

# ShoreTel Workgroup Custom SLA Report

The ShoreTel Workgroup Custom SLA (Service Level Agreement) Report shows how well each Workgroup is meeting pre-defined service levels.

Parameters:

Date Range and Time Range (within each day) to bound the report data.

ASA Target: The Average Speed to Answer target time in seconds. This can be read as "What is our target time in seconds to answer incoming calls". This value affects the calculation of the "Agent Answered Within Target" column. The default is 30 seconds.

TSF Target: The Time Service Factor target percentage. This can be read as "What is our target percentage of calls answered within the ASA target time". This parameter only affects the color of the "Agent Answered Within Target" percentage value (Black = "met target", Red = "did not meet target"). Default is 80%. Set this to 0 if you don't want to specify a target.

Intervals: Set to 0 to suppress intervals, set to 30 or 60 to further subdivide each day's data into 30 or 60 minute intervals.

Minimum Abandoned Seconds: Allows you to optionally exclude short abandoned calls from the report. This parameter **only** appears on versions of this report running on ShoreTel 10.2 or greater.

This output is by Workgroup and then by day. If run with a nonzero interval value, the output is further grouped by interval within each day.

Example (without intervals):

## Workgroup SLA Target Report

Start Date: May 23, 2011  
Start Time: 7:00:00AM

ASA Target (seconds): 30

TSF Target (percent): 80.0

End Date: May 27, 2011  
End Time: 6:00:00PM

<u>Workgroup</u> <u>Date</u>	<u>Total</u> <u>Incoming</u>		<u>Agent</u> <u>Answered</u>		<u>Agent Answered</u> <u>Within Target</u>		<u>Agent Answered</u> <u>Time to Answer</u>		<u>Agent Answered</u> <u>Connect Time</u>		<u>Abandoned</u> <u>Wait Time</u>		<u>Total</u> <u>Other Calls</u>		<u>Other Calls Breakout</u>				
															VM	Xfer	Fwd	Flow	Misc
<b>EFC (x220)</b>																			
May 23, 2011	63	61	(96.8%)	51	(83.6%)	20:02	0:19	175:38	2:52	2	(3.1%)	0:03	0:01	0	(0.0%)	0	0	0	0
May 24, 2011	36	36	(100.0%)	33	(91.6%)	8:46	0:14	134:28	3:44	0	(0.0%)			0	(0.0%)	0	0	0	0
May 25, 2011	29	29	(100.0%)	23	(79.3%)	9:45	0:20	145:40	5:01	0	(0.0%)			0	(0.0%)	0	0	0	0
May 26, 2011	41	39	(95.1%)	39	(100.0%)	5:09	0:07	127:37	3:16	1	(2.4%)	0:16	0:16	1	(2.4%)	1	0	0	0
May 27, 2011	56	54	(96.4%)	51	(94.4%)	11:16	0:12	182:14	3:22	2	(3.5%)	0:46	0:23	0	(0.0%)	0	0	0	0
<b>Workgroup Total</b>	<b>225</b>	<b>219</b>	<b>(97.3%)</b>	<b>197</b>	<b>(89.9%)</b>	<b>54:58</b>	<b>0:15</b>	<b>765:37</b>	<b>3:29</b>	<b>5</b>	<b>(2.2%)</b>	<b>1:05</b>	<b>0:13</b>	<b>1</b>	<b>(0.4%)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Report Total</b>	<b>225</b>	<b>219</b>	<b>(97.3%)</b>	<b>197</b>	<b>(89.9%)</b>	<b>54:58</b>	<b>0:15</b>	<b>765:37</b>	<b>3:29</b>	<b>5</b>	<b>(2.2%)</b>	<b>1:05</b>	<b>0:13</b>	<b>1</b>	<b>(0.4%)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

Data Columns (note all durations are in minutes:seconds):

Total Incoming – Number of calls that entered the Workgroup.

Agent Answered – Number and percentage (of total incoming) of calls that were answered by an agent.

Agent Answered Within Target – Number and percentage (of agent answered) of calls that were answered within the ASA Target parameter time. Percentage value will be red if less than the TSF Target parameter.

