information about an interaction that may not be obvious from the disposition.

Account number

Account numbers are customer identifiers that can sometimes be used as calling record keys. If an account number is associated with the interaction, that number will be displayed in this column.

Case ID

For email interactions, *Case ID* specifies the number of the case with which the email is associated. You can also view the case ID by double-clicking the global interaction ID (see below) and looking at the case history for the interaction.

Agent

Agent is the username of the agent who handled the interaction.

Recording

If a [call recording](#) or a chat transcript (for chats) is attached to the interaction, the recording will be displayed as a small icon . Click the icon link to either listen to or view the transcript of the recorded interaction.

Segments

Interactions with the same customer or user may have multiple segments (i.e., parts of the interaction). For example, an inbound call may be accepted by one agent and then transferred to another, giving the interaction two segments for the same interaction. The *Segments* column displays the total number of segments, even if there is only one.

Subject

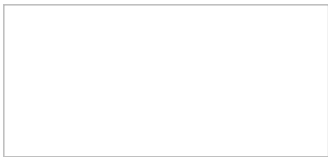
For email interactions, *Subject* is the subject line of the email message.

Call Problem

Call Problem displays useful information regarding the quality of the call (i.e., static, dropped calls, silence, etc.).

Global Interaction ID

[Global interaction ID](#) (GIID) is a [UUID](#)-formatted number assigned to every interaction processed within Bright Pattern Contact Center.



Examples of global interaction IDs in search results

You can double-click the GIID to view the *Case History* of the interaction.

Case History includes the following data columns:

- **Interaction icons** - Icons that indicate the type of interaction (i.e., notes, customer email, agent reply, etc.)
- **Date and Time** - The date and time when the interaction entered the system or was initiated; time is given in the Universal Coordinated Time (UTC) time zone.
- **From** - The name of the interaction recipient (if known)
- **To** - The name of the original destination of the interaction (if known)
- **Disposition** - The disposition (if any) assigned to this interaction by the agent
- **Text** - For chats and emails, the first line of text for the interaction

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Global Interaction Identifier

Global interaction identifier (GIID) is a [UUID-formatted](#) number assigned to every interaction processed within Bright Pattern Contact Center. It can be used to track interaction history through all stages of processing within the system, including possible consultations, transfers, conferences, service changes, and media upgrades. At run-time, GIID can be exported to third-party applications via scenarios and/or desktop integration APIs. Historically, GIID appears in all records related to interaction processing, including call detail records, outbound campaign results, voice recording file names, and activity history of pre-integrated CRM applications. GIID is available as a search condition (i.e., data element) in the [interaction records search](#).



Examples of global
interaction IDs in
interactions records
search results

Rules When Assigning a GIID

Depending on whether an interaction is new or related to another existing interaction, GIID is either generated or inherited. More specifically, the following general rules apply when assigning a GIID:

- For inbound voice and chat interactions, GIID is generated as soon as the interaction enters the contact center.
- For predictive, progressive, and automatic (IVR) campaign calls, a new GIID is generated for every new call attempt (i.e., different call attempts related to the same calling record have different GIIDs).
- For preview campaigns, a new GIID is generated each time a preview record is distributed to an agent. When the agent makes a call based on a preview record, the call attempt inherits the GIID of the record. If an agent makes several call attempts while handling one preview record, all such call attempts will have the same GIID.
- Manual consultation calls, both outbound and internal, inherit GIID of the held primary call. If several calls are on hold, the consult call inherits GIID of the call that has been placed on hold most recently.
- For manual outbound and internal calls unrelated to any existing calls, GIID is generated as soon as the call is dialed.
- For new inbound email interactions, GIID is generated when the email enters the contact center.
- For new outbound email interactions (emails unrelated to any existing cases), GIID is generated as soon as a draft is created (agent clicks the *Compose* button).
- For follow-up emails initiated by customers, GIID is generated when the email enters the contact center.
- Follow-up emails initiated by agents inherit GIID of the previous email in the email thread.
- A call originated in the context of a customer chat interaction inherits GIID of the chat interaction.
- A call originated in the context of an email interaction inherits GIID of the email interaction.
- A new email originated in the context of a voice call inherits GIID of the call.

- Transferred/forwarded interactions inherit GIID assigned to the original interaction in a transfer sequence.
- Conference portions of interactions inherit GIID assigned to the original interaction.

Example

A typical use of the GIID can be illustrated by the following example. When reviewing your customer relationship management (CRM) transactions, you need to find voice recordings of the related calls, both while they are still stored in the Bright Pattern Contact Center system and after they have been exported and stored elsewhere.

When configuring your system to support the above task:

- If you use one of the pre-integrated CRM applications, depending on your workflow, the GIID related to transactions handled by your agents may be available automatically as part of the *activity history* (see below). If this is not the case, consider using one of the available scenario integration blocks (e.g., [Fetch URL](#)) to store the content of variable `$(globalInteractionId)` as part of CRM transaction records associated with your calls.
- To make sure you can find voice recordings even after they have been exported out the system, add the `$(GlobalInteractionId)` component to the [file names of exported recordings](#).

When looking for a voice recording related to your CRM transaction:

- Copy the GIID from the CRM transaction.
- Check the transaction date against the voice recording storage times agreed upon with your service provider (the default period is 90 days).
- If the voice recording is still stored within Bright Pattern Contact Center, open the [Interaction Records Search](#) page, select GIID as your search condition, and paste the GIID you have copied from your CRM transaction.
- If the voice recording is no longer within Bright Pattern Contact Center but has been exported for offline storage, look for the file containing the copied GIID on the location where the recordings are stored.

Note that depending on the workflow, your search may produce several voice recordings (e.g., recordings of call segments before and after a transfer, or a recording of an associated consult call).

How GIIDs Are Exposed

GIIDs are exposed via the data elements described in the following table. The "Where to Use" column names where the data element is used, and the "Data Element to Use" column describes the type and name of the element (i.e., field, variable, parameter, etc.).

Where to Use	Data Element to Use
Scenarios	• variable <code>\$(item.globalInteractionId)</code> - An Interaction property

Simplified Desktop .NET API	• <i>globalInteractionId</i> - A property of events <i>evtCallDialing</i> and <i>evtCallOffered</i> • <i>globalInteractionId</i> - An optional parameter of method <i>CallDial</i>
Desktop Integration API .NET Version	• <i>globalInteractionId</i> - A property of event itemArrivedCallback • <i>globalInteractionId</i> - An optional parameter of method makeCall
Salesforce.com integration	• <i>Call Object Identifier</i> - A field of Salesforce.com activity history
Zendesk integration	• https://<portal>/InteractionSearch?global_interaction_id=<x> - The URL of Zendesk activity history; clicking this URL opens the Interaction Records Search page with the global interaction identifier preset as a search condition
RightNow integration	• <i>global_interaction_id</i> - A field from RightNow activity history
Reporting Database	• <i>global_interaction_id</i> - A field from the table call_detail
Detail Reports	• <i>Global ID</i> - A field from the Call Detail Report and Email Detail Report
Campaign Results	• <i>Global Interaction ID</i> - A field from the campaign results in detailed and simple formats
Exported voice recording	• <i>\$(globalInteractionId)</i> - An optional file name component of exported voice recording files • <i>Global Interaction ID</i> - A field of the recordings details .CSV file

Note the following:

- When two inbound calls are merged into a conference, the conference call gets GIID of the older call (the call that appeared in the system first).
- Consult calls initiated from a [hardphone](#) do not inherit GIID from the original call.
- GIID is not currently available as a scenario variable for the following types of interactions (because interactions of these types do not have exposed scenarios):
 - Preview campaign calls
 - Manual outbound and internal calls
 - Emails

General Information About Quality Management

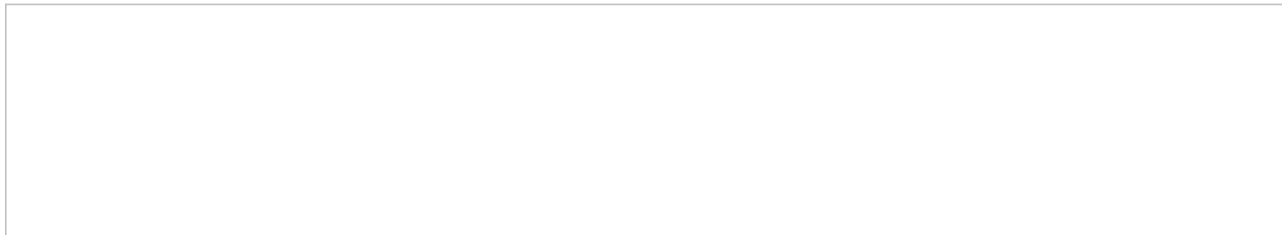
In contact centers, quality management usually refers to the assessment of the quality of agent work via reviewing the available call and screen recordings, chat transcripts, and email messages. In Bright Pattern Contact Center, the results of such reviews can be expressed using a number of customizable [grading categories](#), such as politeness and knowledge.

In this *Reporting Reference Guide*, Quality Management sections [Call Recordings](#), [Chat Transcripts](#), [Email Messages](#), and [Screen Recordings](#) relate to the data provided in the Interaction Records [Search Results](#).

How to Review Call Recordings, Chat Transcripts, and Email

To review call recordings, chat transcripts, or email messages, first select the desired interactions as described in section [Interaction Records Search](#). The search conditions depend on your quality management practices. For example, if quality monitoring is based on random checks of agent recordings or transcripts, it is usually sufficient to define the agent's username and the desired time frame as your search conditions. If, on the other hand, you follow-up on a specific customer complaint, your search conditions may contain the customer's phone number, service name, and time frame.

When all desired search conditions are specified, click the **Search** button. The *Search Results* page will open with the list of interaction records matching your search criteria. If a particular interaction has been previously reviewed and rated, the user name will appear in the *Reviewed by* column.



The Search Results page displays all interaction information

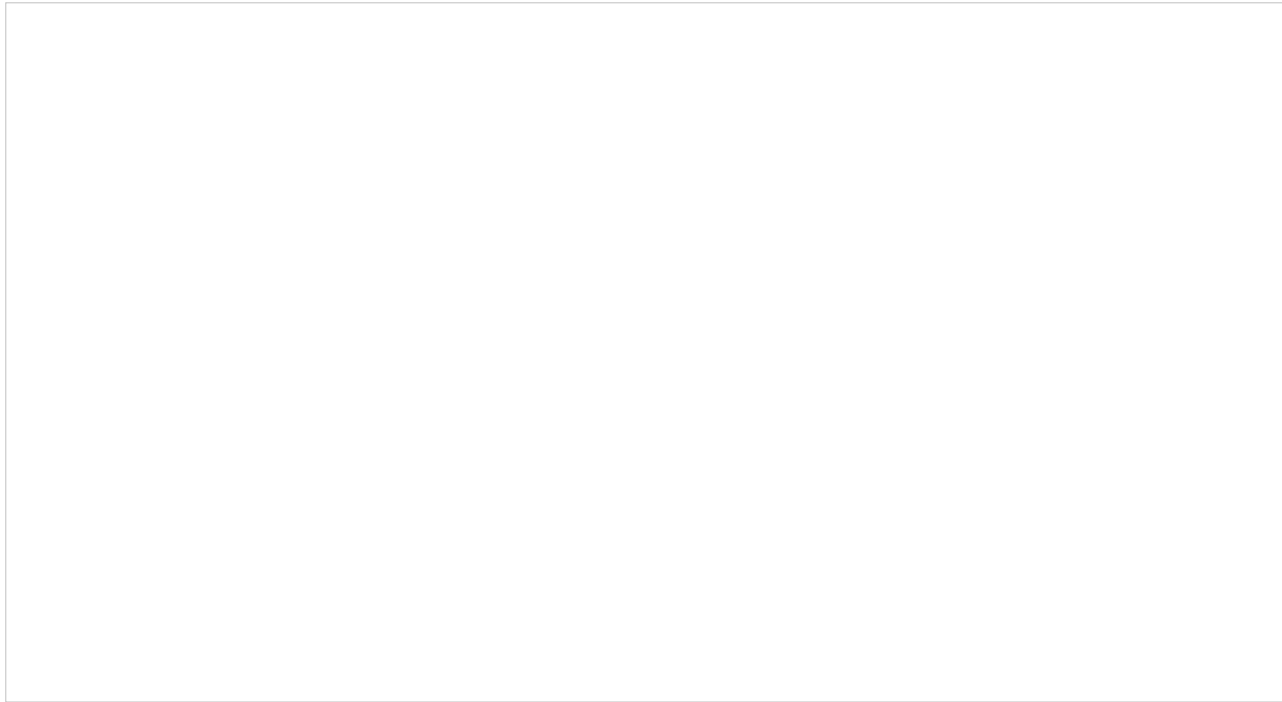
Recording Availability

For phone calls, the availability of a recording for a particular call will be indicated by the audio icon ☐ in the *Recording* column. The percentage of recorded calls is specified in your [contact center configuration](#) and can be redefined for each [service](#) and each [individual agent](#) separately. If not all calls in your contact center are recorded, you can use filter *has recording* to limit your search results to call records that actually have recordings.

For chat interactions, the availability of a chat transcript is indicated by the messaging icon ☐ in the *Recording* column. Bright Pattern Contact Center unconditionally records transcripts for all chat service interactions and stores them for the same amount of time as the corresponding interaction records themselves. Therefore, you do not need to use any special filters to get access to chat interactions with transcripts.

Call Recordings

Interaction records that are associated with call recordings are displayed with an audio icon. By clicking the icon, you can listen to a call recording and review any agent-provided notes associated with the call. Call recordings are useful for supervisors, for example, who may wish to review agent calls, evaluate agent performance, and save agent ratings.



Recording playback and grading

Listening to Call Recordings

To listen to a call recording, proceed through the following steps.

Step 1: Click  and play the recording.

- The audio icon appears next to the corresponding interaction record. The *Review Call Recording* page will open with standard audio controls.
- Note that Depending on the type of media player used, the audio controls may appear only when you hover over the *Conversation recording* area. When using the *Review Call Recording* function for the first time in your browser, you may need to install the media player plug-in (extension). Also, depending on the internet security settings of your browser application, you may need to confirm your permission to use the media player on this page.
- If the agent entered a disposition or provided any free-form notes for this call, those items will be displayed on the *Review Call Recording* page as well.
- Click the play button to listen to the recording.

Step 2: Grade agent performance and comment.

If any categories for agent performance evaluation have been defined in your contact center configuration, you can grade the agent performance during the selected call on a scale of one to nine in any of those categories. You can also enter some free-form comments about this call recording.

Click the **Rate** button to save the data you have entered. Your grades and comments for this call recording will be stored and made available to other users who may subsequently review this call record.

Note that the same call recording is provided for all call segments, but you can grade performance of each agent who handled the call separately. Use the **next** and **previous** buttons to navigate between segments. Absence of any call grading categories on the *Review Call Recording* page for a particular call segment means that during that segment the call was connected to an IVR application.

Step 3: Save recordings and associated grades/notes.

- To download the grades, reviewer's notes, and the recording to your computer, click **Save As**.
- To share a link to the call recording with other reviewers, click **Copy link to share**. The link to this page will be copied to the clipboard. You can then paste this link to an email or text message to other people in your organization.

Note that in order to access the recording these people must have [privilege](#) *Listen to call recordings and chat transcripts*.

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Chat Transcripts

Chat transcripts contain the full text and date/time data of a chat interaction from the moment that the chat entered the system. These transcripts are useful for agent evaluation purposes, understanding customer satisfaction, sharing details about a chat, recording chat details, and more.

Accessing Chat Transcripts

To view chat transcripts, you must search the [interaction records](#) available in *Reports* (make sure you are not still in *Configuration*).

1. Log in as Admin to the Contact Center Administrator application.
2. Navigate to *Reports > Interaction Records > Search*.
3. Select the check box for **Chat**, and specify the [search criteria](#) (e.g., date range) for the transcripts you wish to view.
4. Apply your changes.
5. Click the **Search** button.

