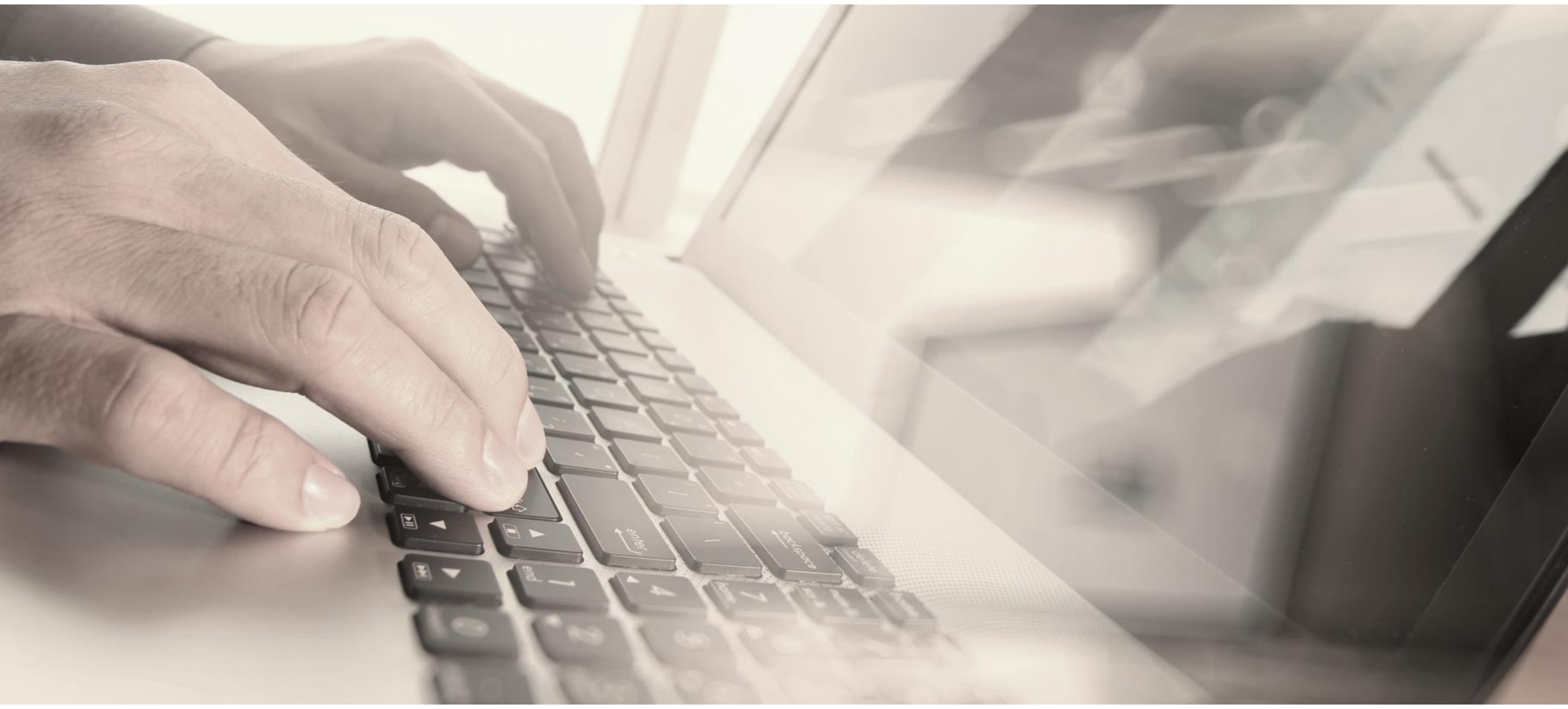

Zylinc Cloud

Statistics Manual

February 23, 2023
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Contents

1 Introduction

This manual is intended to help end-users and administrators in reading Zylinc Clouds statistical data and dashboard.

2 General Use

2.1 Opening the statistics portal

You can access the portal via our web clients – Web Agent and Configuration Manager. From here you will be redirected to Elastics Kibana, and shown our menu of available dashboards.

2.2 Navigating in a dashboard

Once you have selected a dashboard, you will have several options to enhance the view, and to get the specific information you seek.

2.2.1 Timeframe

1. You can select the timeframe for the dashboard in the upper left hand corner. Here you can also select a refresh timer, if you want the dashboard to continuously update.
2. If you see a graph based on time, you can mark a section of this graf, and that will then set the timeframe that will be shown in the dashboard.

2.2.2 Filter - Add

1. You can filter on every specific attribute that is currently shown in the dashboard. Simply click the "+" next to the value, to select only that value. Alternatively, click "-" to remove this value from the dashboard view.
2. If you click a pie chart or graph, you will select the specific value to filter on.

2.2.3 Filter – Remove

1. To remove a filter, click the "x" next to the value in the upper lefthand corner.

2.2.4 Export dashboard with filter

1. If you have set up filters in a dashboard, that you whish to keep, you can do so via the "Share" in the upper righthand corner. Here you must select "Permalink" and then "Snapshot" before clicking the "Copy URL". The URL generated will keep your filters in the dashboard, and can now be shared with others. Be aware that the URL can be very long.

