



# Inbound Calls Overview Report

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## Overview

The Inbound Calls Overview report provides an overview of the *incoming* traffic in easy-to-understand buckets. It also lets you drill down to gain further insight. The Interaction and the Segment reports complement this report, and let you drill down further.

This report comes into two flavors – group and detail.

**Note:** This report classifies the incoming call in to a particular category or sub-category based on the final outcome of the call. For example, if a call gets connected to an agent, followed by a transfer to another agent and put on hold where it gets abandoned then it will be classified as abandoned on hold. Similarly, if a call firsts lands on the LiveOps platform, gets connected to an agent and then gets transferred to an external number where it ends, then it is categorized as the transferred to an external number.

The detailed view of the phone call will show the complete detail of lifecycle of the call. You can see the detail view by clicking on the hyperlink of the call.

[Table 1](#) on page 8 shows, at a glance, the categories and the sub-categories to which the incoming traffic breakdowns into.

Understanding incoming traffic when Queued Callbacks (Callback with Voicemail) are *not* offered

When the call center does not offer Callback with Voicemail or Queued Callbacks, the following fields describe the incoming traffic.

**Customer Dialed Incoming Calls:** All calls that were initiated by external customers and which successfully landed on the LiveOps platform. This distinguishes those calls from calls that originated from web-based callbacks (also known as *API-based callbacks*).

The following formula describes customer dialed incoming calls:

Customer Dialed Incoming Calls = Customer Dialed Calls Handled + Total Calls Abandoned + Total Calls Transferred Externally

**Note:** In this case, Total Incoming Calls equals Customer Dialed Incoming Calls.

**Customer Dialed Calls Handled:** All calls that were handled by a live agent within the LiveOps platform. It excludes the following:

- Calls that get transferred to an external number after being handled by someone on the LiveOps platform.
- Unsuccessful queued callback.
- In Flight queued callback.

**Total Calls Abandoned:** All calls that were abandoned. Total calls abandoned consists of following sub-categories:

- Abandoned in Arrival Phase
- Abandoned in Queued Phase
- Abandoned in Alerting
- Abandoned in Hold
- Other

**Note:** The abandoned calls are defined later in the document.

The following formula describes total calls abandoned:

Total Calls Abandoned = Abandoned in Arrival Phase + Abandoned in Queued Phase + Abandoned in Alerting + Abandoned in Hold + Other

**Total calls Transferred Externally:** All customer initiated calls that were transferred to an external number off of the LiveOps platform. It includes all calls that were transferred:

- Before any agent was assigned.
- After the call was handled by an agent in the interim but was transferred to an external number.

Total calls transferred externally consists of the following sub-categories:

- Externally Transferred Calls Handled
- Externally Transferred Calls Abandoned

The following formula describes total calls transferred externally:

Total Calls Transferred Externally = Externally Transferred Calls Handled + Externally Transferred Calls Abandoned

[Understanding incoming traffic when Queued Callbacks \(Callback with Voicemail\) are offered.](#)

Reporting on all incoming calls becomes more complex when the call center offers Queued Callbacks (Callback with Voicemail) to the customer. The complexity comes from the fact that queued callbacks are subset of the incoming calls and can take various paths to completion.

The following fields describe the incoming calls under this use case:

**Customer Dialed Incoming Calls:** All calls that were initiated by external customers and which successfully landed on the LiveOps platform. This distinguishes those calls from calls that originated from web-based callbacks.

The following formula describes customer dialed incoming calls:

Customer Dialed Incoming Calls = Customer Dialed Calls Handled + Total Calls Abandoned + Expired Queued Callbacks + Total Calls Transferred Externally

The formula now includes the Expired Queued Callbacks.

