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Periodic Reports

Bell Services West offers a wide selection of daily, weekly, monthly and year-to-date report options. Once you've created a benchmark of your current results, these reports show your progress toward achieving your performance goals. All reports are customized for agents and work groups in your organization. BSW can also create customized reports upon request.

Daily Summary Reports

Daily Summary Reports are generated each night and distributed via email to designated key management personnel by start of business on the following business day. Typically, Work Group Managers would only receive Daily Summary Reports for their group. This report is usually a single page report that summarizes the following daily Work Group and Agent Key Service Indicators performance measurements:

Daily Work Group Summary Example

# of Calls	Incoming Calls	Outgoing Calls	# VM Calls	# Returned VM Calls	Avg. Answer Time	Avg. Call Duration	Agent Ready Time	Agent Not Ready Time	# Transferred Calls	% Transferred Calls Answered	# Transferred Calls to VM

Daily Agent Summary Example

Agent	# of Calls	Incoming Calls	Outgoing Calls	# VM Calls	# Returned VM Calls	Avg. Answer Time	Avg. Call Duration	Agent Ready Time	Agent Not Ready Time	# Transferred Calls	% Transferred Calls Answered	# Transferred Calls to VM
Agent 1												
Agent 2												
Agent 3												
Agent 4												

Management determines Key Service Indicator thresholds for each applicable Work Group and Agent. The Benchmark Work Group and Agent Performance Profiles can be used to select these values. Management identifies which performance activities should be reported. The type of performance indicators is only limited by the data available to support them.

It may not be necessary to monitor all Work Groups or Agents. Non-monitored Work Groups and Agents will not generate a Daily Report.



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Daily Reports

- Daily Answer Time per Hour Part 1
- Daily Answer Time per Hour Part 2
- Daily Calls by Answer Time Interval and Agent
- Daily Average Duration by Day
- Daily Busy Hour Report
- Daily Call Completion Report by Day
- Daily Trouble by Severity Report by Day
- Daily Load Balance Report by Day
- Daily Transfer Calls Report by Day
- Daily Call Transfer Performance Report
- Daily Peak Hour Usage Report by Hour and Day
- Daily Traffic Study Report by Day and Hour
- Daily Agent Idle Report by Hour and Day
- Daily Calls Per Agent Report by Day
- Daily Time in Queue Report by Hour and Day
- Daily Voice Mail Returned Calls Report by Agent
- Daily Voice Mail Load Report by Agent
- Daily IVR Performance Report



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Weekly Summary Reports

A weekly Summary Report is generated by the defined Work Group and is distributed to the designated Work Group Manager every Monday via email. This report shows how well each group met their respective performance goals. If a Work Group falls short of their goals, detailed Work Group reports can be provided.

Weekly Reports

- Weekly Answer Time per Hour Part 1
- Weekly Answer Time per Hour Part 2
- Weekly Calls by Answer Time Interval and Agent
- Weekly Average Duration by Day
- Weekly Busy Hour Report
- Weekly Call Completion Report by Day
- Weekly Trouble by Severity Report by Day
- Weekly Load Balance Report by Day
- Weekly Transfer Calls Report by Day
- Weekly Call Transfer Performance Report
- Weekly Peak Hour Usage Report by Hour and Day
- Weekly Traffic Study Report by Day and Hour
- Weekly Agent Idle Report by Hour and Day
- Weekly Calls Per Agent Report by Day
- Weekly Time in Queue Report by Hour and Day
- Weekly Voice Mail Returned Calls Report by Agent
- Weekly Voice Mail Load Report by Agent
- Weekly IVR Performance Report

Monthly Summary Reports

Monthly Summary reports are generated each month within the first week of the new month. This report is similar to the weekly report. Work Group and Agent profiles are updated and any changes are sent to the management team for approval. If the new profiles are accepted, then the current month's results will use the new profile.

Monthly Reports

- Monthly Answer Time per Hour Part 1
- Monthly Answer Time per Hour Part 2
- Monthly Calls by Answer Time Interval and Agent
- Monthly Average Duration by Day
- Monthly Busy Hour Report
- Monthly Call Completion Report by Day
- Monthly Trouble by Severity Report by Day
- Monthly Load Balance Report by Day
- Monthly Transfer Calls Report by Day
- Monthly Call Transfer Performance Report
- Monthly Peak Hour Usage Report by Hour and Day
- Monthly Traffic Study Report by Day and Hour
- Monthly Agent Idle Report by Hour and Day
- Monthly Calls Per Agent Report by Day
- Monthly Time in Queue Report by Hour and Day
- Monthly Voice Mail Returned Calls Report by Agent
- Monthly Voice Mail Load Report by Agent
- Monthly IVR Performance Report



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Year-to-Date (YTD) Trend Reports

The Year-to-Date Trend reports show customer selected performance indicators and how they have changed over time. This is a useful tool to gauge performance improvement efforts and training, giving the ability to identify weak spots. These reports can be generated each month along with the monthly reports.

Year-to-Date Reports

YTD Performance Trend Summary Report by Month and Work Group

YTD Performance Trend Graphs by Month and Work Group