11/28/22 Report Discrepancy Examples

What type of calls are counted in the Calls Summary? Incoming and Outgoing Calls are counted. Fax and extension-to-extension calls are not reported.

COS- the staff who take the inbound calls on the clinic phone queue

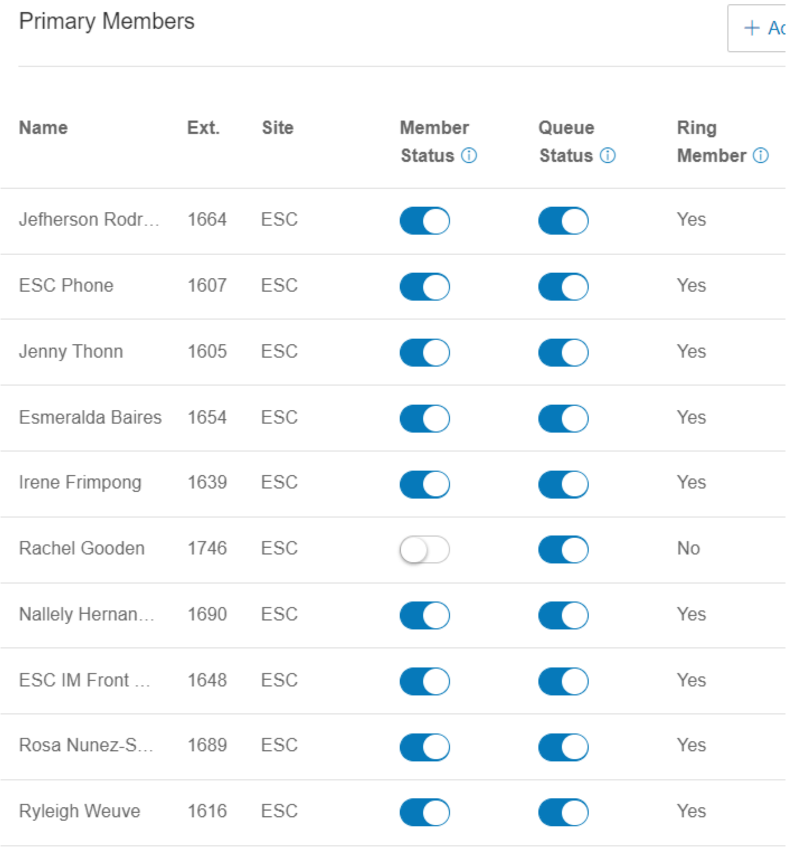
Ring Settings:

- ***Concurrent***- rings to the first available phone, if no answer, then goes to the next available phone
- ***Simultaneous***- all lines ring with all inbound calls, who ever answers first gets the calls and the others in the queue are counted as refused

Performance Report- Queue Reports provide performance data on calls that come in to your organization queue(s).

EAST SIDE CLINIC (QUEUE LINE CALLED ESC ENGLISH- EXT 4030)

Queue ring setting is concurrent.



