


Calls Offered	24
Calls Queued	4
Calls Busy Overflow	0
Calls Answered	24
Average Talk Time	522
Average Time in Queue	74
Average Busy Agents	0.3
Average Agents Logged Off	6.8
Average Hold Time Before Abandon	0



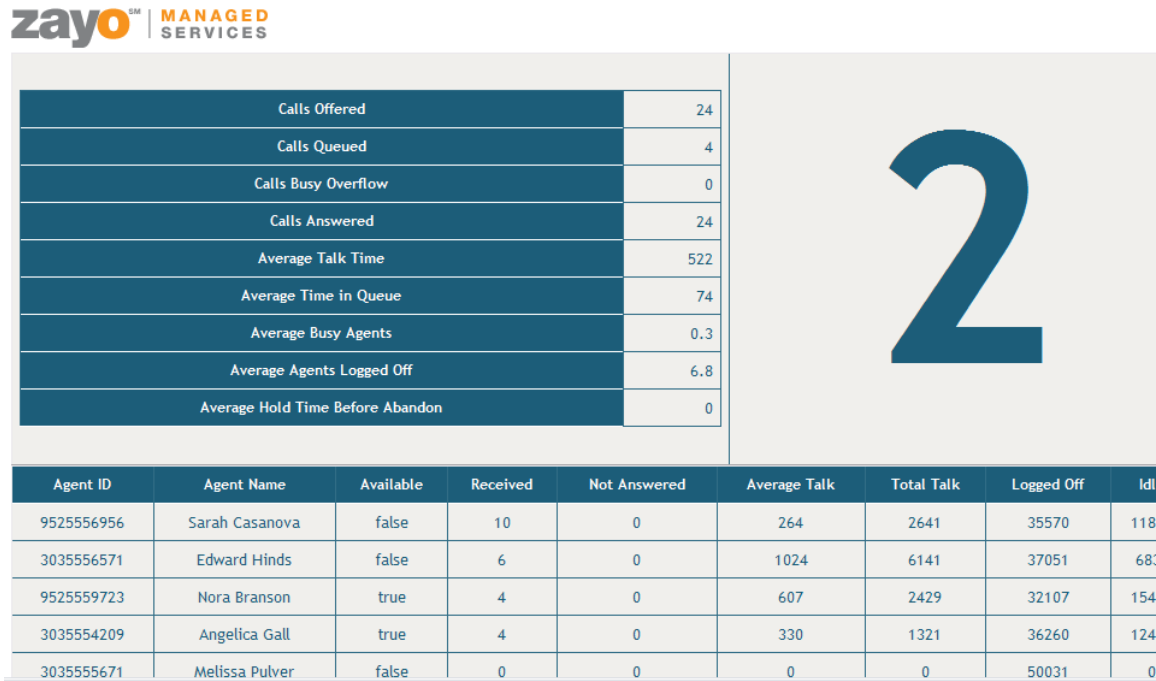
Call Center Statistics Web Monitor

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Introduction

The Call Center Statistics Web Monitor allows call center agents and supervisors to monitor and view calling statistics and agent statistics for a selected Zayo Managed Services Call Center. This is a web-based application that is viewed from a browser on the user’s PC.

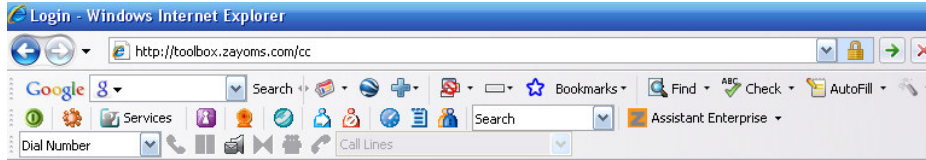


Application Requirements

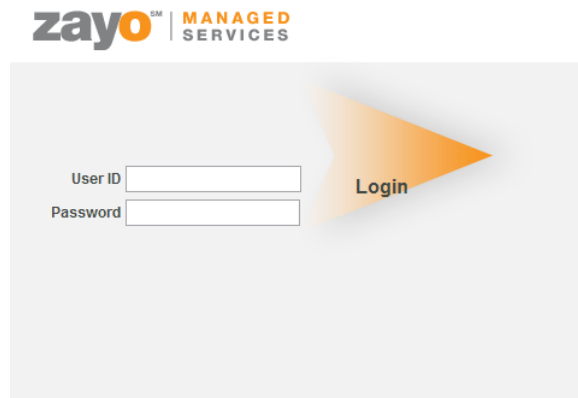
In order to for an agent or supervisor to run the Call Center Statistics Web Monitor, you must have a Call Center as part of your Zayo Managed Services phone service. An administrative login for the Zayo Managed Services Hosted PBX web portal is required (note: read-only and restrictive privilege is sufficient for using the Call Center Web Monitor – users do not require full administrative access). Please see your company’s Administrator for login access.

Starting the Call Center Statistics Web Monitor

- 1) Open your browser and navigate to <http://cc.zayoms.com>. *Note:* Internet Explorer or Firefox can be used.



