SUPPORTSOFT

LiveAssist Report Definitions Guide

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Contents

About This Guide

This guide describes the various LiveAssist reports that present useful information based on specific database queries. It gives the descriptions of the various fields included in each report and explains how the values are calculated. It also describes the method of generation of the reports along with the required report parameters.

Audience

This guide is intended for the following categories of users:

- Business managers, who analyze and act on information related to LiveAssist.
- Support administrators, who manage the tasks related to report generation.
- Developers, who create or modify reports.
- SupportSoft support personnel, who respond to the queries raised by business managers, administrators, and developers.

Related Documentation

Refer to the latest version of LiveAssist Administrator Guide in Aptean Support Center at http://support.aptean.com/selfservice.

1

Reports

Overview

Reports let you measure the adoption, usage, and effectiveness of a tool. On the SupportSoft platform, you can run various reports and view the data contained in them from different perspectives. You can save the reports in a variety of file formats and print them using the Support Administrator interface (**http://<host-name>/sdcadmin**). You can generate them on demand or on a schedule if you have the required permissions.

Note: By default, only support administrators through the Support Administrator application have access to the LiveAssist chat queue service level and productivity reports for all analysts and analyst groups.

Before you generate the reports for LiveAssist, note the following:

- Until a chat session is closed or abandoned, the chat details do not appear in the report.
- An analyst (or CSR) must log out of the Support Center application once for the latest data related to the analyst to appear in the reports.
- Takeover of a chat is treated as an escalation to an internal queue called **supervisorcontrol**. To generate reports on chats taken over, create a queue called **supervisorcontrol**. Do not assign any analyst or supervisor to this queue. All escalations into this queue are taken-over chats.

2

LiveAssist Reports

LiveAssist Reports

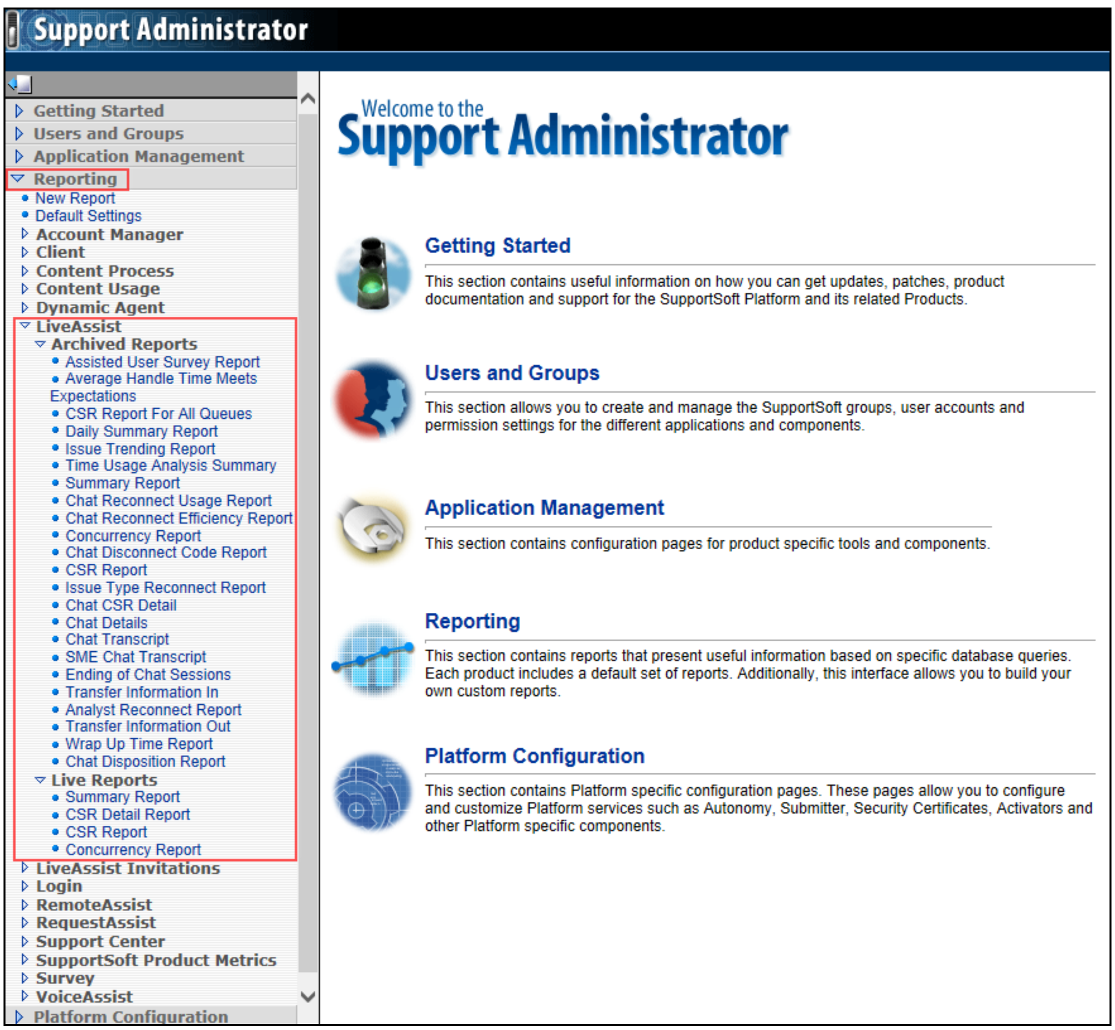
LiveAssist provides operational and analytical reports to evaluate organizational performance and individual effectiveness. LiveAssist reports are classified into archived reports and live reports.

Live Assist has a total of 4 live reports and 23 archived reports available in the Support Administrator portal. The method of generation of each of these reports along with the field descriptions is given in the following pages.

Generating LiveAssist Reports

To generate LiveAssist Reports, do the following:

1. Log in to Support Administrator.
2. Go to **Reporting > LiveAssist**.



3. For live reports, do the following:
   i. Click **Live Reports**.
   ii. Click the desired report.
   iii. Configure the report parameters and click **Generate Report** to run the report.
4. For archived reports, do the following:
   i. Click **Archived Reports**.
   ii. Click the desired report.
   iii. Click **Run Report Now**.
   iv. Configure the report parameters and click **Run**.

The report is displayed in a tabular form.

For information related to the data presented in each report, see the next section, LiveAssist Reports: Field Descriptions on page *Live Reports3-2*.

Create a Reference to Drill-Down Reports

Some reports have links to view detailed information based on the selected data field. These are used to drill down into the data. These reports give an interactive experience for the report viewer and are very useful for data analysis.

Do the following to create a reference to the drill-down report in the main report:

- Copy the ID of the drill-down report (available in first line of the report).
- Open the main report and look for the line containing the text: <*DrillDown….* >.
- Replace the existing GUID with the ID of the drill-down report.

3

Live Reports

Live Reports

Live reports are generated from the live database tables. The following are the available live reports:

- Summary Report: Service Level and Productivity
- CSR Detail Report
- CSR Report: Service Level and Productivity
- Concurrency Report

Note: The hourly live reports can only be run for a maximum of a two-day interval, while the daily live reports can only be run for a maximum of a two-month interval.

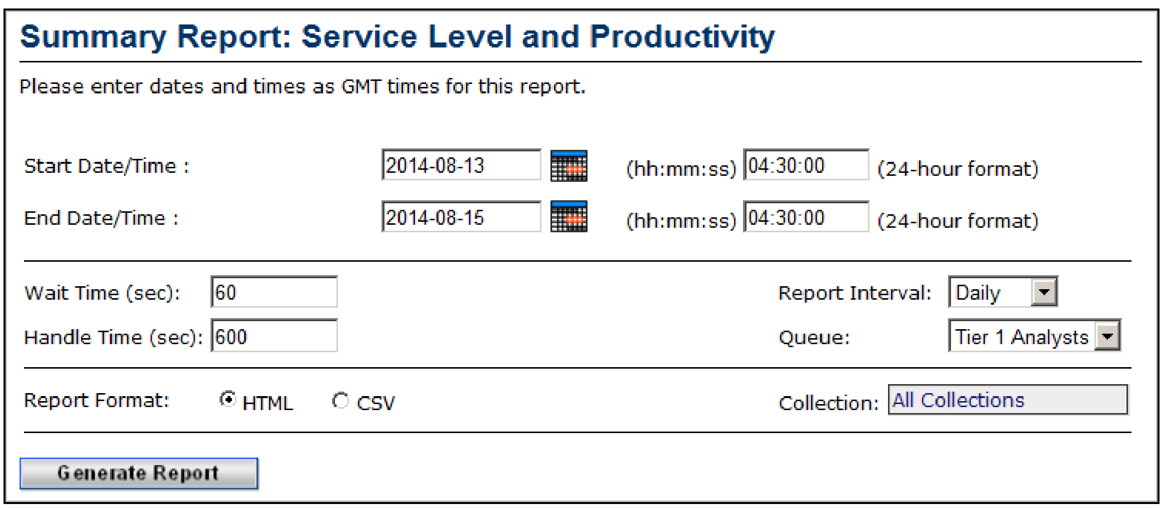
The following sections describe the various live reports, the method of report generation, and the report field descriptions for each of the reports.

Summary Report: Service Level and Productivity

This report gives a summary of the service level and productivity data for the selected queue. It provides key metrics to measure the effectiveness of your contact center.

To generate this report, do the following:

1. Go to **Reporting** > **LiveAssist** > **Live Reports** > **Summary Report**. The **Summary Report: Service Level and Productivity** page appears.



