Contact Center Help: Report Types Glossary

Topic: LiveOps Admin Portal > Help > Report Types Glossary
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About The Report Types Glossary

The Report Types Glossary explains Report Tool's pre-defined reports.

Report Tool is the LiveOps On-Demand Contact Center platform's historical reporting application.

Glossary entries provide short and long descriptions for each report type. The long description displays the default fields included in the report, however, this list is open to change and should not be taken as definitive. To see explanations of the fields themselves, you can mouse over the fields in the report itself, or consult the **Report Tool Field Glossary**.

> *NOTE: The list of Report Types available to you can vary depending on your needs. It is possible that not every report defined here will appear in your Contact Center. If you have questions about the Report Types in your Contact Center, speak with your LiveOps Professional Services representative.*

Agent Activity Detail - Detail
A Report Tool Type, providing detailed metrics about your Agents' presence state activity.
The Agent Activity Detail report shows how long your Agents spent in the various possible presence states.

The default report returns metrics such as:

- Agent name
- State
- Modifier
- Work Type
- Reason Code
- Duration

See also: Agent Activity Detail - Group, Agent Activity Summary - Group

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Agent Activity Detail - Group
A Report Tool Type, summarizing your Agents' presence state duration metric.
The Agent Activity Detail report shows how long your Agents spent in the various possible presence states.

The default report returns a single metric, Duration, showing the total duration of all Agent presence states. Use the Group By and Where fields to refine this metric.

See also: Agent Activity Summary - Group, Agent Activity Detail - Detail

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Agent Activity Summary - Group
A Report Tool Type, providing summary metrics about your Agents' presence and availability.
The Agent Activity Summary report provides historical metrics for online and offline status, availability and utilization.

The default report returns metrics such as:

- Agent ID
- Agent name
- Total Signed-On Time
- Total Availability
- Occupancy%
- Utilization%
- Total Busy
- Total Idle
- Total Not ready

See also: Agent Activity Detail - Group

Agent Logins - Detail
Shows details of your Agents' login activity.
This report shows when your Agents logged in and out. The default report shows the following metrics:

- Agent ID
- Sign In Time
- Sign Out Time

See also: Agent Logins - Group

Agent Logins - Group
Provides an overview of your Agents' login activity.
This report shows a summary of your Agents' logged in sessions. The default report shows metrics such as:

- Signed In Length
- On Call Time
- Available Time
- Paused Time
- Calls Answered
- # Paused

See also: Agent Logins - Detail

Agent Work Log - Detail - (Admin Only)
A Report Tool Type, showing details of your Agents' performance over a given time period.
The Agent Work Log reports let you examine how your Agents performed for a specific time range. By default, the Agent Work Log - Details report provides you with the following fields:

- Block Time - the 30 minute block the call occurred in
- Agent - the User who handled the call

Logged In Time - the number of minutes the Agent was logged in during this block
On Call Time - the number of minutes the Agent spent handling calls during this block

You can show other fields by checking them in the Show Fields section. You can restrict your answer set by typing values in the Where section fields.

See also: Agent Work Log - Group

Agent Work Log - Group - (Admin Only)
A Report Tool Type, allowing you to summarize your Agents' performance over a given time period.
The Agent Work Log reports let you examine how your Agents performed for a specific time range. By default, the Agent Work Log - Group report has no checked fields: you must select the fields you want to display and specify the grouping. In addition to the number of calls answered and time spent doing so, the Agent Work Log reports let you see:

Commits - the number of Agents who committed to take calls for this time
Utilization - the percentage of available time spent taking calls
Transfers - the number of calls transferred to other campaigns
Agent Work Log reports also allow you to group your answer according to several different time scales:
Block Time - group results by 30 minute blocks
Hour of Day - group results by each hour of the day
Day of Week - group results according to the day of the week
Date - group by date (if you are reporting on more than one day)
Monday Week - set the week to begin on Monday (if you are reporting on one or more week's worth of data)
Month - group by month (if you are reporting on more than one month's worth of data)

See also: Agent Work Log - Detail

Agents - Detail - (Admin Only)
A Report Tool Type, showing you the details of your Agent accounts.
This report displays a list of your Agents along with the personal and routing Attributes you select. For example, you can use this report to generate a list of all Agents who live in California, or who belong to a given Agent Pool, based on their routing Attributes. For more information, see the entry on Agents - Group Report Too Type.