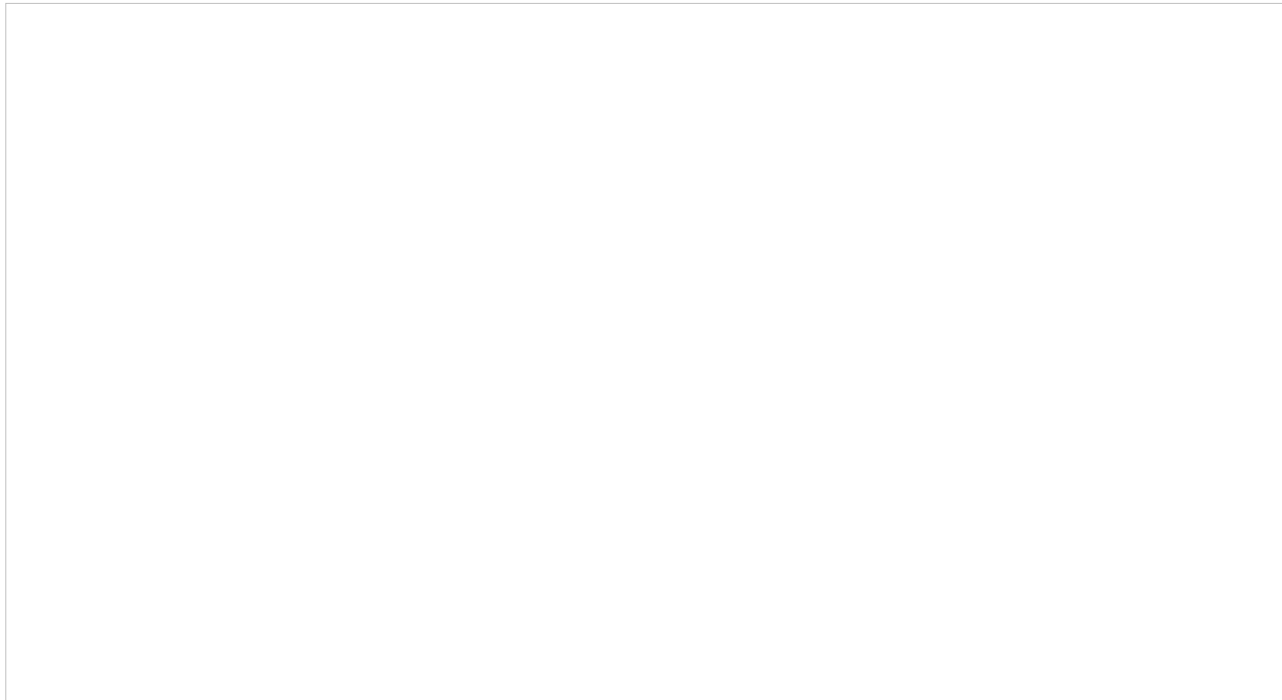
Reviewing Chat Transcripts

To review a chat transcript, click the messaging icon  for the corresponding interaction record. The *Review Chat Transcript* page will open with a complete chat transcript and grade controls.

If any categories for agent performance evaluation have been defined in your contact center configuration, you can grade the agent performance during the selected chat interaction on a scale of one to 10 in any of those categories. You can also enter some free-form comments about this transcript.

Click the **Rate** button to save the data you have entered. Your grades and comments for this chat interaction will be stored and available to other users who may subsequently review this call record.

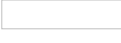
Note that the same transcript is provided for all chat segments, but you can grade performance of each agent who handled the chat separately. Use the **next** and **previous** buttons to navigate between segments.



Chat transcript review and grading

Exporting Chat Transcripts

To download the grades, reviewer's notes, and the transcript to your computer, click the **Save as** icon .

To share a link to the chat transcript with other reviewers, click the **Copy link to share** icon . The link to this page will be copied to the clipboard. You can then paste this link to an email or text message to other people in your organization. Note that in order to access the transcript, these people must have the [privilege](#) *Listen to call recordings and chat transcripts*.

Click "Save as" to export a chat transcript

Emailing Chat Transcripts to Customers

A chat scenario can be configured to email a "human-readable" chat transcript to a customer. This capability extends the usefulness of chat transcripts beyond the reach of administrators working in the Contact Center Administrator, directly to the customer, by giving the customer the means to request an email copy of the transcript when the conversation is over. This functionality is set up and managed in the Scenario Builder application using the variables `$(item.transcript.text)` and `$(item.transcript.html)`.

How to Set up the Chat Scenario

In the following example, the chat scenario will include the following actions:

- The customer initiates a chat.
- The *Request input* form asks the customer to provide last name, first name, full name, email address, and the message to the company.
- The *Find Agent* block is deployed. If the agent accepts the chat, the *Connect Chat* block is enabled and the conversation begins.
- The conversation ends and the *Mobile Chat Survey* block is deployed. In this survey, the customer is asked to provide an email address if the customer wants a copy of the chat transcript to be emailed.
- The chat window closes.

To set up your chat scenario, follow these steps.

Step 1: Select the web chat scenario to edit.

- Navigate to *Configuration > Scenarios > Chat*.
- Select the web chat scenario you wish to edit. If you do not already have a web chat scenario set up, you should create one or use a template to create one. Note that a web chat scenario is not the same as a mobile chat scenario.
- Click **Edit** ☐ to edit the scenario in Scenario Builder.

Step 2: In Scenario Builder, create the scenario with the following blocks.

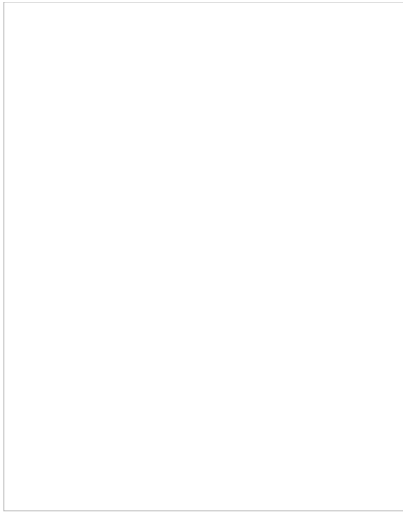
Scenario Builder will open in a separate tab or window, and your Web Chat Template scenario will appear. You should make your scenario match the scenario shown.

Setting up the web chat scenario

- Notice that the scenario begins with a [Request Input](#) block that asks the customer to fill out a form with first name, last name, and first name plus last name. These fields are included on the form using three [Set Variable](#) blocks.
- Drag each *Set Variable* block onto the scenario and place them all underneath the *Request Input* block.

Add Variable blocks to the Request Input block

- When the customer initiates a chat, the customer will see the form in the chat window.



- Set the variable properties, filling in the fields for *Variable name* and *Value*.
- The properties should be set as follows:

Variable name	Value	Description
item.lastName	\$(item.externalChatData.last_name)	customer's last name
item.firstName	\$(item.externalChatData.first_name)	customer's first name
item.fullName	\$(item.externalChatData.first_name) \$(item.externalChatData.last_name)	customer's full name

Step 3: Add more variables.

Drag two more *Set Variable* blocks onto the scenario underneath the last *Request input* block.

The properties should be set as follows:

Variable name	Value	Description
item.sendTranscript	1	The functionality to send the chat transcript is turned on.
item.email	\$(item.externalChatData.email)	customer's email address

Note that *\$(item.sendTranscript)* value must be set to 1 in the scenario for the chat transcript to be sent. If you set the value to zero or you leave it blank, the transcript will not be sent. Furthermore, the customer must provide an email address for the transcript to be sent.

The second set of Variable blocks

- Save your changes. Close the Scenario Builder application.

Step 4: Check and test your SMTP connection.

- Make sure your [email settings](#) are configured properly and that an SMTP server is specified.
- Navigate to *Call Center Configuration > Email Settings > SMTP Server*.
- Then enter the server properties in the fields shown.

Specify a server in SMTP configuration settings

Step 5: Define a standard message for the chat transcript template.

Make sure your *Chat Transcript Template* is defined. If you do not already have one, create one by navigating to *Call Center Configuration* > [Email Settings](#) > *Chat Transcript Template*.

A chat transcript template is the standard email that will be sent to the customer. The variables on the template are automatically populated with the customer's information (from the *Request Input* form in the scenario), your company's information (i.e., your name), and the contents of the chat transcript. You may edit the appearance of such a friendly message in any way you like. An example chat transcript template is shown.

Chat transcript template properties

Fill in the following fields:

- Sender display name (your name/your organization's name)
- Sender email address (your email address--whoever is sending the email)
- Subject (email subject line)
- Message (friendly message that includes the chat transcript)

If you set up your chat transcripts exactly like this, your customer will have the option to receive a copy of the chat transcript.

What the Customer Sees

At the end of the conversation, a feedback survey will be given to the customer to complete. This survey action item was placed in the chat scenario as a *Request Input* block. The customer will see the survey as shown.

Feedback survey

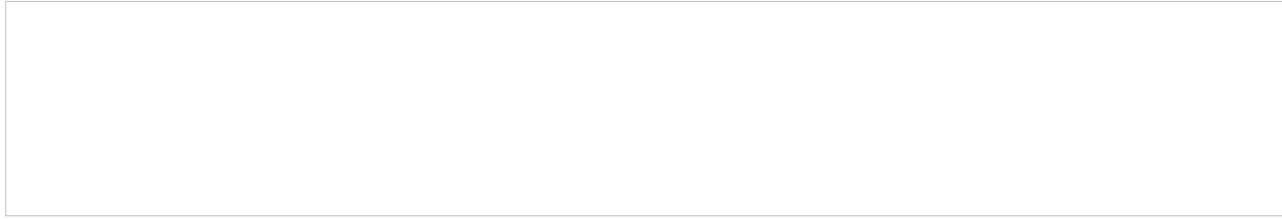
The customer completes the feedback survey and receives the chat transcript via email. An example of the email message is shown.

The chat transcript emailed to the customer

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Email Messages

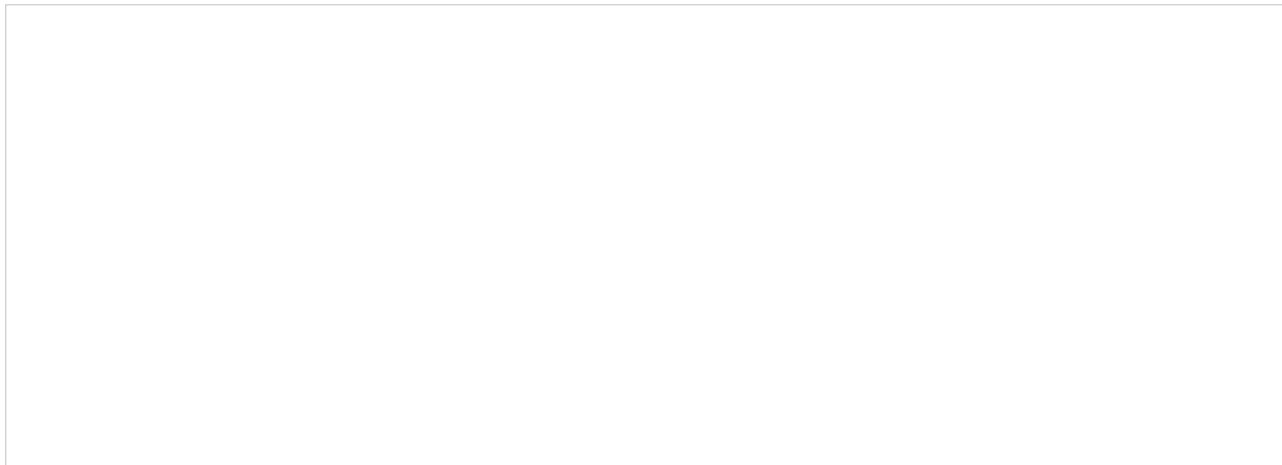
To review an email case, click the case number for the corresponding interaction record. The *Case History* page will open where all incoming , transferred , and outgoing  emails related to this case will be listed in the chronological order. Any closing dispositions and notes that agents provided with respect to this case will also be listed with the notes icon . To preview content of each email, hover over the *Text* column.



Case history

Double-click the message that you wish to review. The *Review Email* page will open.

If any categories for agent performance evaluation have been defined in your contact center configuration, you can grade the quality of agent's message on a scale of one to ten in any of those categories. You can also enter some free-form comments about this email message.



Email review and grading

Click the **Rate** button to save the data you have entered. Your grades and comments for this email interaction will be stored and available to other users who may subsequently review this call record.

Note that you can grade performance of each agent who handled this case. Use the **next** and **previous** buttons to navigate between emails related to this case. Customer's email messages cannot be graded.

To download the grades and reviewer's notes, click **Save As**.

If you would like to review the details of the header of an incoming email, navigate to the desired incoming message and click the **download original** link.

To share a link to this email case with other reviewers, click **Copy link to share**. The link to this page will be copied to the clipboard. You can then paste this link to an email or text message to other people in your organization. Note that in order to access the case via the Contact Center Administrator application, these people must have [privilege](#) *Listen to call recordings and chat transcripts*.

Screen Recordings

Your system may be [configured](#) to capture videos of desktop screens of some agents during their working sessions. For viewing of any part of an agent session recording, use the [Agent Timeline view](#).

If a screen recording is available for an agent session that you see in Agent Timeline view, you can click the screen recording icon  corresponding to a particular agent state. A new window will open showing you a video of the agent's screen recorded during the selected state. To download the recording, click the download icon .

When an agent whose session is recorded handles an interaction, a screen recording related to handling of that interaction will also be available via the [Interaction Records view](#).



Interaction records with screen recordings

To view an interaction screen recording, click the screen recording icon . The Review screen will open. Select the desired interaction segment and click the **Watch** button. To download the recording, click the **Download** button.

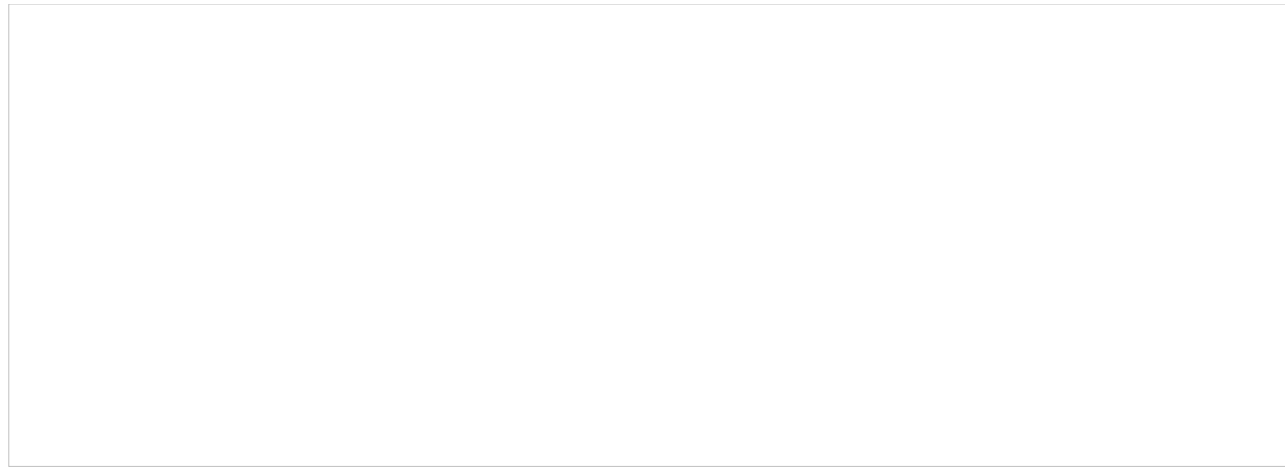
Note: A new window opens each time you select a screen recording to play. Depending on the internet security settings of your browser application, you may need to explicitly allow pop-ups from the corresponding Contact Center Administrator application pages.

Agent Activity Search

When you select option *Agent Timeline* from the menu on the left, you will see a set of search filters where you select an agent and set a desired time frame. Click the **Search** button.

The search results pane displays all states within all working sessions of the selected agent that fit in the specified time frame. States are represented by the same icons that are used in the [Agent Desktop application](#). For each state, information about its start time, end time, and duration is provided. For interaction-handling states (*Busy* and *After-Call Work*), the media type of the handled interaction is displayed.

For agent sessions where screen recording was used, a screen recording icon  is displayed for all states within those sessions. See section [Screen Recordings](#) for more information.



Agent activity search

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General Information About Detail Reports

This section describes the reports that contain detailed records for agent activities and contact center interactions:

- [Agent Activity Report](#)
- [Call Detail Report](#)
- [Email Detail Report](#)

These reports are Bright Pattern Contact Center's available out-of-the-box reports.

