

# Oracle® Call Center Intelligence

Concepts and Procedures

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## Understanding Oracle Call Center Intelligence

This topic group provides overviews of the application and its components, explanations of key concepts, features, and functions, as well as the application's relationships to other Oracle or third-party applications.

### Abandon Call Rate

You can use this report to display a bar graph of abandon calls, as a percentage of all calls received versus a goal trend line. To plot the trend line across the graph, select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification Center, and a User Run-Time Input of Goal.

By default, the graph will plot results for yesterday, last 7 days, prior 7 days, prior 30 days, and prior 365 days. In addition to the calculated abandon call rate and goal, you can use the tabular data to display variance from goal, total calls received, and total calls abandon.

### Abandon Calls Time Series

You can determine the total abandon calls plotted in time series by using this report to display a line graph of total abandon calls plotted in time series. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification Center, and a runtime user input of Goal that plots a trend line across the graph.

By default, you can run the report in hourly increments, and the graph will plot results for a twelve-hour slice of the same day.



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## **Calls Answered Versus Abandon Calls**

You can use this report to track the number of calls answered versus the amount of calls you abandoned. You can display the data in a time series graph similar to Abandon Calls Time Series. The difference between the two graphs is that the addition of calls answered is plotted on the same graph instead of a goal trend line. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, and Interaction Classification and Center.

By default, you can run the report in hourly increments, and the graph will plot the results for a twelve-hour slice of the same day.

## **Wait to Abandon By Wait Range**

You can use this report to determine the number of inbound calls abandoned per user-defined wait range. You can display the data in a time series graph. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification, Center, Wait Range, and Number of Ranges.

By default, the graph will plot results for 12 wait ranges of 10 seconds per wait range. The tabular data displays selected wait range, total calls received, percentage of total calls, total calls abandon, and abandon rate as percentage of number of calls in wait range.

## **Wait to Abandon By Center**

You can use this report to determine the average wait to abandon by center or user-selected resource group. You can displays the data as a bar chart. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification, Center, and User Run-time Input of Goal that plots a trend line across the graph.

By default, the graph will plot results by center for the prior seven days without a goal trend line.

## **All Call Activity**

You can use this report to display percentage of time spent logged in and call activity time on two different pie charts and tabular data. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification, and Center.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Average Agent Transaction Time Versus Goal**

Use this report to determine the agent's average transaction time versus goal trend line. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification, Center, and a User Run-time Input of Goal that plots a trend line across the graph.

By default, the graph displays plot results for each of the last seven days, the average of the last 7 days, prior 7 days, prior 30 days, and prior 365 days. In addition to the calculated average agent transaction time and goal, the tabular data displays variance from goal, total calls answered, total talk time, total wrap time, and total handle time.

## **Average Caller Transaction Time Versus Goal**

You can determine average caller transaction time versus goal trend line. You can display the data on a bar chart. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification, Center, and User Run-Time Input of Goal that plots a trend line across the graph.

By default, the graph will plot results for each of the last seven days, the average of the last 7 days, prior 7 days, prior 30 days, and prior 365 days. In addition to the calculated average caller transaction time and goal, the tabular data displays variance from goal, total calls answered, total IVR time, total time to route, total hold in queue time, total talk time, and total caller transaction time.

## **Transferred Call Rate Versus Goal**

To determine transferred call rate versus goal trend line, use this report to display data on a plotted bar chart. You can select parameters, such as Start Period Date and Time, End Period Date and Time, Resource Group, Product Group, Campaign, Interaction Classification, Center, and User Run-Time user Input of Goal that plots a trend line across the graph.

By default, the graph will plot results for each of the last seven days, the average of the last 7 days, prior 7 days, prior 30 days, and prior 365 days. In addition to the transferred call rate and goal, the tabular data displays variance from goal, total calls offered, and total calls transferred.

## **Agent Availability Rate**

With this report, you can view two bar charts and tabular data. The first chart displays queue time in hold, talk time and idle time as a per call average graphed by up to four selected resource groups. The second graph plots agent availability percentage versus goal, which are graphed by the same selected resource groups.

You can select parameters, such as Start Period Date and Time, End Period Date and Time, up to four Resource Groups with corresponding goals, Product Group, Campaign, Interaction Classification, and Center.

By default the graph plots results for all parameters you select, where applicable, for the prior seven days.

## **Agent Occupancy Rate: Resource Group Versus Goal**

You can display rate resource group versus goal in three bar charts and tabular data. The first chart displays time per activity of talk time, wrap time, and idle time as a per call average graphed by selected resource groups -- you can graph up to four reports for the selected resource groups. The second chart plots agent occupancy, as a percentage versus goal graphed by the same selected resource groups. The third chart plots preview, talk, wrap, and idle times, as a percentage of an agent hour percentage versus goal graphed by the same selected resource groups. You can select parameters, such as Start Period Date and Time, End Period Date and Time, up to four Resource Groups with corresponding goals, Product Group, Campaign, Interaction Classification, and Center.

