



# Trend Reports

Help Documentation

## Trend Reports

### Call Trend Reports

To access call log reports, click the reports icon . Then expand Trend Reports and then Calls. The following call log trend reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Overview Trend - Shows a view of the organization's overall call usage over time. This report is useful because it provides an at-a-glance view of the company and can identify other areas to investigate with other detailed reports.

Depending on the report selected, the following report items are available:

- Day - The day of the week within the report's timeframe.
- Total Calls - The total number of calls that occurred during the time frame.
- Total Incoming Calls - The total number of incoming calls that occurred during the time frame.
- Total Outgoing Calls - The total number of outgoing calls that occurred during the time frame.
- Average Session Length - The average length of the calls in minutes.

### Canned Reply Reports

To access canned reply reports, click the reports icon . Then expand Trend Reports and then Canned Replies. The following canned reply reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Contribution Trend - Shows the number of times canned replies were created, edited, review, flagged, deleted, or inserted into tickets during a set time period.
- Popularity Trend - Shows the number of times agents used canned replies and the number of agents using canned replies reply during a set time period.

Depending on the report selected, the following report items are available:

- Day - The day of the week within the report's timeframe.
- Replies Added - The number of canned replies added to the system.
- Replies Deleted - The number of canned replies deleted from the system.
- Replies Edited - The number of canned replies edited in the system.
- Replies Flagged - The number of canned replies flagged for review in the system.
- Replies Reviewed - The number of canned replies reviewed by agents.
- Agents Using Reply - The number of agents that used canned replies.
- Times Used - The number of times agents used canned replies.
- Replies Inserted into Tickets - The number of canned replies inserted into ticket responses.

## Community Reports

To access community reports, click the reports icon . Then expand Trend Reports and then Community. The following canned reply reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Employee Activity Trend - Shows the number of Community posts, Threads and answers given by employees during a set time period.
- User Activity Trend - Shows the number of Community posts, Threads and answers given by Users during a set time period.

Depending on the report selected, the following report items are available:

- Day - The day of the week within the report's timeframe.
- Thread Posts - The number of Thread Posts created, either by Employees or Users.
- Threads Created - The number of new Threads created, either by Employees or Users.

- Posts Marked as Answer - The number of posts that were marked as the Answer to a question, either by Employees or Users.

## Cost Analysis Trend Reports

To access cost analysis reports, click the reports icon . Then expand Trend Reports and then Cost Reports.

Cost reporting is a way to estimate the amount of money that tickets and chats are costing you on a group, department, or user level. They can also be used to track costs by custom field or by end user to identify problem areas. Costs are estimated using a "per hour" amount assigned to each agent. Various activities are given an estimated "minute cost" that is used to estimate the total amount.

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

The following cost reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

- Overview Trend - Shows an estimated cost of tickets, live chats, and call logs by department, group, agent, or customer over time. This report is useful because it allows managers to see how estimated costs are changing over time.
- Ticket Cost Trend - Shows a breakdown of ticket costs by department, group, agent, or customer over time. This report is useful for identifying problem areas of predicting budgets.
- Live Chat Cost Trend - Shows a breakdown of live chat by department, group, agent, or customer over time. This report is useful for identifying problem areas of predicting budgets.
- Call Cost Trend - Shows a breakdown of calls by department, group, agent, or customer over time. This report is useful for identifying problem areas of predicting budgets.

Depending on the report selected, the following report items are available:

- Day - The day of the week within the report's timeframe.
- Estimated Ticket Costs - The total estimated costs for tickets as per the ticket estimates the administrator set in the group's settings and the agents' hourly rates.
- Estimated Live Chat Costs - The total estimated costs for live chats as per the live chat estimates the administrator set in the group's settings and the agents' hourly rates.
- Estimated Call Costs - The total estimated costs for call logs as per the agents' hourly rates.
- Estimated Total Costs - The total estimated costs of tickets, calls, and live chats per the

estimates the administrator set in the group's settings and the agents' hourly rates.

