DeepCall

A User Guide On -

Reporting & Analytics

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Reporting & Analytics

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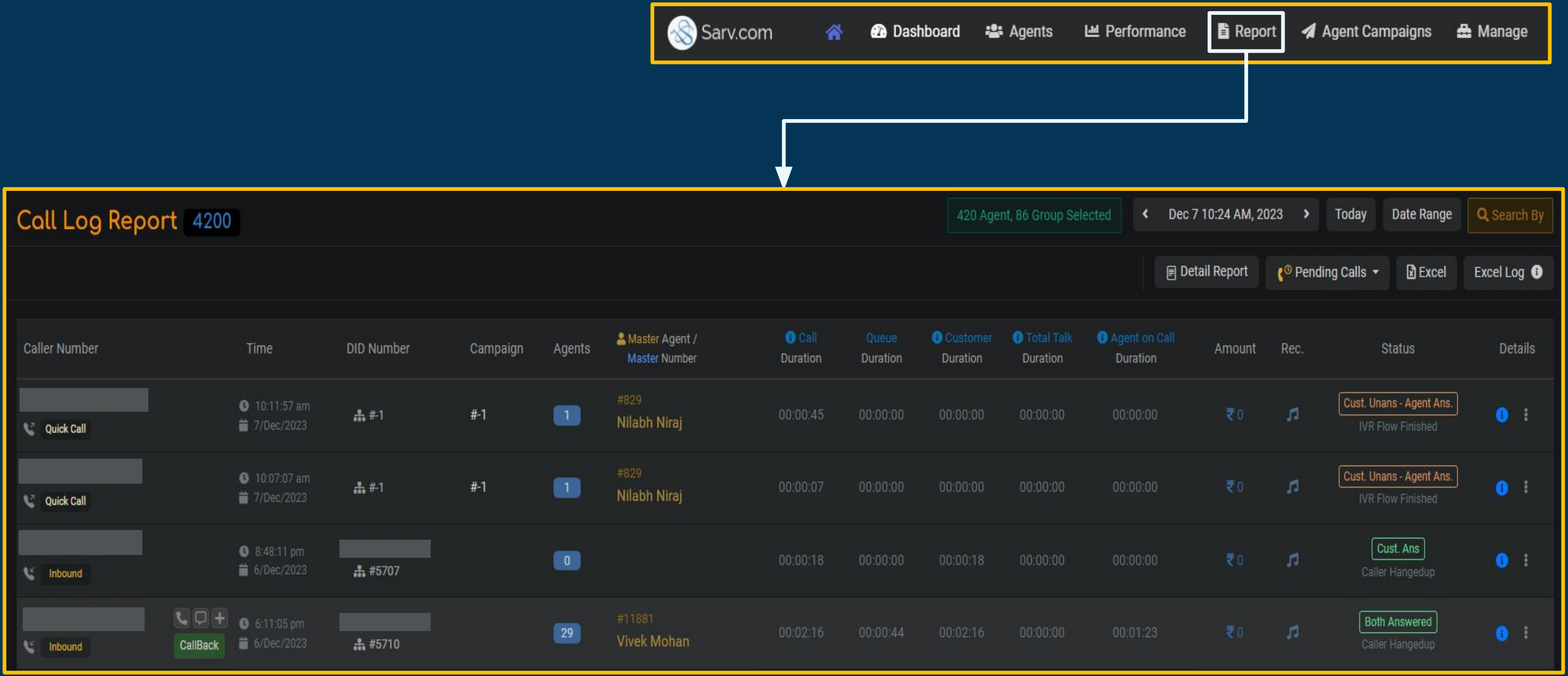


DeepCall

Call Log Report

Call Log Report is where you can find all the necessary details about all the calls, campaigns, and agents from your call center. All the information is kept on one page for easy and quick access. That makes it a customer-centric solution.

You can analyze call reports from all your agents depending on the following parameters explained below:

Caller Number

- Customer mobile number.
- Clickable: Lead to the central “Directory” section for unique details.
- Type of Call: Inbound/QuickCall(Outbound)/Campaign/Click To Call.
- Make
    - Quick Call
    - Send SMS: Pre-Approved SMS Template & Sender ID.
    - Add Contact: Add a number to the desired/connected contact list.

Time

- Date and exact time when a call is initiated.

DID Number/IVR ID

- Inbound: The DID number will be displayed.
- Outbound/QuickCall/Campaign: IVR ID will be displayed.

Campaign

- If it comes under any campaign, it will show here.

Agents

- Count of agents involved during the call.
- Clickable counter to see the agent details which are connected at any instance of call.

Master Agent/ Master Number

- Master Number is displayed for Click To Call, for other call types it will display the Master agent name.

Duration

- Call Duration: Time from ringing till the call is hung up.
- Queue: The duration of the caller waiting to connect with the agent.
- Customer Duration: Same as total talk time in outgoing and call duration in incoming.

- Total Talk Time: Sum of all talk time had between customer & agent(s).
- Agent On Call: More than one agent may be involved in a call or one agent may be involved more than once. So, it is the sum of the durations for which agents stayed on call.

Amount

- Amount spent per call in INR.

Rec.(Recording)

- Click to open a popup to listen, and download the recording.
- It mentions node, agent details, answer time, and duration.

Status

Different status names are given to different call logs based on call flow.

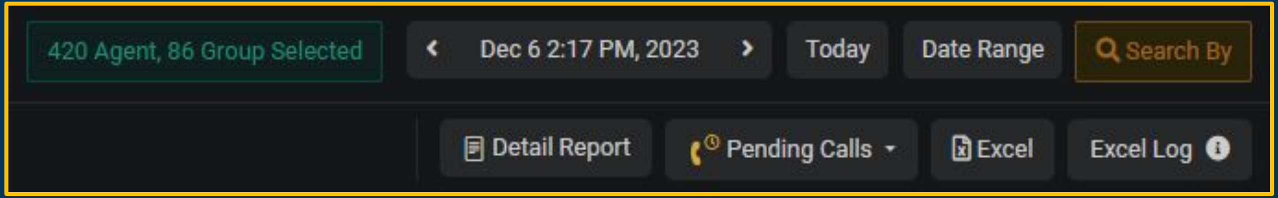
Few Examples:

- Both Answered
- Cust. Ans. - Agent Unans.
- Cust. Unans. - Agent Ans.
- Agent Unanswered & so on.

Details

It will be explained in detail in slides 14 and 16.

How the Filters Work



A wide range of filters are available to the users to make the searches very comprehensive.