2. Configure the parameters as described in the following table.

Parameter Name	Description
Start	Start date and time for the reporting period. Click the Calendar icon, and use the

Parameter Name	Description
Date/Time	calendar to select the desired date. The default value for time is 00:00:00 (GMT). You can delete the default value and type the desired start time in the 24-hour format (hh:mm:ss).
End Date/Time	End date and time for the reporting period. See the instructions for **Start Date/Time** given earlier in the table.
Wait Time	Standard service level user wait time for the queue (in seconds). This is used to calculate the percentage of users whose chat requests were picked up within the service level time. The default value is 60 sec. You can delete this and type the desired value.
Handle Time	Standard service level handle time in the queue (in seconds). This parameter is used to calculate the percentage of users whose chat sessions were handled and closed within the service level time. The default value is 600 sec. You can delete this and type the desired value.
Report Interval	Time increment within the reporting period for report data generation. Click one of the following in the list: Hourly, Daily, Weekly, or Monthly.
Queue	Queue for which you want the report to be generated. Click the desired value in the list.
Report Format	Format of the generated output files. Select one of the following: • **HTML** to view the results in the Support Administrator interface. • **CSV** to generate a comma-separated file that is automatically opened in Excel. If you do not have Excel installed on your machine, only the file gets generated.
Collection	Collection from which the data for the report is to be gathered. The default value is All Collections, which is not editable

3. Click **Generate Report**. The following report is displayed.

Interval	Total Requests Queued	Average Customer Wait Time (Min.)	Wait Time Within Service Level Rate	Sessions Initiated	Escalates In	Escalates Out	Abandonment Rate	Sessions Completed	Chat Completion Rate	Average Handle Time (Min.)	Average Handle Time Within Service Level Rate	Issues Resolved	Issue Resolution Rate	Total CSR Time Logged In (hours)	Productivity Rate (sessions per CSR hour)	Time Available (hours)
8/13/2014 to 8/14/2014	1	0.00	0.00	0	0	0	100.00	0	0.00	0.00	0.00	0	0.00	0.00	0.00	0.00
8/14/2014 to 8/15/2014	6	0.55	66.67	3	0	0	50.00	3	100.00	4.28	100.00	3	100.00	0.17	18.00	0.00
*Based on time interval of: 4:30:00 AM to 4:30:00 AM																

The following table describes the fields that are available in this report.

Field Name	Description
Interval	The time interval defined in the report request.
Total Requests Queued	Total number of chat requests added to the queue during the requested interval. This value is equal to the total number of chat requests submitted by the users. This is irrespective of the chats being abandoned. In case of escalation of chats, the value is calculated as follows.

Field Name	Description
	Consider the following scenario: A user's chat request enters the Tier 1 queue. The Total Requests Queued value for this queue is incremented. The chat is then escalated. • If the chat is escalated to another analyst in the same queue, the Total Requests Queued value for this queue remains the same. • If the chat is escalated to an analyst in a different queue, for example, Tier 2 queue, then the Total Requests Queued value for the Tier 1 queue is decremented, and the Total Requests Queued value for the Tier 2 queue is incremented.
Average Customer Wait Time (HH:MM:SS)	Average amount of time a chat request is in the queue before it is picked up by an analyst. This does not take into account the customer wait time for user-abandoned chats (no analyst responded). **This value is calculated as follows:** (Time spent before the chat request was picked up by an analyst) + (Time spent in escalating the chat from one analyst to another in the same queue). In case of escalation of a chat to another queue, the time spent in escalating the chat is added to the Average Customer Wait Time of the second queue.
Wait Time Within Service Level Rate	Percentage of chats whose wait times were within the service level rate that was defined in the report generation criteria. **This value is calculated as follows:** Wait Time Within Service Level Rate = (Total number of chat sessions with wait times within service level rate *100) / (Sessions Initiated). Wait time is the difference between Chat Assigned Date and Created Date. Out-of-the-box customer wait time service level rate is defined as 60 sec.
Sessions Initiated	Total number of chat sessions to which the analysts in the queue responded (without allowing the sessions to timeout). This includes the number of chat requests that were converted into chat sessions as well as additional sessions created to handle escalations and reconnections. **This value is calculated as follows:** The user’s chat request is routed to an available analyst in Queue 1. Sessions Initiated value for that queue is temporarily incremented by 1. In case, the analyst does not respond and the chat is auto-escalated to another available analyst in the same/different queue, the Sessions Initiated value for Queue 1 is decremented by 1, and the Sessions Initiated value for the analyst’s queue to which the chat is routed is temporarily incremented by 1, which will stay incremented if that analyst responds. **Consider the following scenario:** Analyst A1 is handling a user's chat request. The Sessions Initiated value for the queue is incremented. If the analyst escalates the chat to another analyst A2 (belonging to the same or

Field Name	Description
	a different queue), the Sessions Initiated value for the corresponding queue is incremented.
Escalates In	Number of issues escalated into the queue. **Consider the following scenario:** An analyst in the A1 queue escalates the chat to an analyst in the A2 queue. • If the A2 analyst is available at the time of escalation, the Escalates Out value for A1 is incremented, and the Escalates In value for A2 is incremented. • If the A2 analyst is unavailable at the time of escalation, the Escalates In value for A2 remains unaltered, but the Escalates Out value for A1 is incremented. **Note:** If the user abandons the chat, the report does not show any increment in the Escalated in and Escalated out values for both the queues.
Escalates Out	Number of issues escalated out of the queue. For details on how this value is calculated, refer to the description for the Escalates In field earlier in this table.
Abandonment Rate	Percentage of chat requests that were not converted into chat sessions. Analyst-abandoned sessions are not considered. **This value is calculated as follows:** Abandonment Rate = Number of Abandoned Sessions * 100 / Total Requests Queued
Sessions Completed	Total number of chat sessions completed by the analysts in the queue, either by closing or escalating them. This value is incremented when a chat session is completed. A chat session is considered as completed only if it is properly closed by the analyst (when the analyst clicks Close on the Wrap Chat page).
Chat Completion Rate	Percentage of chat sessions successfully completed by the analysts in the queue against the total number of chat sessions initiated in that queue. **This value is calculated as follows:** Chat Completion Rate = Sessions Completed * 100 / Sessions Initiated
Average Handle Time (HH:MM:SS)	Average amount of time the analysts in the queue spent in handling chat sessions. Auto-escalated chats are not considered.
Average Handle Time Within Service Level Rate	Percentage of chat sessions whose handle times were within the service level rate defined in the report generation criteria.
Issues Resolved	Total number of issues marked as resolved by the user during chat closure. This value is calculated based on the user's input on the User Feedback dialog box during chat closure.

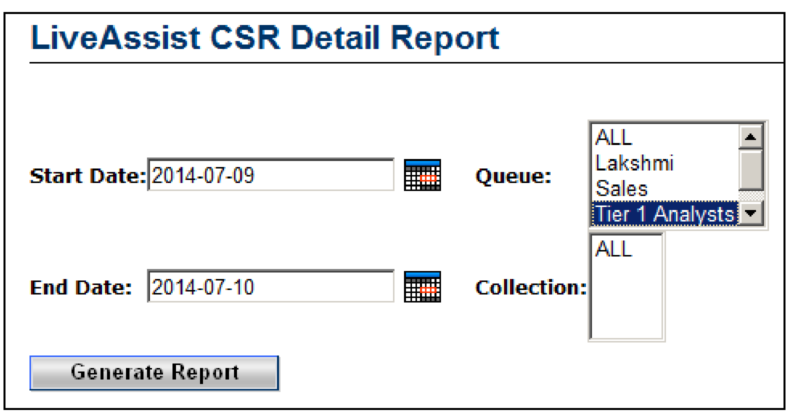
Field Name	Description
Issue Resolution Rate	Percentage of issues marked as resolved by the user during chat closure. **This value is calculated as follows:** Issue Resolution Rate = Issues Resolved * 100 / Total Requests Queued
Total CSR Time Logged In (hours)	Total amount of time (in hours) that all the analysts in the queue were logged in to the chat system.
Productivity Rate (sessions per CSR hour)	Number of chat sessions completed by the analysts in the queue in an hour. This value indicates the overall productivity of the queue while handling multiple, concurrent sessions. **This value is calculated as follows:** Productivity Rate = Sessions completed / Total CSR Time Logged In
Time Available (HH:MM:SS)	The amount of time that the analysts in the queue were available to chat, but did not handle any chat sessions. This value depends on the number of analysts logged in and the number of chat windows on which each analyst was available. For example, if an analyst's status indicates availability on two windows, then this value is sum of the time duration for which the analyst was available on both the windows.

CSR Detail Report

This report gives a summary of the chat session details for each analyst belonging to the selected queue. The report focuses on the survey responses provided by the users at the end of each chat session. The title of the report generated is CSR Summary.

To generate this report, do the following:

1. Go to **Reporting** > **LiveAssist** > **Live Reports** > **CSR Detail Report**. The **LiveAssist CSR Detail Report** page appears.



2. Configure the parameters as described in the following table.

Parameter Name	Description
Start Date	Start date for the reporting period. Click the **Calendar** icon, and use the calendar to select the desired date.
End Date	End date for the reporting period. See the instructions for **Start Date** given earlier in the table.
Queue	Queue or queues for which you want the report to be generated. Click the desired name in the list.
Collection	Collection from which the data for the report is to be gathered. The default value is **All Collections**, which is not editable.

3. Click **Generate Report**. The following report is displayed.

CSR Summary

CSR	Sessions	AHT	Surveyed	Solved	Unsolved	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	Not Sure
admin	12	0	7	6	1	6	0	1	0	0
mahi	4	0	3	3	0	3	0	0	0	0

The following table describes the fields that are available in this report.

Field Name	Description
CSR	Login name of the analyst.
Sessions Initiated	Total number of chat sessions to which the analyst responded (without allowing the sessions to timeout).
Average Handle Time	Average amount of time spent by the analyst in chat sessions. Auto-escalated chats are not considered.
Surveyed	Number of chat sessions handled by the analyst for which a user survey was conducted upon chat closure. This is not applicable to customized surveys (created from the Manage Survey page of the admin portal) and user-abandoned chat sessions. **This value is calculated as follows:** The out-of-the-box user gets the LiveAssist Survey page on submitting the user feedback form after chat closure. When the user submits this survey, the Surveyed value for the analyst who handled this chat is incremented. This value is incremented for all the analysts who handled the user's chat issue if it needed escalation. In case of a disconnection, the user survey is unable to be conducted upon chat closure; hence, the Surveyed value for the corresponding analyst is not incremented. For the subsequent reconnect, the Surveyed value for the analyst who handles the chat after reconnect is incremented based on whether the user has submitted the survey.
Solved	Number of issues handled by the analyst for which the users responded with a "Yes" to the survey question, "Did we resolve your issue?"

