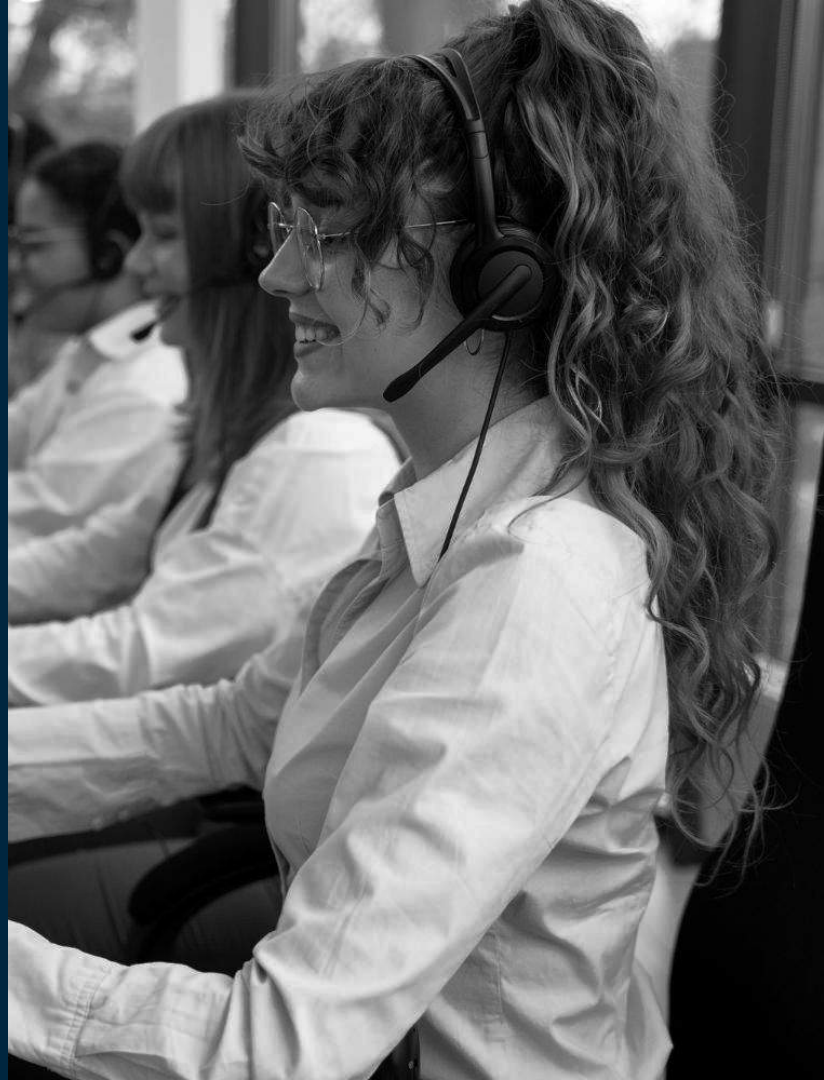
DeepCall IVR PERFORMANCE

A User Guide By DeepCall



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PERFORMANCE

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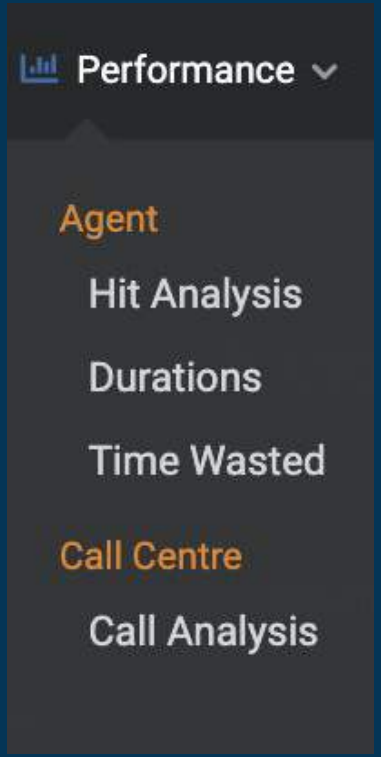
Performance

