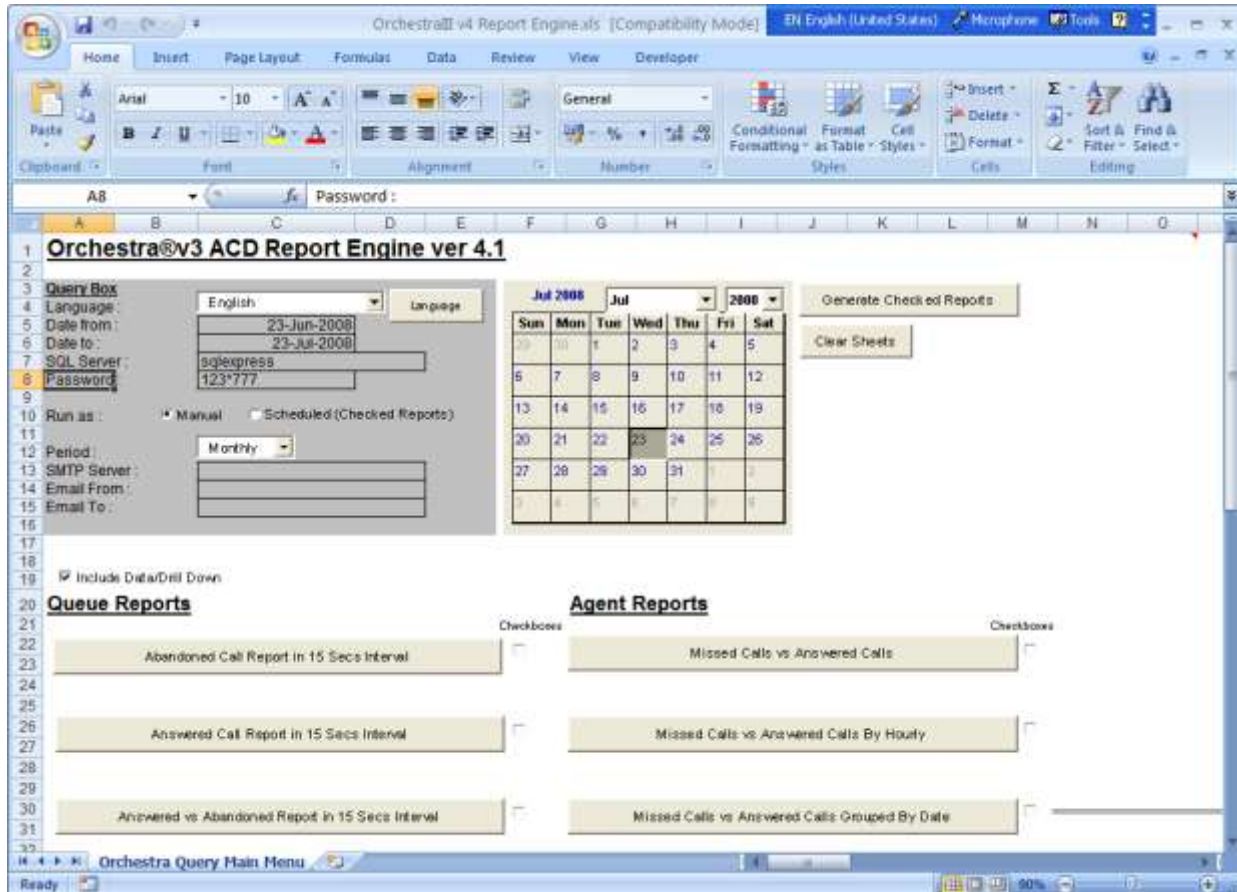


1 Appendix 2 : Sample Reports

The Orchestra® Call Centre has a powerful Reporting programme developed in Microsoft Excel engine. The Reports module allows users to review calls, Agent activity, and overall queue and contact centre efficiency. You can connect to the SQL remotely. You require Microsoft Excel 2003 and above.