See also: Agents - Group

Agents - Group - (Admin Only)
A Report Tool Type, showing the routing Attributes that describe your Agents.
Routing Attributes determine membership in Agent Pools. This report lets you generate a list of all Agents who possess a given Attribute value. In this Group report, no Attributes are selected: you must choose which Attributes you'd like to see. You can limit your answer to just those Agents possessing a specific Attribute value by supplying a value in the Attribute's "Where" field.

Example:
To see all Agents who are members of your Spanish language pool:
Check the Attribute corresponding to your Spanish pool in the Group By section.
Type "yes" in that Attribute's Where section field.
(This example assumes you have just one field that determines membership in the Spanish pool and that this field is a "yes/no" field type.)

This Group report also lets you see some personal (i.e. non-routing) Attributes, such as the Agent's Hire Date, their City and State, etc. To see even more personal Attributes, run the Agent's - Detail report.

See also: GLOSSARY_ATTRIBUTE, GLOSSARY_POOLS, Agents - Detail

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Call Interaction - Detail
A Report Tool Type, providing detail information about all the call segments that were part of the call.
This report describes the complete call, end to end. In the LiveOps Contact Center, calls consist of multiple segments or "legs." Individual segments are identified by their Segment ID (a.k.a. Session ID). The Call Interaction report uses an Interaction ID to group all the individual call segments that make up a complete call experience.

The default report returns metrics such as:

Interaction ID
Start Time
Agent
Time to Answer
Call Length
Arrival Length
Queue Length
Caller Talk Time
Agent Time
Hold Length

(As always, the list of default fields is only approximate and is subject to change.)

In addition to these metrics you can also:

Listen to the call segment.
Display the Call Visualization graph.

See also: Call Interaction - Group, Call Segment - Group, Call Segment - Detail

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Call Interaction - Group
A Report Tool Type, providing summary information about all the call segments that were part of the call.
While many Report Tool report types focus on the individual segments or "legs" of a call, the Call Interaction report describes the complete call, end to end.

The default report returns metrics such as:

Time to Answer
Average Time to Answer
Call Length
Arrival Length
Queue Length
Caller Talk Time
Agent Time
Hold Length

(As always, the list of default fields is only approximate and is subject to change.)

You can drill down into the details of these metrics by clicking on the desired metric, or by running the Call Interaction - Details report type.

See also: Call Interaction - Detail, Call Segment - Group, Call Segment - Detail

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Call Segment - Detail
A Report Tool Type, providing detail information about the specific segments making up your calls.
This report describes the individual segments of a call. Individual segments are identified by their Segment ID (a.k.a. Session ID). The call's Interaction ID groups all the call segments that make up a complete call experience. To see an end to end view of your calls, use the Call Interaction report.

The default report returns metrics such as:

- Interaction ID
- Segment ID
- Start Time
- Agent
- Call Length
- Arrival Length
- Queue Length
- Caller Talk Time
- Agent Time
- Hold Length

(As always, the list of default fields is only approximate and is subject to change.)

In addition to these metrics you can also:

- Listen to the call segment.
- Display the Call Visualization graph.

See also: Call Interaction - Group, Call Interaction - Detail, Call Segment - Group

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Call Segment - Group
A Report Tool Type, providing summary information about the specific segments making up your calls.
This report summarizes your calls by individual segments. Segments are identified by their Segment ID (a.k.a. Session ID). To see an end to end view of your calls, use the Call Interaction report type.

