



# **Zylync Statistics Portal & Wallboard**

## **Product overview**

7 January 2019

# Contents

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<b>1</b>	<b>Introduction</b>	<b>2</b>
<b>2</b>	<b>Zylinc Statistics Portal</b>	<b>3</b>
2.1	Key Performance Indicators (KPIs).....	4
2.2	Channel logs.....	5
2.3	Personal.....	7
2.4	Settings.....	7
<b>3</b>	<b>Data export</b>	<b>8</b>
3.1	Manual export of call log.....	8
3.2	Manual export of key data.....	8
3.3	Automatic export of key data.....	9
3.4	Types of data that you can export.....	9
<b>4</b>	<b>Excel templates</b>	<b>13</b>
4.1	Queue statistics template.....	14
4.2	Agent statistics template.....	17
4.3	Agent state template.....	19
<b>5</b>	<b>External call logging</b>	<b>20</b>
<b>6</b>	<b>Third-party integration</b>	<b>21</b>
<b>7</b>	<b>Wallboards</b>	<b>22</b>
<b>8</b>	<b>Get in touch with Zylinc</b>	<b>24</b>
<b>9</b>	<b>Copyright, disclaimer, and trademarks</b>	<b>25</b>

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# 1 Introduction

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A Zylinc solution's statistics database stores events for all calls, e-mails, and chat requests (for example received, answer, or transfer) as well as for all agents (for example login, logout, and state changes).

This high level of data tracking allows for full cradle-to-grave statistics on all inquiries, and for multiple types of statistics based on all aspects of the Zylinc solution.

The following options exist for accessing the data:

- Statistics Portal
- Excel Templates delivered as part of the Statistics Portal – useful for drill-down analysis
- API integration to 3<sup>rd</sup> party systems
- Wallboard for display of key statistics

In this document, we'll cover each of those options with examples.

Additionally, Zylinc offers a very powerful next-generation solution for accessing and analyzing data: Zylinc Advanced Statistics. You can find more information about Zylinc Advanced Statistics on Zylinc unified help, [help.zylinc.com](https://help.zylinc.com).

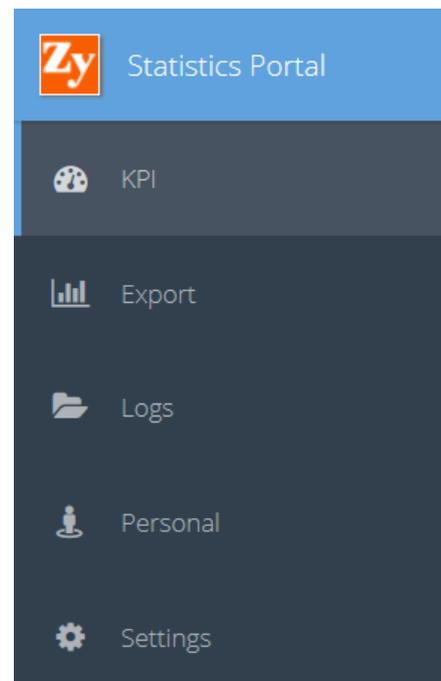
## 2 Zylinc Statistics Portal

The Zylinc Statistics Portal stores statistical information based on each event that occurs on the Zylinc system. This high level of data tracking allows for full cradle-to-grave statistics on all inquiries and all aspects of the solution.

The standard statistical access is provided through a web portal that offers data presentation as well as export options.

The data provided includes (but is not limited to):

- Overview of real-time status of all queues, agents, and incoming inquiries
- Individual agent statistics
- Detailed statistics for queues
- Detailed statistics for agents
- Historically summarized management overview of queues
- Reporting with generation of data over a period, as well as export of data for external programs
- Detailed call log with a powerful search function
- Detailed chat log with a powerful search function
- Detailed e-mail log with a powerful search function



If required, you can use the Zylinc Administration Portal to give selected agents access to the Statistics Portal. Users of the Statistics Portal are typically authenticated via their Active Directory login, but it is also possible to use Zylinc-specific passwords.

These are the different levels of access to the system:

User	Privilege	Authentication	Queues	Users	Sections	Delete Queues/ Deleted Users
Tomcat Admin	-	Tomcat Role	All	All	All reports Settings	Show all
ZyDesk User	-	AD (if configured) ZD PW (if allowed)	none	None	Personal Page	-
ZyDesk User	Stat Access*	AD (if configured) ZD PW (if allowed)	Limited	All	All reports Personal Page	Admin Setting
ZyDesk User	Stat Access* View All Queues**	AD (if configured) ZD PW (if allowed)	All	All	All reports Personal Page	Admin Setting
ZyDesk User	Stat Access* View All Queues** View All User**	AD (if configured) ZD PW (if allowed)	All	All	All reports Personal Page	Admin Setting

The ability to view statistics for others than oneself requires the Statistics Supervisor license.

## 2.1 Key Performance Indicators (KPIs)

On the front page of the Statistics Portal, you can access an overview of favorite agents' and queues' KPIs. This overview contains information about number of inquiries, lost inquiries, service goals, etc.

You can quickly toggle between viewing data that covers Yesterday, Today, This Week, This Month, This Year, or a custom period.

Queue	Calls				Service Goal	Handling		Avg. Queue Length
	Total	Not Queued	Queued	Lost		Avg. Wait Time	Avg. Talk Time	
Kundeservice	0	0	0	0	-	-	-	
Demo Queue CC	15	0	15	2	100%	00:00:11	00:02:12	
Demo Mail (zymqds)	26	0	26	0	31%	01:54:13	-	
London Office	0	0	0	0	-	-	-	
MainNumber (605)	0	0	0	0	-	-	-	
Demo Queue AC	16	0	16	2	75%	00:00:09	00:01:31	
Reception	43	43	0	17	-	-	-	
<b>Grand Total (7)</b>	<b>100</b>	<b>43</b>	<b>57</b>	<b>21</b>	<b>69%</b>	<b>00:38:11</b>	<b>00:01:51</b>	

The Users tab, shown in the following illustration, provides key information about event handling for the logged-in user's favorite agents as well as the total for the Zylinc solution in the selected interval. It contains statistics regarding inquiry handling, transfers, and much more.

Users	Calls				Total Talktime	Avg. Handling Time	Handling Quality	
	Incoming Answered	Incoming Unanswered	Outgoing	Total			First Response...	Transfer Failed
Peter Madsen	99	1	0	100	-	00:00:04	17%	
Benjamin Jensen	0	0	0	0	-	-	-	
Cecilie Larsen	3	0	0	3	00:05:31	00:01:50	100%	
Casper Sørensen	6	2	3	11	01:04:14	00:06:23	83%	
Helen Petersen	63	14	16	93	00:37:06	00:00:41	57%	
Lasse Frederiksen	0	0	0	0	-	-	-	
Josefine Christensen	9	2	0	11	00:00:44	00:00:06	33%	
Victor Mortensen	38	1	2	41	02:39:15	00:07:16	87%	
<b>Grand Total (8)</b>	<b>218</b>	<b>20</b>	<b>21</b>	<b>259</b>	<b>00:53:22</b>	<b>00:02:43</b>	<b>63%</b>	

## 2.2 Channel logs

The Logs section in the Statistics Portal provides live as well as historical statistics about agents and queues.

