

Quartz Analytics and Reporting

For Avaya Aura and Oceana Contact Centers



Quartz Analytics and Reporting

At Comstice, we are passionate about building enterprise-level solutions that are easy to use, visually appealing and require minimal training and deployment time.

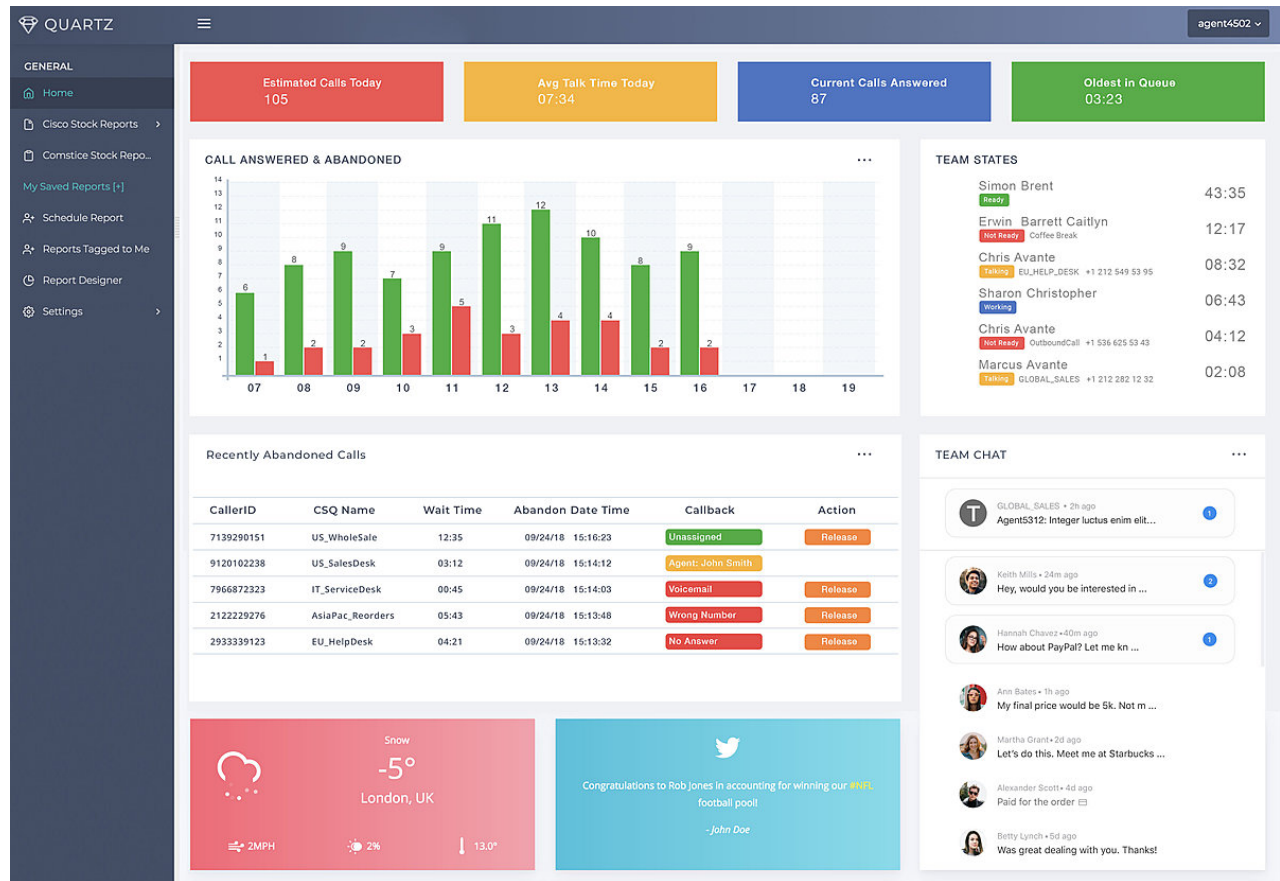
Common problems in the existing contact center reporting solutions are;

- They are not easily accessible by the agents, team leaders or other business stakeholders,
- Report design features are limited, hard to use and cumbersome,
- Scheduled reports are often fail to run, not scalable
- No mobile app based access to the reports, estimations and other data
- Often require data replication, which fails and creates data holes in the database
- Hard to create custom reports, it often requires custom programming. Very limited features for the historical dashboards and data visualisation

We decided to build a platform which will act as a portal and will include anything agents, supervisors, BI experts and executives may benefit;

- Personalised Web Portal
- Easy to configure and customise report tables
- Report Designer to design reports with table and chart based reports combined
- Comstice Stock Reports which includes widely requested custom reports so you don't have to create one
- Daily, weekly, monthly and quarterly reports for the individual agents, teams and departments
- Mobile app for accessing the historical data, dashboards, shift schedule
- Analysis and prediction for the calls received and average talk time using past data
- Long-term schedule management, intra-day real-time adherence and break requests
- Prediction of resource requirements in each hour of the day
- Team and one-to-one chat (no dependency to any other chat app)
- Historical dashboards for trend analysis, visualising historical stats and quick comparison of the teams, queues and departments