The default report returns metrics such as:

- All Segments
- Answered Segments
- Call Length
- Arrival Length
- Caller Talk Time
- Agent Time
- Hold Length
- Screen Recording

(As always, the list of default fields is only approximate and is subject to change.)

See also: Call Interaction - Group, Call Interaction - Detail, Call Segment - Detail

Calls Received - Detail - (Admin Only)
A Report Tool Type, providing detailed information about calls received.

This report shows you individual calls matching your selection criteria. The default report will show you things like:

Session ID
Date
Agent
Program Name
Caller ANI

Use this report to "drill down" into the details of individual calls.

Calls Received - Group - (Admin Only)
A Report Tool Type, summarizing received calls.

This report summarizes the calls received for a given date range. It will typically include the following fields:

Calls
Agents
Total Time

It may also include other fields relating to order totals, conversion rates and the like, if your Call Center is concerned with such things.

(Staff Only) The Show Screen Recording Only field will only records that have screen recordings.

Committed Blocks - Detail - (Admin Only)
A Report Tool Type. This report shows your Agents' commit performance for the given time period.
Commits are an essential ingredient in the Agent Scheduling system. By default, this report shows the following fields:

Block Time - Call Center divides the day into 30 minute blocks
Agent - the User ID for each Agent
Honored Commit - set to "yes" if the Agent logged in as promised, "no" if they did not
Work Time - the total amount of time the Agent spent either logged in or taking a call (for each block)
Logged In Time - the total amount of time the Agent was logged into Chat (for each block)
On Call Time - the total amount of time the Agent spent handling calls (for each block)

See also: Committed Blocks - Group

Committed Blocks - Group - (Admin Only)
A Report Tool Type. This report shows you an overview of your Agents' commit performance for the given time period.
Commits are an essential ingredient in the Agent Scheduling system. This report consists of:

The total number of Commits made
The number of Agents making Commits
The number of Agents in this group currently logged into Call Center (this always seems to be 0 for me??)

TIP: Click on the Commits result to run the Committed Blocks - Detail report.

See also: Committed Blocks - Detail

Multichannel Agent Activity - Detail
The Multichannel Agent Activity report types show your agent performance handling non-voice channels: chat and email, and social.
The Multichannel Agent Activity - Detail report shows detailed data from the LiveOps Multichannel platform, including chat, email, SMS and Twitter. This report allows you to drill down into the details of these channels.

The default report returns metrics such as:

- Message ID
- Message Type
- Agent Name
- Assigned Time
- Offer/Preview Length
- Handle Length
- Initial Disposition
- Message Disposition

(As always, the list of default fields is only approximate and is subject to change.)

See also: Multichannel Agent Activity - Group, Multichannel Messages - Group, Multichannel Session - Group, Unified Agent Activity - Group

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Multichannel Agent Activity - Group
The Multichannel Agent Activity report types show your agent performance handling non-voice channels: chat and email, and social.
The Multichannel Agent Activity - Group report summarizes data from the LiveOps Multichannel platform, including chat, email, SMS and Twitter. This report allows you to see a complete record of agent activity across all these channels.

The default report returns metrics such as:

- Agent Name
- Agent
- # Messages
- # Tasks
- Duration
- Offer/Preview Length
- Handle Length
- # Responses Sent

(As always, the list of default fields is only approximate and is subject to change.)

You can drill down into the Multichannel Agent Activity - Detail report by clicking on a message summary metric.

See also: Multichannel Agent Activity - Detail, Multichannel Messages - Group, Multichannel Session - Group, Unified Agent Activity - Group

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Multichannel Messages - Detail
The Multichannel Messages report types examine the messages handled via non-voice channels: chat and email, and social.

The Multichannel Messages - Detail report shows detailed information about the messages handled using the LiveOps Multichannel platform, including chat, email, SMS and Twitter.