Field Name	Description
	This is not applicable to the user-abandoned chat sessions. The data submitted by the user on the survey page goes to the sdc_survey table, and the data submitted by the user on the User Feedback dialog box goes to the sprt_ chat_users table.
Unsolved	Number of issues handled by the analyst for which the users responded with a "No" to the survey question, "Did we resolve your issue?" This is not applicable to the user-abandoned chat sessions.
Very Helpful / Helpful / Somewhat Helpful / Not Helpful / Not Sure	Number of issues handled by the analyst for which the users responded with "Very Helpful / Helpful / Somewhat Helpful / Not Helpful / Not Sure" to the survey question, "Was the support analyst you worked with helpful?" This is not applicable to the user-abandoned chat sessions.

Drill-Down Report

Clicking on the data of the generated main report titled CSR Summary opens the sub-report or drill-down report. The format of the drill-down report title is as follows:

CSR: <CSR name> **Status:** <survey field name> **Range:** <report request period>

CSR: admin Status: Range: 2014-07-09,2014-07-10

Created	Queue	Handle Time	Problem Description
7/9/2014 3:45:33 PM	Tier 1 Analysts	0.77	Unable to connect to the network
7/9/2014 3:46:39 PM	Tier 1 Analysts	2.47	Unable to connect to the network

This report gives information about the following fields: Created, Queue, Handle time, and problem description for each session of the selected field.

Note: The field Average Handle Time does not have a drill-down report.

The following table describes the fields that are available in this report.

Field Name	Description
Created	Server date and time when the chat request was assigned to the analyst. The drill-down report for this field shows the chat transcript for the corresponding session as shown in the following figure.
Queue	Name of the queue to which the analyst handling the chat sessions belongs.
Handle Time	Time taken to handle each session during the requested period, which is the time difference between the Chat Assigned Date (same as the field value under Created) and Chat Closed Date. This is inclusive of the wrap-up time.

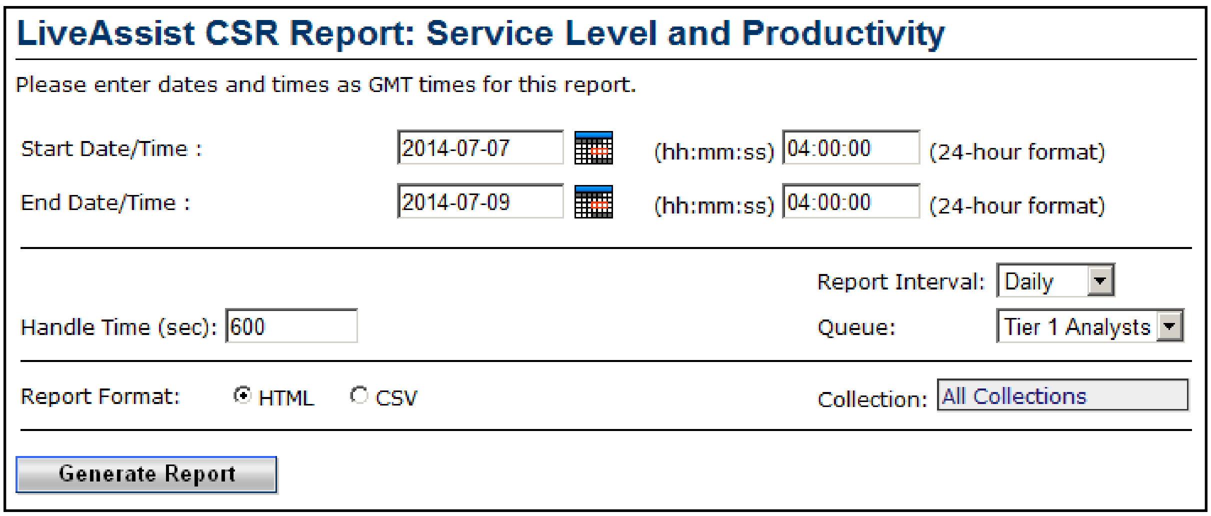
Field Name	Description
Problem Description	Problem description entered by the user while submitting the chat request.

CSR Report: Service Level and Productivity

This report provides the service level and productivity data for each analyst belonging to the selected queue.

To generate this report, do the following:

1. Go to **Reporting** > **LiveAssist** > **Live Reports** > **CSR Report**. The **LiveAssist CSR Report: Service Level and Productivity** page appears.



2. Configure the parameters as described in the following table.

Parameter Name	Description
Start Date/Time	Start date and time for the reporting period. Click the Calendar icon, and use the calendar to select the desired date. The default value for time is 00:00:00 (GMT). You can delete the default value and type the desired start time in the 24-hour format (hh:mm:ss).
End Date/Time	End date and time for the reporting period. See the instructions for Start Date/Time given earlier in the table.
Handle Time	Standard service level handle time in the queue (in seconds). This parameter is used to calculate the percentage of users whose chat sessions were handled and closed within the service level time. The default value is 600 sec. You can delete this and type the desired value.
Report Interval	Time increment within the reporting period for report data generation. Click one of the following in the list: Hourly, Daily, Weekly, or Monthly.

Parameter Name	Description
Queue	Queue for which you want the report to be generated. Click the desired value in the list.
Report Format	Format of the generated output files. Select one of the following: • **HTML** to view the results in the Support Administrator interface. • **CSV** to generate a comma-separated file that is automatically opened in Excel. If you do not have Excel installed on your machine, only the file gets generated.
Collection	Collection from which the data for the report is to be gathered. The default value is All Collections, which is not editable

3. Click **Generate Report**. The following report is displayed.

Analyst	Sessions Initiated	Sessions Completed	Chat Completion Rate	Average Handle Time (Min.)	Average Handle Time Within Service Level Rate	Issues Resolved	Issue Resolution Rate	Issues Resolved CSR	Issue Resolution Rate CSR	Total CSR Time Logged In (hours)	Productivity Rate (sessions per CSR hour)	Time Available (hours)
7/7/2014 to 7/8/2014												
Account, Admin	3	3	100.00	0.73	66.67	2	66.67	2	66.67	0.28	10.59	0.13
jabeen, mahi			0.00	0.00	0.00		0.00	0	0.00	0.00	0.00	0.00
7/8/2014 to 7/9/2014												
Account, Admin	4	4	100.00	0.98	100.00	4	100.00	3	75.00	0.02	240.00	24.11
jabeen, mahi	4	4	100.00	0.63	100.00	3	75.00	4	100.00	0.02	240.00	0.06
*Based on time interval of: 4:00:00 AM to 4:00:00 AM												

The following table describes the fields that are available in this report.

Field Name	Description
Analyst	First and last names of the analyst in the format "last name, first name."
Sessions Initiated	Total number of chat requests to which the analyst responded (without allowing the session to timeout). **Consider the following scenario:** An analyst in the T1 queue is handling the user's chat request. The Sessions Initiated value for T1 is incremented. If the analyst escalates the chat to another analyst (same or different queue), the Sessions Initiated count for the corresponding queue is incremented.
Sessions Completed	Number of chat sessions completed by the analyst, either by closing or escalating them. This value is incremented when a chat session is completed. A chat session is considered as completed only if it is properly closed by the analyst (when the analyst clicks Close on the Wrap Chat page).
Chat Completion Rate	Percentage of chats successfully completed against the total number of chat sessions initiated. **This value is calculated as follows:** Chat Completion Rate = Sessions Completed *100 / Sessions Initiated
Average	Average amount of time the analyst spent on chat sessions.

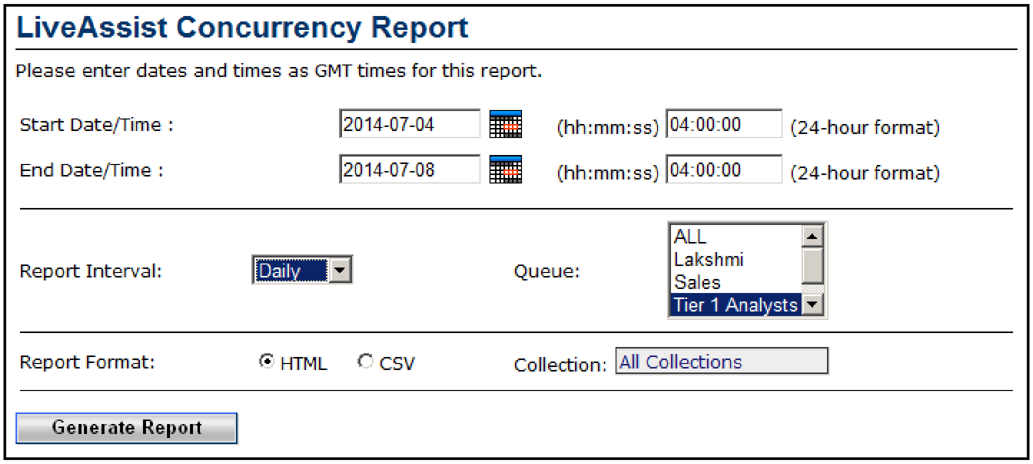
Field Name	Description
Handle Time (HH:MM:SS)	Auto-escalated chats are not considered.
Average Handle Time Within Service Level Rate	Percentage of chat sessions with handle times within the service level rate defined in the report generation criteria. **This value is calculated as follows:** Average Handle Time Within SLR = Number of sessions completed within SLR * 100 / Sessions Completed
Issues Resolved	Total number of issues marked as resolved by the user during chat closure. This value is calculated based on the user's input on the User Feedback dialog box during chat closure.
Issue Resolution Rate	Percentage of issues marked as resolved by the user during chat closure. **This value is calculated as follows:** Issue Resolution Rate = Issues Resolved * 100 / Total Requests Queued.
Issues Resolved CSR	Total number of issues marked as resolved by the analyst during chat closure. Issues Resolved CSR value is incremented only if the analyst selects the Resolution Type as "Fixed" on the Wrap Chat page during chat closure.
Issue Resolution Rate CSR	Percentage of issues marked as resolved by the analyst during chat closure. **This value is calculated as follows:** Issue Resolution Rate = Issues Resolved * 100 / Sessions Initiated.
Total CSR Time Logged In (hours)	Total amount of time (in hours) that all analysts were logged into the chat page.
Productivity Rate (sessions per CSR hour)	Number of chat sessions completed by the analyst in an hour. This value indicates the overall productivity of the analyst while handling multiple, concurrent sessions.
Time Available (HH:MM:SS)	The amount of time the analyst was available to chat, but did not handle any chat sessions. This value depends on the number of chat windows on which the analyst was available. For example, if an analyst's status indicates availability on two windows, then this value is sum of the time duration for which the analyst was available on both the windows.

