

INSIGHT_{neo}

Report Templates module



User manual

11/11/2019

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIP_{neo}

EVOLUTION_{neo} / XXL / eco

INSPIRATION_{neo}

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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1 General information

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2 Introduction

In the Report Templates module, you can upload report templates that you have created yourself by means of a specific design tool (see [chapter "Create", p. 66](#)) or import default templates provided directly in the system (see [chapter "Import system report template", p. 71](#)). Depending on the purpose of use, you can import/create report templates, dashboard templates or recording dashboard templates.

Within the system, you are provided with different predefined templates to create reports (see [chapter "Default report templates", p. 8](#)) and dashboard reports (see [chapter "Default dashboard templates", p. 47](#)).

Open the module by clicking on the menu item *Report Templates* in the navigation bar.



Fig. 1: Menu item Report Templates



Basic information about using the application INSIGHT_{neo} can be found in the user manual *INSIGHTneo - General information*.

3 Default report templates

3 Default report templates

By means of default report templates, you can generate report which present the results in lists and tables. The following default report templates are available in the system:

3.1 Agent-based reports

3.1.1 Agent feedback - overview

This report displays a table which gives supervisors an overview of the status of the agents' feedback on their evaluations. The report is divided into agent groups and agents.

The different column display:

- *# of all evaluations*: all evaluations irrespective of the feedback settings
- *# of evaluations assigned for feedback*: all evaluations for which a feedback has been submitted or for which a feedback can still be submitted
- *# of evaluations with the feedback "<empty>"*: Evaluations with the evaluation status *Agent feedback pending* or *Released* and the feedback status *Not yet confirmed*. This includes evaluations which have been released automatically when the agent has not made use of the option to submit a feedback until a set deadline.
- *# of evaluations with the feedback I agree*: Evaluations that have been confirmed by the agent and released
- *# of evaluations with the feedback I disagree*: Evaluations that the agent has objected to and that have been set to *Ignore* or *Obsolete*

Re-evaluations which have been initiated because the agent has objected to the original evaluation are not included in the report. In addition, only those evaluations are considered which have been created by the user who is currently implementing the report. This implies that the currently active user cannot see the feedback values of other supervisors or evaluators.

Agent feedback - overview



Report template: Agent feedback - overview

created: 10/21/15 9:51:20 AM with INSPIRATIONneo

The report provides an overview of the agent's feedback to their evaluations. The number of agreed and disagreed evaluations per agent is listed. This report is structured in supervisors, agent groups and agents.

This report considers evaluations between 1/1/14 and 10/21/15 and shows agents of the supervisor 2nd-Tenant PDM-Admin.

| | | # of all evaluations | # of evaluations assigned for feedback | # of evaluations with confirmation "empty">" | # of evaluations with confirmation "I agree" | # of evaluations with confirmation "I disagree" |
|----------------------------------|------------------|----------------------|--|--|--|---|
| Corporate clients / Firmenkunden | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |
| | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Service Center | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |
| | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Standort Magdeburg Level | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |
| | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Standort Magdeburg | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |
| | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Team 1 Level | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |
| | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| Team 1 | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |
| | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| Team 2 Level | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Team 2 | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Team A | Fox, Steven | 5 | 5 | 0 | 4 | 1 |
| | Miller, Kimberly | 2 | 2 | 0 | 2 | 0 |
| Team B | Brown, Caroline | 8 | 8 | 1 | 7 | 0 |

Fig. 2: Agent feedback - overview

This report template is available on tenant level.

3.1.2 Agent trend analysis (evaluation time)

This report displays the average score that the selected agent has achieved within the defined period of time in a line chart. After briefly comparing all selected agents, the focus is on the evaluation results of the individual agent.

The agent is analyzed by means of:

- the total score - across several templates, if required,
- the results for one or several template(s),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

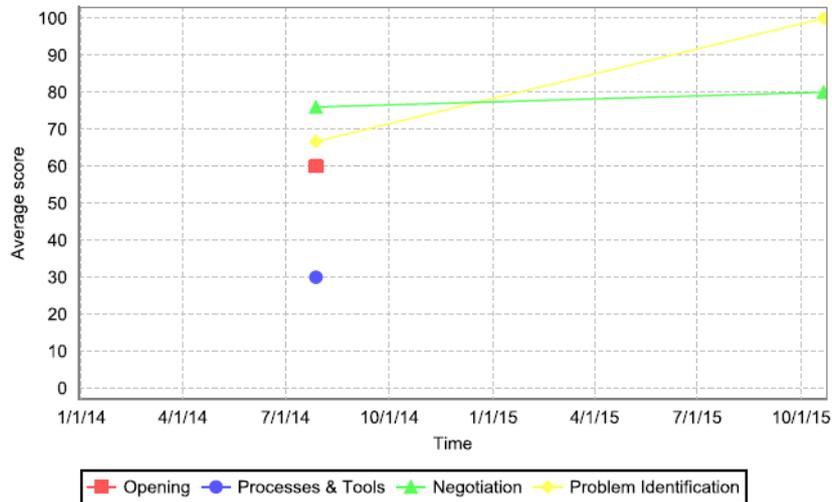
The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are not listed in the report. The time axis (x-axis) shows the time when the evaluation was released. The values displayed in the diagram are average values for the day.

Agent trend analysis - evaluation time



Report template: Agents trend analysis - evaluation time
created: 10/21/15 9:54:07 AM with INSPIRATIONneo

This report considers evaluations between 1/1/14 and 10/21/15.



Agent: **Kimberly Miller**
Evaluation template: **Evaluation Template**
Evaluation Section: **Opening**

Fig. 3: Agent trend analysis - evaluation time

This report template is available on tenant level.

3.1.3 Agent trend comparison (evaluation time)

This report displays the average scores that the selected agents have achieved within the defined period of time in a line chart. The time axis (x-axis) shows the time when the evaluation was released.

The focus is on comparing the selected agents.

The agents are compared by means of:

- the total score - across several templates, if required,
- the results for one or several template(s) (overall),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are not listed in the report. The values displayed in the diagram are average values for the day.

Agent trend comparison - evaluation time



Report template: Agent trend comparison - Evaluation time
created: 10/21/15 9:56:12 AM with INSPIRATIONneo

This report shows the average scores of several agents over the selected time span. It contains the sub-levels 'Evaluation Template', 'Section' and 'Question'. The timeline (x-axis) is based on the date the evaluation was accomplished.

This report considers evaluations between 1/1/14 and 10/21/15.

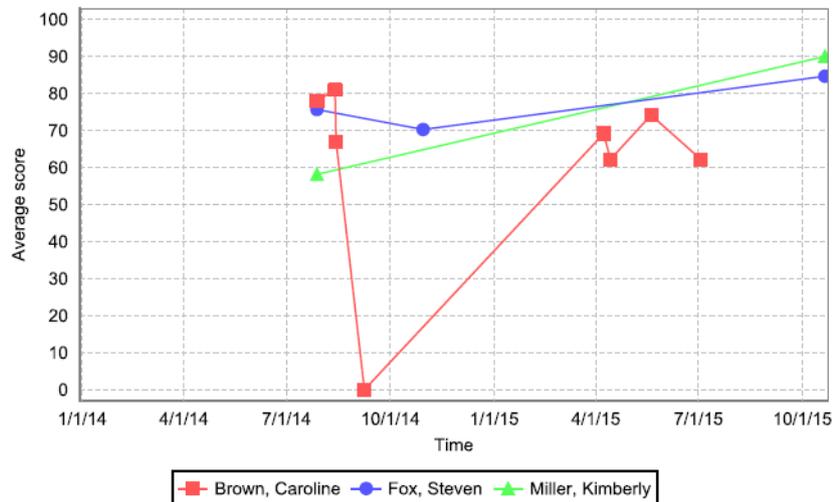


Fig. 4: Agent trend comparison - evaluation time (example)

This report template is available on tenant level.

3.1.4 Agent trend comparison (session time)

This report displays the average scores that the selected agents have achieved within the defined period of time in a line chart. The time axis (x-axis) shows the time when the session corresponding to the evaluation was recorded

The focus is on comparing the selected agents.

The agents are compared by means of:

- the total score - across several templates, if required,
- the results for one or several template(s) (overall),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

The report only considers first evaluations and re-evaluations of sessions which have been started within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are not listed in the report. The values displayed in the diagram are average values for the day.

Agent trend comparison - Session time



Report template: Agent trend comparison - Session time
created: 12/9/14 6:42:48 PM with INSPIRATIONneo

This report shows the average scores of several agents for the selected time span. It contains the sub-levels 'Evaluation Template', 'Section' and 'Question'. The timeline (x-axis) is based on the date the session was recorded.

This report considers sessions between 1/1/14 and 12/31/14.

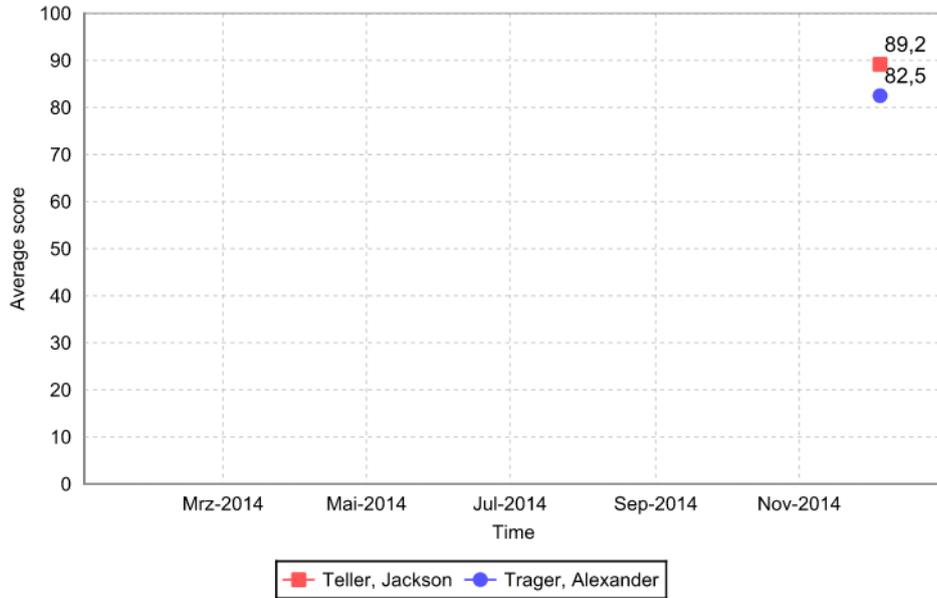


Fig. 5: Agent trend comparison - session time (example)

This report template is available on tenant level.

3.1.5 Agent comparison - evaluation template

This report compares the average scores that the selected agents have achieved in all their evaluations based on the selected template within the defined period of time. It also shows the number of the evaluations per agent and the score of the entire group.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. To appear in the report, the agent must belong to at least one organization unit. If the agent belongs to several organization units, he will appear in the table of each organization unit. Agents whose evaluation information does not match the configurable parameters are not listed in the report.

This report is of benefit to supervisors who would like to get an overview of the service level related to a certain campaign, for instance.

Agent comparison - evaluation template



Report template: Agent comparison - Evaluation template
created: 10/21/15 9:23:03 AM with INSPIRATION_{neo}

This report shows the average scores of all evaluations made with the selected evaluation template on the agents for the selected time span. It furthermore shows the number of evaluations per agent as well as the values for the entire group.

This report considers evaluations between 1/1/15 and 12/31/15.

Evaluation template: Evaluation Template

Agent group: Corporate clients / Firmenkunden

| Agent (Agent ID) | Average Score | Number of Evaluations |
|---------------------------|---------------|-----------------------|
| Brown, Caroline (310008) | 66.9 | 4 |
| Fox, Steven (310007) | 84.7 | 1 |
| Miller, Kimberly (310006) | 90.0 | 1 |

Agent group: Service Center

| Agent (Agent ID) | Average Score | Number of Evaluations |
|---------------------------|---------------|-----------------------|
| Brown, Caroline (310008) | 66.9 | 4 |
| Fox, Steven (310007) | 84.7 | 1 |
| Miller, Kimberly (310006) | 90.0 | 1 |

Agent group: Standort Magdeburg

| Agent (Agent ID) | Average Score | Number of Evaluations |
|---------------------------|---------------|-----------------------|
| Brown, Caroline (310008) | 66.9 | 4 |
| Fox, Steven (310007) | 84.7 | 1 |
| Miller, Kimberly (310006) | 90.0 | 1 |

Agent group: Standort Magdeburg Level

| Agent (Agent ID) | Average Score | Number of Evaluations |
|---------------------------|---------------|-----------------------|
| Brown, Caroline (310008) | 66.9 | 4 |
| Fox, Steven (310007) | 84.7 | 1 |
| Miller, Kimberly (310006) | 90.0 | 1 |

Agent group: Team 1

| Agent (Agent ID) | Average Score | Number of Evaluations |
|--------------------------|---------------|-----------------------|
| Brown, Caroline (310008) | 66.9 | 4 |
| Fox, Steven (310007) | 84.7 | 1 |

Color code:

Red lower than 60

Yellow between 60 and 80

Green higher than 80

Fig. 6: Agent comparison - evaluation template (example)

This report template is available on tenant level.

3.1.6 Agent comparison - skills

This report compares the average scores that the selected agents have achieved in the evaluation of their skills based on the selected template within the defined period of time. Only the results based the sections (skills) of one or several evaluation templates are considered.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. To appear in the report, the agent must belong to at least one organization unit. If the agent belongs to several organization units, he will appear in the table of each organization unit. Agents whose evaluation information does not match the configurable parameters are not listed in the report.

This report is of benefit to supervisors and trainers who would like to get an overview of the strengths and weaknesses of their employees to be able to train them individually if required.

Agent comparison - skills



Report template: Agent comparison - Skills

created: 10/21/15 9:37:27 AM with INSPIRATION_{neo}

This report shows the average scores of the different sections acquired by the agents with the selected evaluation template for the selected time span.

This report considers evaluations between 1/1/15 and 12/31/15 and is based on Evaluation Template Evaluation Template.

| Evaluation Sections | | Agent (Agent ID) | | | |
|----------------------------------|---------------------------|------------------|-------------------|-------------|------------------------|
| | | Opening | Processes & Tools | Negotiation | Problem Identification |
| Corporate clients / Firmenkunden | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |
| | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Service Center | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |
| | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Standort Magdeburg Level | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |
| | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Standort Magdeburg | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |
| | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Team 1 Level | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |
| | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| Team 1 | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |
| | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| Team 2 Level | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Team 2 | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Team A | Fox, Steven (310007) | 48.3 | 65.3 | 54.4 | 50.0 |
| | Miller, Kimberly (310006) | 72.5 | 57.5 | 67.8 | 77.8 |
| Team B | Brown, Caroline (310008) | 66.7 | 83.0 | 72.2 | 66.7 |

Color code:

Red lower than 60

Yellow between 60 and 80

Green higher than 80

Fig. 7: Agent comparison - skills (example)

This report template is available on tenant level.

3.1.7 Agent comparison - objects

This report compares the average scores that the selected agents have achieved for the different objects of the selected evaluation template(s) within the defined period of time. The focus is on the average scores for the individual evaluation criteria (question objects).

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. To appear in the report, the agent must belong to at least one organization unit. If the agent belongs to several organization units, he will appear in the table of each organization unit. Agents whose evaluation information does not match the configurable parameters are not listed in the report.

The column headline does not feature more than the first three lines of the question text.

This report is of benefit to trainers who would like to coach an agent in a certain field regarding a special skill, for instance, and therefore need to know what the agent's weaknesses are.

Agent comparison - objects



Report template: Agent comparison - Objects

created: 10/21/15 9:42:35 AM with INSPIRATIONneo

This report shows the average scores for the different questions acquired by the agents created with the selected evaluation template for the selected time span.

This report considers evaluations between 1/1/14 and 10/21/15 and is based on Evaluation Template Evaluation Template.

Evaluation Section: Opening

| Evaluation Objects | Agent (Agent ID) | Adressing customer by name | Friendliness | Name first and last name | Name right daytime |
|----------------------------------|---------------------------|----------------------------|--------------|--------------------------|--------------------|
| | | | | | |
| Corporate clients / Firmenkunden | Brown, Caroline (310008) | 85 | 48 | 33 | 85 |
| | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |
| Service Center | Brown, Caroline (310008) | 85 | 48 | 33 | 85 |
| | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |
| Standort Magdeburg Level | Brown, Caroline (310008) | 85 | 48 | 33 | 85 |
| | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |
| Standort Magdeburg | Brown, Caroline (310008) | 85 | 48 | 33 | 85 |
| | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |
| Team 1 Level | Brown, Caroline (310008) | 85 | 48 | 33 | 85 |
| | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| Team 1 | Brown, Caroline (310008) | 85 | 48 | 33 | 85 |
| | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| Team 2 Level | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |
| Team 2 | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |
| Team A | Fox, Steven (310007) | 100 | 40 | 25 | 100 |
| | Miller, Kimberly (310006) | 100 | 40 | 0 | 100 |

Color code:

Red lower than 60

Yellow between 60 and 80

Green higher than 80

Fig. 8: Agent comparison - objects (example)

This report template is available on tenant level.

3.1.8 Agent comparison - objects (detailed)

This report displays a table which gives supervisors an overview of how individual agents have developed based on selected questions about the agent and their evaluation or on basis of average values within the selected evaluation period.

Configurable parameters are:

- agents to be evaluated
- evaluation template to be deployed
- evaluation period

The report displays the following information:

Name of the evaluation template, name of the evaluated employee, number of valid evaluations, date when the evaluation was carried out, name of the evaluator, total result in percent, question text, average score of all evaluations.

| Agent comparison - objects (detailed) | | | | |
|---|-------------------|--------------|--|--|
| Report template: AgentEvaluationMatrix | | | | |
| created: 10/23/19 5:58:47 AM with INSPIRATIONneo | | | | |
| This report shows the scores for the different questions acquired by the agents/groups created with the selected evaluation templates for the defined period of time. | | | | |
| This report considers evaluations between 1/1/19 and 10/31/19 | | | | |
| Evaluation template | test | | | |
| Evaluated employee | User1, Test | | | |
| Number of valid Evaluations | 1 | | | |
| Section 1 | | | | |
| Evaluated on | Evaluator | Total result | Combo box question 2: How well does the agent know the status at the customer's place? | Radio button question 1: How quickly does the agent react to events during the call? |
| 27.06.2019 | Admin, 1st-Tenant | 50,00 % | 60,00 % | 40,00 % |
| Average | | 50,00 % | 60,00 % | 40,00 % |
| Evaluation template | test | | | |
| Evaluated employee | User2, Test | | | |
| Number of valid Evaluations | 1 | | | |
| Section 1 | | | | |
| Evaluated on | Evaluator | Total result | Combo box question 2: How well does the agent know the status at the customer's place? | Radio button question 1: How quickly does the agent react to events during the call? |
| 27.06.2019 | Admin, 1st-Tenant | 50,00 % | 60,00 % | 40,00 % |
| Average | | 50,00 % | 60,00 % | 40,00 % |
| Evaluation template | test | | | |
| Evaluated employee | User4, Test | | | |
| Number of valid Evaluations | 1 | | | |

Fig. 9: Agent comparison - objects (detailed) (example)

This report template is available on tenant level.

