

VS Logger reports

Function: Use one of 9 preset report types to better understand and improve the way you use the phone in your business. VS Logger reports can be exported as PDF files in a single click. All reports can be fine tuned to your needs by setting the following variables:

- Date range for the report
- Select particular agents or phone lines to be evaluated
- Display data with a Bar, Line, Pie or Donut graphs, or as raw data
- Compare data by the day of the week, hour of the day, or within the entire date range

Uses: VS Logger reports can help you improve scheduling efficiency, reduce downtime, evaluate employee performance for performance reviews, and improve overall customer service quality.

Channel information (pie graph)

See one or more stats comparing your channels:

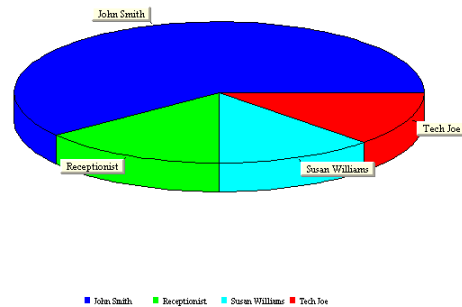
- Total length of time on the phone
- Average length of time on the phone
- Total number of calls
- How many inbound / outbound calls
- Minimum / maximum deadtime
- Average grade

Agent Information Report

3/26/2008 3:59:51 PM

Search Options:
Search Interval: From: 3/1/2008 To: 3/26/2008 11:59:59 PM
Selected Channels: 1; 2; 3; 4;

Number of Calls



Agent Dynamic Analysis (line graph)

Compare an agent or everyone's performance over time:

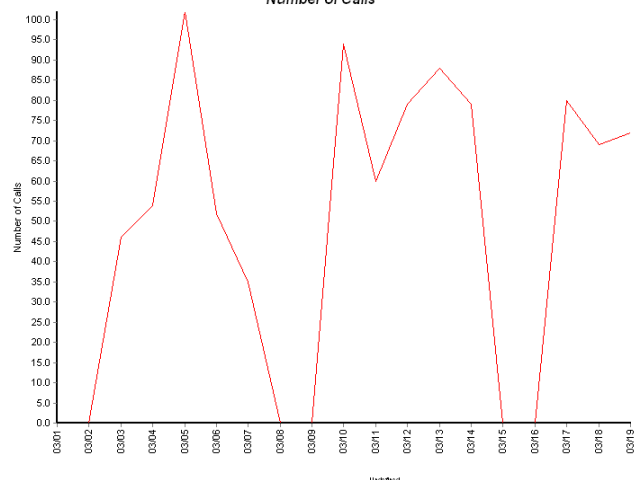
- Total length of time on the phone
- Average length of time on the phone
- Total number of calls
- How many inbound / outbound calls
- Minimum / maximum deadtime
- Average grade

Agent Dynamic Analysis Report

3/19/2008 2:48:49 PM

Search Options:
Search Interval: From: 03/01/08 12:00:00 AM To: 03/19/08 11:59:59 PM
Selected Channels: 5; 7; 9; 11;

Number of Calls

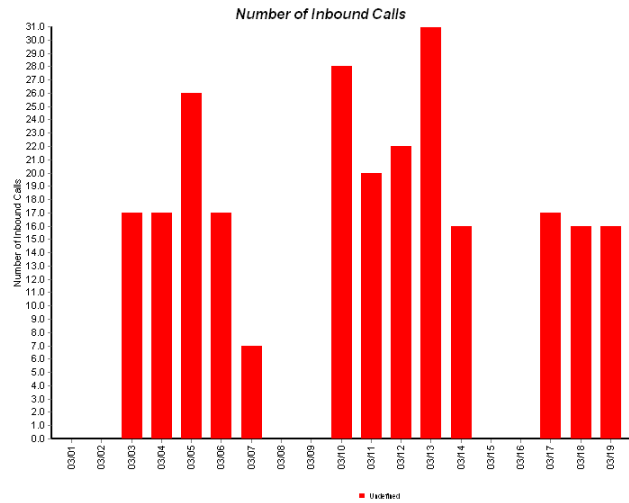


Agent Dynamic Analysis (bar graph)

Compare an agent or everyone's performance over time:

- Total length of time on the phone
- Average length of time on the phone
- Total number of calls
- How many inbound / outbound calls
- Minimum / maximum deadtime
- Average grade

Search Options:
 Search Interval: From: 03/01/08 12:00:00 AM To: 03/19/08 11:59:59 PM
 Selected Channels: 5, 7, 9, 11;

