

# Queue Report Overview

This page describes the Queue Overview report, which gathers generic statistics about answered and unanswered calls, their duration and completion in a defined time interval.

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## About

This is the default tab displayed when accessing the **Queue Report** page. VoipNow offers information about the queue traffic. Each of the sections available is described below.

## Queue overview

This section displays the number of answered and unanswered calls out of the total number of calls received by the queue's agents:

- **Total answered calls:** The number of calls answered by queue agents.
- **Total unanswered calls:** The number of calls unanswered by queue agents.
- **Total number of calls:** The total number of both answered and unanswered calls.

## Answered calls

This section displays statistics about how the answered calls were terminated:

- **Total calls ended by agent:** The total number of answered calls that were normally ended by queue agents.
- **Total calls ended by caller:** The total number of answered calls that were normally ended by the person who called the queue.
- **Total number of transferred calls:** The total number of calls that were transferred from the queue to an extension.

## Unanswered calls

This section displays statistical data about the unanswered calls.

Parameter	Description
<b>Calls dropped 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.
<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.
<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.
<b>Calls that exit the queue due to 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. The link is available only if there is at least one call ended due to this cause.
<b>Calls ended 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 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.
<b>Calls ended while customers were in queue because all agents logged out or paused</b>	The total number of calls terminated while the customers were 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.
<b>Calls ended due to 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.

<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.
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For more information on what the **Call Listing for <event>** pages are structured, please read the [Calls Overview](#) section.

## Call duration

This section displays general details about call duration:

- **Average call length (completed calls):** The average call length of all the completed calls.
- **Average hold time (completed calls):** The average time the caller had to wait in line before his call was answered by a queue agent.
- **Average hold time (abandoned calls):** The average time spent by callers in the queue before abandoning the call.

## Call completion

This section displays statistics about completed calls:

- **Average position when callers abandon:** The average position of the callers in the queue when they decided to abandon the call.
- **Average positions advanced (abandoned calls):** The average number of positions the callers advanced in the queue before they abandoned the call.
- **Average initialized position for completed calls:** The average initial position in queue of the callers who completed the calls.

## Search statistics for a time interval

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

Show statistics between **<start\_date>** and **<end\_date>** Stats display **<representation>**

Where:

- **<start\_date>:** Use the available text box or the calendar icon to specify the starting date of the time interval you want the graphics and the statistics to be displayed for. The format must be yyyy-mm-dd. Default: 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 graphics and the statistics to be displayed for. The format must be yyyy-mm-dd. Default: the current date.
- **<representation>:** Choose if you want the statistics to be displayed:
  - **Default** - The statistics will be displayed as presented above.
  - **Hourly** - The statistics will be displayed for all 24 hours, showing, for example, the total number of calls answered by the queue agents between 1 and 2 o'clock or the average length of the calls completed between 10 and 11 o'clock.
  - **Daily** - The statistics will be displayed for all the 31 days of a month, showing, for example, the total number of calls answered by the queue agents on the 12th or the average length of the calls completed on the 3rd.
  - **Weekly** - The statistics will be displayed for all the 7 days of the week, showing, for example, the total number of calls answered by the queue agents on all the Mondays in the defined time interval or the average length of the calls completed on all the Fridays in the specified time frame.
  - **Monthly** - Depending on the length of the defined time interval, if you select this option, the statistics will be displayed on a monthly basis.

If you select one of the last 4 options, you will be able to customize your graphics using the extra controls displayed on their left:

**Plot graph with:** Use the available drop-down list to select how you wish the graphic to be drawn:

- **Lines** - This representation helps you visualize the selected criterion's trend, for example how the number of answered calls varied over the last week.
- **Stacked bars** - This graphic is used to compare the parts to the whole. The bars in a stacked bar graph are divided into categories. Each bar represents a total. For example, a bar could represent the total calls answered in a day, while its colored parts are the total calls ended by agent, by caller or transferred to other extensions.
- **Multiple bars** - This graphic contains comparisons of two or more categories or bars. This representation is useful because reading a multiple bar graph includes looking at extremes (tallest/longest vs. shortest) in each group, so you will be able to keep an eye on the hourly/daily/weekly/monthly variation of the parameters you are most interested in.

**Show plotted data**

- **Yes** - The tables under the graphics will be displayed.
- **No** - The tables under the graphics will not be displayed.

**Show values** - This option is enabled only if the graphic is either Lines or Multiple bars.

- **Yes** - The values will be displayed in the graphic as well.
- **No** - The values are not displayed in the graphic.

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

The time interval's limits specified here will be used through all the other tabs.

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

Related topics

[Answered calls report](#)

[Unanswered calls report](#)

[Call distribution report](#)

[Agents report](#)