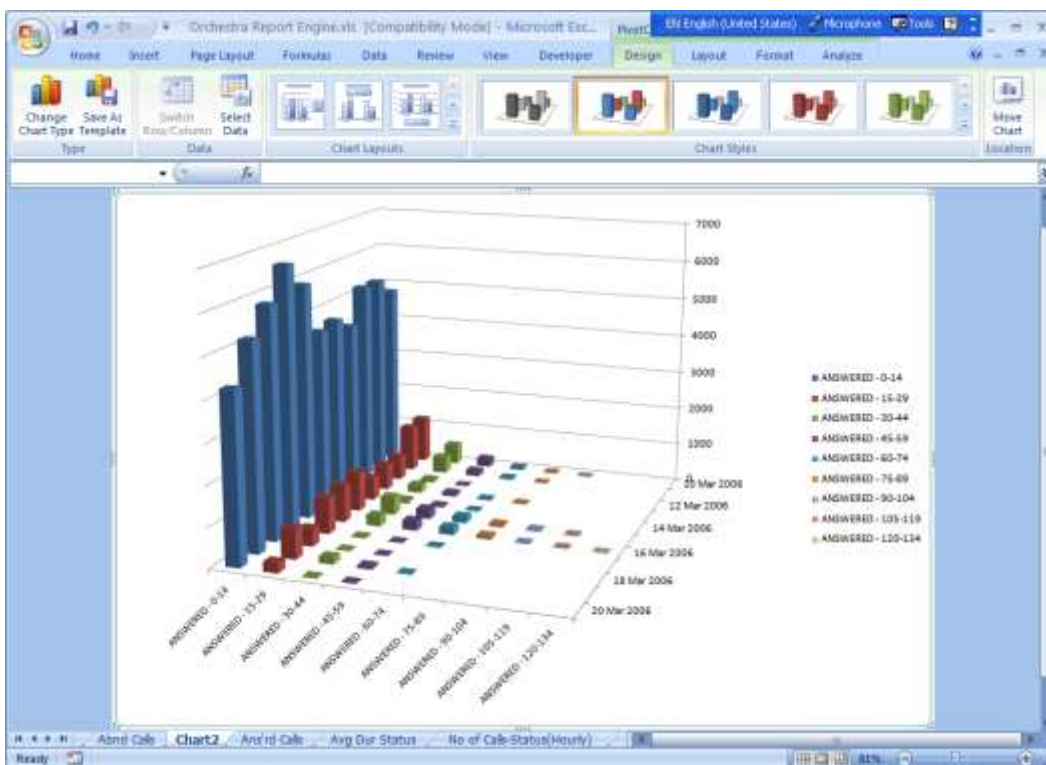
Abandoned Calls Report By Queue By Date By 15 Sec Interval

Date	0-14	15-29	30-44	45-59	60-74	75-89
10 Mar 2006	133	45	52	13	6	
11 Mar 2006	148	31	31	8	4	
12 Mar 2006	73	4	1			
13 Mar 2006	89	13	24	5	7	
14 Mar 2006	88	5	5	1	1	
15 Mar 2006	124	50	78	28	21	
16 Mar 2006	176	30	65	17	15	
17 Mar 2006	114	2	2	1		
18 Mar 2006	96	2	2			
19 Mar 2006	87	8	15			
20 Mar 2006	46	1				
Grand Total	1174	191	275	73	54	
	65.88%	10.72%	15.43%	4.10%	96.13%	
	65.88%	75.60%				



Answered Calls Report By Queue By Date By 15 Sec Interval

Date	0-14	15-29	30-44	45-59	60-74	75-89	90-104
10 Mar 2006	4792	1183	521	222	63	18	
11 Mar 2006	5223	1184	430	147	43	5	
12 Mar 2006	5233	610	79	8			
13 Mar 2006	4358	654	206	91	27	12	
14 Mar 2006	4704	577	86	36	9		
15 Mar 2006	4607	1001	457	242	156	68	
16 Mar 2006	5965	945	265	244	184	78	
17 Mar 2006	6617	894	24	7	1		
18 Mar 2006	5836	437	8	4			
19 Mar 2006	5194	755	169	66	4		
20 Mar 2006	4259	247	11	1			
Grand Total	56788	8487	2256	1068	487	181	
	81.91%	12.24%	3.25%	1.54%			
	81.91%	94.15%	97.41%	98.95%			



<Customer>



Ave. Duration For Each Status By Queue By Date

The screenshot shows an Excel spreadsheet titled "Average Duration for Each Status By Queue By Date". The spreadsheet has columns for Date, Status, and Grand Total. The data is as follows:

Date	ABANDONED	SERVED	Grand Total
10 Mar 2006	18.63	15.40	15.52
11 Mar 2006	14.75	14.07	14.09
12 Mar 2006	8.25	10.65	10.62
13 Mar 2006	17.31	12.78	12.90
14 Mar 2006	9.46	11.13	11.10
15 Mar 2006	26.38	17.08	17.50
16 Mar 2006	19.92	15.17	15.35
17 Mar 2006	6.71	10.63	10.57
18 Mar 2006	6.06	9.93	9.87
19 Mar 2006	10.27	11.64	11.61
20 Mar 2006	5.17	9.75	9.70
Grand Total	16.26	12.74	12.83