Agents/Groups

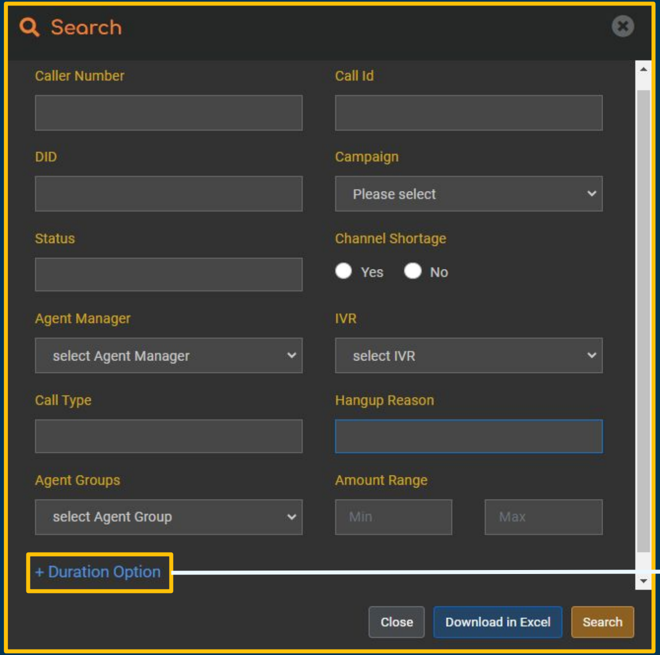
- Filter choosing particular agent/agents or group/groups.

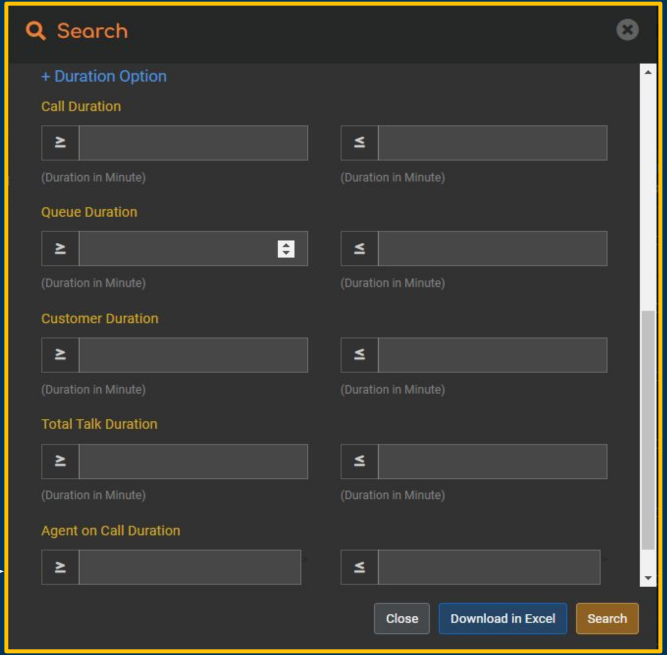
Date Range

- Day-wise segregation is possible. Also, select the range between 2 dates and reports will display for the selected dates.

Search By

- Multiple parameters are available to filter the logs. Here, we have an advanced feature, where the Agent can perform a search by using the “Duration Option”.





Users can perform a search in the report with parameters like- Caller Number, Call-ID, DID, Campaign, Status, Channel Storage, Agent Manager, IVR, Call Type, Hangup Reason, Agent Groups, and Amount Range. You can download the Excel report as well.

Here, the User can perform a search using parameters like - Call Duration, Queue Duration, Customer Duration, Total Talk Duration, and Agent on Call Duration. You can download the Excel Report as well. It is a part of the “Search By” option only.

Detail Report

- A new page to list the activity of several other parameters while the call was live.
- Users are free to add more columns to see the report for example choose Call Transfer, DTMF, and Call answered.
  Once selected the columns will be added to the detailed report section.

  While selecting columns, the user can also decide the priority of these columns by moving places.

Pending calls

Pending calls report either for quick call or campaign along with reason.

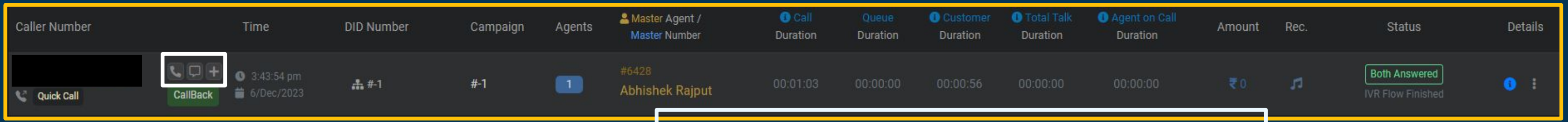
Excel

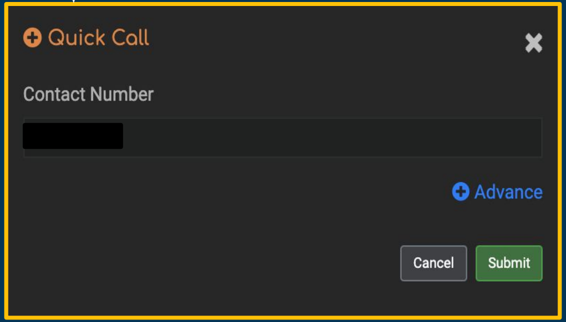
Download the log reports in CSV format on your local device. In the downloaded report, there will be a column in the Excel file for the Call Recording Link, so that it will become easier to download the recordings.

Excel Log

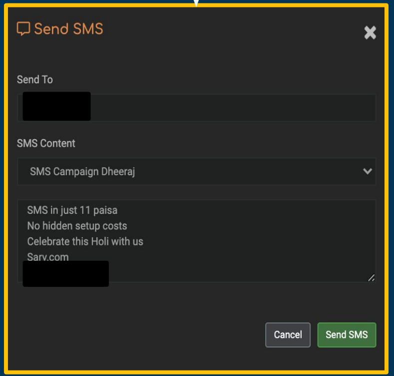
In Excel Logs, we can check the history of the date and time the user downloaded Excel into the system.

Call, SMS and Contact List

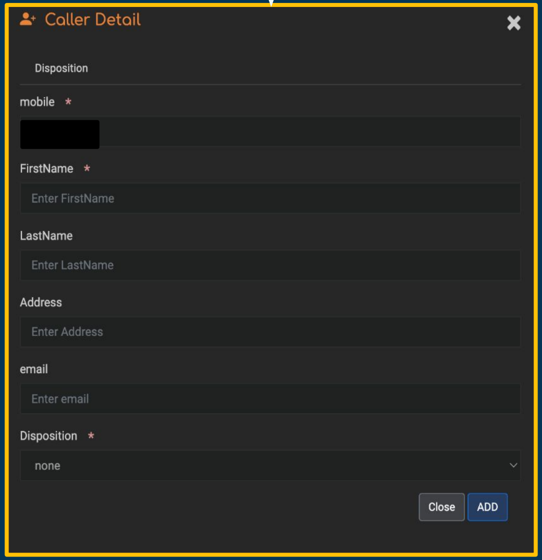




Quick Call - From here, we can make calls from the systems.