Despite telephony-oriented names of some parameters (e.g., *Talk time*, *Hold time*, *External number*), these reports provide data for interactions of various media types. For the correct interpretation of the parameter with respect to a particular media type, refer to the parameter description. Where the distinction between media types exist, the description refers to specific media types using terms *calls*, *chats*, and *emails*. Where the described parameter has the same meaning for all supported media types, the generic term *interaction* is used.

Note: All duration values in detail reports are calculated by subtracting the number of full calendar seconds in the start time from the same number in the end time (i.e., milliseconds are disregarded).

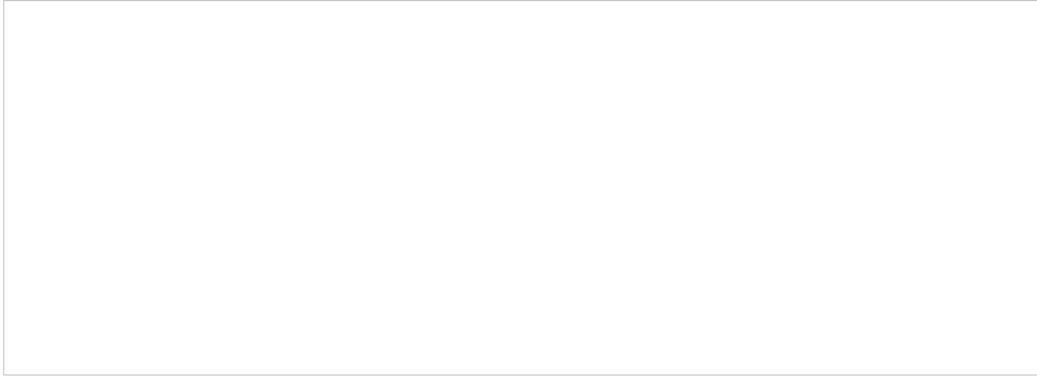
Consider these examples:

- A call that was answered at 11:00:00:005 and released at 11:00:00:998 will have talk time of 0 seconds (00:00:00) in reports.
- A call that was answered at 11:00:00:995 and released at 11:00:01:005 will have talk time of 1 second (00:00:01) in reports.

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Agent Activity Report

The *Agent Activity* report provides detailed records of activities of selected agents in chronological order. These details are called metrics.



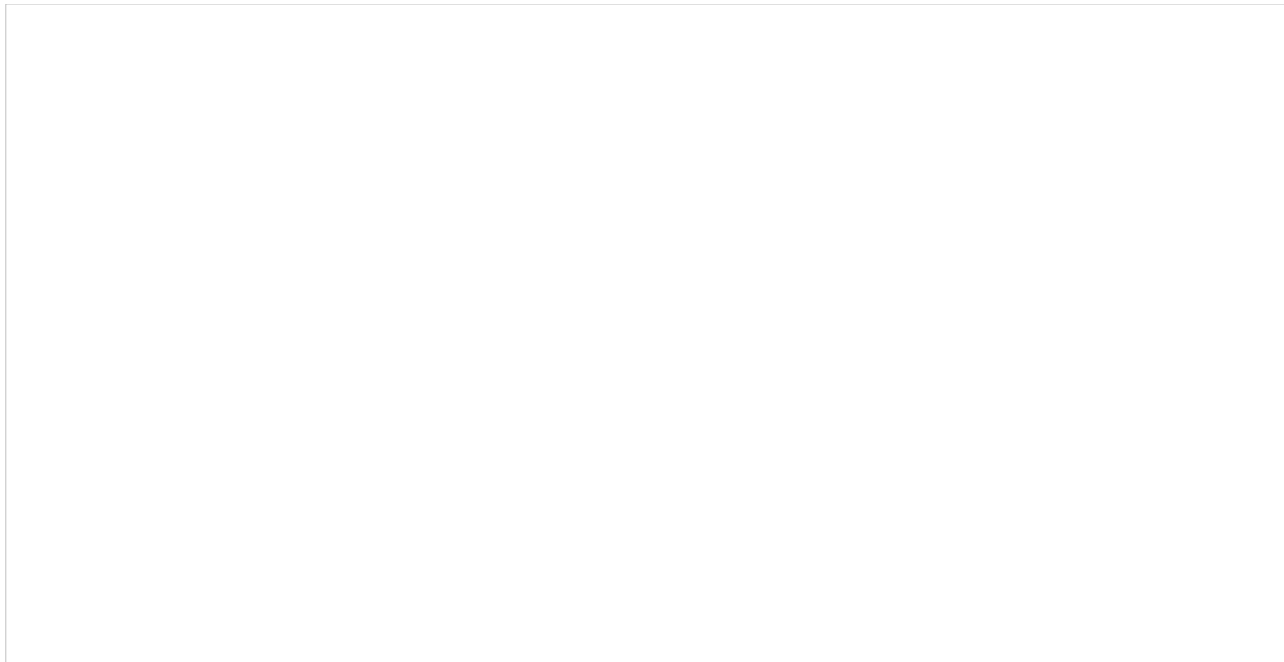
Running the Agent Activity report

You can narrow the report's data by specifying the following parameters:

- **Timeframe** - This is the specified time range for which the data will be generated on the report (i.e., *Today*, *This week*, *Custom*, etc.).
- **From** - If the *Custom* timeframe is selected, *From* is the custom date range.
- **Timezone** - Clicking the link shown allows you to designate the timezone settings for the report's timeframe.
- **Agent** - The drop-down menu displays the agent(s) who have activity to report.
- **My subteam only** - Selecting this checkbox will run a report for agents selected for a supervisor's [subteam](#).

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.



The Agent Activity Report provides records of activities of selected agents

Time

Time is the time when the activity started. Only the activities that started within the selected reporting interval will be shown.

Time is given in the Universal Coordinated Time (UTC) time zone.

Activity

Activity is the activity type, which can be one of the following:

- *Ready*
- *Not Ready*
- *Inbound*
- *Outbound*
- *Conference*

Duration

Duration is the time spent in this activity. For interaction processing activities, duration includes both in-focus and out-of-focus time, as well as After Call Work (ACW) time.

Time is given in the Universal Coordinated Time (UTC) time zone.

Detail

- For the *Outbound* activity, *Detail* displays the extension of the called party if the call was made internally and was answered.
- For the *Inbound* activity, *Detail* displays remote party's the Caller ID for calls, IP address for chats, and email address for emails.
- For the *Not Ready* activity, *Detail* displays the reason for being *Not Ready* if one is specified (otherwise, generic

Not Ready).

Talk Time

- For calls, *Talk Time* is the total time the agent spent talking during this activity, excluding hold times.
- For emails and chats, *Talk Time* is the total time that the agent had the interaction in focus during this activity.

Note that *Talk Time* is displayed for interaction-handling activities only, and time is given in the Universal Coordinated Time (UTC) time zone.

Hold Time

- For calls, *Hold Time* is the total time the agent had the call on hold during the activity.
- For emails and chats, *Hold Time* is the total time that the agent had the interaction out of focus during this activity.

Note that *Hold Time* is displayed for interaction-handling activities only, and time is given in the Universal Coordinated Time (UTC) time zone.

Service

For an interaction-handling activity, *Service* displays the name of the service associated with this interaction.

External Number

- For an *Inbound* activity, *External Number* displays the originally dialed number or original destination email address.
- For an *Outbound* activity, *External Number* displays the caller ID or the content of the "From" field of the email when it left the system.

Disposition

For interaction-handling activity, *Disposition* provides information about how the activity ended. Such *Dispositions* are described as follows:

- *Caller Terminated*: Inbound call/chat was terminated by the customer
- *Callee Terminated*: Outbound call/chat was terminated by the customer
- *Agent Disconnected*: Call/chat was terminated by the agent
- *Rejected*: Interaction was rejected by the agent
- *No Answer*: Interaction was not accepted by the agent
- *Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Failure*: Outbound call did not complete because of network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned*: Outbound call was terminated by the agent before it was answered
- *Transferred*: Remote party on the interaction changed due to a transfer (the after-transfer phase is shown as a subsequent activity)
- *Terminated by Transfer*: Agent transferred the interaction
- *Conferenced*: Call/chat became a conference (the conference phase is shown as a subsequent activity)
- *Replied*: Inbound email was replied to by the agent
- *Closed*: Inbound email was closed without reply by the agent
- *Service Changed*: Email was recategorized by the agent (service associated with the email was changed and the

same agent continued processing it; subsequent email processing is shown as a separate activity)

- *Sent*: Outbound email was sent by the agent
- *Discarded*: Outbound email was discarded without being sent by the agent
- *Saved*: Email was saved as a draft in the agent's personal queue

Agent disposition

For an interaction-handling activity, *Agent disposition* displays the [disposition](#) assigned to the call by this agent.

Media type

For an interaction-handling activity, *Media type* displays the interaction media type.

Case ID

For an interaction-handling activity, *Case ID* displays the identifier of the case that this interaction is related to. It currently applies to email interactions only.

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Agent Activity CSV Report

The Agent Activity CSV report provides detailed records (i.e., metrics) of activities of selected agents in chronological order.

This report is the same as the [Agent Activity](#) report, with the exception that it is exported in .CSV format only. Because this report is available out-of-the-box as a .CSV file, large volumes of data over long periods of time (e.g., per quarter, half a year, etc.) can be exported conveniently into a single file without using JasperSoft Studio.

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

login_id

login_id is the agent's user ID.

first_name

first_name is the first name of the agent.

last_name

last_name is the last name of the agent.

team_name

team_name is the name of the team the agent has been assigned to.

time

time is the time when the activity started. Only the activities that started within the selected reporting interval will be shown.

Time is given in the Universal Coordinated Time (UTC) time zone.

activity

activity is the activity type, which can be one of the following:

- *Ready*
- *Not Ready*
- *Inbound*
- *Outbound*
- *Conference*

duration

duration is the time spent in this activity. For interaction processing activities, duration includes both in-focus and out-of-focus time, as well as After Call Work (ACW) time.

Time is given in the Universal Coordinated Time (UTC) time zone.

detail

- For the *Outbound* activity, *detail* displays the extension of the called party if the call was made internally and was answered.
- For the *Inbound* activity, *detail* displays remote party's the Caller ID for calls, IP address for chats, and email address for emails.
- For the *Not Ready* activity, *detail* displays the reason for being *Not Ready* if one is specified (otherwise, generic *Not Ready*).

talk_time

- For calls, *talk_time* is the total time the agent spent talking during this activity, excluding hold times.
- For emails and chats, *talk_time* is the total time that the agent had the interaction in focus during this activity.

Note that *talk_time* is displayed for interaction-handling activities only, and time is given in the Universal Coordinated Time (UTC) time zone.

hold_time

- For calls, *hold_time* is the total time the agent had the call on hold during the activity.
- For emails and chats, *hold_time* is the total time that the agent had the interaction out of focus during this activity.

Note that *hold_time* is displayed for interaction-handling activities only, and time is given in the Universal Coordinated Time (UTC) time zone.

service_name

For an interaction-handling activity, *service_name* displays the name of the service associated with this interaction.

destination_number

destination_number is the name of the recipient of an interaction; this can include chat services, email addresses, phone numbers, and phone extensions.

origination_number

origination_number is the phone number, IP address, or email address an interaction was sent from.

external_number

- For an *Inbound* activity, *external_number* displays the originally dialed number or original destination email address.
- For an *Outbound* activity, *external_number* displays the caller ID or the content of the "From" field of the email when it left the system.

disposition

For interaction-handling activity, *disposition* provides information about how the activity ended. Such *dispositions* are described as follows:

- *Caller Terminated*: Inbound call/chat was terminated by the customer
- *Callee Terminated*: Outbound call/chat was terminated by the customer
- *Agent Disconnected*: Call/chat was terminated by the agent
- *Rejected*: Interaction was rejected by the agent
- *No Answer*: Interaction was not accepted by the agent
- *Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Failure*: Outbound call did not complete because of network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned*: Outbound call was terminated by the agent before it was answered
- *Transferred*: Remote party on the interaction changed due to a transfer (the after-transfer phase is shown as a subsequent activity)
- *Terminated by Transfer*: Agent transferred the interaction
- *Conferenced*: Call/chat became a conference (the conference phase is shown as a subsequent activity)
- *Replied*: Inbound email was replied to by the agent
- *Closed*: Inbound email was closed without reply by the agent
- *Service Changed*: Email was recategorized by the agent (service associated with the email was changed and the same agent continued processing it; subsequent email processing is shown as a separate activity)
- *Sent*: Outbound email was sent by the agent
- *Discarded*: Outbound email was discarded without being sent by the agent
- *Saved*: Email was saved as a draft in the agent's personal queue

agent_disposition_name

For an interaction-handling activity, *agent_disposition_name* displays the [disposition](#) assigned to the call by this agent.

media_type

For an interaction-handling activity, *media_type* displays the interaction media type.

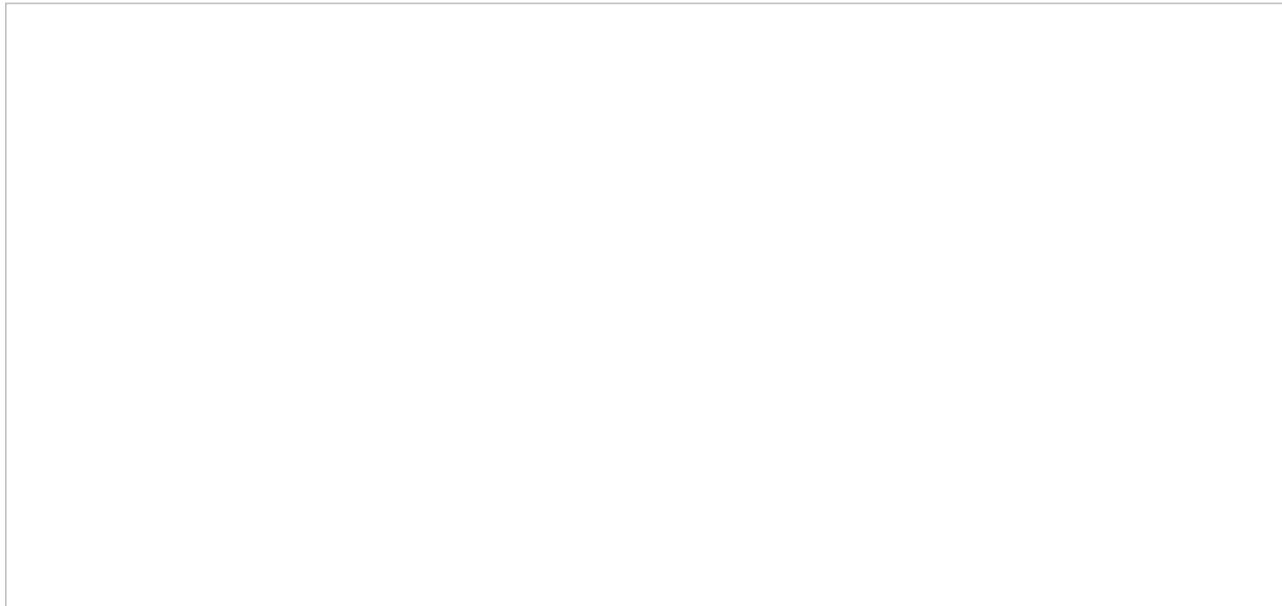
case_number

For an interaction-handling activity, *case_number* displays the identifier of the case that this interaction is related to. It currently applies to email interactions only.

Call Detail Report

The *Call Detail* report provides detailed records of interactions in chronological order. A combination of filters *From Phone*, *Original Destination Phone*, and *Connected To Phone* allows you to request this report for interactions that originated from specific phone numbers, were made to specific service numbers, and were connected to specific phone numbers. The report does not include unanswered call attempts made by the Dialer for predictive/progressive campaigns; such attempts are reported via [campaign results](#).

Note: This report provides records for voice and chat interactions only. Email interaction records appear in the [Email Detail Report](#).



The Call Detail report provides detailed records of call interactions

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Date

- For inbound interactions, *Date* is the date when the interaction entered the system.
- For internal and outbound calls, it is the date when the call was initiated.

Time

- For inbound interactions, *Time* is the time when the interaction entered the system.
- For internal and outbound calls, *Time* is the time when the call was initiated.

Time is given in the Universal Coordinated Time (UTC) time zone.

