

## Additional Reports for Premium ACD Supervisors

Additional Reports for Premium ACD Supervisors have been added to the Premium ACD platform. These reports are the Inbound Summary, Queue Summary, Abandoned Calls Summary, Frequent Caller Summary and Short Calls by Agent report.

- **Inbound Summary** - This report includes statistics on call activity for each of the Pilot Numbers in all the Queues managed by the Premium ACD Supervisor, for example, enabling them to assess the success of marketing campaigns which use the Pilot Number as the first point of contact for the company.
- **Queue Summary** - This report provides a summary of the call activity in all of the Queues in a single report, enabling Premium ACD Supervisors to compare their Queues and identify patterns in call volume or unexpected rates of call abandonment or rejection in a particular Queue.
- **Abandoned Calls Summary** - This report shows how many calls are abandoned without being answered across all of the Queues, enabling Premium ACD Supervisors to identify Queues which potentially might need more Agents to cope with the volume of calls.
- **Short Calls by Agent** - This report shows how many calls of less than 5 seconds were handled by each Call Center Agent, enabling Premium ACD Supervisors to identify Agents with an abnormally high number of short calls which might suggest they are not handling callers correctly.
- **Frequent Caller Summary** – This report shows the 50 most active callers, in order, for a selected Queue, enabling Premium ACD Supervisors to identify Queues where callers have to make repeated attempts to contact the company or identify regular customers who might be suitable targets for a marketing campaign.

The reports can be access via “Report Type”:

**Figure 1 - Additional Reports**