Quartz Web Portal



Quartz Web Interface

Quartz Analytics Web Interface helps agents, team leaders and executives to have real-time and historical data as well as some other tools, features and utilities as widgets. There are two types of information boxes. Snippets are

Snippets: Small info boxes on the top layer of the Web Portal. Popular snippets are;

- Calls in Queue
- Oldest in Queue
- Number of calls received, answered, abandoned
- Agent Efficiency Percentage
- Estimated Calls Today
- Calls Answered Today
- Calls Abandoned Today
- Outbound Calls Today
- Any third party values such as tickets opened etc.

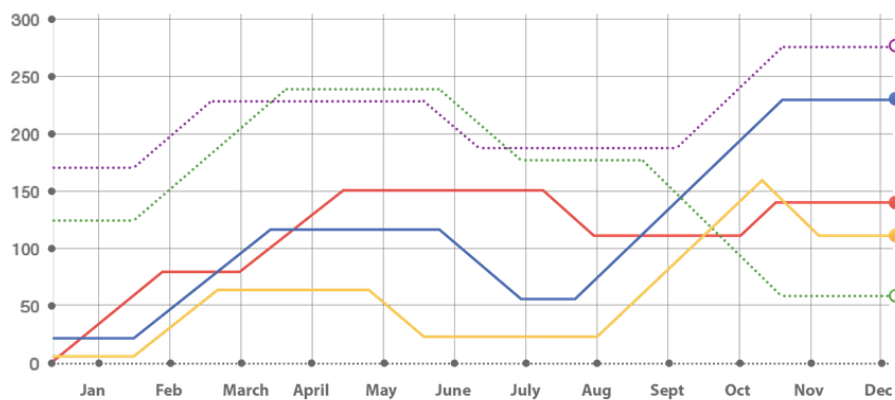
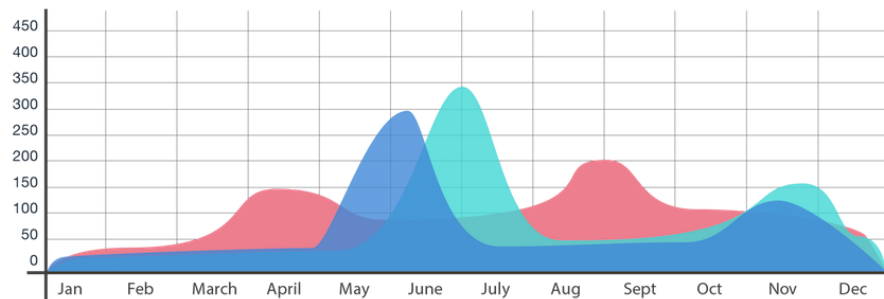
Portal Gadgets

Gadgets either provide some information as a table or chart or they offer some utilities such as team chat window, recent sales information,

- Call volumes hourly
- Wait times hourly
- Team chat
- Weather
- Team States
- Recently Abandoned Calls
- Top 10 Calls in Team Queue
- Total Break duration of the agent
- Agent's Ranking based on the reroute on no answer, ready state percentage, calls answered, avg. handle time etc. It is possible to hide the other agent names in the rankings.
- Team messages: scrolling messages, static messages, announcements

Report Designer

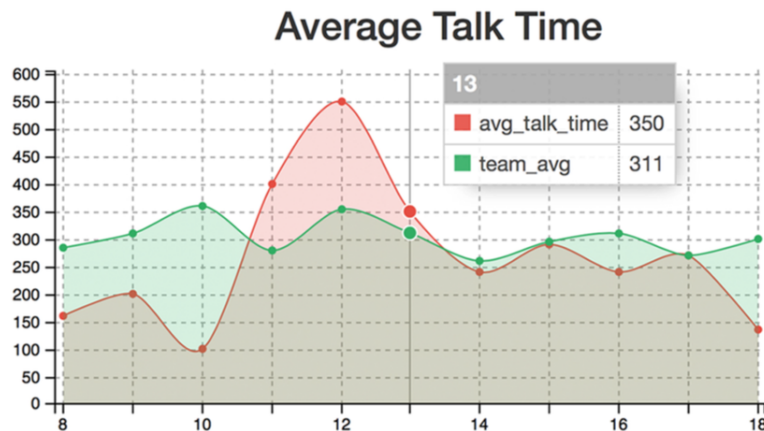
Quartz Analytics and Reporting platform helps team leaders and business analysts to create reports composed of charts as well as tables. These reports can display data from contact center platform, can be scheduled and run for different users. It is also possible to create custom tables by uploading some third party data using CSV or RESTful APIs.