Type

Type is the call type, which can be one of the following:

- *Inbound*
- *Inbound Chat*
- *Outbound*
- *Internal*
- *External* (a call where all parties are external)

IVR

IVR is the amount of time that this call spent in IVR.

Time is given in the Universal Coordinated Time (UTC) time zone.

Queue time

Queue time is the amount of time that this interaction spent in the service queue.

Time is given in the Universal Coordinated Time (UTC) time zone.

Dialing/Ringing

- For inbound calls, '*Dialing/Ringing* refers to the duration of the call ringing phase from the moment the call was distributed to an extension and until it was either answered or abandoned.
- For internal and outbound calls, '*Dialing/Ringing* refers to the duration of the call dialing phase from the moment the dialed number was received by the system and until the call was either answered or abandoned.

Time is given in the Universal Coordinated Time (UTC) time zone.

Talk

Talk is the total call talk time, excluding hold time. For chats, *Talk* is the total in-focus time (the time the interaction was selected in the active communications lists of the agents who processed it.)

Time is given in the Universal Coordinated Time (UTC) time zone.

Hold

Hold is the total time the call spent on hold. For chats, *Hold* is the total out-of-focus time (the time the interaction spent at the agents' desktops, excluding the *Talk* time.)

Time is given in the Universal Coordinated Time (UTC) time zone.

Wrap-up time

Wrap-up time is the amount of time the agents spent doing after-call work related to this interaction.

Time is given in the Universal Coordinated Time (UTC) time zone.

Duration

For calls and chats, *Duration* is the total duration of the interaction from the moment it entered the system or was initiated and until it was released.

Note that transferred interactions produce multiple records in this report, where the first record shows *Duration* as an empty string and the last record shows the total interaction duration.

Time is given in the Universal Coordinated Time (UTC) time zone.

From

From is the address from which the interaction was originated.

- For inbound calls, *From* is the Caller ID.
- For outbound and internal calls, *From* is the extension from which the call was dialed.
- For chats, *From* is the IP address of the originating computer.

Original Destination

This is the original destination of the interaction.

- For inbound calls, *Original Destination* is the number originally dialed by the caller.
- For chats, *Original Destination* is the name of the Mobile/Web scenario entry.

Connected To

Connected to refers to the name (if known) of the party that answered the call/chat.

Connected To

For calls, *Connected to #* refers to the phone number of the destination where the call was answered.

Scenario

Scenario is the name of the first scenario that was used to process this interaction.

Service/Campaign

Service/Campaign is the name of the service or campaign associated with this interaction.

If the interaction was recategorized or transferred to a different service, each such event will produce a new record with a new service name.

Transferred From

In case this interaction originated by way of transfer, *Transferred from* refers to the extension from which this interaction was transferred.

Agent disposition

Agent disposition refers to the [Disposition](#) assigned to this interaction by the agent.

Notes

Notes are free-text notes provided by the agent for this interaction.

Disposition

Disposition provides information about how the interaction ended. *Disposition* can be one of the following:

- *Caller Terminated*: Call/chat was terminated by the calling party (after the call was answered)
- *Callee Terminated*: Call/chat was terminated by the called party
- *Rejected/Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Busy*: Outbound call did not complete because of the network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned in IVR*: Call was terminated by the caller while in the IVR application
- *Abandoned in queue*: Call/chat was terminated by the caller while waiting in queue; to distinguish normal abandoned calls from short-abandoned, use field *In SL* below
- *Abandoned ringing*: Call/chat was terminated by the caller after it was distributed to an agent and before it was answered (or before the [No Answer timeout](#) expired)
- *No Answer*: Call/chat was terminated while ringing after *No Answer time-out* expired (i.e., without being routed anywhere else)
- *Transferred by XXXX*: Interaction was transferred to another party by extension XXXX
- *Continued*: Participation of the "From" party on this call/chat, being part of a conference, ended, but the interaction between the remaining participants of the conference continued (such call will be shown as a subsequent record)
- *Self Service*: Processing of the call was finished by the IVR application and the requested service was provided (as indicated by execution of scenario block *Self-Service Provided*)

Media Type

Media Type is the interaction media type, which can be either VOICE or CHAT.

In SL

In SL indicates whether this interaction was answered within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

Note that this field will also be set to *Yes* for short-abandoned calls. Such calls will have the *Disposition* field set to *Abandoned in queue*.

Global ID

Global ID is the [Global interaction identifier](#).

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Call Detail CSV Report

The *Call Detail* report provides detailed records of interactions in chronological order. A combination of filters *From Phone*, *Original Destination Phone*, and *Connected To Phone* allows you to request this report for interactions that originated from specific phone numbers, were made to specific service numbers, and were connected to specific phone numbers.

Note: This report provides records for voice and chat interactions only. Email interaction records appear in the [Email Detail Report](#).

This report is the same as the [Call Detail](#) report, with the exception that it is exported in .CSV format only. Because this report is available out-of-the-box as a .CSV file, large volumes of data over long periods of time (e.g., per quarter, half a year, etc.) can be exported conveniently into a single file without using JasperSoft Studio.

All time is given in the Universal Coordinated Time (UTC) time zone.

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

id

This setting is reserved.

start_time

For inbound interactions, *start_time* specifies the date and time when the interaction entered the system.

For outbound and internal interactions, *start_time* specifies the date and time when the interaction was initiated.

media_type

media_type specifies the interaction media type with possible values of VOICE, CHAT, or EMAIL.

caller_phone_type

caller_phone_type specifies the location of the party that initiated the interaction. Possible values are INTERNAL or EXTERNAL.

callee_phone_type

callee_phone_type specifies the location of the party that received the interaction. Possible values are INTERNAL or EXTERNAL.

ivr_time

ivr_time is the amount of time that this call spent in IVR.

queue_time

queue_time is the amount of time that this interaction spent in the service queue.

pending_time

For inbound calls, *pending_time* specifies the duration of call ringing phase from the moment the call was distributed to an extension and until it was either answered or abandoned. For internal and outbound calls, *pending_time* specifies the duration of call dialing phase from the moment the dialed number was received by the system and until the call was either answered or abandoned. It does not apply to email.

talk_time

talk_time is the total call talk time, excluding hold time. For chats, *talk_time* is the total in-focus time (the time the interaction was selected in the active communications lists of the agents who processed it.)

hold_time

hold_time is the total time the call spent on hold. For chats, *hold_time* is the total out-of-focus time (the time the interaction spent at the agents' desktops, excluding the *talk_time* time.)

acw_time

acw_time is the amount of time the agents spent doing after-call work related to this interaction.

duration

For calls and chats, *duration* is the total duration of the interaction from the moment it entered the system or was initiated and until it was released.

Note that transferred interactions produce multiple records in this report, where the first record shows *duration* as an empty string and the last record shows the total interaction duration.

from_phone

from_phone is the address from which the interaction was originated.

- For inbound calls, *from_phone* is the Caller ID.
- For outbound and internal calls, *from_phone* is the extension from which the call was dialed.
- For chats, *from_phone* is the IP address of the originating computer.

original_destination_phone

This is the original destination of the interaction.

- For inbound calls, *original_destination_phone* is the number originally dialed by the caller.
- For chats, *original_destination_phone* is the name of the Mobile/Web scenario entry.

connected_to_phone

connected_to_phone specifies the phone number of the party to which the call or chat was delivered. If the call/chat was transferred, it specifies the phone number of the party to which the call/chat was last transferred.

callee_login_id

For inbound and internal interactions, *callee_login_id* specifies the login ID of the user who received this interaction. If the interaction was transferred, it specifies the login ID of the user for which the interaction was last transferred.

service_name

service_name specifies the name of the service associated with the interaction. If the interaction was recategorized or transferred to a different service, each such event will produce a new record with the new service value.

scenario_name

scenario_name specifies the name of the scenario used to process this interaction. If the interaction was processed by multiple scenarios, the first applied scenario will appear in this field. (Other scenarios that may have been invoked from the main scenario do not affect this field.)

transferred_from_phone

For transferred calls and chats, *transferred_from_phone* is the phone number from which the call/chat was last transferred.

disposition

disposition provides information about how the interaction ended. *disposition* can be one of the following:

- *Caller Terminated*: Call/chat was terminated by the calling party (after the call was answered)
- *Callee Terminated*: Call/chat was terminated by the called party
- *Rejected/Busy*: Outbound call did not complete because the destination was busy or did not answer within a timeout
- *Network Busy*: Outbound call did not complete because of the network congestion
- *System Disconnected*: Call/chat was disconnected by the system
- *Abandoned in IVR*: Call was terminated by the caller while in the IVR application
- *Abandoned in queue*: Call/chat was terminated by the caller while waiting in queue; to distinguish normal abandoned calls from short-abandoned, use field *In SL* below
- *Abandoned ringing*: Call/chat was terminated by the caller after it was distributed to an agent and before it was answered (or before the [No Answer timeout](#) expired)
- *No Answer*: Call/chat was terminated while ringing after *No Answer time-out* expired (i.e., without being routed anywhere else)
- *Transferred by XXXX*: Interaction was transferred to another party by extension XXXX
- *Continued*: Participation of the "From" party on this call/chat, being part of a conference, ended, but the interaction between the remaining participants of the conference continued (such call will be shown as a subsequent record)
- *Self Service*: Processing of the call was finished by the IVR application and the requested service was provided (as indicated by execution of scenario block *Self-Service Provided*)

agent_disposition_name

agent_disposition_name refers to the [Disposition](#) assigned to this interaction by the agent.

agent_disposition_notes

agent_disposition_notes are free-text notes provided by the agent for this interaction.

case_number

case_number specifies the number of the [case](#) with which this email is associated. Unlike *case_id*, case number is a simple number suitable for manual processing.

email_subject

email_subject is the content of the email subject field.

thread_id

thread_id is the identifier of the [email thread](#) that this email is part of. This identifier is added to the subject of the email when the email is replied to and is used for case search during possible follow-up emails (see *case_search_result*).

in_service_level

in_service_level indicates whether this interaction was answered within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

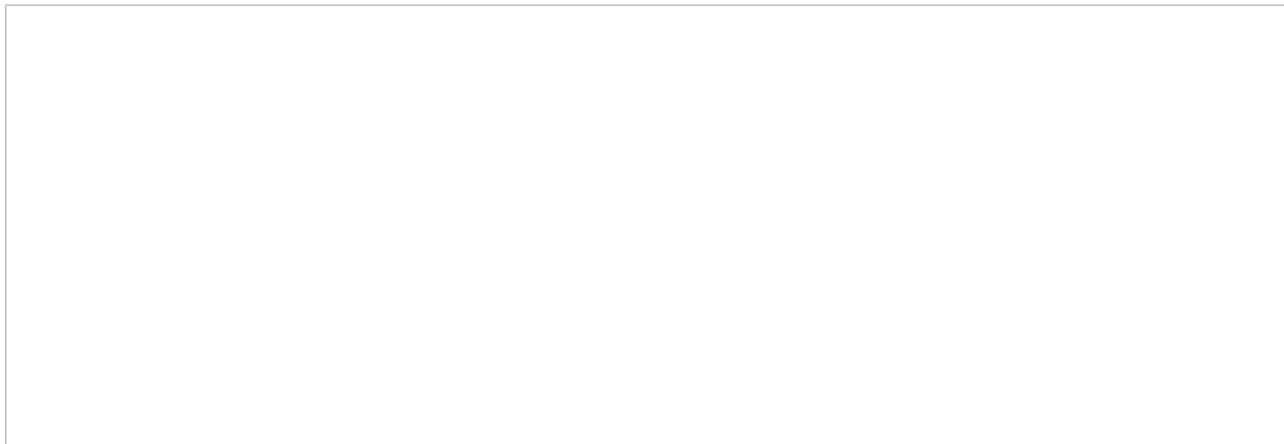
Note that this field will also be set to *Yes* for short-abandoned calls. Such calls will have the *Disposition* field set to *Abandoned in queue*.

callId

callId is the [Global interaction identifier](#).

Email Detail Report

The *Email Detail* report provides detailed records of emails in chronological order. A combination of filters such as *From*, *To*, and *Connected To* allow you to request this report for emails that originated from a specific email address, emails that were sent to a specific email address, and emails that were handled by a specific agent.



The Email Detail report provides detailed email records

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Date

- For inbound emails, *Date* is the date when the interaction entered the system.
- For outbound emails, *Date* is the date when the outbound email was sent.

Time

- For inbound emails, *Time* is the time when the interaction entered the system.

- For outbound emails, *Time* is the time when the outbound email was sent.

Time is given in the Universal Coordinated Time (UTC) time zone.

Type

Type refers to the email type, which can be one of the following:

- *Inbound*
- *Outbound*

From

From refers to the email address in the "From" field.

Original Destination

Original Destination is the email address used as the destination address by the original sender.

Connected to

For inbound emails, *Connected to* is the name of the party that received the email.

Service/Campaign

Service/Campaign is the name of the service associated with this email. If the interaction was recategorized or transferred to a different service, each such event will produce a new record with the new service name.

Transferred from

In case this email originated by way of transfer, *Transferred from* refers to the agent who transferred this email.

Agent disposition

Agent disposition is the [disposition](#) assigned to this interaction by the agent.

Action

Action provides information about how the interaction ended.

An action can be one of the following:

- *Replied*: Inbound email was replied to
- *Closed*: Inbound email was closed without reply
- *Service Changed*: Email was recategorized (service associated with the email was changed and the same agent continued processing it; subsequent email processing will be shown as a separate record)
- *Sent*: Outbound email was sent
- *Discarded*: Outbound email was discarded without being sent

Queue time

Queue time is the amount of time that an inbound email spent in the service queue.

Time is given in the Universal Coordinated Time (UTC) time zone.

In Focus

The total *in-focus* time is the time the interaction was selected in the active communications lists of the agents who processed it.

Time is given in the Universal Coordinated Time (UTC) time zone.

Out of Focus

Total *out-of-focus* time is the time the interaction spent at the agents' desktops, excluding *Talk* time.

Time is given in the Universal Coordinated Time (UTC) time zone.

Handle time

- For inbound emails, *Handle time* is the time between the moment the email entered the system and the moment when the first meaningful response was sent (or the email was closed or transferred externally).
- For outbound emails, *Handle time* is the time between the moment the email was initiated by the agent and the moment the email was sent.

Note that transferred and recategorized emails produce multiple records in this report, where the first record shows *Handle time* as empty string and the last record shows the total interaction duration. Note also that duration always shows calendar time (total time between the specified moments) regardless of hours of operation of the associated service (e.g., if an email was received at 4 pm and replied the next day at 10 am, the duration will show 18 hours, even if the call center was closed during the night time).

Time is given in the Universal Coordinated Time (UTC) time zone.

Wrap-up time

Wrap-up time is the amount of time the agents spent doing after-call work related to this email.

Case ID

Case ID is the identifier of the case that is related to this interaction.

Thread ID

Thread ID is the identifier of the email thread.

Subject

Subject refers to the content of the email subject line.

In SL

In SL indicates whether this email was replied to within the service level threshold [configured for the associated service](#).

Possible values: *Yes*, *No*, and empty string.

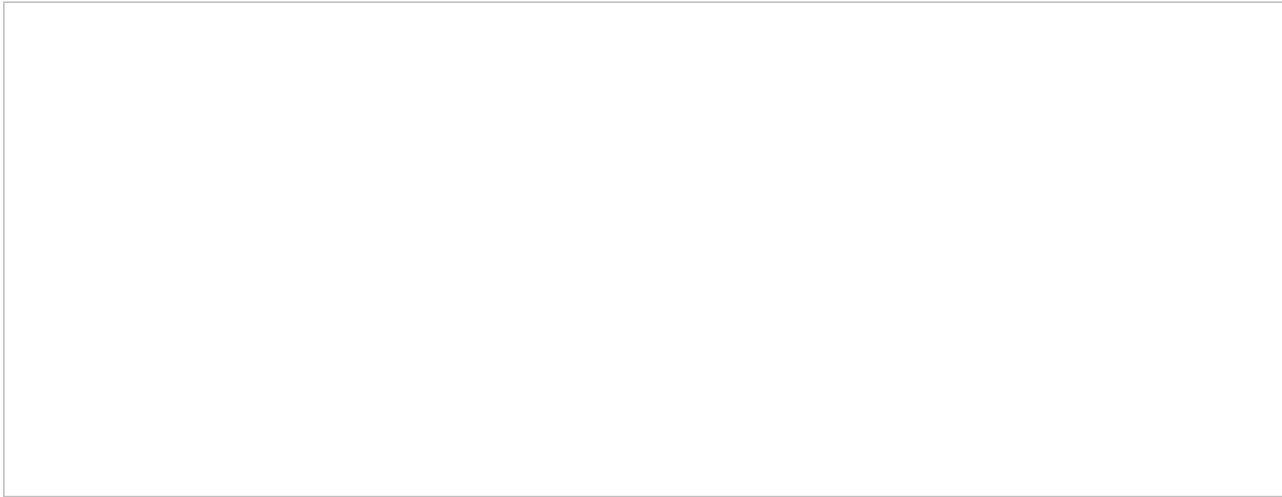
Empty string is used if no service level is configured for the given service and when the result of email processing was anything other than a reply. Note that service level calculation excludes the hours outside of the HOP configured for the associated email service.