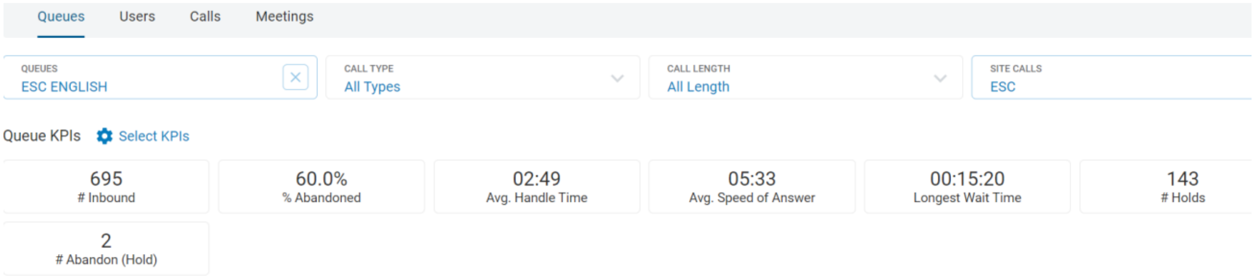
Primary Members

Name	Ext.	Site	Member Status ⓘ	Queue Status ⓘ	Ring Member ⓘ
Jefherson Rodr...	1664	ESC	●	●	Yes
ESC Phone	1607	ESC	●	●	Yes
Jenny Thonn	1605	ESC	●	●	Yes
Esmeralda Baires	1654	ESC	●	●	Yes
Irene Frimpong	1639	ESC	●	●	Yes
Rachel Gooden	1746	ESC	○	●	No
Nallely Hernan...	1690	ESC	●	●	Yes
ESC IM Front ...	1648	ESC	●	●	Yes
Rosa Nunez-S...	1689	ESC	●	●	Yes
Ryleigh Weuve	1616	ESC	●	●	Yes

ESC English Queue in the Performance Report

=695 inbound calls

11/28/22 Report Discrepancy Examples

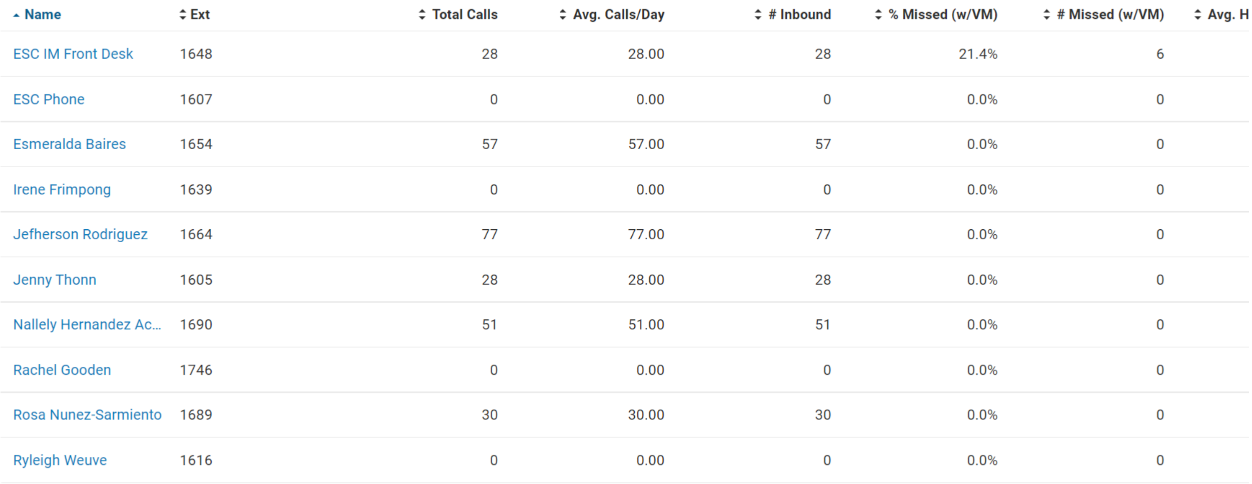


QUEUES: ESC ENGLISH
CALL TYPE: All Types
CALL LENGTH: All Length
SITE CALLS: ESC

Queue KPIs · Select KPIs

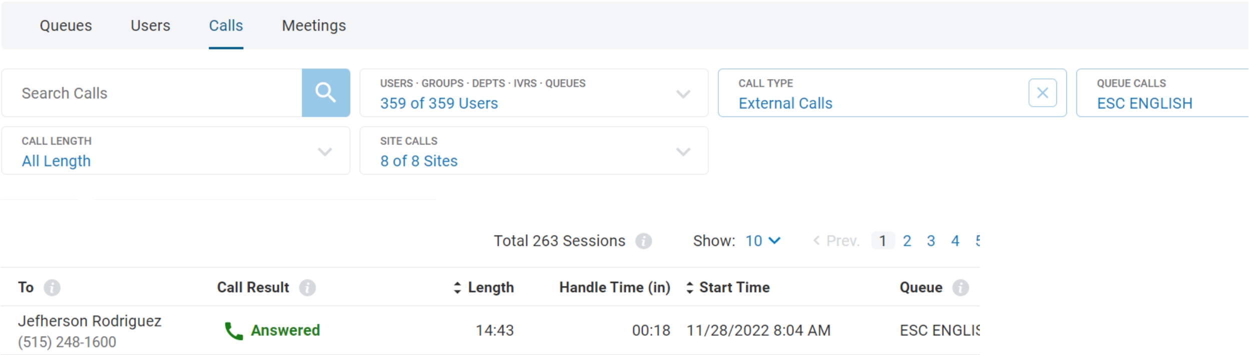
695 # Inbound	60.0% % Abandoned	02:49 Avg. Handle Time	05:33 Avg. Speed of Answer	00:15:20 Longest Wait Time	143 # Holds
2 # Abandon (Hold)					