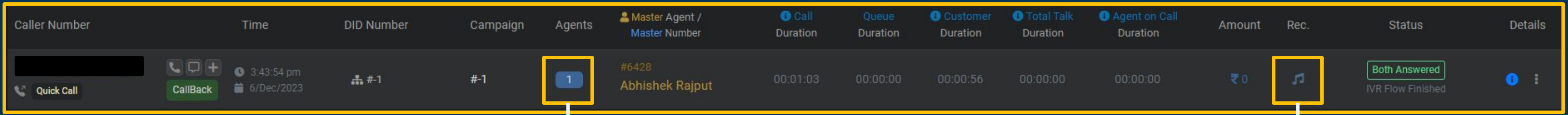


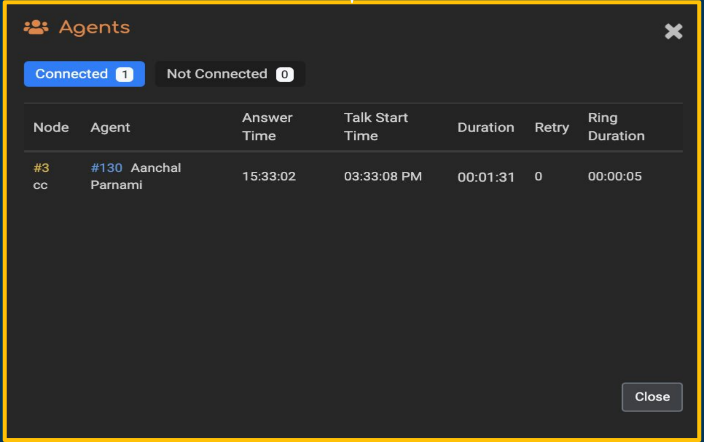
Send SMS - Pre-Approved SMS Template and Sender ID.

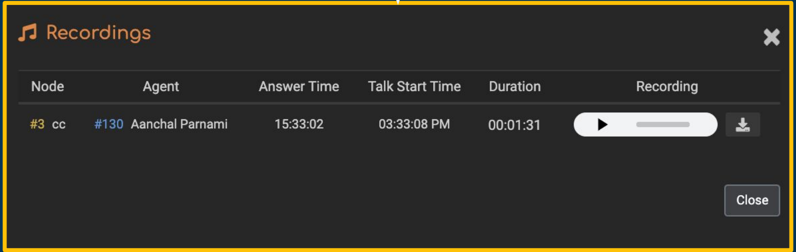


Caller Detail - Add a number to the desired/connected contact list.

Agent & Recording



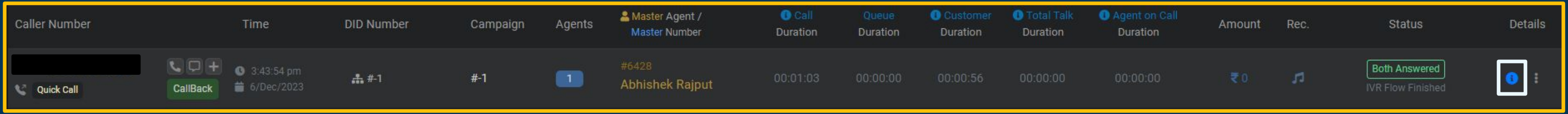


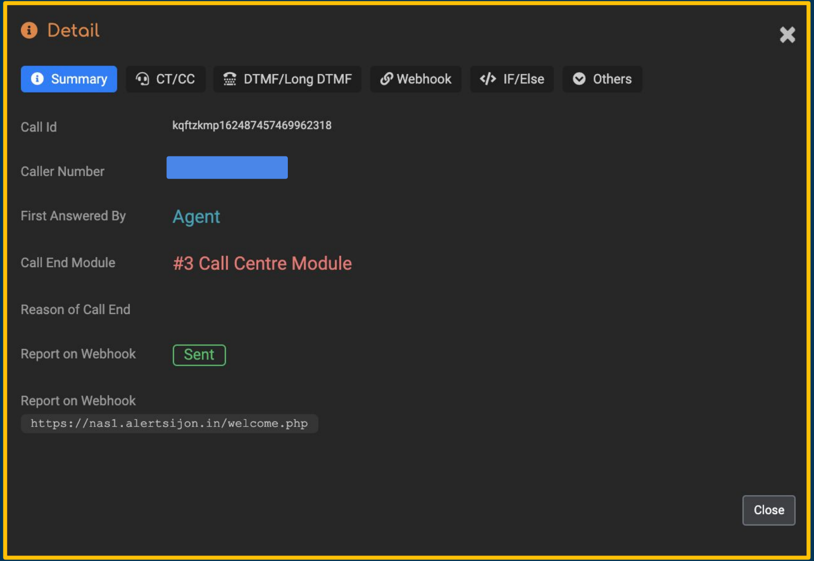


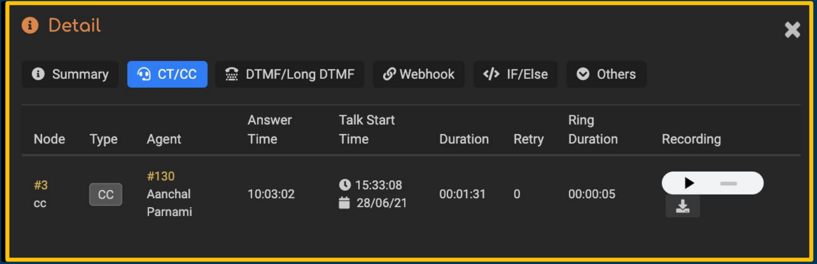
- Click to open a popup to listen, and download the recording.
- It mentions node, agent details, answer time, and duration.

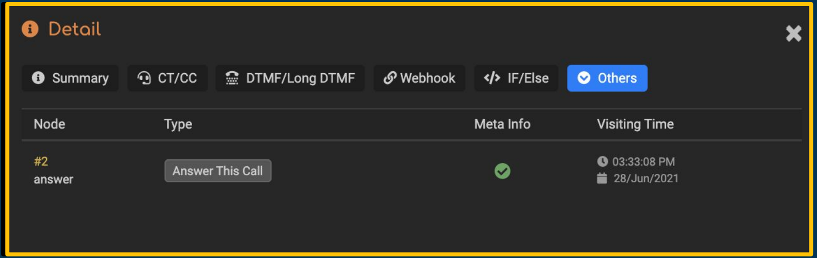
- One or more agents (if included) handle the call, and then the counter will appear.
- Clickable, so the user can see who are the agents involved in the call.

Call Modules Detail









There are various components of the Detail Section which are as follows-

Summary

It will show details like Caller ID, Caller Number, First Answered By, Call End Module, Reason Of Call End, and Report on Webhook(Status).

CT/CC(Cloud Telephony/Call Center)

From here, the agent can access the recording and can also download it on the local device.

Click To Call

It shows the parameters which are active during the call.

DTMF/Long DTMF(Dual Tone Module Frequency)

It takes the record of every node of the IVR that the customer has pressed while calling.

Webhook

These are automated URLs and time responses sent from here.