Comstice Agent Team Reports

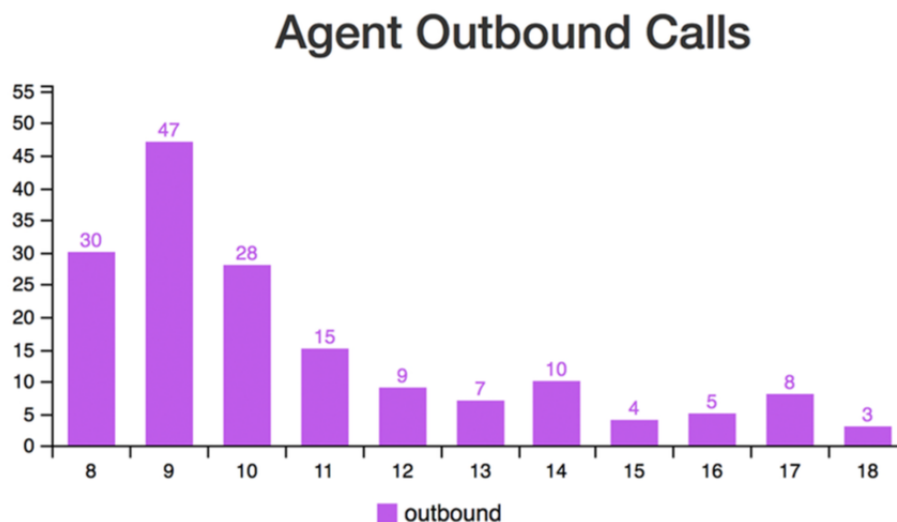
Agent Average Talk Time

Average talk or handle time of the selected agent versus the team average;



Agent Outbound Calls per Hour

Outbound calls made from agent's extension, not the dialer type of campaign calls.



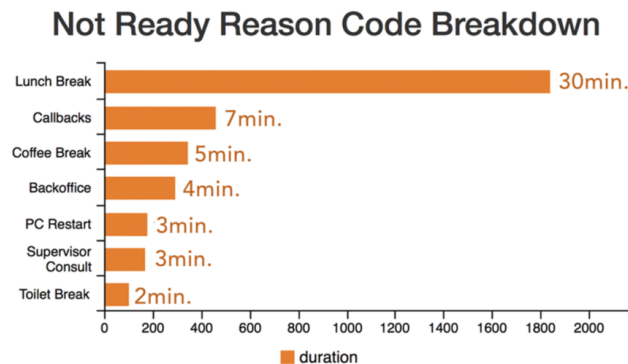
Agent Break Duration

Visual widget for agent breakdown based on the selected reason codes along with the recommended maximum break duration.

Comstice Agent Team Reports -2

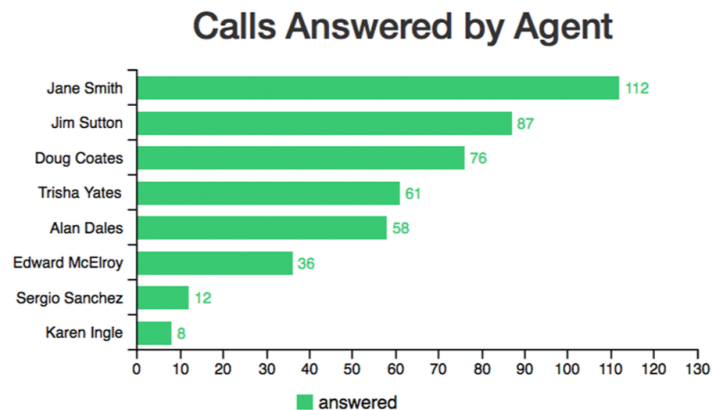
Not Ready Reason Code Breakdown

Not ready reason code breakdown for the selected agents. Average or total duration;



Calls Answered by Agent

Total number of calls answered by each agent in the selected agent list;



Calls Abandoned by Agent

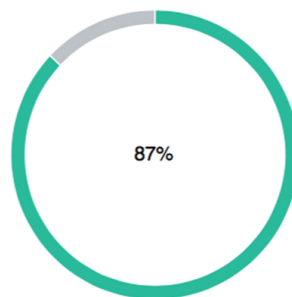
Total number of calls abandoned by each agent in the selected agent list;

Comstice Agent Team Reports -3

Team Answer Rate

The percentage of calls answered by the selected agents;