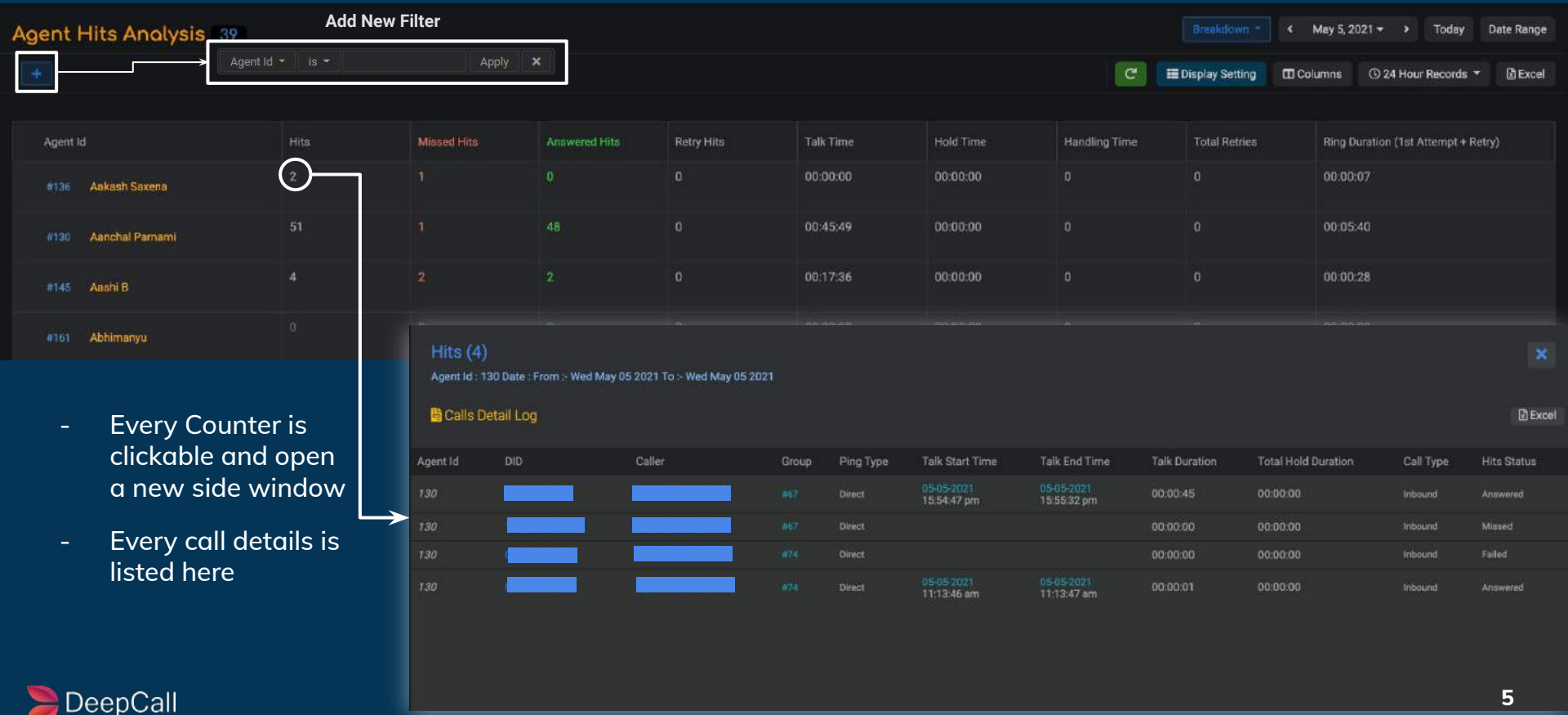
In the performance panel, you get to know your agents' performance using accurate stats.

These stats are separated in two section:

- AGENT
  - Hit Analysis
  - Durations
  - Time Wasted
- Call Center
  - Call Analysis
  - Disposition analysis



Hit Analysis



- Every Counter is clickable and open a new side window
- Every call details is listed here

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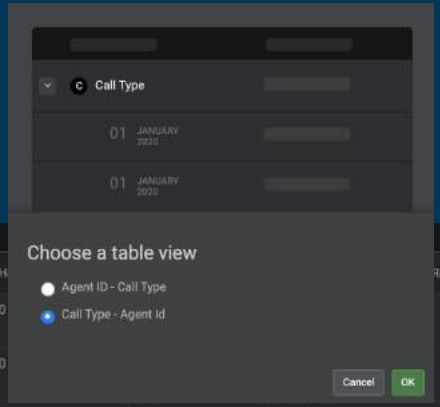
Let us understand what is stored in this section for the user. It provides better analysis to monitor & manage agents.

- Add New Filter
  - From here you can add a custom filter to your “Agent Hit Analysis” table
  - Results will display as per the set filter by the user
- Basic Filters and Functions
  - Breakdown: User can break the records according to the listed parameter
  - Call Type: 55
    - Inbound- 5
    - Campaign- 0
    - Quick Call- 50
    - Pool Call- 0

Display Settings

View type can be selected. Here Call Type - Agent ID is the view selected

- Hits get segregated as per the Call Type



Call Type (Agent ID)	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	H	Retry)
Inbound	71	36	15	0	00:23:17	00:00:00	0	
Campaign	79	0	73	0	00:17:04	00:00:00	0	
Quick Call	328	0	302	0	03:46:01	00:00:00	0	6 00:38:19
Pool Call	0	0	0	0	00:00:00	00:00:00	0	0 00:00:00

100

Call Type (Agent ID)	Hits	Missed Hits	Answered Hits	Retry Hits	Talk Time	Hold Time	Handling Time	Total Retries	Ring Duration (1st Attempt + Retry)
Inbound	71	36	15	0	00:23:17	00:00:00	0	0	00:06:37
#136 Aakash Saxena	2	1	0	0	00:00:00	00:00:00	0	0	00:00:07
#130 Aanchal Parmani	5	1	2	0	00:00:46	00:00:00	0	0	00:00:18
#145 Aashi B	3	3	0	0	00:00:00	00:00:00	0	0	00:00:31
#161 Abhimanyu	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00
#131 Ajay	2	2	0	0	00:00:00	00:00:00	0	0	00:00:10
#124 Akash Kumar	1	0	0	0	00:00:00	00:00:00	0	0	00:00:00
#121 Bharti Yadav	2	2	0	0	00:00:00	00:00:00	0	0	00:00:04
#137 Bhupesh Chugh	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00

