



### Call Reporter

shift\*eight™ VoIP telephone systems with QueueMetrics® empowers call centre managers to run their call centres smoothly and productively through call reporting and real-time monitoring.

### Call Centre Reporting

- Call traffic
- Lost calls
- Agent answer behavior
- Area codes
- Agent sessions
- Queues/campaigns

**Agent session detail**

Agent sessions	
N. of agents available	4
Average agent time	15:14.89
Min agent time	12:05.68
Max agent time	17:02.17
Total agent time	61:33.6

**Agent availability (for all the queues they are member of)**

Level	Agent	Time	On pause	...
Unlimited	Methi (101)	14:07:55	3:45:00	23.2%
Unlimited	Dewe (102)	17:52:27	0:00	29.2%
Unlimited	Fatchi (103)	16:05:48	5:00:30	26.1%
Unlimited	Alan (104)	12:53:35	1:13:40	21.1%

**Session and pause durations**

Level	Agent	Sessions	Avg Session	Pauses	Avg Pause	Pause %	Pauses per session
Unlimited	Methi (101)	222	3:49	221	1:00	26.1%	1.0
Unlimited	Dewe (102)	222	4:49	0	-	0.0%	0.0
Unlimited	Fatchi (103)	222	4:21	221	0:30	14.4%	0.6
Unlimited	Alan (104)	222	3:29	221	0:20	9.5%	1.0

Agent reporting

### Real-time Monitoring

- Detailed real-time agent reports
- Listen to live calls
- View agent sessions via VNC
- Display activity using a wall board

**Realtime call center monitoring - 18:23:16**

QueueMetrics®

Queue: 01\_Sales, 02\_Support

Reload now | Hide calls | Show agents

Queue	N. agents	Ready agents
01_Sales	1	0

Export as...

Calls being processed:

Queue	Caller
01_Sales	091056-2023

Export as...

Agents currently logged in:

Agent	Queue	Time	Since
Methi (101)	0100-18:20:05	123	Since 18:23
Dewe (102)	0105-18:20:05	345	No
Fatchi (103)	0100-18:20:05	496	No
Alan (104)	0100-18:20:45	789	No

**Live call monitor**

Please enter your local or remote extension to start ongoing call monitoring.

Agent code: Agent102  
Agent name: Dewe (102)  
Agent extension: 023  
Your extension: 023

Monitor now | Close

Live call monitoring

QueueMetrics® running on shift\*eight™ is highly scalable, supporting up to 500 agents. It supports both database and flat-file storage and imposes minimal load on the telephone system. Call report data can be exported in a variety of formats, including Excel, CSV and XML file types.

### Monitor

- Agent activity
- Live calls
- Wall board

### Measure

- Agent behaviour
- Inbound queues
- Outbound campaigns

### Report

- Call traffic
- Queues/campaigns
- Agent performance

**QueueMetrics**  
call center monitor



Monitor your call centre's performance with shift\*eight™ and QueueMetrics®