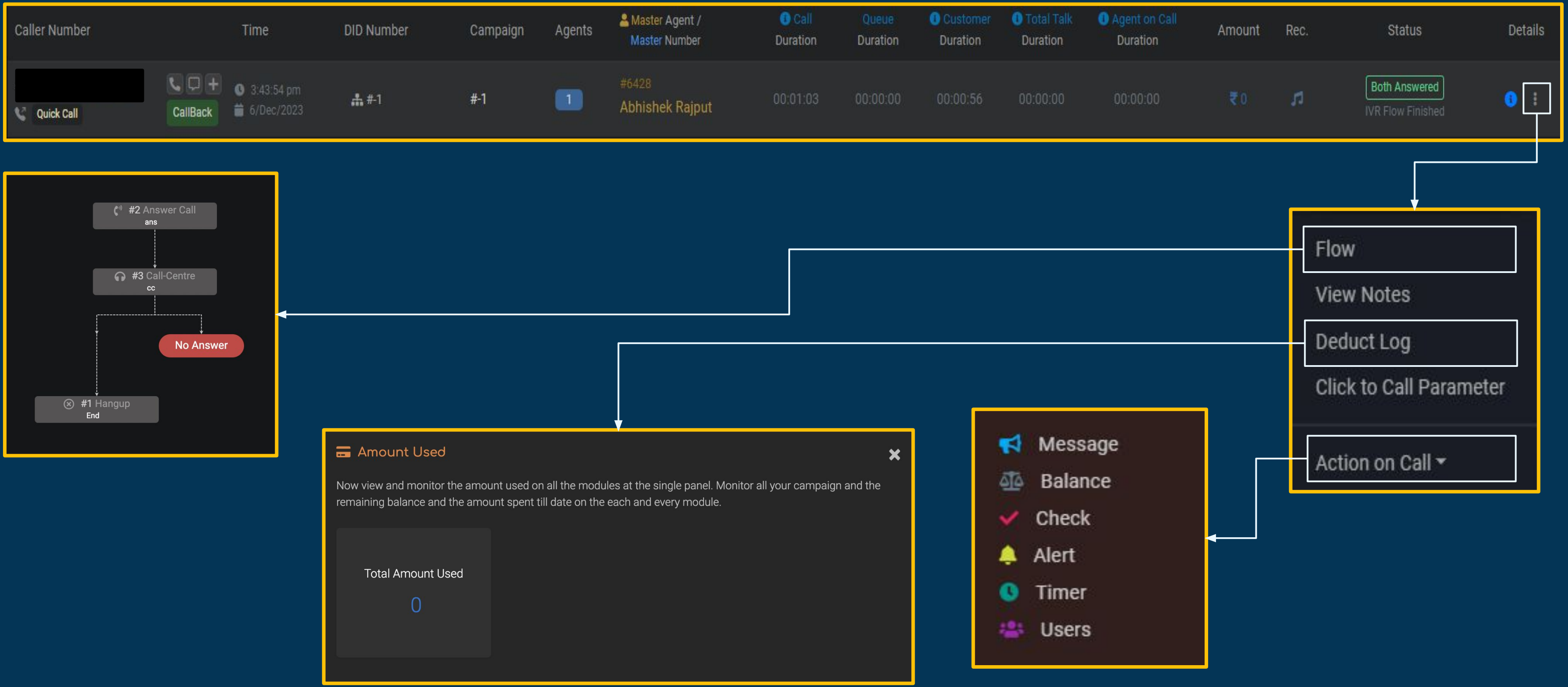
If/Else

It shows the IVR activity that the customer used to call the Agent.

Others

It shows the complete activity of the call from inception to end.

Call Modules Detail(Cont’d)

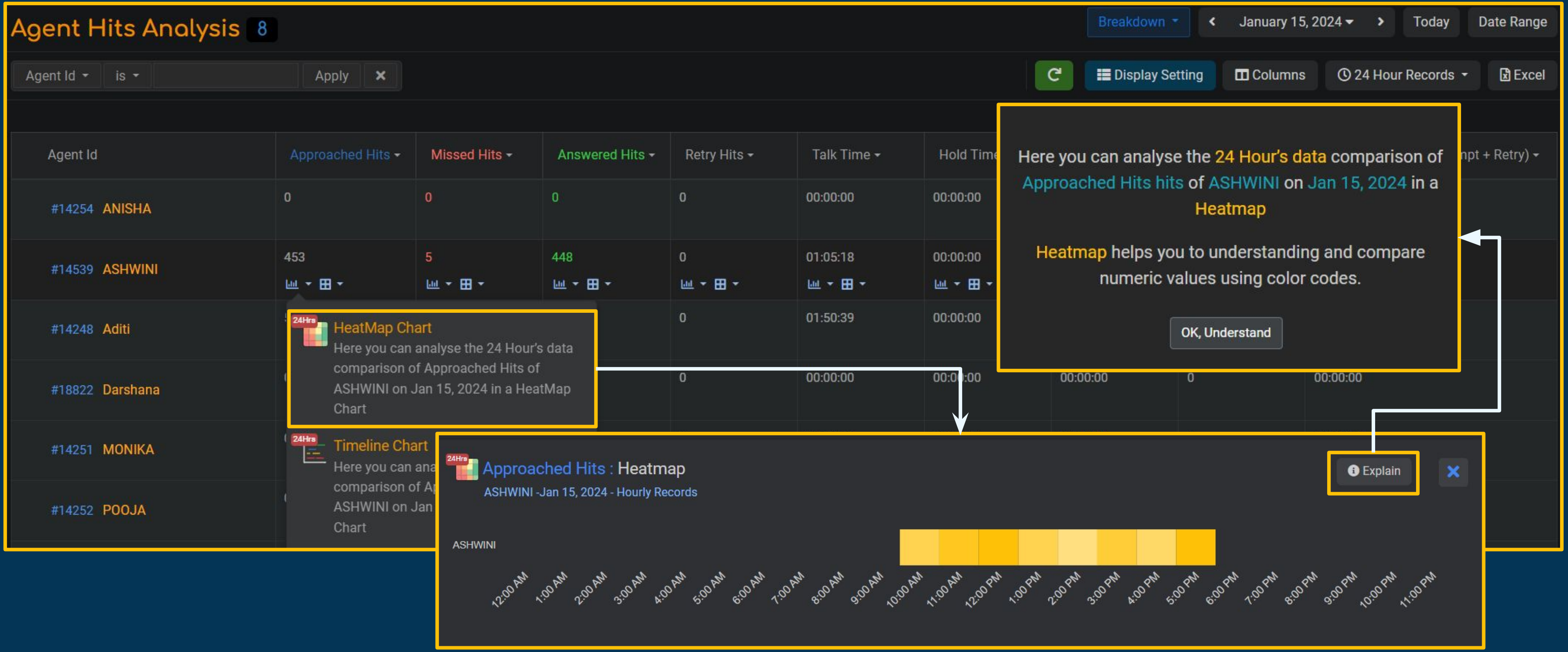


Details

- Flow: How the call flowed in the IVR. The flow of the call will be colored and the rest will be grey color for clear visibility.
- View Notes: In this, the Agent can see the notes written for the call taken.
- Deduct Log: Transparency with the amount for every call.
- Click-to-Call Parameter: The number of calls that are generated through the click-to-call action button is shown here.
- Action on Call.
    - Tags: Create tags to mark your call.
    - Few Example:
        - Message
        - Balance
        - Check
        - Alert
        - Timer
        - Users

