



Bell Services West Report Definitions and Descriptions

Main Report Card by Trunk Group

Overall Performance Summary
Overall Performance Ratings – Maximum Rating = 100
Call Handling Efficiency
Resource Utilization
Resource Availability
Cost of Service

Abandon Calls by Trunk Group Report

This report shows daily abandon call rate by trunk group and average call duration for an abandon call(s). This is a useful tool for the PSAP in determining problem trunks and/or trunk groups as well as network or PBX equipment problems. This Report is used to support several other reports including trend analysis data over any given period(s) of time.

[See Call Completion Report by Day and Trunk Group and Average Duration by Day and Trunk Group Reports for more details.](#)

All Trunks Busy by Trunk Group Report

This report shows calls per trunk per CCS interval and trunk utilization during peak and off-peak hours. This report can be use to validate staff requirements and number of Trunks required.

[See Busy Hour Study all Circuits Report, Trouble by Severity Report by Day and Trunk Group, Calls Per Trunk Report by Trunk Group – Load Balance Deviation, and Monthly Calls by Duration and Call Taker for more details.](#)

Answer Time per Hour by Trunk Group Part 1

This report is used to show Trunk Group performance per hour and citizen perception of QOS and response time. Long answer times can result in dropped calls, abandoned calls, long time in queue counts and false trunk utilization percentages and Citizen dissatisfaction.

[See: Abandoned Calls, Answer Time per Hour per Trunk Group part 1 & 2, Average Duration by Day and Trunk group, Load Balance by Day and Trunk Group or Network Performance Trend Graphs by Month and Trunk Group Part 1 thru 3 reports for more details..](#)



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Answer Time per Hour by Trunk Group Part 2

This report is used to show Trunk Group performance per Day and citizen perception of QOS and response time. Long answer times can result in dropped calls, abandoned calls, long time in queue counts and false trunk utilization percentages and Citizen dissatisfaction.

[See: Abandoned Calls, Answer Time per Hour per Trunk Group part 1 & 2, Average Duration by Day and Trunk group, Load Balance by Day and Trunk Group or Network Performance Trend Graphs by Month and Trunk Group Part 1 thru 3 reports for more details..](#)

Average Duration by Day and Trunk Group

This report shows the relationship between Call Duration and Number of Calls per hour. These two parameters are related. As a general rule, if one is low the other should get higher. It can be used as a high-level trigger for Bad Call Distribution, Circuit Utilization, Congestion, etc.

[See Abandon Calls Report, Answer Time Per Hour Per Trunk Group, Call Completion Report By Day and Trunk Group, Calls Per Trunk Report by Trunk Group, Load Balance Report by Day and Trunk Group, Monthly Calls by Duration and Call Taker for more details.](#)

Worst Case – Blocked Calls Per Day and Trunk Group

This report shows when the call load has exceeded the total number of trunks available for the trunk group. Use this report to determine the total number of trunks needed for the trunk group.

[See All Trunks Busy Report, Average Duration by Day and Trunk Group, Calls Per Trunk Report by Trunk Group – Load Balance Deviation, and Monthly Calls by Duration and Call Taker for more details.](#)

Busy Hour Report by Trunk Group

Shows the relationship between what the user THINKS their Busy Hours are and what they really are. Use this report to determine staffing requirements, network resource requirements. It can also be used to identify potential trouble conditions from the Trunk Group.

[See Abandon Calls Report, All Trunks Busy Report, Average Duration by Day and Trunk Group, Calls Per Trunk Report by Trunk Group – Load Balance Deviation, and Monthly Calls by Duration and Call Taker for more details.](#)

Call Completion Report by Day and Trunk Group

This Report shows the percentage of Incomplete Calls to Completed Calls. It also shows any Originating that may have been generated by the PBX/ACD. For Lifeline Trunks, there should be No Originating Calls. The thing to remember here is, ANY Incomplete Call wastes Trunks, puts an unnecessary strain on the PSAP equipment, and ties up network resource for no reason.