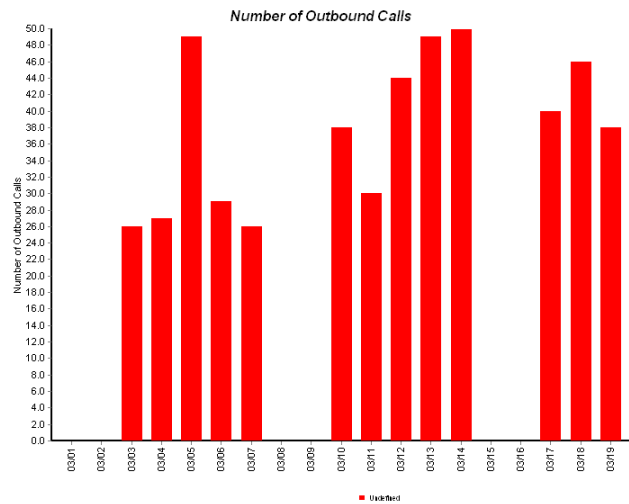


Agent Dynamic Analysis (bar graph)

Compare an agent or everyone's performance over time:

- Total length of time on the phone
- Average length of time on the phone
- Total number of calls
- How many inbound / outbound calls
- Minimum / maximum deadtime
- Average grade

Search Options:
 Search Interval: From: 03/01/08 12:00:00 AM To: 03/19/08 11:59:59 PM
 Selected Channels: 5, 7, 9, 11;



Agent Information (no graph)

Get all statistics for a particular agent:

- Total length of all recordings for that agent
- Average call length
- Average amount of time in calls per day
- Dates of most recent and oldest call recordings
- Number of Calls graded with QC tests
- Average QC test score
- Average dead time between calls
- Total and average numbers of calls per day
- Total and average number of inbound / outbound calls

Summary:

Total Recording Length: 10 mins 25 secs
 Average Recording Length (per call): 13 secs
 Average Recording Length(per day): 24 secs
 Oldest Recording: 3/4/2008 5:41:41 PM
 Latest Recording: 3/26/2008 3:51:04 PM
 Number of Graded Recordings: 15
 Average Grade: 99%
 Average Dead Time Period: 2 mins 10 secs
 Total Number of Calls/Average Number of Calls(per day): 48/1
 Total Number of Inbound Calls/Average Number of Inbound Calls(per day): 3/0
 Total Number of Outbound Calls/Average Number of Outbound Calls(per day): 10/0
 Total Number of Unknown Calls/Average Number of Unknown Calls(per day): 35/1



Custom report (no graph)

Make a custom report filtering results by:

- Name
- Channel
- Agent
- Start of recording
- Length of recording
- Grade
- Caller ID
- Dialed number
- Custom note entry

Agent :	Graded Recording :	Test / Grade :	Average Grade:
	080319104225.C005	Customer_Service / 75 %	75 %
	080319112851.C005	Customer_Service / 90 %	90 %
	080319120158.C005	Customer_Service / Ungraded	Ungraded
	080319123004.C005	Customer_Service / Ungraded	Ungraded
	080319123601.C005	Customer_Service / 95 %	95 %
	080319131753.C005	Customer_Service / 90 %	90 %

Number of Calls(Total/Average per day):	71/18
Total Recording Length:	4 hrs 9 mins 15 secs
Average Recording Length(per call):	3 mins 31 secs
Average Recording Length(per day):	1 hr 2 mins 19 secs
Oldest Recording:	3/17/2008 10:10:25 AM
Latest Recording:	3/19/2008 2:17:53 PM
Number of Graded Recordings:	12
Average Grade:	81%
Average Dead Time Period:	17 mins 58 secs
Number of Inbound Calls(Total/Average per day):	18/4
Number of Outbound Calls(Total/Average per day):	39/9
Number of Unknown Calls(Total/Average per day):	14/3

Channel Dynamic Analysis (bar graph)