Global ID

Global ID is the [Global interaction identifier](#).

Internal Chats Report

The *Internal Chats* report provides detailed records of internal chat messages sent by agents. Filters such as *Agent* and *Timeframe* allow you to request this report for interactions that originated from specific agents during specific times.



The Internal Chats report provides detailed records of internal chat messages

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Date

Date is the date when the internal chat message entered the system.

Time is given in the Universal Coordinated Time (UTC) time zone.

Sender

Sender is the name of the agent who initiated the internal chat interaction.

Recipient

Recipient is the name of the agent who received the internal chat message from the sender.

Content

Content is the chat transcript of the internal chat message. The content shown in the report is the text that was typed in the text input field and sent to the recipient agent.

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General Information About Aggregate Reports

This section describes the reports that contain key performance indicators for the main contact center resources such as agents, agent teams, services, and scenarios. These are available as out-of-the-box reports with Bright Pattern Contact Center:

- [Agent Email Report](#)
- [Agent Performance Report](#)
- [Agent Time Allocation Report](#)
- [Campaign in Time Report](#)
- [Concurrent Users Report](#)
- [Dispositions in Time Report](#)
- [Email Service Report](#)
- [Intra-Team by Service Report](#)
- [Intra-Team Performance Report](#)
- [Requested Skills Report](#)
- [Scenario Block Disconnects Report](#)
- [Scenario Block Frequency Report](#)
- [Service in Time Report](#)
- [Service Metrics Report](#)
- [Service Staffing and Overflow Report](#)
- [Team Email Report](#)
- [Team Operation Quality Report](#)
- [Team Performance Report](#)
- [Telemarketing Compliance Report](#)
- [Virtual Queue \(Callback\) Report](#)

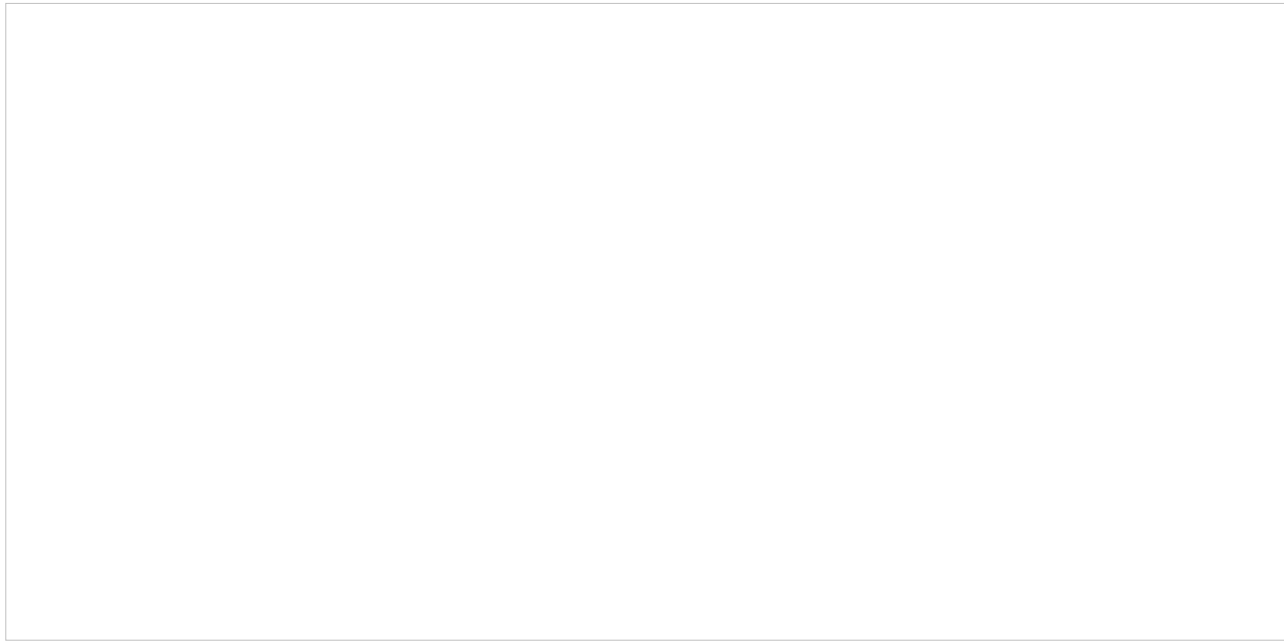
Unless noted otherwise with respect to a particular metric, all call-related metrics count inbound calls for the aggregation interval in which they entered the system. For example, if a call entered the system in interval A and was answered in interval B, the service metric *Answered* will count it for interval A and not for interval B. Likewise, all internal and outbound calls are counted for the aggregation interval in which they were initiated.

Note also that all call-related metrics are also supported for the chat media type. Thus, for services that use media type chat, the term *call* in the description of any metric shall be interpreted as a chat interaction in the same context.

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Agent Email Report

The *Agent Email* report provides key performance indicators for agents handling interactions of the email media type.



The Agent Email report gives performance indicators for agents handling emails

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows.

Offered

Offered provides the number of inbound emails that were pushed to the agent within the given reporting interval.

Not Accepted

Not Accepted provides the number of emails that were pushed to the agent and were not accepted (i.e., returned to the queue or to the transferring agent). Note that a postponed email is considered accepted.

Pulled

Pulled provides the number of inbound emails that the agent pulled from the service queues within the given reporting interval.

Assigned

Assigned provides the number of emails that were placed in this agent's personal queue by a supervisor or another agent.

Carried Over

Carried Over provides the number of emails that were delivered to this agent by any method before the given reporting interval and remained unprocessed at the beginning of the interval.

Processed - Total

Processed - Total provides the number of inbound emails that this agent completed by any method within the given reporting interval. It is the sum of *Replied*, *Closed*, *Transferred*, and *Service Changed*.

Processed - Replied

Processed - Replied provides the number of inbound emails that this agent replied to within the given reporting interval (including emails that the agent forwarded). Note that only the first response is counted. Possible follow-up email messages related to previously replied emails are considered outbound emails and are counted by the *Outbound Sent* metric.

Processed - Closed

Processed - Closed provides the number of inbound emails that this agent closed without reply within the given reporting interval.

Processed - Transferred

Processed - Transferred provides the number of inbound emails that this agent transferred within the given reporting interval.

Processed - Service Changed

Processed - Service Changed provides the number of inbound emails that this agent recategorized (i.e., the agent changed this service to another email service and continued processing the interaction).

Remaining

Remaining provides the number of emails in the agent's personal queue at the end of the reporting interval.

Avg Reply Time

Avg Reply Time is the average time that this agent spent replying to an inbound email. The time is measured from the moment an email is delivered to the agent (to the agent's desktop or to *My Queue*) to the moment when the first meaningful response leaves the agent's *My Queue*.

Avg In-focus Time

Avg In-focus Time is the average time that the agent had an inbound email selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg Out-of-focus Time

Avg Out-of-focus Time is the average time that the agent had an inbound email active on Agent Desktop but not selected in the active communications list. This metric is counted only for the emails that agents replied to.

Avg ACW Time

Avg ACW Time is the average time that the agent spent doing after call work related to replied emails.

Outbound Sent

Outbound Sent provides the total number of outbound emails that this agent sent within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing threads.

Outbound Discarded

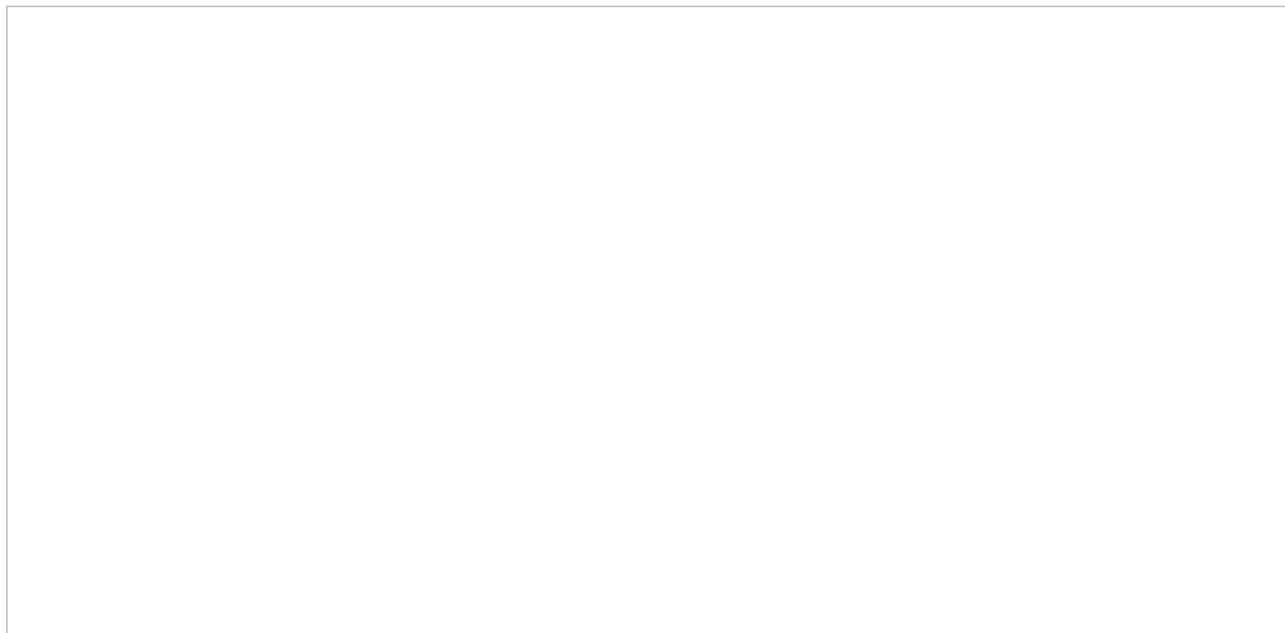
Outbound Discarded provides the number of outbound emails that this agent started at any time and discarded (deleted without sending) within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing email threads.

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Agent Performance Report

The *Agent Performance* report shows changes over time of key performance indicators for a selected agent.

All interaction-related metrics in this report are calculated for call and chat media types. For agents' email metrics, use the [Agent Email Report](#).



The Agent Performance report provides metrics related to performance indicators for a specific agent

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Occupancy %

Occupancy % refers to the percentage to time that the agent spent handling calls, including after call work, relative to the total working time (i.e., handling calls and being Ready to handle calls).

Number of Calls Handled

Number of Calls Handled refers to the number of inbound calls handled by the agent.

Average Handling Time (inbound)

Average Handling Time (inbound) refers to the average time, including after call work and hold times, the agent handled the inbound calls.

Time is given in the Universal Coordinated Time (UTC) time zone.

Number of Calls Made

Number of Calls Made is the number of outbound calls handled by this agent, including campaign calls.

Average Handling Time (outbound)

Average Handling Time (outbound) refers to the average time, including after call work (ACW) and hold times, that the agent handled the outbound calls. This metric includes campaign calls.

Time is given in the Universal Coordinated Time (UTC) time zone.

Total Logon Time

Total Logon Time is the total time that the agent was logged on during the reporting interval.

Time is given in the Universal Coordinated Time (UTC) time zone.

Total Working Time

Total Working Time is the total time that the agent was either handling calls (including after call work) or was ready to handle calls.

Time is given in the Universal Coordinated Time (UTC) time zone.

Call Rejects / No Answer

Call Rejects / No Answer refers to the number of calls that the agent rejected and/or did not answer.

Initiated Transfers

Initiated Transfers is the number of calls that the agent transferred.

Number of Surveys

This metric gives the number of surveys available for calls handled by the agent during the reporting interval.

First Call Resolution %

First Call Resolution % refers to the percentage of surveys that indicated first call resolution relative to total number of surveys available for calls handled by the agent during the reporting interval.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by the agent during the reporting interval.

Net Promoter Score

The *Net Promoter Score* ([NPS](#)) is based on the results of surveys available for calls handled by the agent during the reporting interval.

Ready %

Ready % is the percentage of time that the agent was ready relative to the total logon time.

Busy (Inbound) %

Busy (Inbound) % is the percentage of time the agent was engaged in inbound calls relative to the total logon time. This metric includes hold times but does not include ringing time or after call work time.

Busy (Outbound) %

Busy (Outbound) % is the percentage of time that the agent was engaged in outbound calls, including campaign calls, relative to total logon time. This metric includes dialing time and hold times but does not include after call work time.

Average Ringing Time

Average Ringing Time is the average time that the agent's phone was ringing before calls were answered, abandoned, rejected, or timed out due to no answer. It also includes dialing time for non-campaign outbound calls.

Time is given in the Universal Coordinated Time (UTC) time zone.

After Call Work %

After Call Work % refers to the percentage of time that the agent spent doing after call work relative to total logon time.

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Agent Time Allocation Report

The *Agent Time Allocation* report shows how much time agents of selected teams spent in various activities relative to the total logon time within the reporting interval.

This report applies to agents handling interactions of all supported media types. Note, however, that this report does not take into account the [Omni-Channel Routing capacity configuration](#) for media-blended environments. All metrics in this report are based on the traditional agent state model, where the agent is deemed *Ready* as long as the agent does not handle any interactions at all, and becomes *100% Busy* as soon as the agent begins handling an interaction of any media type. For more information about the traditional agent state model, see section [Understanding and Handling Your States](#) of the Bright Pattern Contact Center *Agent Guide*.



The Agent Time Allocation report shows the time that agents spent doing activities relative to the total logon time

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Total Logon Time

Total Logon Time is the total time that the agent was logged on during the reporting interval.

Time is given in the Universal Coordinated Time (UTC) time zone.

Total Working Time

Total Working Time is the total time that the agent was either handling calls (including after call work) and ready to handle calls.

Time is given in the Universal Coordinated Time (UTC) time zone.

Occupancy %

Occupancy % is the percentage of time that the agent spent handling calls (including after call work) relative to the total working time (i.e., handling calls and being ready to handle calls).

Busy (Inbound) %

Busy (Inbound) % is the percentage of time that the agent was engaged in inbound calls relative to the total logon time. This metric includes hold times but does not include ringing time or after call work time.

Busy (Outbound) %

Busy (Outbound) % is the percentage of time that the agent was engaged in outbound calls (including campaign calls) relative to total logon time. This metric includes dialing time and hold times but does not include after call work time.

Average Ringing Time

Average Ringing Time is the average time that the agent's phone was ringing before calls were answered, abandoned, rejected, or timed out due to no answer. It also includes dialing time for non-campaign outbound calls.

Time is given in the Universal Coordinated Time (UTC) time zone.

After Call Work %

After Call Work % is the percentage of time that the agent spent doing after call work relative to the total logon time.

Ready %

Ready % is the percentage of time that the agent was *Ready* relative to the total logon time.

All NR %

All NR % is the percentage of time that the agent was *Not Ready* for any reason relative to the total logon time.

Lunch NR %

Lunch NR % is the percentage of time that the agent was *Not Ready* for reason "Lunch" relative to the total logon time.