Clicking on the details in the Queue dashboard to look at ***Users that make up the ESC English Queue***= 271 Inbound calls (confirmed these are the individuals in this given queue)



Name	Ext	Total Calls	Avg. Calls/Day	# Inbound	% Missed (w/VM)	# Missed (w/VM)	Avg. H
ESC IM Front Desk	1648	28	28.00	28	21.4%	6	
ESC Phone	1607	0	0.00	0	0.0%	0	
Esmeralda Baires	1654	57	57.00	57	0.0%	0	
Irene Frimpong	1639	0	0.00	0	0.0%	0	
Jefherson Rodriguez	1664	77	77.00	77	0.0%	0	
Jenny Thonn	1605	28	28.00	28	0.0%	0	
Nallely Hernandez Ac...	1690	51	51.00	51	0.0%	0	
Rachel Gooden	1746	0	0.00	0	0.0%	0	
Rosa Nunez-Sarmiento	1689	30	30.00	30	0.0%	0	
Ryleigh Weuve	1616	0	0.00	0	0.0%	0	

Then looked at a review ***by Calls***=263 inbound



USERS · GROUPS · DEPTS · IVRS · QUEUES: 359 of 359 Users
CALL TYPE: External Calls
QUEUE CALLS: ESC ENGLISH
CALL LENGTH: All Length
SITE CALLS: 8 of 8 Sites

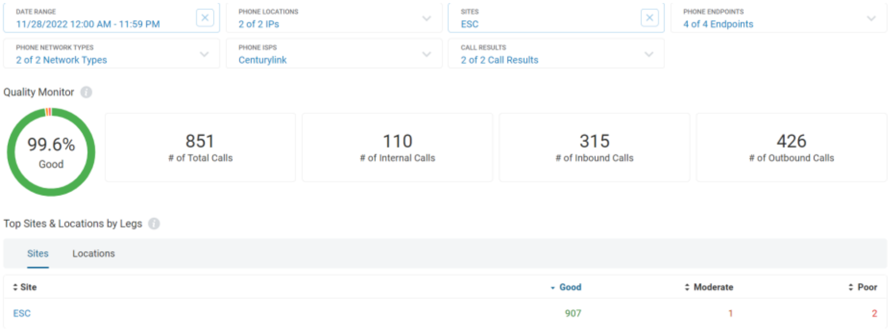
Total 263 Sessions

To	Call Result	Length	Handle Time (in)	Start Time	Queue
Jefherson Rodriguez (515) 248-1600	Answered	14:43	00:18	11/28/2022 8:04 AM	ESC ENGLIS

Used the ***Quality Report for ESC***

=315 inbound

11/28/22 Report Discrepancy Examples



DATE RANGE: 11/28/2022 12:00 AM - 11:59 PM
PHONE LOCATIONS: 2 of 2 IPs
SITES: ESC
PHONE ENDPOINTS: 4 of 4 Endpoints
PHONE NETWORK TYPES: 2 of 2 Network Types
PHONE ISPS: Centurylink
CALL RESULTS: 2 of 2 Call Results