Other Filters

Columns

- Add more columns in the existing display
- By default limited records are displayed & user can add more to it

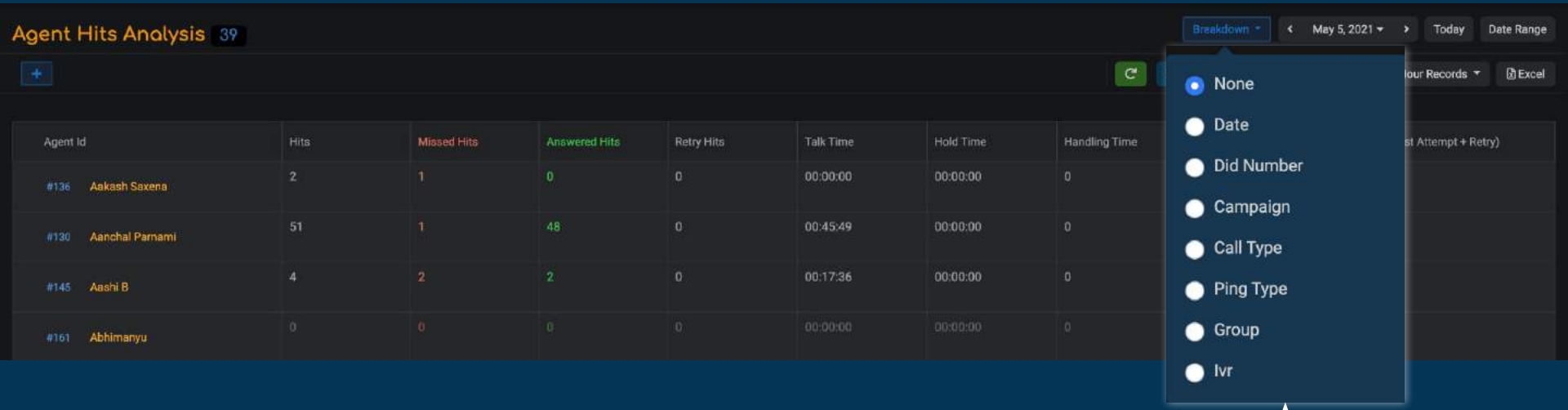
24 Hour Records: Multiple selection possible

- Approached Hits
- Missed Hits
- Answered Hits
- Retry Hits
- Actual Holds Time
- Actual Talks Time
- Ring Duration

Excel

- Download excel of the visible records
- Use multiple filters to make your reports more interactive and download in the similar format
- File will be in CSV format.

Hit Analysis - Breakdown



Breakdown function is used to filter the Hits Analysis list as per your the options available in the drop down.

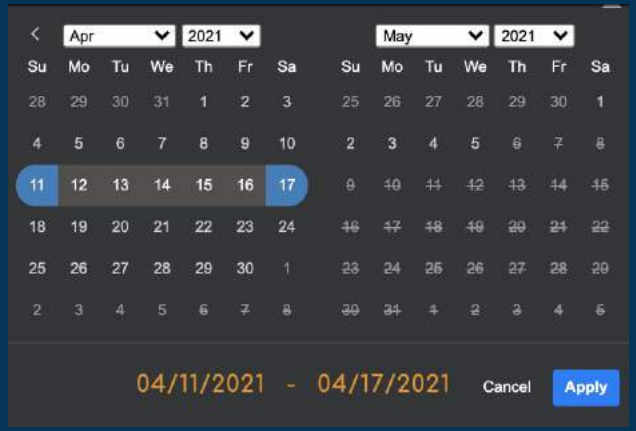
Hit Analysis - Date Range

Date Range/ Today

Select the range of days from calendar and APPLY to filter the results within this date range