- Total New Tickets - The total number of tickets created during the time frame.
- Messages Sent - The total number of outgoing messages for that date.
- Messages Received - The total number of incoming messages for that date.
- Incoming Ticket Transfers - The total number of tickets transferred to a specific department from another department.
- Ticket Time Cost - The total number of minutes charged for tickets as per the ticket estimates the administrator set in the group's settings.
- Estimated Ticket Costs - The total estimated costs based on Ticket Time Cost and the hourly rate assigned to agents.
- Total Live Chats - The total number of live chat sessions that occurred during the time frame.
- Live Chat Messages Sent - The total number of outgoing live chat messages.
- Live Chat Messages Received - The total number of incoming live chat messages.
- Incoming Live Chat Transfers - The total number of live chats transferred to a specific department from another department.
- Live Chat Time Cost - The total number of minutes charged for live chat as per the formulas set in group configuration.
- Estimated Live Chat Costs - The total estimated costs based on Live Chat Time Cost and the hourly rate assigned to agents.
- Incoming Chat Transfers - The total number of live chats transferred to a specific department from another department.
- Total Calls - The total number of call logs that occurred during the time frame.
- Call Time Cost - The total number of minutes charged for calls as per the formulas set in group configuration.
- Estimated Call Costs - The total estimated costs based on Call Time Cost and the hourly rate assigned to agents.

## Knowledge Base Trend Reports

To access Knowledge Base reports, click the reports icon . Then expand the Trend Reports and Knowledge Base Reports folders. The following Knowledge Base reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Contribution Trend - Shows the number of Knowledge Base articles created, edited, reviewed, flagged, or deleted over time.
- Popularity Trend - Shows the most viewed Knowledge Base articles by hits and visitors over time.
- Searches Trend - Shows the Knowledge Base searches made by portal visitors over time. This report is useful because it helps managers gauge whether their Knowledge Base is becoming more or less effective over time.

Depending on the report selected, the following report items are available:

- Articles Added - The number of Knowledge Base articles added to the system.
- Articles Edited - The number of Knowledge Base articles edited in the system.
- Articles Flagged - The number of Knowledge Base articles flagged for review in the system.
- Articles Reviewed - The number of distinct Knowledge Base articles reviewed by agents.
- Articles Deleted - The number of Knowledge Base articles deleted from the system.
- Visitors - The number of unique portal visitors that viewed a particular Knowledge Base article.
- Visitors Searching - The number of portal visitors that searched for a particular keyword or term.
- Searches - The total number of searches performed.
- Average Result Count - The average number of results returned per search.
- Average Articles Viewed - The average number of search results that were viewed per search.
- Searches Resulting in Views - Of the Searches performed, the total number that actually returned a result that was viewed by the person performing the search.
- Percent Finding - The percentage of searches that produced viewable results. This is essentially the number of Searches Resulting in Views divided by Searches.

## Live Chat Trend Reports

To access live chat reports, click the reports icon . Then expand Trend Reports and then Live Chat.

The following live chat reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Overview Trend - Shows an overall view of the organization's live chat usage over time. This report is useful because it provides managers with an at-a-glance view of the company and can help identify areas to investigate with more detailed reports.
- Incoming Messages Trend - Shows the details of incoming messages of live chat sessions over time. This report is useful because it can identify if chat sessions are getting more or less chatty over time. Note: This report only applies to live chat initiated by customers.
- Incoming Response Times Trend - Shows the amount of time customers waited for a live chat response from agents over time. This report is useful because it can help managers identify problem areas in which agents may be going too long between messages. Note: This report only applies to live chats initiated by customers.
- Incoming Abandonment Trend - Shows the relationship between wait time in the queue and abandonment rates over time. This report is useful in forecasting when more agents may be needed or when max chat settings need to be adjusted to meet demand.
- Outgoing Messages Trend - Shows the details of outgoing messages of live chat sessions over time. Note: This report only applies to live chats initiated by agents.
- Outgoing Response Times Trend - Shows the amount of time customers wait for a live chat response from agents over time. Note: This report only applies to live chats initiated by agents.
- Outgoing Performance Trend - Shows the total number of live chat invitations sent, ignored, accepted, and rejected for a specific department, group, or agent over time. Note: This report only applies to live chats initiated by agents.
- Outgoing Results Trend - Shows the results of live chat invitations initiated by agents.