[See Busy Hour Report by Trunk Group, Trouble by Severity Report by Day and Trunk Group, Calls Per Trunk Report by Trunk Group– Load Balance Deviation for more details.](#)



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Calls Per Trunk Report by Trunk Group – Load Balance Deviation

This report tracks the Trunk Group Load Balance Deviation over a month. Normally, load deviation should be minimum across the Trunk Group. If there is a big difference in load, then there could be problems with Network Routing, individual Trunks, or CPE equipment.

[See Call Completion Report by Day and Trunk Group, Trouble by: Severity Report by Day and Trunk Group, Traffic Study Report by Day, Hour and Trunk Group, Load Balance Report by Day and Trunk Group for more details.](#)

Trouble by Severity Report by Day and Trunk Group

The Troubles by Severity Report shows the trouble distribution across the Trunk Group for the Month. This report can support many other reports by reference as it supplies a possible reason WHY the other reports show poor Trunk Utilization. Remember, if you have trouble calls, you cannot use the trunk for Good Calls. Could be the cause for Blocked Calls, Increased Required Trunks, Poor Load balance, etc.

Load Balance Report by Day and Trunk Group

This report shows the balance of calls across the individual trunks for the Trunk Group. Use this report to verify that the Network and Selective Router is optioned correctly to share the load across all Trunks evenly and therefore ensure optimum utilization of Trunk Group resources.

[See All Trunks Busy Report, Trouble by Severity Report by Day and Trunk Group, Calls Per Trunk Report by Trunk Group – Load Balance Deviation, and Monthly Calls by Duration and Call Taker for more details.](#)

Transfer Calls Report by Day and Trunk Group

This report shows the number of Transfer Calls and how these calls affect Call Duration and Trunk Utilization. Typically, Transfer Calls take a longer time to end than non-Transfer Calls. This report can be used to identify secondary PSAP handling of transferred calls, reliability of transfer capability of the PSAP CPE and Network translations.

[See Busy Hour Report by Trunk Group, Peak Hour Usage Report by Hour, Day and Trunk Group, Network Performance Trend Graphs by Month and Trunk Group Part 1 and Part 3 to see the potential impact of Transfer Calls.](#)

Peak Hour Usage Report by Hour, Day and Trunk Group

This report shows the peak and off peak hours by Hour and by Day. Use this report to support Staffing assumptions and identify the busiest days.

[See Busy Hour Study all Circuits Report, Worst Case – Blocked Calls Per Day and Trunk Group, and Worst Case – Blocked Calls Per Day and Trunk Group Part 2 & 3 for more details.](#)



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Worst Case – Required Trunks Report by Hour, Day and Trunk Group

This report shows when the call load has exceeded the total number of trunks available for a certain trunk group. Use this report to determine the total number of trunks needed for a particular trunk group. It also can be used to determine staffing requirements as it correlates to Busy Hours.

[See Busy Hour Study all Circuits Report, Worst Case – Blocked Calls Per Day and Trunk Group, and Worst Case – Blocked Calls Per Day and Trunk Group Part 2 & 3 Description and Worst Case – Required Trunks Report by Hour, Day and Trunk Group cont. for more details.](#)

Traffic Study Report by Day, Hour and Trunk Group

This report shows the relationship between Trunk Load (CCS & Erlangs), Call Duration and Call Count. Typically, Call Duration Tracks Call Count and CCS and Erlang should be almost identical. Any deviation could mean Network or CPE problems.

[See Trouble by Severity Report by Day and Trunk Group, Peak Hour Usage Report by Hour, Day and Trunk Group and Network Performance Trend Graphs by Month and Trunk Group Reports for more details.](#)

Trunk Idle Report by Trunk and Trunk Group

This report shows the relationship between the Trunk In Use time and the Trunk Idle time as a percent value for the month. Use this report to help Per Call Cost calculations. It can also be used to spot out of service Trunks.