Counters which will be updated are total of these chosen days

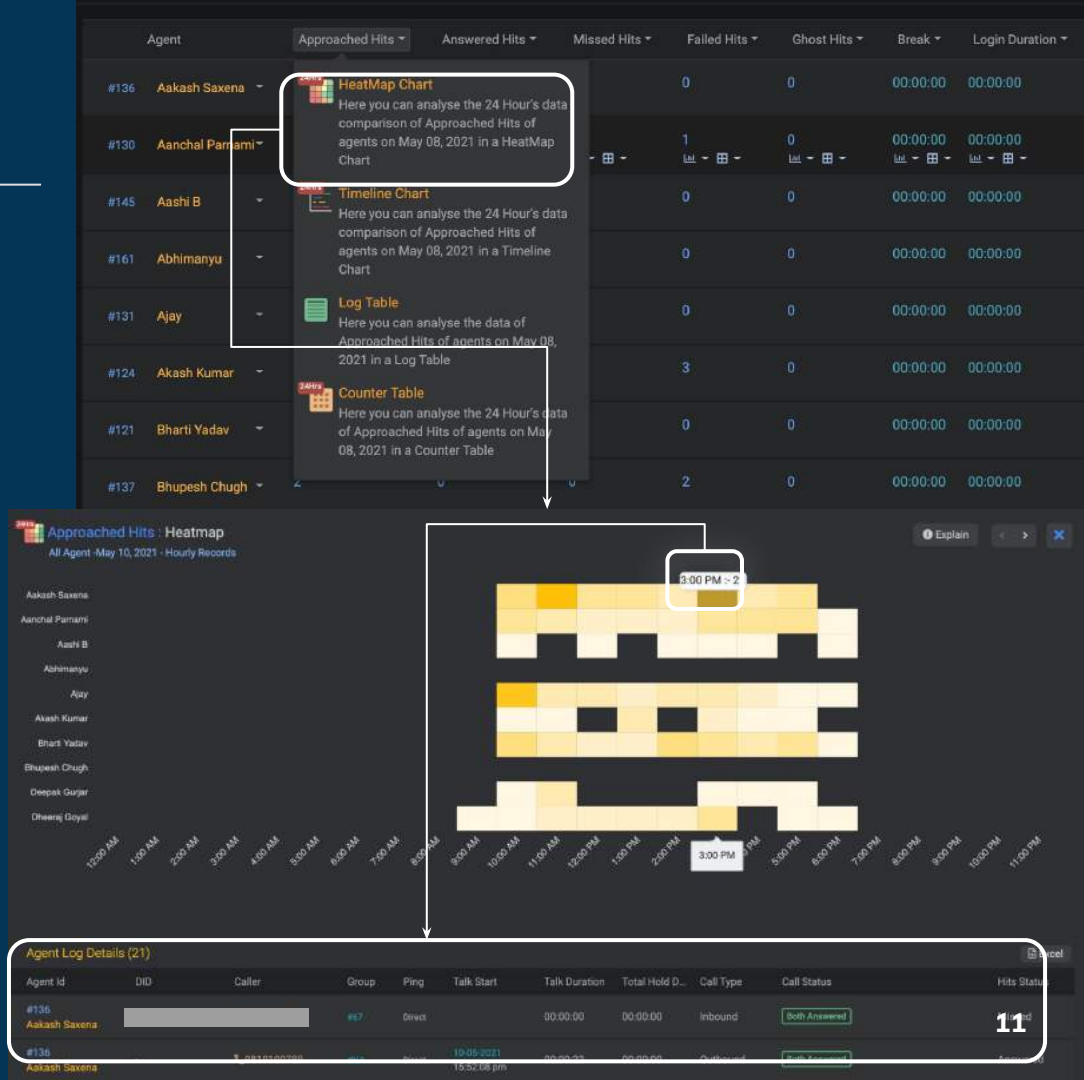
- 4th May- 50 Hits
- 5th May- 45 Hits
- TOTAL: 95 Hits



Heatmap Chart

Points to Understand

- Every chart & table helps user understand the performance of complete solution & individual agent.
- Click to open the chart to view the colored hourly records.
- 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 agent each hour.
- Similar is applied to the other parameters under this section.



Timeline Chart

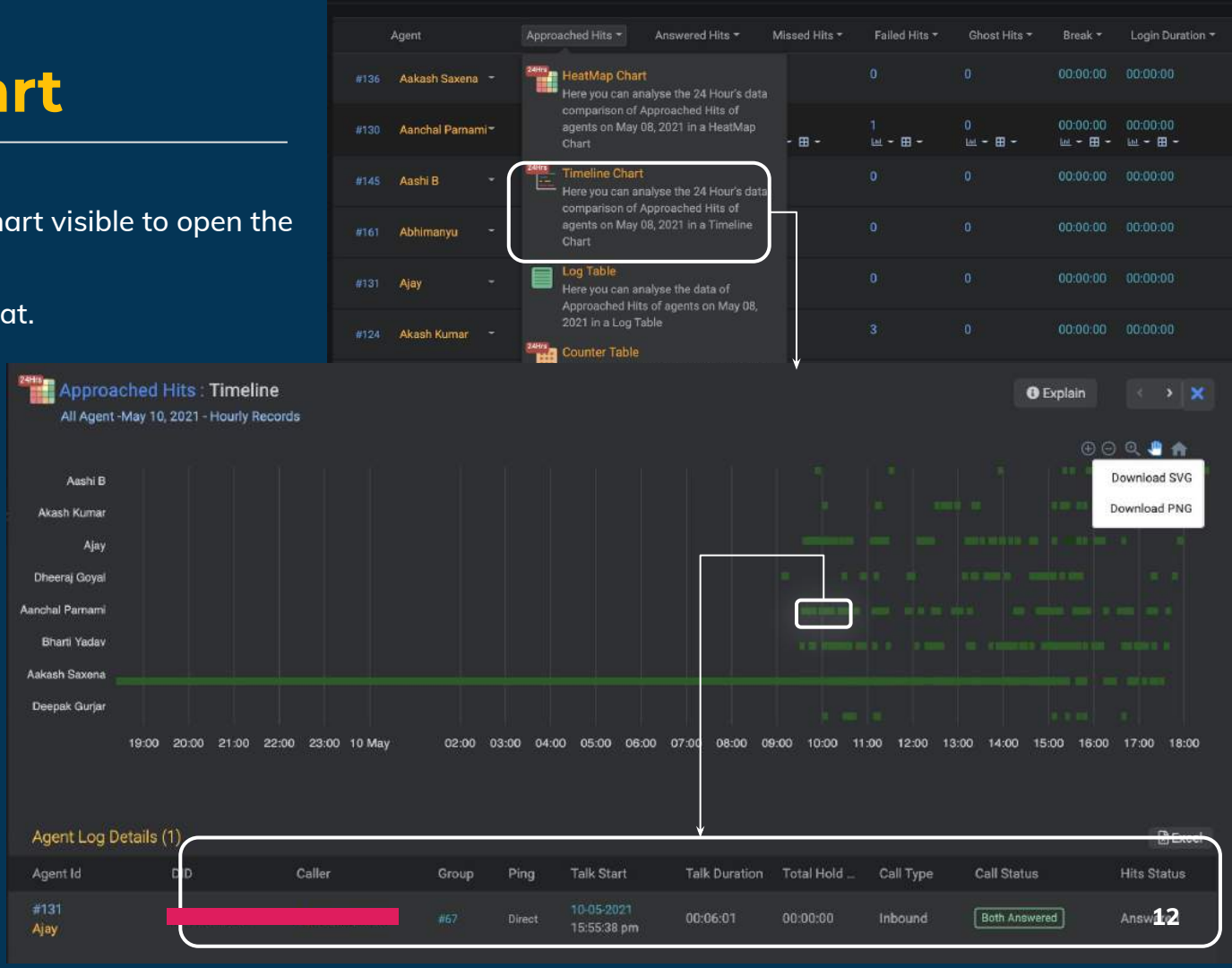
Click on any timeline from the chart visible to open the detailed logs below.