You can expand the search criteria to be able to search for specific types of communication:

- Calls
- Chat
- E-mail
- Social media (upcoming feature)

You can do this either per agent or per queue, for a specific date or for a date interval. Furthermore, you can expand call search criteria to be by call reason or by result.

Time	Type	User	From	To	Duration	Extension	Call Result
09:29:43	Call	Daniel Rasmussen	6xx	008	00:00:13	+4530314583	Answered
09:36:28	Call	Daniel Rasmussen	6xx	008	00:00:28	+4530314583	Answered
14:17:39	Call	Daniel Rasmussen	6xx	008	00:00:10	030314583	Unanswered
14:18:22	Call	Daniel Rasmussen	6xx	008	00:00:05	030314583	Unanswered
14:19:09	Call	Daniel Rasmussen	6xx	008	00:00:06	030314583	Unanswered
14:19:36	Call	Daniel Rasmussen	6xx	008	00:00:45	+4530314583	Answered
14:24:06	Call	Daniel Rasmussen	6xx	008	00:00:55	+4530314583	Answered
15:25:41	Call	Daniel Rasmussen	6xx	008	00:01:07	+4530314583	Answered
22-12-2015							
10:39:09	Call	Daniel Rasmussen	6xx	008	00:00:11	+4530314583	Answered
12:06:06	Call	Daniel Rasmussen	Anonymous	6xx	00:00:12	6xx	Outbound
12:06:27	Call	Daniel Rasmussen	Anonymous	+45424633xx	00:00:26	+45424633xx	Outbound
13:11:40	Call	Daniel Rasmussen	Anonymous	+45611435xx	00:00:04	+45611435xx	Outbound
14:15:35	Call	Daniel Rasmussen	6xx	008	00:00:51	+4530314583	Answered
14:17:47	Call	Daniel Rasmussen	6xx	008	00:00:53	+4530314583	Answered

All pages contain drop-down filters, with which you can quickly select:

- Which data should be provided (Call Counts, Transfers, etc.)
- Scope (User, Queue, All Users, All Queues)
- Period (Custom, Today, This Week, This Month, etc.)

You can drill down on individual inquiries to view the complete history of a given inquiry:

<b>Date:</b>	01-02-2016 11:33:27	<b>From:</b>	+45335906xx	<b>To:</b>	679
<b>Duration:</b>	00:00:54	<b>Result:</b>	Transferred	<b>Reason:</b>	No reason code
<b>Name:</b>	Jytte Laursen	<b>Company:</b>	zylinc	<b>Title:</b>	Developer
Time	Event	Destination	Agent		
13:33:27	● Started				
13:33:29	● Queue Enter	cc_aza (1)			
13:33:34	● Callback Announcing	cc_aza (1)			
13:33:42	● Queue Leave	cc_aza	Helen Petersen		
13:33:42	● Answer - Trying	6xx	Helen Petersen		
13:33:43	● Answer - Success	6xx	Helen Petersen		
13:34:11	● Transfer - Trying	6xx zuser003 (am) (Office)	Helen Petersen		
13:34:11	● Transfer - Success	6xx zuser003 (am) (Office)	Helen Petersen		
13:34:21	● Ended		Helen Petersen		
<a href="#">Send As Mail</a>		ZyTag: zycallswitch6a-1454326407.1379			

For each call, chat inquiry, or e-mail inquiry, you can view information about these events (if applicable):

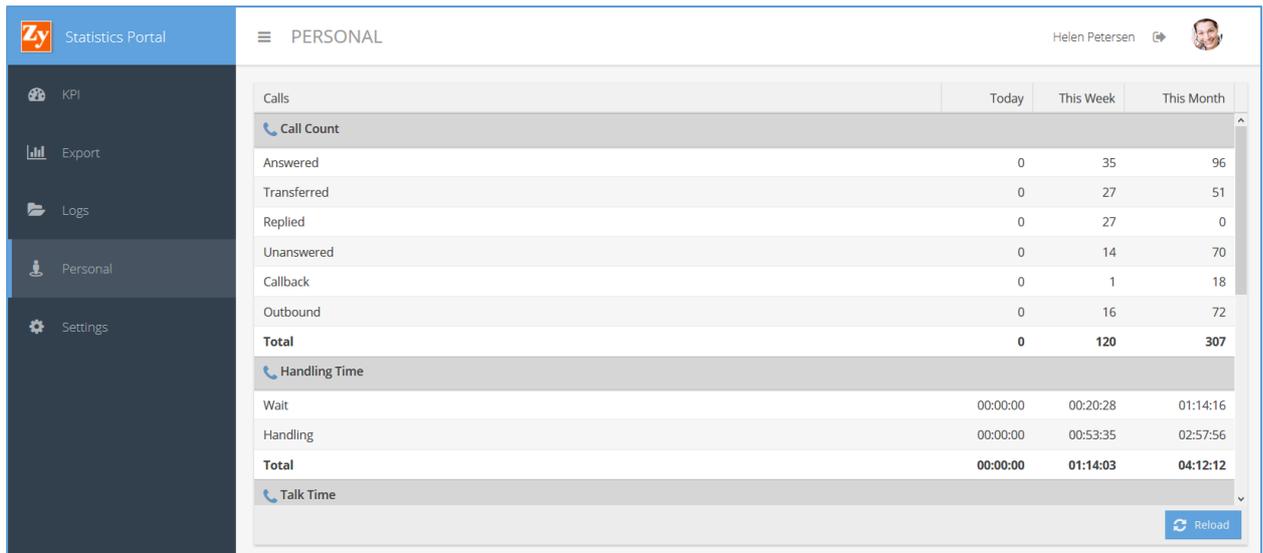
- Started, Ended
- Answer Trying, Answer Success, Answer Failure
- Offered, Accepted
- Dial Trying, Dial Success, Dial Failure
- Transfer Trying, Transfer Success, Transfer Failure
- On Hold, Off Hold
- Queue Enter, Queue Leave, Queue Refuse
- Callback Announcing, Callback Accepted
- Callback Offered, Callback Accepted
- Bridge

From the Logs section, you can also export the full log as a .csv file for further analysis in, for example, Microsoft Excel.

## 2.3 Personal

The Personal section in the Statistics Portal gives agents a comprehensive overview of their own calls during the predefined intervals Today, This Week, and This Month.

Even agents that haven't been given access to statistical data about other agents and queues can still view their own personal statistics.