3.1.9 Agent comparison - overview

This report shows an overview of all selected agents. The average evaluation score per agent is calculated on basis of all available evaluations, regardless of the evaluation template. In addition, the number of carried-out evaluations is displayed and, at the end of the report, the average overall score of the selected agents and/or agent groups is calculated and displayed.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are not listed in the report.

This report allows managers of a contact center to get an overview of the current service level based on the performance of the employees, for instance.

Agent comparison - overview



Report template: Agent comparison - overview
 created: 10/21/15 8:43:34 AM with INSPIRATIONneo

This report shows the average scores of all evaluations made on the agents for the selected time span. It furthermore shows the number of evaluations per agent, as well as an summary about the values of all selected Agents.

This report considers evaluations between 1/1/15 and 12/31/15.

| Agent (Agent ID) | Average Score | Number of Evaluations |
|---------------------------|---------------|-----------------------|
| Brown, Caroline (310008) | 69.4 | 20 |
| Fox, Steven (310007) | 73.1 | 4 |
| Miller, Kimberly (310006) | 73.8 | 3 |

Total Score

| Evaluated Members | Average score | Number of evaluations |
|-------------------|---------------|-----------------------|
| 3 | 70.4 | 27 |

Fig. 10: Agent comparison - overview (example)

This report template is available on tenant level.

3.1.10 Detailed agent evaluation (graphical)

This report compares the average scores of the selected agents and displays them in a bar chart.

The agents are evaluated by means of:

- the results for one or several template(s) (overall),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

Instead of comparing agents, the focus is on the detailed evaluation of individual agents.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are marked with the information *No data*. Remarks, text fields, links, images and question groups are not displayed.

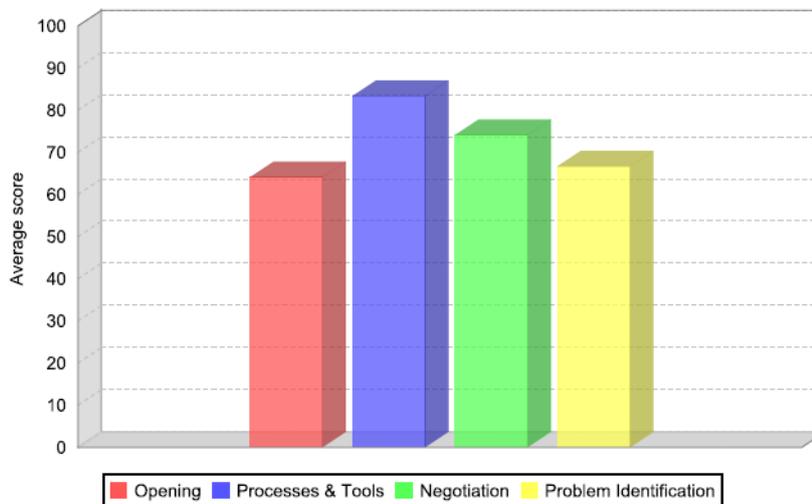
This report can be used as the basis for setting up a training plan for an agent or for a top-down feedback.

Detailed agent evaluation (graphical)



Report template: Detailed agent evaluations - graphical
created: 10/21/15 9:46:04 AM with INSPIRATIONneo

This report considers evaluations between 1/1/14 and 10/21/15.



Agent: **Caroline Brown**
Evaluation template: **Evaluation Template**
Evaluation section: **Opening**

Fig. 11: Detailed agent evaluation - graphical

This report template is available on tenant level.

3.1.11 Detailed agent evaluation (text form)

This report compares the average scores of the selected agents and displays them in a table.

The agents are evaluated by means of:

- the results for one or several template(s) (overall),
- the results for individual skills/sections of the template(s),

- the results for individual question elements/objects of the template(s).

Instead of comparing agents, the focus is on the detailed evaluation of individual agents.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are not listed in the report. Comments, links, images, remarks, lines or question group elements are not displayed in the report. Agents do not necessarily have to belong to an organization unit to be displayed in the report.

Detailed agent evaluations - textual



Report template: Detailed agent evaluations - textual
created: 12/9/14 6:38:32 PM with INSPIRATIONneo

This report shows a textual presentation of the average evaluations per agent for evaluation template, skill and object.

This report considers evaluations between 1/1/14 and 12/31/14.

| Agent (Agent ID) | Average score | Number of evaluations |
|-------------------------------|---------------|-----------------------|
| Trager, Alexander (AGENT_003) | 78.8 | 2 |
| Teller, Jackson (AGENT_002) | 90.4 | 2 |



Detailed agent evaluations - textual



Report template: Detailed agent evaluations - textual
created: 12/9/14 6:38:32 PM with INSPIRATIONneo

This report considers evaluations between 1/1/14 and 12/31/14.

Agent: **Alexander Trager**
Evaluation template: **Customer Support**
Evaluation section: **Satisfaction**

| Evaluation Object | Average score | Severity |
|---|---------------|----------|
| How would you rate the customers overall satisfaction with the agent? | 80.0 | 0 |
| Please rate the agent on the following attributes | 80.0 | 0 |
| How likely is the customer to continue doing business with the agent? | 50.0 | 0 |

Fig. 12: Detailed agent evaluation - text form

This report template is available on tenant level.

3.2 Group-based reports

3.2.1 Group trend analysis (evaluation time)

This report displays the average score that the selected agent group has achieved within the defined period of time in a line chart. After briefly comparing all selected groups, the focus is on the evaluation results of the individual group.

The group is analyzed by means of:

- the total score - across several templates, if required,
- the results for one or several template(s),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Organization units whose evaluation information does not match the configurable parameters are not listed in the report. The time axis (x-axis) shows the time when the evaluation was released. The values displayed in the diagram are average values for the day.

Group trend analysis - evaluation time



Report template: Group trend analysis - evaluation time
created: 10/21/15 10:40:20 AM with INSPIRATION_{neo}

This report considers evaluations between 1/1/14 and 10/21/15.

Organization unit: **Team A**

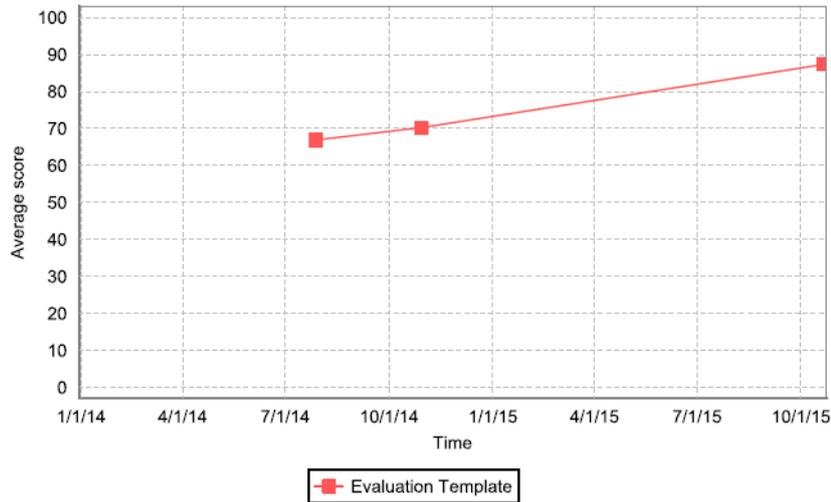


Fig. 13: Group trend analysis - evaluation time (example)

This report template is available on tenant level.

3.2.2 Group trend comparison (evaluation time)

This report displays the average scores that the selected agent groups have achieved within the defined period of time in a line chart. The time axis (x-axis) shows the time when the evaluation was released.

The focus is on comparing the selected groups.

The groups are compared by means of:

- the total score - across several templates, if required,
- the results for one or several template(s),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. Organization units whose evaluation information does not match the configurable parameters are not listed in the report. The values displayed in the diagram are average values for the day.

Group trend comparison - evaluation time



Report template: Group trend comparison - Evaluation time
created: 10/21/15 10:47:50 AM with INSPIRATIONneo

This report shows the average scores of several organization units for the selected time span. It shows the sub-levels 'Evaluation Template', 'Section' and 'Question'. The timeline (x-axis) is based on the date the evaluation was accomplished.

This report considers evaluations between 1/1/14 and 10/21/15.

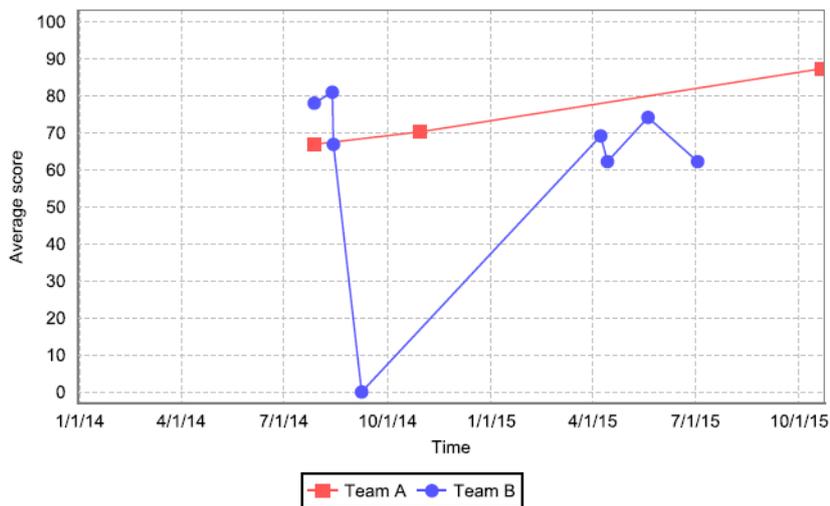


Fig. 14: Group trend comparison - evaluation time (example)

This report template is available on tenant level.

3.2.3 Group trend comparison (session time)

This report displays the average scores that the selected agent groups have achieved within the defined period of time in a line chart. The time axis (x-axis) shows the time when the session corresponding to the evaluation was recorded

The focus is on comparing the selected groups.

The groups are compared by means of:

- the total score - across several templates, if required,
- the results for one or several template(s),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

The report only considers first evaluations and re-evaluations of sessions which have been started within the indicated period of time. Organization units whose evaluation information does not match the configurable parameters are not listed in the report. The values displayed in the diagram are average values for the day.

Group trend comparison - Session time



Report template: Group trend comparison - Session time
 created: 04/03/15 08:11:26 with INSPIRATION_{neo}

This report shows the average scores of several organisation units for the selected time span. It shows the sub-levels 'Evaluation Template', 'Section' and 'Question'. The timeline (x-axis) is based on the date the session was recorded.

This report considers evaluations between **22/02/15** and **04/03/15**.

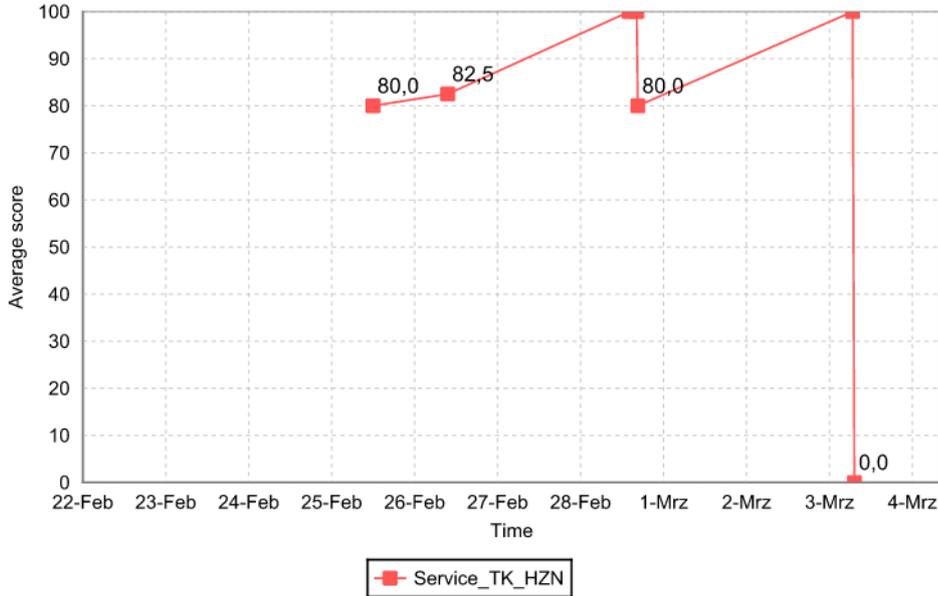


Fig. 15: Group trend comparison - session time (example)

This report template is available on tenant level.

3.2.4 Group comparison - evaluation template

This report compares the average scores that the selected agent groups have achieved in all their evaluations based on the selected template within the defined period of time. In addition, the number of all evaluations within the defined period of time is displayed.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. If an agent belongs to several groups, the agent's evaluations are not counted separately for each organization unit.

Group comparison - evaluation template



Report template: Group comparison - Evaluation template
 created: 10/21/15 10:01:59 AM with INSPIRATION_{neo}

This report shows the average scores and the number of evaluations for each organization unit for the selected time span.

This report considers evaluations between **1/1/14** and **10/21/15**.

Evaluation Template: **Evaluation Template**

| Agent Group | Evaluated Members | Average Score | Number of Evaluations |
|-------------|-------------------|---------------|-----------------------|
| Team A | 2 | 74.8 | 6 |
| Team B | 1 | 61.7 | 8 |

Fig. 16: Group comparison - evaluation template (example)

This report template is available on tenant level.

3.2.5 Group comparison - skills

This report compares the average scores that the selected agent groups have achieved in the evaluation of their skills based on the selected template within the defined period of time.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time.

Group comparison - skills



Report template: Group comparison - Skills
created: 10/21/15 10:30:12 AM with INSPIRATIONneo

This report shows the average scores for the different sections acquired by the organization unit with the selected evaluation template for the selected time span.

This report considers evaluations between 1/1/14 and 10/21/15 and is based on Evaluation Template Evaluation Template.

Table with 3 columns: Evaluation Sections, Team A, Team B. Rows include Negotiation, Opening, Problem Identification, and Processes & Tools.

Fig. 17: Group comparison - skills (example)

This report template is available on tenant level.

3.2.6 Group comparison - objects

This report compares the average scores that the selected groups have achieved for the different objects of the selected evaluation template(s) within the defined period of time. The focus is on the average scores for the individual evaluation criteria (question objects).

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. If an agent belongs to several groups, the agent's evaluations are not counted separately for each organization unit.

Group comparison - objects



Report template: Group comparison - Objects
 created: 10/21/15 10:32:09 AM with INSPIRATIONneo

This report shows the average scores for the different questions acquired by the organization unit with the selected evaluation template for the selected time span.

This report considers evaluations between 1/1/14 and 10/21/15 and is based on Evaluation Template **Evaluation Template**.

Evaluation Section: **Processes & Tools**

| Agent Groups | Evaluation Objects | | | |
|--------------|--------------------|--------------------------|------------------------------|--------------------|
| | Processes were met | Effective usage of tools | Effective usage of databases | Correct data entry |
| Team A | 66 | 60 | 86 | 100 |
| Team B | 100 | 50 | 75 | 100 |

Fig. 18: Group comparison - objects (example)

This report template is available on tenant level.

3.2.7 Group comparison - objects (detailed)

This report displays a table which gives supervisors an overview of how individual agents have developed within their organization unit (group) based on selected questions about the agent and their evaluation or on basis of average values within the selected evaluation period.

Configurable parameters are:

- agents to be evaluated
- evaluation template to be deployed
- evaluation period
- organization unit

The report displays the following information:

Name of the evaluation template, name of the agent group (organization unit), name of the evaluated employee, number of valid evaluations, date when the evaluation was carried out, name of the evaluator, total result in percent, question text, average score of all evaluations.

Fig. 19: Agent comparison group-based - objects (detailed)

This report template is available on tenant level.

3.2.8 Group comparison - overview

This report displays the average scores that the selected agent groups have achieved on basis of the selected evaluation template as well as the number of evaluations within the defined period of time. In addition, an overview of all selected templates is displayed.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time. If an agent belongs to several groups, the agent's evaluations are not counted separately for each organization unit.

Group comparison - overview



Report template: Group comparison - overview
 created: 10/21/15 9:59:23 AM with INSPIRATIONneo

This report shows the average scores for each organization unit and the number of evaluations for the selected time span.

This report considers evaluations between 1/1/14 and 10/21/15.

Result for evaluation template Evaluation Template.

| Agent Group | Evaluated Members | Average Score | Number of Evaluations |
|-------------|-------------------|---------------|-----------------------|
| Team A | 2 | 74.8 | 6 |
| Team B | 1 | 61.7 | 8 |

Total result

| Agent Group | Evaluated Members | Average Score | Number of Evaluations |
|-------------|-------------------|---------------|-----------------------|
| Team A | 4 | 70.1 | 27 |
| Team B | 3 | 68.8 | 43 |

Fig. 20: Group comparison - overview (example)

This report template is available on tenant level.

3.2.9 Group comparison - detailed

This report displays the scores that the members of the selected organization units have achieved in the evaluations based on the selected evaluation template and during the defined period of time.