Download the logs in excel format.

Hourly records listed for each day.

Zoom options

Download the timeline chart in SVG or PNG format for references.



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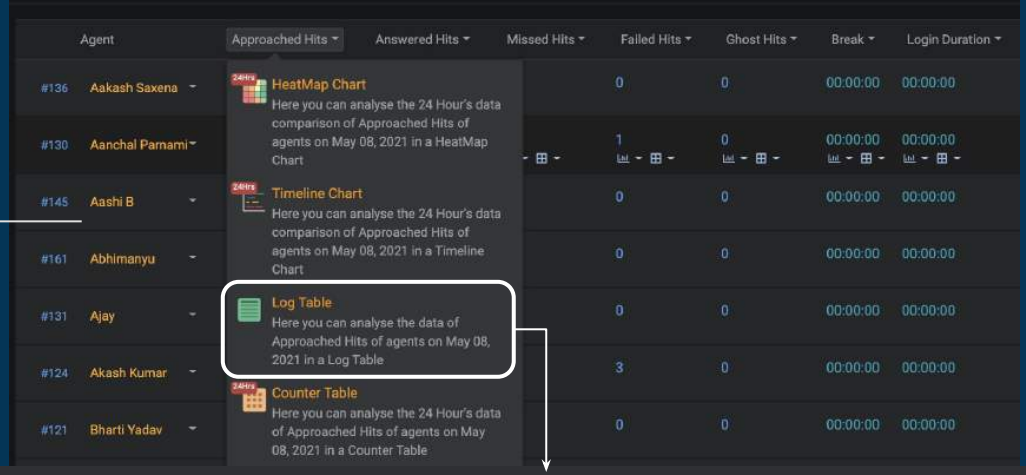
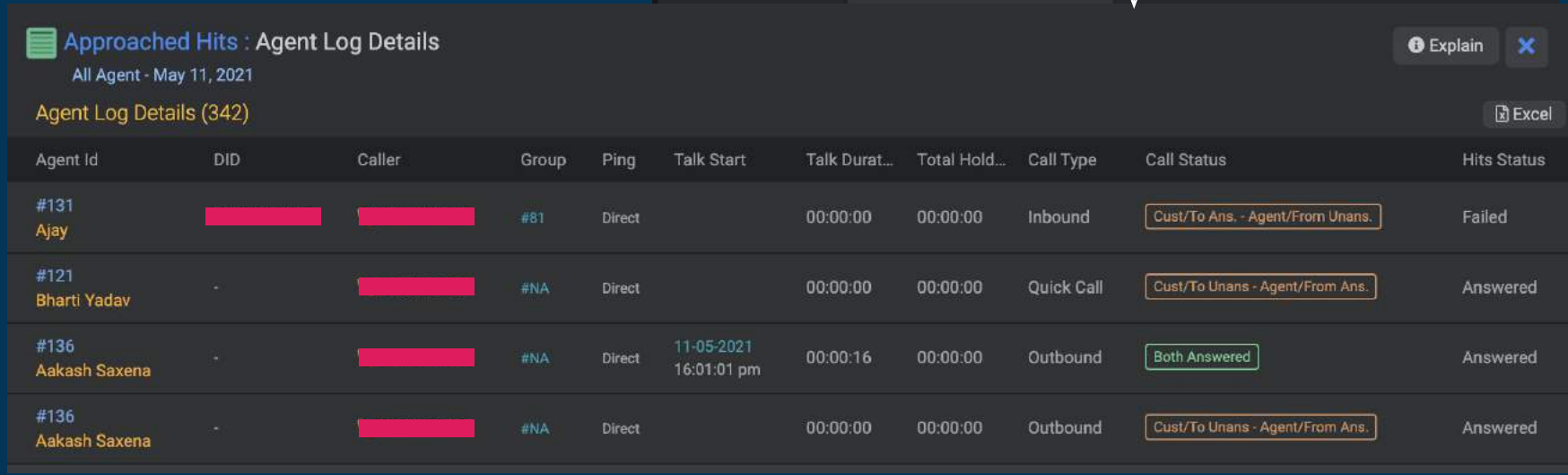
Log Table