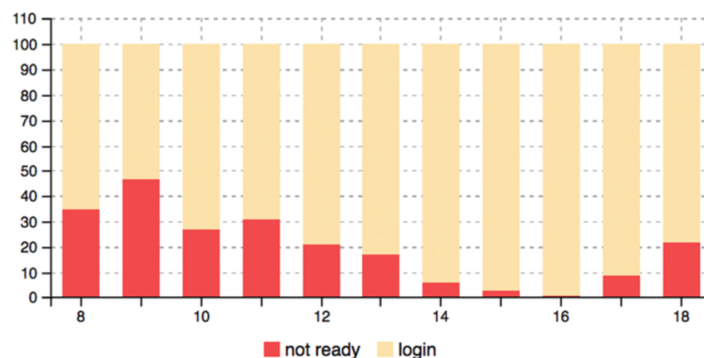
Team Answer Rate



Team Not Ready Percentage

Not ready percentage of the selected agents by hours for the dates selected;

Team Not Ready Percentage



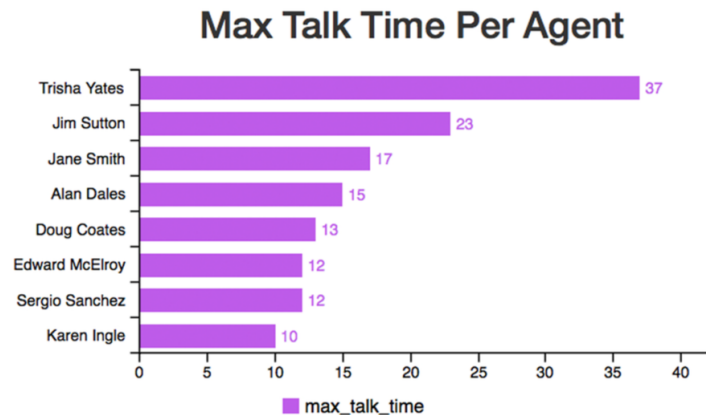
Agents Answered Abandoned Hourly Chart

This report helps reporter to select a range or specific days and shows the average or total calls received, answered and abandoned for the selected agents.

Comstice Agent Team Reports -4

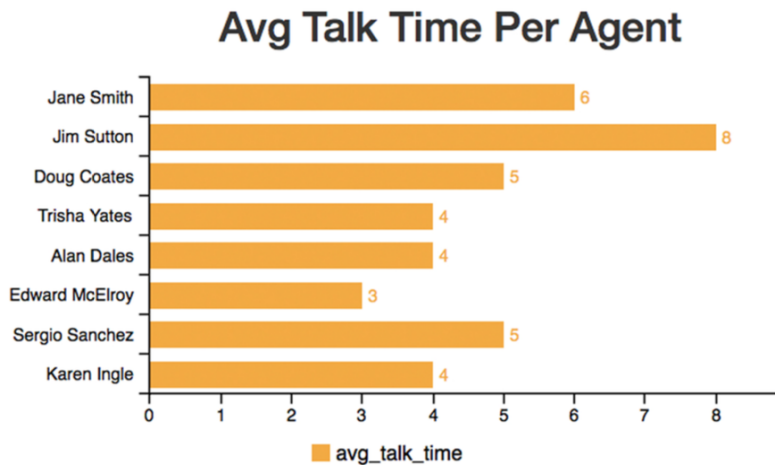
Maximum Talk time per Agent

The maximum talk time for the selected agents in the selected dates;



Average Talk time per Agent

The average talk time for the selected agents in the selected dates;

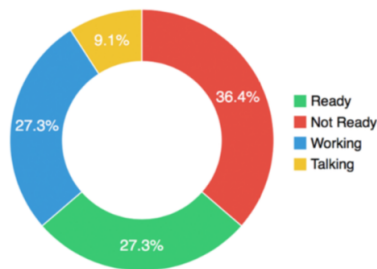


Comstice Agent Team Reports -5

Agent State Donut Chart

For the selected agents and the time interval, this chart shows the agent state percentage in donut;