Depending on the report selected, the following report items are available:

- Total Live Chats - The total number of live chat sessions that occurred during the time frame.
- Total Incoming Live Chats - The total number of live initiated from the portal or from chat links on a website.
- Total Outgoing Live Chats - The total number of live chat invitations sent by agents through Who's On.
- Average Time in Queue - The average amount of time a live chat sat in the queue prior to being assigned to, or taken by, an agent.
- Average Session Length - The average amount of time that a customer spent in a live chat.
- Average Response Time - The average amount of time before an agent replied to a live chat message.
- Live Chat Messages Received - The total number of messages received from customers.
- Live Chat Messages Sent - The total number of messages sent by agents.
- Average Messages Received Per Live Chat - The average number of messages received during a live chat session.

- Average Messages Sent Per Live Chat - The average number of messages sent during a live chat session.
- Average Initial Response Time - The average time for a live chat to be initially responded to by an agent.
- Average Longest Response Time - The average longest time for a live chat to be initially responded to by an agent.
- Total Abandoned Live Chats - The total number of live chats that were started by an end user but abandoned prior to being taken by, or assigned to, an agent.
- Live Chats Abandoned After Assigned - The total number of live chats that were started by an end user then abandoned after being taken by, or assigned to, and agent.
- Average Abandoned Sessions Length - The average time for sessions that were abandoned, regardless of being assigned to, or taken by, an agent.
- Total Invited Live Chats - The total number of live chat invitations sent to customers through Who's On.
- Total Accepted Live Chats - The total number of live chat invitations accepted by customers.
- Total Rejected Live Chats - The total number of live chat invitations rejected by customers.
- Total Invites Ignored - The total number of live chat invitations ignored by customers.
- Accepted Live Chats Without Response - The total number of live chat invitations to which customers accepted but did not respond.
- Accepted Live Chats With Response - The total number of live chat invitations to which customers accepted and responded.
- Agent - The specific agent.

## News Trend Reports

To access news reports, click the reports icon . Then expand the Trend Reports and News Reports folders. The following news reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Contribution Trend - Shows the number of news items created, edited, reviewed, flagged, or deleted over time.
- Popularity Trend - Shows the most viewed news items by hits and visitors over time.



Depending on the report selected, the following report items are available:

- News Added - The number of news items added to the system.
- News Deleted - The number of news items deleted from the system.
- News Edited - The number of news items edited in the system.
- News Flagged - The number of news items flagged for review in the system.
- News Reviewed - The number of distinct news items reviewed by agents.
- Visitors - The number of unique portal visitors that viewed a particular news item.

## Survey Trend Reports

To access survey reports, click the reports icon . Then expand the Trend Reports and Survey Reports folders. The ability to see Survey Results > By Brand, By Agent and By Survey lists are determined by the agent or manager's role permission for Surveys. If Surveys are set to Full Control or Custom > View Summary, the agent or manager will see the survey results. All other survey reports, including Conversion rate (summary and trend), performance (summary and trend) and Answers are determined by the Reports role permission.

The following survey reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Conversion Rate Trend - Shows the number of surveys completed by customers compared to the number of surveys offered by agents over time.
- Performance Trend - Shows the average rating of surveys over time.

Depending on the report selected, the following report items are available:

- Average Rating - The average overall score of surveys over time.
- Conversion Rate - The percentage of surveys offered that were completed by customers.
- Surveys Answered - The number of surveys completed by customers.
- Surveys Offered - The number of surveys offered to customers.

