

Answered Calls Report

This page describes the Answered Calls Report, which sums up all calls answered by queue agents within a specific time interval.

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About

The **Answered Calls** page displays detailed information about the calls answered by all queue members as well as about the number of calls answered by each agent, the SLA, and the disconnection causes.

To access this page, click the **Answered Calls** tab. The statistical data is structured in several sections, that you will find explained below.

Queue overview

This section displays details about the answered calls within the queue.

Analyze records between 2017-07-01 and 2017-07-19 Search

Queue Overview

Total answered calls	523
Average call length	00:00:22
Minimum call length	0
Maximum call length	1092 seconds
Total call length	02:43:52
Average call waiting time	00:00:09
Minimum call waiting time	00:00:04
Maximum call waiting time	00:02:50
Total waiting time	01:18:04

Table Row	Description
Total answered calls	The total number of calls answered by queue agents.
Average call length	The average length of the answered calls.
Minimum call length	The minimum duration of an answered call. VoipNow also displays the date and time of the conversation as well as the agent that answered the call.
Maximum call length	The maximum duration of an answered call. VoipNow also displays the date and time of the conversation, as well as the agent that answered the call.
Total call length	The total length of all the answered calls.
Average call waiting time	The average time spent in queue by the callers before their calls were picked up by an agent.
Minimum call waiting time	The minimum time spent in queue by a caller before his call was picked up by an agent.
Maximum call waiting time	The maximum time spent in queue by a caller before his call was picked up by an agent.
Total waiting time	The total time spent in queue by all the callers whose calls were answered by the agents.

Queue agents

This section displays a pie chart and a table that help you visualize the number of answered calls per queue agent.

- **Type:** Local queue agent or Remote queue agent.
- **Agent:** The queue agent's extension number (e.g. (0003*001) - for local agents) or his name (for remote agents) and his status in the queue ([Logged in](#), [Logged out](#) or [Paused](#)). Click either of these links to go to the **Agent <agent_name> Status** page to visualize the particular statistics about his activity. For more information about this page, see the [Agent Status](#) section.
- **Calls:** The number of calls answered by the queue agent.
- **Percent:** The calls answered by the queue agent percentage out of the total number of answered calls.

Service Level Agreement

This section allows you to keep track of the number of calls answered within a certain SLA. The line chart helps you visualize the distribution of answered calls per SLA intervals.

- **Answered:** The SLA time interval within which the calls were answered by the queue members. **Between 11 and 20 seconds** means that the call was answered in between 11 and 20 seconds since it was added to the queue. The available SLA intervals range from **Between 0 and 10 seconds** to **After 480 seconds**. The faster the calls are answered, the better.
- **Calls:** The number of calls answered within a certain SLA.
- **Percent:** The percentage of calls answered within the SLA out of all the calls answered.

Disconnection causes

The pie chart and the table display the number of answered calls terminated due to one of the three available reasons.

- **Cause:** The reason for which the call was disconnected.
 - **Agent disconnected** - The call was terminated because the agent was disconnected.
 - **Caller disconnected** - The call was terminated because the caller was disconnected.
 - **Transfer** - The call was transferred to another extension.
- **Calls:** The number of calls disconnected due to a certain cause.
- **Percent:** The percentage of calls terminated due to a certain reason out of the total disconnected calls.

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 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>:** The end 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.

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!

Related topics

[Unanswered calls report](#)

[Calls distribution report](#)

[Agents report](#)