Concurrency Report

This report is generated for each analyst in the selected queue. It gives a breakdown of time spent by the analysts in concurrent sessions for the selected report criteria. It lets you measure the savings your company achieves through concurrency.

To generate this report, do the following:

1. Go to **Reporting** > **LiveAssist** > **Live Reports** > **Concurrency Report**. The **LiveAssist Concurrency Report** page appears.



2. Configure the parameters as described in the following table.

Parameter Name	Description
Start Date/Time	Start date and time for the reporting period. Click the **Calendar** icon, and use the calendar to select the desired date. The default value for time is 00:00:00 (GMT). You can delete the default value and type the desired start time in the 24-hour format (hh:mm:ss).
End Date/Time	End date and time for the reporting period. See the instructions for **Start Date/Time** given earlier in the table.
Report Interval	Time increment within the reporting period for report data generation. Click one of the following in the list: Hourly, Daily, Weekly, or Monthly.
Queue	Queue for which you want the report to be generated. Click the desired value in the list.
Report Format	Format of the generated output files. Select one of the following: • **HTML** to view the results in the Support Administrator interface. • **CSV** to generate a comma-separated file that is automatically opened in Excel. If you do not have Excel installed on your machine, only the file gets generated.
Collection	Collection from which the data for the report is to be gathered. The default value is All Collections, which is not editable.

3. Click **Generate Report**. The following report is displayed.

User Name	Jul 4/2014	Jul 5/2014	Jul 6/2014	Jul 7/2014	Jul 8/2014
admin					
0 chats:	23.89 hours (99.53%)	24 hours (100%)	24 hours (100%)	23.96 hours (99.84%)	23.95 hours (99.8%)
1 chats:	0.09 hours (0.39%)	0 hours (0%)	0 hours (0%)	0.04 hours (0.16%)	0.05 hours (0.2%)
2 chats:	0.02 hours (0.07%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)
3 chats:	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)
4 chats:	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)
mahi					
0 chats:	24 hours (100%)	24 hours (100%)	24 hours (100%)	24 hours (100%)	23.96 hours (99.84%)
1 chats:	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0.04 hours (0.16%)
2 chats:	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)
3 chats:	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)
4 chats:	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)	0 hours (0%)

*Based on time interval of: 06:00:00 to 06:00:00

The following table describes the fields that are available in this report.

Field Name	Description

User Name	The following are displayed in this field:
	• Login name of the analyst
	• List of all possible number of concurrent chat sessions:
	  ◦ 0 chats
	  ◦ 1 chat
	  ◦ 2 chats
	  ◦ 3 chats
	  ◦ 4 chats

Date/time variable	Based on the selected report criteria, one or more columns of data are generated for each analyst. The displayed field names for these columns represent the start date/time of the individual time frames (based on the report interval) within the reporting period. For details, see the following table. This field displays data on the time spent by the analyst in handing each of the possible concurrent chat sessions in the respective time frame. **The values are calculated as follows:** • 0 chats: Time spent in not handling any chat sessions = Length of the time frame - Total time spent in handling 1 to 4 concurrent sessions. The length of the time frame for each report interval is given in the following table. • 1 chat: Time spent in handling a single chat session at one time. • 2 chats: Time spent in handling 2 concurrent chat sessions. • 3 chats: Time spent in handling 3 concurrent chat sessions. • 4 chats: Time spent in handling 4 concurrent chat sessions.

Field Name	Description
	The values enclosed in parentheses give the percentage of time spent in handling the respective concurrent sessions. This is equal to the time spent in handling "n" concurrent sessions * 100 / Length of the time frame. These values are displayed in hours for all reports, except the hourly reports, for which they are given in minutes.

The parameters associated with the different report intervals are described in the following table.

Report Interval	Length of Time Frame	Field Name	
		Type	Format
Hourly	60 minutes	Time	HH:MM
Daily	24 hours	Date	MMM DD/YYYY
Weekly	168 hours	Date Range	MMM DD/YYYY – MMM DD/YYYY
Monthly	(24* d) hours, where d = number of days in the date range (28, 29, 30, or 31)	Date Range	MMM DD/YYYY – MMM DD/YYYY

4

Archived Reports

Archived Reports

LiveAssist archives live tables at regular intervals and moves them to the summary statistics tables. Archiving is necessary to improve the database response time. The archived reports are generated using data from these tables. The following are the available archived reports:

- Assisted User Survey Result Report
- Average Handle Time Meets Expectations
- CSR Report For All Queues
- Daily Summary Report
- Issue Trending Report
- Time Usage Analysis Summary
- Summary Report
- Chat Reconnect Usage Report
- Chat Reconnect Efficiency Report
- Concurrency Report
- Chat Disconnect Code Report
- CSR Report
- Issue Type Reconnect Report
- Chat CSR Detail
- Chat Details
- Chat Transcript
- SME Chat Transcript
- Ending of Chat Sessions
- Transfer Information In
- Analyst Reconnect Report
- Transfer Information Out
- Wrap Up Time Report
- Chat Disposition Report

The following sections describe the method of report generation and the fields available in the various live reports of LiveAssist.

There are a few common buttons displayed in the introduction and output pages of all archived reports that help you perform additional tasks. These are described as follows.

Introduction Page

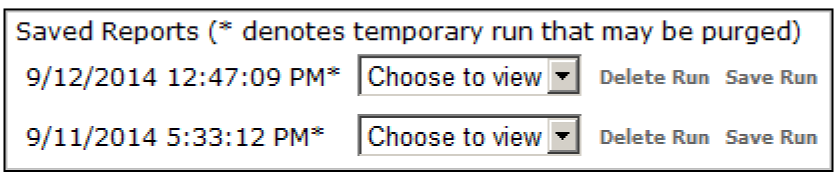
The introduction page of all the archived reports displays the **Edit Options** group box as shown in the following figure.

The following are the buttons available in this group box.

Button	Description
Edit Report	Lets you modify a report. **Note:** The out-of-the-box report introduction page will not have this button. This button is displayed only for those reports that have been copied from the original version.
Copy Report	Lets you to make a copy of the report and/or create a new report by modifying it.
Delete	Deletes the report.
Schedule	Lets you run the report on a schedule.

Saved Reports

Additionally, previous report runs, if any, are listed below the **Edit Options** group box. The runs indicated by an asterisk (*) are the temporarily stored runs and may be purged as shown in the following figure.



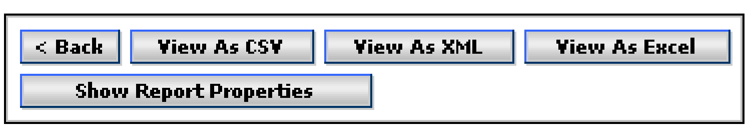
From the drop-down list, you can view the saved reports in any of the following file formats:

- HTML
- Excel
- CSV
- XML

Click the **Save Run** link to save a run, or the **Delete Run** link to delete it permanently.

Output Page

The following figure shows the buttons displayed on the output page of all the archived reports.



These buttons are described in the following table.

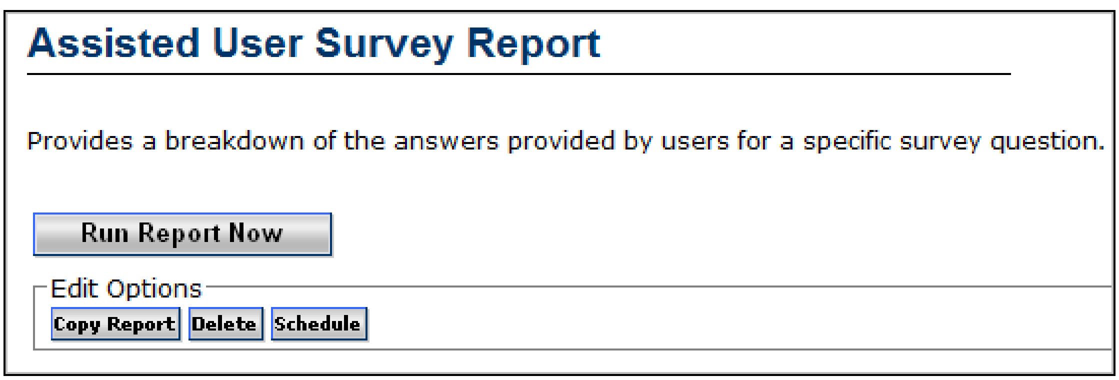
Button	Description
Back	Returns you to the last-viewed screen.
View As CSV	Displays the report as a CSV file. **Note:** By default, the reported is displayed as an HTML page.
View As XML	Displays the report as an XML file.
View As Excel	Displays the report as an Excel file.
Show Report Properties	Displays the following details: • **Report Run Date:** The date on which the report was run. • **Rows Returned:** Number of rows of data displayed. The pagination begins after 1000 rows. • **Total Rows:** Total number of rows in the report. • **Report Variables:** The parameter variable for the report. • **SQL Query:** The SQL query used to get the report data.

