Calls Distribution Report

This page describes the Calls Distribution Report, which provides info on the hourly/daily queue waiting time and the answered/unanswered calls per hour/day/workday.

About

The **Calls Distribution for Extension <extension_name>** page displays detailed information about the answered calls, waiting time and unanswered calls, grouped by day/weekday/hour, for the defined time interval.

This report allows you to better comprehend the queue traffic and to define better strategies to reduce the waiting time or to increase the agent's efficiency.

To access this page, click the **Calls Distribution** tab. The statistical data is structured in several sections, based on the three criteria computed for different time intervals (day, weekday, hour). You will find these sections explained below.

Answered calls per day

This section displays details about the calls answered by the queue agents in each one of the defined time interval's days.

- **Day:** The date the calls were answered. Only the days in which at least one call was answered are listed.
- **Calls:** The total number of calls answered by all the queue agents in that day.
- **Percent:** The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
- **Average call duration:** The average time spent by the caller talking to a queue agent, in seconds.
- **Minimum call duration:** The minimum time spent by a caller talking to a queue agent, in seconds.
- **Maximum call duration:** The maximum time spent by a caller talking to a queue agent, in seconds.

The graphical representation helps you compare the calls answered in a certain day with the total number of answered calls.

Call wait time per day

This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's days.

This helps you find the days when the callers had to wait in the queue the longest.

- **Day:** The date the calls were answered.
- **Calls:** The total number of calls answered by all the queue agents in that day.
- **Percent:** The percentage of calls answered in that day out of the total calls answered in all the defined time interval's days.
- **Average call wait:** The average time spent in queue by a caller before his call was answered by a queue agent.
- **Minimum call wait:** The minimum time spent in queue by a caller before his call was answered by a queue agent.
- **Maximum call wait:** The maximum time spent in queue by a caller before his call was answered by a queue agent.

The graphical representation helps you compare the calls answered in a certain day with the total number of answered calls.

Unanswered calls per day

This section offers you detailed information about the unanswered calls in each one of the defined time interval's days.

- **Day:** The date when there were unanswered calls. Only the days in which there was at leas one unanswered call are listed.
- **Calls:** The total number of unanswered calls in that day.
- **Percent:** The percentage of calls unanswered in that day out of the total unanswered calls in all the defined time interval's days.
- **Average time to hangup:** The average time spent in queue by a caller before hanging up.
- **Minimum time to hangup:** The minimum time spent in queue by a caller before hanging up.
- **Maximum time to hangup:** The maximum time spent in queue by a caller before hanging up.

The graphical representation helps you compare the calls answered in a certain day with the total number of answered calls.

Answered calls per weekday

This section displays details about the calls answered by the queue agents in each one of the defined time interval's days, grouped by weekdays.

- **Day:** The weekday, from Monday to Friday.
- **Calls:** The total number of calls answered by all the queue agents in that weekday.
- **Percent:** The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.
- **Average call duration:** The average time spent by the caller talking to a queue agent, in seconds.
- **Minimum call duration:** The minimum time spent by a caller talking to a queue agent, in seconds.
- **Maximum call duration:** The maximum time spent by a caller talking to a queue agent, in seconds.

The graphical representation helps you compare the calls answered in each one of the 5 weekdays with the total number of answered calls.

Call wait time per weekday

This section displays information about the time spent in queue by the callers before their calls were answered by a queue agent, in each one of the defined time interval's weekdays. This helps you find the weekdays when the callers had to wait in the queue the longest.

- **Day:** The weekday, from Monday to Friday.
- **Calls:** The total number of calls answered by all the queue agents in that weekday.
- **Percent:** The percentage of calls answered in that weekday out of the total calls answered in all the 5 weekdays, in the defined time interval.
- **Average call wait:** The average time spent in queue by a caller before his call was answered by a queue agent.
- **Minimum call wait:** The minimum time spent in queue by a caller before his call was answered by a queue agent.
- **Maximum call wait:** The maximum time spent in queue by a caller before his call was answered by a queue agent.

The graphical representation helps you compare the calls answered in each one of the 5 weekdays with the total number of answered calls.

Unanswered calls per weekday

This section offers you detailed information about the unanswered calls in each one of the defined time interval's weekdays.

- **Day:** The weekday, from Monday to Friday.
- **Calls:** The total number of unanswered calls.
- **Percent:** The percentage of calls unanswered in that weekday out of the total calls unanswered in all the 5 weekdays, in the defined time interval.
- **Average time to hangup:** The average time spent in queue by a caller before hanging up.
- **Minimum time to hangup:** The minimum time spent in queue by a caller before hanging up.
- **Maximum time to hangup:** The maximum time spent in queue by a caller before hanging up.

The graphical representation helps you compare the calls unanswered in each one of the 5 weekdays with the total number of unanswered calls.

Answered calls per hour

This information helps you find the busiest hours for the queue agents, when the largest number of incoming calls is received.

- **Hour:** The one hour time interval the calls were answered by the queue agents. Only the hours in which at least one call was answered are listed.
- **Calls:** The number of calls answered by all the queue agents in that hour.
- **Percent:** The percentage of calls answered in that hour out of the total answered calls.
- **Average call duration:** The average time spent by the caller talking to a queue agent, in seconds.
- **Minimum call duration:** The minimum time spent by a caller talking to a queue agent, in seconds.
- **Maximum call duration:** The maximum time spent by a caller talking to a queue agent, in seconds.

The graphical representation helps you compare the calls answered in a certain hour with the total number of calls answered in all the hours.

Call wait time per hour

This section allows you to visualize the hours when the callers had to wait in the queue the longest before speaking to a queue agent.

- **Hour:** The one hour time interval the calls were answered by the queue agents. Only the hours in which at least one call was answered are listed.
- **Calls:** The number of calls answered by all the queue agents in that hour.
- **Percent:** The percentage of calls answered in that hour out of the total answered calls.
- **Average call wait:** The average time spent in queue by a caller before his call was answered by a queue agent.
- **Minimum call wait:** The minimum time spent in queue by a caller before his call was answered by a queue agent.
- **Maximum call wait:** The maximum time spent in queue by a caller before his call was answered by a queue agent.

The graphical representation helps you compare the calls answered in a certain hour with the total number of calls answered in all the hours.

Unanswered calls per hour

This section offers you detailed information about the hours with the most unanswered calls, in the defined time interval.

- **Hour:** The one hour time interval when there were unanswered calls. Only the hours in which there was at least one unanswered are listed.
- **Calls:** The total number of unanswered calls.
- **Percent:** The percentage of calls unanswered in that hour out of the total unanswered calls.
- **Average time to hangup:** The average time spent in queue by a caller before hanging up.

- **Minimum time to hangup:** The minimum time spent in queue by a caller before hanging up.
- **Maximum time to hangup:** The maximum time spent in queue by a caller before hanging up.

The graphical representation helps you compare the calls unanswered in a certain hour with the total number of unanswered calls.

Statistics for certain time intervals

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

Unanswered calls report

Agents report