

Callback Summary Report

REPORT INFO	
Report Date(s):	1/1/2014 to 12/31/2015
Queue:	ALL
Channel:	ALL
Callback Type:	ALL
Tenant:	ALL
Minute Price:	0

Tenant:	Environment
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Queue:	8666
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Day	Callback Type	Channel	Offered	Accepted				Declined		Attempted	Customer Connected		% Canceled	% Abandoned	Successful		% Unsuccessful
				Count	Wait For Agent	Scheduled	Immediate	Count	%		Count	%			Count	%	
2014-11-06	WAIT_FOR_AGENT	IVR	24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%
SUB TOTAL:			24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%
TOTAL FOR TENANT:			24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%
GRAND TOTAL:			24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%

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Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted			Declined		Attempted	Customer Connected		% Canceled	% Abandoned	Successful		% Unsuccessful	
					Count	Wait For Agent	Scheduled	Immediate	Count		%	Count			%	Count		%
2014-11-06	WAIT_FOR_AGENT	WAIT_FOR_AGENT	IVR	24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%
SUB TOTAL:				24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%
TOTAL FOR TENANT:				24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%
GRAND TOTAL:				24	19	19	0	0	5	20.83%	19	24	126.32%	0.00%	47.37%	10	52.63%	47.37%

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Queue:	8666
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Day	Successful	Saved Time	Avg Saved Time	Money Saved	Avg Money Saved
2014-11-06	10	00:00:00	00:00:00	0	0
SUB TOTAL:	10	00:00:00	00:00:00	0	0
TOTAL FOR TENANT:	10	00:00:00	00:00:00	0	0
GRAND TOTAL:	10	00:00:00	00:00:00	0	0

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Day	Callback Type	Channel	Customer Connected	Attempt 1	Attempt 2	Attempt 3	Attempt 4
2014-11-06	WAIT_FOR_AGENT	IVR	24	7	10	2	0
SUB TOTAL:			24	7	10	2	0
TOTAL FOR QUEUE:			24	7	10	2	0
TOTAL FOR TENANT:			24	7	10	2	0
GRAND TOTAL:			24	7	10	2	0

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Queue:	ALL
Channel:	ALL
Callback Type:	ALL
Tenant:	ALL
Minute Price:	0

Tenant: Environment

Queue: 8666

Day	Callback Type	Channel	Customer Connected	Abandon Waiting For Agent			Successful	Wait For Agent		
				Time	Max Time	Avg Time		Time	Max Time	Avg Time
2014-11-06	WAIT_FOR_AGENT	IVR	24	00:00:00	00:00:00	00:00:00	10	00:01:00	00:00:06	00:00:03
SUB TOTAL:			24	00:00:00	00:00:00	00:00:00	10	00:01:00	00:00:06	00:00:03
TOTAL FOR TENANT:			24	00:00:00	00:00:00	00:00:00	10	00:01:00	00:00:06	00:00:03
GRAND TOTAL:			24	00:00:00	00:00:00	00:00:00	10	00:01:00	00:00:06	00:00:03

Callback Summary Report

Report Description

The Main tab of this report summarizes the total number of callbacks that were processed by the contact center, breaking them down into the total number offered, accepted, declined, attempted, connected, cancelled, abandoned, and successful callbacks, as well as displaying the percentages of callbacks that were successful, unsuccessful, declined, or connected. The Savings tab of this report summarizes the total number of successful callbacks and the resulting time and money saved, and displays the average time and money saved per callback. The by Attempt tab of this report summarizes the number of attempts made to complete callbacks. The Wait Times tab of this report summarizes the time customers spent waiting for an agent, and time customers waited before abandoning a call.

Measure Description

Column Name	Universe Measure Name	Description
Offered	Callback \ Offered	The total number of times that callback was offered to a customer.
Accepted	Callback \ Accepted	The total number of times that callback was accepted by a customer.
Accepted Wait for Agent	Callback \ Accepted Wait for Agent	The total number of times that "WAIT FOR AGENT" callback was accepted by a customer.
Accepted Scheduled	Callback \ Accepted Scheduled	The total number of times that "SCHEDULED" callback was accepted by a customer.
Accepted Immediate	Callback \ Accepted Immediate	The total number of times that "IMMEDIATE" callback was accepted by a customer.
Declined	Callback \ Declined	The total number of customer callback offers that were declined by the customer.
% Declined	Callback \ % Declined	The percentage of customer callback offers that were declined by the customer.
Attempted	Callback \ Attempted	The total number of callback attempts, including the one that succeeded.
Customer Connected	Callback \ Customer Connected	The total number of times a customer was connected after callback dialout, including instances where no agent was connected.
% Customer Connected	Callback \ % Customer Connected	The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.
% Canceled	Callback \ % Canceled	The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.
% Abandoned	Callback \ % Abandoned	The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.
Successful	Callback \ Successful	The total number of callbacks that successfully connected the customer with an agent.
Money Saved	None. Report only.	The monetary value of the time saved by using Callback (based on the Minute Price you enter).
Avg Money Saved	None. Report only.	The average monetary savings per Callback call.
% Successful	Callback \ % Successful	The percentage of callbacks that successfully connected the customer with an agent.
% Unsuccessful	Callback \ % Unsuccessful	The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).
Offered	Callback \ Offered	The total number of times that callback was offered to a customer.
Accepted	Callback \ Accepted	The total number of times that callback was accepted by a customer.
Accepted Wait for Agent	Callback \ Accepted Wait for Agent	The total number of times that "WAIT FOR AGENT" callback was accepted by a customer.
Accepted Scheduled	Callback \ Accepted Scheduled	The total number of times that "SCHEDULED" callback was accepted by a customer.
Accepted Immediate	Callback \ Accepted Immediate	The total number of times that "IMMEDIATE" callback was accepted by a customer.