The following parameters are available:

- Organization units (multiple choice possible)
- Evaluation templates (multiple choice possible)
- Evaluation period
- Granularity: Week, month, Year (default: week)
- Evaluation status: only evaluations with the status “Released”; evaluations with the status “Released” and “Agent feedback pending”; evaluations with the status “Released”, “Agent feedback pending” and “Ignored” (default: “Released”)

| | A | B | C | D | E | F | G | H | I |
|----|---|------------|---|-----------------------|---------------------|-------------------|-----------------------|---------------------|---|
| 1 | Group comparison (detailed) | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | Report template: | | Group comparison (detailed) | | | | | | |
| 4 | Creation date: | | 15.06.2018 07:19:19 | | | | | | |
| 5 | Granularity: | | Week | | | | | | |
| 6 | This report shows QM values for members of the selected organizational units which were released from 01.01.2018 to 21.01.2018. | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | | | | | | | | | |
| 9 | QM values for evaluation template | | | | | | | | |
| 10 | Evaluation template: | | Reportevaluationtemplate1 | | | | | | |
| 11 | | | | | | | | | |
| 12 | From | To | ReportOrga1 # N/A | ReportOrga1 # not N/A | ReportOrga1 Average | ReportOrga2 # N/A | ReportOrga2 # not N/A | ReportOrga2 Average | |
| 13 | 01.01.2018 | 07.01.2018 | N/A | N/A | N/A | 1 | 20 | 95 | |
| 14 | 08.01.2018 | 14.01.2018 | 5 | 10 | 80 | N/A | 23 | 70 | |
| 15 | 15.01.2018 | 21.01.2018 | 7 | 13 | 75 | N/A | N/A | N/A | |
| 16 | | | | | | | | | |
| 17 | | | | | | | | | |
| 18 | QM values for sections | | | | | | | | |
| 19 | Evaluation template: | | Reportevaluationtemplate1 | | | | | | |
| 20 | Section: | | Counselling | | | | | | |
| 21 | | | | | | | | | |
| 22 | From | To | ReportOrga1 # N/A | ReportOrga1 # N/A | ReportOrga1 Average | ReportOrga2 # N/A | ReportOrga2 # N/A | ReportOrga2 Average | |
| 23 | 01.01.2018 | 07.01.2018 | N/A | N/A | N/A | 1 | 20 | 70 | |
| 24 | 08.01.2018 | 14.01.2018 | 5 | 10 | 58 | N/A | 23 | 40 | |
| 25 | 15.01.2018 | 21.01.2018 | 7 | 13 | 65 | N/A | N/A | N/A | |
| 26 | | | | | | | | | |
| 27 | | | | | | | | | |
| 28 | QM values for sections | | | | | | | | |
| 29 | Evaluation template: | | Reportevaluationtemplate1 | | | | | | |
| 30 | Section: | | Counselling | | | | | | |
| 31 | Question: | | How satisfied was the customer overall with our customer support? | | | | | | |
| 32 | | | | | | | | | |
| 33 | From | To | ReportOrga1 # N/A | ReportOrga1 # N/A | ReportOrga1 Average | ReportOrga2 # N/A | ReportOrga2 # N/A | ReportOrga2 Average | |
| 34 | 01.01.2018 | 07.01.2018 | N/A | N/A | N/A | 1 | 20 | 35 | |
| 35 | 08.01.2018 | 14.01.2018 | 5 | 10 | 40 | N/A | 23 | 20 | |
| 36 | 15.01.2018 | 21.01.2018 | 7 | 13 | 60 | N/A | N/A | N/A | |

Fig. 21: Group comparison - detailed (example)

This report template is available on tenant level.

3.3 Supervisor-based reports

3.3.1 Supervisor productivity - detailed

This report gives an overview of:

- the total number of all sessions which can be evaluated in the agent group of a specific superior or in a group of superiors,
- the number and the percentage of the evaluated sessions,
- the number of the sessions which have not yet been evaluated.

In addition, the score that the evaluated session has achieved is listed.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time and whose sessions have been recorded within this period as well. In addition, the evaluation must be based on a session. If the agent belongs to several organization units, he will be listed for each organization unit. Only the evaluations and sessions of those agents are considered who belong to the organization units of the selected supervisors.

Supervisor productivity - detailed



Report template: Supervisor productivity - detailed
created: 10/21/15 11:26:59 AM with INSPIRATION_{neo}

This report shows an overview of the number of all recorded calls available in the organization unit of a certain supervisor or a group of supervisors and the number of already evaluated and not yet evaluated sessions. It furthermore lists each recorded call with additional information (agent, agent group, recording date, evaluation time, name of evaluation template, total score) individually.

This report considers evaluations between 1/1/15 and 12/31/15.

Productivity overview for supervisor Bond, James (007) based on organizational unit Corporate clients / Firmenkunden.

Number of sessions: 7
Number of Evaluated Sessions: 2
Number of not evaluated sessions: 5
Evaluated percentage: 28.57 %

| Agent (AgentID) | Recording Date | Evaluation Date | Name of Evaluation Template | Total Score |
|--------------------------|-----------------|------------------|-----------------------------|-------------|
| Brown, Caroline (310008) | 3/20/15 7:49 AM | 10/21/15 9:03 AM | Evaluation Template | 88.2 |
| Fox, Steven (310007) | 3/20/15 7:33 AM | 10/21/15 9:05 AM | Evaluation Template | 78.9 |

Productivity overview for supervisor Bond, James (007) based on organizational unit Service Center.

Number of sessions: 14
Number of Evaluated Sessions: 4
Number of not evaluated sessions: 10
Evaluated percentage: 28.57 %

| Agent (AgentID) | Recording Date | Evaluation Date | Name of Evaluation Template | Total Score |
|----------------------------|-----------------|------------------|-----------------------------|-------------|
| Brown, Caroline (310008) | 3/20/15 7:49 AM | 10/21/15 9:03 AM | Evaluation Template | 88.2 |
| Fox, Steven (310007) | 3/20/15 7:33 AM | 10/21/15 9:05 AM | Evaluation Template | 78.9 |
| Müller, Anneliese (310002) | 3/20/15 7:59 AM | 10/21/15 9:07 AM | Evaluation Template | 90.4 |
| Sauer, Frida (310003) | 3/20/15 8:03 AM | 10/21/15 9:09 AM | Evaluation Template | 83.6 |

Fig. 22: Supervisor productivity - detailed (example)

This report template is available on tenant level.

3.3.2 Supervisor productivity - overview

This report provides an evaluation of the productivity of supervisors. The overall number of the sessions which can be evaluated, the number of the already evaluated sessions and the number of the sessions which have not yet been evaluated are listed.

The report only considers first evaluations and re-evaluations which have been released within the indicated period of time and whose sessions have been recorded within this period as well. In addition, the evaluation must be based on a session. Only the evaluations and sessions of those agents are considered who belong to the organization units of the selected supervisors.

Supervisor productivity - overview



Report template: Supervisor productivity - overview
 created: 10/21/15 11:28:37 AM with INSPIRATIONneo

This report shows a list of the supervisor/s including the total number of sessions and the number of sessions already evaluated and not yet evaluated.

This report considers evaluations between 1/1/15 and 12/31/15.

| Supervisor (Supervisor ID) | Number of Sessions to Evaluate | Number of Evaluated Sessions | Number of not Evaluated Sessions | Evaluated Percentage |
|----------------------------|--------------------------------|------------------------------|----------------------------------|----------------------|
| Bond, James (007) | 15 | 7 | 8 | 46.67 % |
| Boss, Peter (310009) | 14 | 6 | 8 | 42.86 % |

Fig. 23: Supervisor productivity - overview (example)

This report template is available on tenant level.

3.3.3 Supervisor productivity - overview (graphical)

This report features a bar chart displaying the number of sessions that selected supervisors have already evaluated in comparison to the sessions which have not yet been evaluated within a specified period of time.

Supervisor productivity - graphical



Report template: Supervisor productivity - overview (graphical View)
 created: 10/21/15 10:57:52 AM with INSPIRATIONneo

This report shows a graphical summary of supervisors including the total amount of evaluated and not evaluated sessions.

This report considers evaluations and sessions between 1/1/14 and 10/21/15.

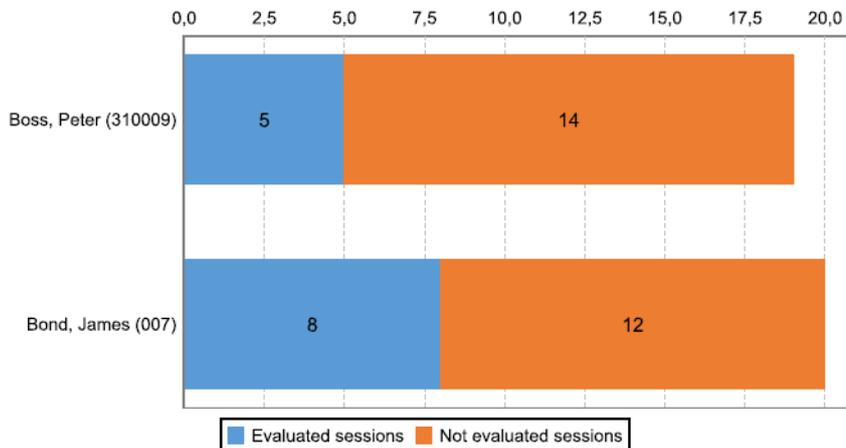


Fig. 24: Supervisor productivity - graphical (example)

This report template is available on tenant level.

3.3.4 Supervisor comparison - calibrations (line chart)

This report displays the calibration evaluations of different supervisors in a line chart and thus allows comparing to which extent they coincide or differ. If a reference evaluation is available, it is displayed as a line in the chart as well.

The supervisors are compared by means of:

- the results for one or several template(s) (overall),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

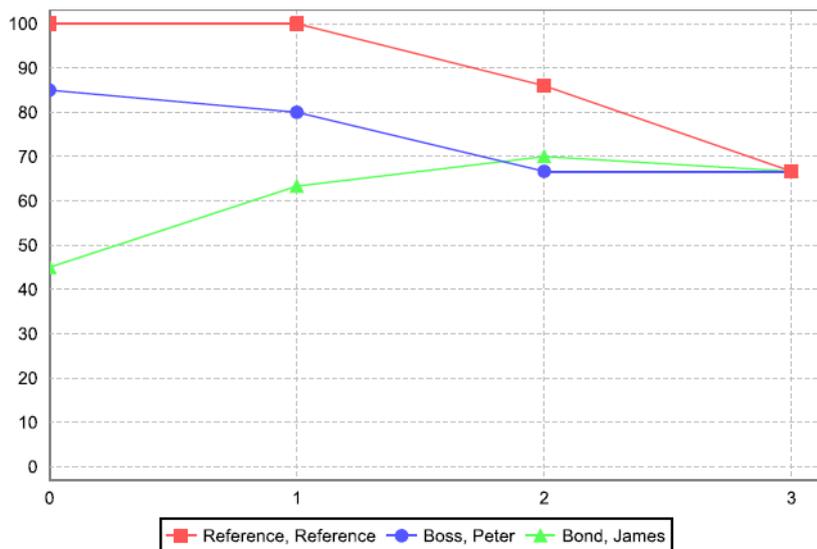
Supervisor comparison - calibrations



Report template: Calibrations
 created: 10/21/15 2:07:57 PM with INSPIRATIONneo

This report shows the scores of the individual questions which have been awarded by different supervisors for the same session (evaluation session).

The calibration **calibration december** is based on the evaluation template **Evaluation Template**. It refers to the session of agent **Brown, Caroline** recorded on **7/8/14 12:45 PM**.



| Position | Section |
|----------|------------------------|
| 0 | Opening |
| 1 | Processes & Tools |
| 2 | Negotiation |
| 3 | Problem Identification |

Fig. 25: Calibrations (example)

This report template is available on tenant level.

3.3.5 Supervisor comparison - calibrations (bar chart)

This report compares the average scores of the supervisors who have been assigned to the selected calibration session in a bar chart.

The report considers all released evaluations which correspond to the selected calibration. The evaluation must have been released within the indicated period of time. Agents whose evaluation information does not match the configurable parameters are not listed in the report. Comments, links, images, remarks, lines or question group elements are not displayed in the report, neither are questions and sections with the evaluation N/A. Agents do not necessarily have to belong to an organization unit to be displayed in the report. The score limit refers to the overall result of the evaluation, not to the scores of individual questions or sections.

The supervisors are compared by means of:

- the results for one or several template(s) (overall),

- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

Evaluator comparison - graphical



Report template: Evaluator comparison - graphical
 created: 12/9/14 7:44:21 PM with INSPIRATIONneo

This report shows the average scores given by the different supervisors for the same session (calibration session).

This report considers evaluations between **1/1/14** and **12/31/14**.

The calibration **Customer Support** is based on evaluation template **Customer Support**. It refers to the session of agent **Morrow, Gemma (AGENT_001)** recorded on **12/2/14**.

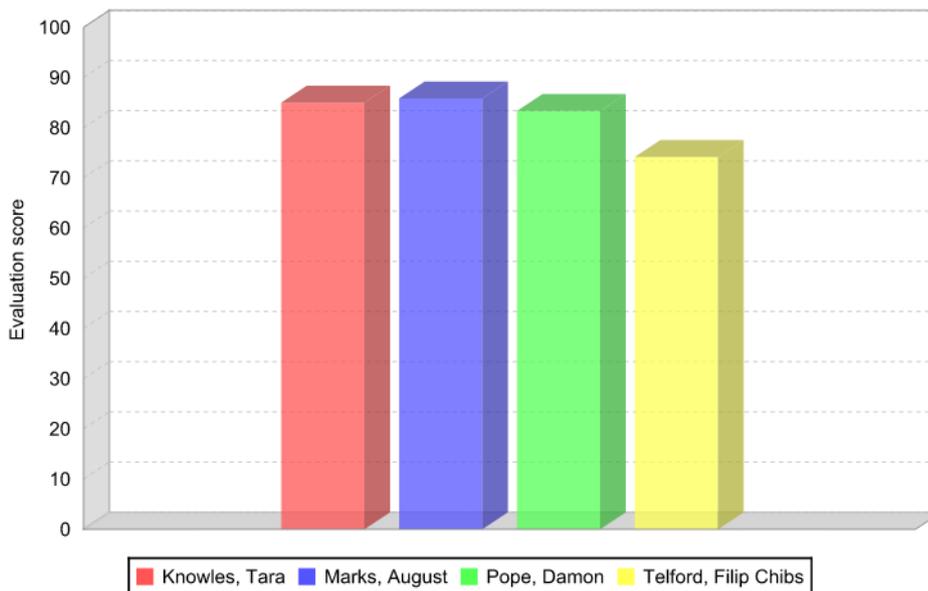


Fig. 26: Supervisor comparison calibrations - graphical (example)

This report template is available on tenant level.

3.4 E-Learning reports

3.4.1 Agent comparison - quiz template

This report compares the average scores that the selected agents have achieved in the quizzes within the defined period of time. The results based on the selected quiz template, its sections (skills) and question elements (objects) are considered.

The agents are compared by means of:

- the results for one or several quiz template(s) (overall),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

Agent comparison - quiz results

Report template: Agent comparison - Quiz template
 created: 8/14/15 10:38:04 AM with INSPIRATION_{neo}

This report shows the average score of different agents over the course of the indicated period. It contains the sections 'Quiz template', 'Section', and 'Question'.

This report considers quizzes between **1/1/14** and **12/31/14**.

| Agent | Quiz Template |
|-------------------|---------------|
| Trager, Alexander | 76.0 |
| Morrow, Gemma | 84.0 |

Fig. 27: Agent comparison - quiz results (example)

This report template is available on tenant level.

3.4.2 Group comparison - quiz template

This report compares the average scores that the selected agent groups have achieved in the quizzes within the defined period of time. The results based on the selected quiz template, its sections (skills) and question elements (objects) are considered.

The agent groups are compared by means of:

- the results for one or several quiz template(s) (overall),
- the results for individual skills/sections of the template(s),
- the results for individual question elements/objects of the template(s).

Only quizzes with the status *Finalized* are considered.

Group comparison - quiz results

Report template: Group comparison - Quiz template
 created: 8/14/15 10:38:41 AM with INSPIRATIONneo

This report shows the average score of the different organization units over the course of the indicated period. It contains the sections 'Quiz template', 'Section', and 'Question'.

This report considers quizzes between 1/1/14 and 12/31/14.

| Organization Unit | Quiz Template |
|-------------------|---------------|
| VKS_DB_INBOUND | 80.0 |
| VKS_HOTL_TS_OST | 76.0 |

Fig. 28: Group comparison - quiz results (example)

This report template is available on tenant level.

3.4.3 Training progress

This report displays the development of the average evaluation scores and quiz scores that the selected agents have achieved within the defined period of time in a line chart.

In addition, the name of the training packages and the date when it has taken place are displayed.

Training progress

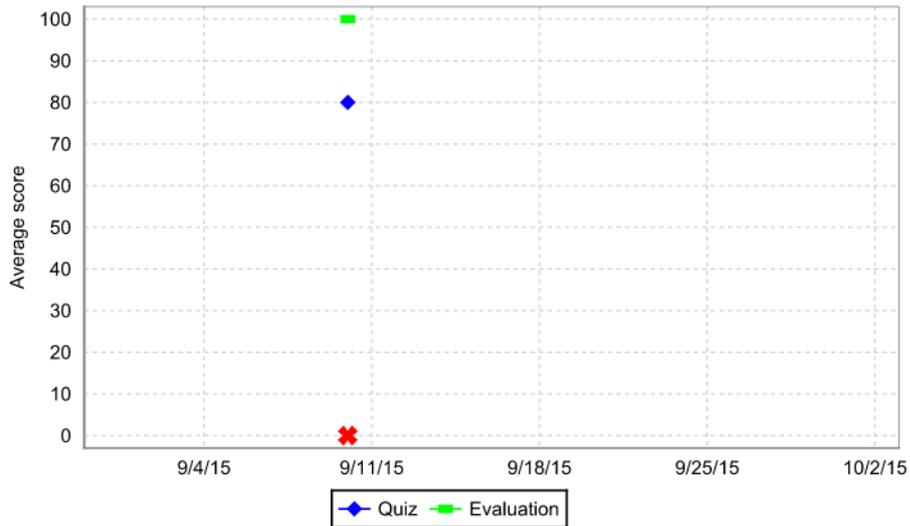


Report template: Training Progress
 created: 8/14/15 10:39:14 AM with INSPIRATIONneo

This report shows the history of the average evaluation scores and quiz scores in relation to the training packages.

This report considers evaluations, quizzes and training packages between 1/1/14 and 12/31/14.

Agent: **Sylvia Schneider**



Training packages

| Date | Training Package |
|-----------------|------------------|
| 9/10/15 2:59 PM | Trainings Paket |

Fig. 29: Training progress (example)

This report template is available on tenant level.

3.5 Analysis reports

3.5.1 Evaluation keyword spotting

This report displays the number of calls which do (*Fulfilled*) or do not contain (*Not fulfilled*) keywords of the selected analysis list(s) as well as the percentage they constitute in all calls. Available parameters are an individually selectable considered period as well as the multiple selection of keyword lists, agents and organization units. The results are displayed in a bar chart and in a table in which the selected keyword lists are displayed in the column *Evaluation criterion*.

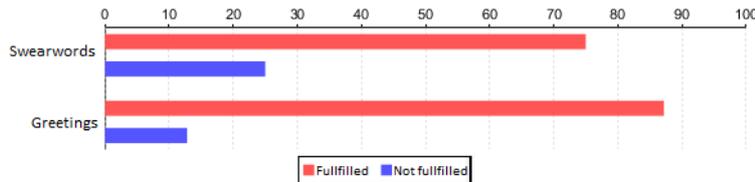
Evaluation Keyword spotting



Report template: Evaluation Keywordspotting
 created: 2/15/17 7:53:23 AM with INSPIRATIONneo

This report shows a overview of the selected analysis lists and the recordings in the selected time span.

This report considers recordings between 1/1/16 and 12/31/16.



| Analyselist | Total | Fulfilled | Not fulfilled | Fulfilled % | Not fulfilled % |
|-------------|-------|-----------|---------------|-------------|-----------------|
| Greetings | 500 | 436 | 64 | 87.2 | 12.8 |
| Swearwords | 150 | 100 | 50 | 75 | 25 |

Fig. 30: Assessment keyword analysis (example)

This report template is available on tenant level.

3.5.2 Speech analysis - Word ranking

This report features a table with the keywords found in the conversations within a certain period of time, their frequency as well as related keywords.

To have results displayed in the report, a corresponding audio analysis job must have been created.



