



# VXTracker™ ACD Module

Unified Voice Management System

- View historical reporting along with real-time monitoring.
- Improve customer service by reducing wait time.
- Manage contact-center activity for maximum profitability and staffing.
- Create agent teams to see how queues are serviced by the group.
- Identify calling trends and determine peak hours of operation.
- Assess queue, skill set, route and agent performance.
- Analyze agent performance, identifying strengths, weaknesses and training effectiveness.
- Associate employee names with position ID.
- Automate scheduling to generate reports on a defined plan and increase visibility.



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## Call Center ACD Reporting Module for Meridian ACD C2

The Call Center ACD Reporting module of VXTracker utilizes both ACD and SMDR data, allowing a supervisor to drill down and see all call details for incoming calls plus non-ACD incoming and outgoing call detail for all agents in their call center.

The ACD Reporting Module provides:

- Complete performance call detail reporting
- Call detail on ACD calls, including ANI and DNIS, per agent
- Call detail on non-ACD incoming and outgoing calls.
- Live ACD views
- Agent group performance reports
- Individual agent reports
- ACD calls and non-ACD calls on same report
- Queue performance reports

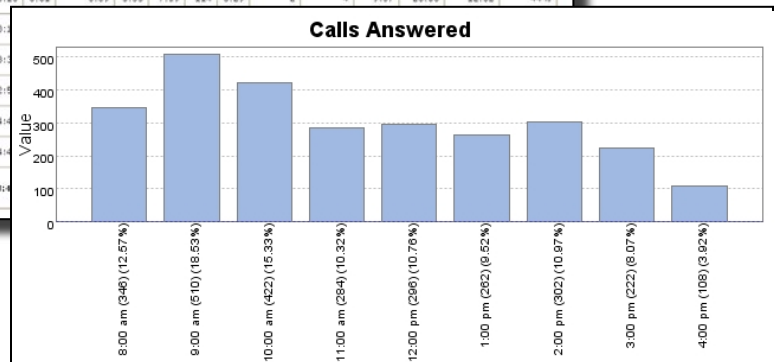
### Live View

Real-time ACD Live View provides supervisors with a powerful tool for tracking and monitoring queue productivity, with a 30-second refresh. ACD Live View features include real-time, queue-based statistics for your entire call center and the ability to print or export to a file.

ABC Company ACD Queue Summary <span style="float:right">Customize</span>										
Queue	Telephone Service Factor	Avg. Speed of Answer	Calls in Queue	Pos. Manned	Pos. DCP	Pos. PCP	Pos. WTG	Pos. Non Acd	Virtual CALLS QD	
Queue 6991	46%	2:00	8	10	1	8	0	1	0	
Queue 6992	52%	2:00	21	455	54	375	25	1	27	
Queue 6996	100%	0:02	0	5	0	1	4	0	0	
<b>Totals (3 items)</b>	<b>66%</b>	<b>1:20</b>	<b>29</b>	<b>470</b>	<b>55</b>	<b>384</b>	<b>29</b>	<b>2</b>	<b>27</b>	

### Historical

ABC Company ACD Queue Summary by Hour 05/01/2007-05/31/2007 08:00-16:00 <span style="float:right">Customize</span>																
Hour	Avg. Agents	Calls Answered	Avg. Speed of Answer	Avg. Talk Time	Avg. Hold	Avg. Pre or Post Processing	Avg. Work	Avg. Wait	Non Acd Calls	Non Acd Avg. Time	Other Transfers	Acd Transfers	Avg. Position Busy	Avg. Position Manned	Answered Longest Wait	Telephone Service Factor
8:00 am	2	346	0:53	3:30	0:06	1:15	4:52	9:10	76	0:56	2	6	10:12	22:30	10:58	56%
9:00 am	3	510	0:42	3:21	0:07	0:30	3:58	8:21	162	0:37	0	16	11:22	23:51	7:04	54%
10:00 am	3	422	1:20	4:01	0:03	0:24	4:29	8:46	69	0:22	0	14	11:47	23:30	16:14	53%
11:00 am	2	204	1:23	3:13	0:01	0:39	3:55	7:39	114	0:29	2	4	9:07	20:36	12:32	44%
12:00 pm	2	296	0:45	3:12	0:01	0:24	4:29	8:46	69	0:22	0	14	11:47	23:30	16:14	53%
1:00 pm	2	262	0:44	3:12	0:01	0:24	4:29	8:46	69	0:22	0	14	11:47	23:30	16:14	53%
2:00 pm	2	302	1:08	2:59	0:01	0:24	4:29	8:46	69	0:22	0	14	11:47	23:30	16:14	53%
3:00 pm	2	222	0:42	4:01	0:03	0:24	4:29	8:46	69	0:22	0	14	11:47	23:30	16:14	53%
4:00 pm	2	108	0:41	4:01	0:03	0:24	4:29	8:46	69	0:22	0	14	11:47	23:30	16:14	53%
<b>Totals (9 items)</b>	<b>2</b>	<b>2752</b>	<b>0:55</b>	<b>3:04</b>	<b>0:02</b>	<b>0:24</b>	<b>4:29</b>	<b>8:46</b>	<b>69</b>	<b>0:22</b>	<b>0</b>	<b>14</b>	<b>11:47</b>	<b>23:30</b>	<b>16:14</b>	<b>53%</b>