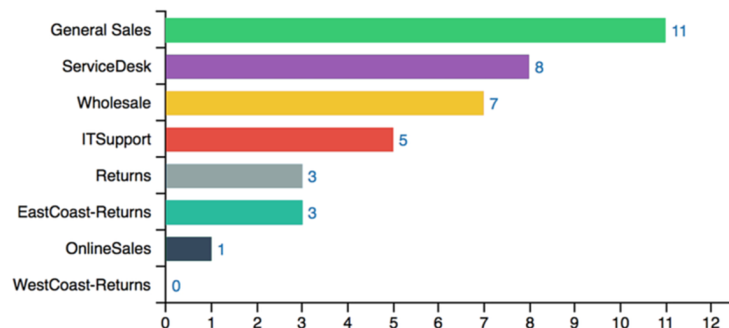
Agent State Percentages

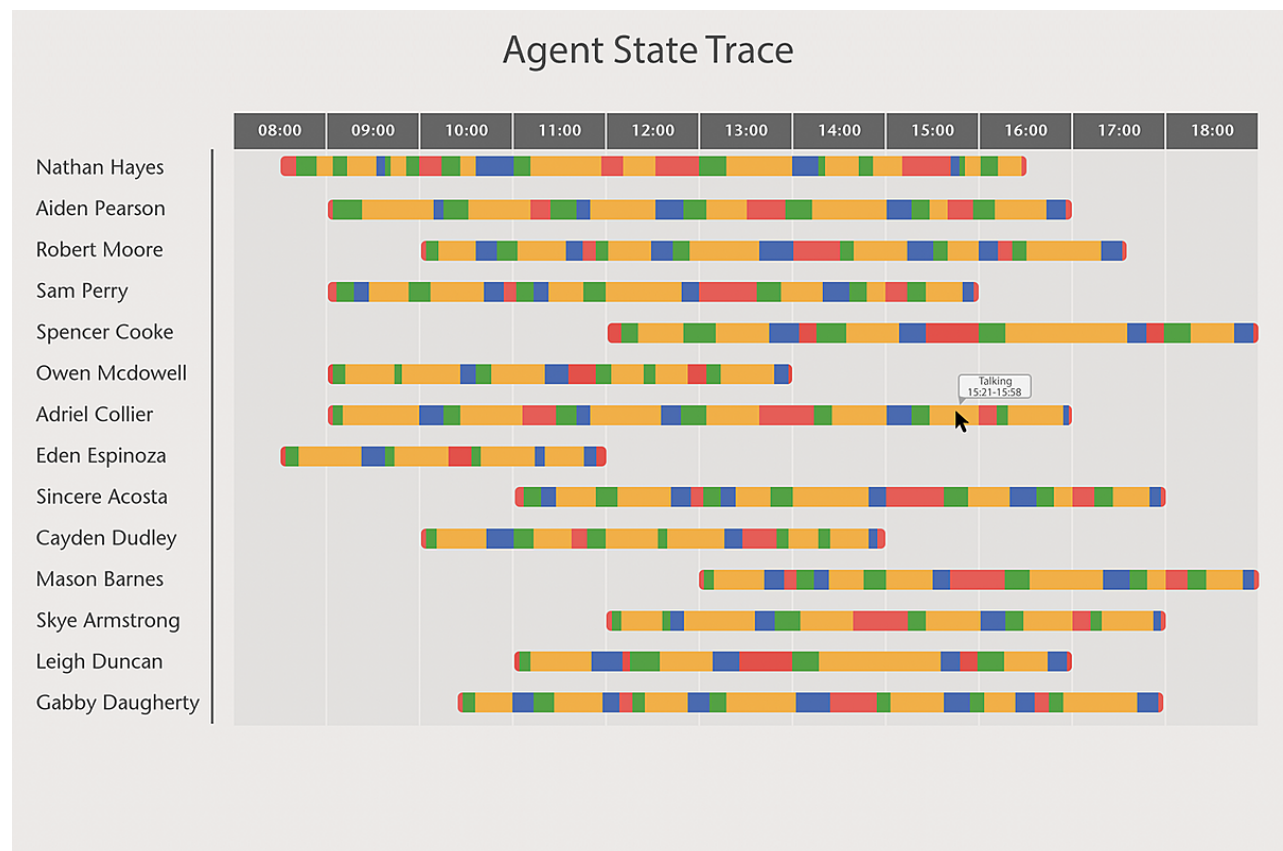


Agent Calls Answered per Skill

The number of calls answered by the agents selected per skill group.