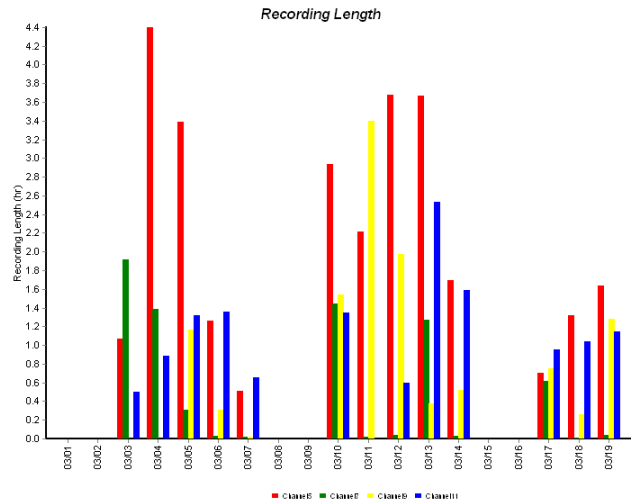
Compare one or more phone lines by activity over time:

- Total length of all recordings
- Average recording length per call
- Total number of calls
- Total number of inbound / outbound calls
- Minimum / maximum deadtime
- Average deadtime per day
- Average grade

Channel Dynamic Analysis Report

3/19/2008 2:52:03 PM

Search Options:
 Search Interval: From: 03/01/08 12:00:00 AM To: 03/19/08 11:59:59 PM
 Selected Channels: 5; 7; 9; 11;



Channel Statistical Analysis (bar graph)

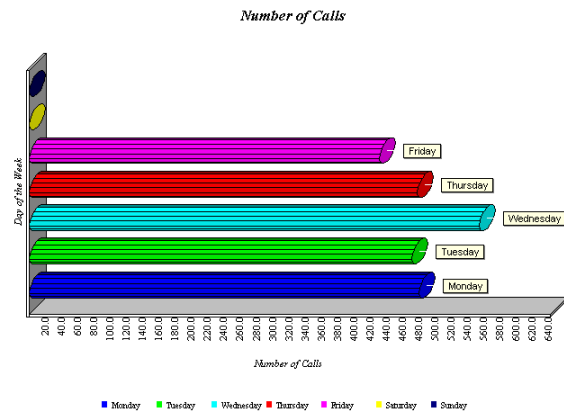
Compare call activity by day of the week or hour of the day:

- Total length of time on the phone
- Total number of calls
- Average number of calls per day
- Total number of inbound / outbound calls
- Average number of inbound / outbound calls
- Minimum / maximum deadtime
- Average deadtime
- Average grade
- Average recording length per day / per call

Channel Statistical Analysis Report

3/25/2008 4:00:20 PM

Search Options:
 Search Interval: From: 01/01/08 12:00:00 AM To: 03/25/08 11:59:59 PM
 Selected Channels: 5; 7; 9;



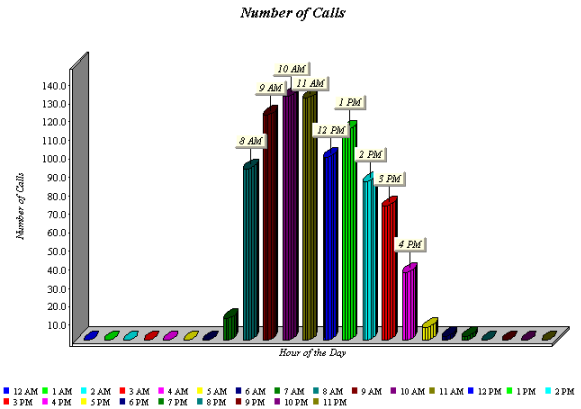
Agent Statistical Analysis (bar graph)

Compare one or more agents by various statistics:

- Total length of time on the phone
- Total number of calls
- Average number of calls per day
- Total number of inbound / outbound calls
- Average number of inbound / outbound calls
- Minimum / maximum deadtime
- Average deadtime
- Average grade
- Average recording length per day / per call

Search Options:

Search Interval: From: 03/01/08 12:00:00 AM To: 03/19/08 11:59:59 PM
 Selected Channels: 5; 7; 9; 11;



Agent Statistical Analysis (bar graph)

Compare one or more agents by various statistics:

- Total length of time on the phone
- Total number of calls
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- Average number of inbound / outbound calls
- Minimum / maximum deadtime
- Average deadtime
- Average grade
- Average recording length per day / per call

Search Options:

Search Interval: From: 03/01/08 12:00:00 AM To: 03/19/08 11:59:59 PM
 Selected Channels: 5; 7; 9; 11;

Quality Control (bar graph)

Evaluate QC test scores over time by agent the company:

- Average QC test scores by date
- Score by one test, or multiple tests at once

Search Options:

Search Interval: From: 03/16/08 12:00:00 AM To: 03/19/08 11:59:59 PM
 Selected Channels: 5;