3 Dashboards

3.1 Activity Data

This dashboard covers the tenant in general, and is useful for getting an overview of how are our calls coming in, and how are they being processed.

3.1.1 Terms Used

Term	Definition
Overall Values	
Outbound (calls)	Outbound call from an agent using Zylinc. This counts every time any agent has dialed out – either as a direct call, or as part of a bridged conversation
Answered (calls)	Answered call by an agent using Zylinc. This counts every time an agent answers a call from a queue.
Missed (calls)	Missed calls where the customer abandoned the call. Only abandoned calls count as missed calls.
Received Calls	Calls received on the tenant incl. calls that did not enter a queue.
The average speed of answer	Shows the average seconds a call waits before being handled by an agent
Average queue time	Shows the average seconds a call has been waiting on a queue – this includes abandoned calls
Average talk time	Shows average talk time by an agent
Average duration	Shows the average seconds a call is in the system, from the moment it's received to the moment it's finished
Call Log	
Type	Type of call – either Answered, Missed, or Outbound
RemoteParty	Remote Caller ID for a conversation
Queue	The queue the call came into. If the call was abandoned during the welcome announcement, the welcome announcement ad hoc, or during closing hours, the queue will be left blank.
Agent	The agent who handled the call. If the call was abandoned, this will be left blank. If the call gets transferred to another agent, the last agent on the call will be shown.
Answer time	How long the call waited in the queue before being answered
Talk time	How long the agent talked with the caller. This includes time spent on hold.
NPS	Shows you the NPS rating given by the caller, if Survey has been configured.
Transfer result	Show if the call got transferred successfully or failed.
Transfer to address	Shows the number the call was transferred to
Transfer to name	Shows the name the call was transferred to (if known)

3.1.2 Components

3.1.2.1 "Calls over time" - graph

This graph shows the volume of calls on the tenant divided into 30-minute increments. We show both "Answered", "Missed" and "Outbound" calls.

3.1.2.2 "Received calls" – pie chart

This pie chart shows "Missed" and "Answered" calls in % of the total volume of calls.

3.1.2.3 "Call Direction" – pie chart

This pie chart shows the direction of calls, divided into "Inbound" and "Outbound" calls in % out of the total volume of calls.

3.1.2.4 "Transfer rate by queue" – pie chart

This pie chart shows which queues have made a transfer and how successful transfers have been.

3.1.2.5 Individual values – boxes

These boxes show the numeric value of a specific term – e.g. received calls. If you click the box, you will apply this as a filter to the dashboard.

3.1.2.6 Call Log

The call log lists all calls in and out of the tenant. Here you can see on an individual call, as well as all the specific details we have on the call.

3.2 Queue Statistics

This dashboard covers the specific queues of your tenant.

3.2.1 Terms Used

Term	Definition
Queued calls	How many calls have come into the queues? If the call is abandoned during the welcome announcement, welcome announcement ad hoc, or arrives when the queue is closed, it will not be counted.
Queue distribution	Which queues have the calls come into. Calls that were abandoned during the welcome announcement, welcome announcement ad hoc, or arrived during closing hours are not included.
Received calls	How many calls have come into the queue? Received calls will always be the sum of Answered, Missed and Failover calls.
Transferred Calls	Shows how many calls were transferred.
Service Level	Shows performance in relation to the value set on the queue
Name	Name of the queue
Received – Direct	Shows how many calls have come directly to the queue. Only includes calls during opening hours that have completed welcome announcements.
Received – Indirect	Shows how many calls have come from other queues or been transferred to the queue. Only includes calls that have completed welcome announcements during opening hours.
Answered – Direct	Shows how many of the direct calls have been answered by an agent.
Answered – Indirect	Shows how many of the indirect calls have been answered by an agent.
Transfer success	Shows how many successful transfers of calls from this queue.
Transfer return	Shows how many unsuccessful transfers of calls from this queue.
Missed	Shows how many calls were abandoned during opening hours and after having completed the welcome announcement.
Failover	Shows how many calls followed the failover setting on this queue. Only counts if the call has completed the welcome announcement during opening hours.
Average wait time	Shows the average wait time of calls on this queue
Max wait time	Shows the longest waiting call on this queue
Max calls	Shows the maximum number of calls waiting in the queue

3.2.2 Components

3.2.2.1 “Queued Calls” - graf

This graph shows the volume of calls coming into the queues divided into 30-minutes increments.

3.2.2.2 “Queue distribution” – pie chart

This pie chart shows how the calls have been distributed on the various queues in %.

3.2.2.3 “Received calls” – pie chart

This shows both how the number of calls has been distributed on the queues, but also how the queues have performed in terms of “Answered” and “Missed” calls in % out of the total volume.

3.2.2.4 Transferred calls – pie chart

This shows how the queues have been performing in terms of transferring calls in %.

3.2.2.5 Service level – barometer

Shows how the queues have performed in relation to their service level as configured on the queues. This chart will show the combined performance of all the queues selected in the Dashboard.