The default report returns metrics such as:

- Message ID
- Message Type
- Start Time
- End Time
- Duration
- Result
- Agent Name
- Agent

(As always, the list of default fields is only approximate and is subject to change.)

See also: Multichannel Messages - Group, Multichannel Agent Activity - Group, Multichannel Session - Group, Unified Agent Activity - Group

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Multichannel Messages - Group

The Multichannel Messages report types examine the messages handled via non-voice channels: chat and email, and social.
The Multichannel Messages - Group report summarizes data about the messages handled using the LiveOps Multichannel platform, including chat, email, SMS and Twitter.

The default report returns metrics such as:

- Agent
- # Messages
- Duration

(As always, the list of default fields is only approximate and is subject to change.)

You can drill down into the Multichannel Messages - Detail report by clicking on a message summary metric.

See also: Multichannel Messages - Detail, Multichannel Agent Activity - Group, Multichannel Session - Group, Unified Agent Activity - Group

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Multichannel Session - Detail

The Multichannel Session report types examine your agents' multichannel login sessions.
The Multichannel Messages - Detail report displays detailed information about your agents' LiveOps Multichannel login sessions.

The default report returns metrics such as:

- Session ID
- Agent Name
- Agent ID
- Login
- Logout
- Duration
- Busy Length
- Not-Ready Length

Preview/Offered Length
Idle Length
Messages Offered
Messages Accepted

(As always, the list of default fields is only approximate and is subject to change.)

See also: Multichannel Session - Group, Multichannel Agent Activity - Group, Multichannel Messages - Group, Unified Agent Activity - Group

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Multichannel Session - Group
The Multichannel Session report types examine your agents' multichannel login sessions.
The Multichannel Messages - Group report summarizes your agents' sessions using the LiveOps Multichannel platform.

The default report returns metrics such as:

Agent ID
Duration
Busy Length
Messages Offered
Messages Accepted

(As always, the list of default fields is only approximate and is subject to change.)

You can drill down into the Multichannel Session - Detail report by clicking on an agent ID.

See also: Multichannel Session - Detail, Multichannel Agent Activity - Group, Multichannel Messages - Group, Unified Agent Activity – Group

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Performance Messages - Detail - (Admin Only)
A Report Tool Type, showing the details of Performance Messages sent for a given time period.
Performance Messages can include Feedback, Compliance Events and Slips (from a previous tool used in Call Center), depending on your Call Center configuration. Feedback is provided by Clients or other Agents through the Coaching Co-Op (not LiveOps) and gives qualitative input on how an Agent performed on a particular call or program. Compliance Events represent violations or a breach of the Agent's Independent Contractor's Agreement or the LiveOps Standards of Performance. The Slips system was retired in August 2008.

The Performance Messages - Detail report who created each Performance Message, who received it and the nature and text of the Performance Message.

See also: Performance Messages - Group

Performance Messages - Group - (Admin Only)
A Report Tool Type, summarizing the number of Performance Messages sent for a given time period.
Performance Messages can include Feedback, Compliance Events and Slips (from a previous tool used in Call Center), depending on your Call Center configuration. Feedback is provided by Clients or other Agents through the Coaching Co-Op (not LiveOps) and gives qualitative input on how an Agent performed on a particular call or program. Compliance Events represent violations or a breach of the Agent's Independent Contractor's Agreement or the LiveOps Standards of Performance. The Slips system was retired in August 2008.

By default the Performance Messages - Group report shows the number of Performance Messages sent "yesterday"; you can see more detail by selecting additional fields, or just run the Performance Messages - Detail report for the same date.

See also: Performance Messages - Detail

Post Box Messages - Detail - (Admin Only)
A Report Tool Type, showing you the details of messages handled by the Post Box system.
The Post Box system offers an easy and secure way for Call Center supervisors to communicate with their Agents. The Post Box system is completely contained inside the Call Center network so messages will not be lost due to spam filters or accidental deletion. The Post Box Messages - Detail report includes the following fields:

- From
- To
- Msg id
- Subject
- In Reply to Msg id
- Replies Sent
- Timestamp

You can filter the report to only select messages sent to or from specific Users or other criteria by using the fields in the Where section. To see a less detailed view of Post Box activity, run the Post Box Messages - Group report for the same date.