Analytics

Heatmap Chart

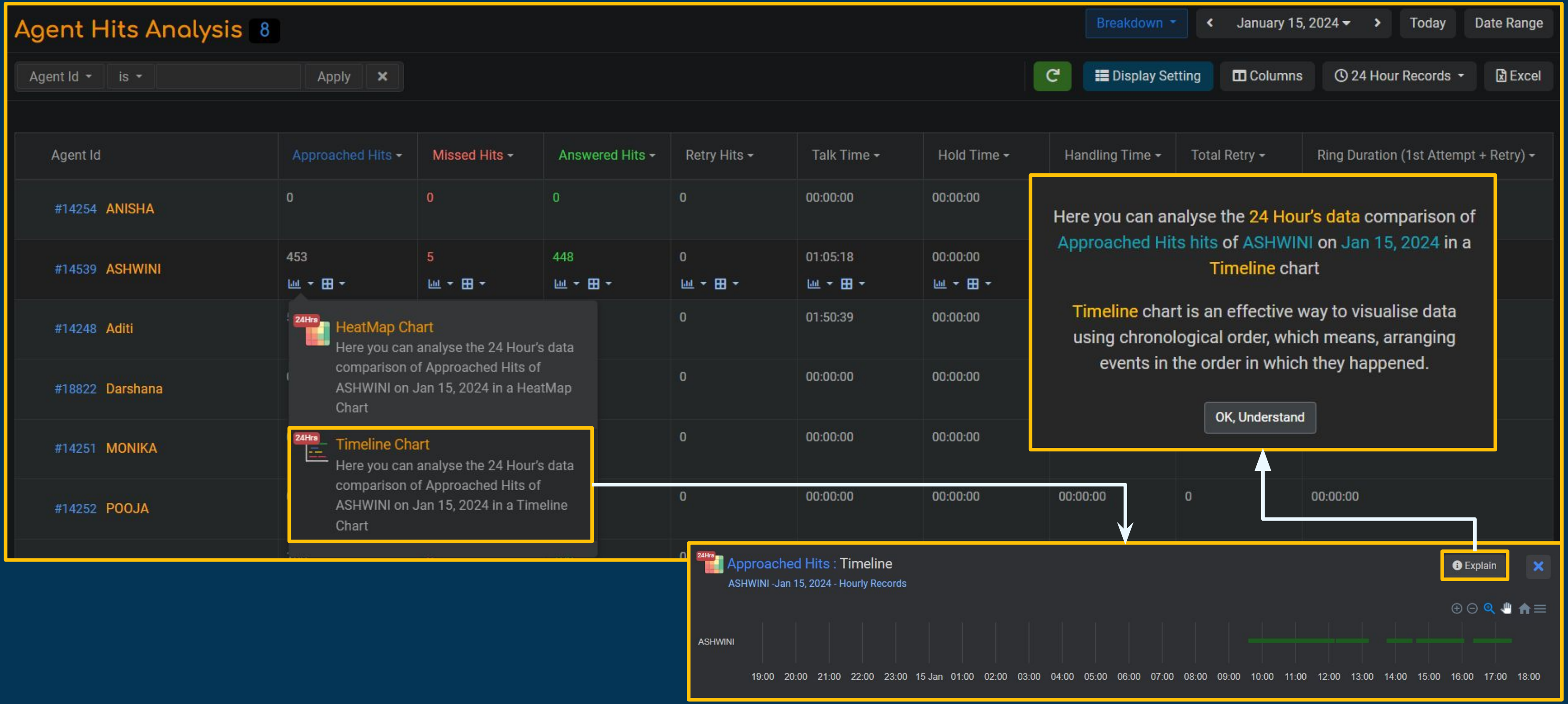


Heatmap Chart

Points to Understand-

- Every chart & table helps the user understand the performance of the complete solution & individual agent.
- Click to open the chart to view the colored hourly records.
- The color difference is based on intensity.
- Example: In this case Maximum Hits=Darker Yellow shade.
- Click on each color box to view the details of the hits managed by the agent each hour.
- A similar is applied to the other parameters under this section.
- By clicking on the “Explain” tab, you will get the information available in the box on the right-hand side.