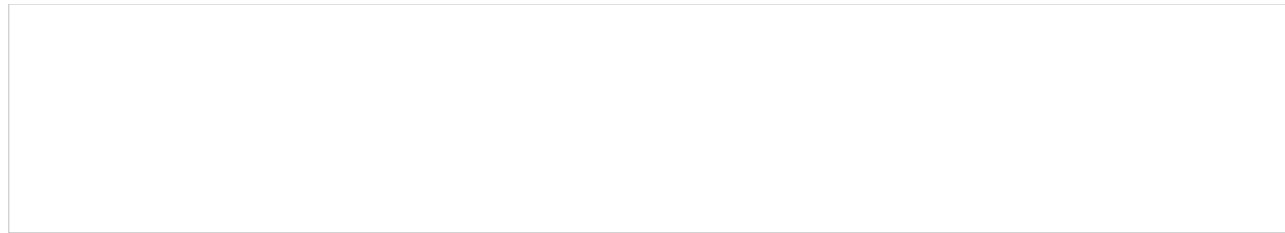
No answer NR %

No answer NR % is the percentage of time that the agent was in the forced *Not Ready* state after failing to answer an alerting service call relative to the total logon time.

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Campaign in Time Report

The *Campaign in Time* report provides a set of key performance indicators for a selected outbound campaign.



Outbound campaign metrics are shown in the Campaign in Time report

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Records Completed

Records Completed provides the number of campaign records completed within the reporting interval for which at least one number was dialed.

Records Excluded

Records Excluded provides the number of campaign records completed within the reporting interval for which no attempts were made because of Do Not Call (DNC) match or filter exclusion.

Dialed

Dialed provides the number of campaign calls that were attempted in the reporting interval.

Avg Calling Rate

Avg Calling Rate provides the number of campaign calls that were attempted in the reporting interval divided by the number of minutes in this interval.

Live Answered

Live Answered refers to the number of campaign calls that were answered by called parties.

ASR %

ASR % is the average success rate, which is shown as the percentage of answered calls relative to the total number of attempts.

Abandoned

Abandoned provides the number of campaign calls that were abandoned (i.e., terminated by the called party after answer while waiting to be connected to an agent).

Dropped

Dropped gives the number of answered campaign calls that were disconnected by the system.

Handled

Handled provides the number of campaign calls that were answered by agents

Avg Connection Time

Avg Connection Time is the average time in which the calls that were answered by the called parties were connected to agents.

Time is given in the Universal Coordinated Time (UTC) time zone.

Avg Handle Time

Avg Handle Time is the average time that answered calls to this service were handled by agents. This metric includes hold time and after-call-work time.

Time is given in the Universal Coordinated Time (UTC) time zone.

Avg Talk Time

This metric gives the average talk time for the calls to this service that were answered.

Time is given in the Universal Coordinated Time (UTC) time zone.

Avg Hold Time

Avg Hold Time is the average hold time for the calls to this service that were put on hold at any time during their handling.

Time is given in the Universal Coordinated Time (UTC) time zone.

Avg ACW Time

Avg ACW Time is the average after-call-work time for the calls to this service.

Time is given in the Universal Coordinated Time (UTC) time zone.

Occupancy %

Occupancy % refers to the percentage of time that agents spent handling calls of this campaign (including after call work) relative to the total working time (i.e., the time spent handling calls for all campaigns/services and time in the *Ready* state).

Max Agents

For each team associated with this campaign, *Max Agents* is the maximum number of agents logged on simultaneously within the given reporting subinterval.

Min Agents

For each team associated with this campaign, *Min Agents* is the minimum number of agents logged on simultaneously within the given reporting subinterval.

FTE

For each team associated with this campaign, *FTE* is the total login time of all agents during the reporting interval divided by the length of the interval.

Time is given in the Universal Coordinated Time (UTC) time zone.

Preview Records Viewed

Preview Records Viewed is the number of preview records that were reviewed by agents.

Avg Preview Time

Avg Preview Time is the average time the preview records were reviewed by agents.

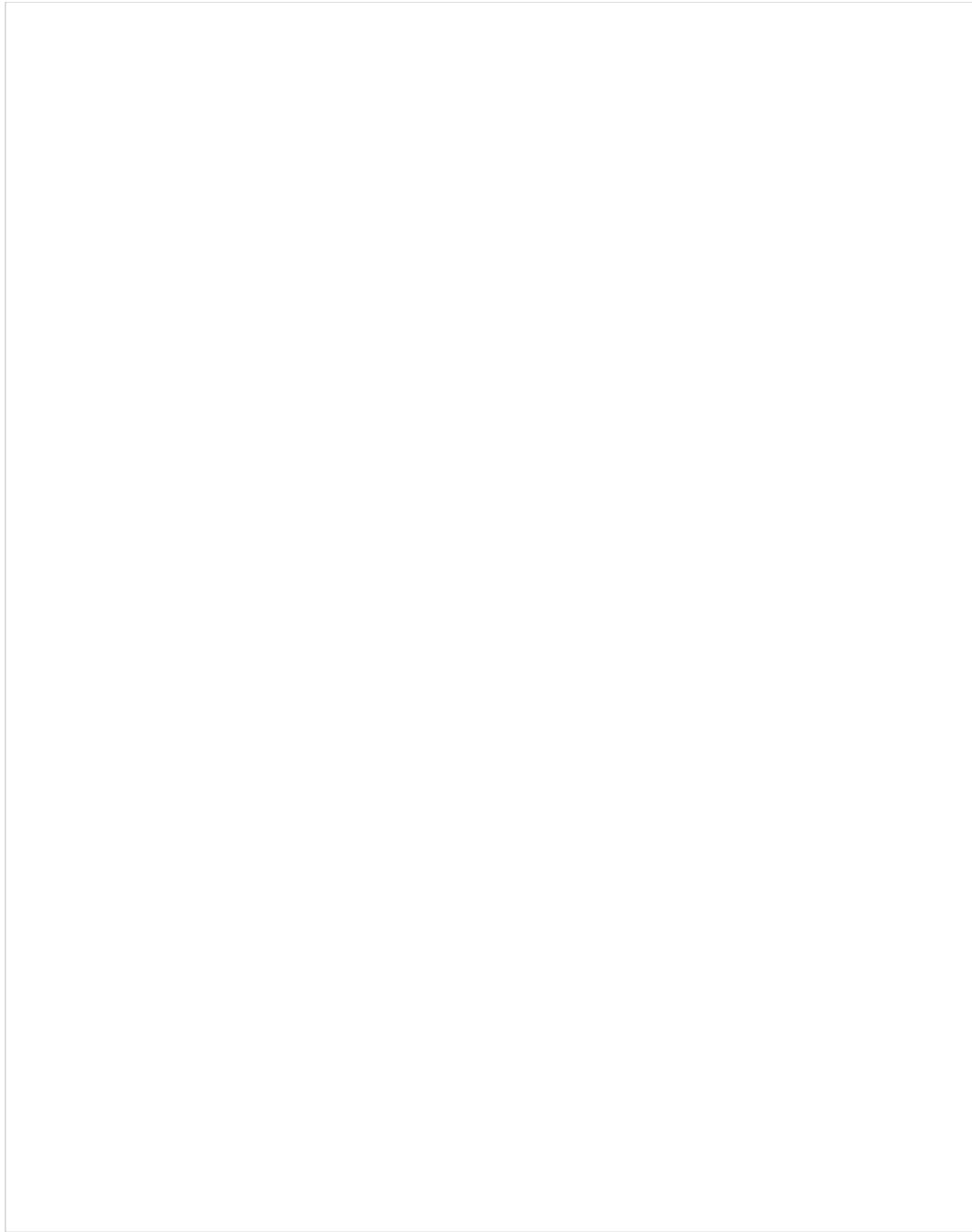
Time is given in the Universal Coordinated Time (UTC) time zone.

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Monthly Concurrent Users Report

The *Monthly Concurrent Users* report offers a visual representation of the maximum number of users that were logged into the system via the Agent Desktop application on each day within the selected month. Days without any users logged on are skipped.

Note that your report will not look exactly like the example shown because the properties of your report are dependent on the Agent Desktop users for your tenant.

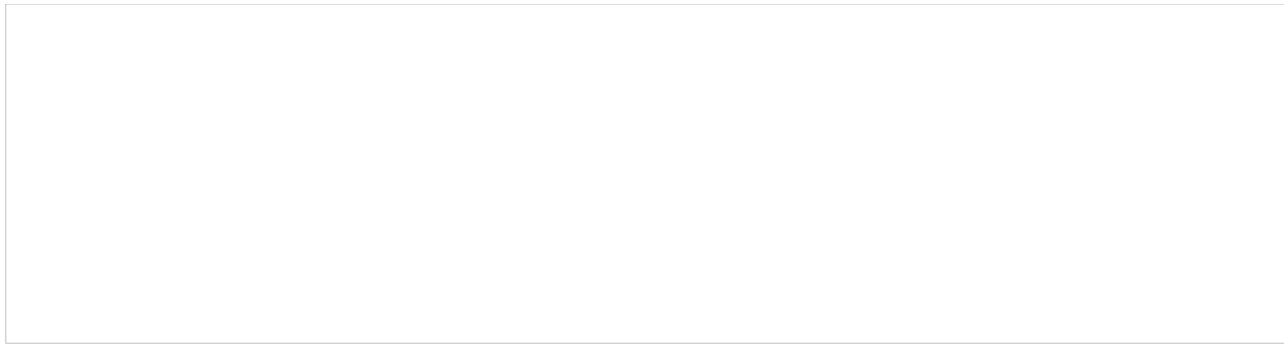


The Monthly Concurrent Users report shows the maximum number of users that were logged in each day

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Dispositions in Time Report

The *Dispositions in Time* report provides a breakdown of calls associated with the selected service or campaign by the applied [disposition](#). This report applies to services of all supported media types.



The Dispositions in Time report shows the calls associated with the service or campaign per disposition

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Disposition name

Disposition name provides the number of interactions whose processing ended with the given disposition. (The report will provide a column for each disposition applied during the reporting interval.)

Disposition name %

Disposition name % is the percentage of interactions whose processing ended with the given disposition relative to *Total processed*. (The report will provide a column for each disposition applied during the reporting interval.)

Total processed

Total processed is the total number of interactions processed in the given reporting interval. For outbound and blended services, this metric includes all campaign call attempts.

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Email Service Report

The *Email Service* report provides key performance indicators for services of email media types.



Performance indicators for email services

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Received

Received provides the total number of inbound emails that requested this service in the given reporting interval (including both new emails and emails related to existing threads). Interactions received via transfer or service change are excluded.

Received New

Received New provides the number of new inbound emails that requested this service in the given reporting interval. This metric excludes emails related to existing email threads, as well as interactions received via transfer or service change.

Received by transfer

Received by transfer provides the number of inbound emails that requested this service via transfer. Interactions received via service change are excluded.

Received by service change

Received by service change provides the number of inbound emails that were received via recategorization by agents (i.e., the agent changed an originally assigned email service to this service and continued processing the interaction).

Carried Over

Carried Over provides the total number of emails that arrived at this service at any time before the given reporting interval and remained unprocessed at the beginning of the interval (including both new emails and emails related to existing threads).

Carried Over New

Carried Over New provides the number of new emails that arrived at this service at any time before the given reporting interval and remained unprocessed at the beginning of the interval (emails related to existing email threads are excluded).

Processed - Total

Processed - Total provides the number of inbound emails that were completed by any method within the given reporting interval. This total is the sum of *Replied*, *Closed*, *Transferred*, and *Service Changed*.

Processed - Replied

Processed - Replied provides the number of inbound emails that were replied to within the given reporting interval (including emails that were forwarded). Note that only the first reply is counted. Possible follow-up email messages related to previously replied emails are considered outbound emails and are counted by the *OUT Sent* metric.

Processed – Closed

Processed – Closed provides the number of inbound emails that were closed without reply by agents within the given reporting interval.

Processed – Transferred

Processed – Transferred provides the number of inbound emails that were transferred to other services within the given reporting interval.

Processed – Service Changed

Processed – Service Changed provides the number of inbound emails that were recategorized by agents (i.e., the agent changed this service to another email service and continued processing the interaction).

Remaining

Remaining provides the number of inbound emails that were not completed at the end of reporting interval.

Avg Reply Time

Avg Reply Time is the average reply time for inbound emails. The time is measured from the moment the email is placed in the service queue to the moment when the first meaningful reply is sent.

Replied in SL %

Replied in SL % refers to the percentage of emails for which the first meaningful reply was sent within the [predefined service level threshold](#) relative to all replied emails. Note that when compared with the service level threshold, the reply time excludes the time that is outside of the hours of operation specified for the given service.

Outbound Sent

Outbound Sent provides the total number of outbound emails that were sent within the given reporting interval. This metric includes both new outbound emails and possible follow-up email messages related to existing threads.

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Intra-Team by Service Report

This report provides service-call-handling metrics for selected agent(s) of selected teams. Call related to specific services are reported separately. Only the services associated with the selected teams are included. Direct calls, including transfers, are reported separately in the last section of the report.

All interaction-related metrics in this report are calculated for call and chat media types. For agents' email metrics, use the [Agent Email Report](#).

Metric Descriptions

Number of Calls Handled

Number of Calls Handled is the total number of inbound calls to the given service handled by the agent.

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average handling time, including after call work, for inbound calls to the given service.

Number of Calls Made

Number of Calls Made is the total number of outbound calls associated with the given service handled by the agent.

Average Handling Time (Outbound)

Average Handling Time (Outbound) is the average handling time, including after call work, for outbound calls associated with the given service.

Number of Surveys

Number of Surveys is the number of surveys available for calls to the given service handled by the agent.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls to the given service handled by the agent.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls to the given service handled by the agent.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls to the given service handled by the agent. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Agent Abandons

Agent Abandons is the number of inbound calls to the given service that the agent answered and terminated within 10 seconds.

Call Rejects / No Answer

Call Rejects / No Answer is the number of inbound calls to the given service that the agent rejected and/or did not answer.

Initiated Transfers

Initiated Transfers is the number of calls to the given service that the agent transferred.

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Intra-Team Performance Report

This report provides general performance metrics for selected agents of selected teams.

All interaction-related metrics in this report are calculated for call and chat media types. For agents' email metrics, use the [Agent Email Report](#).

Metric Descriptions

Occupancy %

Occupancy % is the percentage of time that the agent spent handling calls, including after call work, relative to the total working time (i.e., handling calls and being ready to handle calls).

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average handling time, including after call work, for inbound calls.

Average Handling Time (Outbound)

Average Handling Time (Outbound) is the average handling time, including after call work, for outbound calls.

Total Logon Time

Total Logon Time is the total time that the agent was logged on during the reporting interval.

Number of Surveys

These are the *number of surveys* available for calls handled by the agent.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls handled by the agent.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by the agent.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls handled by the agent. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

Call Rejects

Call Rejects is the number of inbound calls that the agent actively rejected.

Initiated Transfers

Initiated Transfers is the number of calls that the agent transferred.

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Requested Skills Report

This report shows demand for different skills defined in your contact center. The skills are arranged according to their groups, and the report shows requests for each individual skill and the totals for the group. Note that if a call requested several skills, it will be counted separately for each requested skill in all metrics of this report. Metrics in this report include campaign calls.

All metrics in this report are calculated for interactions of call and chat media types only.

Metric Descriptions

Average Speed of Answer

Average Speed of Answer is the average time that answered calls requesting this skill spent waiting in the service queue and were ringing the desktop before being answered.

Number of Calls Received

Number of Calls Received is the total number of calls that requested this skill in the given reporting interval.

Number of Calls Queued

Number of Calls Queued is the number of calls requesting this skill that entered the queue.

Number of Calls Answered

Number of Calls Answered is the number of calls requesting this skill that were answered by agents.

Overflow Calls

Overflow Calls are the number of calls requesting this skill that were routed to overflow destinations.

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Scenario Block Disconnects Report

This report shows the distribution of abandoned calls over the blocks of a selected scenario. Only the blocks where abandonment of calls occurred in the reporting interval are displayed.

Metric Descriptions

Block Type

Block Type is the scenario block type.

Block Title

Block Title is the scenario block title.

Number of Disconnects

Number of Disconnects is the number of calls abandoned while the given scenario block was being executed.

% of All Calls

% of All Calls is the percentage of calls abandoned while the given scenario block was being executed relative to all calls abandoned within this scenario.

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Scenario Block Frequency Report

This report shows the frequency of execution of each block of a selected scenario relative to execution of other blocks of the same scenario. For each block, the distribution of execution results over possible exits is provided.

Metric Descriptions

Block Type

Block Type is the scenario block type.

Block Title

Block Title is the scenario block title.

Exit

Exit is the scenario block exit taken. Note that the exit "exception" normally means the termination of an interaction from the customer side.

Visits

For the block, *Visits* are the number of times that the given block was executed.