For information about the Audio Analysis module refer to the user manual *INSPIRATIONneo - Usage Audio Analysis module*.

Keyword Spotting - Word Ranking



Report template: Keyword Spotting - Word Ranking
 created: 12/4/14 1:16:15 PM with INSPIRATIONneo

This report shows an overview of the found keywords and their frequency.

This report considers sessions between 1/1/14 and 12/31/14.

| Keyword | Number | Related keywords |
|-------------|--------|-------------------------------------|
| Eins | 4 | Test |
| legt | 0 | |
| Test | 2 | Eins |
| Hilfe | 0 | |
| Inkompetenz | 2 | Problem, kompetent, Mitarbeiter |
| kompetent | 6 | Problem, Mitarbeiter, Inkompetenz |
| Problem | 8 | kompetent, Mitarbeiter, Inkompetenz |
| Mitarbeiter | 6 | Problem, kompetent, Inkompetenz |

Fig. 31: Keyword spotting - frequency (example)

This report template is available on tenant level.

3.5.3 Time difference of process duration

The report shows the evolution of the average duration that agents required for a certain process in comparison with the configured maximum duration of the process within the defined period of time. The y-axis indicates the configured maximum process duration in the time unit selected during the creation of the report template while the x-axis indicated the considered period.

Configurable parameters are:

- the SCREEN_{miner} process
- the process duration cap
- the time unit
- the considered period

Time difference of process duration



Report template: Time difference of process duration
 created: 4/15/16 2:57:08 PM with INSPIRATION_{neo}

The report shows the evolution of the average duration in comparison to the configured maximum duration of a SCREEN_{miner} process.

Period: 1/1/15 until 12/31/15.

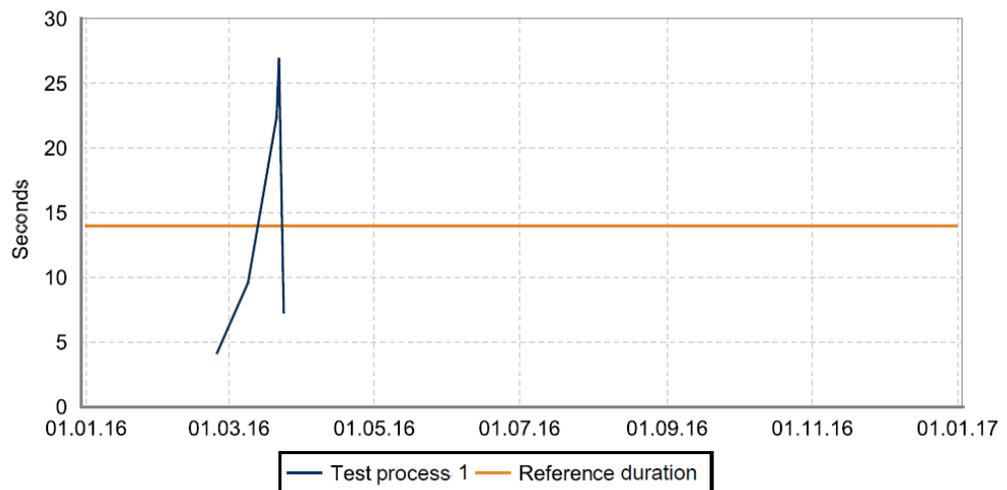


Fig. 32: Time difference of process duration (example)

This report template is available on tenant level.

3.5.4 Speech analytics - categories

This report features a pie chart displaying how many keywords from which analysis lists (categories) have been found.



For information about the Audio Analysis module refer to the user manual *INSPIRATION_{neo} - Usage Audio Analysis module*.

Configurable parameters are:

- the keyword list
- the considered period

Speech analytics - Categories



Report template: Speech analytics - Categories
 Created: 15.06.2018 mit INSPIRATIONneo

This report shows an overview of the count of found keywords per category.

This report considers sessions between 10.06.2018 and 15.06.2018.

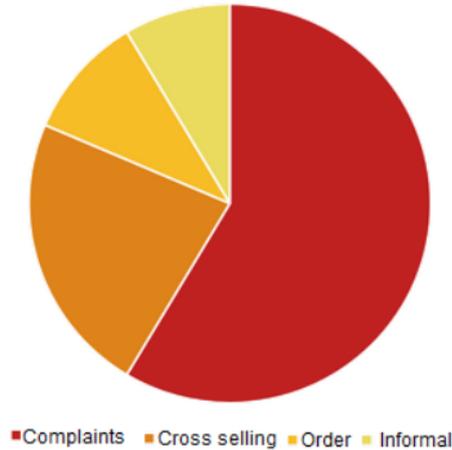


Fig. 33: Speech analytics - categories (example)

This report template is available on tenant level.

3.5.5 KWS statistics

This report displays all sessions which have already been analyzed and which still have to be analyzed on a daily basis. Furthermore, the number of sessions assigned to each category existing in the system is indicated. This allows sorting the sessions systematically.

| | A | B | C | D | E | F | G | H | I | J |
|----|---|---|---|---|---|---|---|---|---|---|
| 1 | KWS Statistics | | | | | | | | | |
| 2 | Report Template: KWS statistics | | | | | | | | | |
| 3 | Created: 23.10.19 06:07:05 with INSPIRATIONneo, | | | | | | | | | |
| 4 | This report shows the count of all analyzed and not analyzed sessions per day. It also shows all categorized sessions per category. | | | | | | | | | |
| 5 | Analyzed sessions:,35 | | | | | | | | | |
| 6 | , | | | | | | | | | |
| 7 | Creation Date,Not Analyzed | | | | | | | | | |
| 8 | 01.10.2019,10 | | | | | | | | | |
| 9 | , | | | | | | | | | |
| 10 | Category Name,Count by Category | | | | | | | | | |
| 11 | Category1,35 | | | | | | | | | |
| 12 | Category2,10 | | | | | | | | | |
| 13 | | | | | | | | | | |

Fig. 34: KWS statistics (example)

This report template is available on tenant level.

3.6 Other reports

3.6.1 Information about deleted calls - agent

This report shows the number of calls and sessions which have been deleted manually by the selected agent within the defined period of time. The chart individually displays INSPIRATIONneo and CLIENTcommand.

Deleted call information - agent



Report template: Deleted Call Infos - Agent
created: 10/21/15 2:32:09 PM with INSPIRATIONneo

This report shows the manually deleted calls and sessions of the selected agents divided into CLIENTcommand and INSPIRATIONneo.

This report shows the number of manually deleted sessions between 1/1/15 and 12/31/15.

Miller, Kimberly

Deleted by INSPIRATIONneo: 0
Deleted by CLIENTcommand: 0

Fox, Steven

Deleted by INSPIRATIONneo: 0
Deleted by CLIENTcommand: 0

Brown, Caroline

Deleted by INSPIRATIONneo: 1
Deleted by CLIENTcommand: 0

Overview:

Deleted by INSPIRATIONneo: 1
Deleted by CLIENTcommand: 0

Fig. 35: Information about deleted calls - agent (example)

This report template is available on tenant level.

3.6.2 Information about deleted calls - agent (graphical)

This report shows the number of calls and sessions which have been deleted manually by the selected agent within the defined period of time in a pie chart. The chart individually displays INSPIRATIONneo and CLIENTcommand.

Deleted Call Infos - graphical



Report template: Deleted Call Infos Graphical - Agent
created: 12/5/14 7:57:17 AM with INSPIRATIONneo

This report considers deleted sessions between 1/1/14 and 12/31/14.

Agent: Morrow, Gemma

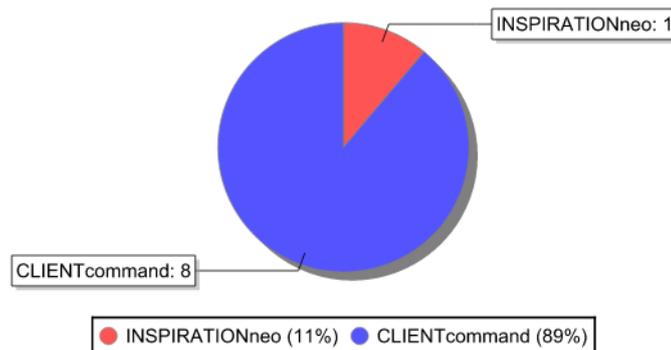


Fig. 36: Information about deleted calls - agent- graphical (example)

This report template is available on tenant level.

3.6.3 Information about deleted calls - agent group detailed

This report shows the number of the manually deleted calls and sessions of the individual agents of the selected agent groups within the defined period of time. The chart individually displays INSPIRATIONneo and CLIENTcommand.

Deleted call information - agent group (detailed)



Report template: Deleted Call Infos - Agentgroup - detailed
created: 10/21/15 2:39:05 PM with INSPIRATIONneo

This report shows the manually deleted calls and sessions of the selected organization units divided into CLIENTcommand and INSPIRATIONneo for the individual employees.

This report considers deleted sessions between **1/1/15** and **12/31/15**.

Organization unit: **Team B**

PDM-Admin, 2nd-Tenant (Supervisor)

| | |
|------------------------------------|---|
| Deleted by <u>INSPIRATIONneo</u> : | 0 |
| Deleted by <u>CLIENTcommand</u> : | 0 |

Müller, Anneliese (Agent)

| | |
|------------------------------------|---|
| Deleted by <u>INSPIRATIONneo</u> : | 0 |
| Deleted by <u>CLIENTcommand</u> : | 0 |

Brown, Caroline (Agent)

| | |
|------------------------------------|---|
| Deleted by <u>INSPIRATIONneo</u> : | 1 |
| Deleted by <u>CLIENTcommand</u> : | 0 |

Müller, Peter (Agent)

| | |
|------------------------------------|---|
| Deleted by <u>INSPIRATIONneo</u> : | 0 |
| Deleted by <u>CLIENTcommand</u> : | 0 |

Overview: Team B

| | |
|------------------------------------|---|
| Deleted by <u>INSPIRATIONneo</u> : | 1 |
| Deleted by <u>CLIENTcommand</u> : | 0 |

Fig. 37: Information about deleted calls - agent group - detailed

This report template is available on tenant level.

3.6.4 Information about deleted calls - agent group overview

This report shows the number of the manually deleted calls and sessions of the selected agent groups within the defined period of time. The chart individually displays INSPIRATIONneo and CLIENTcommand.

Deleted call information - agent group (overview)

Report template: Deleted Call Infos - Agentgroup - overview
 created: 10/21/15 2:37:10 PM with INSPIRATIONneo

This report shows the manually deleted calls and sessions of the selected organization units divided into CLIENTcommand and INSPIRATIONneo.

This report considers deleted sessions between 1/1/15 and 12/31/15.

Organization unit: Team A

Deleted by INSPIRATIONneo: 0
 Deleted by CLIENTcommand: 0

Organization unit: Team B

Deleted by INSPIRATIONneo: 1
 Deleted by CLIENTcommand: 0

Overview:

Deleted by INSPIRATIONneo: 1
 Deleted by CLIENTcommand: 0

Fig. 38: Information about deleted calls - agent group - overview (example)

This report template is available on tenant level.

3.6.5 Tenant-specific system usage

This report gives the system provider an overview of the tenant-specific system usage at the moment when the report is created. It includes storage consumption as well as the number of licenses and extensions assigned to the tenant.

Tenantspecific system usage

Report Template: SystemUsagePerTenant
 Created: 2/15/17 8:37:54 AM with SystemConfiguration
 This report shows the current system usage of all tenants.

Summary

| Tenant | System | System-Expansion | Datadrives | Total |
|------------|--------|------------------|------------|-------|
| 1st-Tenant | 73.73 | 0.00 | 0.00 | 73.76 |
| | 73.76 | 0.00 | 0.00 | 0.00 |

1st-Tenant: 2012-01-01 12:00:00.0

Storage Consumption

| Usage | Devicetype | Devicename | Server | Capacity | Free Space | Used Space |
|------------------|--------------|--------------------|---------|------------------|------------------|-----------------|
| Datadrives | DVDROM | DVD-ROM drive | neo50pg | 0.00 | 0.00 | 0.00 |
| Datadrives | NAS | EML | neo50pg | 62883.84 | 52275.20 | 10608.64 |
| Datadrives | NAS | Export_Thoruss | neo50pg | 0.00 | 0.00 | 0.00 |
| System | HDD_INTERNAL | Internal hard disk | neo50pg | 62883.84 | 52275.20 | 73.57 |
| System-Expansion | NAS | Expansion_50pg_LUX | neo50pg | 62883.84 | 52275.20 | - |
| System-Expansion | NAS | Expansion2 | neo50pg | 2017.28 | 1955.84 | - |
| Total | | | | 190668.80 | 158781.44 | 10682.21 |

Licenses and extensions

| POWERplayWeb | ClientCommand | INSPIRATIONneo User | INSPIRATIONneo Supervisor | Extensions |
|--------------|---------------|---------------------|---------------------------|------------|
| 150 | 0 | 150 | 150 | 1003 |

Fig. 39: Tenant-specific system usage (example)

| Utilization: CPU and RAM in percent | | | | | | |
|-------------------------------------|-------------|-------------|-------------|-------------|-------------|--|
| Date | Server name | Maximum RAM | Minimum RAM | Maximum CPU | Minimum CPU | |
| 01.06.2016 13:46:37 | neo42pg | 42 % | 1 % | 20 % | 10 % | |
| 02.06.2016 13:46:37 | neo42pg | 44 % | 2 % | 23 % | 12 % | |
| 03.06.2016 13:46:37 | neo42pg | 46 % | 3 % | 26 % | 14 % | |
| 04.06.2016 13:46:37 | neo42pg | 48 % | 5 % | 29 % | 16 % | |
| 05.06.2016 13:46:37 | neo42pg | 50 % | 6 % | 32 % | 18 % | |
| 06.06.2016 13:46:37 | neo42pg | 52 % | 7 % | 35 % | 20 % | |
| 07.06.2016 13:46:37 | neo42pg | 54 % | 8 % | 38 % | 22 % | |
| 08.06.2016 13:46:37 | neo42pg | 56 % | 9 % | 41 % | 24 % | |
| 09.06.2016 13:46:37 | neo42pg | 58 % | 11 % | 44 % | 26 % | |
| 10.06.2016 13:46:37 | neo42pg | 60 % | 12 % | 47 % | 28 % | |

| License data | | | | | |
|---------------------|-----------------|------------------|------------------|--------------|--------------|
| Date | License name | Maximum reserved | Minimum reserved | Maximum used | Minimum used |
| 01.06.2016 13:46:37 | TestlicenseName | 20 | 1 | 10 | 1 |
| 02.06.2016 13:46:37 | TestlicenseName | 21 | 2 | 11 | 2 |
| 03.06.2016 13:46:37 | TestlicenseName | 22 | 3 | 12 | 3 |
| 04.06.2016 13:46:37 | TestlicenseName | 23 | 4 | 13 | 4 |
| 05.06.2016 13:46:37 | TestlicenseName | 24 | 5 | 14 | 5 |
| 06.06.2016 13:46:37 | TestlicenseName | 25 | 6 | 15 | 6 |
| 07.06.2016 13:46:37 | TestlicenseName | 26 | 7 | 16 | 7 |
| 08.06.2016 13:46:37 | TestlicenseName | 27 | 8 | 17 | 8 |
| 09.06.2016 13:46:37 | TestlicenseName | 28 | 9 | 18 | 9 |
| 10.06.2016 13:46:37 | TestlicenseName | 29 | 10 | 19 | 10 |

| Utilization: Drives in gigabyte | | | | | | | | | |
|---------------------------------|--------------------|-------------|------|------------------|------------------|--------------------|--------------------|--------------------|--------------------|
| Date | Drive name | Server name | Path | Maximum capacity | Minimum capacity | Maximum used space | Minimum used space | Maximum free space | Minimum free space |
| 01.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 1 | 2 | 3 | 4 | 5 | 6 |
| 02.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 2 | 3 | 4 | 5 | 6 | 7 |
| 03.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 3 | 4 | 5 | 6 | 7 | 8 |
| 04.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 4 | 5 | 6 | 7 | 8 | 9 |
| 05.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 5 | 6 | 7 | 8 | 9 | 10 |
| 06.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 6 | 7 | 8 | 9 | 10 | 11 |
| 07.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 7 | 8 | 9 | 10 | 11 | 12 |
| 08.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 8 | 9 | 10 | 11 | 12 | 13 |
| 09.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 9 | 10 | 11 | 12 | 13 | 14 |
| 10.06.2016 13:46:37 | internal hard disk | neo42pg | D: | 10 | 11 | 12 | 13 | 14 | 15 |

Fig. 41: Utilization (example)

This report template is available to the system administrator of the system provider.

3.6.8 User call activity

This report gives an overview of the total number of calls as well as of the number of incoming and outgoing calls within the defined period of time. The following parameters are displayed in a table in the detail view: Extension, first name, last name, total number of calls, incoming, outgoing, average talk time, average talk time of outgoing calls, average talk time of incoming calls, total talk time.

A filter function allows searching for calls which meet certain criteria such as date or extension.

UserCallActivity

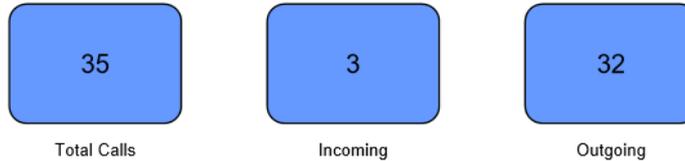


Report template: UserCallActivity

created: 1/25/17 4:10:11 PM with INSPIRATIONneo

This report shows an overview of the call-activities from for the selected extensions in the selected timespan.

This report considers recordings between 1/1/17 and 12/31/17.



| Extension | Firstname | Lastname | Total Calls | Incoming | Outgoing | Avg. Talktime | Avg. Out. | Avg. Inc. | Total |
|---------------|-----------|------------|-------------|----------|----------|---------------|-----------|-----------|----------|
| KADHL-1 | SNOM | D725 | 12 | 2 | 10 | 00:00:10 | 00:00:13 | 00:00:08 | 00:02:10 |
| KADHL-2 | Matthias | Test | 12 | 0 | 12 | 00:00:06 | 00:00:06 | 00:00:00 | 00:01:21 |
| KADHL-4 | SNOM | 760 | 1 | 0 | 1 | 00:00:15 | 00:00:15 | 00:00:00 | 00:00:15 |
| KADHL-5 | Matthias | Rödel | 2 | 1 | 1 | 00:00:07 | 00:00:14 | 00:00:06 | 00:00:14 |
| KADHL-6 | TestUser | Extension6 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| KADHL-7 | N/A | N/A | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| KADHLTestRec- | N/A | N/A | 3 | 0 | 3 | 00:00:13 | 00:00:23 | 00:00:00 | 00:01:10 |
| KADHLTestRec- | N/A | N/A | 4 | 0 | 4 | 00:00:07 | 00:00:11 | 00:00:00 | 00:00:46 |
| KADHLTestRec- | N/A | N/A | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| KADHLTestRec- | N/A | N/A | 1 | 0 | 1 | 00:00:23 | 00:00:21 | 00:00:00 | 00:00:21 |
| KADHLTestRec- | N/A | N/A | 0 | 0 | 0 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:00 |
| PBXTenantID=K | N/A | N/A | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| PBXTenantID=K | N/A | N/A | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

Fig. 42: User call activity (example)

This report template is available to the system administrator of the system provider.



