



## UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS

### AGGREGATE DATA INTO ACTIONABLE INSIGHTS

Where are my agents spending their time? What is my call abandon rate? Are my agents meeting the service levels? Now you can answer these questions and more with NEC's UNIVERGE BLUE® ENGAGE reporting tool. With hundreds of reports at your fingertips, you'll have access to vital contact center metrics, performance data, and other KPIs you need to make informed decisions.

#### UNIVERGE BLUE® ENGAGE STANDARD REPORTS

REPORT NAME	DESCRIPTION
Flash Report	Overview of all contact center activities.
IVR Overall (with split)	Summary of IVR activity for a user-specified time period.
Call Distribution	An hour-by-hour summary of call statistics by queue for a user-specified time period.
Call Management Analysis	A breakdown of threshold adherence by queue. It shows unique calls queued.
Call Origination	Summary of calls by region for each IVR for a user-specified time period.
Hourly Statistics	Number of calls queued, answered, not answered, and voicemails for every hour of the day. Also average talk time and average wrap-up time for each corresponding hour.
IVR Checkpoints	Number of calls reaching pre-determined IVR functions for a user-specified time period.
IVR Checkpoints with sum	Number of calls reaching pre-determined IVR functions for a user-specified time period.

# UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS



## UNIVERGE BLUE® ENGAGE STANDARD REPORTS

REPORT NAME	DESCRIPTION
After-hours Calls	Detail of calls received outside of regular office hours for a user-specified time period.
Dial-Out Attempts	List of all dial-outs.
Dial-Out Calls	List of all dial-outs, scheduled or not.
Unanswered Calls	List of calls that were queued once and never answered by either a live agent or voicemail.
Voicemail Analysis	Number of Voicemails received per queue for a user-specified time period.
Post-Call Survey	A tabular report that must be exported to XLS. Columns represent the questions asked in the survey, rows represent a survey participant, and the cell value represents the numerical response.
Abandoned Calls	List of all abandoned calls including the date and time, ANI, and caller's wait time before abandoning.
Active Emails	List of emails that are currently waiting in queue.
Call Distribution	Total answered and abandoned calls by queue for each hour of the day (with chats and emails).
Complete Call and Email Detail Records	Combines all calls and emails into a CDR-style layout displaying the source, destination, time in, and time out of each queued object as well as non-queued objects.
Complete Email Detail Records	All emails in a CDR-style layout displaying the source, destination, time in, and time out of each queued object as well as non-queued objects.
Daily Peak Call Volume	Graphical representation of the call peak per day across a user-defined number of days.
Do Not Call List	List of telephone numbers that should not be dialed.
IVR Overall	Summary of all calls received into an IVR both during business hours and after hours, with queue level details.
IVR Overall Report by Region	Summary of all calls received into an IVR both during business hours and after-hours, with queue-level details for a user-defined region.
List of Hosted DIDs	DIDs ported to the platform for enhanced stats and call recording without queued calls reaching the hosted DIDs. Typically used in conjunction with the UNIVERGE BLUE® ENGAGE Insight service.
Service Level	List of total number of calls answered or abandoned within and outside of the Acceptable Waiting Time.
Voicemail Analysis with details	Details of the queuing time and wait time of all calls that went to voicemail.
Volume of Calls	List of total calls queued, successfully answered, and abandoned, by month for any given year. Includes bar graph comparing months and breakdown by queue for each month.
SWAT - Confirmation	List of calls delivered.
SWAT - Users per Group	Shows the users for each SWAT group.



# UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS



## UNIVERGE BLUE® ENGAGE QUEUE REPORTS

REPORT NAME	DESCRIPTION
Queue Productivity by 30-min Intervals	Queue activity in 30-minute intervals for a user-specified time period.
Queue Productivity by 30-min with chat and emails	Queue activity in 30-minute intervals for a user-specified time period including voice calls, queued webchats, and queued emails.
Daily Queue Productivity	Daily statistics of queue activity for a user-specified time period.
Weekly Queue Productivity	Daily statistics of queue activity grouped by week for a user-specified time period.
Monthly Queue Productivity	Statistics of queue activity grouped by month for a user-specified time period.
Yearly Queue Productivity	Monthly statistics of queue activity for a user-specified time period.
Queued Calls Distribution	A chart display of calls per hour per queue.
Outbound Queuing	List of total outbound calls made from queues via the Scheduled Dial-Out feature.
Individual Callback Stats	Details of Callbacks including queuing date and time, and callback attempt/completion date and time.
Calls De-queued	List of total calls that are de-queued and reason for de-queuing.
Complete Email Detail Records	All emails in a CDR-style layout displaying the source, destination, time in, and time out of each queued object as well as non-queued objects.
Daily Queue Productivity with chats and emails	Daily statistics of queue activity for a user-specified time period, including chat and email queues.
Daily Queue Summary	Similar to "Monthly Queue Summary," but separated per day.
General Queue Stats	Average speed to answer and agent talk time by day.
Missed Callbacks	Detail of callbacks that expired without completion.
Monthly Queue Productivity with chats and emails	Monthly Queue Productivity statistics of queue activity grouped by month for a user-specified time period - including voice calls, webchats, and queued emails.
Monthly Queue Summary	Monthly statistics of queue activity for a user-specified time period, including agent talk time statistics.
Queue Callback Stats	Total Callback statistics.
Weekly Queue Productivity with chats and emails	Weekly statistics of queue activity for a user-specified time period, including chat and email queues.
Yearly Queue Productivity with chats and emails	Yearly statistics of queue activity for a user-specified time period, including chat and email queues.

# UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS



## UNIVERGE BLUE® ENGAGE CALL TRACKING REPORTS

REPORT NAME	DESCRIPTION
Call Tracking - with grouping	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions.
Call Tracking - without grouping	Detail of every call handled for a user-specified time period with call dispositions.
Notes Tracking	Comprehensive list of all notes made by agents for a user-specified time period.
Subjects Tracking by territory	A summary of call dispositions for a user-specified time-period.
Subjects Tracking per DNIS	A summary of call dispositions by DNIS for a user-specified time-period.
Outbound Call Tracking	Comprehensive list of outbound calls with Classification data.
Outbound Call Tracking with notes	Comprehensive list of outbound calls with Classification data, along with notes.
Outbound Call Tracking without Grouping	Comprehensive outbound call list with Client Type data from Classifications.
Outbound Call Tracking, no callbacks	Detailed outbound call list with Classification data excluding Callbacks.
Call Tracking with grouping with subsubjects	Detailed outbound call list with Classification data grouped by Caller Type and Subject.
Notes Tracking with sub-subjects	Detailed inbound call list with agent notes.
Scheduled Outbound Call Tracking without grouping	List of total scheduled outbound calls with Caller Type and Subject.
Call Tracking (all fields)	Comprehensive inbound call report with all Classification fields.
Call Tracking Summary Inbound/Outbound	List of total inbound and outbound calls sorted by Classification data (including calls with no data).

# UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS



## UNIVERGE BLUE® ENGAGE AGENT REPORTS

REPORT NAME	DESCRIPTION
Agent Activity by 30-min intervals	Specific agent activity in 30-minute intervals.
Daily Agent Activity	Specific agent activity per day.
Weekly Agent Activity	Specific agent activity grouped by week.
Monthly Agent Activity	Specific agent activity grouped by month.
Yearly Agent Activity	Specific agent activity grouped by year.
Agent Performance	Key agent-performance metrics in a user-specified time period.
Agent Utilization	Agent activities while logged in for a user-specified time period.
Agent Utilization Total Average	Average time spend in available statuses.
Agent Status Trace	Logging activities of each agent for a user-specified time period.
Agent Login-Logout Time	List of login and logout times for each agent session.
Agent Login-Logout Time with computer name	List of login and logout times for each agent session; identifies the name of the computer used to login to the CCA.
Agent Performance with emails	Key agent-performance metrics in a user-specified time period including emails.
Agent Permissions	List of current agent security details including role, feature access, and queue access.
Concurrent Sessions by team	List of total logins per 30 min by Team.
Daily Agent Activity (Agent full name)	Specific agent activity per day with the agent's full name.
Daily Agent Activity (with chats and emails)	Specific agent activity per day including chat and email queues.
Daily Agent Activity (with missed calls)	Daily agent activity including missed calls.
List of Agents	List of active agents.
Monthly Agent Activity with chats and emails	Specific agent activity per month including chat and email queues.
Weekly Agent Activity with chats and emails	Specific agent activity per week including chat and email queues.
Yearly Agent Activity with chats and emails	Specific agent activity per year including chat and email queues.
Agent Configuration	Detailed List of each agent's profile configuration including username, thresholds, permissions, skills etc.
Agent Skillset	Definition of skillsets and agents, team-based skill set assignments and special agent settings.

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## UNIVERGE BLUE® ENGAGE CALL TRACKING REPORTS

REPORT NAME	DESCRIPTION
Inbound Call Tracking Summary	List of total inbound calls sorted by Classification data.
Inbound-Outbound Calls Tracking	List of total inbound and outbound calls sorted by Classification data.
Inbound/Outbound Call Tracking with grouping	List of total inbound and outbound calls sorted by Caller Type and Subject.
Notes Tracking with emails	Comprehensive list of inbound calls and emails with agent notes.
Outbound Call Tracking with grouping	List of total outbound calls by Caller Type and Subject.
Subject Tracking	List of total inbound calls sorted by Subject and inbound path.

## UNIVERGE BLUE® ENGAGE BILLING REPORTS

REPORT NAME	DESCRIPTION
Complete Call Detail Records	Call-by-call details of all calls for a user-specified time period.
Daily Concurrent Sessions Peak	Maximum of concurrent sessions.
Dial-Out Billing	Outbound call details including LD costs.
Inbound Billing	Inbound call details including inbound TFN costs.
Second Leg Billing	Charges related to calls made to the agents from the queue.
Total of Calls per DNIS	Daily summary of all calls by DNIS for a user-specified time period.



# UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS



## UNIVERGE BLUE® ENGAGE WORKFORCE MANAGEMENT REPORTS

REPORT NAME	DESCRIPTION
Agent Forecasting	Shows how many agents you should have staffed on any given day for each one-hour interval.
Agent Schedule	Lists of your agents and their schedule for one day or a range of days. It will also show the lunch, breaks, or events that the agent is scheduled for – again, for one day or a range of days.  The report shows the name of the agent, team and the event they are scheduled for, the start time and end time of their shift, description and location if specified, and the total minutes.
Event	Shows the different events scheduled for one day or a range of days. It reflects the start time, end time, agent scheduled for that event, their team name, and total minutes of the event.
Queue Schedule	This report shows which agents are scheduled by queue on one day or a range of days. Its shows their agent name, start time, and end time of their shift or event and total minutes.
Vacation	This report shows how much vacation an agent has been allotted, how much they have booked, and how much is remaining.
Vacation Limits	Lists the maximum number of hours that can be booked on any given day, and how many actual hours have been booked for any given day.

