



Live call reporting

iCS Report Premier

iCS Report Premier enhances the functionality of iCS Report by adding live call statistics and monitors contact centre queues and agents. Monitor call activity via live dashboards, reports and wallboards for up to the minute contact centre analytics and granular reporting.

iCS Report Premier features include:

- Real time reporting; live calls waiting and call handling statistics by agent and ACD call queue. Report on total calls, destination, talktime, ringtime, grade of service, percentage calls answered, number of calls in queue, call abandoned, longest waiting and unreturned missed calls.
- At a glance dashboards and wallboards display group performance parameters on a live tile.
- Live call statistics for queues and agents, such as number / duration of calls and availability.
- Supervisor management tools including agent presence monitoring.
- Review performance and use “what if” calculations to forward plan contact centre agent shifts.

Contact Wallboard

This wallboard is divided into 3 elements to provide live call information on the Contact Centre.

1. **Contact Centre Summary:** This wallboard provides information on total calls out/answered, total missed calls, current calls waiting and longest waiting time in seconds.
2. **Agent Summary:** This wallboard displays live call information on each agent's current call status (e.g. free or on call), total incoming/outgoing calls and total talk time per agent.
3. **Live Calls:** This wallboard displays the current calls in progress within the business. The wallboard provides information on the direction of the current call (outgoing or incoming), extension name, DDI, current call status (ringing or on call) and time in current status.

Call Status Key	
Free	Green
Outgoing Call	Blue
Incoming Call	Red

