

Omni Intelligence FAQ – Historical Fields for Reporting

Introduction

OmniIntelligence has many fields available to be reported on in Historical Reports. This is a complete listing of all the fields available.

Queues Report

Call Fields

- Avg Abandoned 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)
- Queue Wait Time (Call)
- Service Level, % (Call)
- Total Abandon Time (Call)
- Total After Interaction Work Time (Call)
- Total Handle Time (Call)
- Total Interactions Abandoned (Call)
- Total Interactions Answered (Call)
- Total Interactions Received (Call)
- Total Outbound (Call)
- Total Talk Complete (Call)
- Total Talk Time (Call)

Email Fields

- Avg Abandon Time (Email)
- Avg After Interaction Work Time (Email)
- Avg Handle Time (Email)
- Avg Queue Wait Time (Email)
- Avg Talk Time (Email)
- Interactions over SLA (Email)
- Queue Wait Time (Email)
- Service Level, % (Email)
- Total after Interaction Work time (Email)
- Total Handle Time (Email)
- Total Interactions Abandoned (Email)
- Total Interactions Answered (Email)
- Total Interactions Received (Email)

- Total Outbound (Email)
- Total Talk Complete (Email)
- Total Talk Time (Email)
- Total Wait (Email)

Chat Fields

- Avg Abandon Time (Chat)
- Avg After Interaction Work Time (Chat)
- Avg Handle Time (Chat)
- Avg Queue Wait Time (Chat)
- Avg Talk Time (Chat)
- Interactions over SLA (Chat)
- Queue Wait Time (Chat)
- Service Level, % (Chat)
- Total Abandon Time (Chat)
- Total After Interaction Work Time (Chat)
- Total Handle Time (Chat)
- Total Interactions Abandoned (Chat)
- Total Interactions Answered (Chat)
- Total Interactions Received (Chat)
- Total Outbound (Chat)
- Total Talk Complete (Chat)
- Total Talk Time (Chat)
- Total Wait (Chat)

Agent Reports

- Available Time
- Away Time
- Break Time
- Busy Time
- Idle Time
- Interacting Time
- Meal Time
- Meeting Time
- Not Responding Time
- Offline Time
- On Queue Time
- Training Time

Call Fields

- Avg After Interaction Work Time (Call)
- Avg Handle Time (Call)
- Avg Queue Wait Time (Call)
- Avg Talk Time (Call)
- Queue Wait Time (Call)
- Total After Interaction Work Time (Call)
- Total Handle Time (Call)
- Total Interaction Answered (Call)

- Total Outbound (Call)
- Total Talk Time (Call)
- Total Wait (Call)

Email Fields

- Avg After Call Work Time (Email)
- Avg Handle Time (Email)
- Avg Queue Wait Time (Email)
- Avg Talk Time (Email)
- Queue Wait Time (Email)
- Total After Call Work Time (Email)
- Total Handle Time (Email)
- Total Interactions Answered (Email)
- Total Outbound (Email)
- Total Talk Time (Email)
- Total Wait (Email)

Chat Fields

- Avg After Interaction Work Time (Chat)
- Avg Handle Time (Chat)
- Avg Queue Wait Time (Chat)
- Avg Talk Time (Chat)
- Queue Wait Time (Chat)
- Total After Interaction Wait Time (Chat)
- Total Handle Time (Chat)
- Total Interactions Answered (Chat)
- Total Outbound (Chat)
- Total Talk Time (Chat)
- Total Wait (Chat)

Queues By Agent Report

Call Fields

- Avg After Interaction Work Time (Call)
- Avg Handle Time (Call)
- Avg Queue Wait Time (Call)
- Avg Talk Time (Call)
- Interactions Transferred (Call)
- Queue Wait Time (Call)
- Service Level, % (Call)
- Total After Interaction Work Time (Call)
- Total Handle Time (Call)
- Total Interactions Answered (Call)
- Total Outbound (Call)
- Total Talk Complete (Call)
- Total Talk Time (Call)
- Total Wait (Call)