By default, the graph will display plot results for every parameter selected for the prior seven days.

## **Agent Occupancy Rate: Center Versus Goal**

You can display three bar charts and tabular data about rate center versus goal. The first chart displays time per activity of talk time, wrap time, and idle time as a per call average graphed by up to four selected centers. The second plots agent occupancy as a percentage versus goal graphed by the same selected centers. The third plots preview, talk, wrap, and idle times as a percentage of an agent hour percentage versus goal graphed by the same selected centers. You can select parameters, such as Start Period Date and Time, End Period Date and Time.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Agent Utilization Rate: Resource Group Versus Goal**

To determine resource group versus goal, use this report to display three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as a total amount of time graphed for up to four selected resource groups. The second plots agent utilization, as a percentage versus goal graphed by the same selected resource groups. The third plots hold in queue, preview, talk, and idle times, as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time. You can select parameters, such as charting up to four resource groups with corresponding goals, product group, campaign, interaction classification, and center.

By default, the graph will display plot results for every parameter selected for the prior seven days.

## **Agent Utilization Rate: Center Versus Goal**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, queue time in hold, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second graph plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Calls Answered by Interaction Classification: Bar**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots queue in hold, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Calls Answered By Center: Bar**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots queue in hold, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Calls Answered: Line And Time Series**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Calls Offered: Time Series**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productivity: Agent Versus Goal**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productivity - Agent Versus Group**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productivity: Agent Versus Campaign**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productivity: Agent Versus Center**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productivity: Group Versus Center**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Service Level Versus Goal**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Average Speed to Answer: Bar**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Average Speed to Answer: Line**

This report displays line graphs and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Inbound Agent Summary**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Inbound Center Summary**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Outbound Agent And Center Summary**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Average Talk Time**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productive Time Versus Non-Productive Time: Agent Level**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Productive Time Versus Non-Productive Time: Comparison**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

## **Telephone Time**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Blended Occupancy Rate**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time,

talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Blended Utilization Rate**

This report displays three bar charts and tabular data. The first chart displays time per activity of log-in time, hold in queue time, preview time, talk time, and idle time, as total amount of time graphed by up to four selected centers. The second plots agent utilization, as a percentage versus goal graphed by the same selected centers. The third plots hold in queue, preview, talk, and idle times as a percentage of an agent hour percentage. Parameter selections available are Start Period Date and Time, End Period Date and Time, and up to four Centers with corresponding goals, Product Group, Campaign, Interaction Classification, Center and Resource Group.

By default, the graph will plot results for every parameter selected for the prior seven days.

## **Using Oracle Call Center Intelligence**

This topic group provides process-oriented, task-based procedures for using the application to perform essential business tasks.

### **Using Abandon Call Rate**

1. Select the parameters.
2. Click Run Report

### **Using Abandon Call Time Series**

1. Select the parameters.
2. Click Run Report

### **Using Calls Answered Versus Abandon Calls**

1. Select the parameters.

2. Click Run Report

## **Using Wait to Abandon By Wait Range**

1. Select the parameters.
2. Click Run Report

## **Using Wait to Abandon By Center**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Call Activity**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Agent Transaction Time Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Average Caller Transaction Time Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Transferred Call Rate Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Agent Availability Rate**

To create a report, follow these steps:

1. Select the parameters.
2. Click Run Report

## **Using Agent Occupancy Rate: Resource Group Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Agent Utilization Rate: Resource Group Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Agent Utilization Rate: Center Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report
2. Click Run Report

## **Using Calls Offered: Time Series**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Productivity: Agent Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Productivity: Agent Versus Group**

1. Select the parameters.
2. Click Run Report

## **Using Productivity: Agent Versus Campaign**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Productivity: Agent Versus Center**

1. Select the parameters.
2. Click Run Report

## **Using Productivity: Group Versus Center**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Service Level Versus Goal**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Average Speed to Answer: Bar**

1. Select the parameters.
2. Click Run Report

## **Using Average Speed to Answer**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Inbound Agent Summary**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Inbound Center Summary**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Outbound Agent And Center Summary**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Average Talk Time**

1. Select the parameters.
2. Click Run Report

## **Using Productive Timer Versus Non-Productive Time: Agent Level**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Productive Time Versus Non-Productive Time: Comparison**

Follow the steps to create a report:

1. Select the parameters.
2. Click Run Report

## **Using Telephone Time**

Follow the steps to create a report:

1. Select the parameters.

2. Click Run Report

## **Using Blended Occupancy Rate**

1. Select the parameters.

2. Click Run Report

## **Using Blended Utilization Rate**

Follow the steps to create a report:

1. Select the parameters.

2. Click Run Report

## **Using Number of Blending Adjustments**

Follow the steps to create a report:

1. Select the parameters.

2. Click Run Report

2. Click Run Report