For an exit, *Visits* are the number of times that the given exit of the block was taken.

%

For the block, this is the percentage of times that the given block was executed relative to number of times all blocks of the given scenario were executed.

For an exit, this is the percentage of times that the given exit was taken relative to the number of times the block was executed.

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Service in Time Report

This report provides main key performance indicators for selected inbound services with breakdown of the requested reporting interval into lower-level reporting intervals (e.g., weekly/monthly reports will show metrics for each day of the week/month, daily reports will show metrics for each hour of the day).

All interaction-related metrics in this report are calculated for call and chat media types. For email service metrics, use the [Email Service Report](#).

Metric Descriptions

Number of Calls

This is the total *number of calls* that requested this service in the given reporting subinterval.

In Service Level %

In Service Level % is the percentage of calls to this service that were answered within the [predefined service level threshold](#) relative to all answered or abandoned calls except the calls abandoned within that threshold.

Max Agents

Max Agents is the maximum number of agents possessing this service skill who were logged on simultaneously within the given reporting subinterval.

Min Agents

Min Agents is the minimum number of agents possessing this service skill who were logged on simultaneously within the given reporting subinterval.

Occupancy %

Occupancy % is the percentage of time that agents spent handling calls to this service, including after call work, relative to the total working time (i.e., the time spent handling calls to this service including after-call work and time in the *Ready* state).

Overflow Calls %

Overflow Calls % is the percentage of calls to this service that were routed to [overflow destinations](#).

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Service Metrics Report

This report provides a full set of key performance indicators for selected inbound services.

The related metrics in this report are calculated for call and/or chat media types. For email service metrics, use the [Email Service Report](#).

Metric Descriptions

Number of Calls Received

Number of Calls Received is the total number of calls/chat interactions that requested this service in the given reporting interval.

If a call requests a service upon arrival and then is transferred to the same service internally, it will be counted twice in this metric. Likewise, if a chat interaction requests a service upon arrival and then is transferred to the same service internally, it will be counted twice in this metric.

Received as Transfers

For voice calls only, *Received as Transfers* is the number of calls that requested this service via transfer operation.

Service Level

Service Level is the percentage of calls or chats to this service that were answered within the [predefined service level threshold](#) relative to all answered or abandoned calls/chats except the calls/chats abandoned within that threshold.

Self Service

For voice calls only, *Self Service* is the number of calls serviced by an IVR application (as indicated by execution of scenario block [Self-Service Provided](#)).

%

For voice calls only, % is the percentage of calls serviced by an IVR application relative to total number of calls that requested this service.

Abandoned in IVR

Abandoned in IVR is the number of calls/chats to this service that were abandoned before entering the queue (e.g., while still in the IVR stage).

%

% is the percentage of calls/chats to this service that were abandoned in IVR relative to total number of calls that requested this service.

Queued

Queued is the number of calls/chats to this service that entered the queue, including calls/chats that selected the Virtual Queue option.

%

% is the percentage of calls/chats to this service that entered the queue relative to total number of calls/chats that requested this service.

Abandoned

Abandoned is the number of calls/chats to this service that were abandoned outside of the service level threshold. This metric includes calls that were abandoned while ringing, chats that were closed after the chat interaction was initiated, calls that selected the [Virtual Queue option](#) (i.e., a callback was requested) and (1) did not answer when called back or (2) were busy when called back or (3) answered when called back but hang up before being connected to the agent.

%

% is the percentage of calls/chats to this service that were abandoned outside of the service level threshold relative to the total number of calls/chats that requested this service except the calls/chats abandoned within the service level threshold.

Abandonment Time, Average

Abandonment Time, Average is the average time that the abandoned calls/chats to this service spent waiting in the service queue. For voice calls, *Abandonment Time, Average* could be the average time that the call was ringing before being abandoned (excluding calls abandoned within the service level threshold).

Overflow

Overflow is the number of calls/chats to this service that were routed to [overflow destinations](#).

%

% is the percentage of calls/chats to this service that were routed to overflow destinations relative to the total number of calls/chats that requested this service.

Answered

Answered is the number of calls/chats to this service that were accepted by agents, including calls that selected the [Virtual Queue option](#), answered when called back, and were connected to agents.

%

% is the percentage of calls/chats to this service that were answered by agents relative to total number of calls/chats that requested this service.

Average Speed of Answer

Average Speed of Answer is the average time that answered calls/chats spent waiting in the service queue and ringing the desktop before being accepted.

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average time that answered calls/chats to this service were handled by agents, including hold time and after-call-work time.

Average Talk Time (Inbound)

Average Talk Time (Inbound) is the average talk/chat time for the calls/chats to this service that were accepted.

Average Hold Time (Inbound)

For voice calls, *Average Hold Time (Inbound)* is the average hold time for the calls to this service that were put on hold at any time during their handling. For chats, *Average Hold Time (Inbound)* is the average time in between chat replies.

Average Wrap-up Time (Inbound)

Average Wrap-up Time (Inbound) is the average after-call-work time for the calls/chats to this service.

Number of Calls Made

Number of Calls Made is the number of outbound calls/chats associated with this service, including unanswered calls/chats.

Average Handling Time (Outbound)

For voice calls only, *Average Handling Time (Outbound)* is the average time that answered outbound calls associated with this service were handled by agents. This metric includes hold time and after-call-work time, but it does not include dialing time.

Average Talk Time (Outbound)

For voice calls only, *Average Talk Time (Outbound)* is the average talk time for the outbound calls associated with this service.

Average Wrap-up Time (Outbound)

For voice calls only, *Average Wrap-up Time (Outbound)* is the average after-call-work time for outbound calls associated with this service.

Number of Surveys

These are the *number of surveys* available for calls (both inbound and outbound) and chats associated with this service.

First Call Resolution %

This is the percentage of surveys that indicated first-call or first-chat resolution relative to the number of surveys where the first-call or first-chat resolution received a response.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys where the contact satisfaction question received a response.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls/chats associated with this service. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

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Service Staffing and Overflow Report

This report shows the distribution of inbound calls to selected services over regular and overflow destinations. Each agent team whose agents participated in handling of the calls to a given service will be reported as a separate destination under this service. Each external number used as an [overflow target](#) for the calls to a given service will also be reported as a separate destination under this service.

All metrics in this report are calculated for call and chat media types.

Metric Descriptions

Number of Calls Answered

For the service, *Number of Calls Answered* is the total number of calls to this service that were answered.

For a destination, *Number of Calls Answered* is the number of calls to this service answered at the given destination.

Average Handling Time (Inbound)

This is the average time that answered calls to this service were handled regardless of the destination.

For a destination, *Average Handling Time (Inbound)* is the average time that answered calls to this service routed to the given destination were handled at that destination.

% Abandoned

For a destination, *% Abandoned* is the percentage of calls to this service routed to the given destination that were abandoned while ringing relative to total number of calls that requested this service and routed to that destination. Only the calls abandoned outside of service level threshold are counted.

For the service, *% Abandoned* is the percentage of calls to this service routed to all destinations that were abandoned while ringing relative to total number of calls that requested this service and routed to any destination. Only the calls abandoned outside of service level threshold are counted.

Team Email Report

The *Team Email* report provides key performance indicators for teams handling interactions of the email media type. It has the same set of metrics as the [Agent Email Report](#), combined for all agents of selected teams who handled email interactions.



This report gives performance indicators for teams handling email services

Team Operation Quality Report

This report provides metrics from surveys and quality monitoring activities for selected teams.

All interaction-related metrics in this report are calculated for call and chat media types. For team email metrics, use the [Team Email Report](#).

Metric Descriptions

Calls Graded

Calls Graded is the number of calls handled by all agents of this team that were graded. For more information about call grading, see section [General Information About Quality Management](#).

Number of Surveys

This is the *number of surveys* available for calls handled by all agents of this team.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls handled by all agents of this team.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by all agents of this team.

Net Promoter Score

The *Net Promoter Score* (NPS) is based on the results of surveys available for calls handled by all agents of this team. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

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Team Performance Report

This report provides general performance metrics for selected teams.

All interaction-related metrics in this report are calculated for call and chat media types. For team email metrics, use the [Team Email Report](#).

Metric Descriptions

Occupancy %

Occupancy % is the percentage to time that all agents of this team spent handling calls, including after call work, relative to the total working time (i.e., handling calls and being ready to handle calls).

Number of Calls Handled

Number of Calls Handled is the total number of inbound calls handled by all agents of this team.

Average Handling Time (Inbound)

Average Handling Time (Inbound) is the average handling time, including after call work, for inbound calls handled by all agents of this team.

Number of Calls Made

Number of Calls Made is the total number of outbound calls handled by all agents of this team.

Average Handling Time (Outbound)

Average Handling Time (Outbound) is the average handling time, including after call work, for outbound calls handled by all agents of this team.

Number of Surveys

These are the *number of surveys* available for calls handled by all agents of this team.

First Call Resolution %

First Call Resolution % is the percentage of surveys that indicated first call resolution relative to the total number of surveys available for calls handled by all agents of this team.

Contact Satisfaction

Contact Satisfaction is the average of contact satisfaction marks from all surveys available for calls handled by all agents of this team.

Net Promoter Score

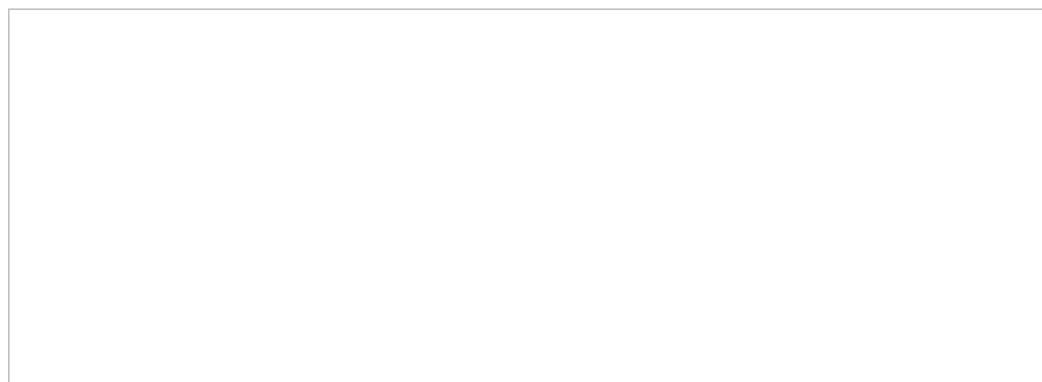
The *Net Promoter Score* (NPS) is based on the results of surveys available for calls handled by all agents of this team. For more information about NPS, see <http://www.netpromoter.com/why-net-promoter/know/>

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Telemarketing Compliance Report

Applicable to predictive and progressive campaigns, the *Telemarketing Compliance* focuses on calls that were answered by called parties and not connected to the agent within the [unattended call timeout](#).

Note: The FCC refers to these calls as "abandoned calls" and limits the number of such calls within the campaign relative to the total calls answered. The related metric is called *Abandonment Rate*. In Bright Pattern terminology, such calls are referred to as *unattended* and the related ratio is called *Unattended %*. This is done in order to avoid confusion with the traditional use of *abandoned* in the contact center industry, where it is normally reserved for calls terminated by customers before being connected to an agent.



The Telemarketing Compliance report shows calls that were answered but timed out in predictive and progressive campaigns

Metric Descriptions

The metrics of this report are organized into columns, which are described as follows in the order in which they appear in the report.

Calls Answered

Calls Answered provides the number of campaign calls that were answered by called parties.

Calls Unattended

Calls Unattended provides the number of campaign calls that were answered by called parties and subsequently either diverted to an IVR at any time, or dropped at any time, or connected to an agent with time exceeding the [unattended call timeout](#).

Unattended %

Unattended % is the percentage of *Calls Unattended* relative to *Calls Answered*.

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Virtual Queue (Callback) Report

This report provides a set of metrics for [virtual queues](#) associated with selected services. Unless noted otherwise with respect to a particular metric, any *callback* mentioned in this table shall be interpreted as a callback attempt made with respect to the given service. Note that callback attempts are counted for the aggregation intervals in which the corresponding inbound calls entered the system.

Metric Name	Description
Callbacks Requested	Number of calls queued for this service that requested callbacks (i.e., selected the Virtual Queue option).
%	Percentage of calls queued for this service that requested callbacks relative to all incoming calls except the ones abandoned in IVR or short abandoned.
Callbacks Busy	Number of callbacks that failed because the called party was busy.
%	Percentage of callbacks that failed because the called party was busy relative to all callbacks that have been attempted.
Callbacks No Answer	Number of callbacks that failed because the called party did not answer.
%	Percentage of callbacks that failed because the called party did not answer relative to all callbacks that have been attempted.
Callbacks Answered	Number of callbacks that were answered by the called party.
%	Percentage of callbacks that were answered by the called party relative to all callbacks that have been attempted.
Avg Wait Time to Callback	Average callback wait time (i.e., time between the callback requests and the related initial callback attempts).
Avg Callback Dialing Time	Average callback answer time (i.e., time between the moments when callback attempts were initiated and the customers answered them).
Avg Agent Answer Time	Average callback connection time (i.e., time between the moments when customers answered callback attempts and were connected to the agents).

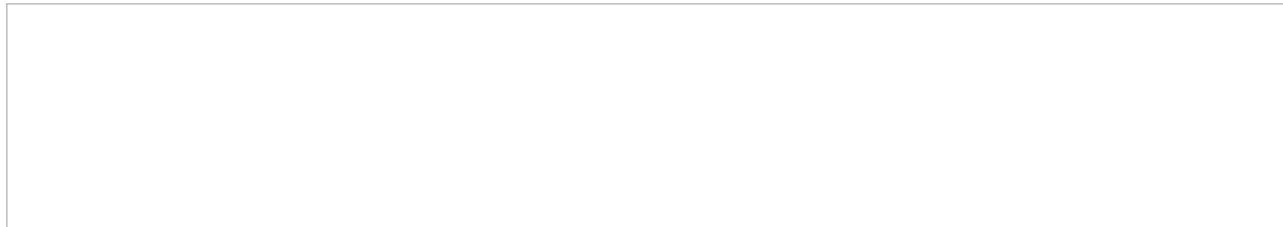
Callbacks Abandoned	Number of callbacks that were answered by customers and then abandoned by them while waiting for an agent (in queue or ringing).
%	Percentage of callbacks abandoned relative to all callbacks that have been attempted.

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Current Usage Reports

Your service provider may make carrier usage reports available to you. These reports provide information about the usage of carriers' resources by your contact center. If these reports are available, you can download them via the *Reports > Telco Usage* menu of the Contact Center Administrator application. You will be able to download and review carrier usage data for completed reporting/billing intervals (*Statements*) as well as for the current reporting interval before it is complete (*Current Usage*).

Note: Depending on the Service Provider practices, at the end of the reporting period usage data collected by the Bright Pattern Contact Center system may be verified against the data received from the carrier and reconciled if necessary. Thus, the *Current Usage* data is not reconciled and is subject to change upon verification against the data received from the carrier at the end of the reporting interval. On the other hand, *Statements* typically contain reconciled data.



Reports > Telco Usage > Current Usage

Summary and Detail Reports

Reports are available in two formats: summary and detail.