Report Description

The Main tab of this report summarizes the total number of callbacks that were processed by the contact center, breaking them down into the total number offered, accepted, declined, attempted, connected, cancelled, abandoned, and successful callbacks, as well as displaying the percentages of callbacks that were successful, unsuccessful, declined, or connected. The Savings tab of this report summarizes the total number of successful callbacks and the resulting time and money saved, and displays the average time and money saved per callback. The by Attempt tab of this report summarizes the number of attempts made to complete callbacks. The Wait Times tab of this report summarizes the time customers spent waiting for an agent, and time customers waited before abandoning a call.

Measure Description

Column Name	Universe Measure Name	Description
Declined	Callback \ Declined	The total number of customer callback offers that were declined by the customer.
% Declined	Callback \ % Declined	The percentage of customer callback offers that were declined by the customer.
Attempted	Callback \ Attempted	The total number of callback attempts, including the one that succeeded.
Customer Connected	Callback \ Customer Connected	The total number of times a customer was connected after callback dialout, including instances where no agent was connected.
% Customer Connected	Callback \ % Customer Connected	The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.
% Canceled	Callback \ % Canceled	The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.
% Abandoned	Callback \ % Abandoned	The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.
Successful	Callback \ Successful	The total number of callbacks that successfully connected the customer with an agent.
% Successful	Callback \ % Successful	The percentage of callbacks that successfully connected the customer with an agent.
% Unsuccessful	Callback \ % Unsuccessful	The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).
Successful	Callback \ Successful	The total number of callbacks that successfully connected the customer with an agent.
Saved Time	Callback \ Saved Time	The total number of minutes of call time that were saved because of callback.
Avg Saved Time	Callback \ Avg Saved Time	The average number of minutes of call time that were saved because of callback.
Saved Time	Callback \ Saved Time	The total number of minutes of call time that were saved because of callback.
	Callback \ Saved Time	The total number of minutes of call time that were saved because of callback.
Customer Connected	Callback \ Customer Connected	The total number of times a customer was connected after callback dialout, including instances where no agent was connected.
Attempt 1	Callback \ Attempt 1	The total number of callback connections that were successfully completed on the first callback attempt.
Attempt 2	Callback \ Attempt 2	The total number of callback connections that were successfully completed on the second callback attempt.
Attempt 3	Callback \ Attempt 3	The total number of callback connections that were successfully completed on the third callback attempt.
Attempt 4	Callback \ Attempt 4	The total number of callback connections that were successfully completed on the fourth callback attempt.
Customer Connected	Callback \ Customer Connected	The total number of times a customer was connected after callback dialout, including instances where no agent was connected.

Report Description

The Main tab of this report summarizes the total number of callbacks that were processed by the contact center, breaking them down into the total number offered, accepted, declined, attempted, connected, cancelled, abandoned, and successful callbacks, as well as displaying the percentages of callbacks that were successful, unsuccessful, declined, or connected. The Savings tab of this report summarizes the total number of successful callbacks and the resulting time and money saved, and displays the average time and money saved per callback. The by Attempt tab of this report summarizes the number of attempts made to complete callbacks. The Wait Times tab of this report summarizes the time customers spent waiting for an agent, and time customers waited before abandoning a call.

Measure Description

Column Name	Universe Measure Name	Description
Time To Abandon Waiting For Agent	Callback \ Time To Abandon Waiting For Agent	After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.
Max Time To Abandon Waiting For Agent	Callback \ Max Time To Abandon Waiting For Agent	After a successful callback, the maximum amount of time any customer spent waiting before abandoning the call.
Avg Time To Abandon Waiting For Agent	Callback \ Avg Time To Abandon Waiting For Agent	After successful callback, the average amount of time customers spent waiting for agents before abandoning the call.
Successful	Callback \ Successful	The total number of callbacks that successfully connected the customer with an agent.
Time To Wait For Agent	Callback \ Time To Wait For Agent	After successful callbacks, the total amount of time all customers spent waiting for an agent.
Max Time To Wait For Agent	Callback \ Max Time To Wait For Agent	After a successful callback, the maximum amount of time any customer spent waiting for an agent.
Avg Time To Wait For Agent	Callback \ Avg Time To Wait For Agent	After a successful callback, the average amount of time a customer spent waiting for an agent.