## UNIVERGE BLUE® ENGAGE CUSTOM REPORTS AVAILABLE

REPORT NAME	DESCRIPTION
Daily Queue Productivity by IVR	Daily statistics of queue activity for a user-specified time period sorted by IVR.
Queue Productivity in 30 min interval with AWT	Daily statistics of queue activity for a user-specified time period with adjustable AWT.
Weekly Agent Activity 2	Weekly Agent details with calls not answered.
Calls During Lunch Hours	Shows calls during lunch hours.
Short Duration Calls after transfer	Shows calls where the duration after the transfer was short.
Activity Report (5-min base)	List of total calls handled within and after five minutes.
After-hours Calls with DNIS name	Call details for after-hours calls including DNIS.
Agent Activity - with Missed Calls	Total Agent activity for reporting period with missed calls.
Agent Performance with time tracking	Key agent-performance metrics in a user-specified time period including totals per status.
Agent Session Termination	Shows information about sessions terminated by the system.
Agent Utilization Average per day	List of Agents' average time spent in all statuses.
Call Tracking Report	Customized call tracking report
Call Tracking with grouping with DNIS name	Detail of every call handled by IVR/DNIS for a user-specified time period with call dispositions including DNIS name.
Call Tracking without grouping with DNIS name	Detail of every call handled for a user-specified time period with call

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## UNIVERGE BLUE® ENGAGE CUSTOM REPORTS AVAILABLE

REPORT NAME	DESCRIPTION
Call Volume and Staffing (Chart)	Chart of calls queued, transferred, and agents logged-in by half hour intervals
Click-to-dial Details	Click-to-Dial totals with time information
Complete Call Details	Shows CDRs marking the abandoned calls
Custom Call Distribution	Shows total calls answered and abandoned by queue, in hour intervals
Custom Call Distribution 2	Shows total calls answered and abandoned by queue with adjustable intervals
Custom Call Tracking	Comprehensive call details with Classification data and survey data
Custom Call Volume Report	Shows total calls per hour with duration bar graph
Outgoing Calls	Shows outbound calls with talk time statistics
Queue Productivity Totals	Shows queue productivity totals not divided by time frame
Daily Agent Activity with percentages	Shows specific agent activity per day with percentage spent in each status
Daily Agent Productivity by Queue	List of agent call totals by queue
Daily Agent Transfer	List of agent transfer totals including direct inbound and outbound to 3rd parties and queues
Daily Agent Transfer by Queue	Shows agent transfer totals by queue transferred, to not including DID transfers
Daily Call Tracking	Summary of the call tracking categories by queue
Daily Queue Report	Daily queue totals with service level percentages for 30, 60, and 130 seconds

# UNIVERGE BLUE® ENGAGE CONTACT CENTER REPORTS



## UNIVERGE BLUE® ENGAGE CUSTOM REPORTS AVAILABLE

REPORT NAME	DESCRIPTION
Daily Queue Report with callbacks	Daily queue totals with service level percentages for 30, 60, and 130 seconds including callbacks
Daily Queue Specific Agent Utilization	Shows call totals including callbacks and transfers by agent, queue and day
DNIS Listing	List of active DNISs and IVRs
First Call Resolution	For each call subject, shows how many calls were transferred by the agents, and how many finished with the first agent
Full Call Details	Includes the seconds parameter to filter calls within timeframe
Hourly Call Log	Shows call details by agent per hour
Outbound Calling Call Analysis	Shows total long-distance minutes by region
Outbound Calls	Comprehensive outbound call list including duration and connection result
Queue Productivity with DNIS name	Queue Productivity totals, not divided by time frame, with DNIS name
Queue Productivity with Handle Time	Daily statistics of queue activity for a user-specified time period including chat and email queues and handle time
Queue Summary	Queue totals by queue & hour intervals with abandoned times and handle times
Requested Callbacks Details	Callback details including queue and result
Talk Time Report	Shows total calls in preset talk time intervals: 0-3, 3-10, 10-30, 30+ (in minutes)
Total of Calls transferred per DID	Summary of calls transferred to each DID
Transfers Made to a specific DID	Details of calls transferred to a specific DID
Unanswered Calls with DNIS name	Comprehensive unanswered call list with DNIS name
Weekly Department Report	Daily queue statistics by Team, including queue breakdown and subject tracking totals
Call Tracking by Agent	Custom report showing call tracking information sorted by agent

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