To be able to use this report, additional configurations are required which cannot be implemented independently. If requested, the feasibility in the customer's system can be assessed within the scope of a professional service.

3.6.9 User detailed call activity

This report gives an overview of the total number of calls within the defined period of time as well as of their total duration. The following parameters are displayed in a table in the detail view: Extension, first name, last name, date and time, duration, phone number, and type (call direction).

A filter function allows searching for calls which meet certain criteria such as date or extension.

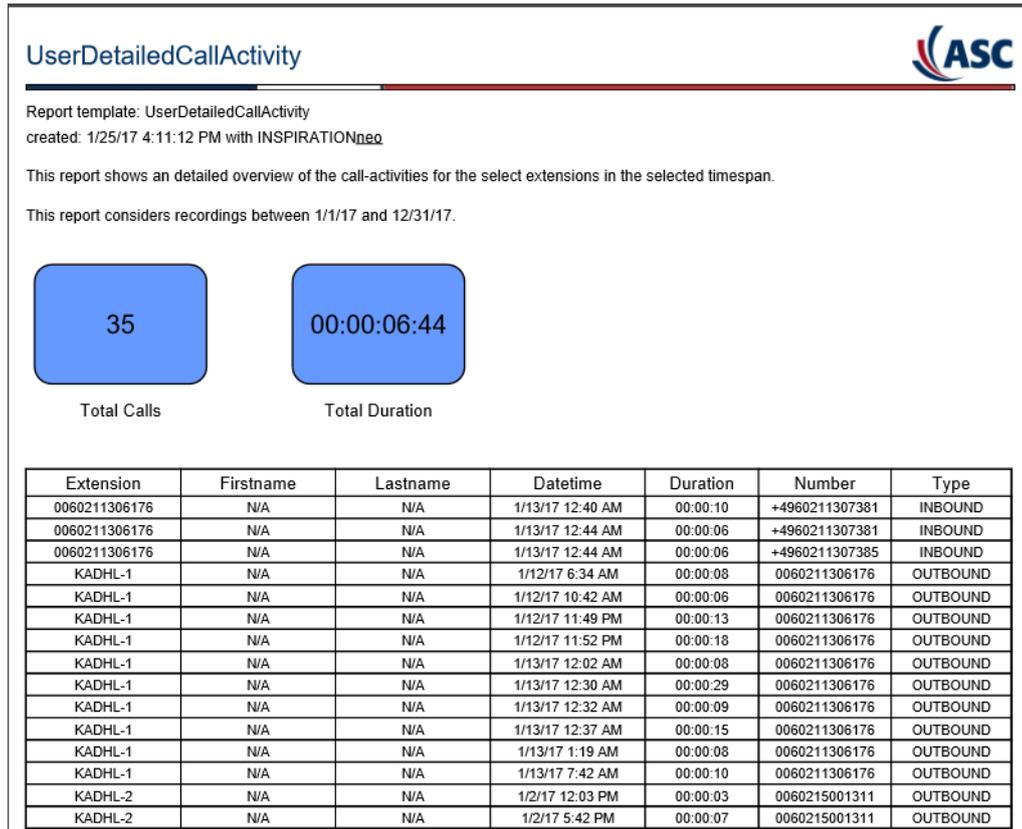


Fig. 43: User detailed call activity (example)

This report template is available to the system administrator of the system provider.



To be able to use this report, additional configurations are required which cannot be implemented independently. If requested, the feasibility in the customer's system can be assessed within the scope of a professional service.

3.6.10 Daily call activity

This report gives an overview of the total number of calls as well as of the number of incoming and outgoing calls within one day. The following parameters are displayed in a table in the detail view: Date, all (total number of calls), incoming, outgoing, average talk time, average talk time of outgoing calls, average talk time of incoming calls, total talk time.

A filter function allows searching for calls which meet certain criteria such as date or extension.

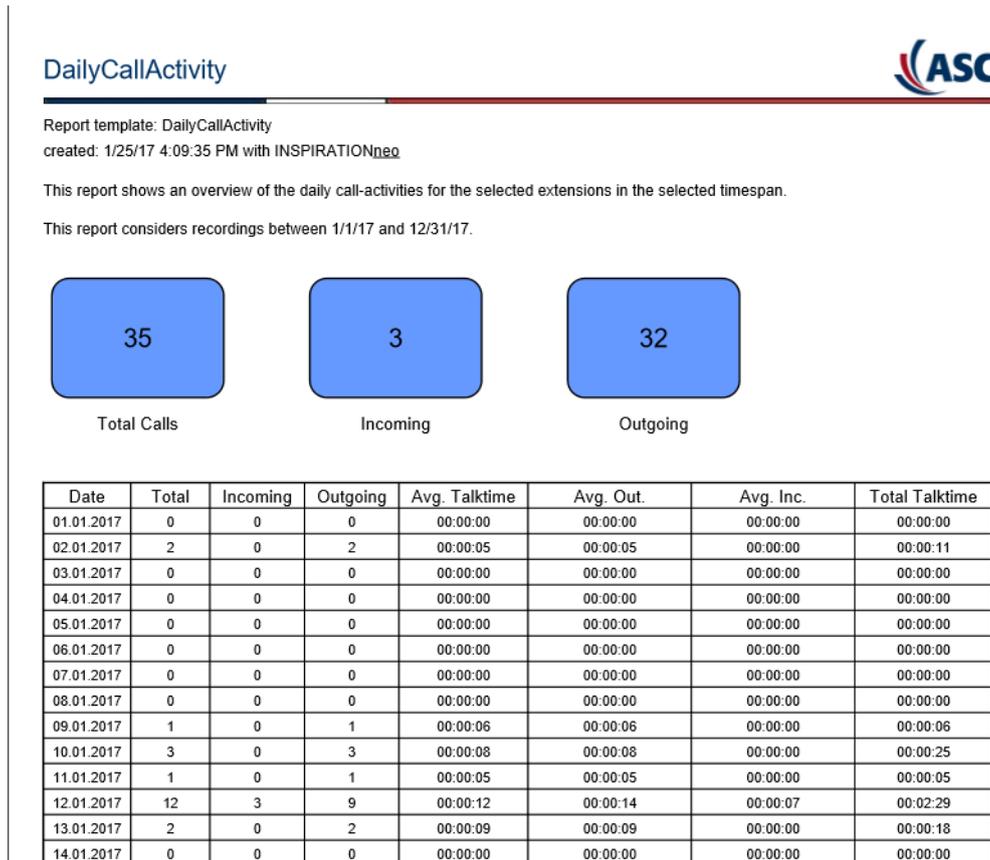


Fig. 44: Daily call activity (example)

This report template is available to the system administrator of the system provider.



To be able to use this report, additional configurations are required which cannot be implemented independently. If requested, the feasibility in the customer's system can be assessed within the scope of a professional service.

3.6.11

Audit log report

This report displays all audit notifications issued within the defined period of time in a CSV file. Precondition is that the respective notifications have been activated in the application System Configuration in the Notifications module.

The report contains the following parameters: Name of the employee, the date and time when the interaction has been logged, subject, text of the notification, calling party (if captured with neo, the name is displayed, otherwise the phone number/extension), called party (if captured with neo, the name is displayed, otherwise the phone number/extension), conversation ID as well as account details.

```

1 tsvr
2 Report template: Audit Log
3 created: 12/15/17 9:55:18 AM with INSPIRATIONneo
4 This report shows all Audit-Notifications in the select timespan.
5 Complete Name,Notification Time,Subject,MessageText,Caller,Called,Conversation-ID,Account-Number
6 "Mustermann, Max",12/13/17 10:54 AM,Conversation has been paused.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
7 "Mustermann, Max",12/13/17 10:54 AM,Conversation has been paused.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
8 "Admin, Ist-Tenant",12/13/17 10:40 AM,Conversation has been paused.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
9 "Admin, Ist-Tenant",12/13/17 10:40 AM,Conversation has been stopped.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
10 "Admin, Ist-Tenant",12/13/17 10:40 AM,Conversation has been stopped.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
11 "Admin, Ist-Tenant",12/13/17 10:39 AM,Conversation has been stopped.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
12 "Admin, Ist-Tenant",12/13/17 10:39 AM,Conversation has been stopped.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
13 "Admin, Ist-Tenant",12/13/17 10:38 AM,Conversation has been stopped.,Conversation 4e534e4f-79bf-46be-8789-c2da7a2127c9, "Caller1, Test1", "Caller2, Test2", 4e534e4f-79bf-46be-8789-c2da7a2127c9,123456
    
```

Fig. 45: Audit log report



For information about activating notifications refer to the administration manual *System Configuration - Notifications module (for system providers)*.

This report template is available on tenant level.



3.6.12 Voice recording service (system)

This report allows exporting recorded call data from the database. Whether a conversation has been recorded depends on the configuration in the Recording Planner module of the application System Configuration. There, recording plans define certain rules which have to be fulfilled so that a recording is initiated. The recording plan decides when and whether a recording is started/stopped and whether external recording control by means of clients such as *CLIENT-command*, *SCREENrec* or the *PHONEapps* is allowed. It can occur that there are several recordings for one conversation: If an agents stops the recording during a conversation and starts it again, then there will be two recordings of the same conversation. A conversation can be viewed from different perspectives. For every participant known in the system a view is created which include all recordings of the conversation that the participant has been involved in. The following data can be exported:

Conversation ID, start time, audio start, end time, duration of the conversation, creation date, conversation type, last update, call direction, name of the calling party, phone number of the calling party, PBX Agent ID of the calling party, name of the called party, phone number of the called party, PBX Agent ID of the called party, name of the 1st-connected, phone number of the 1st-connected, DTMF sequence, tenant, number of recordings and the customer-specific conversation parameters.

This report template is available to the system administrator of the system provider.

| Konversation ID | Startzeit | Endzeit | Gesamtdaue | Rufrichtung | Gesprächsrch | Name des Anrufers | Rufnummer | Name des zuerst | Verbu | Rufnummer des | Name des Angerufe | Rufnummer | DTMF-Seque | Mandant | # der Aufzeic |
|--|------------------|------------------|------------|-------------|--------------|-------------------|-----------|------------------|-------|---------------|-------------------|-----------|------------|------------|---------------|
| 36e947-3240-4d07-b042-8bd20767479 | 12.06.2013 07:11 | 12.06.2013 07:15 | 00:03:25 | CALL | INTERNAL | | 6747608 | | | | 6747608 | | | System | 1 |
| f15edf6b-3b21-45ed-9777-0f92c2d40806 | 14.06.2013 13:35 | 14.06.2013 13:35 | 00:00:27 | CALL | OUTBOUND | | 3857625 | | | | | | | System | 1 |
| 02d1433c-b20c-44b3-a91c-c2040e07ca5f | 14.06.2013 15:38 | 14.06.2013 15:43 | 00:04:37 | CALL | UNKNOWN | | 7048637 | | | | 7048637 | | | System | 1 |
| 4523c111-21bd-40e0-ae0b-2187b79e0a10 | 17.06.2013 18:15 | 17.06.2013 18:16 | 00:01:29 | CALL | INTERNAL | | 3515935 | | | | 3515935 | | | System | 1 |
| 9033ea7-9a6d-4b2a-e07c-031a26ec7760 | 28.06.2013 03:55 | 28.06.2013 03:56 | 00:00:42 | CALL | INBOUND | | 1347123 | | | | 1347123 | | | System | 1 |
| 4b59ea54-567b-48ab-9602-bde70b12156e | 28.06.2013 04:51 | 28.06.2013 04:51 | 00:00:29 | CALL | UNKNOWN | | 5007698 | | | | 8689661 | | | System | 1 |
| ab79ead4-4e7a-4c29-8efa-0a5e7813d6581 | 02.07.2013 11:30 | 02.07.2013 11:33 | 00:02:28 | CALL | OUTBOUND | | 3224643 | | | | 2534684 | | | System | 1 |
| 7ea99f8d-3409-4686-8f7b-05fe416bc43d | 08.07.2013 11:41 | 08.07.2013 11:42 | 00:00:40 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 2 |
| acfb88e8-165a-44ae-8a16-b9fe162a5451 | 08.07.2013 11:42 | 08.07.2013 11:42 | 00:00:40 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 2 |
| 0284c19b-0fa9-4b5b-93b7-23f080824572 | 08.07.2013 11:43 | 08.07.2013 11:43 | 00:00:26 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 2 |
| 68029088-80ae-43c7-7794-82f09a9bb051 | 08.07.2013 11:43 | 08.07.2013 11:44 | 00:00:54 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 2 |
| 702a5d07-0163-4a20-a915-111179a2a022 | 08.07.2013 11:44 | 08.07.2013 11:44 | 00:00:27 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 2 |
| b3cc7e2f-bdab-4bcd-95d2-25549f473a1 | 08.07.2013 11:44 | 08.07.2013 11:45 | 00:00:47 | CALL | UNKNOWN | | | | | | | | | 1st-Tenant | 4 |
| 1d6397b2-e3c7-4c68-aaef-cf327d70540c | 08.07.2013 11:44 | 08.07.2013 11:45 | 00:00:28 | CALL | INTERNAL | | 151 | | | 151 | Max Muster | | 4100 | 1st-Tenant | 4 |
| 9a037cf1-4f32-42db-bc68-2cf10ccaf2bc | 08.07.2013 11:46 | 10.07.2013 13:49 | 00:09:27 | CALL | INTERNAL | | 151 | 1st-Tenant Admin | | 4015 | 1st-Tenant Admin | | 4015 | 1st-Tenant | 45 |
| 21871c2a-8dd8-42e8-ae0e-0d5917522df6 | 08.07.2013 11:46 | 10.07.2013 13:49 | 00:00:16 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 4 |
| a1aa60ec-0068-4a2c-8609-47938d8b2478 | 08.07.2013 11:47 | 08.07.2013 11:47 | 00:00:00 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 2 |
| 2745a977-30b7-46ab-9d77-c24efca24f9 | 08.07.2013 11:48 | 10.07.2013 13:49 | 00:01:33 | CALL | INTERNAL | | 150 | 1st-Tenant Admin | | 4015 | 1st-Tenant Admin | | 4015 | 1st-Tenant | 7 |
| 822eece4-c7f3-4ef1-9a01-f0c6e9a2e282 | 08.07.2013 11:48 | 08.07.2013 11:48 | 00:00:24 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 3 |
| e1679161-465c-4a32-821f-d943649a732 | 08.07.2013 11:48 | 08.07.2013 11:48 | 00:00:00 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 2 |
| 93d0e8d0-e24f-42d4-b434-6824d23b1a2a | 08.07.2013 11:49 | 08.07.2013 11:50 | 00:00:21 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | 1st-Tenant Admin | | 4015 | 1st-Tenant Admin | | 4015 | 1st-Tenant | 2 |
| 85fce51c-c25c-49ff-817b-3ac1db131af1d | 08.07.2013 11:50 | 08.07.2013 11:50 | 00:00:12 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 3 |
| 22b68940-327d-4c98-9407-bb06a0a20d99 | 08.07.2013 11:50 | 08.07.2013 11:50 | 00:01:26 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 5 |
| 5951827-23a5-4bb1-86e6-8c4fd8f4fd4c1 | 08.07.2013 11:51 | 08.07.2013 11:51 | 00:00:35 | CALL | INTERNAL | | 150 | 1st-Tenant Admin | | 4015 | 1st-Tenant Admin | | 4015 | 1st-Tenant | 3 |
| 043c774-c7e7-4ab2-9b92-3ecb7ca19f95 | 08.07.2013 11:51 | 08.07.2013 11:51 | 00:00:18 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 3 |
| 61e6ef07-492b-402d-ae01-389240e0a0f9 | 08.07.2013 11:51 | 08.07.2013 11:52 | 00:00:28 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 3 |
| 789066f1-3f2b-4d7c-8edd-4f44ac27f1f1 | 08.07.2013 11:52 | 08.07.2013 11:53 | 00:00:13 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 4 |
| 14ca20c0-9f97-426f-b5f9-5dd32f99de0f3 | 08.07.2013 11:52 | 08.07.2013 11:53 | 00:00:50 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 150 | | | 150 | 1st-Tenant | 4 |
| f0f7ca30-f724-4f18-998c-f3674eb68b69 | 08.07.2013 11:53 | 08.07.2013 11:53 | 00:00:21 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 4 |
| 97223d8b-15bb-478f-ae32-33bcd132af9882 | 08.07.2013 11:54 | 08.07.2013 11:54 | 00:00:36 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 4 |
| 08120023-4b22-48cb-98d4-5b6b6d0c8f61 | 08.07.2013 11:54 | 08.07.2013 11:54 | 00:00:29 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 150 | | | 150 | 1st-Tenant | 3 |
| 408ee834-2bf0-4783-9b92-840fb4ab7ad1 | 08.07.2013 11:54 | 08.07.2013 11:55 | 00:00:33 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 4 |
| 76d5a94-9f9b-4f65-8d9f-d33328a08f89 | 08.07.2013 11:55 | 08.07.2013 11:55 | 00:00:14 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 4 |
| 1de5591e-cd1c-423d-b6bd-3b3ac27d54cc | 08.07.2013 11:55 | 08.07.2013 11:56 | 00:00:45 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 150 | | | 150 | 1st-Tenant | 7 |
| ee388ca7-7eef-4aea-8140-644872f9315a | 08.07.2013 11:55 | 08.07.2013 11:56 | 00:00:22 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 3 |
| f5d765ac-a6d0-40d1-a35f-55217d9d861c | 08.07.2013 11:56 | 08.07.2013 11:56 | 00:00:12 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | Max Muster | | 4100 | Max Muster | | 4100 | 1st-Tenant | 3 |
| b672468-fae7-487c-ac47-3f8f6b4bc0b8 | 08.07.2013 11:56 | 08.07.2013 11:56 | 00:00:22 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 150 | | | 150 | 1st-Tenant | 3 |
| 125bb0b1-7409-48e4-85ed-da9e990f3a7 | 08.07.2013 11:56 | 08.07.2013 11:57 | 00:00:20 | CALL | INTERNAL | 1st-Tenant Admin | 4015 | | | 999 | | | 999 | 1st-Tenant | 3 |

Fig. 46: Voice recording service (example)

3.6.13 Voice recording service (tenant)

This report allows exporting recorded call data from the database. Whether a conversation is recorded depends on the configuration in the Recording Planner module in the application System Configuration. There, recording plans with certain rules are defined which have to be met for a recording to be started. The recording plan decides whether and when a recording is started/stopped and whether external recording control by means of clients such as *CLIENT-command*, *SCREENrec*, or the *PHONEapps* is allowed. Therefore, it is possible that there are several recordings for one conversation. If, for instance, an agent stops the recording during a conversation, there will be two recordings belonging to the same conversation. A conversation can be viewed from different perspectives. For every participant known in the system, a view is created which refers to all recordings of the conversation that the participant has been involved in.