Assisted User Survey Report

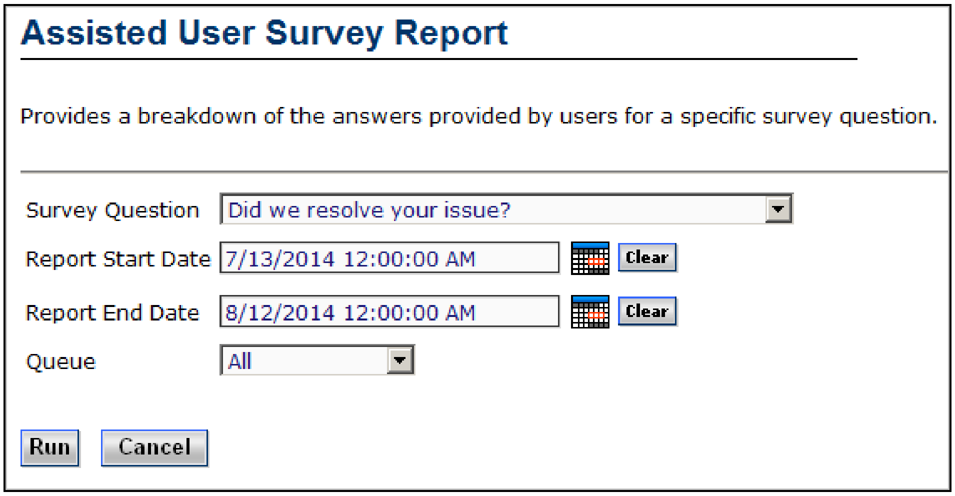
This report provides a breakdown of the answers provided by users for a specific survey question.

Do the following to generate this report:

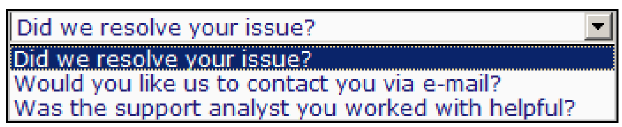
1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Assisted User Survey Report**. The following page appears in the right pane.



2. Click **Run Report Now**. The report parameters are displayed.

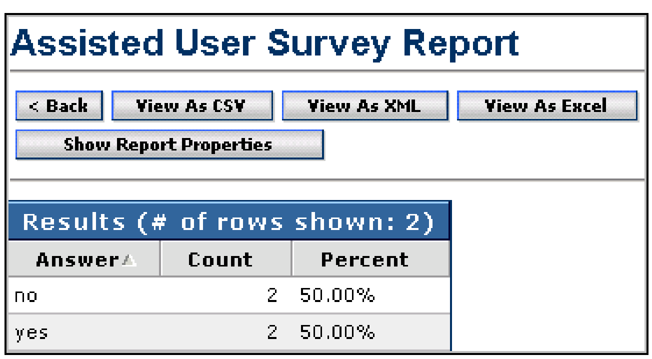


3. Configure the parameters as described in the following table.

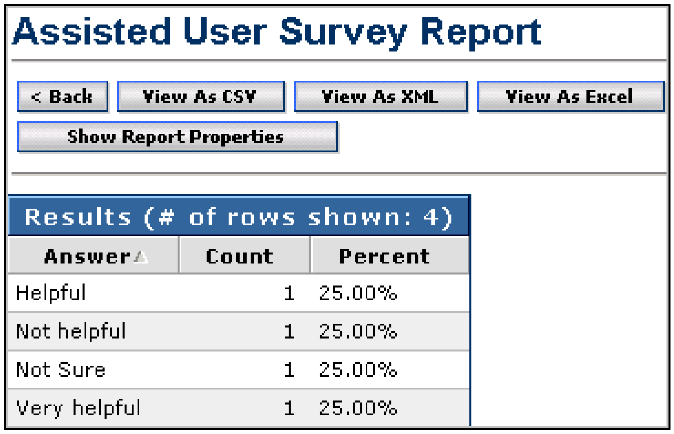
Parameter	Description
Survey Question	A list of all the survey questions on the default survey page. Click the desired survey question. 
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and use the calendar to select the desired date.
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and use the calendar to select the desired date.
Queue	The queue for which you want the report to be generated. In the drop-down list, click the desired option, or click **All** to select all the queues.

4. Click **Run**. The report output is displayed.

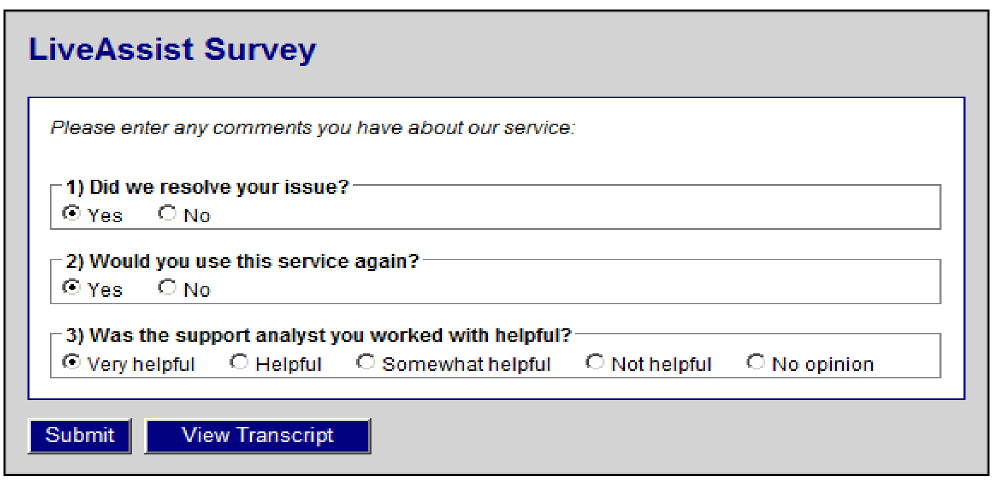
The following report was generated by selecting the question “Did we resolve your issue?”



The following report was generated by selecting the question “Was the support analyst you worked with helpful?”



A description of the fields available in this report is given in the following table.

<table>
<tr><th>Field Name</th><th>Description</th></tr>
<tr><td>Answer</td><td>The answer provided by the user in the survey page upon chat closure for the selected survey question.
The number of rows shown depends upon the number of answer options for the selected question on the default survey page.
This report is applicable only for the default survey (see the following figure). It does not include the data for the customized survey submitted upon chat closure.


</td></tr>
<tr><td>Count</td><td>The number of surveys submitted with the corresponding answer for the selected question during the report period.</td></tr>
<tr><td>Percent</td><td>Percentage of surveys submitted with the corresponding answer for the selected survey question during the report period.
This value is calculated as follows:
Count * 100 / Total number of surveys submitted.</td></tr>
</table>

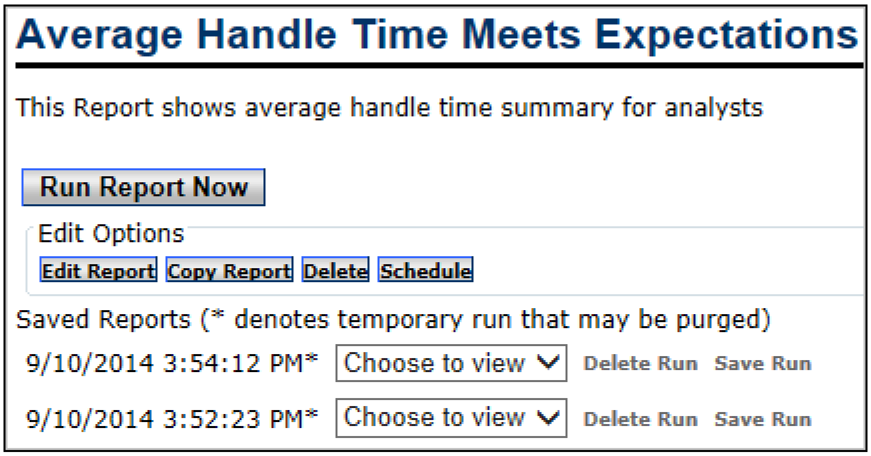
Average Handle Time Meets Expectations

This report provides a summary of the average handle time (AHT) for the chats handled by the selected analysts during the reporting period. This is useful in determining whether the performance of the analysts in your contact center meets your defined expectations.

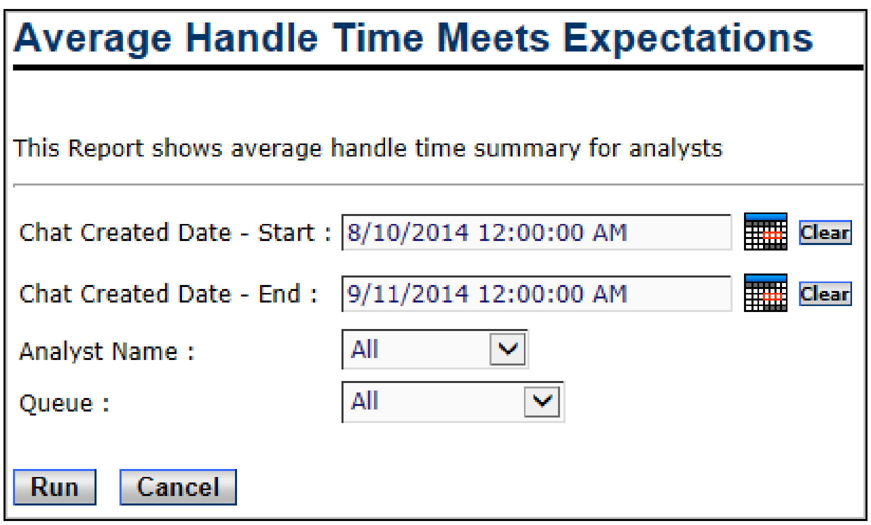
The drill-down report for each analyst displays the individual hourly records.

Do the following to generate this report:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Average Handle Time Meets Expectations**. The following page appears in the right pane.



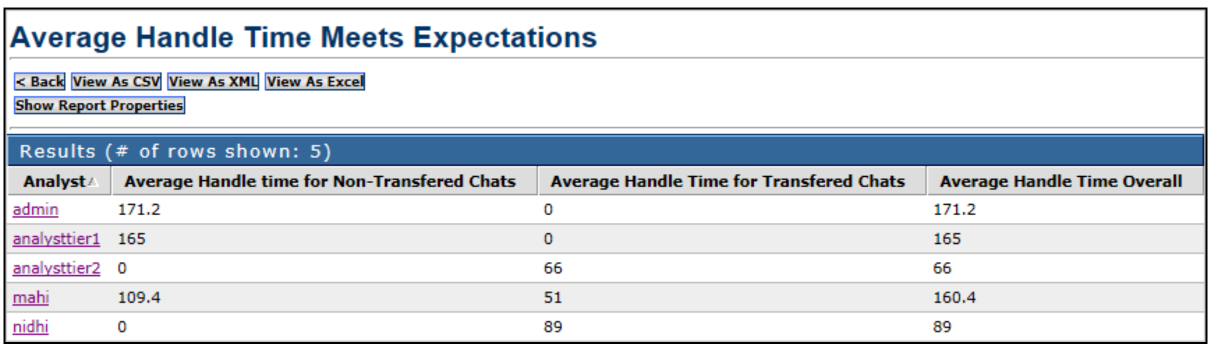
2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter	Description
Chat Created Date - Start	The start date for the reporting period. Click the Calendar icon, and select the desired date from the calendar. The default date is set to one month prior to the current date.
Chat Created Date – End	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Analyst Name	The login name of the analyst. In the drop-down list, click the analyst for whom you want to generate the report, or click **All** to generate the report for all the analysts in the selected queues.
Queue	The queue for which you want the report to be generated. In the drop-down list, click the desired queue, or click **All** to generate the report for all the queues.