Detailed logs of all agents. Get each agents' log details individually.

Download in excel.

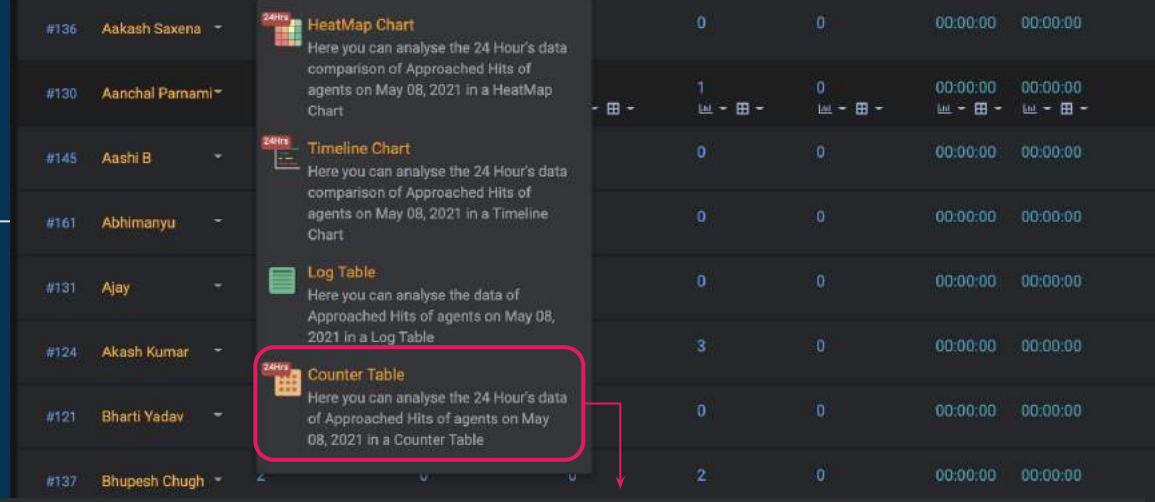




Counter Table

Hourly logs of approached hits made agent wise.

Excel download available.