[See the All Trunks Busy Report, Worst Case – Blocked Calls Per Day and Trunk Group report, and Peak Hour Usage Report by Hour, Day and Trunk Group reports for more details.](#)

Weekly Summary Report by Trunk Group

This report shows a quick overview of how many calls per Trunk Group were handled by the center and especially how many of those calls had problems for a specific week. Use this report to spot any trends in the number of trouble calls across the different Trunk Group.

[See Abandon Calls Report, All Trunks Busy Report, and Trouble by Severity Report by Day and Trunk Group for more details.](#)

Network Performance Trend Summary Report by Month and Trunk Group

This Report show trends for the Network Key Service Indicators (NKSIs). Each one of these NKSIs can be improved by performing Call Taker Training, Trunk Maintenance or CPE Maintenance. Use this Report to track Center Performance Improvement projects.



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Network Performance Trend Graphs by Month and Trunk Group Part 1

The Trend reports allow the user to see how various Service Indicators track over time annually. Use these reports to track progress to achieve Grade Of Service goals, Service improvement, and trouble resolution activities.

Graphs shown are: [Call Completion Ratio](#), [Avg. Answer Time](#), [Manual Transfer Completion Ratio](#), and [Wireless Completion Ratio](#).

Network Performance Trend Graphs by Month and Trunk Group Part 2

The Trend reports allow the user to see how various Service Indicators track over time annually. Use these reports to track progress to achieve Grade Of Service goals, Service improvement, and trouble resolution activities.

Graphs shown are: [Network Abandon Calls Trend Report](#), [CPE Abandon Calls Trend Report](#), [Trunk Utilization Trend Report](#) and [Busy Hour: Performance Trend Report](#).

Network Performance Trend Graphs by Month and Trunk Group Part 3

The Trend reports allow the user to see how various Service Indicators track over time annually. Use these reports to track progress to achieve Grade Of Service goals, Service improvement, and trouble resolution activities.

Graphs shown are: [Maximum Blocked Calls](#), [Average Call Duration](#), [Calls Per Trunk Group](#) and [Percentage of Bad Calls](#).

Network Performance Trend Graphs by Month and Trunk Group Part 4

The Trend reports allow the user to see how various Service Indicators track over time annually. Use these reports to track progress to achieve Grade Of Service goals, Service improvement, and trouble resolution activities.

Graphs shown are: [Trunk Availability Report](#), [Maximum Trunks Busy at One Time Report](#), [Trunk Group Load Balance Deviation Trend Report](#) and [Trunk Idle Time Trend Report](#).

Network Performance Trend Graphs by Month and Trunk Group Part 5

The Trend reports allow the user to see how various Service Indicators track over time annually. Use these reports to track progress to achieve Grade Of Service goals, Service improvement, and trouble resolution activities.

Graphs shown are: [Busy Hour Performance Graph](#), [Required Trunks Graph](#) and [Cost of Call Graph](#).



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Wireless Phase 2 Service Provider Performance Report by Service Provider

This Report shows how compliant Wireless Providers are to the 100 Meter Phase 2 requirements. [See ALI_CelSitePerformance Report Description for more information on this report.](#)

Calls by ESN Report by Area Code and Nxx

This Report shows all the ESNs that were used to direct calls to this Center. It can be used as a reference to determine if ESNs are being routed correctly. Area Code and NXX is used to help identify erroneously routed calls. The Graph shows the ESN most likely miss-routed. Use this report to help validate Selective Router translations and eliminate unnecessary Call Transfers because of miss-routed calls.

Calls by Class Of Service (CLS) Report by Day

This Report shows the distribution of calls based on Class Of Service across all Lifeline Trunk Groups. Use this Report to determine ESN assignments accuracy.