4. Click **Run**. The following report is displayed.


Average Handle Time Meets Expectations

< Back | View As CSV | View As XML | View As Excel
Show Report Properties

Results (# of rows shown: 5)

Analyst	Average Handle time for Non-Transfered Chats	Average Handle Time for Transfered Chats	Average Handle Time Overall
admin	171.2	0	171.2
analysttier1	165	0	165
analysttier2	0	66	66
mahi	109.4	51	160.4
nidhi	0	89	89

A description of the fields that are available in this report is given in the following table.

Field Name	Description
Analyst	The login name of the analyst who handled the chats.
Average Handle Time for Non-Transferred Chats	Average amount of time (in seconds) spent by the analyst in chat sessions that were not escalated to the analyst during the reporting period. **This value is calculated as follows:** Total amount of time spent handling non-transferred chats / Total number of non-transferred chats handled. For details on how the handle time is calculated, see the description for the *Handle Time on page 3-8*.
Average Handle Time	Average amount of time (in seconds) spent by the analyst in chat sessions

Field Name	Description
for Transferred Chats	that were escalated to the analyst during the reporting period. **This value is calculated as follows:** Total amount of time spent handling the transferred chats / Total number of transferred chats handled.
Average Handle Time Overall	Average amount of time (in seconds) spent by the analyst in chat sessions involving both non-transferred and transferred chats during the reporting period. **This value is calculated as follows:** AHT Overall = (Total amount of time spent handling all the chat sessions) + (Total number of chat sessions handled).

Drill-Down Report

Clicking the link for any of the analyst names in the main report opens the drill-down report titled **Average Handle Time Meets Expectations Drill**. This shows the hourly records for the average handle time of the selected analyst as shown in the following figure.

Average Handle Time Meets Expectations Drill

< Back | View As CSV | View As XML | View As Excel
Show Report Properties

Results (# of rows shown: 3)

Analyst	Time Interval Start	Average Handle time for Non-Transfered Chats	Average Handle Time for Transfered Chats	Average Handle Time Overall
mahi	9/3/2014 1:00:00 PM	156	0	156
mahi	9/3/2014 2:00:00 PM	97	51	74
mahi	9/9/2014 2:00:00 PM	69	0	69

A description of the fields that are available in this report is given in the following table.

Field Name	Description
Analyst	Login name of the selected analyst.
Time Interval Start	Start time for each of the hourly records generated.
Average Handle Time for Non-Transferred Chats	Average amount of time (in seconds) spent by the analyst in chat sessions that were not escalated to the analyst during the time interval. **This value is calculated as follows:** Total amount of time spent handling non-transferred chats / Total number of non-transferred chats handled. For details on how the handle time is calculated, see the description for the *Handle Time on page 3-8*.
Average Handle Time for Transferred Chats	Average amount of time (in seconds) spent by the analyst in chat sessions that were escalated to the analyst during the time interval. **This value is calculated as follows:** Total amount of time spent handling the transferred chats / Total number of transferred chats handled.

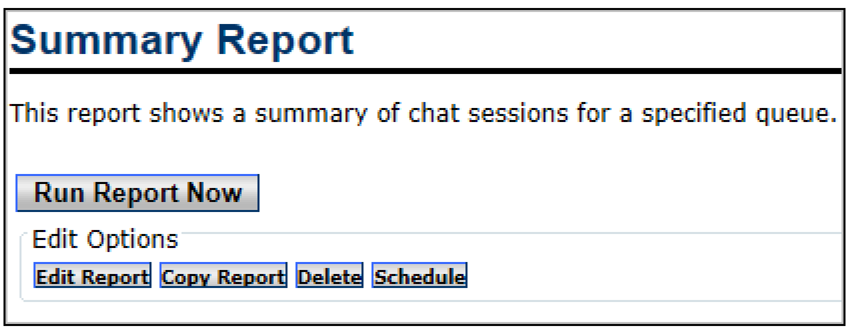
Field Name	Description
Average Handle Time Overall	Average amount of time (in seconds) spent by the analyst in chat sessions involving both non-transferred and transferred chats during the time interval. **This value is calculated as follows:** AHT Overall = (Total amount of time spent handling the chat sessions) + (Total number of chat sessions handled).

Summary Report

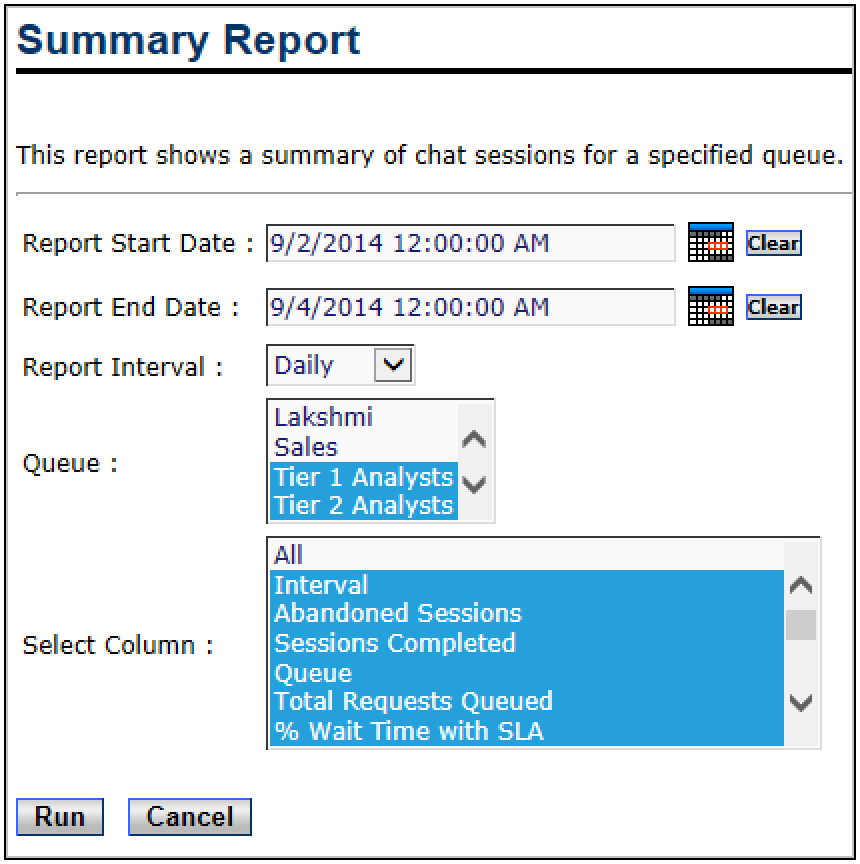
This report provides a summary of the chat sessions handled by all analysts belonging to a specified queue. It provides key metrics to measure the effectiveness of your Contact Center.

Do the following to generate this report:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Summary Report**. The following page appears in the right pane.



2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter	Description
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Report Interval	The time increment within the reporting period for report data generation. Click one of the following in the list: Hourly, Daily, Weekly, or Monthly.
Queue	The queue for which you want the report to be generated. In the drop-down list, click the desired queue. If you are selecting more than one queue, hold down the Ctrl key while clicking them. Click **All** to generate the report for all the queues.

Parameter	Description
Select Column	A list of all the 17 possible column names that the report can contain. Click one or more desired column names, holding the Ctrl key down while doing so. Click **All** to generate the report with all the columns.

4. Click **Run**. The report is displayed.

   The following report was generated for two queues by selecting four columns with the report interval as Daily.

Summary Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 4)

Interval	Abandoned Sessions	Sessions Completed	Queue
9/2/2014 12:00:00 AM	0	2	Tier 1 Analysts
9/2/2014 12:00:00 AM	0	1	Tier 2 Analysts
9/3/2014 12:00:00 AM	0	9	Tier 1 Analysts
9/3/2014 12:00:00 AM	0	2	Tier 2 Analysts

Total for Requests Queued == 0
Total for Sessions Initiated == 0
Total for Escalates In == 0
Total for Escalates Out == 0
Total for Abandoned Sessions == 0
Total for Sessions Completed == 14
Total for Issues Resolved == 0

   The following report was generated for two queues by selecting all the columns with the report interval as daily.

Summary Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 4)

Interval	Abandoned Sessions	Sessions Completed	Queue	Total Requests Queued	% Wait Time with SLA	Average Customer Wait Time (min)	Sessions Initiated	Escalates In	Escalates Out	Chat Completion Rate	Average Handle Time (min)	Issues Resolved	Issue Resolution Rate	Productivity Rate (sessions per CSR hour)	Total CSR Time Logged In (hours)	Time Available (hours)
9/2/2014 12:00:00 AM	0	2	Tier 1 Analysts	1	100	0.03	2	0	1	100	2.75	1	50	13.33	0.15	0.05
9/2/2014 12:00:00 AM	0	1	Tier 2 Analysts	1	100	0.03	1	1	0	100	1.1	1	100	20	0.05	0.03
9/3/2014 12:00:00 AM	0	9	Tier 1 Analysts	7	100	0.25	9	1	2	100	2.44	4	44.44	2.61	3.45	0.45
9/3/2014 12:00:00 AM	0	2	Tier 2 Analysts	1	100	0.12	2	2	1	100	1.62	1	50	0.82	2.45	0.33

Total for Requests Queued == 10
Total for Sessions Initiated == 14
Total for Escalates In == 4
Total for Escalates Out == 4
Total for Abandoned Sessions == 0
Total for Sessions Completed == 14
Total for Issues Resolved == 7

A description of the report fields is given in the following table.