Calls Answered per CSQ





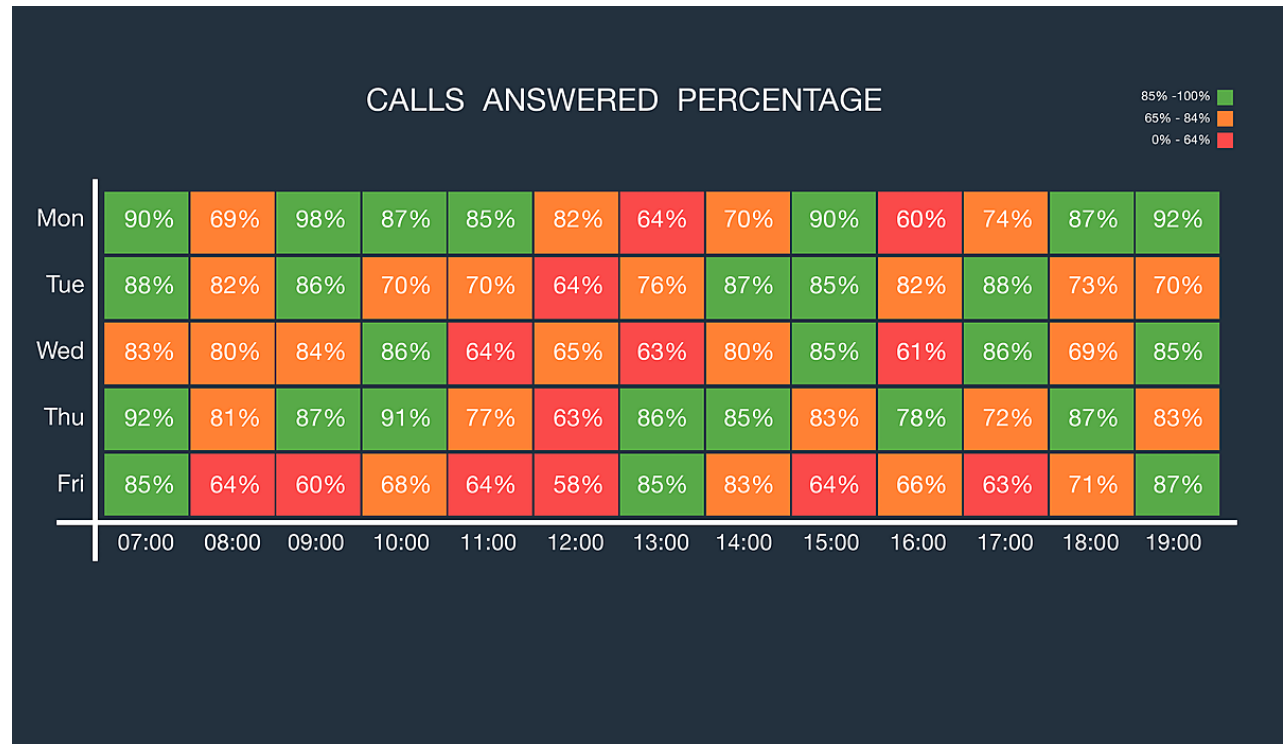
Comstice Call Volume Reports

Here is a list of Comstice Stock reports about the queue information and call volumes;

- **Repetitive Calls:** Here you can see the list of calling numbers which have more than one calls during the selected interval
- **Abandoned in Q Call List:** This report lists each call which is abandoned in queue for the selected queues and the time interval. This can also be run as a widget and agents can accept the callbacks for each abandoned call.
- **Callback List (Widget):** This widget lists each call which is abandoned in queue for the selected queues for that day. Using this widget, agents can accept the callbacks for each abandoned call.
- **Wrap-up reason codes Breakdown:** This report lists the number of calls tagged with each wrap up code within the given time interval
- **Calls with Wrap-up selected:** This report lists the individual calls which have wrap-up codes selected at the end.
- **Calls Received and Avg Handle Time Monthly:** This report shows the calls received and average handle time for each month
- **Monthly Average Handle Time per Queue:** It shows the AHT for each selected queue per month in the chart
- **Bucket Intervals:** Calls Answered and abandoned count in the pre-defined buckets. Up to 10 bucket values.

Historical Dashboards

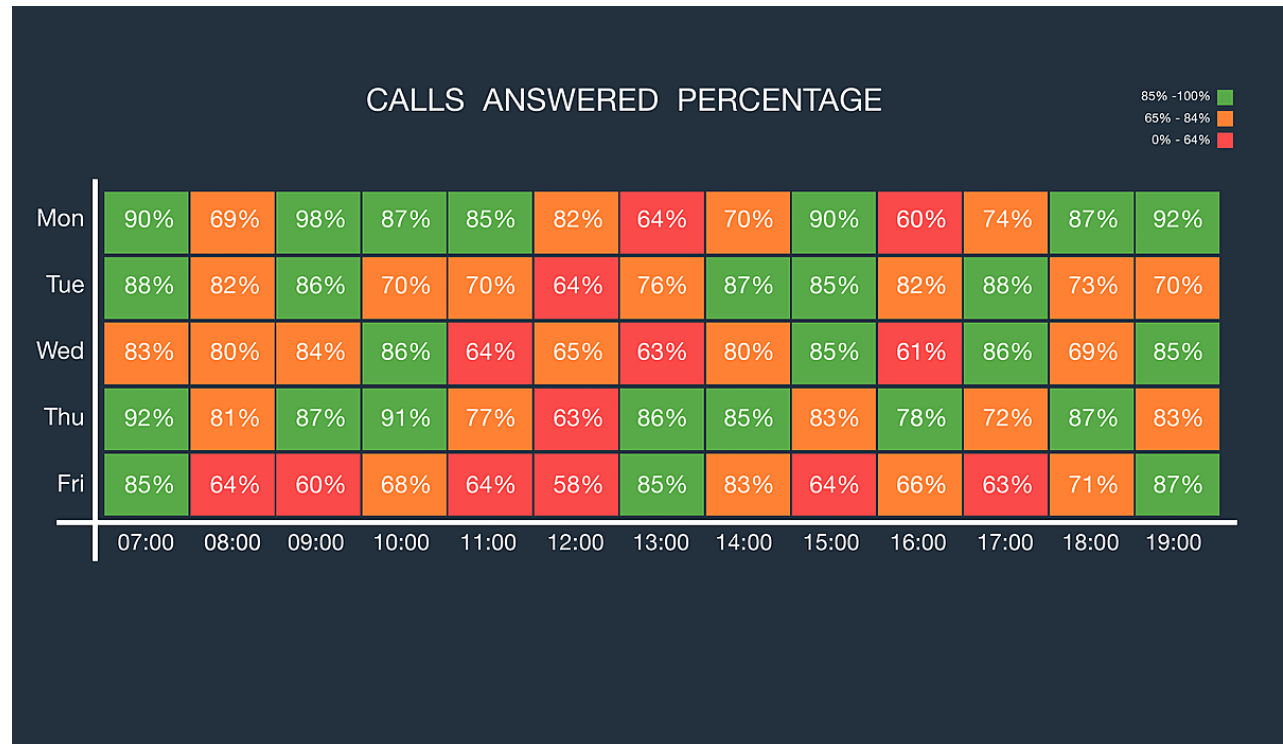
Historical dashboards help to monitor the historical data in a visual format. Users can select the dashboard layouts and