## Historical Reporting

The VXTracker ACD Module with Historical Reporting utilizes both ACD and SMDR data, allowing a supervisor to drill down and see all call details for incoming calls. They can also see non-ACD incoming and outgoing call detail for all agents in their call center. This merging of data empowers customers to see beyond standard ACD statistics and provides detailed information on a per-call basis, such as City/State, Duration, DNIS and Caller ID/ANI.

ABC Company																
ACD Queue Summary 05/13/2007-05/19/2007 00:00-24:00																
Queue	Avg. Agents	Calls Answered	Avg. Speed of Answer	Avg. Talk Time	Avg. Hold	Avg. Pre or Post Processing	Avg. Work	Avg. Wait	Non Acd Calls	Non Acd Avg. Time	Other transfers	Acd Transfers	Avg. Position Busy	Avg. Position Manned	Answered Longest Wait	Telephone Service Factor
Queue 4400	2	580	1:08	3:01	0:01	0:58	4:02	4:57	230	0:25	0	2	12:49	22:32	12:40	31%
Queue 4440	1	68	0:15	1:47	0:05	0:00	1:53	8:42	34	0:08						
Totals (2 items)	2	648	0:41	2:24	0:03	0:29	2:57	6:49	264	0:17						

ABC Company													
ACD Agent/Position Summary for Queue Queue 4440 05/01/2007-05/31/2007 00:00-24:00													
Agent/Position	Calls Answered	Total Talk Time	Total Hold Time	Total Pre or Post Processing	Total Wait	Non Acd In Count	Non Acd In Time	Non Acd Out Count	Non Acd Out Time	Other transfers	Acd transfers	Manned Time	
Position 3330	138	357:48	39:40	0:00	2570:36	4	3:52	104	108:48	0	44	3080:48	
Position 3334	84	280:48	16:44	0:00	2427:00	2	5:04	56	45:16	0	8	2780:16	
Position 3401	88	399:04	7:20	0:00	6479:52	16	17:28	44	21:32	0	2	7037:12	
Position 3402	76	460:48	5:52	0:00	1232:08	4	0:40	34	24:04	0	12	1745:44	
Totals (4 items)	386	1498:28	69:36	0:00	12709:36	26	27:04	238	199:40	0	66	14644:00	

### Features include:

- 35 baseline reports
- The ability to customize views and reports by selecting the fields and viewing order of the PBX ACD data
- Web-based application allows for reporting access via browser from any PC on your network
- Customizable framework allows for filtering by Queue, Agent Group, Agent an Time of Day
- Schedule reports to e-mail or print on a recurring basis
- User-based security access

Queue	Avg. Agents	Calls Answered	Avg. Speed of Answer	Avg. Talk Time	Avg. Hold	Avg. Pre or Post Processing	Avg. Work	Avg. Wait	Non Acd Calls	Non Acd Avg. Time	Other transfers	Acd Transfers
Queue 4400	2	3164	0:56	2:47	0:05	1:50	4:43	6:40	1212	0:33	8	42
Queue 4440	1	386	0:09	1:35	0:03	0:00	1:38	7:30	264	0:12	0	66
Totals (2 items)	2	3550	0:32	2:11	0:04	0:55	3:11	7:05	1476	0:22	8	108

Avg. Position Busy	Avg. Position Manned	Calls Accepted	Recall to Source	Answered Longest Wait	Abandoned Count	Abandoned Avg. Wait	Telephone Service Factor	Time out overflow in	Time out overflow out	Overflow	Interflow busy
12:32	24:20	3164	0	17:00	5	7.50	36%	0	0	0	0
2:21	20:14	358	0	18:14	8	6.82	34%	0	0	0	0
7:27	22:17	3522	0	18:14	13	7.16	35%	0	0	0	0

### Abandoned Calls

The number of abandoned calls for the reporting period is displayed in the **Abandoned Count** column.

The **Abandoned Average Wait** column is the average time that all the abandoned calls waited in queue before hanging up.

If the call was abandoned before being answered by an agent, the call record generated by the PBX will show the extension number that is associated with the queue. The VXTracker call accounting engine will run a report showing the detail of all these calls, including date, time, duration (of hold time), ANI (if received by the PBX) and trunk number that the call came in on.