Quality Monitor

99.6% Good

851 # of Total Calls

110 # of Internal Calls

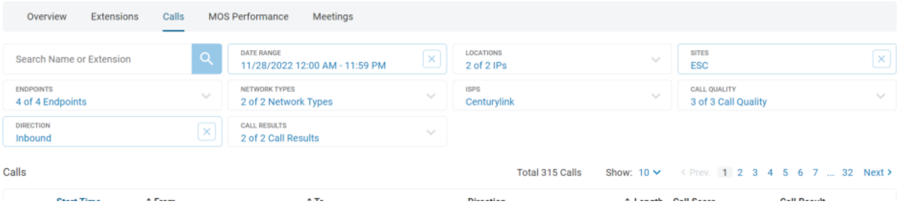
315 # of Inbound Calls

426 # of Outbound Calls

Top Sites & Locations by Legs

Site	Good	Moderate	Poor
ESC	907	1	2

- Quality Report by Calls



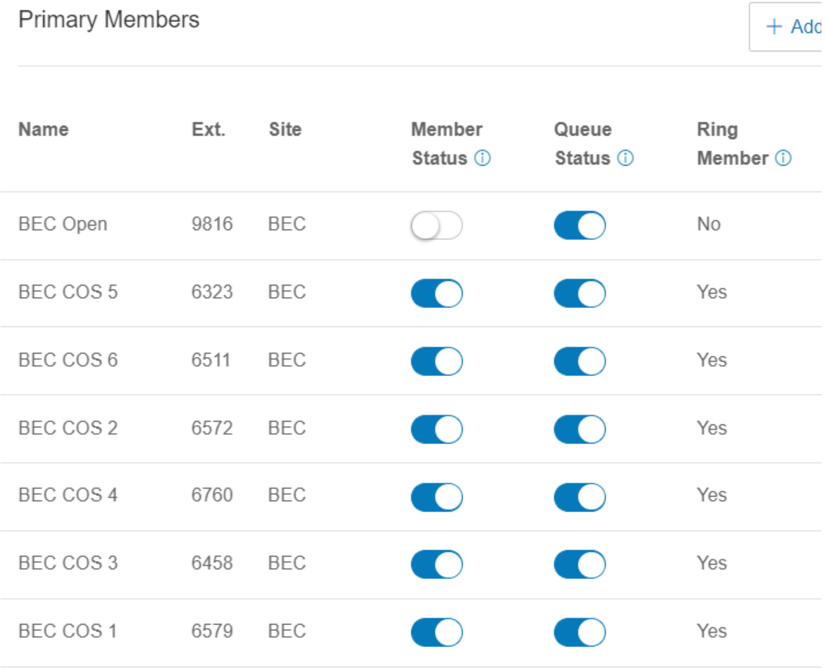
DATE RANGE: 11/28/2022 12:00 AM - 11:59 PM
LOCATIONS: 2 of 2 IPs
SITES: ESC
ENDPOINTS: 4 of 4 Endpoints
NETWORK TYPES: 2 of 2 Network Types
ISPS: Centurylink
CALL QUALITY: 3 of 3 Call Quality
DIRECTION: Inbound
CALL RESULTS: 2 of 2 Call Results

Calls

Total 315 Calls

2ND LOCATION EXAMPLE-BEC MEDICAL MAIN NUMBER (EXTENSION- 4320)

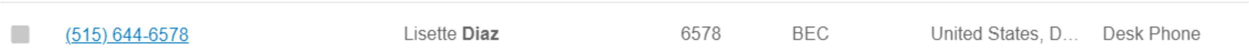
Queue line ring setting is set as **simultaneous**



Primary Members

Name	Ext.	Site	Member Status	Queue Status	Ring Member
BEC Open	9816	BEC	○	●	No
BEC COS 5	6323	BEC	●	●	Yes
BEC COS 6	6511	BEC	●	●	Yes
BEC COS 2	6572	BEC	●	●	Yes
BEC COS 4	6760	BEC	●	●	Yes
BEC COS 3	6458	BEC	●	●	Yes
BEC COS 1	6579	BEC	●	●	Yes

*this is a different setup than ESC-- The COS are the staff that are in the Queue line. There "lines" double both as their personal phone line at their work station AND then it also rings in from the Queue line extension.