Here are

Heatmaps

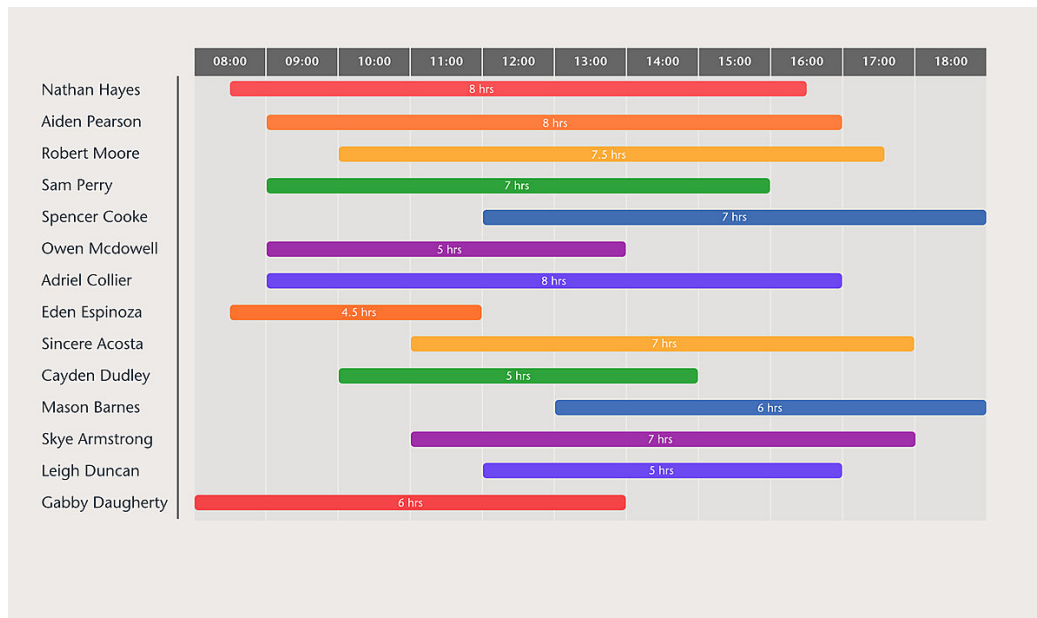
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Shift Scheduler

Quartz Analytics and reporting helps team leaders to schedule the shift structure and send notifications to the agents about their schedule. It also helps agents to make a change request and swap shifts between themselves.



Shift scheduler shows each agent and their start/end time. In the detailed view, it also shows the number of agents available for each skill in the our.

Resource Forecasting

Based on the agent occupancy and the service level requirements, Quartz can forecast the hourly resource needs for each CSQ.

YoY Monthly Call Volume and AHT Forecasts

Using the trend analysis, we can estimate the monthly calls received volumes as well as the AHT.

