

Q Xact Queue Reporting

Commercial Module




If you use queues (automatic call distribution / ACD), you need Q-Xact to help you make the most of your time! Q-Xact is an advanced reporting module that lets administrators keep an eye on every aspect of their queues. With Q-Xact, you are given insight into each and every one of your queues. Q-Xact gives you control over what data is displayed for each type of report. It allows you to build custom templates for quick reporting. Each report type, such as "All Call Distribution by Queue," has a list of columns that can be checked or unchecked for on-the-fly customization.

Q-Xact is divided into two sections: Templates and Reports. Templates allows you to select the specific information that you would like to view in the report and then save it. Reports allows you to run your template against any or all of your agents and/or queues.

Features

- See call distribution by agent, queue, day of the week, or even down to the hour
- View the average call time and average hold times
- View service call thresholds
- See the reason calls are being disconnected (whether the customer or agent is hanging up first, or if the call was abandoned)

QXact Report Templates

Template Name 

Note: The "Combined" options below are for cascading queues and only apply if you have cascading queues configured (for example, a primary queue where callers go first that then times out to another queue). Selecting this option for a report unnecessarily will only cause the report to take longer to process but will not change the output data.

Table 1

[Remove Table](#)

Report Type:	<input type="text" value="All Call Distribution by Queue"/>	Title:	<input type="text" value="All Call Distribution by Queue"/>																				
Columns:	<table border="0"><tr><td><input type="checkbox"/> Agent Name</td><td><input type="checkbox"/> Minimum Wait Time</td><td><input type="checkbox"/> Minimum Talk Time</td><td><input type="checkbox"/></td></tr><tr><td><input type="checkbox"/> Number of Calls</td><td><input type="checkbox"/> Maximum Wait Time</td><td><input type="checkbox"/> Maximum Talk Time</td><td><input type="checkbox"/> Minimum Call Duration</td></tr><tr><td><input type="checkbox"/> Percent of Calls</td><td><input type="checkbox"/> Percent of Time Waiting</td><td><input type="checkbox"/> Percent of Time Talking</td><td><input type="checkbox"/> Maximum Call Duration</td></tr><tr><td><input type="checkbox"/> Total Time Waiting</td><td><input type="checkbox"/> Total Time Talking</td><td><input type="checkbox"/> Total Call Duration</td><td><input type="checkbox"/> Percent of Call Duration</td></tr><tr><td><input type="checkbox"/> Average Wait Time</td><td><input type="checkbox"/> Average Talk Time</td><td><input type="checkbox"/> Average Call Duration</td><td></td></tr></table>			<input type="checkbox"/> Agent Name	<input type="checkbox"/> Minimum Wait Time	<input type="checkbox"/> Minimum Talk Time	<input type="checkbox"/>	<input type="checkbox"/> Number of Calls	<input type="checkbox"/> Maximum Wait Time	<input type="checkbox"/> Maximum Talk Time	<input type="checkbox"/> Minimum Call Duration	<input type="checkbox"/> Percent of Calls	<input type="checkbox"/> Percent of Time Waiting	<input type="checkbox"/> Percent of Time Talking	<input type="checkbox"/> Maximum Call Duration	<input type="checkbox"/> Total Time Waiting	<input type="checkbox"/> Total Time Talking	<input type="checkbox"/> Total Call Duration	<input type="checkbox"/> Percent of Call Duration	<input type="checkbox"/> Average Wait Time	<input type="checkbox"/> Average Talk Time	<input type="checkbox"/> Average Call Duration	
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<input type="checkbox"/> Total Time Waiting	<input type="checkbox"/> Total Time Talking	<input type="checkbox"/> Total Call Duration	<input type="checkbox"/> Percent of Call Duration																				
<input type="checkbox"/> Average Wait Time	<input type="checkbox"/> Average Talk Time	<input type="checkbox"/> Average Call Duration																					

Table 2

[Remove Table](#)

Report Type:	<input type="text" value="All Service Level"/>	Title:	<input type="text" value="All Service Level"/>				
Columns:	<table border="0"><tr><td><input type="checkbox"/> Within Duration</td><td><input type="checkbox"/> Number of Calls</td><td><input type="checkbox"/> Percent of Calls</td><td></td></tr></table>			<input type="checkbox"/> Within Duration	<input type="checkbox"/> Number of Calls	<input type="checkbox"/> Percent of Calls	
<input type="checkbox"/> Within Duration	<input type="checkbox"/> Number of Calls	<input type="checkbox"/> Percent of Calls					

Note:

Please consider that using third-party methods to "seize" calls from a queue, where the queue loses ability to deliver them to the agents logged in, can affect the precision of queue abandonment report. From the queue's perspective, these calls will be logged by Asterisk as ABANDONED despite the fact that they show as answered in the CDR.

- [Q-Xact Reports-Admin Guide](#)