Agent Answered, Time to Answer – Total and average (ASA) durations for agent answered calls to be answered. These durations consider the amount of time a call, that was agent answered, waited in queue before it was answered.

Agent Answered, Connect Time – Total and average durations of total call connection time for agent answered calls. These durations consider the entire length of the phone call, for those that were agent answered.

Abandoned – Number and percentage (of total incoming) of calls that were abandoned by the caller while waiting in queue.

Abandoned Wait Time – Total and average durations of wait time for calls that were abandoned.

Total Other Calls – Number and percentage (of total incoming) of calls that were neither agent answered nor abandoned.

Other Calls Breakout – Breaks out the calls in the “Total Other Calls” column by specific type. These are basically showing how, besides agent answered or abandoned, calls ultimately exited the Workgroup queue. Columns:

- VM – Caller ended up in the Workgroup VoiceMail box (not an individual’s VM box), either by choice, or by configuration.
- Xfer – The caller chose to transfer out of the Workgroup (this can be controlled by configuration of the Workgroup).
- Fwd – The caller was forwarded out of the Workgroup, for reasons other than overflow/interflow (by configuration of the Workgroup).
- Flow – Caller was forwarded out of the Workgroup by overflow or interflow configuration.
- Misc – All other reasons for exiting the queue (example: removal from queue by call pickup or park).

Example (with 60 minute interval): The data columns are the same but the data is broken down hourly.

### Workgroup SLA Target Report

Start Date: May 23, 2011		ASA Target (seconds): 30								TSF Target (percent): 80.0				End Date: May 23, 2011		End Time: 6:00:00PM					
Start Time: 7:00:00AM																					
Workgroup Date	Total Incoming	Agent Answered	Agent Answered Within Target		Agent Answered Time to Answer		Agent Answered Connect Time		Abandoned		Abandoned Wait Time		Total Other Calls	Other Calls Breakout							
					Total	ASA	Total	Avg			Total	Avg		VM	Xfer	Fwd	Flow	Misc			
EFC (x220)																					
May 23, 2011																					
07:00 - 08:00	1	1 (100.0%)	1	(100.0%)	0:12	0:12	1:52	1:52	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
08:00 - 09:00	8	7 (87.5%)	7	(100.0%)	0:46	0:06	12:49	1:49	1	(12.5%)	0:00	0:00	0	(0.0%)	0	0	0	0	0		
09:00 - 10:00	8	7 (87.5%)	7	(100.0%)	1:04	0:09	30:12	4:18	1	(12.5%)	0:03	0:03	0	(0.0%)	0	0	0	0	0		
10:00 - 11:00	5	5 (100.0%)	5	(100.0%)	0:53	0:10	10:43	2:08	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
11:00 - 12:00	6	6 (100.0%)	4	(66.6%)	1:37	0:16	24:01	4:00	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
12:00 - 13:00	8	8 (100.0%)	5	(62.5%)	4:28	0:33	22:05	2:45	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
13:00 - 14:00	8	8 (100.0%)	7	(87.5%)	1:55	0:14	19:18	2:24	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
14:00 - 15:00	8	8 (100.0%)	6	(75.0%)	4:36	0:34	22:51	2:51	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
15:00 - 16:00	6	6 (100.0%)	6	(100.0%)	0:48	0:08	14:41	2:26	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
16:00 - 17:00	3	3 (100.0%)	2	(66.6%)	1:52	0:37	11:58	3:59	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
17:00 - 18:00	2	2 (100.0%)	1	(50.0%)	1:51	0:55	5:08	2:34	0	(0.0%)			0	(0.0%)	0	0	0	0	0		
Day Total	63	61 (96.8%)	51	(83.6%)	20:02	0:19	175:38	2:52	2	(3.1%)	0:03	0:01	0	(0.0%)	0	0	0	0	0		
Workgroup Total	63	61 (96.8%)	51	(83.6%)	20:02	0:19	175:38	2:52	2	(3.1%)	0:03	0:01	0	(0.0%)	0	0	0	0	0		
Report Total	63	61 (96.8%)	51	(83.6%)	20:02	0:19	175:38	2:52	2	(3.1%)	0:03	0:01	0	(0.0%)	0	0	0	0	0		