ShoreTel Workgroup Exceptional Call Report

The ShoreTel Workgroup Exceptional Call Report shows all exceptional calls queued to a Workgroup. Exceptional calls are defined as those that did NOT end with being connected to an agent. The report includes the specific end reason. Parameters:

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

Show All Exceptions: If selected, the report shows all exceptional calls. If not selected, only abandoned calls are shown.

Show Calling Name: If selected, the report will show, if available, the calling name received on the call, in addition to the calling number. Selecting calling name does slow the generation of the report.

Workgroups: Used to filter results by range(s) of Workgroup numbers. Default is all.

This output is by Workgroup and then by date. Example (numbers obscured in this sample for privacy):

Start Date: 9/21/2009
Start Time: 8:00:00AM

Workgroup Exceptional Call Report

End Date: 9/25/2009
End Time: 5:00:00PM

Workgroup

Entered Queue Date/Time		Duration	Caller ID	Caller ID Name	Dialed Number		Exit Reason	Fwd/Xfer Target DN
GA (x222)								
Tuesday, September 22, 2009	15:48:09	00:00	+13■■■365		888-■■■42	GA Site	Forward - Agents Logged Out	250
Tuesday, September 22, 2009	15:54:47	00:00	+17■■■583		800-■■■91	GA CC	Forward - Agents Logged Out	250
Tuesday, September 22, 2009	16:02:11	04:05	+18■■■540		800-■■■91	GA CC	Interflow	250
Tuesday, September 22, 2009	16:02:23	04:06	+15■■■091		800-■■■91	GA CC	Interflow	250
Wednesday, September 23, 2009	09:51:48	04:06	+13■■■055		800-■■■91	GA CC	Interflow	250
Wednesday, September 23, 2009	11:07:13	00:00	+14■■■536		800-■■■91	GA CC	Forward - Agents Logged Out	250
Wednesday, September 23, 2009	11:22:17	00:01	+17■■■048		800-■■■91	GA CC	Forward - Agents Logged Out	250
Wednesday, September 23, 2009	11:31:56	00:00	+14■■■379		800-■■■91	GA CC	Forward - All Calls	250
Wednesday, September 23, 2009	11:33:32	00:00	+15■■■408		800-■■■91	GA CC	Forward - All Calls	250
Wednesday, September 23, 2009	11:34:22	00:00	+15■■■408		800-■■■91	GA CC	Forward - All Calls	250
Wednesday, September 23, 2009	12:05:56	00:00	+13■■■746		800-■■■91	GA CC	Forward - Agents Logged Out	250
Wednesday, September 23, 2009	12:06:26	00:00	+13■■■746		800-■■■91	GA CC	Forward - Agents Logged Out	250
Wednesday, September 23, 2009	12:10:54	00:00	+12■■■454		800-■■■91	GA CC	Forward - Agents Logged Out	250
Wednesday, September 23, 2009	12:12:06	00:00	+15■■■367		800-■■■91	GA CC	Forward - Agents Logged Out	250
Friday, September 25, 2009	15:52:14	03:43	+12■■■734		800-■■■91	GA CC	Abandoned	
Friday, September 25, 2009	15:56:03	04:04	+12■■■734		800-■■■91	GA CC	Abandoned	
Friday, September 25, 2009	16:00:12	01:24	+12■■■734		800-■■■91	GA CC	Transfer - To VoiceMail	222
Friday, September 25, 2009	16:11:40	04:06	+14■■■331		800-■■■91	GA CC	Interflow	250
Number of Exceptional Calls:	18							

Total Number Exceptional Calls: 18

Each data row represents a single call showing date, time, duration, caller ID, dialed number, the queue exit reason, and, for applicable exit reasons, the target number. The possible exit reasons are listed below.

"Forward - All Calls" – All calls entering the Workgroup are being forwarded.

"Forward - Agents Busy" – Call was forwarded by the Workgroup because all agents were busy.

"Forward - Agents RNA" – Call was forwarded by the Workgroup because all agents rang without answering.

"Forward - Agents Logged Out" – Call was forwarded by the Workgroup because no agents were logged in.

"Forward - Maximum Rings" – Call was forwarded by the Workgroup because the maximum ring time was exceeded.

"Abandoned" – Caller hung while waiting in the Workgroup queue.

"Transfer - To VoiceMail" – Caller chose to exit the Workgroup queue to leave a VM message.

"Transfer - To Extension" – Caller chose to exit the Workgroup queue by transferring to an extension.

"Transfer - To Menu" – Caller chose to exit the Workgroup queue by transferring to an AA menu.

"Call Pickup" – Call was removed from queue via Pickup.

"Call Unpark" – Call was removed from queue via Unpark.

"Overflow" – Call overflowed to another Workgroup.

"Interflow" – Call interflowed to another destination.

"Unknown" – Reason for exiting the queue could not be determined.