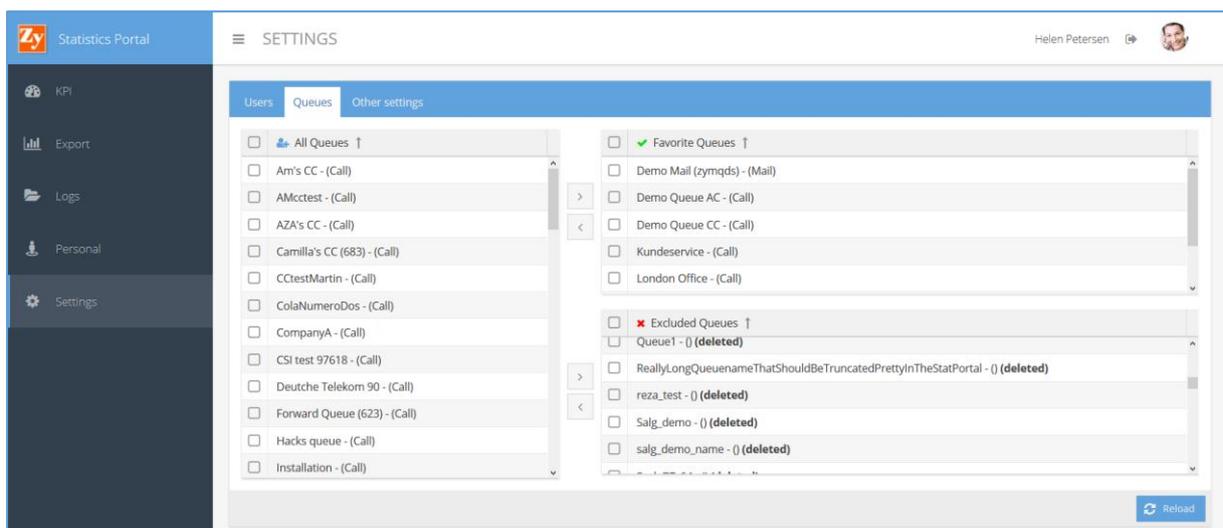
The screenshot shows the 'PERSONAL' section of the Zylinc Statistics Portal for user Helen Petersen. It displays call statistics for Today, This Week, and This Month, categorized by Call Count and Handling Time.

	Today	This Week	This Month
<b>Call Count</b>			
Answered	0	35	96
Transferred	0	27	51
Replied	0	27	0
Unanswered	0	14	70
Callback	0	1	18
Outbound	0	16	72
<b>Total</b>	<b>0</b>	<b>120</b>	<b>307</b>
<b>Handling Time</b>			
Wait	00:00:00	00:20:28	01:14:16
Handling	00:00:00	00:53:35	02:57:56
<b>Total</b>	<b>00:00:00</b>	<b>01:14:03</b>	<b>04:12:12</b>
<b>Talk Time</b>			

## 2.4 Settings

Each Statistics Portal user has access to their own settings with which they can personalize their profile.

They can set up favorite users and queues for standard reporting purposes, and quickly get statistics about the people and queues that matter most to them.



The screenshot shows the 'SETTINGS' section of the Zylinc Statistics Portal for user Helen Petersen. It displays queue configurations under the 'Queues' tab, categorized into All Queues, Favorite Queues, and Excluded Queues.

Category	Queue Name	Status
All Queues	All Queues	Selected
	Am's CC - (Call)	Not Selected
	AMcctest - (Call)	Not Selected
	AZA's CC - (Call)	Not Selected
	Camilla's CC (683) - (Call)	Not Selected
	CCtestMartin - (Call)	Not Selected
	ColaNumeroDos - (Call)	Not Selected
	CompanyA - (Call)	Not Selected
	CSI test 97618 - (Call)	Not Selected
	Deutsche Telekom 90 - (Call)	Not Selected
	Forward Queue (623) - (Call)	Not Selected
	Hacks queue - (Call)	Not Selected
	Installation - (Call)	Not Selected
	Favorite Queues	Demo Mail (zymqds) - (Mail)
Demo Queue AC - (Call)		Not Selected
Demo Queue CC - (Call)		Not Selected
Kundeservice - (Call)		Not Selected
London Office - (Call)		Not Selected
Excluded Queues	Queue1 - () (deleted)	Excluded
	ReallyLongQueueNameThatShouldBeTruncatedPrettyInTheStatPortal - () (deleted)	Excluded
	reza_test - () (deleted)	Excluded
	Salg_demo - () (deleted)	Excluded
	salg_demo_name - () (deleted)	Excluded

They can also personalize other settings, such as language and default delimiter character for exports.

## 3 Data export

### 3.1 Manual export of call log

You can export a full or partial call log, including most relevant events, to a .csv file for further analysis and processing in, for example, Microsoft Excel.

You export call logs from the Statistics Portal Call Log page. The export will use the filters that you have applied in your search. Information like First and Last Queue is always included.

### 3.2 Manual export of key data

When you export data, you can generate a report in .csv format based on the following criteria:

One or multiple choices based on:

- Queue Statistics
- User Statistics
- Queue Reasons
- User Reasons
- User Aggregated state
- User Workstate

The Zylinc Excel templates (see the following chapters) use this format. If required, you can also set up customized reports in Excel or other spreadsheet applications.

### 3.3 Automatic export of key data

In the Zylinc Administration Portal, administrators can set up the Statistics Portal to automatically export a full set of data files every night.

You can set up the export to use the credentials of an Active Directory user. This allows the export to be stored to a protected network file share:

**Auto Export .csv:**

Export Location:  ?      User:  ?      Password:  ?

Keep old:  ?

User Report:  ?      Name:  ?

Queue Report:  ?      Name:  ?

User State Report:  ?      Name:  ?

Typically, you'd configure the Excel templates to read directly from the network drive.

### 3.4 Types of data that you can export

#### Successful/queued calls

Queued, Total	All calls that entered the queue.
Queued, result>Answered	Calls that were answered by a user and not transferred.
Queued, result>Transferred	Calls that were answered and transferred by a user.
Queued, result>Callback	Calls where the caller requested a callback.
Queued, result>Abandoned/Lost	Calls that entered the queue but were disconnected by the caller before being answered.

#### Failed calls

Failed, Total	All calls that didn't enter the queue.
Failed, Total>Backup	All calls that were sent to a backup queue before entering the initial queue.
Failed, Total>Terminated	All calls that were terminated before entering the queue.
Failed, Queue Full>Backup	Calls that were sent to a backup queue because the initial queue was full.
Failed, Queue Full>Terminated	Calls that were terminated because the queue was full.
Failed, Queue Unmonitored>Backup	Calls that were sent to a backup queue because the initial queue was unmonitored.
Failed, Queue Unmonitored>Terminated	Calls that were terminated because the queue was unmonitored.
Failed, Queue Closed>Backup	Calls that were sent to a backup queue because the initial queue was closed.
Failed, Queue Closed>Terminated	Calls that were terminated because the queue was closed.
Failed, System->Terminate	Calls that were terminated by the system or by an administrative task.