**Note:** In this case, Total Incoming Calls also equals Customer Dialed Incoming Calls.

**Total Calls Abandoned:** All calls that were abandoned. Total calls abandoned consists of following sub-categories:

- Abandoned in Arrival Phase
- Abandoned in Queued Phase
- Abandoned in Alerting
- Abandoned in Hold
- Other

The following formula describes total calls abandoned:

Total Calls Abandoned = Abandoned in Arrival Phase + Abandoned in Queued Phase + Abandoned in Alerting + Abandoned in Hold + Other

**Expired Callbacks:** All queued callback requests that were successfully scheduled but for which no agents were found and were expired. These are not counted with Abandoned calls.

**Total calls Transferred Externally:** All customer-initiated calls that were transferred to an external number off the LiveOps platform. It includes all calls that were transferred:

- Before any agent was assigned.
- After the call was handled by an agent in the interim but was transferred to an external number.

Total calls transferred externally consists of the following sub-categories:

- Externally Transferred Calls Handled
- Externally Transferred Calls Abandoned

The following formula describes total calls transferred externally:

Total Calls Transferred Externally = Externally Transferred Calls Handled + Externally Transferred Calls Abandoned

## Reporting on scheduled queued callbacks (callback with voicemail)

You may want to report on scheduled queued callbacks by themselves to understand and analyze their performance. You can set up reporting on the scheduled queued callbacks as described below.

The scheduled queued callbacks are a subset of Customer Dialed Incoming Calls.

### Queued Callbacks Scheduled

All calls for which a callback offer was accepted by the customer and a callback was successfully scheduled.

The following formula describes queue callbacks scheduled:

Queued Callbacks Scheduled = Successful Queued Callbacks + Unsuccessful Queued Callbacks + Expired Queued Callbacks + Inflight scheduled callbacks

**Successful scheduled callbacks:** All scheduled callbacks for which a qualified agent was found and were successfully connected to the live person or the answering machine. Note the following:

- It is always an agent-first call.
- All retries for a particular callback request count as one.
- It is a subset of *Customer Dialed Calls Handled*.

**Unsuccessful queued callbacks:** All scheduled callbacks for which a qualified agent was found but calls themselves were **not** successfully connected to the live customer or the answering machine. The customer phone might not get connected because the phone was busy, it rang but there was no answer, an incorrect or out of service number was dialed, etc.

**Expired Callbacks:** All queued callback requests that were successfully scheduled but for which no agents were found and the requests were eventually expired.

**Inflight queued callbacks:** Scheduled queued callbacks that are still in the process of being called. It includes the following callbacks

- Calls for which an agent has not been found yet and is not expired.
- One or more attempts have been made for the callback, but all attempts are **not** exhausted and it is not expired yet.

Please note that this measure changes over time. Eventually all inflight callbacks will result in successful, unsuccessful, or expired callbacks. The LiveOps platform expires all scheduled callbacks in eight hours after being scheduled. You should see this measure as being zero for all periods that does not include the approximately the last eight hours. The historical pipeline,

however, may sometime lag in processing the data and it may take up to 24 hours to stabilize the count.

Table 1

Call Type	Inbound Direction					
Customer Dialed Calls	Customer Dialed incoming Calls Handled	Calls Abandoned	Expired Callbacks	Unsuccessful Queued Callbacks	In Flight Queued Callbacks	Calls Transferred Externally
<p>All calls that were initiated by external customers and successfully landed on the LiveOps platform.</p>	<p>All calls that were handled by a live agent within LiveOps platform. It excludes the following:</p> <ul style="list-style-type: none"> <li>• Calls that get transferred to an external number after being handled by someone on the LO platform.</li> <li>• Unsuccessful queued callback.</li> <li>• In Flight queued callback.</li> </ul>	<p>All inbound calls that were abandoned by the customer or any other reason before an agent could be successfully connected to it.</p>				<p>All customer initiated calls that were transferred to an external number off of the LiveOps platform. It includes all calls that were transferred:</p> <ul style="list-style-type: none"> <li>• Before any agent was assigned.</li> <li>• After the call was handled by an agent in the interim but was transferred to an external number.</li> </ul>



		<b>Arrival Phase</b>	<b>Queued Phase</b>	<b>In alerting</b>					<b>Externally transferred call handled</b>	<b>Externally transferred call abandoned</b>
		All calls that were abandoned in the arrival phase.	All calls that were abandoned in the queued phase.	All calls that were abandoned while the agent was being alerted. It also includes the cases when the agent was connected, customer phone was ringing but agent hung up before customer could pick up and talk.					All externally transferred calls that were answered.	All externally transferred calls that were not answered.  Excludes calls that were brought back on to the platform.