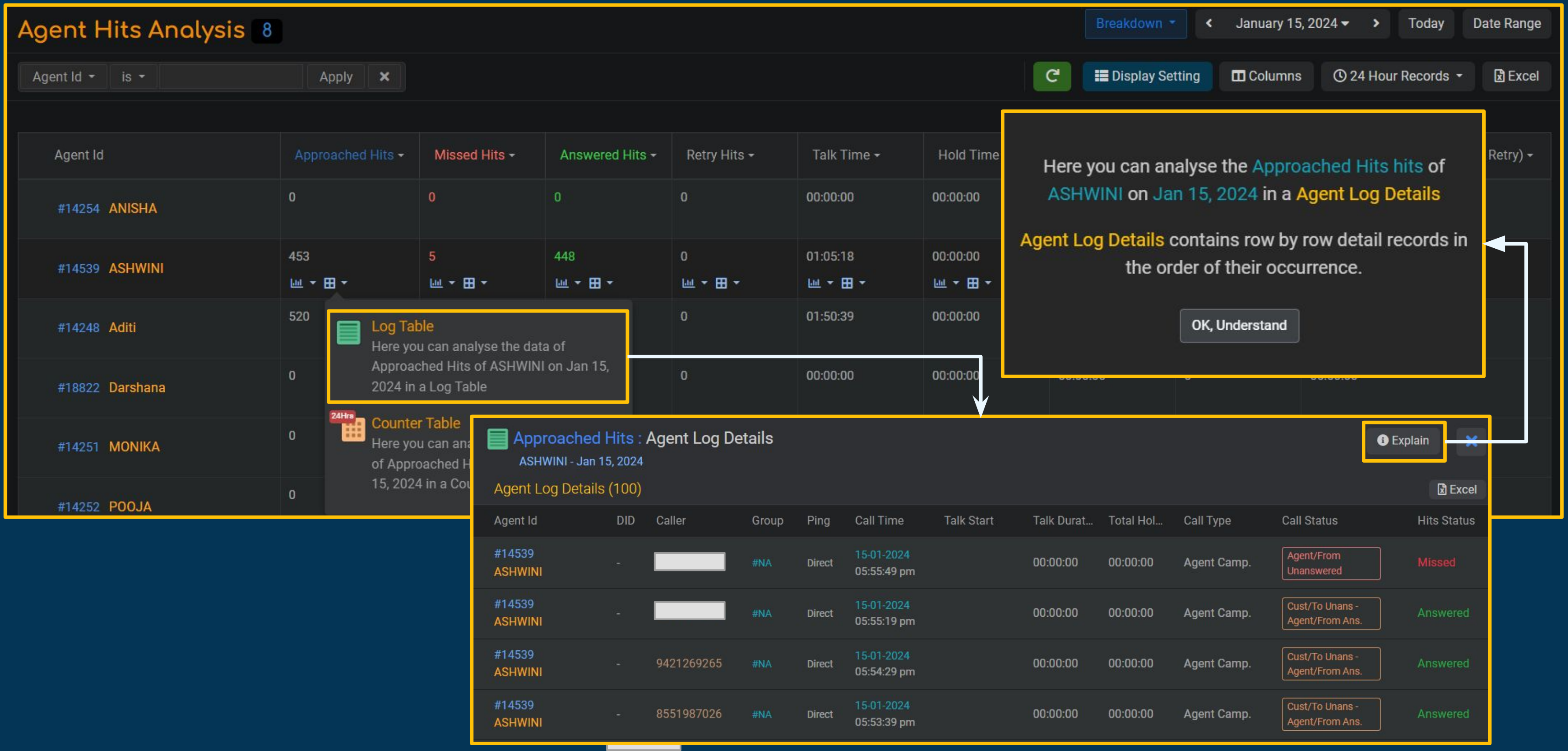
Timeline Chart



Timeline Chart

- Click on any timeline from the chart visible to open the detailed logs below.
- Download the logs in Excel format.
- Hourly records are listed for each day.
- Zoom options.
- Download the timeline chart in SVG or PNG format for references.
- By clicking on the “Explain” tab, you will get the information available in the box on the right-hand side.

Log Table

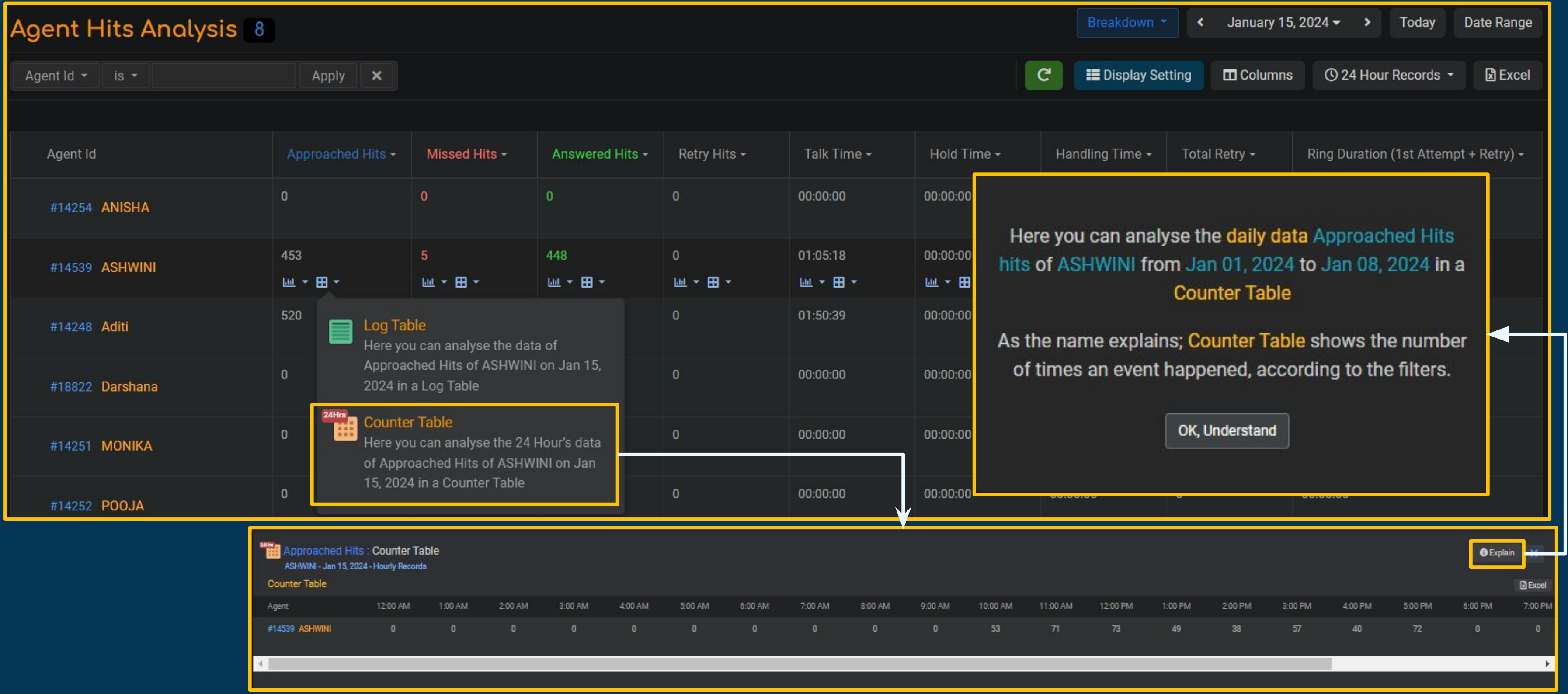


Agent Hits Analysis 8
Breakdown
January 15, 2024
Today
Date Range
Agent Id
is
Apply
Display Setting
Columns
24 Hour Records
Excel
Agent Id
Approached Hits
Missed Hits
Answered Hits
Retry Hits
Talk Time
Hold Time
Retry)
#14254 ANISHA
#14539 ASHWINI
#14248 Aditi
#18822 Darshana
#14251 MONIKA
#14252 POOJA
Log Table
Here you can analyse the data of Approached Hits of ASHWINI on Jan 15, 2024 in a Log Table
Counter Table
Here you can analyse the Approached Hits hits of ASHWINI on Jan 15, 2024 in a Agent Log Details
Agent Log Details contains row by row detail records in the order of their occurrence.
OK, Understand
Approached Hits : Agent Log Details
ASHWINI - Jan 15, 2024
Explain
Agent Log Details (100)
Excel
Agent Id
DID
Caller
Group
Ping
Call Time
Talk Start
Talk Durat...
Total Hol...
Call Type
Call Status
Hits Status
#14539 ASHWINI
9421269265
8551987026
#NA
Direct
15-01-2024 05:55:49 pm
15-01-2024 05:55:19 pm
15-01-2024 05:54:29 pm
15-01-2024 05:53:39 pm
Agent Camp.
Agent/From Unanswered
Cust/To Unans - Agent/From Ans.
Missed
Answered

Log Table

- Detailed logs of all agents. Get each agent’s log details individually.
- Users can Download the Log Table in Excel.
- By clicking on the “Explain” tab, you will get the information available in the box on the right-hand side.

Counter Table



Agent Id	Approached Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time
#14254 ANISHA	0	0	0	0	00:00:00	00:00:00
#14539 ASHWINI	453	5	448	0	01:05:18	00:00:00
#14248 Aditi	520			0	01:50:39	00:00:00
#18822 Darshana	0			0	00:00:00	00:00:00
#14251 MONIKA	0			0	00:00:00	00:00:00
#14252 POOJA	0			0	00:00:00	00:00:00

Agent	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM
#14539 ASHWINI	0	0	0	0	0	0	0	0	0	0	53	71	73	49	38	57	40	72	0	0

Counter Table

- Hourly logs of approached hits made agent-wise.
- Excel download available.
- By clicking on the “Explain” tab, you will get the information available in the box on the right-hand side.