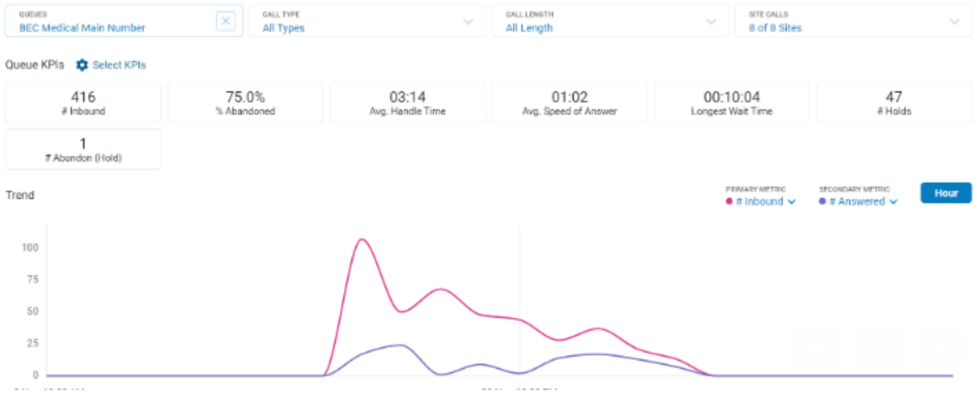
☐	(515) 644-6578	Lisette **Diaz**	6578	BEC	United States, D...	Desk Phone

11/28/22 Report Discrepancy Examples

☐	(515) 644-6813	Sayuly **Garcia**	6813	BEC	United States, D...	Desk Phone

Question-When a phone rings at a COS station, is it technically ringing as a queue call on the queue extension and ringing her own phone extension? Does one queue call count twice with this setup?

Queue:



QUEUES: BEC Medical Main Number
CALL TYPE: All Types
CALL LENGTH: All Length
SITE CALLS: 8 of 8 Sites

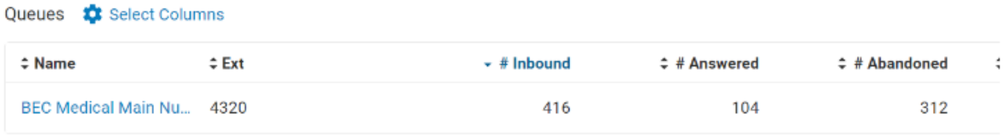
Queue KPIs ⚙ Select KPIs

416 # Inbound	75.0% % Abandoned	03:14 Avg. Handle Time	01:02 Avg. Speed of Answer	00:10:04 Longest Wait Time	47 # Holds
1 # Abandon (Hold)					

Trend

PRIMARY METRIC: ● # Inbound
SECONDARY METRIC: ● # Answered

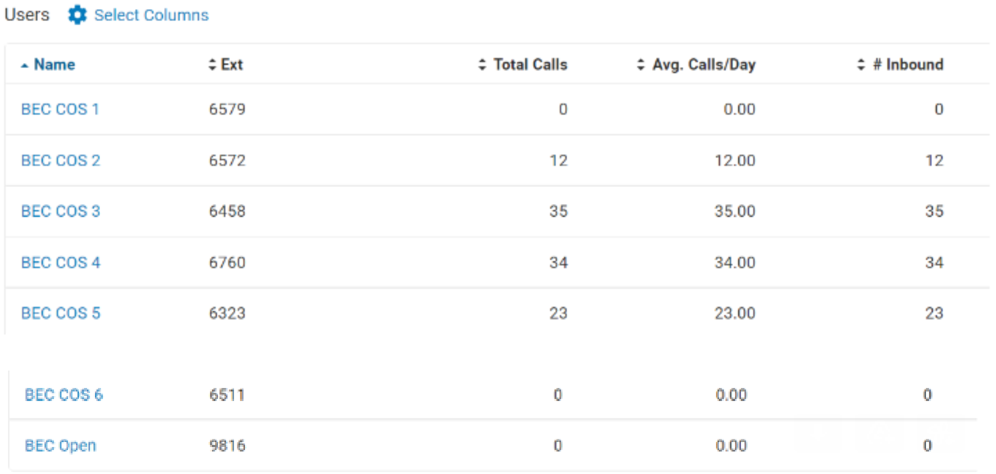
The longest hold time certainly went up to 10:04. The # inbound is still super large in this setting view with a very large abandonment rate. *Detail of this data:*



Queues ⚙ Select Columns

⇕ Name	⇕ Ext	▾ # Inbound	⇕ # Answered	⇕ # Abandoned
BEC Medical Main Nu...	4320	416	104	312

Clicked on the BEC Main Medical line of this queue dashboard and I see this: (equals 104)