Email Fields

- Avg After Interaction Work Time (Email)
- Avg Handle Time (Email)
- Queue Wait Time (Email)
- Service Level, % (Email)
- Total After Interaction Work Time (Email)
- Total Handle Time (Email)
- Total Interactions Answered (Email)
- Total Talk Complete (Email)
- Total Talk Time (Email)
- Total Wait (Email)

Chat Fields

- Avg After Interaction Work Time (Chat)
- Avg Handle Time (Chat)
- Avg Queue Wait Time (Chat)
- Avg Talk Time (Chat)
- Queue Wait Time (Chat)
- Service Level, % (Chat)
- Total After Interaction Work Time (Chat)
- Total Handle Time (Chat)
- Total Outbound (Chat)
- Total Talk Complete (Chat)
- Total Talk Time (Chat)
- Total Wait (Chat)

Agents Report (With ACD / Non ACD fields)

- Available Time
- Away Time
- Break Time
- Busy Time
- Idle Time
- Interacting Time
- Meal Time
- Meeting Time
- Not Responding Time
- Offline Time
- On Queue Time
- Training Time

Call Fields

- Total Interaction Answered - ACD (Call and Email)
- Total Interaction Answered - Non ACD (Call and Email)
- Avg After Interaction Work Time - ACD (Call)
- Avg After Interaction Work Time - Non ACD (Call)
- Avg Handle Time - ACD (Call)
- Avg Handle Time - Non ACD (Call)
- Avg Queue Wait Time (Call)

- Avg Talk Time - ACD (Call)
- Avg Tale Time - Non ACD (Call)
- Queue Wait Time (Call)
- Total After Interaction Work Time - ACD (Call)
- Total After Interaction Work Time - Non ACD (Call)
- Total Handle Time - ACD (Call)
- Total Handle Time - Non ACD (Call)
- Total Interactions Answered - ACD (Call)
- Total Interactions Answered - Non ACD (Call)
- Total Outbound (Call)
- Total Talk Time - ACD (Call)
- Total Talk Time - Non ACD (Call)
- Total Wait - ACD (Call)
- Total Wait - Non ACD (Call)

Email Fields

- Avg After Interaction Work Time - ACD (Email)
- Avg After Interaction Work Time - Non ACD (Email)
- Avg Handle Time - ACD (Email)
- Avg Handle Time - Non ACD (Email)
- Avg Queue Wait Time (Email)
- Avg Talk Time - ACD (Email)
- Avg Talk Time - Non ACD (Email)
- Queue Wait Time (Email)
- Total After Interaction Work Time - ACD (Email)
- Total After Interaction Work Time - Non ACD (Email)
- Total Handle Time - ACD (Email)
- Total Handle Time - Non ACD (Email)
- Total Interactions Answered - ACD (Email)
- Total Interactions Answered - Non ACD (Email)
- Total Outbound (Email)
- Total Talk Time - ACD (Email)
- Total Talk Time - Non ACD (Email)
- Total Wait Time - ACD (Email)
- Total Wait Time - Non ACD (Email)

Chat Fields

- Avg After Interaction Work Time - ACD (Chat)
- Avg After Interaction Work Time - Non ACD (Chat)
- Avg Handle Time - ACD (Chat)
- Avg Handle Time - Non ACD (Chat)
- Avg Queue Wait Time (Chat)
- Avg Talk Time - ACD (Chat)
- Avg Tale Time - Non ACD (Chat)
- Queue Wait Time (Chat)
- Total After Interaction Work Time - ACD (Chat)
- Total After Interaction Work Time - Non ACD (Chat)
- Total Handle Time - ACD (Chat)



- Total Handle Time - Non ACD (Chat)
- Total Interactions Answered - ACD (Chat)
- Total Interactions Answered - Non ACD (Chat)
- Total Outbound (Chat)
- Total Talk Time - ACD Call (Chat)
- Total Talk Time - Non ACD Call (Chat)
- Total Wait - ACD (Chat)
- Total Wait - Non ACD (Chat)

Abandoned Calls Report