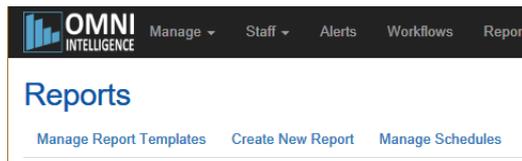


Omni Intelligence FAQ – Create New Historical Reports

Introduction

Instructions

1. Logon to [WEBSITE] with appropriate credentials
2. Reports → Historical
3. You are now presented with a list of existing Reports (if they exist). A new system with no reports created looks like



4. To create a new report, DO NOT click on the “create new report option”
5. Click on Manage Report Templates instead.
6. From here you can create a new report template.

Report Templates

[Create New](#) [Manage Schedules](#) [Reports](#)

Name	Service
------	---------

7. Now click “Create New” and a template appears
[Report template](#)

Edit

Source

Connector agent
 AI Group PureCloud Connector Agent

Service
 Ai Group PureCloud Configuration

Report

Name
 Example Report (Queues)

Owner
 ExampleReportOwner

Parameters

Report type
 Queues Report

Available fields

- Avg Abandon Time (Call)
- Avg After Interaction Work Time (Call)
- Avg Handle Time (Call)
- Avg Queue Wait Time (Call)
- Avg Talk Time (Call)
- Avg Wait (Call)
- Interactions Over SLA (Call)
- Interactions Transferred(Call)
- Longest Abandon Time (Call)
- Longest Wait Time (Call)
- Percent Interactions Abandoned (Call)
- Percent Interactions Answered (Call)

Selected fields

This field cannot be blank

Agents
 Select agents

Queues
 Select queues

Page markup

Page orientation
 Landscape

Page size
 A4

Image
 ... File...

[Save](#) [Back to List](#)

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From here you have to choose your selections,