Field Name	Description
Interval	The start of the time interval within the reporting period for report data generation as defined in the report request.
Abandoned Sessions	Number of chat requests that were not converted into chat sessions. The user left the queue even before being assigned to an analyst. Analyst-abandoned sessions are not considered.
Sessions Completed	Total number of chat sessions completed by the analysts in the queue, either by closing or escalating them. This value is incremented when a chat session is completed. In case of a chat closure, the session is considered as completed only if it is properly closed by the analyst (when the analyst clicks **Close** on the **Wrap Chat** page).
Queue	The queue for which report data is generated in the corresponding time interval.
Total Requests Queued	Total number of chat requests added to the queue during the requested interval. This value is equal to the total number of chat requests submitted by the users. This is irrespective of the chats being abandoned. **In case of escalation of chats, the value is calculated as follows. Consider the following scenario:** A user's chat request enters the Tier 1 queue. The Total Requests Queued value for this queue is incremented. The chat is then escalated. • If the chat is escalated to another analyst in the same queue, the Total Requests Queued value for this queue remains the same. • If the chat is escalated to an analyst in a different queue, for example, Tier 2 queue, then the Total Requests Queued value for the Tier 1 queue is decremented, and the Total Requests Queued value for the Tier 2 queue is incremented.
% Wait Time With SLA	Percentage of chat sessions whose wait times were within the rate defined in the Service Level Agreement. **This value is calculated as follows:** % Wait Time Within SLA = (Total number of chat sessions with wait times within service level rate *100) / (Sessions Initiated). Wait time is the difference between Chat Assigned Date and Created Date. Out-of-the-box customer wait time service level rate is defined as 60 sec.
Average Customer Wait Time (min)	Average amount of time (in minutes) a chat request is in the queue before it is picked up by an analyst. This does not take into account the customer wait time for user-abandoned chats (no analyst responded). **This value is calculated as follows:** (Time spent before the chat request was picked up by an analyst) + (Time spent in escalating the chat from one analyst to another in the same queue). In case of escalation of a chat to another queue, the time spent in escalating the chat is added to the Average Customer Wait Time of the second queue.

Field Name	Description
Sessions Initiated	Total number of chat sessions to which the analysts in the queue responded (without allowing the sessions to timeout). This includes the number of chat requests that were converted into chat sessions as well as additional sessions created to handle escalations and reconnections. **This value is calculated as follows. Consider the following scenarios:** • The user's chat request is routed to an available analyst in Queue 1. Sessions Initiated value for that queue is temporarily incremented by 1. In case, the analyst does not respond and the chat is auto-escalated to another available analyst in the same/different queue, the Sessions Initiated value for Queue 1 is decremented by 1, and the Sessions Initiated value for the analyst's queue to which the chat is routed is temporarily incremented by 1, which will stay incremented if that analyst responds. • Analyst A1 is handling a user's chat request. The Sessions Initiated value for the queue is incremented. If the analyst escalates the chat to another analyst A2 (belonging to the same or a different queue), the Sessions Initiated value for the corresponding queue is incremented.
Escalates In	Number of issues escalated into the queue. Consider the following scenario: An analyst in the A1 queue escalates the chat to an analyst in the A2 queue. • If the A2 analyst is available at the time of escalation, the Escalates Out value for A1 is incremented, and the Escalates In value for A2 is incremented. • If the A2 analyst is unavailable at the time of escalation, the Escalates In value for A2 remains unaltered, but the Escalates Out value for A1 is incremented. **Note:** If the user abandons the chat, the report does not show any increment in the Escalated in and Escalated out values for both the queues.
Escalates Out	Number of issues escalated out of the queue. For details on how this value is calculated, refer to the description for the Escalates In field.
Chat Completion Rate	Percentage of chat sessions successfully completed by the analysts in the queue against the total number of chat sessions initiated in that queue. **This value is calculated as follows:** Chat Completion Rate = Sessions Completed * 100 / Sessions Initiated
Average Handle Time (min)	Average amount of time (in minutes) the analysts in the queue spent on chat sessions. Auto-escalated chats are not considered.
Issues Resolved	Total number of issues marked as resolved by the user during chat closure. This value is calculated based on the user's input on the User Feedback dialog box

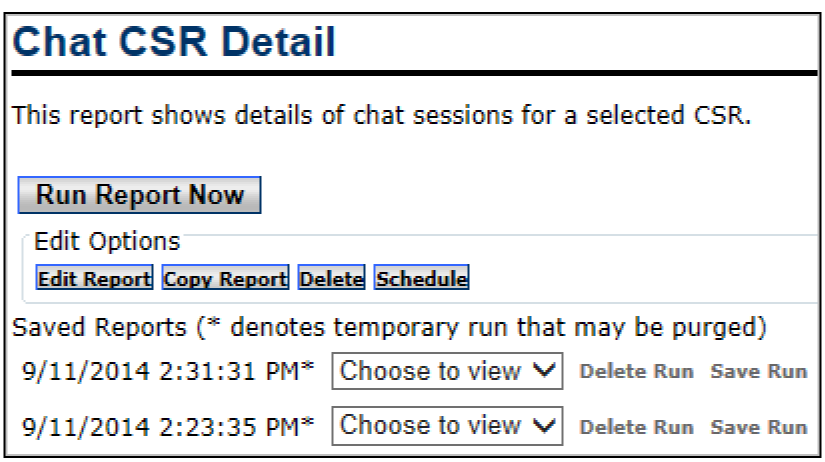
Field Name	Description
	during chat closure.
Issue Resolution Rate	Percentage of issues marked as resolved by the user during chat closure. **This value is calculated as follows:** Issue Resolution Rate = Issues Resolved * 100 / Total Requests Queued
Productivity Rate (sessions per CSR hour)	Number of chat sessions completed by the analysts in the queue in an hour. This value indicates the overall productivity of the queue while handling multiple, concurrent sessions. **This value is calculated as follows:** Productivity Rate = Sessions completed / Total CSR Time Logged In
Total CSR Time Logged In (hours)	Total amount of time (in hours) that all the analysts in the queue were logged in to the chat system.
Time Available (hours)	The amount of time (in hours) the analysts in the queue were available to chat, but did not handle any chat sessions. This value depends on the number of analysts logged in and the number of chat windows on which each analyst was available. For example, if an analyst's status indicates availability on two windows, then this value is sum of the time duration for which the analyst was available on both the windows.

Chat CSR Detail

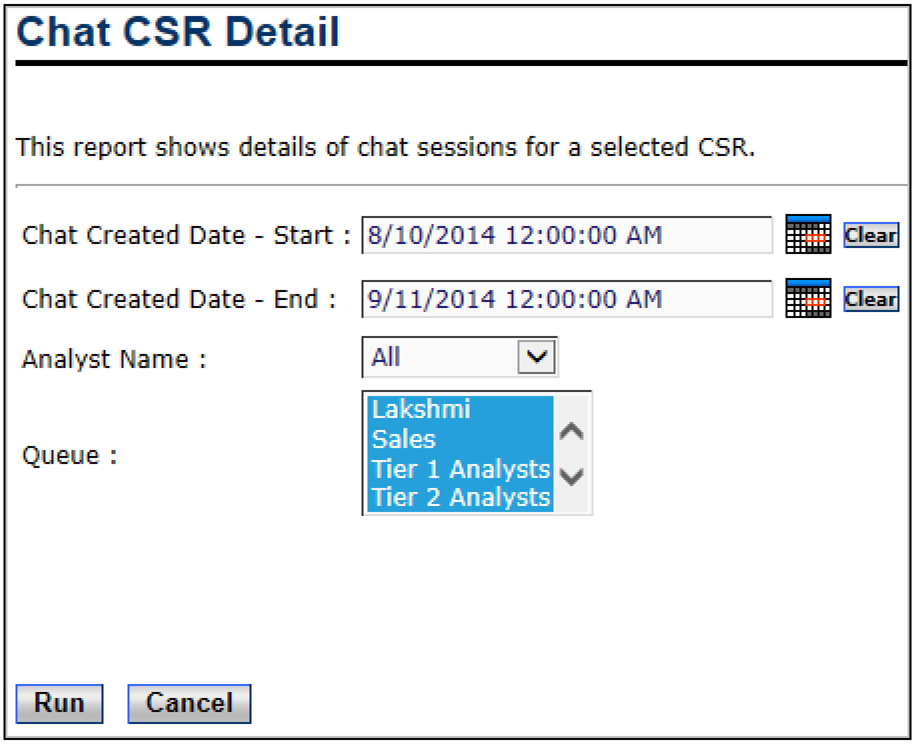
This report provides information about a selected CSR's chat sessions (for data older than 8 hours).

Do the following to generate this report:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Chat CSR Detail**. The following page appears in the right pane. In this page, previous report runs are displayed, if any.



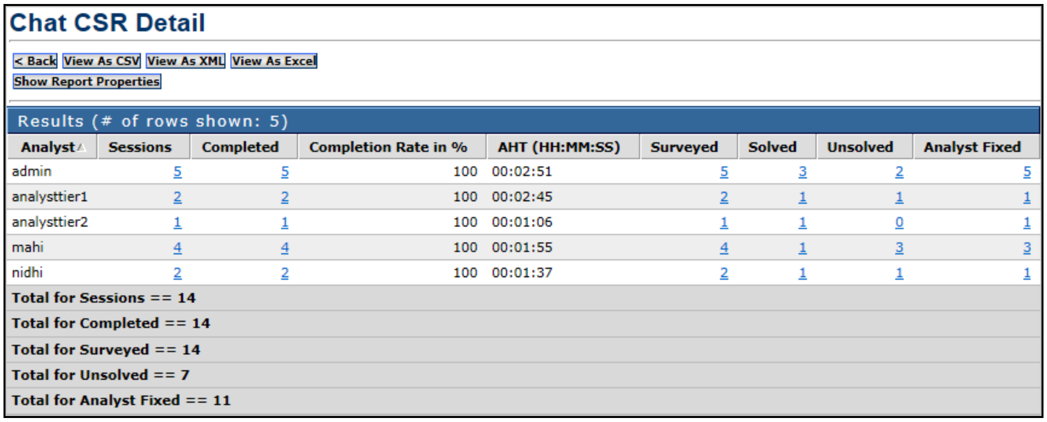
2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter	Description
Chat Created Date - Start	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one month prior to the current date.
Chat Created Date – End	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Analyst Name	The login name of the analyst. In the drop-down list, click the analyst for whom you want to generate the report, or click **All** to generate the report for all the analysts in the selected queues
Queue	The queue for which you want the report to be generated. In the drop-down list, click the desired queue, or click **All** to generate the report for all the queues.