Agent Performance Report

Agent Performance Report

1 Group Selected | January 15, 2024 | Today

Columns | Excel

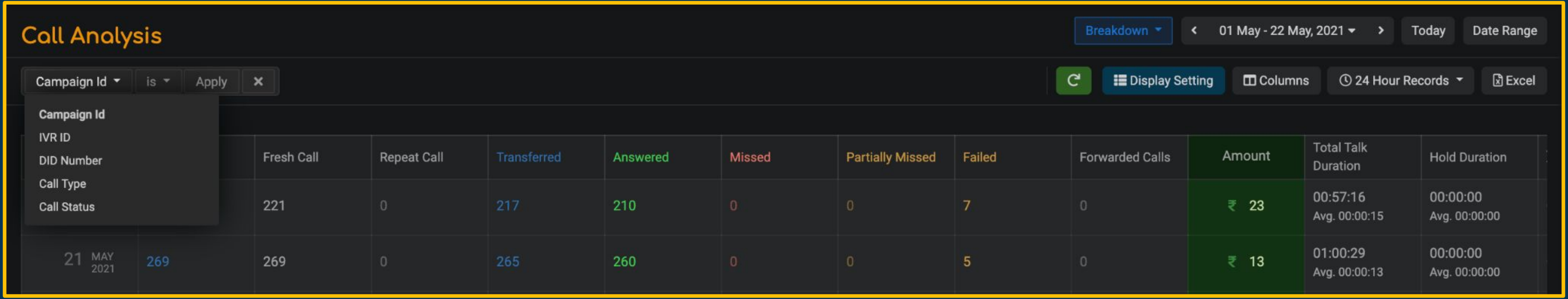
Agent	Total_Offered	IN_Answered	IN_Abandoned	IN_Total	OUT_Answered	OUT_Abandoned	OUT_Total	Login Duration	Avail. Time	RingTime	TalkTime	Answer Duration	On Call Duration	WrapTime	Total Breaks	Discussion	Lunch
#14248 Aditi	520	0	0	0	515	5	520	08:13:00	03:19:26	00:10:31	01:50:39	04:32:30	04:43:17	00:21:14	00:10:17	00:02:54	00:03:46
#18822 Darshana	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
#14538 Rushikesh	188	0	0	0	188	0	188	04:52:18	00:00:00	00:01:36	00:18:24	01:15:27	01:17:08	00:08:31	14:14:12	00:00:00	00:00:00
		708	0	0	0	703	5	708	13:05:18	03:19:26	00:12:07	02:09:03	05:47:57	06:00:25	00:29:45	14:24:29 111% of login	00:02:54

It provides the information related to the total inbound and outbound calls during the day along with Login Duration, Avail. Time, Ring Time, Talk Time, Answer Duration, On Call Duration, WrapTime, Total Breaks, Discussion, Lunch, Tea, Login and Logout.

You can view any day data from the calendar and customize the various tabs according to your requirements.

You can also download this report in the Excel format as well.

Call Analysis



Add New Filter

- Five filter types are added to help users analyze any one of them.
- Apply the condition and the result will open according to the set filter.

Breakdown

- As discussed in previous slides, this option helps the user to break down the results based on multiple parameters.

Date Range

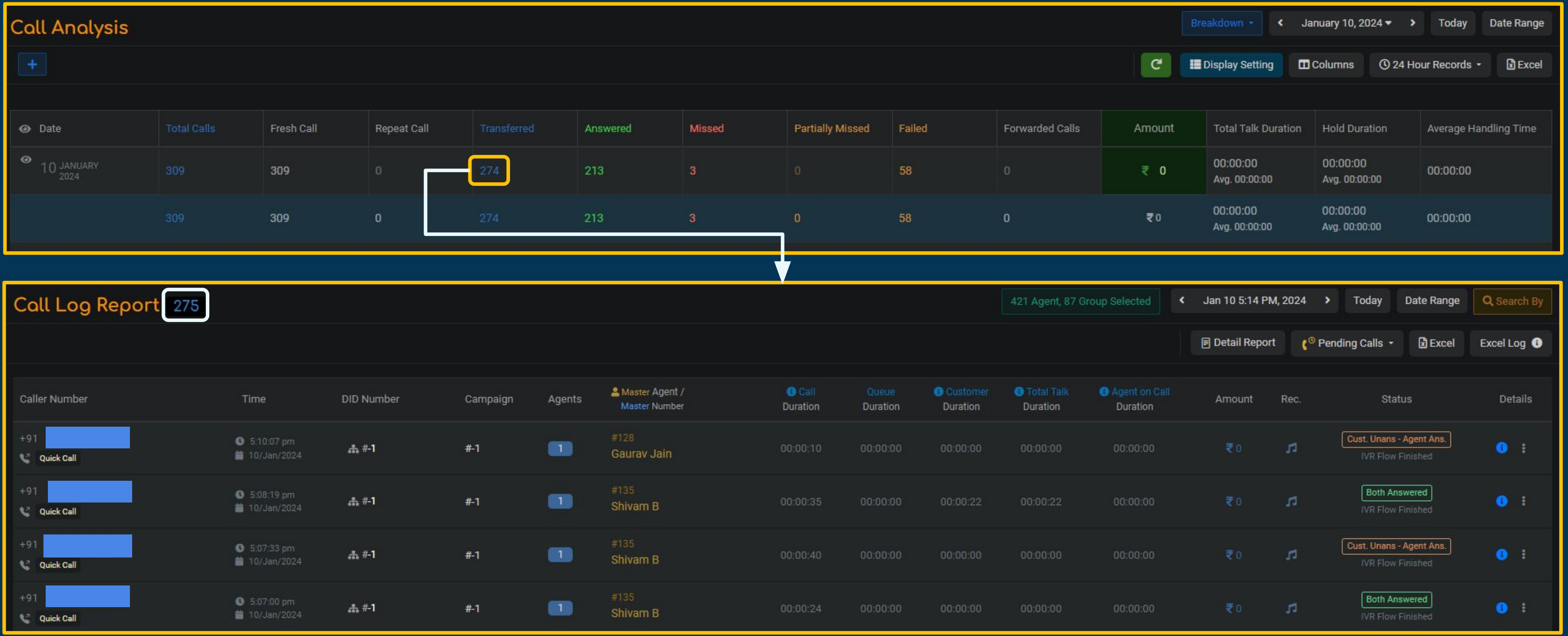
- Select the range of days from the calendar to view the results between the selected date range.
- Today: This is for display of results from the current day.

Display Settings

- Date - IVR
  - The main filter is set as per Date and it keeps results for each IVR separately.
- IVR- Date
  - The main filter is set as per the IVRs and into it, results are further fragmented as per dates.

DeepCall

Call Analysis



Clicking on the numbers in any column will fetch you the Call Log Report which is a detailed report that includes Caller Number, time, DID Number, Campaign, Agents, Master Agent/Master Number, Call Duration, Queue Duration, Customer Duration, Total Talk Duration, Agent on Call Duration, Amount, Rec., Status, and Details.