## Ticket Trend Reports

To access Ticket reports, click the reports icon . Then expand the Trend Reports and Tickets folders. The following Ticket trend reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Overview Trend - Shows an overall view of the organization's Ticket sources over time.
- New Ticket Source Trend - Shows the methods customers used to submit Tickets over time.
- Re-opened Ticket Source Trend - Shows the number of re-opened Tickets by roles for a specific department over time. This report is useful because it shows how the source of re-opened Tickets has changed.
- Status Trend - Shows an overall view of the organizations Ticket workload by status over time. This report is useful because it shows how workload has changed and provides the information needed to rebalance teams, predict trends, or change Ticket weights effectively.
- Response Times Trend - Shows the amount of time customers waited for a Ticket response from agents over time. Low response times should always be a goal, but if they are accompanied by increases in messages received and sent, that can indicate that the quality of responses is declining.
- Handling Trend - Shows overall activity of Tickets over time. This report is useful because is shows the change in internal workload generated by Tickets and the time required to actually resolve the issue.
- Workload Trend - Shows overall Ticket workload over time. This report is useful for identifying potential staffing change needs.

Depending on the report selected, the following report items are available:

- Average Follow-up Response Time - The average amount of time before agents replied to Tickets.
- Average Initial Response Time - The average amount of time before the agent replied to the initial message from the customer.
- Average Messages Received Per Ticket - The average number of messages received before a Ticket issue is resolved.
- Average Messages Sent Per Ticket - The average number of messages sent by agents before a

Ticket issue is resolved.

- Average Response Time - The average amount of time before an agent replied to a Ticket.
- Average Time Open and Active - The average amount of time a Ticket was in active status.
- Average Time to Close - The average amount of time a ticket was open before it was closed.
- Department - The specific department name.
- Group - The specific group name.
- Incoming Ticket Transfers - The total number of Tickets transferred to a specific department from another department.
- Messages Received - The total number of messages received from customers.
- Messages Sent - The total number of messages sent by agents.
- New Tickets By Agents - The total number of Tickets created by agents.
- New Tickets By Web Interface - The total number of Tickets submitted by customers via the portal.
- New Tickets Received By Email - The total number of Tickets submitted by customers via email.
- Outgoing Ticket Transfers - The total number of outgoing Tickets transferred to a specific department from another department.
- Re-opened Tickets By Agents - The total number of Tickets re-opened by agents.
- Re-opened Tickets By Users - The total number of Tickets re-opened by users.
- Tickets Assigned From Queue - The total number of Tickets that were assigned to an agent after spending time in the queue.
- Total Closed Tickets - The total number of closed Tickets.
- Total Closed Ticket by Customers - The total number of tickets closed by customers.
- Total Modified Tickets - The total number of Tickets that changed status or priority. Note: This includes Tickets that agents replied to regardless of their status in the system.
- Total New Tickets - The total number of Tickets created.
- Total Open Tickets - The total number of active Tickets.
- Total Re-opened Tickets - The total number of Tickets re-opened.
- Total Tickets Auto-closed - The total number of Tickets that automatically closed.
- Total Tickets Locked - The total number of Tickets that were closed and locked.
- Total Tickets Replied To - The total number of Tickets agents replied to.

## Time Log Trend Reports

To access time log trend reports, click the reports icon . Then expand the Trend Reports and Time Logs folders. The following time log reports are available. Note: For information on the options available for each report listed, see the Reports Overview .

NOTE: Certain items may appear differently, based how items are grouped using the Group By dropdown. For example, The Live Chat Cost Breakdown summary report may show 0 Incoming Live Chat Transfers while the trend report shows a number greater than 0. This is generally due to having the Group By set to Group view versus the Agent view. Live chat transfers only happen between Agents, not Groups.

- Call Overview Trend - Shows an overall view of the organization's time log usage for callcover time. This report is useful because it provides an at-a-glance view of the company and can identify other areas to investigate with other detailed reports.
- Chat Overview Trend - Shows an overall view of the organization's time log usage for live chats over time. This report is useful because it provides an at-a-glance view of the company and can identify other areas to investigate with other detailed reports.
- Ticket Overview Trend - Shows an overall view of the organization's time log usage for tickets over time. This report is useful because it provides an at-a-glance view of the company and can identify other areas to investigate with other detailed reports.

Depending on the report selected, the following report items are available:

- Total Billable Time Logged - The total amount of billable time logged.
- Total Billable Time Logs - The total number of billable time logs that occurred.
- Total New Billable Call Time Logs - The total number of billable time logs created.
- Total New Time Logs - The total number of new time logs created.
- Total Time Logged - The total amount of billable time that occurred.