See also: Post Box Messages - Group

Post Box Messages - Group - (Admin Only)
A Report Tool Type, summarizing the number of messages handled by the Post Box system.
The Post Box system offers an easy and secure way for Call Center supervisors to communicate with their Agents. The Post Box system is completely contained inside the Call Center network so messages will not be lost due to spam filters or accidental deletion. By default the Post Box Messages - Group report shows the number of messages sent and who the recipients were; you can see more detail by selecting additional fields, or just run the Post Box Messages - Detail report for the same date.

See also: Post Box Messages - Detail

Retention Billing - Detail
Provides detailed information about billable call audio recording storage.
This report lets you see billing details for call audio recordings. The default report shows metrics such as:

- Callcenter
- Month
- Session Id
- Created Date
- Grace Period (in Months)
- Billing Start Date
- Target Removal Date
- Billable Days
- Storage Size (in KB)
- Billable Storage (in KB)
- Storage Type
- Actual Removal Date

See also: Retention Billing - Group, Retention Deletions - Group, Retention Preview - Group

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Retention Billing - Group
Provides summary information about billable call audio recording storage.
This report lets you see how much billable disk space is being used for call audio recordings. The default report shows metrics such as:

- Billable Storage (in KB)
- Billable Recordings
- Free Storage (in KB)
- Free Recordings

See also: Retention Billing - Detail, Retention Deletions - Group, Retention Preview - Group

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Retention Deletions - Detail
Provides detailed information about deleted call audio recordings.
This report shows you details of deleted call audio recordings. The default report shows metrics such as:

- Callcenter
- Session Id
- Created Date
- Target Removal Date
- Actual Removal Date
- Storage (in KB)

See also: Retention Deletions - Group, Retention Preview - Group

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Retention Deletions - Group
Provides summary information about deleted call audio recordings.
This report shows you a history of deleted call audio recordings. The default report shows metrics such as:

- Total Storage (in KB)
- Total Recordings

See also: Retention Deletions - Detail, Retention Preview - Group

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Retention Preview - Detail
Provides detailed information about call audio recordings scheduled for deletion.
This report shows you details of the call audio recordings to be deleted in the future. The default report shows metrics such as:

- Playback Recording
- Callcenter
- Session Id
- Created Date
- Target Removal Date
- Storage (in KB)

See also: Retention Preview - Group, Retention Deletions - Group

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Retention Preview - Group
Provides summary information about call audio recordings scheduled for deletion.

This report shows you the call audio recordings to be deleted in the future. The default report shows metrics such as:

Total Storage (in KB)
Total Recordings

See also: Retention Preview - Detail, Retention Deletions - Group

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Unified Agent Activity - Group

The Unified Agent Activity report type presents a unified picture of your agent performance, across both voice and multichannel (chat,email, and social channels).
The Unified Agent Activity report integrates LiveOps Voice data with data from the LiveOps Multichannel platform, including chat, email, SMS and Twitter. This report allows you to see a complete record of agent activity across all these channels.

The default report returns metrics such as:

Voice Available Time
Voice Handle Time
Calls Offered
Calls Answered
Pauses
Multichannel Available Time
Multichannel Busy Time
Chats Offered
Chats Handled
E-Mails Offered
E-Mails Handled
SMS Offered
SMS Handled
Tweets Offered
Tweets Handled

(As always, the list of default fields is only approximate and is subject to change.)

You can drill down into the Multichannel Agent Activity - Detail report by clicking on a message summary metric.

See also: Multichannel Agent Activity - Detail, Multichannel Agent Activity - Group, Multichannel Messages - Group, Multichannel Session - Group