3.2.2.6 Queue Statistics Data Table

In this table, you can see select stats for every queue in relation to incoming calls, transfers, failovers, and many more.

3.3 Supervisor Agent Statistics

This dashboard covers agents and recorded calls.

3.3.1 Terms used

Answered Calls	The number of calls answered by one or more agents
Average answer time	The average time a call is waiting to be answered in the queue. This timer starts after the welcome announcement.
Average talk time	The average time an agent is talking with a customer.
Agents	The name of the agent
Number of calls	The number of calls is the aggregate of inbound answered, outbound answered, and unanswered
Inbound	The number of inbound calls offered to the agent
Outbound answered	The number of outbound calls that were answered
Answered	The number of calls answered by this agent.
Unanswered	The number of calls unanswered by the agent. This call will not by default be dropped, but instead offered to other agents
Transfer success	Number of calls that have successfully been transferred
Transfer return	How many transfers have returned to an agent due to timeout?
Average answer time	The average time it takes this agent to answer a call. This value includes time spent waiting in queue for the call.
Average talk time	The average time the agent spends talking to the caller.
Time	The time and date of the call
AgentDisplayName	The name of the agent
Type	Designates if the call was answered or missed
Remote party	The caller ID of the caller
Queue	The queue where the call was registered. If blank, then the call never entered a queue (e.g. the call was dropped during the welcome announcement, or arrived outside opening hours).
Answer time	The time (in seconds) of how long it took to answer the call.
Talk time	How long the caller was talking to an agent?
Transfer result	If the call was transferred, what was the result
Transfer to address	What address/phone number the call was transferred to
Transfer to name	The name of the recipient of the transfer is known.
SupervisorDisplayName	If the call was supervised, then this will tell by whom.
Supervised Time	How long the supervisor was on the call
NPS	What the caller rated the call (if Survey is configured)
NPS gap	The difference between the caller's and the agent's rating of the call (also known as P-gap). The value is calculated by deducting the caller's rating from the

	agents, so if the value is positive, then the agent has rated the call higher. If the value is negative, then the caller has rated the call the highest.

3.3.2 Components

These components are used.

3.3.2.1 "Number of calls" - graf

This shows how many calls have been answered as well as outbound answered. The calls are grouped and shown on a timeline.

3.3.2.2 "Filter settings" – configuration

This setting dictates what is shown in the graphs:

- Inbound answered vs missed
- Call direction
- Transfers
- Top 10 agent total talk time
- Top 10 agent answered calls
- Agents

You can select specific agents, and time ranges for answer time and talk time.

3.3.2.3 "Inbound answered vs missed" – pie chart

Shows in % how many calls have been answered vs unanswered.

3.3.2.4 "Call direction" – pie chart

Shows in % how many calls have been inbound vs outbound.

3.3.2.5 "Transfers" – pie chart

Shows in % how many transfers was successful vs returned.

3.3.2.6 "Top 10 agent total talk time" – pie chart

Shows in a piechart the distribution amongst the top 10 agent as a % of the total talk time.

3.3.2.7 “Top 10 agent answered calls” – pie chart

Shows in a piechart the distribution amongst the top 10 agent as a % of the total amount of answered calls.

3.3.2.8 “Agents” – table

Shows each agent along with their stats related to call handling.

3.3.2.9 “Call log” – table

This table shows each call along with all available information. This includes recordings, if call recording have been enabled, as well as NPS-gap and supervisor.

3.4 Reason Code Statistics

3.4.1 Components

3.4.1.1 "Filter" – configuration

This impacts all graphical elements on this dashboard, and allows you to select specific reason codes, agents and/or queues.

3.4.1.2 "Reason codes over time" – graph

Here is shown the use of your reason codes over time (per 12 hours).

3.4.1.3 "Top 10 used reason codes" – pie chart

This pie chart shows the distribution in % of reason codes used.

3.4.1.4 "Top 10 queues – call with reason codes" – pie chart

This pie chart shows in % how many of the calls on your queues have been assigned a reason code.

3.4.1.5 "Reason code" – table

This table shows the reason code and queue, as well as the number of calls assigned to this reason code. Additionally, you can see the average queue time of the call as well as the average talk time.

3.5 Work Mode Statistics

3.5.1 Components

3.5.1.1 "Filter" – configuration

Here you can select a filter to apply to all components. You can select work mode, agent and work mode reason.

3.5.1.2 "Work mode reason by agent" – table

This shows you a table of your work mode reasons, as well as how many minutes each of your agents have spent using this.

3.5.1.3 "Time in work mode by agent" – table

This shows you how many minutes your agents have been in the various work modes (active/inactive/standby).

3.5.1.4 "Work mode reason over time" – graph

This graph shows how the agents have used the work mode reasons over time.

3.6 Email Messages

Here you can see a list of all the email sent via the Webagent. You have the option to all sent messages via this portal, in order to share the information in case you get a question from the recipient.

3.7 SMS Messages

Here you can see a list of all the sms sent via the Webagent. You have the option to see all sent messages via this portal, in order to share the information in case you get a question from the recipient.