Status Report By Queue By Date By Hourly

Date	08:00 - 08:59		08:00 - 08:59 Total	09:00 - 09:59		09:00 - 09:59 Total	10:00 - 10:59		10:00 - 10:59 Total
	ABANDONED	SERVED		ABANDONED	SERVED		ABANDONED	SERVED	
10 Mar 2006	2	35	37	3	97	100	2	264	
11 Mar 2006	3	54	57	3	150	153	3	274	
12 Mar 2006		49	49	1	149	150	2	187	
13 Mar 2006	8	43	51	1	119	120	1	204	
14 Mar 2006	2	39	41		90	90	6	197	
15 Mar 2006	1	38	39	2	123	125	6	237	
16 Mar 2006	2	57	59	2	115	117	1	306	
17 Mar 2006	3	43	46	3	151	154	8	355	
18 Mar 2006	5	68	73	4	143	147	3	265	
19 Mar 2006		35	35	5	103	108		177	
20 Mar 2006		20	20		69	69	2	158	
Grand Total	26	481	507	24	1309	1333	34	2624	



Status Report By Queue By Day Of Week By Hourly

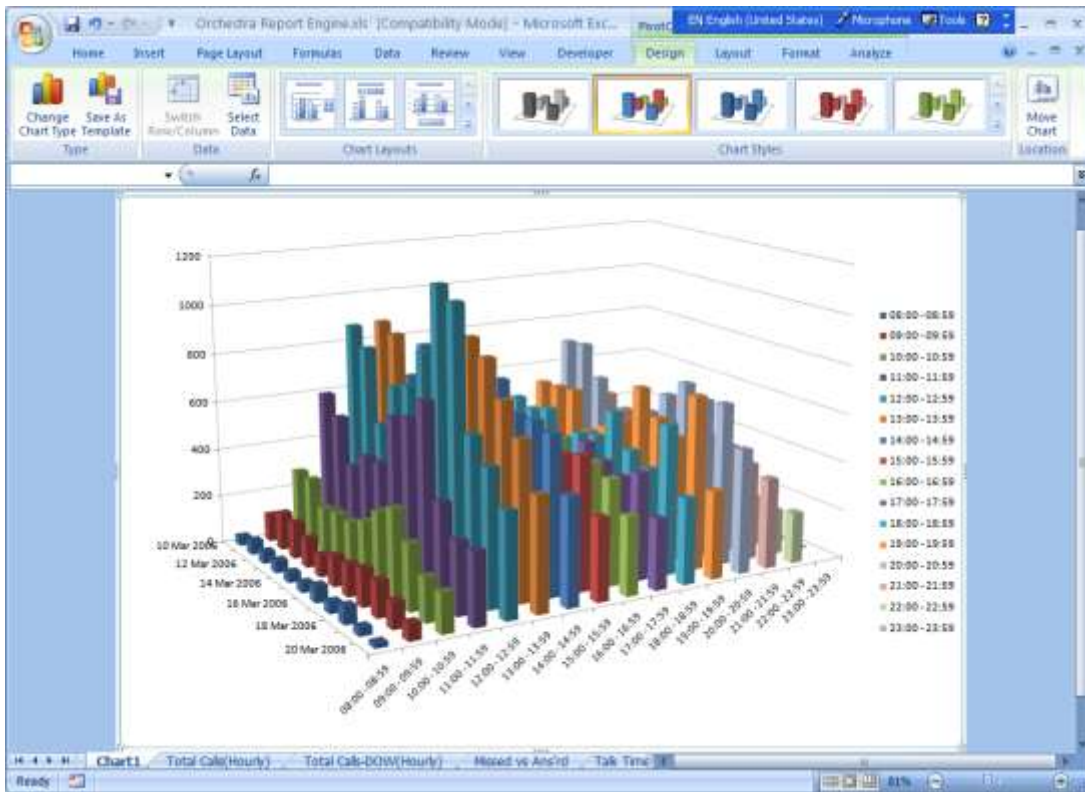
No of Calls for Each Status By Queue By Day-of-Week By Hourly											
No of Calls for Each Status By Queue By Day-of-Week By Hourly											
Queue Name	(All)										
No of Calls	Hour Slot	Status									
Day of Week	08:00 - 08:59	08:00 - 08:59 Total			09:00 - 09:59		09:00 - 09:59 Total		10:00 - 10:59		10:00 - 10:59 Total
	ABANDONED	SERVED			ABANDONED	SERVED			ABANDONED	SERVED	
MONDAY	8	63	71		1	188	189		3		362
TUESDAY	2	39	41			90	90		6		197
WEDNESDAY	1	38	39		2	123	125		6		237
THURSDAY	2	57	59		2	115	117		1		306
FRIDAY	5	78	83		6	248	254		10		619
SATURDAY	8	122	130		7	293	300		6		639
SUNDAY		84	84		6	252	258		2		364
Grand Total	26	481	507		24	1309	1333		34		2624