Queued Callbacks	Successful Queued Callbacks	On Hold		Others	Expired Callbacks	Unsuccessful Queued Callbacks	In Flight Queued Callbacks		
<p>All calls for which callback offer was accepted by the customer and a callback was successfully scheduled.</p> <p>It is a subset of <i>Customer Initiated Calls</i>.</p>	<p>All call back that were successfully connected to a live person or answering machine. It is always agent first.</p> <p>All retries for a particular callback requests count as one.</p> <p>It is a subset of <i>Calls Handled</i>.</p>	<p>All calls that were abandoned while on hold. This is excluded from the calls handled count.</p>		<p>Because of a system error</p>	<p>All queued callback requests that were successfully scheduled but for which no agents were found and eventually they were expired.</p>	<p>Calls were not successfully connected to the live customer or answering machine such as busy, ring no answer, incorrect number, out of service number etc.</p> <p>A qualified agent was found and connected.</p>	<p>Queued callbacks that are still in the process of being called, including:</p> <ul style="list-style-type: none"> <li>• Calls for which an agent has not been found yet and has not expired.</li> <li>• One or more attempts have been made for the callback, but <b>not</b> all attempts have been exhausted and it has not expired.</li> </ul>		

## Reporting on Web-based Callbacks

You can use the Inbound Calls Overview report for reporting web-based callbacks if your call center is enabled for the web-based callbacks and carries the live traffic. At LiveOps, the web-based callbacks are also called *API callbacks*. This is to differentiate it from the queued callbacks also known as callback with voicemails.

You can view the following details about web-based callbacks in this report:

**Web-based callbacks:** Includes all callback requests successfully scheduled which originated via the web based (API) callback function. Web-based callbacks (which include Immediate Callback, Scheduled Callback and Reserved Priority Callback) are not included in the Customer Dialed Incoming Calls.

The following formula describes the web-based callbacks:

Web based callbacks = Successful Web based Callbacks + Unsuccessful Web based Callbacks + In Flight Web based Callbacks + Expired Web based Callbacks

**Successful Web-based Callbacks:** All callbacks for which a qualified agent was found and the callbacks were successfully connected to a live person or an answering machine.

**Note:** All retries for a particular callback request count as one.

**Unsuccessful Web-based Callbacks:** All callbacks for which a qualified agent was found but calls themselves were **not** successfully connected to the live person or an answering machine. The customer phone might not get connected because the phone was busy, it rang but there was no answer, an incorrect or out of service number was dialed, etc.

**Expired Web-based Callbacks:** All web-based callback requests that were successfully scheduled but for which no agents were found and were eventually expired.

**Inflight Web-based Callbacks:** Scheduled web-based callbacks that are still in the process of being called. It includes the following callbacks:

- Calls for which an agent has not been found yet and is not expired.
- One or more attempts have been made for the callback, but all attempts are **not** yet exhausted and it is not expired.

This measure changes over time. Eventually all inflight callbacks will be successful, unsuccessful, or expired. The LiveOps platform expires all callbacks eight hours after being scheduled. You should see this measure as being zero for all periods that do not include the last eight hours. The historical pipeline may lag in processing the data and this measure may take up to 24 hours to stabilize.

**Note:**

You can schedule web-based callbacks weeks or months in advance. The callback then continues to live in the PASPI layer of the platform. PSAPI creates the actual call request on the call manager (CMX) at the scheduled time for the callback. This report reports only on the calls that have been created in Call Manager. Visit the web-based callback admin tabs on the Campaign Management page to see all existing scheduled callbacks in the PSAPI layer.