Users ⚙ Select Columns

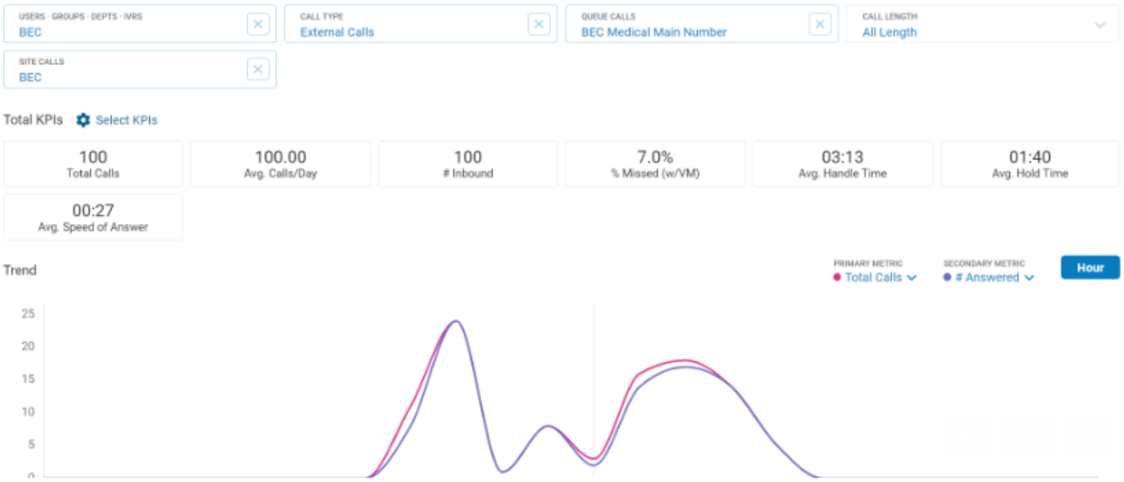
▴ Name	⇕ Ext	⇕ Total Calls	⇕ Avg. Calls/Day	⇕ # Inbound
BEC COS 1	6579	0	0.00	0
BEC COS 2	6572	12	12.00	12
BEC COS 3	6458	35	35.00	35
BEC COS 4	6760	34	34.00	34
BEC COS 5	6323	23	23.00	23
BEC COS 6	6511	0	0.00	0
BEC Open	9816	0	0.00	0

WHAT IS HAPPENING TO THE OTHER 312 CALLS, THIS DETAILED LEVEL ABOVE DOES NOT REFLECT THE OTHER CALLS.

12/2: I can see now in the User level, the # inbound matches the # called so by User it is only looking at the actual calls that extension takes and not the missed calls.

11/28/22 Report Discrepancy Examples

Users:


USERS · GROUPS · DEPTS · IVRS: BEC
CALL TYPE: External Calls
QUEUE CALLS: BEC Medical Main Number
CALL LENGTH: All Length
SITE CALLS: BEC

Total KPIs

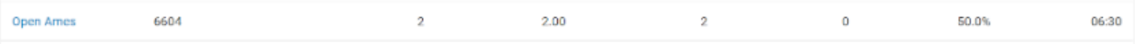
100	100.00	100	7.0%	03:13	01:40	00:27
Total Calls	Avg. Calls/Day	# Inbound	% Missed (w/VM)	Avg. Handle Time	Avg. Hold Time	Avg. Speed of Answer

Trend

PRIMARY METRIC: Total Calls
SECONDARY METRIC: # Answered

Completely different data. The bulk of the calls under users are being answered by the BEC queue lines

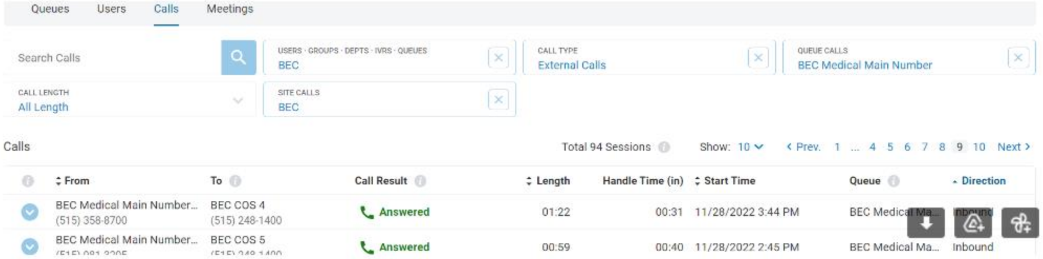
The phone extension and name description connected to bEC data on the User Dashboard also includes Open Ames for some reason:



Open Ames	6604	2	2.00	2	0	50.0%	06:30

Calls:

Looking at the data based on the Calls Tab: 94 inbound calls. Some go from the Main number direct to a person vs the BEC COS lines. (must be an option to dial a direct extension)



USERS · GROUPS · DEPTS · IVRS · QUEUES: BEC
CALL TYPE: External Calls
QUEUE CALLS: BEC Medical Main Number
CALL LENGTH: All Length
SITE CALLS: BEC

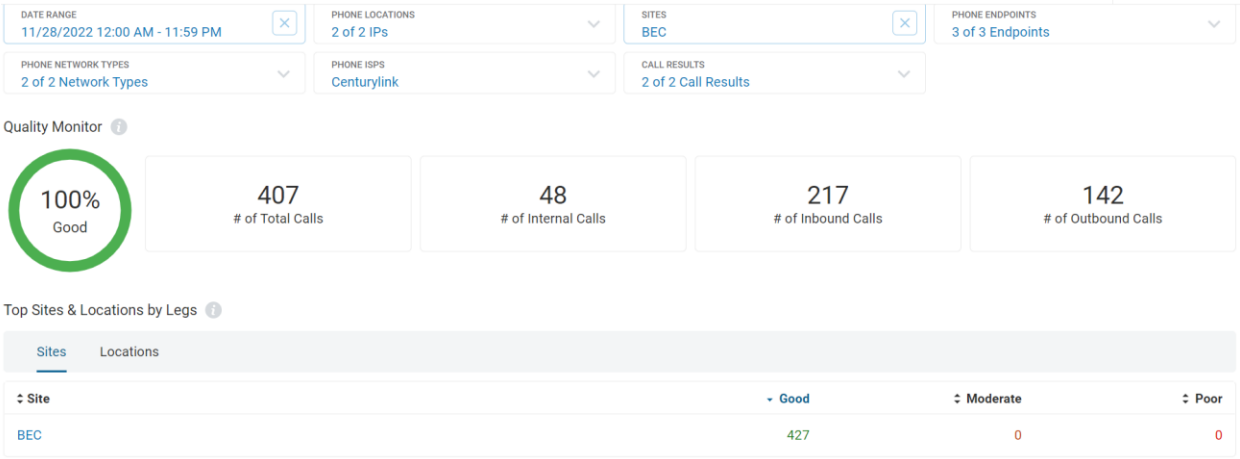
Calls

Total 94 Sessions Show: 10 ‹ Prev. 1 ... 4 5 6 7 8 9 10 Next ›

From	To	Call Result	Length	Handle Time (in)	Start Time	Queue	Direction
BEC Medical Main Number... (515) 358-8700	BEC COS 4 (515) 248-1400	Answered	01:22	00:31	11/28/2022 3:44 PM	BEC Medical Ma...	Inbound
BEC Medical Main Number...	BEC COS 5	Answered	00:59	00:40	11/28/2022 2:45 PM	BEC Medical Ma...	Inbound

BEC Quality Report

=217 inbound calls


DATE RANGE: 11/28/2022 12:00 AM - 11:59 PM
PHONE LOCATIONS: 2 of 2 IPs
SITES: BEC
PHONE ENDPOINTS: 3 of 3 Endpoints
PHONE NETWORK TYPES: 2 of 2 Network Types
PHONE ISPS: Centurylink
CALL RESULTS: 2 of 2 Call Results

Quality Monitor

100%	407	48	217	142
Good	# of Total Calls	# of Internal Calls	# of Inbound Calls	# of Outbound Calls

Top Sites & Locations by Legs

Site	Good	Moderate	Poor
BEC	427	0	0

11/28/22 Report Discrepancy Examples

The Data Metrics-

Inbound Queue line Goals by medical and dental clinic (9 total clinics on the phone system now)

- Abandonment rate <10%
- Avg Speed to Answer <1 minute
- Longest Wait Time <5min
- # inbound
- # of Holds <90/day
- # abandoned on hold <3/day