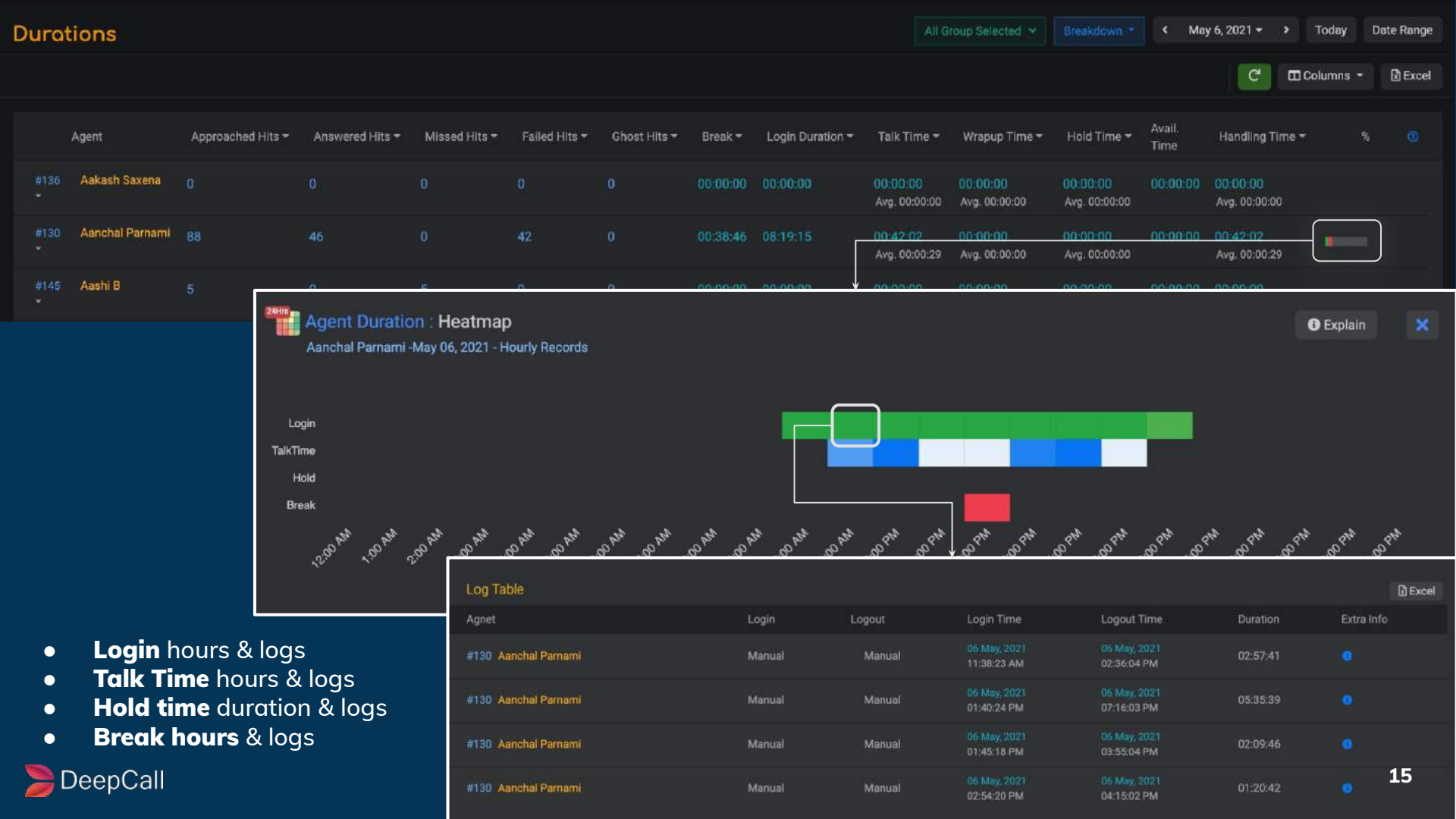
Approached Hits : Counter Table

All Agent - May 11, 2021 - Hourly Records

Explain | Excel

Counter Table

Agent	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
#136 Aakash Saxena	17	10	9	8	9	9	2	0	0	0
#130 Aanchal Parnami	7	18	2	8	1	9	1	0	0	0
#145 Aashi B	0	0	0	1	0	0	0	0	0	0
#161 Abhimanyu	0	0	0	0	0	0	0	0	0	0
#131 Ajay	14	20	13	3	24	1	2	0	0	0
#124 Akash Kumar	1	15	1	2	1	0	1	0	0	0
#121 Bharti Yadav	21	17	6	0	9	5	1	0	0	0
#137 Bhupesh Chugh	0	0	0	0	0	0	0	0	0	0
#123 Deepak Gurjar	6	16	1	0	16	2	1	0	0	0
#189 Dheeraj Goyal	0	12	6	1	14	3	1	0	0	0



- **Login** hours & logs
- **Talk Time** hours & logs
- **Hold time** duration & logs
- **Break hours** & logs

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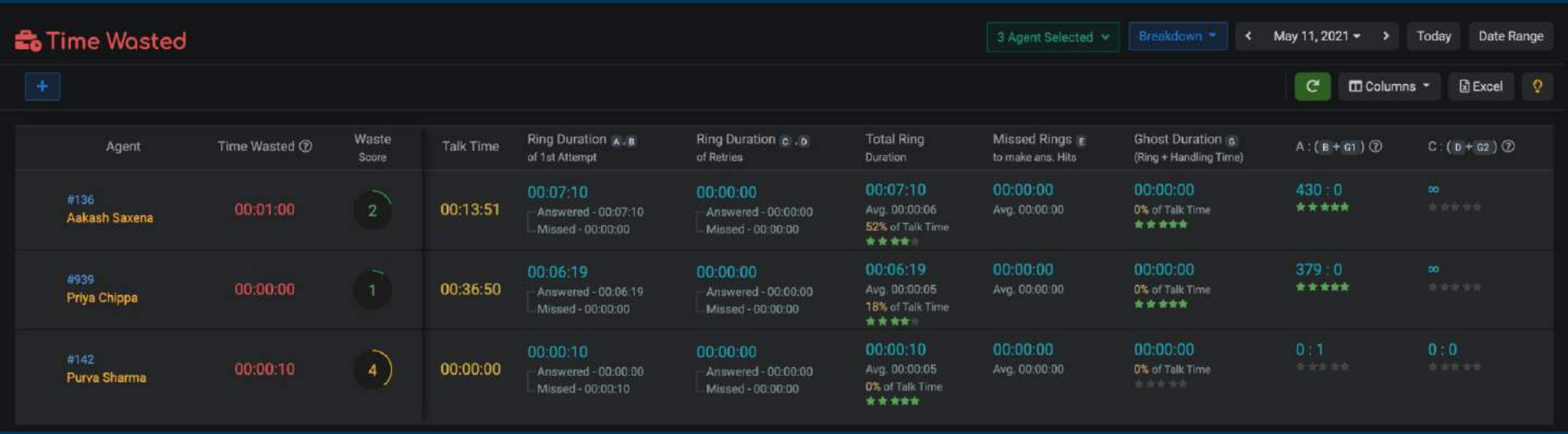
Time Wasted

Understand how your agents are utilising/wasting their time during working hours.
The analysation is completely based on the call activities.