The report displays the following data about the recordings within the defined period of time:

First and last name of the agent, extension, employee ID, login name as well as the number of recordings per month. Furthermore, it is possible to filter the displayed information by selecting a certain organization unit.

This report template is available on tenant level.

| Recording Service | | | | | | | | | |
|--|-----------------|-----------|----------|-------------|-----------|-----------|----------------|--|--|
| Recordings between 10/1/19 and 12/31/19. | | | | | | | | | |
| Filter by organization unit: excluded are Custom CP and more | | | | | | | | | |
| Total Users Recording: 2 | | | | | | | | | |
| Count | PersonnelNumber | Firstname | Lastname | Total Calls | Loginname | Extension | RecordingGroup | | |
| 1 | 4001 | Test | User5 | 0 | user5 | 4001 | TestOrga | | |
| 2 | 999 | Test | User6 | 0 | user6 | 999 | TestOrga | | |

Fig. 47: Voice recording service (example)

This report template is available on tenant level.

3.6.14 Import statistics

This report displays all imported conversations from all sources within the defined period of time. In case of missing imports, a table with the following information is displayed: ID, external reference, import job ID, error code, reference type and description, as well as the creation date.

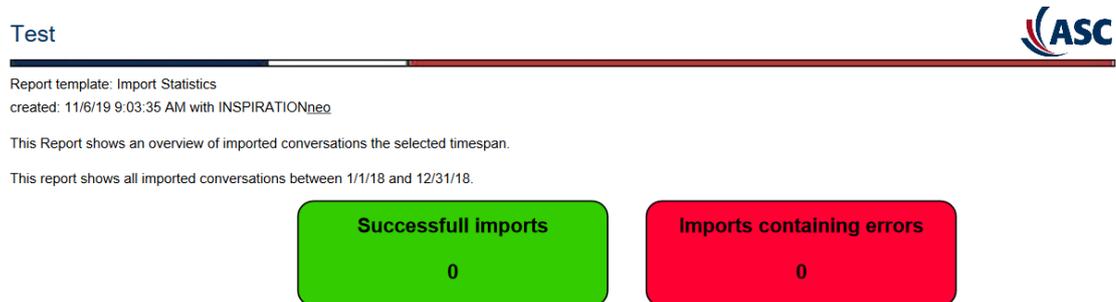


Fig. 48: Import statistics (example)

3.6.15 Recording check Cisco

This report shows the number of conversations that have been recorded in the system as well as the number of conversations from recorded external information sources (Cisco logs) that have been imported from this source previously. Furthermore, the percentage of recorded conversations in the *neo* system (actual value) in relation to the number of imported PBX information (target value) is displayed. For conversation missing in the system, a table with the following information is displayed: External reference, start time, name of the calling party, name of the called party.

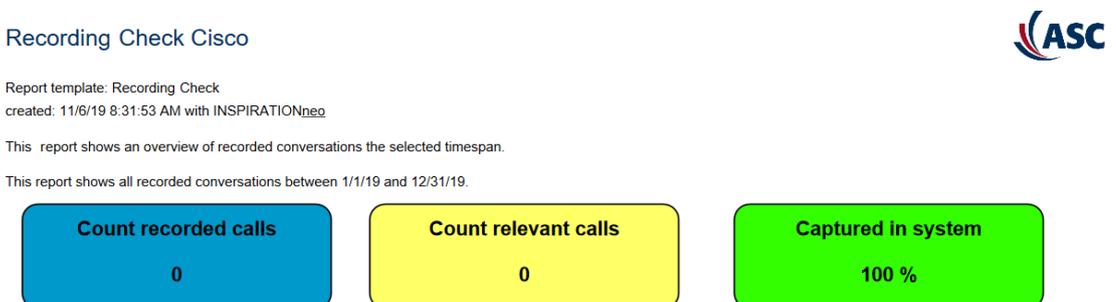


Fig. 49: Recording check Cisco (example)

3.6.16 Recording check Skype for Business

This report shows the number of conversations that have been recorded in the system as well as the number of conversations from recorded external information sources (SfB database tables) that have been imported from this source previously. Furthermore, the percentage of recorded conversations in the *neo* system (actual value) in relation to the number of imported PBX information (target value) is displayed. For conversation missing in the system, a table with the following information is displayed: External reference, start time, name of the calling party, name of the called party.

Recording Check SfB



Report template: Recording Check SfB
created: 11/6/19 8:33:37 AM with INSPIRATIONneo

This report shows an overview of recorded conversations the selected timespan.

This report shows all recorded conversations between 1/1/18 and 12/31/18.

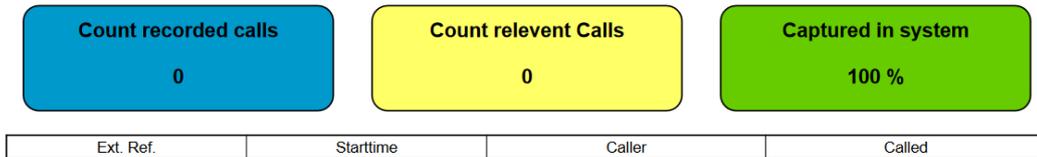


Fig. 50: Recording check Skype for Business (example)

4 Default dashboard templates

By means of default dashboard templates you can create dashboard reports which present results as a graphic. The following default dashboard templates are available in the system:

4.1 Agent dashboards

4.1.1 My duration - agent

This dashboard widget displays the average duration of the recorded calls of the logged-in agent in comparison to the average duration of the recordings of the members of the same organization unit(s). The widget considers the data of the last year, ending with the current month. If the current date is 13th December, then the dashboard displays the data from January of this year up to and including December of this year (current month).

The green line indicates the configured nominal value (trend point).



Fig. 51: My duration - agent (example)

This report template is available on tenant level.

4.1.2 My score - agent

This dashboard widget displays the average score of all evaluations of the logged-in agent (gray arrow) in comparison to the average score of the organization unit that the agent belongs to (white arrow); if the agent belongs to several organization units, the white arrow indicates the overall average of all organization units. If the logged-in agent does not belong to an organization unit, there is no white arrow.

Only first evaluations and re-evaluations which have been released within the period selected during the creation of the report template are considered.

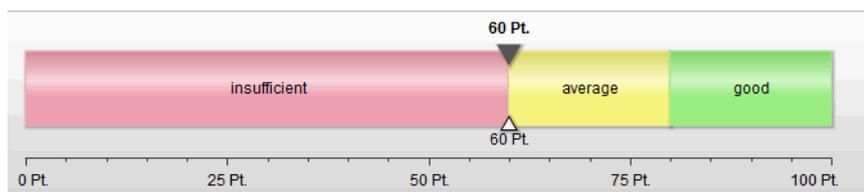


Fig. 52: My score - agent (example)

This report template is available on tenant level.

4.1.3 My quantity - agent

This dashboard widget displays the number of all sessions which have been recorded for the logged-in agent in comparison to the number of released evaluations per month. The widget considers the data of the last year, ending with the current month. If the current date is 13th December, then the dashboard displays the data from January of this year up to and including December of this year (current month). The evaluations which are considered in the report do not necessarily have to be based on the simultaneously displayed sessions



Fig. 53: My quality - agent (example)

This report template is available on tenant level.

4.1.4 My team score - agent

This dashboard widget features a bar chart displaying the average score that the members of the organization unit(s) that the logged-in agent belongs to have reached in all their evaluations. Besides a bar for the score of the organization unit of the logged-in agent, four additional bars for other organization units can be displayed. The dark blue line *My score* describes the history of the average score that the logged-in agent has reached in his own evaluations. By clicking on the labels in the legend, individual bars or the line of the score can be hidden or displayed again.

Only first evaluations and re-evaluations which have been released within the period selected during the creation of the report template are considered. During the creation of the report template, a check box offers the possibility to anonymize the displayed organization units. If checked, there is only one additional bar labelled *Other teams* besides the bar for the organization unit of the logged-in agent.

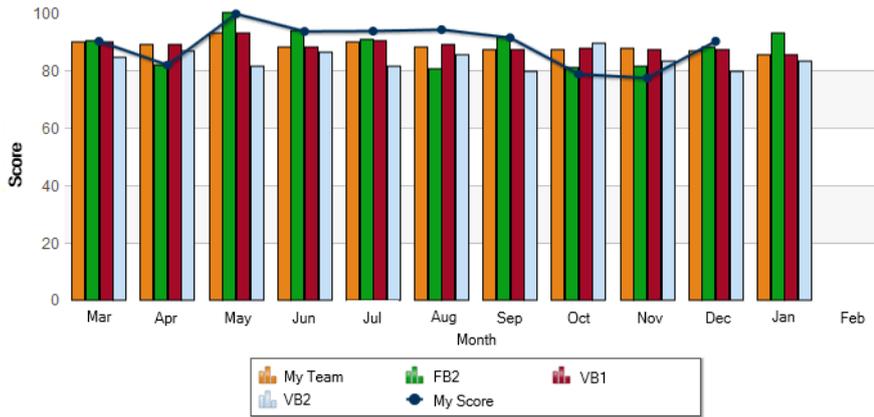


Fig. 54: My team score - agent (example)

This report template is available on tenant level.

4.1.5 My team knowledge - agent

This dashboard widget features a bar chart displaying the average score that the members of the organization unit(s) that the logged-in agent belongs to have reached in all their quizzes. Besides a bar for the score of the organization unit of the logged-in agent, four additional bars for other organization units can be displayed. The dark blue line *My score* describes the history of the average score that the logged-in agent has reached in his own quizzes. By clicking on the labels in the legend, individual bars or the line of the score can be hidden or displayed again.

Only quizzes with the status *Finished* which have been finished within the period selected during the creation of the report template are considered. During the creation of the report template, a check box offers the possibility to anonymize the displayed organization units. If checked, there is only one additional bar labelled *Other teams* besides the bar for the organization unit of the logged-in agent.

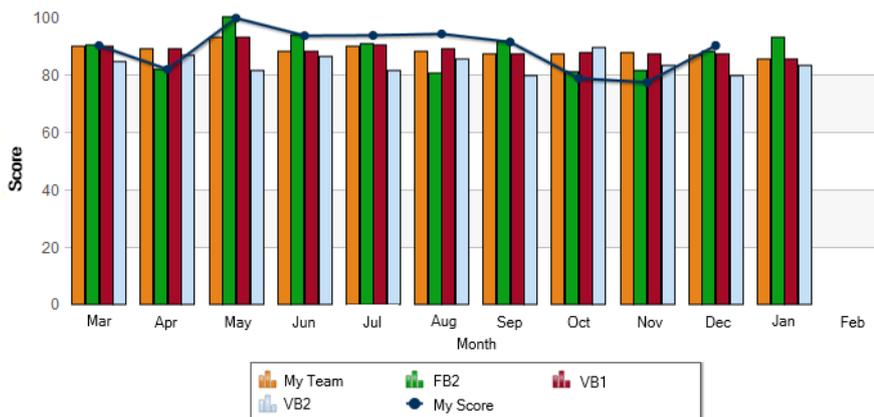


Fig. 55: My team knowledge - agent (example)

This report template is available on tenant level.

4.1.6 My knowledge - agent

This dashboard widget displays the average score of all quizzes of the logged-in agent (gray arrow) in comparison to the average score of the organization unit that the agent belongs to (white arrow); if the agent belongs to several organization units, the white arrow indicates the overall average of all organization units. If the logged-in agent does not belong to an organization unit, there is no white arrow.

Only quizzes with the status *Finished* which have been finished within the period selected during the creation of the report template are considered.

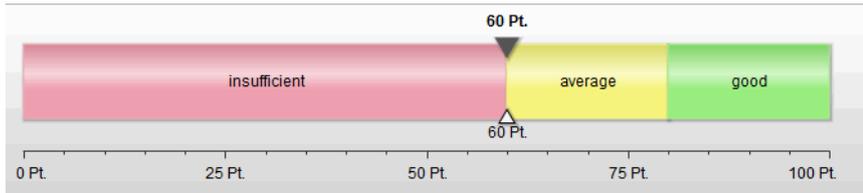


Fig. 56: My knowledge - agent (example)

This report template is available on tenant level.

4.2 Supervisor dashboards

4.2.1 My quantity - supervisor

This dashboard widget displays the number of all evaluations which have been released by the logged-in supervisor in comparison to the number of the evaluated agents. The widget considers the data of the last year, ending with the current month. If the current date is 13th December, then the dashboard displays the data from January of this year up to and including December of this year (current month). Only those evaluations are considered which have been created by the currently logged-in user.



Fig. 57: My quality - supervisor (example)

This report template is available on tenant level.

4.2.2 My team - supervisor

This dashboard widget features a bar chart comparing the average number of evaluations in the organization unit that the logged-in supervisor is the superior of with the average number of evaluations made in other organization units. The dark blue line *My values* describes the history of the average number of evaluations that the logged-in supervisor has made. Besides a bar for the number of evaluations of the organization unit of the logged-in supervisor (*My team*), four additional bars for other organization units can be displayed. By clicking on the labels in the legend, individual bars or the line of the number of evaluations can be hidden or displayed again.

During the creation of the report template, a check box offers the possibility to anonymize the displayed organization units. If checked, there is only one additional bar labelled *Other teams* besides the line *My values* and the bar for the team of the logged-in supervisor.

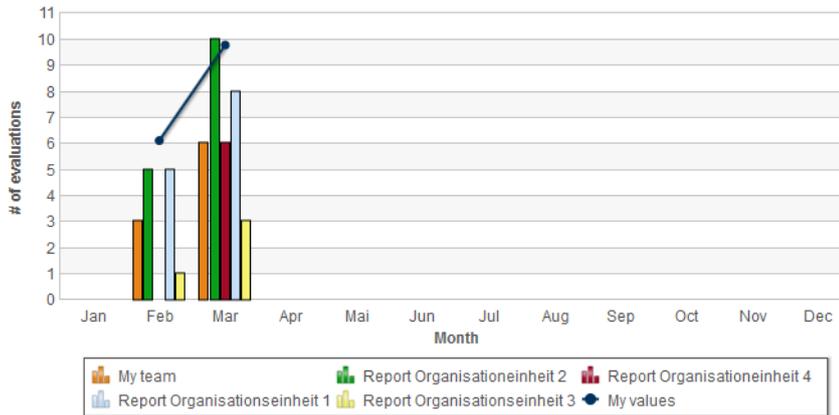


Fig. 58: My team - supervisor (example)

Hovering the cursor over one of the bars, displays the following additional information:

- Name of the organization unit
- Total number evaluations
- Evaluations per supervisor on average
- Evaluations per agent on average
- Score on average

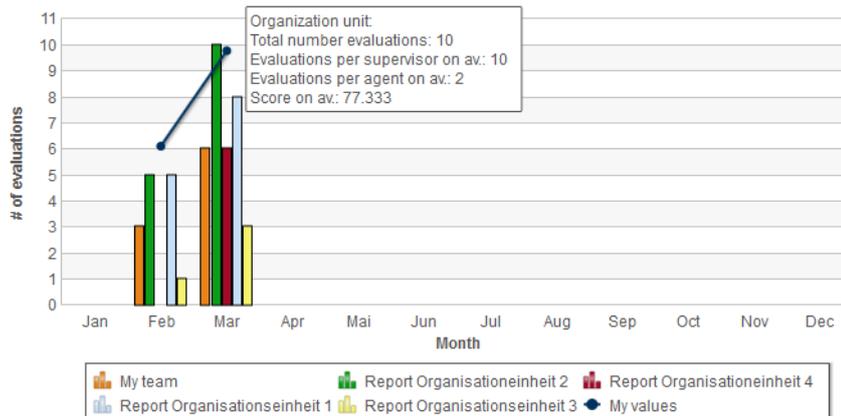


Fig. 59: My team - supervisor, details (example)

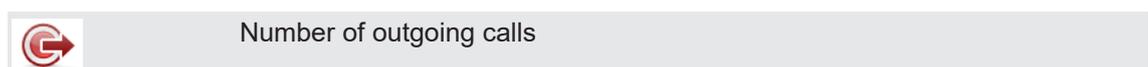
This report template is available on tenant level.

4.3 Recording dashboards

Within the system, you are provided with templates for different recording dashboards. They serve to display the statistic values of the recording compiled every hour in the recording **widget**. To be able to see the any icons and information in the recording **widget**, the following templates have to be imported and the corresponding recording dashboard instances created and released in the Report Instances module. As a consequence the reports will be available in the Dashboards module as well as in the application Portal.