## Understanding Abandoned Calls

This report provides detailed breakdown of the abandoned calls. The abandoned calls are broken down into these additional sub categories:

- **Abandons in arrival:** All calls that are abandoned in the arrival phase. It includes calls in the pre-IVR phase.
- **Abandons in queue:** All calls that are abandoned in the queued phase.
- **In alerting:** All calls that were abandoned while the agent phone was ringing. It also includes those calls that are customer first and the agent hung up the phone before customer could answer.
- **Abandon on-hold:** All calls that were abandoned while on hold. Please note that in this case the customer and agent are connected but the agent might have put the customer on hold for some reason.
- **Others:** It includes those calls were disconnected due to system errors.

Note that abandons in-arrival and in-queue happens before agent gets connected to the customer. The abandons in alerting and on-hold can happen even after the agent and customer are connected and have spent some time talking.

The table below shows abandons at a glance:

Calls Abandoned		
All inbound calls that were abandoned by the customer or any other reason before an agent could be successfully connected to it.		
Arrival Phase	Queued Phase	In alerting
All calls that were abandoned in the arrival phase.	All calls that were abandoned in the queued phase.	All calls that were abandoned while the agent was being alerted. - it also includes the cases when the agent was connected, customer phone was ringing but agent hung up before customer could pick up and talk.
On Hold	Others	
All calls that were abandoned while on hold. This gets excluded from the calls handled count.	Abandoned because of a system error	

## Inbound Calls Overview Report – Group

Inbound Calls Overview – Group provides the following fields:

Field name	Description
Total Incoming Calls	<p>Described by the following formula:</p> $\text{Total Incoming calls} = \text{Customer Dialed Incoming Calls} + \text{Web based Callbacks}$
Customer Dialed Incoming Calls	<p>All calls that were initiated by external customers and successfully landed on the LiveOps platform. The following formula describes Customer Dialed Incoming Calls:</p> $\text{Customer Dialed Incoming Calls} = \text{Customer Dialed Calls Handled} + \text{Total Calls Abandoned} + \text{Expired Queued Callbacks} + \text{Total Calls Transferred Externally}$
Web-based Callbacks	<p>All callback requests successfully scheduled, which originated from the web-based callback. This includes Immediate Callback, Scheduled Callback and Reserved Priority Callback.</p> <p>The following formula describes Web-based Callbacks:</p> $\text{Web based callbacks} = \text{Successful Web based Callbacks} + \text{Unsuccessful Web based Callbacks} + \text{In Flight Web based Callbacks} + \text{Expired Web based Callbacks}$
Queued Callbacks Scheduled	<p>All calls for which callback offer was accepted by the customer and a callback was successfully scheduled. It is a subset of <i>Total Incoming Calls</i>.</p> <p>The following formula describes Queued Callbacks Scheduled:</p> $\text{Queued Callbacks Scheduled} = \text{Successful Queued Callbacks} + \text{Unsuccessful Queued Callbacks} + \text{Expired Queued Callbacks}$
Customer Dialed Calls Handled	<p>All calls that were handled by a live agent on the LiveOps platform. This excludes calls that get transferred to an external number after being handled by someone on the LiveOps platform.</p>
Successful Queued Callbacks	<p>All callbacks that were successfully connected to a live agent or an answering machine. It is always agent first. All retries for a particular callback request count as one. It is a subset of <i>Customer Dialed Calls Handled</i>.</p>