Total Calls By Queue By Date By Hourly

No of Calls	Hour Slot	08:00 - 08:59	09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 13:59	14:00 - 14:59	15:00 - 15:59	16:00 - 16:59	17:00 - 17:59	18:00 - 18:59
10 Mar 2006		38	110	279	595	873	878	628	534	449	371	
11 Mar 2006		57	153	278	525	802	847	787	615	502	438	
12 Mar 2006		49	150	189	348	509	587	666	572	451	404	
13 Mar 2006		51	120	205	422	692	714	579	444	364	284	
14 Mar 2006		41	90	203	427	726	676	531	449	368	367	
15 Mar 2006		39	125	243	644	885	780	663	557	461	355	
16 Mar 2006		69	133	318	671	1170	953	771	563	500	467	
17 Mar 2006		46	154	367	765	1124	898	665	571	449	419	
18 Mar 2006		73	147	268	407	644	761	669	518	467	387	
19 Mar 2006		35	108	177	294	554	642	645	543	432	437	
20 Mar 2006		20	69	160	295	425	464	439	336	320	287	
Grand Total		518	1359	2687	5393	8404	8200	7043	5702	4763	4216	54





Total Calls By Queue By Day of Week By Hourly

No of Calls	Hour Slot	08:00 - 08:59	09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 13:59	14:00 - 14:59	15:00 - 15:59	16:00 - 16:59	17:00 - 17:59	18:00 -
MONDAY		71	189	365	717	1117	1178	1018	780	684	571	
TUESDAY		41	90	203	427	726	676	531	449	368	367	
WEDNESDAY		39	125	243	644	885	780	663	557	461	355	
THURSDAY		69	133	318	671	1170	953	771	563	500	467	
FRIDAY		84	264	646	1360	1997	1776	1293	1105	898	790	
SATURDAY		130	300	546	932	1446	1608	1456	1133	969	825	
SUNDAY		84	258	366	642	1063	1229	1311	1115	883	841	
Grand Total		518	1359	2687	5393	8404	8200	7043	5702	4763	4216	



No of Missed And Answered Calls Report By Queue By Date By Agent

No. of Calls	Status		
Name	RING-ANSWERED CALL	RING-MISSED CALL	Grand Total
Ahmad Shukri	41		41
Aizat Amelin Shah	49		49
Al Hafiz	45		45
Aley	61		61
Aliyin BT. Abdul Ghani	22		22
Azlan B. Ghazali (S)	4		4
Azzam Fadhli(S)	1		1
Bashir Admad	34		34
Chandrika	51		51
Darmenderi D/O Jayakumar	37		37
Elangovan	68		68
Fauziah	26		26
Felicia Pamyjeet Jayarajah	66		66
Hafez Mahat	67		67
Haliza Jalil	59		59
Hamsaidinur Putra(L)			
Haziqah Lazman	29		29
Izury B. Mohd Sobri	70		70
Janar A/L. Veeran	28		28
Januar	13		13
Jayagames A/L Jayabalan	32		32
Jerome Fernandez	66		66
Kanmani	57		57
Karpagam D/O Rajangam	29		29



Talk Time Report By Queue By Date By Agent

Queue Name	Place Order (English)	Date	Name	Data	Total
Ahmad Shukri				No. of Calls	41
				Total Talk Time	5935
				Average Talk Time	144.76
				Maximum Talk Time	313
Aizat Amelin Shah				No. of Calls	49
				Total Talk Time	4933
				Average Talk Time	100.67
				Maximum Talk Time	339
Al Hafiz				No. of Calls	45
				Total Talk Time	5900
				Average Talk Time	131.11
				Maximum Talk Time	526
Aley				No. of Calls	61
				Total Talk Time	7567
				Average Talk Time	124.05
				Maximum Talk Time	369
Aliyyin BT, Abdul Ghani				No. of Calls	22
				Total Talk Time	2805
				Average Talk Time	127.50
				Maximum Talk Time	406
Azlan B. Ghazali (S)				No. of Calls	4
				Total Talk Time	358
				Average Talk Time	89.50
				Maximum Talk Time	214
Azzam Fadhli(S)				No. of Calls	1