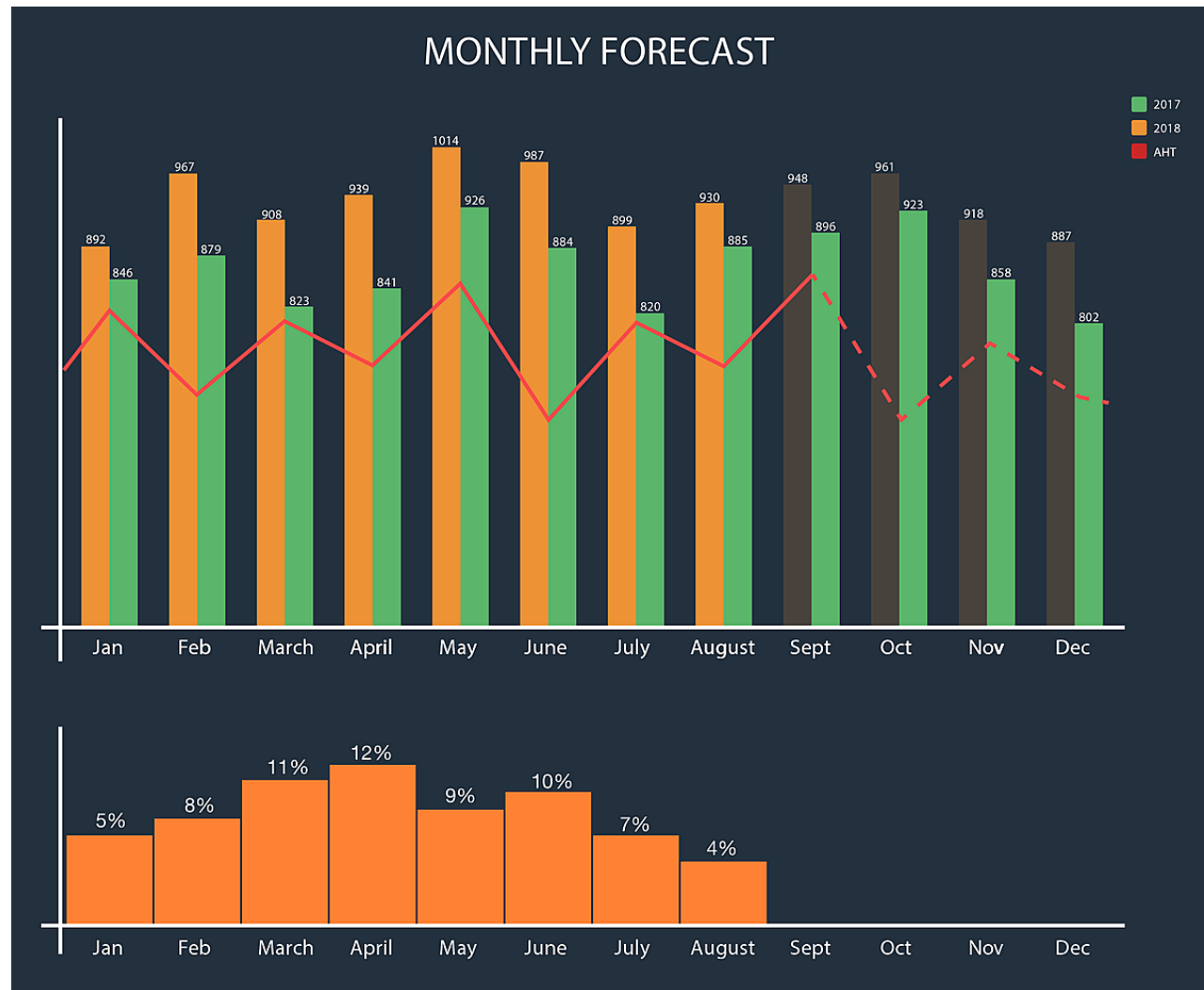
Agent Occupancy and Erlang C

Based on the forecast values for the parameters below, we can estimate the agent requirements;

- Calls received: forecast
- Interval: hourly
- Avg Handle Time: forecast
- Service Level %: Configured SL value per CSQ
- SL Target(seconds): Configured SL target value per CSQ
- Agent Occupancy: 65-70% industry average (configurable)
- Shrinkage: 30-35% industry best practice

Resource Forecasting - 2

Another way to forecast the resources is to look at the hourly data via heat maps. Based on the hourly data on the selected weekdays in the past number of weeks, we can find the average calls received, AHT and average wait time per day of the week per hour.



Year on Year (YoY) Reports

It is important to see the difference between the years for the same data type. YoY reports help to make the comparison easier and also enhances the accuracy of the forecasts.

- **YoY CSQ Calls Received Monthly:** Calls received, answered or abandoned can be selected to see the YoY difference at each month
- **YoY CSQ Calls % Abandoned Monthly:** This report lists each call which is abandoned in queue for the selected queues and the time interval. This can also be run as a widget and agents can accept the callbacks for each abandoned call.
- **YoY CSQ Calls % Answered Monthly:** This report lists calls answered percentages per month on each year
- **YoY CSQ Calls Avg Wait Time Monthly:** This report lists calls abandoned percentages per month on each year
- **YoY Agents Avg Handle Time Monthly:** This report lists each call which is abandoned in
- **YoY Agent Occupation Rate Month:** This report shows the efficiency of the contact center resource management by visualising the occupancy stats.
- **YoY Individual Agent Performance:** This report shows the monthly agent answered calls as well as the AHT for the trend analysis

Request Trial

Comstice Quartz Analytics and Reporting has many features which can be best experienced in the demos and the on-site trials using your own data.

REQUEST TRIAL