QueueMetrics
call center solution
Loway

QueueMetrics call-center suite stats examples

This document contains a very basic list of examples, showing the level of insight you can obtain over your call-center system using QueueMetrics as your tool of choice.
QueueMetrics is the world acclaimed best call-center monitoring and reporting suite, currently running in thousands of call-centers worldwide.

To consult a full list of QueueMetrics stats visit https://www.queuemetrics.com/about.jsp

The first example is a **performance report** divided by agents. It basically contains everything you need to know about your agents!

This goes from how many sales they closed, to how much time they spend on their cigarette break.

Agent and outcome view:

Agent	Status	Offered	Answered	Tot talk	Tot idle	Pause bill.	Pause non bill.	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QConv.	Goal Ftrs	Feature
	Logged on - 26:09	6	6	18:45	7:24	0:00	0:00	3:07	1	2.29	1	2.29	6	13.77	16.67%	100.00%	0	5
	Logged on - 4:01:05	35	35	2:01:56	1:39:59	19:10	0:00	3:29	17	4.23	17	4.23	35	8.71	48.57%	100.00%	0	35
	Logged off	25	25	1:15:48	1:43:51	2:54	0:00	3:01	9	2.96	9	2.96	25	8.22	36.00%	100.00%	0	17
	Logged on - 1:15:43	13	13	31:16	2:52:49	0:00	0:00	2:24	4	1.18	4	1.18	13	3.82	30.77%	100.00%	0	10
	Logged on - 2:04:42	26	26	1:27:46	35:35	1:21	0:00	3:22	12	5.77	12	5.77	26	12.51	46.15%	100.00%	0	31
	Logged off	28	28	1:34:55	1:49:03	0:00	8:05	3:23	10	2.94	10	2.94	28	8.24	35.71%	100.00%	0	25
	Logged on - 4:00:23	28	28	1:51:48	1:38:46	29:49	0:00	3:59	11	2.75	11	2.75	28	6.99	39.29%	100.00%	0	28
	Logged on - 1:30:23	13	13	1:05:34	17:59	6:50	0:00	5:02	5	3.32	5	3.32	12	7.97	41.67%	100.00%	0	10
	Logged off	27	27	1:16:49	1:47:01	2:16	0:00	2:50	8	2.58	8	2.58	27	8.70	29.63%	100.00%	0	20
	Logged off	20	20	1:26:35	1:16:41	9:02	0:00	4:19	10	3.48	10	3.48	20	6.96	50.00%	100.00%	0	17
	Logged off	19	19	1:24:50	1:28:03	16:48	0:00	4:27	8	2.53	8	2.53	19	6.01	42.11%	100.00%	0	18
	Logged on - 3:02:31 Paused - 10:27 (Break)	30	30	1:36:22	1:24:45	1:24	0:00	3:12	11	3.62	11	3.62	30	9.86	36.67%	100.00%	0	32
	Logged on - 1:28:20	19	19	1:09:53	40:52	3:50	0:14	3:40	7	3.67	7	3.67	19	9.95	36.84%	100.00%	0	14
	Logged on - 30:55	3	3	11:34	19:21	0:00	0:00	3:51	1	1.94	1	1.94	3	5.82	33.33%	100.00%	0	1
	Logged on - 1:51:56	28	28	1:39:58	1:26:31	45:00	0:35	3:34	7	1.81	7	1.81	28	7.26	25.00%	100.00%	0	20
	Logged on - 2:52	27	27	1:32:02	1:57:19	16:22	0:00	3:24	10	2.66	10	2.66	27	7.18	37.04%	100.00%	0	25
	Logged on - 1:31:05	17	17	1:09:33	21:03	0:29	0:00	4:05	8	5.27	8	5.27	17	11.20	47.06%	100.00%	0	14
	Logged off	34	34	1:41:39	1:21:26	33:54	0:00	2:59	14	3.87	14	3.87	34	9.40	41.18%	100.00%	0	28

If your intention is to obtain a more detailed insight on how available time is spent by your agents, the session and pause duration report is the right tool for you.

Here you can see all the details of your agent's sessions regarding **pauses percentages** and the average duration of an agent's break.

Level	Agent	Sessions	Avg Session	Pauses	Avg Pause	Pause %	Pauses per session
Undefined		1	27:56	0	-	0.00%	0.00
Undefined		1	1:47	0	-	0.00%	0.00
Undefined		1	0:03	1	2:16:33	99.96%	1.00
Undefined		1	3:43:42	2	9:35	7.89%	2.00
Undefined		1	2:54:01	1	8:32	4.67%	1.00
Undefined		4	51:28	0	-	0.00%	0.00
Undefined		1	2:05:08	1	1:21	1.07%	1.00
Undefined		1	3:23:58	1	8:05	3.81%	1.00
Undefined		1	3:32:21	4	7:27	12.31%	4.00
Undefined		1	1:25:20	7	0:58	7.41%	7.00
Undefined		1	3:03:50	1	2:16	1.22%	1.00

The complementary report for the previous one is the **agent availability report**.