Failed, System>Backup	Calls that were sent to a backup queue by the system or by an administrative task.
<b>Handling</b>	
Waiting time - Avg.	Average waiting time for calls in the queue.
Waiting time - Max.	Maximum waiting time for calls in the queue.
Waiting time - Total	Total waiting time for all calls in the queue.
Handling time - Avg.	Average handling time for calls in the queue. Handling time is the time from the call is answered to the call is disconnected or successfully transferred.
Handling time - Max.	Maximum handling time for a call in the queue. Handling time is the time from the call is answered to the call is disconnected or successfully transferred.
Handling time - Total	Total handling time for a call in the queue. Handling time is the time from the call is answered to the call is disconnected or successfully transferred.
Queue Length - Avg.	Average length of the queue when new calls arrive.
Queue Length - Max.	Maximum length of the queue when new calls arrive.
<b>Service goal</b>	
Total SG Calls	Number of calls used in the statistics.
Total SG Answered	Number of answered calls used in the statistics.
Total Within Servicegoal	Number of calls within service goal. To get the percentage of calls within service goal, divide with Total Calls.
Answered Within Servicegoal	Number of answered calls within service goal. To get the percentage of answered calls within service goal, divide with Total Answered.
<b>Call count</b>	
Total	Total number of calls that a user has handled
Total Inbound	Number of inbound calls that the user has handled
Inbound Answered	Number of inbound calls answered by the user but not transferred to another destination
Inbound Transferred	Number of inbound calls transferred by the user
Inbound Unanswered	Number of inbound calls that was distributed to the user but not answered
Outbound	Number of outgoing calls made by the user. This also includes outgoing calls in an attended transfer

**Handling time**

Handled - Calls	Total number of calls handled by a given user
Handled - Caller Waiting Total	Total waiting time in queue for callers handled by a given user
Handled - Caller Waiting Max.	Maximum waiting time in queue for callers handled by a given user
Handled - Caller Waiting Avg	Average waiting time in queue for callers handled by a given user
Handled - User Handling Total	Total user handling time for a given user, that is the total time spent on calls.
Handled - User Handling Max.	Maximum user handling time for a call handled by a given user
Handled - User Handling Avg.	Average user handling time for calls handled by a given user
Handled - Caller Handling Total	Total handling time for calls handled by this a given user, that is the time from the caller reached the queue and until the call was ended.
Handled - Caller Handling Max.	Maximum handling time for a call handled by a given user, that is. the time from the caller reached the queue and until the call was ended.
Handled - Caller Handling Avg.	Average handling time for calls handled by a given user, that is the time from the caller reached the queue and until the call was ended.

**Talk time**

Talktime - Calls	Number of calls where a given user talked with the caller.
Talktime - Total	Total time spent on calls.
Talktime - Max.	The maximum duration spent on one call.
Talktime - Avg.	The average duration spent on calls.
Talktime - Total Calls Inbound	The total amount of incoming calls.
Talktime - Total Duration Inbound	The total amount of time for incoming calls.
Talktime - Max. Duration Inbound	The maximum time for an incoming call.
Talktime - Avg. Duration Inbound	The average time for an incoming call.
Talktime - Total Calls Outbound	The total amount of outgoing calls.
Talktime - Total Duration Outbound	The total amount of time for outgoing calls.
Talktime - Max. Duration Outbound	The maximum time for an outgoing call.
Talktime - Avg. Duration Outbound	The average time for an outgoing call.

**Transfer**

Transfer - Blind	Amount of calls that where transferred directly.
Transfer - Attended	Amount of calls that where transferred after consulting the destination.
Transfer - Success	Amount of transfers that succeeded.
Transfer - Returned to same user	Amount of transfers that returned to the same user.
Transfer - Returned to Other	Amount of transfers that returned to another user.
Transfer - Failed	Amount of transfers that failed.

**Waiting time**

No. of Calls	Total number of calls with registered waiting time.
No. of Calls, Initial	Number of calls that have been waiting in the queue.
No. of Calls, Returned	Number of calls that have been waiting in the return queue (for example calls that waited after a failed transfer).
No. of Calls, Hold	Number of calls that waited due to the call being on hold or parked.
Avg. Waiting, Initial	Average waiting time for calls in the initial queue.
Avg. Waiting, Returned	Average waiting time for returned calls.
Avg. Waiting, On Hold	Average waiting time for calls on hold.
Total Waiting, Initial"	Total waiting time for all calls in the initial queue.
Total Waiting, Returned"	Total waiting time for returned calls.
Total Waiting, On Hold"	Total waiting time for calls on hold.
Max. Waiting, Initial	Maximum waiting time for a call in the initial queue.
Max. Waiting, Returned	Maximum waiting time for a call that returned.
Max. Waiting, Returned	Maximum waiting time for a call on hold.

**User state data****Connected state**

Detailed information about when users connected and disconnected from the system.

**Availability**

Detailed information about when users where available, for example idle, busy, or wrapup.

**Work state**

Detailed information about users' work states, for example active or online.

**Reason code data****Queue-based**

Reason Code                      Number of selections of each reason code.

**User-based**

Reason Code                      Number of selections of each reason code.

## 4 Excel templates

Zylinc provides standard Microsoft Excel templates for **Excel 2013** for calculation of common agent and queue KPIs based on detailed data extraction. The templates are easy to use, and you can schedule the data extraction in the Statistics Portal.

Standard Excel templates are maintained by Zylinc for the following:

- Queue statistics – contains call, e-mail, and chat statistics from the queue point of view
- Agent statistics – contains call, e-mail, and chat statistics from the agent point of view
- Agent state statistics – contains statistics about login/logout, agent codes, etc.

<p><b>Zylinc Statistics Template v1.05</b> This template is intended to be used to show examples of how data from Zylinc Statistical portal can be used in an Excel template</p>	<p><b>Disclaimer</b> This template is given without any warranty and are considered free to use. Zylinc will update and test the template everytime a new version of the portal is released. There are no guarantee that old templates can work on new Statistics Portal releases.</p>
<p><b>Data input file:</b> The template takes its input from a .csv file. By default it will ask you for the .csv file when opening the template and when refreshing.  To change this and always use the same .csv file without prompting goto Data=&gt;Connections=Usage change the required settings. To change the location of the file goto Data=&gt;Connections=&gt;Definition and change the Connection File setting.  By default the excell template will refresh automatically when opening. To refresh manually goto Data and click Refresh All</p>	
<p><b>Creating data:</b> The data file is exported from the Statistics Portal under Export and All Queue Data.  The data should be exported as CSV and cover data on a Daily basis.  It is recommended to export all data and then filter the dates out in the template itself.</p>	
<p><b>Tips &amp; Trix</b> <b>Show Missing Dates (e.g. Weekends):</b> By default dates with no data are not shown in the table/graph. To include these: a. right click on a date in the table column b. select Field Settings =&gt; Layout and Print =&gt; Show Items With No Data</p>	
<p><b>Information</b>   KPI's   Calls   Unique Calls   Talk Time   Waiting Time   Waiting Time - by time   Service Goals   Raw Data   +</p>	

The templates are based on standard pivot tables without macros, and they support drill-down.

In the following, we'll look at how you can use the templates. Note that there's typically much more data available than we cover in the examples.

## 4.1 Queue statistics template

This template contains call, e-mail, and chat statistics from the queue point of view.