Cell Site Call List by Service Provider and CLS Report

This report provides the Call Count by Class of Service, Service Provider and Cell Site. Use this report to identify Phase 1 and Phase 2 implementation by Service Provider. [See Wireless Phase 2 Service Provider Performance Report by Service: Provider and Calls by Class Of Service \(CLS\) Report by Day for more detail.](#)

Non-wireless Calls by ESN Report

This report shows a listing of calls during one month received from specific ESNs and which Service Provider handled the call. If only a small number calls are from a specific ESN this may be indicative of an ESN that perhaps should go to another PSAP or directly to a secondary PSAP since this may be from an area that is out of your center's expertise and could be better handled by another entity to best serve the customer.

ALI "No Records Found" Report by Day

This report shows number of ALI dips that could not be processed and the number of attempts per day. Use this Report help resolve ALI database update problems.

Wireless Calls by ESN by Service Provider Report

This Report lists the Wireless Call Volume based on ESN and Service Provider. Use this Report to track Wireless Phase 2 progress, Selective Router ESN assignments, ALI Dip Usage by Service Provider, and Wireless Traffic Growth.



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Life Line Time in Queue Report by CCS and Day

This report shows E9-1-1 Life Line Average Time Calls are in Queue Vs. CCS Intervals per Day. Use this report to help identify potential Call Queue problems. See Lifeline Time in Queue by Day and Hour for more details.

Monthly Calls Per Position Report by Day

This report shows the distribution of calls over the separate call taker positions. Use this to identify any positions that are being underutilized and follow up to determine the reason. You can also identify which positions are being over utilized and may need to be 'rested' more often conserve equipment at that particular station.

[See Monthly Calls Per Position Report by Day](#) , [Calls by Answer Time Interval and Call Taker](#) , and [Calls by Duration Interval by Trunk Group](#) for more details.

Calls by Answer Time Interval and Call Taker

This Reports shows the Call Handling Responsiveness for each Call Taker. Use this Report to help track Call Taker performance and Identify training needs.

Calls by Answer Time Interval and Trunk Group

This report shows Answer Time Distribution by Day for each Trunk Group. Use this Report to view Answer Time performance based of Call Type

Monthly Total Calls by Answer Time Interval and Trunk Group

This Report shows how Callers are being served based on Trunk Group. Normally, Trunk Groups should be treated the same. If any Trunk Group is drastically different then the others, then there might be some equipment problems that need to be addressed.

[See Monthly Calls Per Position Report by Day](#), [Calls by Answer Time Interval and Call Taker](#), and [Calls by Duration Interval by Trunk Group](#) for more details.

Monthly Calls by Duration and Call Taker

This report shows how each Call Taker and Agent is handling calls. It can be used to help identify training needs (excessive duration) and Work Force Administration (WFA) performance (Load Distribution). These Call Taker/Agents are not identified by work function. Information from the user can be included to separate job functions.



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Total Calls by Duration and Trunk Group

This report shows you the total number of calls broken down by durations for each of your trunk groups over one month. Also shown is the average duration of calls for each group. This report can be used to determine training issues and staffing requirements according to differing types of trunk groups. If one group consistently has longer duration calls then if those type of calls are increasing or tend to happen during a particular time of day then training or staffing changes can be made to adjust to that situation.

[See Calls By Answer Time Intervals Trunk Group for more details.](#)

Monthly Calls by Duration and Position

This report shows the monthly Calls By Duration Intervals for each Position. Use this report to validate Call Taker Performance, Position Usage, Position Maintenance needs, Position Replacement, Position Longevity, etc.

[See Monthly Calls Per Position Report by Day, Calls by Answer Time Interval and Call Taker, Calls by Answer Time Interval and Trunk Group, Monthly Calls by Duration and Call Taker for more details.](#)

Lifeline Time in Queue by Day and Hour

This report shows the relationship between Time in Queue and the number of calls. Typically, the more calls there are the longer it takes for a Call Taker to pick a call off of the Queue. However, it is not always that simple. Use this report to identify times when Answer Time (time In Queue) are excessive.

[See Monthly Total Calls by Answer Time Interval and Trunk Group and Life Line Time in Queue Report by CCS and Day for more details.](#)