Field name	Description
Unsuccessful Queued Callbacks	<p>Calls were not successfully connected to the live customer or an answering machine because the phone was busy, there was no answer, an incorrect number or out of service number was dialed, etc.</p> <p>A qualified agent is found for such calls but the live customers are not connected.</p>
In Flight Queued Callbacks	<p>Queued callbacks that are still in the process of being called. It includes the following callbacks:</p> <ul style="list-style-type: none"> <li>• Calls for which an agent has not been found yet and has not expired.</li> <li>• One or more attempts have been made for the callback, but <b>not</b> all attempts have been exhausted and it has not expired.</li> </ul>
Successful Web based Callbacks	<p>All callbacks that were successfully connected to a live person or answering machine. An agent must be successfully found in the agent first mode. All retries for a particular callback request count as one.</p>
Unsuccessful Web based Callbacks	<p>Calls were not successfully connected to the live customer or answering machine such as busy, ring no answer, incorrect number, out of service number etc.</p> <p>A qualified agent is found for such calls but the live customers are not connected</p>
In Flight Web based Callbacks	<p>Web-based callbacks that are still in the process of being called. It includes the following callbacks:</p> <ul style="list-style-type: none"> <li>• Calls for which an agent has not been found yet and has not expired.</li> <li>• One or more attempts have been made for the callback, but <b>not</b> all attempts have been exhausted and it has not expired.</li> </ul>
Total Calls Abandoned	<p>The following formula describes Total Calls Abandoned:</p> $\text{Total Calls Abandoned} = \text{Abandoned in Arrival Phase} + \text{Abandoned in Queued Phase} + \text{Abandoned in Alerting} + \text{Abandoned in Hold} + \text{Other}$
Abandoned in Arrival	All calls that were abandoned in the arrival phase
Abandoned in Queue	All calls that were abandoned in the queued phase
Abandoned in Alerting	All calls that were abandoned while the agent was being alerted. This includes calls on the LiveOps platform, but excludes outcomes from all calls that were transferred off the platform.
Abandoned in Hold	All calls that were abandoned while on hold. This gets excluded from the calls handled count.

Field name	Description
Other	Abandoned due to a system error.
Expired Queued Callbacks	All queued callback requests that were successfully scheduled but for which no agents were found and eventually they were expired.
Expired Web based Callbacks	All web-based callback requests that were successfully scheduled but for which no agents were found and the requests were expired. Applies to agent-first callback mode only
Total Calls Transferred Externally	<p>All customer initiated calls that were transferred to an external number off of the LiveOps platform. It includes all calls that were transferred:</p> <ul style="list-style-type: none"> <li>• Before any agent was assigned.</li> <li>• After the call was handled by an agent in the interim but was transferred to an external number.</li> </ul> <p>The following formula describes Total Calls Transferred Externally:</p> <p>Total Calls Transferred Externally = Externally Transferred Calls Handled + Externally Transferred Calls Abandoned</p>
Externally Transferred Calls Handled	<p>All externally transferred calls that were answered. This includes all calls that were transferred:</p> <ul style="list-style-type: none"> <li>• Before any agent was assigned.</li> <li>• After the call was handled by an agent in the interim but was transferred to an external number.</li> </ul>
Externally Transferred Calls Abandoned	<p>All externally transferred calls that were not answered or answered but abandoned while on hold/transfer. This excludes those calls that were brought back on to the platform. This includes all calls that were transferred:</p> <ul style="list-style-type: none"> <li>• Before any agent was assigned.</li> <li>• After the call was handled by an agent in the interim but was transferred to an external number.</li> </ul>

## Inbound Calls Overview Report – Detail

Inbound Calls Overview – Detail provides additional details about the call that you may want to investigate in detail. The following table describes all fields available in this report:

<b>Field name</b>	<b>Description</b>
Interaction Id	Session ID of the call on the LiveOps platform. It identifies the entire call.
Call Start Time	Start time of the call.
Customer Dialed Incoming Calls	Calls that were dialed by customer. It includes queued callbacks but does not include Web-based Callbacks.
Handled by On-platform Agent	This field indicates if the call was touched by at least one agent on the LiveOps platform during its lifecycle. It applies to all calls that were landed on the LiveOps platform.
Handled by External Agent	This field indicates if the call was touched by at least one agent external to LiveOps platform during its lifecycle. It applies to all calls that were landed on the LiveOps platform.
Count of On-platform Agents	Total count of agents who touched that call on the LiveOps platform.
Count of External Agents	Number of agents that handled the call that was transferred external to LiveOps platform. The agents are not on the LiveOps platform.
Abandoned	This field indicates if the call was eventually abandoned or not. It does not include calls that were transferred to an external number.
Abandoned in Arrival	The call was abandoned by the customer in the arrival phase.
Abandoned in Queue	The call was abandoned by the customer when it was in the queue phase.
Abandoned in Alerting	The call was abandoned by the customer when the agent's phone was ringing but was not answered yet.
Abandoned in Hold	The call was abandoned by the customer when it was on hold. The call might have been handled by more than one agent before being put on hold and abandoned.



Field name	Description
Externally Transferred Call Abandoned	The call was transferred to a number external to the LiveOps platform and was abandoned by the customer.
Queued Callback Scheduled	The caller was offered the callback in the queue phase and it was successfully scheduled. It does not include calls scheduled from web-based callback feature.
Queued Callback Attempt Count	Total count of attempts made to connect a qualified agent to the customer who requested the callback.
Queued Callback - Expired	Callback request expired before a qualified agent was found.
Queued Callback - No Customer	Callback request ended in a <i>ring no answer</i> .
Queued Callback - No Agent	No agent was found for the queued callbacks.
Queued Callback Successful	The callback attempt successful connected to the customer (or an answering machine) to a qualified agent.
Web-based Callback Scheduled	The caller requested a callback from the web or other application and it was successfully scheduled. It does not include calls scheduled from queued callback feature.
Web-based Callback Attempt Count	Total count of attempts made to connect a qualified agent to the customer who requested the callback.
Web-based Callback - Expired	Callback request expired before a qualified agent was found.
Web-based Callback - No Customer	Callback request ended in a "ring no answer."
Web-based Callback - No Agent	No agent was found for the web-based callback.
Successful Web-based Callback	The callback attempt was successful in connecting the customer (or answering machine) to a qualified agent.
Transfer Count	Total number of times a particular call was transferred.

Field name	Description
Call Transferred Externally	The call was transferred externally.
External Transfer Count	Total number of times a particular customer call was transferred to a number external to the LiveOps platform.
Number of Conference	Total number of times a particular customer call was included in the conference.
Last Handled Internal	The call was finally handled on the LiveOps platform. It includes calls that were transferred to an external number in the interim but eventually ended up on the LiveOps platform.
Successfully Handled - Internal	A call where the on platform rep is able to speak with the customer and is not abandoned, does not end in system error, expires or fails in the callback.
Last Handled External	The call was finally handled by an agent external to the LiveOps platform. It includes those calls that originated on the LiveOps platform, handled by one or more agents but were eventually transferred externally.
Successfully Handled - External	A call where an external rep is able to speak with the customer and is not abandoned, does not end in system error, expires or fails in the callback.
Other	Calls with system errors.

## Source of difference in Abandoned Calls between Inbound Calls Overview reports and Interaction/ Segment reports

The Inbound Calls Overview report and Interaction report/Segment report provide data on the abandoned calls. The data reported by the Interaction report and the Segment report are the same. They are different from the abandoned call data as reported in the Inbound Calls Overview report in the following ways:

<b>Interaction/Segment Report</b>	<b>Inbound Calls Overview Report</b>
The abandoned calls report on calls abandoned in the queue phase only.	The abandoned calls are segmented into multiple groups to provide a much better insight into abandoned calls. As a result the total abandoned calls count will be, in general, higher than the one reported in the Interaction/ Segment report.
The abandoned calls include expired and failed queued callbacks.	Expired and failed queued callbacks have their own categories.
Calls where the agent and the customer spoke with each other for less than 1 second, are counted as the abandoned calls. It includes calls that were handled on the platform or were transferred to external numbers.	This report does not automatically account for the case where the agent and the customer spoke with each other for less than 1 sec.  The calls transferred to external numbers are reported in their own buckets.