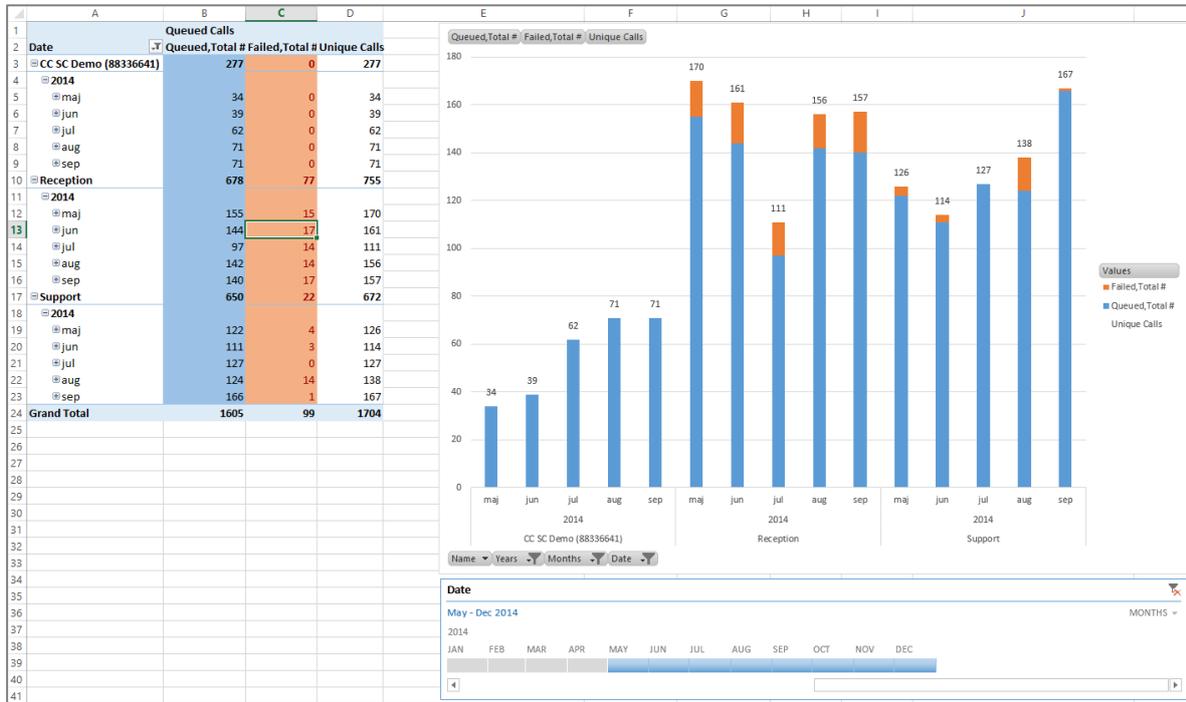
It contains standard reports for the following:

- KPIs
- Calls
- Unique calls
- Talk time
- Waiting time – by queue
- Waiting time – by time
- Service goals

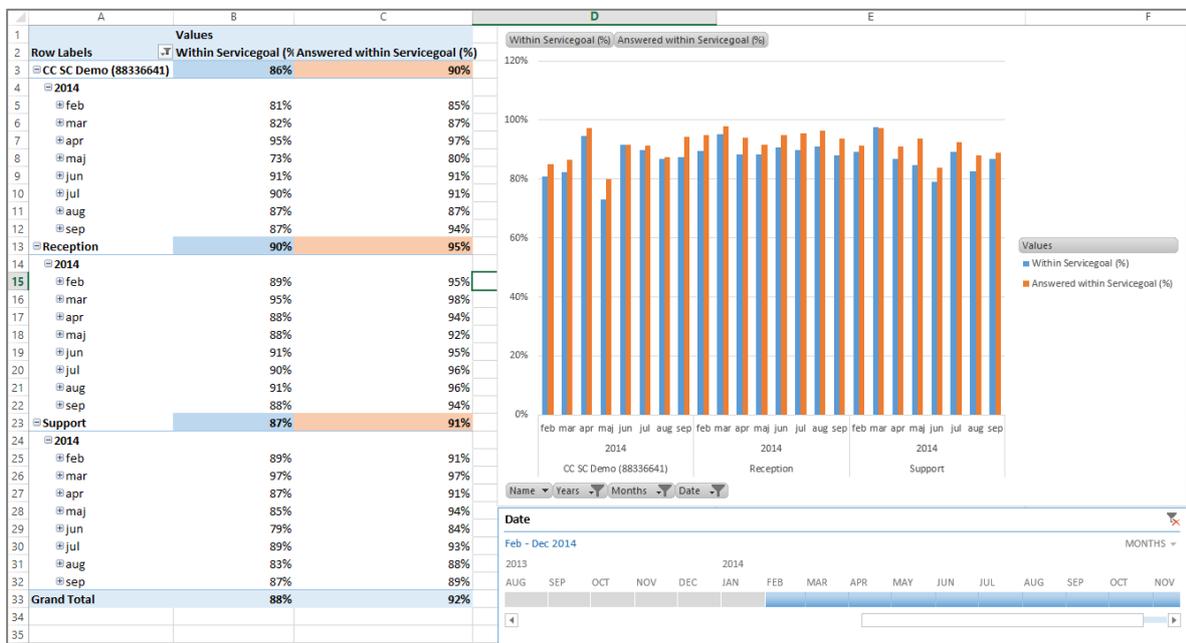
The KPI report is useful when you want to view basic data, with drilldown, for a given month:

	A	B	C	D	E	F	G	H	I
1		Values							
2	Row Labels	Total Calls	Not Queued	Queued	Lost Calls	Service Goal	Wait Time Avg	Talk Time Avg	Queue Length Avg
3	CC SC Demo (88336641)	2060	81	1979	775	89%	00:05:54	00:01:12	1.0
4	2012	565	40	525	261	89%	00:01:09	00:00:48	1.0
5	2013	997	40	957	445	89%	00:13:19	00:00:46	1.1
6	2014								
7	jan								
8	06-jan	2	0	2	0	100%	00:00:00	00:00:14	1.0
9	07-jan	4	0	4	0	100%	00:00:03	00:00:08	1.0
10	08-jan	3	0	3	0	100%	00:00:00	00:00:26	1.0
11	09-jan	18	0	18	3	96%	00:00:06	00:01:03	1.0
12	15-jan	4	0	4	0	100%	00:00:05	00:01:16	1.0
13	16-jan	6	0	6	0	100%	00:00:07	00:00:33	1.0
14	20-jan	20	0	20	1	90%	00:00:19	00:00:32	1.0
15	21-jan	37	0	37	5	82%	00:00:18	00:00:20	1.0
16	22-jan	10	0	10	2	100%	00:00:06	00:01:53	1.0
17	23-jan	1	0	1	0	100%	00:00:06	00:02:05	1.0
18	24-jan	4	0	4	0	100%	00:00:07	00:00:56	1.0
19	27-jan	3	0	3	0	75%	00:00:18	00:01:37	1.0
20	28-jan	2	1	1	0	100%	00:00:00	00:00:37	1.0
21	30-jan	1	0	1	0	100%	00:00:00	00:00:33	1.0
22	31-jan	3	0	3	0	100%	00:00:03	00:00:58	1.0
23	feb	39	0	39	11	85%	00:00:17	00:01:50	1.0
24	mar	30	0	30	4	87%	00:00:21	00:02:31	1.0
25	apr	34	0	34	10	97%	00:00:03	00:00:34	1.0
26	maj	34	0	34	6	80%	00:00:14	00:03:04	1.0
27	jun	39	0	39	1	91%	00:00:09	00:02:47	1.0
28	jul	62	0	62	5	91%	00:00:06	00:01:05	1.0
29	aug	71	0	71	11	87%	00:00:24	00:01:14	1.0
30	sep	71	0	71	10	94%	00:02:28	00:06:37	1.0
31	Reception	2701	339	2362	605	94%	00:00:12	00:00:58	1.0
32	2013	1222	190	1032	265	94%	00:00:08	00:00:33	1.0
33	2014								
34	jan								
35	02-jan	11	0	11	10	75%	00:01:34	00:03:30	1.0