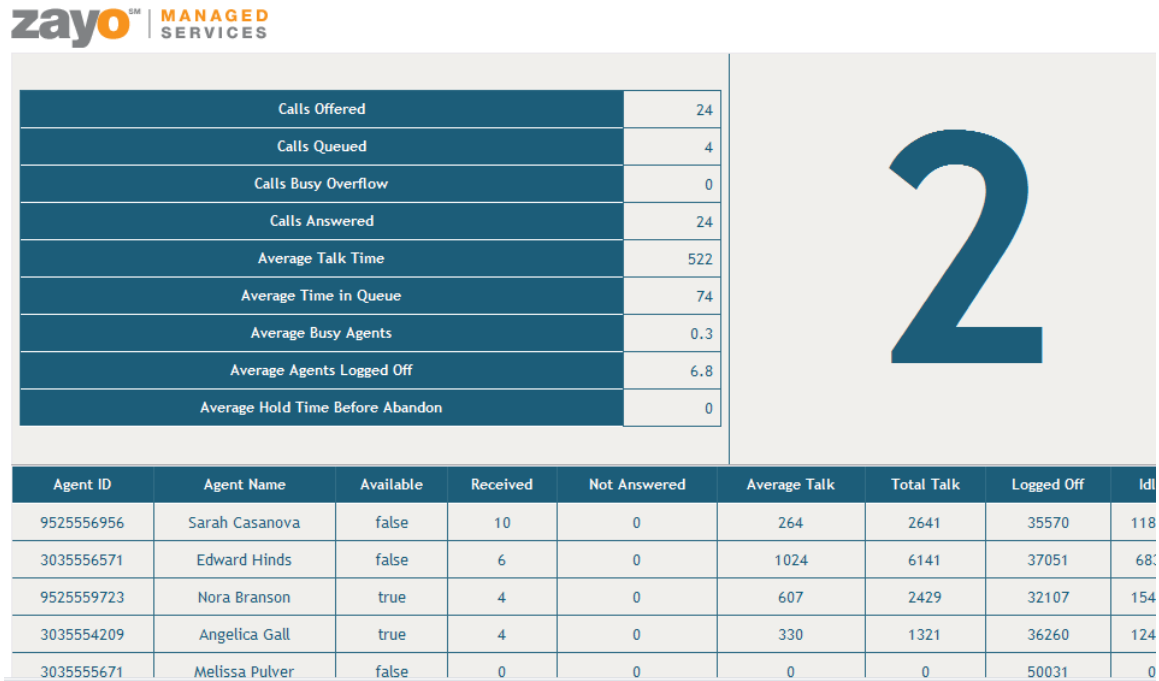
- 2) Next you will be prompted with a login screen. Use your assigned administrative login id and password. *Note:* this login is different than your Zayo web-based voice portal login. Please see your company's Administrator if you're uncertain about your login.



- 3) Select the appropriate Call Center to monitor. *Note:* the below picture is an example, the names and number of Call Centers will be specific to your service.



4) The Call Center Statistics Web Monitor will then appear, showing call stats and agent stats.



The Call Center Statistics Web Monitor Screen

There are two sections of the monitor screen; overall queue statistics and individual agent statistics. All statistics shown are for the current day (i.e. these are today’s stats so far). The monitor screen refreshes every 5 seconds.

Overall Queue Statistics

The top half of the monitor screen shows the overall queue stats. The large number in the right hand panel indicates the number of callers currently being held within the Call Center queue. The left panel displays today’s current overall queue statistics.

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Statistic	Description
<i>Calls Offered</i>	Number of calls that have come into this Call Center, regardless of whether the call was answered, queued, or sent to an alternate number, such as an Auto Attendant.
<i>Calls Queued</i>	Number of calls held for the next available agent.
<i>Calls Busy Overflow</i>	Number of calls that came in after the queue limit was exceeded. It is likely that Auto Attendant or voicemail answers such calls and the callers are directed to leave a message.
<i>Calls Answered</i>	Number of calls that agents in this Call Center have answered.
<i>Average Talk Time</i>	An approximation of the average time all agents have spent on calls. Time shown is in seconds.
<i>Average Time in Queue</i>	This is an approximation of the time all callers have spent on hold waiting for the next available agent. Time shown is in seconds.
<i>Average Busy Agents</i>	This is an approximation of the number of agents that are busy processing calls from the Call Center, based on the duration of all calls processed by the Call Center during the day.
<i>Average Agents Logged Off</i>	This is an approximation of the number of agents logged off, based on the total amount of time each agent is logged off during the day.
<i>Average Hold Time Before Abandon</i>	This is an approximation of the amount of time a caller stays in the Call Center queue before he/she decides to abandon and hang up. Time shown is in seconds.

Individual Agent Statistics

The individual agent statistics show the metrics for each individual assigned to the Call Center.

Agent ID	Agent Name	Available	Received	Not Answered	Average Talk	Total Talk	Logged Off	Idle
9525556956	Sarah Casanova	false	10	0	264	2641	35570	11820
3035556571	Edward Hinds	false	6	0	1024	6141	37051	6839
9525559723	Nora Branson	true	4	0	607	2429	32107	15495

Statistic	Description
<i>Agent ID</i>	The agents assigned telephone number.
<i>Agent Name</i>	The name of the call center agent.
<i>Available</i>	Indicates if the agent is currently logged into the call center.
<i>Received</i>	Number of calls the agent received during the current day.

Statistic	Description
<i>Not Answered</i>	This is the total number of calls that the Call Center sent to the agent and that remained unanswered by the agent.
<i>Average Talk</i>	This is an approximation of the time the agent has spent with each call. Time shown is in seconds.
<i>Total Talk</i>	This is the total amount of time the agent has been busy processing calls from the Call Center. Time shown is in seconds.
<i>Logged Off</i>	This is the total amount of time the agent has been logged out of the Call Center. Time shown is in seconds.
<i>Idle</i>	This is the total amount of time the agent has been logged into the Call Center and idle. Time shown is in seconds.