

# Unanswered Calls Report

This page describes the Unanswered Calls Report, which provides info on the calls that were not answered by queue agents, the SLA and the disconnection causes for the specified time interval.

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## About

The **Unanswered Calls** page displays detailed information about the calls that were not answered, the SLA and the disconnection causes. To access this page, click the **Unanswered Calls** tab. The statistical data is structured in several sections, that you will find explained below.

## Queue overview

This section displays details about the queue's unanswered calls.

| Analyze records between <input type="text" value="2017-07-01"/> and <input type="text" value="2017-07-19"/> <input type="text" value="Search"/> |          |
|---|----------|
| <b>Queue Overview</b>   |          |
| Total number of unanswered calls  | 66       |
| Average wait time before disconnection  | 00:01:05 |
| Minimum wait time before disconnection  | 00:00:02 |
| Maximum wait time before disconnection  | 00:16:16 |
| Total wait time before disconnection  | 01:03:16 |
| Average queue position at disconnection   | 100      |
| Minimum queue position at disconnection   | 1        |
| Maximum queue position at disconnection   | 1        |

| Row  | Description  |
|--|--|
| <b>Total number of unanswered calls</b>        | The total number of calls assigned to the queue that were not answered by the queue members. |
| <b>Average wait time before disconnection</b>  | The average time spent in queue by the users before their calls were interrupted.            |
| <b>Minimum wait time before disconnection</b>  | The minimum time spent in queue by an user before his call was interrupted.                  |
| <b>Maximum wait time before disconnection</b>  | The maximum time spent in queue by an user before his call was interrupted.                  |
| <b>Total wait time before disconnection</b>    | The total time spent in queue by all the users before their calls were interrupted.          |
| <b>Average queue position at disconnection</b> | The average queue position of an user before his call was interrupted.                       |
| <b>Minimum queue position at disconnection</b> | The minimum queue position of an user before his call was interrupted.                       |
| <b>Maximum queue position at disconnection</b> | The maximum queue position of an user before his call was interrupted.                       |

## Service Level Agreement

This section allows you to keep track of the number of calls that were not answered within a certain SLA. The line chart helps you visualize the distribution of unanswered calls per SLA intervals.

- **Answered:** The SLA time interval. The available SLA intervals range from Between 0 and 10 seconds to After 480 seconds.
- **Calls:** The number of calls not answered within a certain SLA.
- **Percent:** The percentage of unanswered calls out of the total calls received within a certain SLA.

## Disconnection causes

The pie chart and the table display the reasons for which the calls could not be answered.

| Column           | Description   |
|------------------|---|
| <b>Call type</b> | <p>The reasons that caused the calls to be disconnected.</p> <ul style="list-style-type: none"> <li>• <b>Calls ended due to caller abandon</b> – The total number of calls that entered the queue and that were ended by the callers before speaking to an agent. Click the link to enter the <b>Call Listing for Event 'Caller abandon'</b> page that displays an overview of all the calls ended due to this cause. The link is available only if there is at least one call ended due to this cause.</li> <li>• <b>Calls disconnected due to channel incompatibility</b> – The total number of calls answered by an agent, but dropped because the communication channels were not compatible. Click the link to enter the <b>Call Listing for Event 'Channel incompatibility'</b> page that displays an overview of all the calls ended due to this cause. The link is available only if there is at least one call ended due to this cause.</li> <li>• <b>Calls transferred with key</b> - The caller pressed the 0 key before speaking to an agent and the call was transferred to another extension. Click the link to enter the <b>Call Listing for Event Transferred'</b> page that displays an overview of all the calls transferred to another extensions. The link is available only if there is at least one call ended due to this cause.</li> <li>• <b>Calls timeout</b> – The total number of calls that exited the queue because the caller was on hold for too long and the timeout limit was reached. Click the link to enter the <b>Call Listing for Event 'Queue timeout'</b> page that displays an overview of all the calls ended due to this cause. For more information, see this section. The link is available only if there is at least one call ended due to this cause.</li> <li>• <b>Calls disconnected before customers joined queue because all agents were logged out or paused</b> - The total number of calls terminated before joining the queue because there were no agents active agents in the queue at that moment. Click the link to enter the <b>Call Listing for Event 'No agents logged in'</b> page that displays an overview of all the calls ended due to this cause. The link is available only if there is at least one call ended due to this cause.</li> <li>• <b>Calls disconnected while customers were in queue because all agents logged out or paused</b> - The total number of calls terminated while the customers where already in the queue because all the queue agents either logged out or paused, leaving no one to pick up the calls. Click the link to enter the <b>Call Listing for Event 'Agents logged out'</b> page that displays an overview of all the calls ended due to this cause. The link is available only if there is at least one call ended due to this cause.</li> <li>• <b>Call disconnected due to event queue full</b> - The total number of calls ended because the queue's maximum capacity was reached. Click the link to enter the <b>Call Listing for Event 'Queue full'</b> page that displays an overview of all the calls ended due to this cause. The link is available only if there is at least one call ended due to this cause.</li> </ul> <p>For more information on what the <b>Call Listing for &lt;event&gt;</b> pages are structured, please read the <b>Calls Overview</b> section below.</p> |
| <b>Calls</b>     | <p>The number of calls unanswered due to a specific cause.<br/>If there is at least one call, you may click the link to be redirected to the page that displays detailed information about all the calls unanswered due to a particular cause.</p>  |
| <b>Percent</b>   | <p>The percentage of calls unanswered due to a specific cause out of the total unanswered calls.</p>  |

## Statistics for a time interval

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between **<start\_date>** and **<end\_date>**

Where:

- **<start\_date>**: Use the available text box or the calendar icon to specify the starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd. The default value is the first day of the current month.
- **<end\_date>**: Use the available text box or the calendar icon to specify the ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd. The default value is the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the [Search](#) link. The graphics will be updated.

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

If there were no calls between the selected dates, then the graphics will not be generated!

## Calls overview

The content of this page is identical for all the disconnection causes, providing the same information about the unanswered calls for each one of the causes. Generically, the page is called **Call Listing for Event <disconnection\_cause>** and it displays up-to-date details about calls ended without being answered by any of the queue agents.

The **Calls Overview** provides the following details about the unanswered calls:

- **CallerID:** The caller's identification number, for example <8754>, or, if the call was initiated from inside the system, the extension number (e.g. 007 or 0001\*007) of the person who made the call.
- **Agent:** The extension number (e.g. (0003\*001) - for local agents) or his name (for remote agents) of the queue agent that picked up the call. In this situation, VoipNow displays **None**.
- **CallID:** The unique number that Asterisk generated to identify the call.
- **Start time:** The date and time the call was terminated due to a specific reason.

## Statistics for a time interval

When you want to visualize the statistics for a certain time interval, you can define its limits by using the available search controls:

Analyzing records between <start\_date> and <end\_date>

Where:

- **<start\_date>:** The starting date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd. Default: the first day of the current month.
- **<end\_date>:** The ending date of the time interval you want the statistics to be displayed for. The format must be yyyy-mm-dd. Default: the current date.

After you have decided on the time interval you want the statistics to be displayed for, click the [Search](#) link. The graphics will be updated.

The dates are saved even if you navigate to other pages. All the other queue statistics pages display records for the same time interval.

Related topics

[Answered calls report](#)

[Calls distribution report](#)

[Agents report](#)