Call Center - Call Analysis

Add New Filter

- Five filter types are added to help user do the analysis from any one them
- Apply the condition and result will open according to the set filter

Breakdown

- As discussed in previous slides, this option helps user to break 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: For display of result of the current day

Display Settings

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

Call Analysis

Breakdown | May 24, 2021 | Today | Date Range

Display Setting | Columns | 24 Hour Records | Excel

Date	Total Calls	Fresh Call	Repeat Call	Transferred	Answered	Missed	Partially Missed	Failed	Forwarded Calls	Amount	Total Talk Duration	Hold Duration
24 MAY 2021	1102	1102	0	1082	968	1	0	113	0	₹ 0	09:54:18 Avg. 00:00:32	00:05:03 Avg. 00:00:00
	1102	1102	0	1082	968	1	0	113	0	₹ 0	09:54:18 Avg. 00:00:32	00:05:03 Avg. 00:00:00

Call Log Report All (1082)

41 Agent, 31 Group Selected | May 24, 2021 | Today | Date Range | Search By | Reset Filter

Detail Report | Pending Calls | Excel

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	Details
[redacted] Quick Call	07:22:34 PM Today	#833		1	#938 Jainesh Sharma	00:00:38 Tag -	00:00:00	00:00:32	00:00:32	00:00:38	₹ 0		Both Answered	
[redacted] Quick Call	07:13:44 PM Today	#833		0	#938 Jainesh Sharma	00:00:00 Tag -	00:00:00	00:00:00	00:00:00	00:00:00	₹ 0		Agent Unanswered	
[redacted] Quick Call	07:00:37 PM Today	#50		1	#124 Akash Kumar	00:04:45 Tag -	00:00:00	00:04:33	00:04:33	00:04:45	₹ 0		Both Answered	
[redacted] Inbound	07:04:00 PM Today	07447178630 #65		0		00:00:24 Tag -	00:00:00	00:00:24	00:00:00	00:00:00	₹ 0		Cust. Ans. - Agent Unans.	
[redacted] Quick Call	06:42:37 PM Today	#50		1	#124 Akash Kumar	00:02:18 Tag -	00:00:00	00:02:02	00:02:02	00:02:18	₹ 0		Both Answered	
[redacted] Quick Call	06:41:22 PM Today	#50		1	#124 Akash Kumar	00:00:31 Tag -	00:00:00	00:00:00	00:00:00	00:00:31	₹ 0		Cust. Unans - Agent Ans.	

Columns

- There are mainly 5 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
- User 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 24 hour record, which presents the hourly progress report. Example: If Amount is selected then per hour record of the amount spend 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 done will equal to the total number of calls
- Fresh
  - All the calls excluding the repeat/retry calls are fresh calls
  - If call is received from a number ‘n’ number of times then these ‘n’ attempts will count in 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 AKA IVR flow. Once call answered in IVR it will travel from node to node. Call enters the Call Transfer module to dial to the agents/groups available & starts dialling to the agents as per the call strategy (One By One or To All)

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

Missed: Agent has dialled but if not answered or call not connected then 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.

Now, what does that mean?

Your IVR can have multiple nodes. Node is nothing but simply some defined action which you want to perform during your live call. It may be an announcement or key input, time check, Webhook call, and many more. You can use these nodes multiple times wherever you want. You may also want to transfer your call to some agent or agent group and want to connect them. For this, you can use Call Transfer or Call Centre Module as per the IVR type. Depending upon your use case and the complexity of IVR, you can transfer a call multiple times. For example, you want your incoming call to first land in Level-1 support group and then you want to transfer it to Level-2 support group. You can do this as many times as you want.

Now, it is possible that during the live call, no agent answered the call in Level-1 and when it reached the next node, where you wanted it to transfer it to Level-2, one of the agents answered it. So, the call is missed on Level-1 and answered on Level-2. It means the call is answered but not every time. So we will call it a Partially Missed call.

Let's take an example to understand this. Once upon a time, Hogwarts purchased a Toll-free number from us. To make sure that every call was answered, Dumbledore created three levels of groups (he values his wizard community). Ron was in Level-1, Harry was in Level-2 and Hermione was in Level-3. He added three Call Transfer modules on three nodes and assigned them Groups accordingly. To test the IVR, he asked Professor Snape to call on the number. As he expected, Ron didn't answer the call on the first node (first Call Transfer module). He was surprised when Harry also did not answer on the next node (Harry doesn't like Snape). But fortunately, Hermione answered the call on the third node. In this way, this call is missed on two nodes of the Call Transfer module and answered on one node. So we will label this as Partially Missed call.

- **Failed:** Agent is dialed to connect with customer/caller but agent do not answer the call then call is marked as failed call
- **Forwarded:** Calls are answered in IVR & is connected with an agent. If caller/customer wish to connect with some other agent then first agent can forward the call to the desired agent and first agent is dropped from the call
- **Amount:** Amount in Rs/INR consumed for total number of calls daily. Hourly records can be fetched too through 24 hour records filter.

Total Talk Duration

Duration for the day when 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 agent and client are connected with each other for an active conversation
  - This equals the average duration of total talk duration.