4.3.1 Total number of calls

This recording dashboard displays the total number of calls as well as the number of incoming and outgoing calls within the defined period of time in the recording **widget**. The following icons are used:



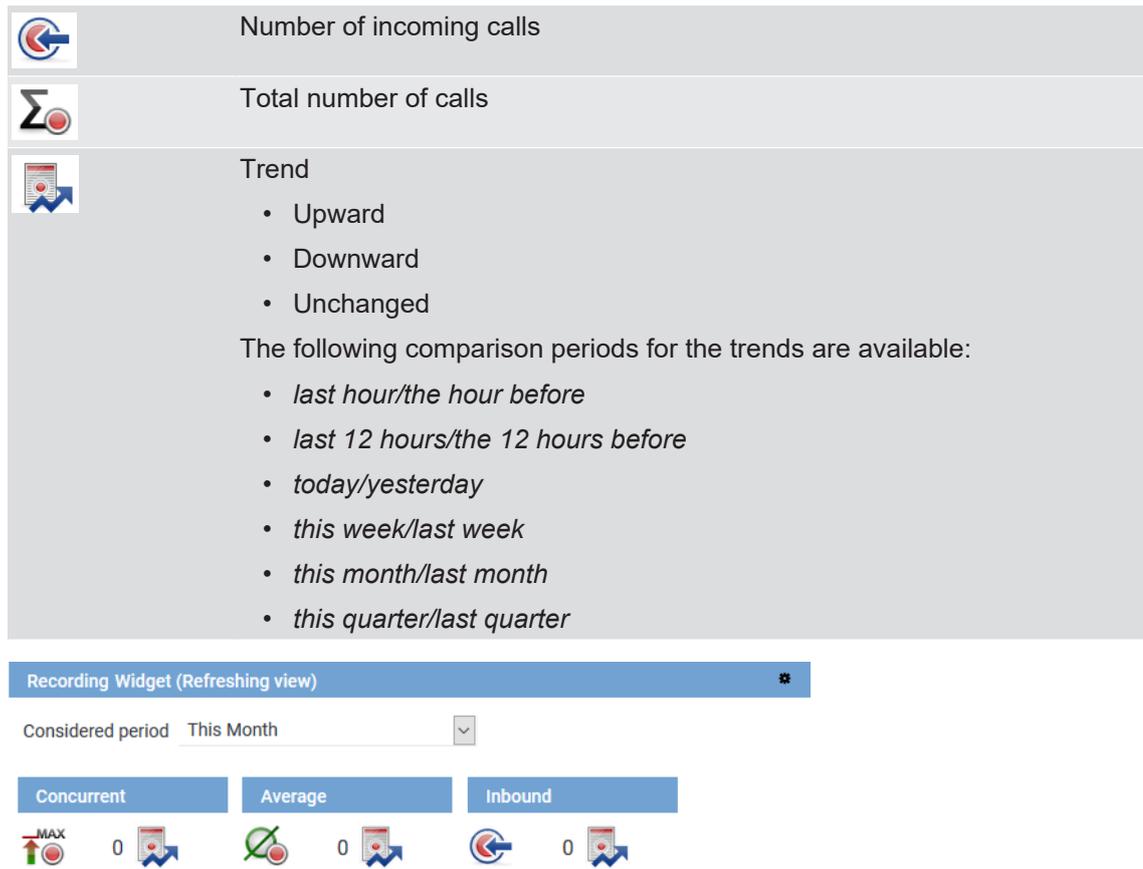
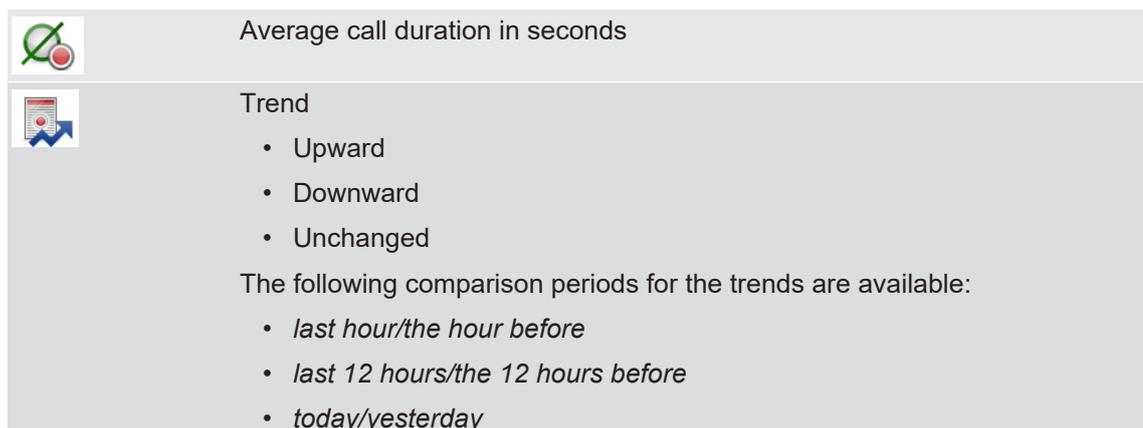


Fig. 60: Recording Dashboard (example)

This report template is available on tenant level.

4.3.2 Average call duration

This recording dashboard displays the average duration of all calls within the defined period of time in the recording [widget](#). The following icons are used:



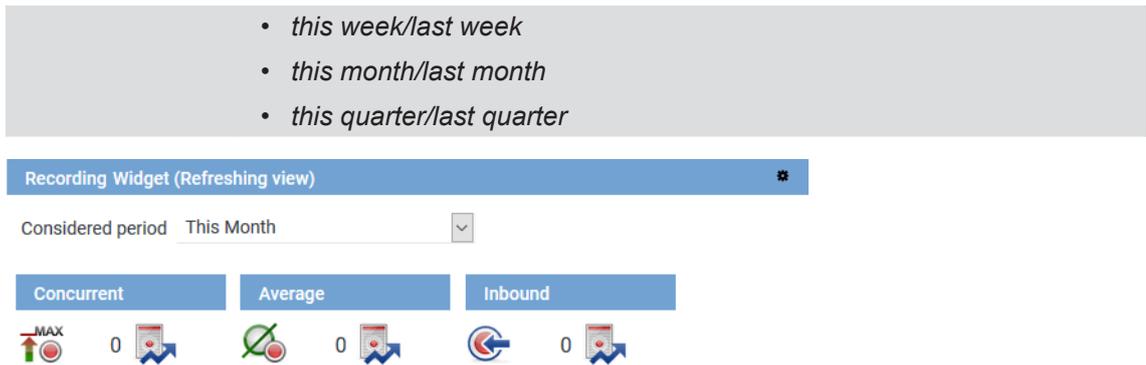


Fig. 61: Recording Dashboard (example)

This report template is available on tenant level.

4.3.3 Maximum number of concurrent calls

This recording dashboard displays the maximum number of concurrent calls within the defined period of time in the recording [widget](#). The following icons are used:

| | |
|--|---|
| | Maximum number of concurrent calls |
| | <p>Trend</p> <ul style="list-style-type: none"> Upward Downward Unchanged <p>The following comparison periods for the trends are available:</p> <ul style="list-style-type: none"> <i>last hour/the hour before</i> <i>last 12 hours/the 12 hours before</i> <i>today/yesterday</i> <i>this week/last week</i> <i>this month/last month</i> <i>this quarter/last quarter</i> |



Fig. 62: Recording Dashboard (example)

This report template is available on tenant level.

4.4 Other dashboards

4.4.1 Average call duration

This dashboard widget displays the average duration of the recorded QM calls of a tenant within the course of the last year, ending with the current month. If the current date is 13th December, then the dashboard displays the data from January of this year up to and including December of this year (current month).

The needle indicates the average duration; the marks on the dial indicate the configured trend points, i. e. the nominal values which show whether the call duration is tolerable and within the defined limits.

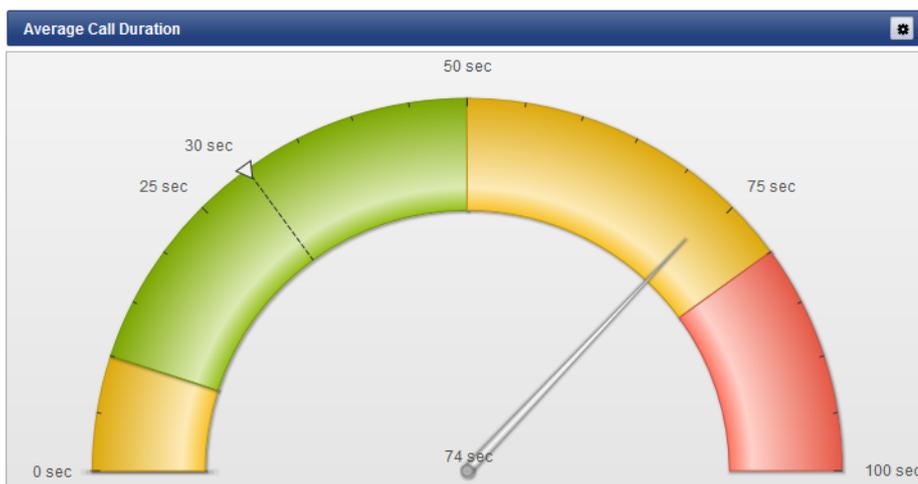


Fig. 63: Average call duration (example)

This report template is available on tenant level.

4.4.2 Number of sessions

This dashboard widget shows the number of the recorded calls which are not used for QM purposes (compliance recording plan) as well as the number of calls recorded for QM purposes (QM recording plan). The dashboard considers sessions and released evaluations which have

respectively been recorded and created within the course of the last year, ending with the current month. All sessions of those agents who are in the same organization unit as the supervisor who is using this dashboard are considered.

The first view compares the sessions which have been recorded via a QM plan and the sessions recorded via a compliance plan. When clicking on this first view, you are forwarded to a detailed view of the sessions which have been recorded for quality management purposes, divided into already evaluated sessions and sessions which have not yet been evaluated.

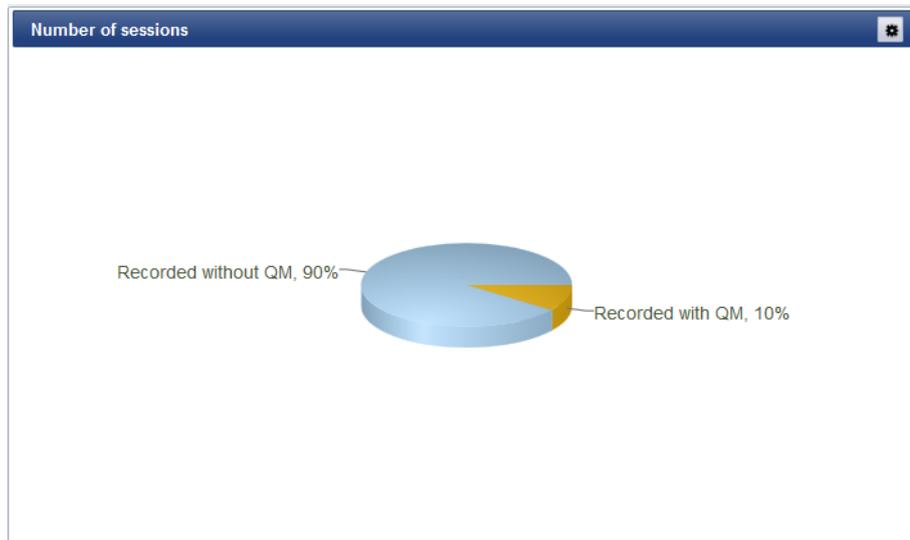


Fig. 64: Number of sessions (example)

When clicking on the dashboard, you are forwarded to a detailed view of the QM sessions, i. e. of those sessions which have been evaluated for quality management purposes. QM sessions are divided into evaluated and not yet evaluated sessions.

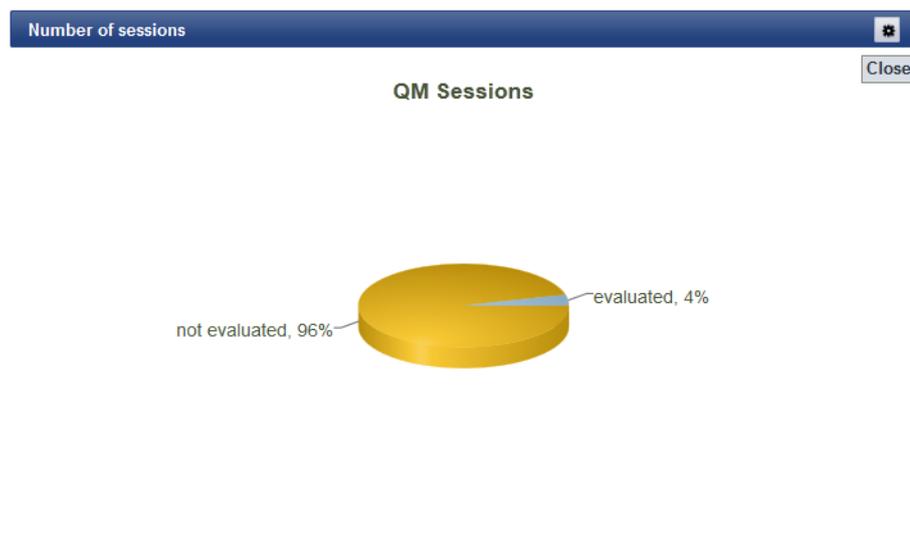


Fig. 65: Detailed view of the QM sessions (example)

The number of evaluated sessions includes released first evaluations as well as released reevaluations. If a session has been evaluated several times, it is counted as one in the dashboard report.

This report template is available on tenant level.

4.4.3 Evaluation keyword spotting

This dashboard widget displays the percentages of calls which do (*Fulfilled*) or do not contain (*Not fulfilled*) keywords of the selected analysis list(s). You cannot select more than 5 keyword lists. In addition to the keyword lists, a fixed period of time (today, yesterday, last week, last month, last quarter, last year) as well as certain agents and organization units can be selected as parameters.

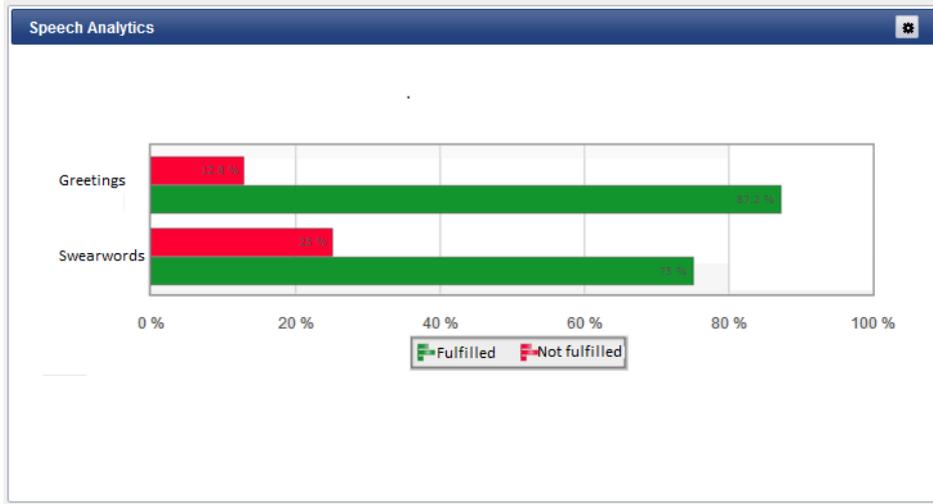


Fig. 66: Keyword analysis (example)

This report template is available on tenant level.

All available report templates are displayed in the main view.

| Name | Status | System Report | Template Type | Created Instances | Version | Based On | Copied From |
|---|---|---|---|-------------------|---------|----------|-------------|
| Agenten-Feedback - Übersicht |  |  |  | 0 | 16 | 0 | |
| Supervisorenvergleich - Kalibrierungen (Balkendiagramm) |  |  |  | 1 | 19 | 0 | |
| Agent comparison - evaluation template |  |  |  | 1 | 17 | 0 | |
| Durchschnittliche Gesprächsdauer |  |  |  | 1 | 15 | 0 | |
| Average call duration |  |  |  | 1 | 15 | 0 | |

Rows per page: 50 | 1 - 5 of 5 | Last filtered on 11/15/2018 2:49:43 PM; Number of records: 5

Fig. 67: Report templates - main view

Depending on the configuration of the columns, the following information is displayed in the main view:

| | |
|--------------------------|---|
| Name | Name of the report template |
| Status | Shows the processing status of the report template.  = released  = draft  = deactivated |
| System Report | Shows whether the report template is a system report.  = Report template is a system report.  = Report template is not a system report. |
| Template Type | Shows the type of the template.  = report template  = dashboard template |
| Created Instances | Shows the number of instances which have been created for the template. |
| Version | Version number of the report template |
| Based On | Template which has been the basis for the new template. |
| Copied From | Name of the template from which this template has been cloned (function <i>Create > Clone</i>). |
| New Version Of | Name of the template which has been the basis for the new template (function <i>Create > Create New Version</i>). |
| Created By | Shows the name of the user who has created the report template. |
| Creation Date | Shows the date on which the template was created. |
| Updated | Shows the date on which the template was updated for the last time. |

5.1

Toolbar

The toolbar offers the following functions.



Fig. 68: Toolbar Report Templates module

| | | |
|---|---------------------------------|---|
|  | <i>Create</i> | Here, you can add a report template or create new versions. See chapter "Create", p. 66 . |
|  | <i>Delete</i> | The report template is deleted. System report templates and report templates with an active report instance cannot be deleted. |
| <i>Report Templates</i> | <i>Deactivate</i> | The report template is deactivated and cannot be used anymore. It cannot be activated anymore. |
| | <i>Export</i> | Here, you can export an existing template or resource bundles. See chapter "Export Report Template", p. 70 |
| | <i>Import</i> | Here, you can import a system report template. See chapter "Import system report template", p. 71 . |
| <i>General</i> | <i>Print</i> | Prints the table of the main view. |
| | <i>Adjust Table</i> | Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns • Number of rows per page |
| | <i>Save Table Configuration</i> | Saves the current table configuration of the main view as default view of the user. |
| | <i>Search</i> | Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see chapter "Search", p. 58 . |
| | <i>Reset Search</i> | Resets all manually entered search criteria. |
| | <i>General Help</i> | Opens the online help. |
| | <i>Module Help</i> | Opens the module-specific online help. |



In the user manual *INSIGHTneo - General information*, you find detailed descriptions of the default functions such as *Print*, *Adjust table* or *Help* if required.

See also

-  [Create \[▶ 66\]](#)
-  [Export Report Template \[▶ 70\]](#)
-  [Import system report template \[▶ 71\]](#)

5.1.1

Search

The search function allows searching systematically for sets of data which meet certain criteria.

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ The window *Search Criteria* appears.



Fig. 69: Window Search Criteria (example)

2. Set the respective search criteria.
NOTICE! It depends on the respective module which search criteria are available.
3. To start the search, click on the button *Search*.
To reset all manually entered search criteria, click on the button *Reset*.
⇒ After running the search, only those sets of data are displayed in the main view which meet the set search criteria.
4. To display all original sets of data in the main view again, i. e. to reset the manually entered search criteria, click on the menu item *General > Reset Search* in the toolbar.

Via the button *Manage Searches* you can save the defined search criteria under an unambiguous name, to load saved search criteria or delete them.

Via the icon ★ you can tag the search criterion as favorite. Criteria tagged as favorite are displayed additionally in the upper area of the window *Search Criteria* and marked with the icon ★.

If conversation rules (view filters) apply for the logged-in user, then predefined search settings are displayed in the search criteria of the following modules which comply with the filter settings of the conversation rules:



- Sessions module
- Calibrations module
- Audio Analysis module

You cannot delete these user-specific filter settings or search settings: however, you can add new ones and thus additionally filter the displayed entries in the main view.



A detailed description of the search function can be found in the user manual *INSIGHTneo - General information*.

6 Detail view

The detail view contains additional information about as well as functions of the selected report template.

Average Call Duration
✕

< Details* Parameters Report Instances >

🔗 Help

| | |
|-------------------|---|
| File name | AverageCallDurationCallCenter_en_U |
| Main report* | AverageCallDurationCallCenter_m <input type="text" value=""/> |
| Name* | Average Call Duration |
| Description | Quality analysis (of one day) about the average call duration |
| Status | Draft <input type="text" value=""/> |
| System report | No |
| Template type | Dashboard template |
| Created instances | 0 |
| Valid | Yes |
| Version | 1 |
| Based on | 15 |
| Copied from | Average call duration |
| Created by | Admin, 1st-Tenant |
| Creation date | 11/27/2018 9:45:15 AM |

Save
Reset

Fig. 70: Report templates - detail view

The detail view consists of the following tabs:

- *Details*
Here, the details of the selected report template are displayed. See [chapter "Tab Details", p. 60](#).
- *Parameters*
Here, the parameters of the selected report template are displayed. See [chapter "Tab Parameters", p. 62](#).
- *Report Instances*
Here, the assigned report instances of the selected report template are displayed. See [chapter "Tab Report Instances", p. 65](#)

6.1 Tab Details

Here, the details of the selected report template are displayed.