The summary report aggregates usage by billable [access numbers](#) assigned to your contact center. For each number, the following information is shown:

- Carrier's name
- Total number of inbound calls received via this number
- Total number of minutes in the above inbound calls
- Total number of outbound calls where this number was used as the caller ID
- Total number of minutes in the above outbound calls
- Total number of inbound SMS messages received via this number
- Total number of outbound SMS messages where this number was used as the caller ID

The detailed report shows details of every inbound and outbound call made by your contact center, as well as details of all received and sent SMS messages. For each interaction, the following information is shown:

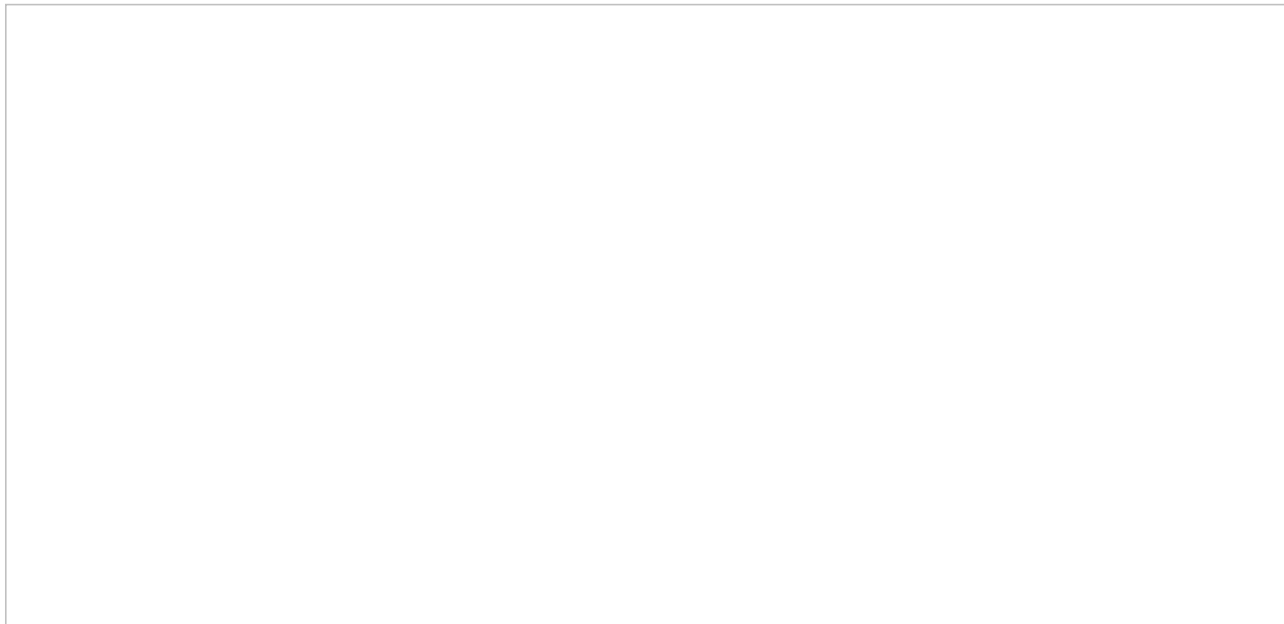
- Carrier's name
- Start *date and time*
- Caller ID (field *from number*)
- DNIS (field *to number*)
- Duration (for SMS messages this field will be left blank)
- Direction - *inbound* or *outbound* (for SMS, it will show *inbound SMS* or *outbound SMS*)
- [Access number](#) billed by the carrier for this interaction

Note: Call duration is reported in minutes rounded to one decimal place. Rounding is performed using formula $(\# \text{ of seconds} + 5) / 6$ and discarding the fraction. For example, the actual duration of 4 seconds will be reported as 0.1 minutes in usage reports. The actual duration of 7 seconds will be reported as 0.2 minutes.

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Detailed Format

This section describes the fields of the [campaign results](#) exported or downloaded from the system in the detailed format. This format shows results of all call attempts made for a calling record (i.e., it contains one row per call attempt). Note that all attempts to process a record will be listed, including the ones where no actual dialing was initiated (e.g., if the record matched a Do-Not-Call condition or a campaign quota had been reached).



Campaign results are shown in either simple or detailed formats

Detailed Format Field Descriptions

Calling record fields

Calling record fields provides all fields of the calling record for which this call attempt was made. The fields have the same names and values, and they are arranged in the same order in which they appear in the [calling list](#).

Activity form fields

Activity form fields provides values of the [fields of the activity form](#) associated with this campaign. Only the fields that are marked for *export in results* will appear in the results.

This Phone number

This field gives the phone number used for this call attempt.

Is Call Attempt

This field provides the number of the call attempt for this call. If *Is Call Attempt* is set to "1", then a call was actually dialed. Starting from Bright Pattern Contact Center version 3.11, a non-empty *Global Interaction Identifier* field (see below) can be used for the same purpose.

Completed

The *Completed* field is set to "1" if the record was completed during this call attempt (a final disposition set); otherwise, it is set to "0". For records whose processing was stopped at this attempt because a corresponding campaign quota had been reached (see *Out of Quota* below), this field is set to "0".

Record Disposition

Record Disposition provides the disposition set for the record if the call was completed during this call attempt. For descriptions of preconfigured dispositions, see section [Predefined Dispositions](#) of the *Contact Center Administrator Guide*.

Record Disposition Code

Record Disposition Code provides the alphanumeric code of the *Record Disposition* (if defined in configuration).

Out of Quota

The *Out of Quota* field is set to "1" if the record processing was stopped or never started because the [campaign quota](#) related to this record was reached or because the record did not match any quota groups defined within the campaign.

Quota Group

For any record where the *Out of Quota* field is set to "1", this field indicates which particular value group reached its quota before this record could be processed. If the record was not processed because it did not match any quota groups defined within the campaign, this field will be set to "<no match>".

Call Disposition

Call Disposition provides the disposition set for this call attempt. For descriptions of preconfigured dispositions, see section [Predefined Dispositions](#) of the *Contact Center Administrator Guide*.

Call Disposition Code

Call Disposition Code provides the alphanumeric code of the *Call Disposition* (if defined in configuration).

Call Note

This field provides the call notes entered by the agent for this call attempt.

For unsuccessful call attempts, this field can be used by the system to report details of the failed called attempt (CPA results and [SIP signaling codes](#)). For interpretation of the CPA results, see *CPA_result* below.

Call Time

Call Time provides the date and time when this call attempt started.

Dialing Duration

This field provides the duration of the dialing phase of this call attempt from the moment it was initiated and until network signaling reported it as either answered or failed (congestion, busy, invalid number, etc.)

CPA Duration

CPA Duration provides the duration of the CPA (call progress analysis) phase of this call attempt from the moment network signaling reported the call as answered and until the decision about the type of answer was made (i.e., live voice, fax/modem, answering machine).

Answered Duration

Answered Duration provides the duration of the call resulting from this call attempt from the moment live voice was detected until it was released. This duration does not include after-call work. For unsuccessful call attempts, this field is set to "0".

Answered Duration is available for predictive/progressive campaigns only. Set to "0" for campaigns of the preview type.

Agent

The *Agent* field displays the username of the agent who last talked to the customer during the call resulting from this call attempt.

Connected

Field *Connected* is set to "1" if the call was established from the PSTN point of view. For all other instances, this field is set to "0". Note that established calls may incur connection and duration charges.

CPA result

CPA result displays the result of call progress analysis for this call attempt.

Possible values include the following:

0 – *Unknown* (no result; e.g., when call ended before CPA was applied or finished)

1 – *Voice* (live voice detected)

2 – *Answering Machine* (answering machine greeting detected)

3 – *Announcement* (speech detected that is not live voice or an answering machine greeting; e.g., an IVR prompt)

4 – *FAX* (fax/modem response detected)

5 – *SIT* (SIT tone detected)

6 – *Busy* (busy tone detected; usually indicates that the called party is busy)

7 – *Fast Busy* (fast busy signal detected; usually indicates that the call cannot be established due to network congestion; sometimes is also used to indicate invalid and/or disconnected numbers)

8 – *Ring Back* (ring back tone detected and continued beyond the *No Answer* timeout; see *Contact Center Administrator Guide*, section *Outbound Campaign Settings* for more information)

9 – *Silence* (no sound detected for longer than 5 seconds)

Note that CPA results may not have direct (one-to-one) correspondence to call dispositions. The latter are determined based on combination of CPA results, line signaling, and some other factors.

CPA recording file

CPA recording file provides the name of the file where CPA recording for this call attempt is stored.

CPA RTP server id

CPA RTP server id displays the identifier of the host name of the RTP server where the *CPA recording file* is stored.

Recording file

Recording file provides the name of the file where the conversation recording for the call resulting from this call attempt is stored.

RTP server id

RTP server id displays the identifier of the host name of the RTP server where the *Recording file* is stored.

Global Interaction ID

This field provides the [Global interaction Identifier](#) of this call attempt. An empty field indicates that the call was never actually dialed. For preview campaigns, note that if an agent makes several call attempts while handling one preview record, all such call attempts will have the same global ID.

Record ID

Record ID provides the unique identifier of the record for which this calling attempt was made. The record ID is generated during calling list import.

List Name

List Name provides the name of the calling list that contains the record for which this call attempt was made as defined in configuration.

Is Inbound Call

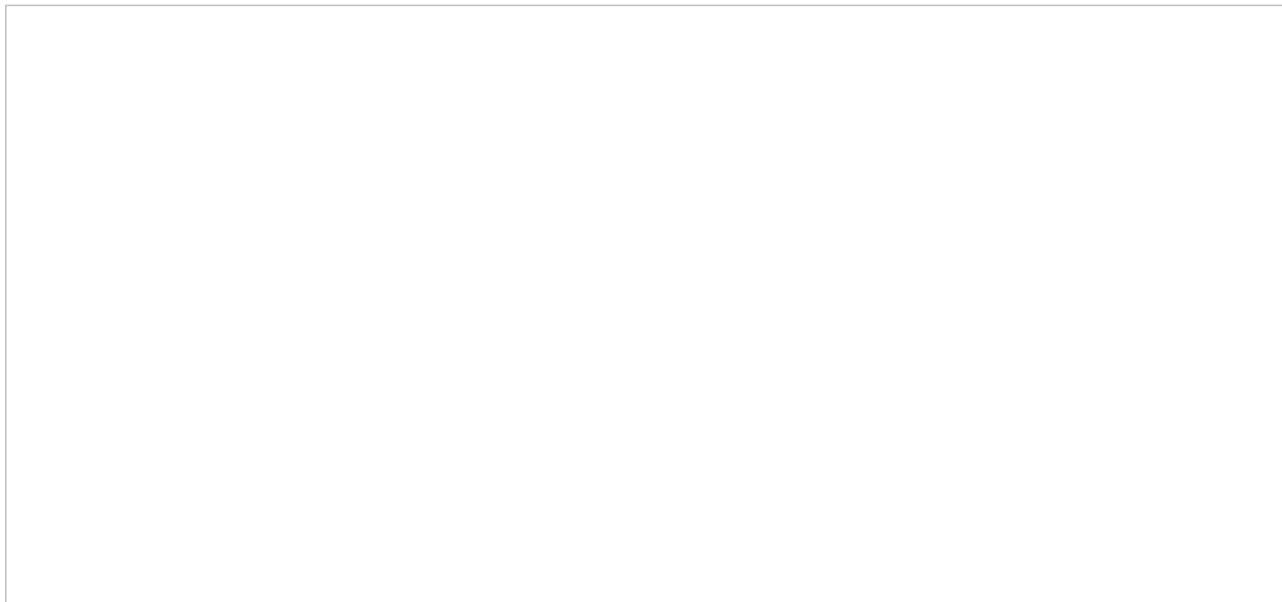
This field is set to "1" if the attempted call was an inbound call within a blended service (i.e., a customer returned a missed call using the campaign Caller ID). Note that *Is Inbound Call* is specified only if *Is Call Attempt* is set to "1".

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Simple Format

This section describes the fields of the [campaign results](#) exported or downloaded from Bright Pattern Contact Center in the simple format. This simple format shows only the result of the last call attempt for a calling record (i.e., it contains one row per record).

Campaign results may be exported or downloaded from the Contact Center Administrator application. To access them, navigate to *Configuration > Services & Campaigns > Outbound Voice Service > Results tab* and select **simple (records only)**. Note that the *Results tab* is available for only outbound services or campaigns.



Campaign results can be provided in a simple or detailed format

Simple Format Field Descriptions

Calling record fields

Calling record fields provides the values of all fields of the calling record. The fields have the same names and values, and they are arranged in the same order in which they appear in the [calling list](#).

Activity form fields

Activity form fields provides the values of the [fields of the activity form](#) associated with this campaign. Only the fields that are marked for *export in results* will appear in the results.

Total attempts (per rec)

Total attempts (per rec) provides the total number of call attempts made for this calling record.

Completed

If the record is completed (i.e., a final disposition was set), this field is set to "1". Otherwise, this field is set to "0". For records whose processing was stopped or never started because a campaign quota was reached (see *Out of Quota* below), this field is set to "0".

Record Disposition

Record Disposition shows the disposition set for this record when it was completed. For descriptions of preconfigured dispositions, see section [Pre-defined Dispositions](#) of the *Contact Center Administrator Guide*.

Record Disposition Code

Record Disposition Code provides the alphanumeric code of the *Record Disposition* (if defined in configuration).

Out of Quota

The *Out of Quota* field is set to "1" if the record processing was stopped or never started because the [campaign quota](#) related to this record was reached, or because the record did not match any quota groups defined within the campaign.

Quota Group

For any record where the *Out of Quota* field is set to "1", the *Quota Group* field indicates which particular value group reached its quota before this record could be processed. If the record was not processed because it did not match any quota groups defined within the campaign, the *Quota Group* field will be set to "<no match>".

Last Phone Called

Last Phone Called provides the phone number dialed during the last call attempt for this record. This phone number is copied from the calling record.

Last Call Disposition

Last Call Disposition provides the disposition set for the last call attempt made for this record. For descriptions of preconfigured dispositions, see section [Predefined Dispositions](#) of the *Contact Center Administrator Guide*.

Last Call Disposition Code

Last Call Disposition Code provides the alphanumeric code of the *Last Call Disposition* (if defined in configuration).

Last Note

Last Note provides the last call notes entered by the agent for the last call made for this record.

Last Call Time

Last Call Time provides the date and time when the last call attempt for this record started.

Last Call Duration

Last Call Duration provides the duration of the last call made for this record in seconds from the moment an answer was detected. This field is set to "0" for unsuccessful call attempts.

Last Agent

Last Agent is the username of the agent who last talked to the customer on the last call made for this record.

Global Interaction ID

This field provides the [Global interaction Identifier](#) of the last call attempt for this record.

List Name

List Name provides the name of the calling list that contains this record as defined in configuration.

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Recordings Details Format

The following table describes the fields of the data file that accompanies the [export of call recordings](#) and maps them to the available components of configurable file names that are assigned to recordings during export. The file is exported in .CSV format and contains details of the corresponding calls, which may facilitate a search for specific recordings once they have been exported out of the system.

Note that conference calls produce multiple recordings corresponding to the number of participating agents. The recording details file in this case will contain a separate record for each recording.

Field Name	File Name Component	Description
Agent First Name	\$(agentFirstName)	For complete recordings, the first name of the agent who last handled this call; for segments, the first name of the agent who handled the given segment
Agent Last Name	\$(agentLastName)	For complete recordings, the last name of the agent who last handled this call; for segments, the last name of the agent who handled the given segment
Agent loginId	\$(agent)	For complete recordings, the, username of the agent who last handled this call; for segments, the username of the agent who handled the given segment
Customer phone	\$(customerPhone)	Customer's phone number (technically, the phone number of the party opposite to the above agent)
Direction	\$(direction)	Call direction, Inbound or Outbound
Disposition	\$(disposition)	Call disposition

Export status	N/A	An indicator of whether the recording was actually exported (success) or the recording was never found (failed)
Flagged	\$(flagged)	An indicator of whether the call was flagged
Global Interaction ID	\$(globalInteractionId)	Global interaction identifier of this call; note that for complete recordings, there may be more than one call recording file with the same identifier. For segments, the Global Interaction ID of all segments will be inherited from the interaction that those segments are a part of.
N/A	\$(callDuration)	Overall call duration of this call
N/A	\$(callHour)	Ordinal number of the hour (from 00 to 23) during which the call started
N/A	\$(currentDate)	The value is set to the date when the recording is exported.
N/A	\$(currentTime)	The value is set to the time when the recording is exported.
N/A	\$(uniqueId)	Unique identifier assigned to this recording; unlike <i>Global Interaction ID</i> (above), this value is unique for each exported recording
Notes	N/A	Call notes entered for by the agent
Pure Talk Time	\$(pureTalkTime)	Pure talk time of this call/segment (excludes ACW and hold times); it is empty for IVR segments
RecordingId	N/A	Name of the file that contains the recording of this call; for segments, the name of the file containing the given voice segment
Segment Time	\$(segmentDuration)	Overall duration of the recorded segment
Service	\$(service)	Name of the service or campaign associated with this call; for segments, the service that was associated with the interaction at the end of the given segment
Start Time	\$(callDate), \$(callTime)	Date and time of call start; for segments, the start time of the voice segment
Talk Time	N/A	Overall duration of this call
Type	\$(type),	Type of recording; possible values are “Complete” or “Segment”
Voice Signature	\$(voiceSignature)	An indicator of whether the recording contains a voice signature