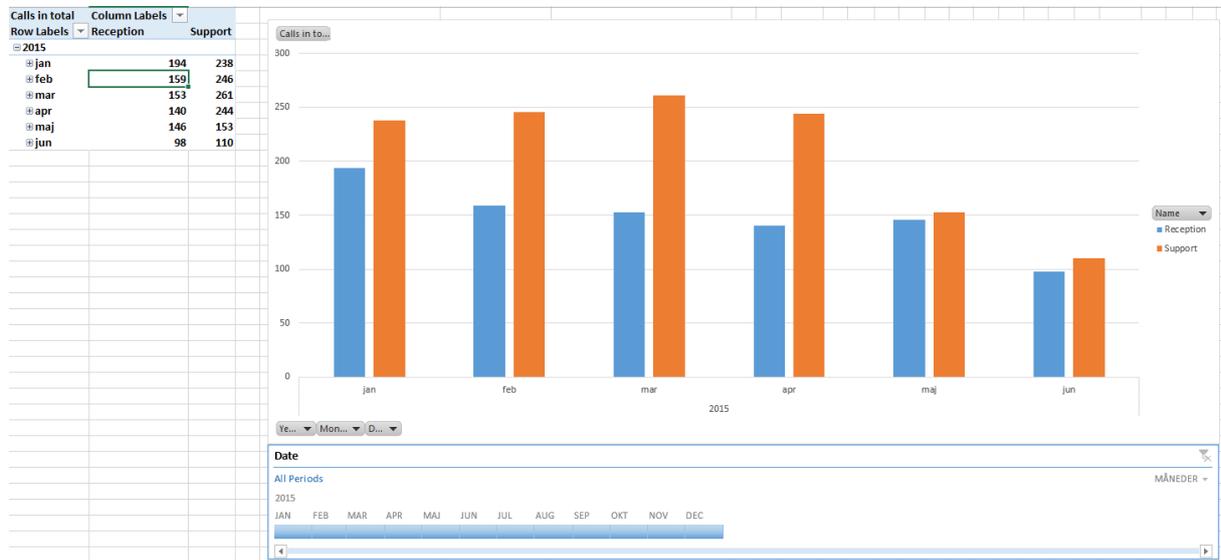
You can easily get tables and charts that show the relation between total calls and failed calls:



The Service goals report displays detailed information about how individual queues performed against their defined service goals:



The Calls report displays call totals for the selected period. You can drill down to a shorter period.



## 4.2 Agent statistics template

This template contains call, e-mail, and chat statistics from the agent point of view

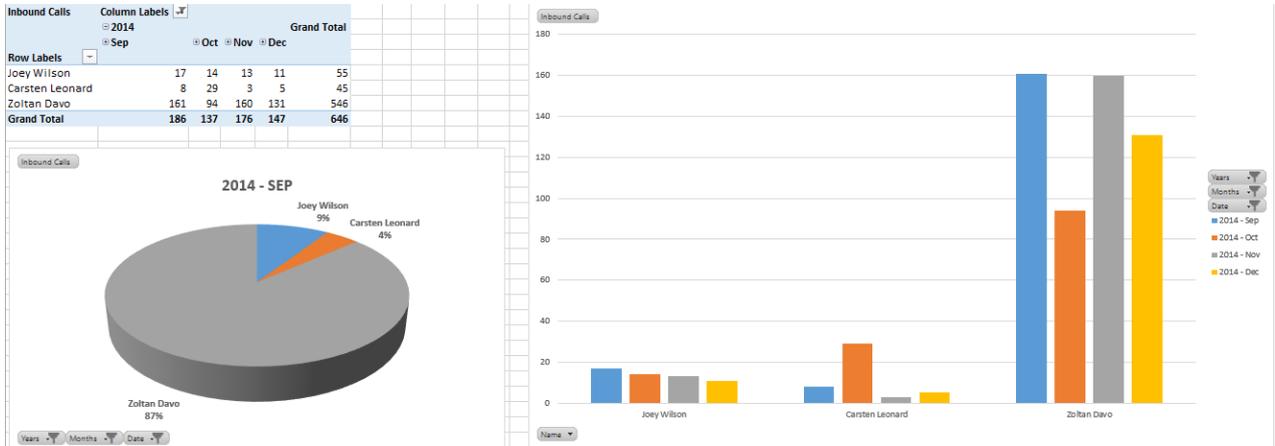
It contains standard reports for the following:

- KPIs
- Calls – incoming
- Calls – unanswered
- First response %
- Transfer failed
- Talk time

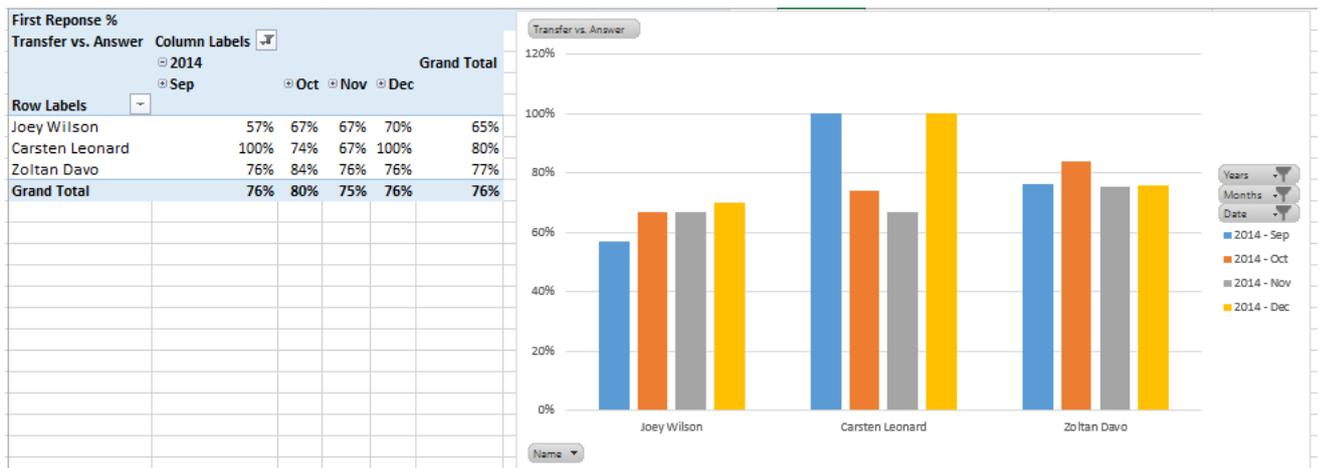
The KPI report is useful when you want to view basic data, with drilldown, for a given month:

Users	CALLS				TALKTIME	HANDLING QUALITY	
	Inbound - Answered	Inbound - Unanswered	Outbound	Total Calls	Talktime Total	First Response %	Transfer - Failed
<b>Joey Wilson</b>	<b>48</b>	<b>1</b>	<b>7</b>	<b>62</b>	<b>00:58:44</b>	<b>65%</b>	<b>2</b>
2014							
Sep							
01-Sep	1	0	0	1	00:00:08	0%	0
09-Sep	1	0	0	1	00:00:37	0%	0
10-Sep	6	0	2	10	00:03:27	67%	0
11-Sep	1	0	0	1	00:00:27	0%	0
22-Sep	2	0	1	4	00:00:33	100%	0
23-Sep	3	0	0	3	00:04:35	67%	1
Oct	12	0	2	16	00:13:10	67%	0
Nov	12	0	1	14	00:25:23	67%	1
Dec	10	1	1	12	00:10:24	70%	0
<b>Carsten Leonard</b>	<b>41</b>	<b>4</b>	<b>0</b>	<b>45</b>	<b>00:32:11</b>	<b>80%</b>	<b>4</b>
2014							
Sep							
11-Sep	2	0	0	2	00:01:43	100%	2
19-Sep	1	1	0	2	00:00:08	100%	0
24-Sep	3	0	0	3	00:03:33	100%	0
30-Sep	1	0	0	1	00:02:03	100%	0
Oct	27	2	0	29	00:20:07	74%	2
Nov	3	0	0	3	00:00:06	67%	0
Dec	4	1	0	5	00:04:31	100%	0
<b>Zoltan Davo</b>	<b>488</b>	<b>53</b>	<b>400</b>	<b>946</b>	<b>09:58:43</b>	<b>77%</b>	<b>10</b>
2014							
Sep							
01-Sep	7	0	1	8	01:02:12	57%	0
02-Sep	3	0	1	4	00:08:13	67%	0
03-Sep	11	1	3	15	01:12:28	73%	0
04-Sep	6	0	2	8	01:06:40	100%	1
05-Sep	12	1	5	18	00:38:04	58%	1

You can easily compare the performance of agents:



In this example, we compare agents' first response percentage:



### 4.3 Agent state template

This template contains statistics about login/logout, agent codes, etc.

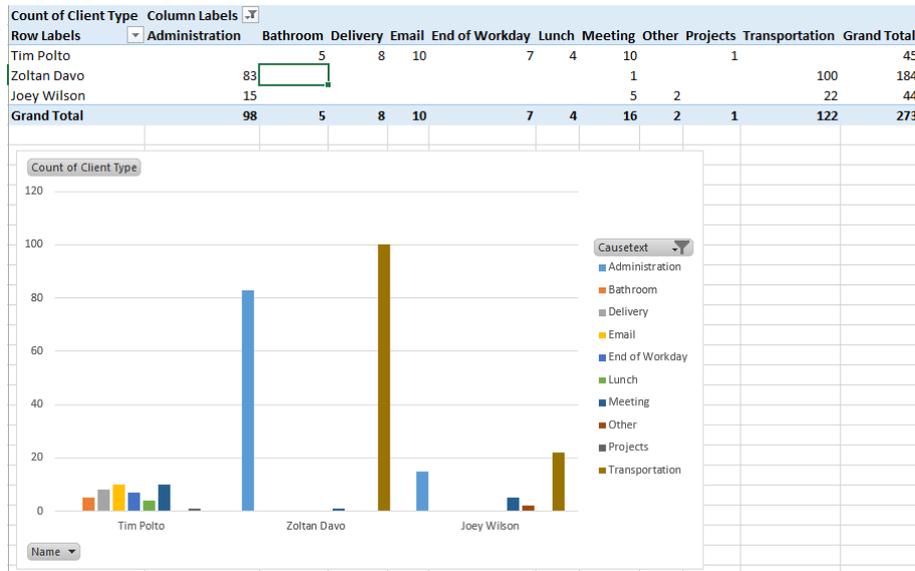
It contains standard reports for the following:

- State by user
- State by time
- Reason codes by user
- Reason codes by time

You can, for example, use these reports to view how much time agents have been in the Busy state during a period of three months:



In this example, we look at the reasons that agents have provided for setting their status to unavailable:



## 5 External call logging

The following feature is only supported for calls from and to BroadWorks endpoints.

With the external call logging feature, the system can log calls to all monitored devices in an external database.

For each call, an event will be registered in the external database with the following data:

-  userID (varchar(256), not null)
-  callID (varchar(256), not null)
-  userEmail (varchar(256), null)
-  userDisplayName (varchar(256), null)
-  userPhoneNumber (varchar(256), not null)
-  remotePhoneNumber (varchar(256), not null)
-  isIncomingCall (bit, not null)
-  startDatetime (datetime, not null)
-  endDatetime (datetime, not null)
-  answerDatetime (datetime, null)
-  isRedirected (bit, not null)

This is an example of how the table is populated:

	userID	callID	userEmail	userDisplayName	userPhoneNumber	remotePhoneNumber	isIncomingCall	startDatetime	endDatetime	answerDatetime	isRedirect...
1	zylincuser03@zylinc.hvoip.dk	callhalf-30879.0	zph@zylinc.com	Peter Hansen (Scale)	+4533590613	88336649	0	2013-06-26 08:39:03.407	2013-06-26 08:39:07.887	NULL	0
2	zylincuser03@zylinc.hvoip.dk	callhalf-34535.0	zph@zylinc.com	Peter Hansen (Scale)	+4533590613	88336649	0	2013-06-26 13:50:12.937	2013-06-26 13:50:19.107	NULL	0
3	zylincuser03@zylinc.hvoip.dk	callhalf-55313.0	zph@zylinc.com	Peter Hansen (Scale)	+4533590613	88336649	0	2013-06-28 10:43:50.473	2013-06-28 10:43:51.003	NULL	0
4	zylincuser03@zylinc.hvoip.dk	callhalf-77745.0	zph@zylinc.com	Peter Hansen (Scale)	+4533590613	88336649	0	2013-07-01 06:33:24.693	2013-07-01 06:33:25.507	NULL	0
5	zylincuser01@zylinc.hvoip.dk	callhalf-77837.0	tpX@zylinc.com	Jytte Laursen (Scale)	+4533590611	+4520850368	1	2013-07-01 06:53:52.457	2013-07-01 06:53:52.457	NULL	0
6	174006364_VMR@zylinc.hvoip.dk	callhalf-77845.0	NULL	Voice Messaging Group Voice Portal	+4533590619	+4520850368	1	2013-07-01 06:53:55.320	2013-07-01 06:54:01.027	NULL	0
7	zylincuser04@zylinc.hvoip.dk	callhalf-77939.0	zhp@zylinc.com	Helen Patterson (Scale)	+4533590614	+4520850368	1	2013-07-01 07:06:10.640	2013-07-01 07:06:10.640	NULL	0
8	zylincuser01@zylinc.hvoip.dk	callhalf-77949.0	tpX@zylinc.com	Jytte Laursen (Scale)	+4533590611	+4520850368	1	2013-07-01 07:06:46.457	2013-07-01 07:06:46.457	NULL	0
9	174006364_VMR@zylinc.hvoip.dk	callhalf-77957.0	NULL	Voice Messaging Group Voice Portal	+4533590619	+4520850368	1	2013-07-01 07:06:49.223	2013-07-01 07:06:55.190	NULL	0
10	zylincuser01@zylinc.hvoip.dk	callhalf-78001.0	tpX@zylinc.com	Jytte Laursen (Scale)	+4533590611	664	0	2013-07-01 07:13:22.070	2013-07-01 07:13:22.070	NULL	0
11	zylincuser01@zylinc.hvoip.dk	callhalf-78015.0	tpX@zylinc.com	Jytte Laursen (Scale)	+4533590611	+4520850368	0	2013-07-01 07:13:39.417	2013-07-01 07:13:49.023	NULL	0

On the Zylinc system, all you need to configure in the web-based Zylinc Administration Portal is this:

**Presence Call-Logging (External):**

Enable Call-Logging:  ?

SQL Server:  ? Database Name:  ?

SQL User:  ? SQL Password:  ?

Ignore Regex:  ?

Ignore No. List:  ?

Zylinc delivers a template Microsoft SQL Stored procedure that end customers can customize to suit their needs.

## 6 Third-party integration

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Customers or third-party systems that require extended access to the generated statistical data can get API access to the Zylinc statistics.

This is ideal for third-party systems and customers who need the access for BI, data warehousing, workforce management, or performance management.

The API is based on SQL database integration, and it can be accessed either directly or through a mirror. If the purpose is to present live data and action (wallboard features), you should do the database polling from the mirror.

The statistical data is generated by using the Zylinc Attendant Console, Contact Center, or Service Center applications.

The statistics database is based on a Microsoft SQL Server architecture, so all references to views, tables, and stored procedures refer to Microsoft SQL connection methods.



The statistical data includes, but is not limited to:

- Agent performance
- Queue performance
- Channel overview
- Channel performance
- User states
- Users
- Events
- Live performance

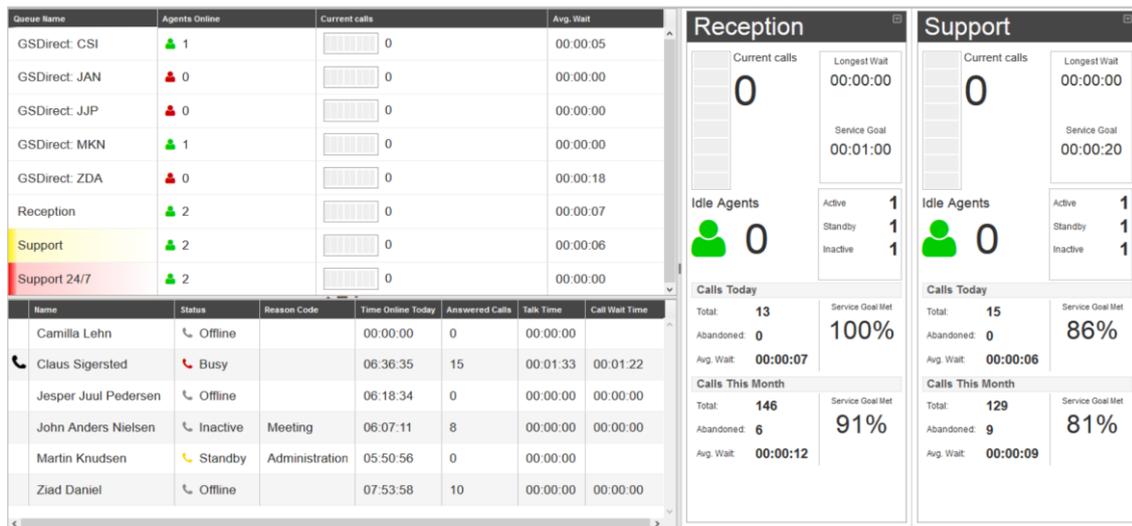
Zylinc offers consultancy services to help partners and customers understand the data model and individual use cases.

## 7 Wallboards

The Zylinc solution provides customizable wallboards for display of relevant statistics.

Each wallboard is defined as a profile. A wallboard profile can be used on multiple monitors and locations at the same time.

Zylinc wallboards are HTML5-based, and you can use them with the latest versions of all common browsers.



For queues, you can display:

- Agents online
- Idle agents
- Longest wait
- Service goal
- Service goal met
- Total calls (today & this month)
- Abandoned calls (today & this month)
- Average waiting time (today & this month)
- Average talk time (today & this month)

For agents, you can display:

- Name
- Status (offline, busy, idle)
- Current reason code
- Current talk time
- Current call waiting time
- Time online today
- Answered calls today

This is an example of wallboard configuration in the Zylinc Administration Portal:

**Wallboard:**

**Name:**  **Display Name:**

**Description:**

**Link:**

**Components**

**Available**

- 1\_MS
- 123
- 123123
- ACSC Internal
- Administration og Bogholderi
- Allan's CC
- Allan Ray Jasa
- Andreas Mueller (anm)
- anm2
- Anunnam CC

**Queues:**

**Overview Component**

Am's CC

amtest2

**Detailed Components**

am chat 10

Zylinc (601)

**Available**

- Person
- Allan Ray Jasa
- Andreas Mueller (anm)
- Benjamin Colautti
- Claus Sigersted
- Damian Zylincovic
- Daniel Laursen
- Dorte Groth
- Felix Hansen.fxnNumber1

**Agents:**

**Overview Component**

Person

Azita Ataeian

Azita Test

Bo Jensen

Camilla Lehn

**Information**

**News:**

Some sample news here 11

**Layout**

News Ticker

Clock

**Agent Data:**

Status

Reason Code

Online Today

Call Wait Time

Talk Time

Answered Calls

Show Offline Agents

**Shown Info:**

**Queue Data:**

Current Longest Waiting time

Service Goal

You can easily define multiple wallboards that each have a unique focus.

For each wallboard profile, you can select required agents, queues, and details as well as various news presentation and display features.

## 8 Get in touch with Zylinc

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The Zylinc sales team will be happy to help you assess your needs and recommend the right implementation for your organization.



Contact the Zylinc sales team on [info@zylinc.com](mailto:info@zylinc.com) or on +45 7023 2328.

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