Here you can inspect your agent's availability, spotting potential misbehaviors at a glance while rewarding the best performing agents.
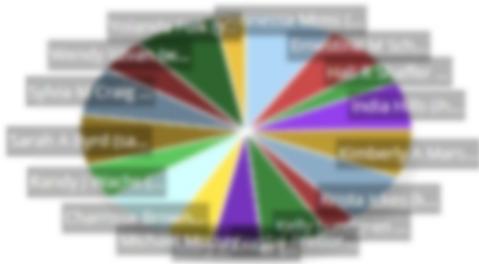
Level	Agent	Time	On pause	Billable	Non bill.	Overlapping	...	
Undefined		27:56	0:00	0:00	0:00	0:00	1.01%	
Undefined		1:47	0:00	0:00	0:00	0:00	0.06%	
Undefined		0:03	2:16:33	0:00	2:16:33	0:00	0.00%	
Undefined		3:43:42	19:10	19:10	0:00	0:00	8.07%	
Undefined		2:54:01	8:32	2:54	0:00	5:38	6.28%	
Undefined		3:25:52	0:00	0:00	0:00	0:00	7.43%	
Undefined		2:05:08	1:21	1:21	0:00	0:00	4.52%	
Undefined		3:23:58	8:05	0:00	8:05	0:00	7.36%	
Undefined		3:32:21	29:49	29:49	0:00	0:00	7.66%	
Undefined		1:25:20	6:50	6:50	0:00	0:00	3.08%	
Undefined		3:03:50	2:16	2:16	0:00	0:00	6.63%	
Undefined		2:43:16	9:02	9:02	0:00	0:00	5.89%	
Undefined		2:52:53	16:48	16:48	0:00	0:00	6.24%	
Undefined		2:50:40	13:38	13:38	0:00	0:00	6.16%	

The next one is a very simple yet very practical report.

It shows the **number of calls each agent has answered** on a queue, the total call time, the average call time and the percentage of time spent talking on the phone.

Could you imagine anything simpler?

Agents on queue

Agent	N. Calls	...	Total call time	Average call time
Amanda Barkley (abar/8835)	7	1.71%	18:59	2:42
Domenica Wino (dm12896s)	36	8.80%	2:06:41	3:31
Ernestine W Schmidt (emc/3827)	25	6.11%	1:15:48	3:01
Gail B Shaffer (bsc/1766)	13	3.18%	31:16	2:24
Linda Hills (lh12888B)	27	6.60%	1:31:12	3:22
Kimberly A Marsh (kum/3992)	28	6.85%	1:34:55	3:23

Call-Centers are a complex reality to manage.

That's the reason why QueueMetrics provides you practical-oriented reports such as the **queue performance report**.

Here you can see everything you need to know about your queues performance, from the number of sales and the answered calls, to the average wait time of your customers.

Aggregated by queue view

Queue	Tot time	Offered	Answered	Avg wait	Avg talk	Sales	SPH	QC	QCPH	Cont.	CPH	Conv.	QConv.	SLA	Goal Ftrs	Feature
Cisle of Capri all	3:18:03	395	395	0:13	3:31	153	3.12	153	3.12	395	8.05	38.73%	100.00%	0.00%	0	348
Cisle of Capri 00011 customer service Callbacks	0:47	3	3	0:00	1:52	0	0.00	0	0.00	3	15.13	0.00%	0.00%	100.00%	0	0
Cisle of Capri 00050 Benendorf Isle (CB)	0:03	1	1	0:00	0:26	0	0.00	0	0.00	1	65.45	0.00%	0.00%	100.00%	0	0
Cisle of Capri 00050 Benendorf - Isle	41:51	73	73	0:08	4:02	34	3.28	34	3.28	73	7.04	46.58%	100.00%	0.00%	0	73
Cisle of Capri 00051 Black Hawk - Isle	37:00	64	64	0:16	4:04	32	3.49	32	3.49	64	6.98	50.00%	100.00%	0.00%	0	63
Cisle of Capri 00052 Black Hawk - Lady Luck	10:40	17	17	0:09	4:25	9	3.40	9	3.40	17	6.42	52.94%	100.00%	0.00%	0	18
Cisle of Capri 00053 Cape Girardeau - Isle	1:00	5	5	0:20	1:26	0	0.00	0	0.00	5	19.80	0.00%	0.00%	0.00%	0	3
Cisle of Capri 00054 Boonville - Isle	11:21	24	24	0:11	3:20	11	3.90	11	3.90	24	8.52	45.83%	100.00%	0.00%	0	19
Cisle of Capri 00055 Caruthersville - Lady Luck	1:04	4	4	0:03	1:55	0	0.00	0	0.00	4	14.74	0.00%	0.00%	0.00%	0	4
Cisle of Capri 00056 Kansas City - Isle	0:51	3	3	0:03	2:00	0	0.00	0	0.00	3	14.15	0.00%	0.00%	0.00%	0	2
Cisle of Capri 00057 Lake Charles - Isle	54:09	103	103	0:11	3:41	42	3.13	42	3.13	103	7.68	40.78%	100.00%	0.00%	0	95
Cisle of Capri 00058 Lula - Isle	9:54	28	28	0:07	2:29	5	2.03	5	2.03	28	11.39	17.86%	100.00%	0.00%	0	18
Cisle of Capri 00059 Marquette - Lady Luck	3:17	10	10	0:45	2:19	3	3.66	3	3.66	10	12.20	30.00%	100.00%	0.00%	0	9
Cisle of Capri 00061 Nemacolin - Lady Luck	1:16	3	3	0:08	2:59	0	0.00	0	0.00	3	9.50	0.00%	0.00%	0.00%	0	2
Cisle of Capri 00062 Pompano Park - Isle	3:15	12	12	0:11	1:54	2	2.47	2	2.47	12	14.82	16.67%	100.00%	0.00%	0	6
Cisle of Capri 00063 Vicksburg - Lady Luck	0:38	3	3	0:15	1:31	0	0.00	0	0.00	3	18.65	0.00%	0.00%	0.00%	0	1
Cisle of Capri 00064 Waterloo - Isle	20:39	42	42	0:24	3:27	15	2.93	15	2.93	42	8.20	35.71%	100.00%	0.00%	0	35

Export as...

Try QueueMetrics monitor for Asterisk today: https://www.queuemetrics.com/try-free.jsp also available in the cloud.