< Details*
Parameters
Report Instances >

🔗 Help

| | |
|-------------------|---|
| File name | AverageCallDurationCallCenter_en_U Upload File |
| Main report* | AverageCallDurationCallCenter_m <input type="text"/> |
| Name* | Average Call Duration |
| Description | Quality analysis (of one day) about the average call duration |
| Status | Draft <input type="text"/> |
| System report | No |
| Template type | Dashboard template |
| Created instances | 0 |
| Valid | Yes |
| Version | 1 |
| Based on | 15 |
| Copied from | Average call duration |
| Created by | Admin, 1st-Tenant |
| Creation date | 11/27/2018 9:45:15 AM |

Save

Reset

Fig. 71: Tab Details

| | |
|--------------------------|---|
| File name | Here, the name of the file is displayed. The report template file has to be uploaded via the button <i>Upload File</i> . See chapter "Upload File", p. 68 . |
| Main report | Here, you can select the main report for the template. |
| Name | Name of the report template |
| Description | Shows the description which has been saved for the report template. |
| Status | Shows the processing status of the report template: <i>Draft</i> , <i>Released</i> , or <i>Deactivated</i> |
| Template type | Shows the type of the template: <i>Report template</i> or <i>Dashboard template</i> |
| Created instances | Shows the number of instances which have been created for the template. |
| Valid | Shows whether the template is valid or invalid. |
| Version | Version number of the report template |
| Based on | Template which has been the basis for the new template. |
| Copied from | Name of the template from which this template has been cloned (function <i>Create</i> > <i>Clone</i>). |
| New version of | Name of the template which has been the basis for the new template (function <i>Create</i> > <i>Create New Version</i>). |
| Created by | Shows the name of the user who has created the report template. |

Creation date Shows the date on which the template was created.

6.2 Tab Parameters

Here, details of the selected report template are displayed. The values can only be edited as long as the report template has the status *Draft*. In all other cases the tab is not active and the values are only visible but not editable.

< Details Parameters Report Instances >

| Label | Name | Mandatory Field |
|-----------------------------|-------------------------|-----------------|
| Trendpoint | trendPointValue | ✗ |
| Green Range Tolerance | greenRangeTolerance | ✗ |
| Orange Range Tolerance | orangeRangeTolerance | ✗ |
| Relative gap to upper limit | relativeGapToUpperLimit | ✗ |

✎ Edit ↑ Up ↓ Down

Fig. 72: Tab Parameters (example)

The tab has 3 columns.

| | |
|------------------------|--|
| <i>Label</i> | Here, you can see the saved label of the parameter. |
| <i>Name</i> | Here, you can see the saved resource string of the parameter. |
| <i>Mandatory field</i> | Here, you can see whether the field is a mandatory field: ✓ = mandatory field ✗ = no mandatory field |

By clicking on the button *Up* and *Down*, you can change the order of the parameters.

By clicking on the button *Edit*, you can edit the selected parameter. See [chapter "Edit parameters", p. 62](#).

6.2.1 Edit parameters

By clicking on the button *Edit*, you can edit the parameters. The parameters configured here are subsequently visible in the report instance and can then be edited with regard to their content.

Edit Parameters
✕

Name

Label

Mandatory field

GUI element type ▼

GUI element ▼

Save Cancel

Fig. 73: Edit parameters

| | |
|-------------------------|--|
| Name | Shows the name of the parameter. |
| Label | Enter a label for the parameter. |
| Mandatory field | Select whether the parameter is supposed to be a mandatory field or not. <input checked="" type="checkbox"/> = mandatory field <input type="checkbox"/> = no mandatory field |
| GUI element type | Select the type of the GUI element. |
| GUI element | Select the GUI element. Depending on the type of the GUI element you have different options. |



Only the parameters of report templates which have the status *Draft* can be edited. The parameters of released or deactivated templates cannot be edited anymore.

6.2.1.1 Edit GUI element

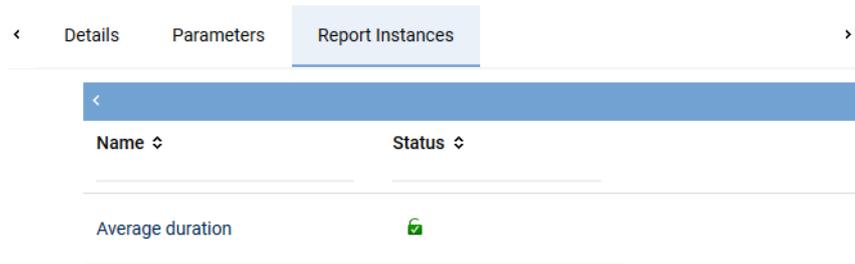
If you would like to change a parameter, select the corresponding combination of GUI element type and GUI element.

| GUI element type | GUI element | Description |
|---------------------------------|-----------------------------|--|
| Recording Direction | Recording Direction | The program checks for the recording direction. |
| Selection Box Considered Period | Selection Considered Period | The program checks within the selected period of time. Possible considered periods: <ul style="list-style-type: none"> • Last Hour • Last 12 Hours • Today • This Week • This Month • This Quarter |
| Combo Box | Granularity | The program checks within certain time intervals. Possible time intervals: <ul style="list-style-type: none"> • Week (default) • Month • Year |

| | | | |
|---------------------|---|---|---|
| | Time Unit | The program checks within certain time units. Possible time units: <ul style="list-style-type: none"> • Hour(s) • Minute(s) • Second(s) | |
| Date Field | Date | The program checks for a certain date. | |
| | Date/Time | The program checks at a certain time. | |
| Input Field | Text Field | The program checks for certain texts. | |
| | Text Field IP | The program checks for certain IPs. | |
| | Score Field | The program checks for certain scores. For dashboards this parameter serves as trend value. | |
| | Number Field (positive) | The program checks for certain positive scores. Entering a minus sign is not possible. | |
| Check Box | Check Box | The program checks whether a certain check box has been activated. | |
| Multiple Choice | Agents | The program checks for certain agents. | |
| | Organization Units | The program checks for certain organization units. | |
| | Evaluation Templates | The program checks for certain evaluation templates. | |
| | Calibration Sessions | The program checks for the used calibration sessions. | |
| | Supervisors | The program checks for certain supervisors. | |
| | Calibrations | The program checks for certain calibrations. | |
| | Keyword Lists | The program checks for certain keyword lists. | |
| | Quiz Templates | The program checks for certain quiz templates. | |
| | Customer Survey Template | The program checks for certain customer survey templates. | |
| | Multiple Choice (Limited) | Organization Units (Limited) | The program checks for certain organization units. You cannot select more than 4 organization units. This element is only available for system reports. |
| | | Check Box | The program checks whether the check box of an organization unit has been activated. |
| Radio Button Group | Evaluation Status | The program checks for certain evaluation statuses. Possible evaluation statuses: <ul style="list-style-type: none"> • Released • Released, feedback pending • Released, feedback pending, ignored | |
| Relative Date Field | Relative Start Date | The program checks between the relative start date and the current date. | |
| | Hidden End Date | The program checks between the relative start date and the hidden end date. | |
| Assignment | Evaluation Template Selection | The program checks the added evaluation templates. | |
| | SCREEN _{miner} Process Selection | The program checks for SCREEN _{miner} processes. | |

6.3 Tab Report Instances

Here, you can see the report instances which have been assigned to the report template.



| Name ↕ | Status ↕ |
|------------------|---|
| Average duration |  |

Fig. 74: Tab Report Instances

7 Create

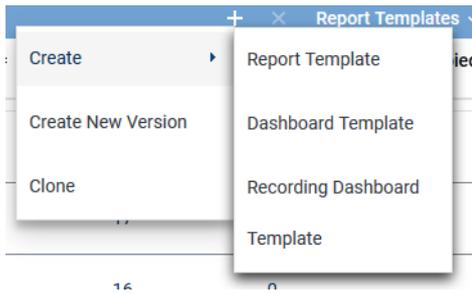


Fig. 75: Create

1. Click on the icon **+** (*Create*) in the main view.
2. Select one of the following options:

| | |
|---------------------------|---|
| <i>Create</i> | Here, you can create a new <i>report template</i> , a new <i>dashboard template</i> or a new <i>recording dashboard template</i> . |
| <i>Create New Version</i> | The selected template is the copy template for a new version. A new version is created. The version number is increased automatically. The already released version is deactivated to prevent new instances from being cloned from old versions. This option is only visible if templates already exist. |
| <i>Clone</i> | The selected template is the copy template for the new version of the template. A new independent template with the version number "1" is created. This option is only visible if templates already exist. |

7.1 Create report template

1. Click on the icon **+** (*Create*) in the main view.
2. Select the menu item *Create*.
3. Select one of the following options:

| | |
|-------------------------------------|--|
| <i>Report Template</i> | A new report template is created. |
| <i>Dashboard Template</i> | A new dashboard template is created. |
| <i>Recording Dashboard Template</i> | A new recording dashboard template is created. |

Reports present the results in lists, tables, and diagrams.



Dashboards present the results in graphical form and have been tailored to the specific needs of agents. Since the dashboards in the Portal are refreshed cyclically, agents can check on their achieved scores and the way they evolve in a timely manner without having to log in to the Reports module.

4. Upload a template file by clicking on the button *Upload File* in the detail view, see [chapter "Upload File", p. 68](#).
5. Complete the mandatory fields, see [chapter "Tab Details", p. 60](#).
6. Click on the button *Save* to save the report template.
To cancel the process, click on the button *Reset*.

< **Details*** Parameters Report Instances >

🔗 Help

| | |
|-------------------|---|
| File name | AverageCallDurationCallCenter_en_U |
| | Upload File |
| Main report* | AverageCallDurationCallCenter_m |
| Name* | Average Call Duration |
| Description | Quality analysis (of one day) about the average call duration |
| Status | Draft |
| System report | No |
| Template type | Dashboard template |
| Created instances | 0 |
| Valid | Yes |
| Version | 1 |
| Based on | 15 |
| Copied from | Average call duration |
| Created by | Admin, 1st-Tenant |
| Creation date | 11/27/2018 9:45:15 AM |

Save
Reset

Fig. 76: Tab Details



You can only upload files here which have been created with the Jaspersoft iReport Designer. The files and all resources (images and property files) have to be contained in the ZIP file.

8

Upload File



The used screenshots are exemplary. This process allows uploading ZIP files only.

1. Click on the button *Upload File*.

Fig. 77: Tab Details - Add file

2. In the opening window, click on the button *Choose File* or add the respective file by dragging and dropping it there.

Fig. 78: Choose file

3. Select the respective file via the Explorer and click on the button *Open*.

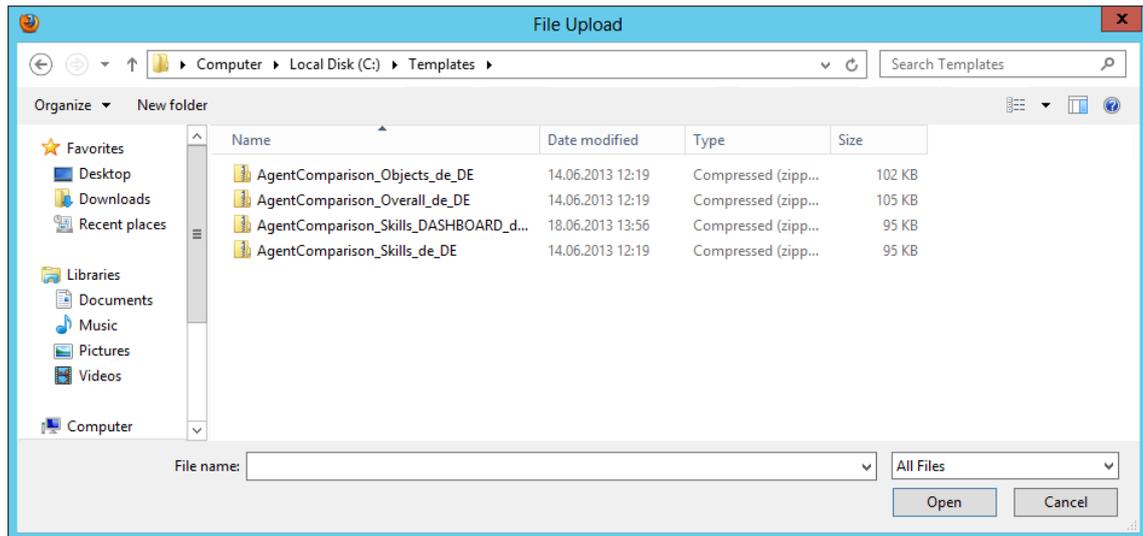


Fig. 79: Upload File



If required, you can repeat the last two steps and thus select several files.

- To upload the file and apply it as report template in the detail view, click on the button  *Upload File* next to the file you would like to upload.
To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.

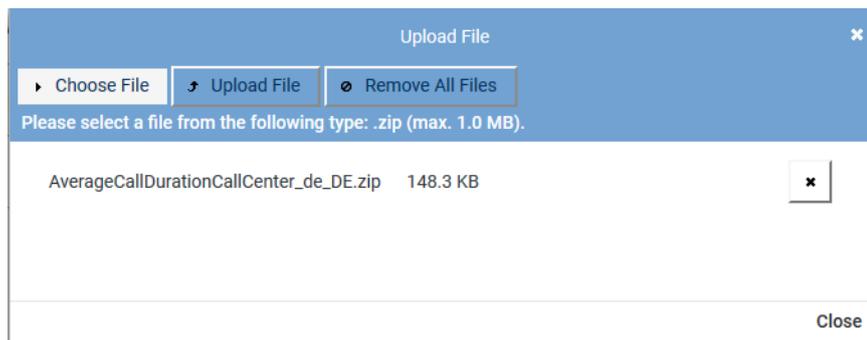


Fig. 80: Choose file

- Upon clicking on the button  *Upload File*, the respective file is uploaded.
- To remove the selected file, click on the button  next to the file or on the button *Remove All Files* to empty the clipboard.
To close the window *Upload File* without emptying the clipboard, click on the button *Close*.
To upload the file from the clipboard and apply it as report template in the detail view, click on the button *Upload File*.

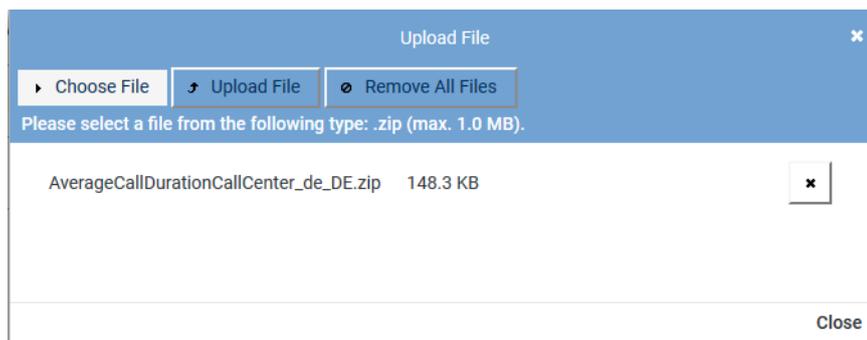


Fig. 81: Choose file

9 Export Report Template

To edit an existing template in the Jaspersoft iReport Designer, you can export the template. The user can then edit the files contained in the ZIP file in the Jaspersoft iReport Designer and upload them as edited ZIP file via the function *Create* as template.

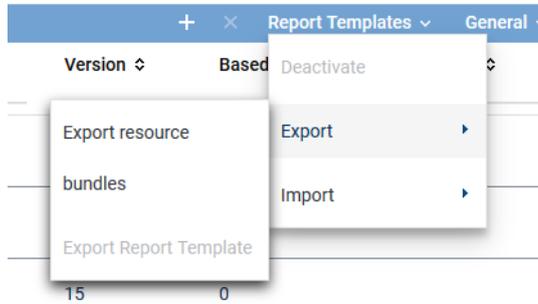


Fig. 82: Export report template

1. Click on the menu item *Report Templates > Export* in the toolbar of the main view.
2. Select one of the following options:

| | |
|--------------------------------|--|
| <i>Export Resource Bundles</i> | The resource bundles are exported. The resource bundles are localization files ending in <i>*.properties</i> . |
| <i>Export Report Template</i> | The report template is exported. |

Upon having selected one of the options, a ZIP file with the resource bundles or a ZIP file of the selected template is created which you have to save. You can edit the saved file of the selected template in the Jaspersoft iReport Designer.

10 Import system report template

This function allows importing exclusively system report templates. The system report templates are supplied by the ASC Updater. You cannot import your own report templates. This is only possible with the upload functionality via [chapter "Create", p. 66](#).

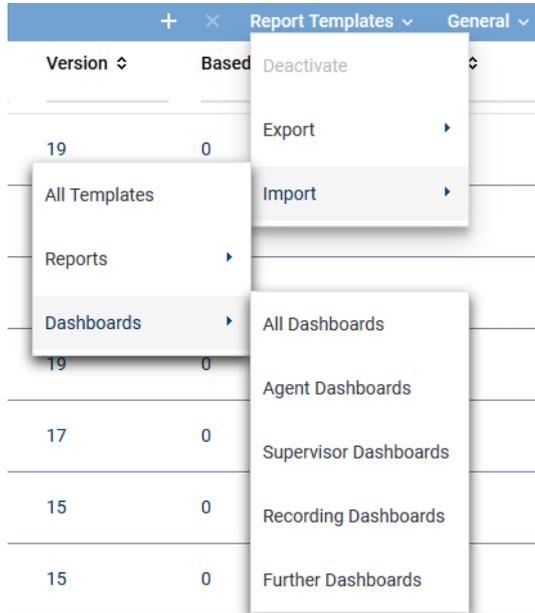


Fig. 83: Import system report template

1. Click on the menu item *Report Templates > Import* to import a system report template.
2. Select one of the following options:

| | |
|----------------------|---|
| <i>All Templates</i> | A window with all available system report templates opens in which you can select one or several templates to import them. |
| <i>Reports</i> | Here, you can select whether you would like to see all available report templates in a selection window or only a preselection of certain templates. |
| <i>Dashboards</i> | Here, you can select whether you would like to see all available dashboard templates in a selection window or only a preselection of certain templates. |

| System Report Template Selection | | | |
|--|-----------|------------|--|
| Name ▲ | Version ⇅ | Language ⇅ | Template Type |
| Agent comparison - evaluation template | 17 | English |  |
| Agent comparison - objects | 16 | English |  |
| Agent comparison - overview | 17 | English |  |
| Agent comparison - quiz template | 16 | English |  |
| Agent comparison - skills | 18 | English |  |
| AgentenBewertungsMatrix | 1 | German |  |
| AgentenBewertungsMatrix (gruppenbasiert) | 1 | German |  |
| AgentenEvaluationMatrix | 1 | English |  |
| AgentenEvaluationMatrix (groupbased) | 1 | English |  |

Import Cancel

Fig. 84: Selection of the system report template (example)

3. Select the respective template in the new window and click on the button *Import*.
To cancel the process and discard the settings click on the button *Cancel*.



When importing system templates, a new version is created automatically if this template has already been imported previously.

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Glossary

Widget

Component of a graphical dialog system. Consists of a visible window and an invisible object which saves the configuration of the component. Is used for the interaction with the user and the automatically updatable display of information.