Columns

- There are mainly 6 parameters to this section of Call Analysis.
- Includes ‘Approached Calls’, ‘Forwarded Calls’, ‘Directed Calls’, ‘Amount’, ‘Agent Retry Calls’, ‘Durations’.
- There are multiple columns listed under each heading.
- Users can select the columns which they wish to view on screen for better analysis.

24 Hour Records

- Here as well there are many parameters listed.
- Every parameter shows a 24-hour record, which presents the hourly progress report. Example: If Amount is selected then per hour record of the amount spent on the calls will be displayed.

Excel

- Download the file with the existing display settings or revise the settings and then download the file in CSV format.

Call Types

- Total = Fresh + Repeat
  - All the incoming and outgoing calls will equal the total number of calls.
- Fresh
  - All the calls excluding the repeat/retry calls are fresh.
  - If the call is received from a number ‘n’ several times then these ‘n’ attempts will count as Fresh calls.
- Repeat
  - If a retry is done on any contact; manual or automated.
  - It will carry the results from the outbound call traffic only.

Call Types

Transferred: Every call travels to a pre-decided call flow like IVR flow. Once the call is answered in IVR it will travel from node to node. The call enters the Call Transfer module to dial the agents/groups available & starts dialing the agents as per the call strategy (One By One or To All).

Answered: When an agent is connected to the customer/caller then the call is marked answered.

Missed: The agent has dialed but if not answered or the call is not connected then the call is marked as missed.

Partially Missed: Partially Missed means the call has been missed by agents on some node but has been answered on some other node.

Total Talk Duration

The Duration for the day when the agent & customer/caller were connected in a conversation will be calculated and summed to make the total call duration.

An average is also calculated and displayed below the total talk duration for references.

- **Hold Duration**
  - Total duration for which callers/customers are kept on hold in the IVR flow.
- **Average Handling Time**
  - This is the duration or time for which the agent and client are connected for an active conversation.
  - This equals the average duration of the total talk duration.

Agent - Disposition Analysis

The agent is provided with up to 3 levels of Disposition. It will be very beneficial to increase the efficiency of the Call Centre. In this, if a particular agent marks any call in any disposition category out of the total calls attended in a day, then those will be displayed using a bar graph or numbers.

Red color signifies a disposition between 0-10%, Blue color indicates a disposition between 10-30%, and Green Color indicates a disposition between 30-100%. Here, you have the option to read disposition in bar graph/pie chart along with in absolute numbers.

User has the option to customize dispositions as per their preference. Also, you can download the Excel.

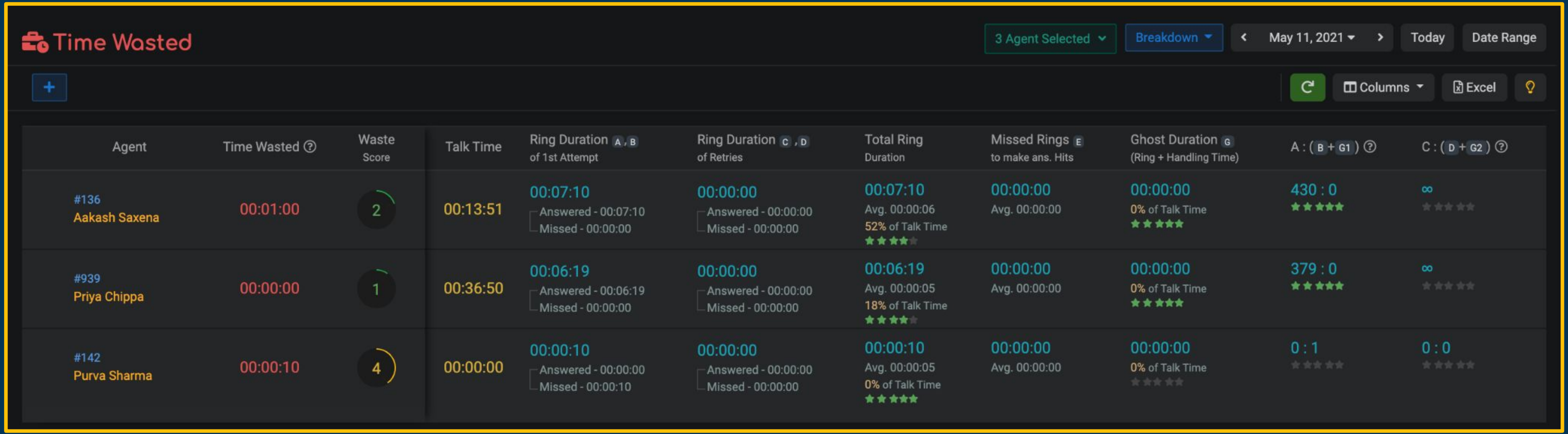
Call Centre - Disposition Analysis

The agent is provided with up to 3 levels of Disposition. It will be very beneficial to increase the efficiency of the Call Centre. In this, if a particular agent marks any call in any disposition category out of the total calls attended in a day, then those will be displayed using a bar graph or numbers.

Red color signifies a disposition between 0-10%, Blue color indicates a disposition between 10-30%, and Green Color indicates a disposition between 30-100%. Here, you have the option to read disposition in bar graph/pie chart along with in absolute numbers.

User has the option to customize dispositions as per their preference. Also, you can download the Excel.

Agent - Time Wasted



Time Wasted

3 Agent Selected | Breakdown | May 11, 2021 | Today | Date Range

Columns | Excel

Agent	Time Wasted	Waste Score	Talk Time	Ring Duration A , B of 1st Attempt	Ring Duration C , D of Retries	Total Ring Duration	Missed Rings E to make ans. Hits	Ghost Duration G (Ring + Handling Time)	A : (B + G1)	C : (D + G2)
#136 Aakash Saxena	00:01:00	2	00:13:51	00:07:10 Answered - 00:07:10 Missed - 00:00:00	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:07:10 Avg. 00:00:06 52% of Talk Time	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time	430 : 0	∞
#939 Priya Chippa	00:00:00	1	00:36:50	00:06:19 Answered - 00:06:19 Missed - 00:00:00	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:06:19 Avg. 00:00:05 18% of Talk Time	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time	379 : 0	∞
#142 Purva Sharma	00:00:10	4	00:00:00	00:00:10 Answered - 00:00:00 Missed - 00:00:10	00:00:00 Answered - 00:00:00 Missed - 00:00:00	00:00:10 Avg. 00:00:05 0% of Talk Time	00:00:00 Avg. 00:00:00	00:00:00 0% of Talk Time	0 : 1	0 : 0

Understand how your agents are utilizing or wasting their time during working hours. The analysis is completely based on the call activities.

Total Ring Duration for Time Waste can be calculated by adding the Ring Duration of 1st Attempt and the Ring Duration of Retries.

Missed Rings to make Ans. Hits are available to track the Missed Rings.

Ghost Duration can be calculated by adding the Ring and Handling Time.

These parameters will be very beneficial for finding the flaws of the Agent so that they can be improved by utilizing this data.