4. Click **Run**. The report is displayed as shown in the following figure.



Chat CSR Detail

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 5)

Analyst	Sessions	Completed	Completion Rate in %	AHT (HH:MM:SS)	Surveyed	Solved	Unsolved	Analyst Fixed
admin	5	5	100	00:02:51	5	3	2	5
analysttier1	2	2	100	00:02:45	2	1	1	1
analysttier2	1	1	100	00:01:06	1	1	0	1
mahi	4	4	100	00:01:55	4	1	3	3
nidhi	2	2	100	00:01:37	2	1	1	1

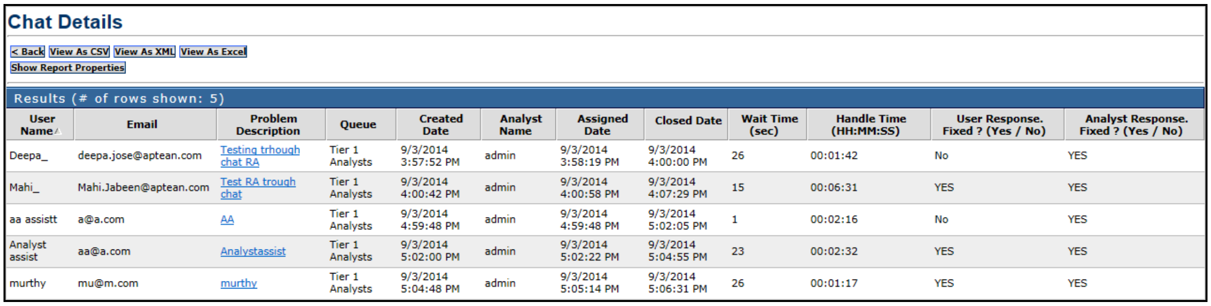
Total for Sessions == 14
Total for Completed == 14
Total for Surveyed == 14
Total for Unsolved == 7
Total for Analyst Fixed == 11

The following table describes the fields that are available in this report.

Field Name	Description
Analyst	Login name of the analyst.
Sessions	Total number of chat sessions to which the analyst responded (without allowing the session to timeout).
Completed	Total number of chat sessions completed by the analyst, either by closing or escalating them.
Completion Rate in %	Percentage of chat sessions successfully completed by the analysts in the queue against the total number of chat sessions initiated in that queue. **This value is calculated as follows:** Chat Completion Rate = Sessions Completed * 100 / Sessions Initiated
AHT (HH:MM:SS)	Average amount of time the analysts in the queue spent on chat sessions. Auto-escalated chats are not considered.
Surveyed	Number of chat sessions handled by the analyst for which a user survey was conducted upon chat closure. This is not applicable to customized surveys (created from the Manage Survey page of the admin portal) and user-abandoned chat sessions.
Solved	Number of issues handled by the analyst for which the users responded with a "Yes" to the survey question, "Did we resolve your issue?" This is not applicable to the user-abandoned chat sessions.
Unsolved	Number of issues handled by the analyst for which the users responded with a "No" to the survey question, "Did we resolve your issue?" This is not applicable to the user-abandoned chat sessions.
Analyst Fixed	Total number of issues marked as resolved by the analyst during the chat closure.

First Drill-Down Report

Clicking any of the links in the main report opens the drill-down report titled Chat Details. This provides details of all the chats handled by the corresponding analyst as shown in the following figure.



Chat Details

< Back | View As CSV | View As XML | View As Excel
Show Report Properties

Results (# of rows shown: 5)

User Name	Email	Problem Description	Queue	Created Date	Analyst Name	Assigned Date	Closed Date	Wait Time (sec)	Handle Time (HH:MM:SS)	User Response. Fixed ? (Yes / No)	Analyst Response. Fixed ? (Yes / No)
Deepa_	deepa.jose@aptean.com	Testing trhough chat RA	Tier 1 Analysts	9/3/2014 3:57:52 PM	admin	9/3/2014 3:58:19 PM	9/3/2014 4:00:00 PM	26	00:01:42	No	YES
Mahi_	Mahi.Jabeen@aptean.com	Test RA trough chat	Tier 1 Analysts	9/3/2014 4:00:42 PM	admin	9/3/2014 4:00:58 PM	9/3/2014 4:07:29 PM	15	00:06:31	YES	YES
aa assistt	a@a.com	AA	Tier 1 Analysts	9/3/2014 4:59:48 PM	admin	9/3/2014 4:59:48 PM	9/3/2014 5:02:05 PM	1	00:02:16	No	YES
Analyst assist	aa@a.com	Analystassist	Tier 1 Analysts	9/3/2014 5:02:00 PM	admin	9/3/2014 5:02:22 PM	9/3/2014 5:04:55 PM	23	00:02:32	YES	YES
murthy	mu@m.com	murthy	Tier 1 Analysts	9/3/2014 5:04:48 PM	admin	9/3/2014 5:05:14 PM	9/3/2014 5:06:31 PM	26	00:01:17	YES	YES

For a description of the fields in this report, see Chat Details on page *4-2*.

Second Drill-Down Report

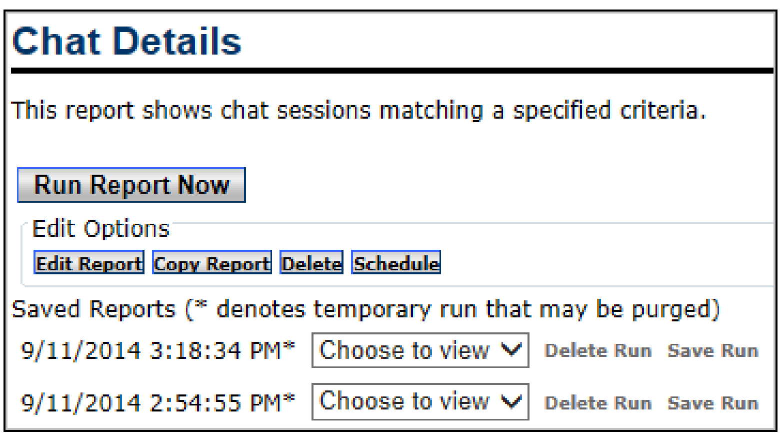
Clicking any of the links in the Problem Description column in the first drill-down report opens the report titled Chat Transcript for the corresponding chat. For details on the report output and a description of the fields in this report, see Chat Transcript on page *4-2*.

Chat Details

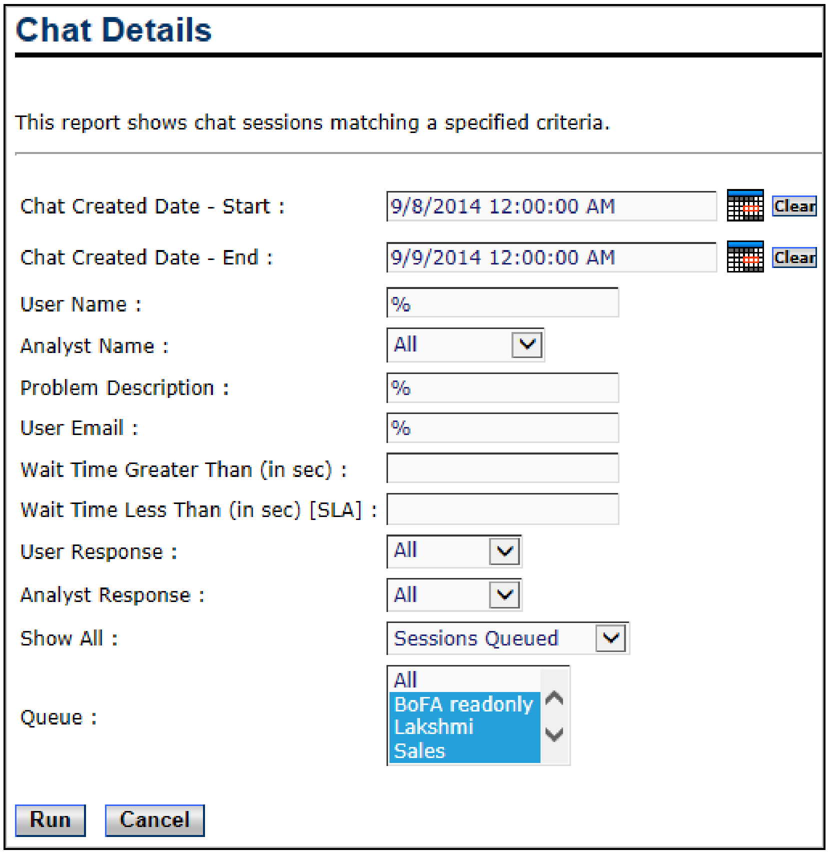
This report provides detailed information about the chat sessions between a particular user and an analyst regarding a specific problem. It shows the chat sessions matching the specified criteria.

Do the following to generate this report:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Chat Details**. The following page appears in the right pane.



2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter Name	Description
Chat Created Date - Start	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.
Chat Created Date – End	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
User Name	Name of the user whose chat details you want to be displayed. Use the percent (%) symbol as a wildcard character to include all the users who participated in sessions during the reporting period.
Analyst Name	Name of the analyst who was in session with the corresponding user. Select All to include all the analysts who participated in chat sessions during the

Parameter Name	Description
	reporting period.
Problem Description	Description of the problem in the chat request. Use the percent (%) symbol as a wildcard character to include all the problems logged during the reporting period.
User Email	Email ID of the user. Use the percent (%) symbol as a wildcard character to include the email IDs for all the users who participated in chat sessions during the reporting period.
Wait Time Greater Than (in sec)	The minimum wait time for the report query. All the chat requests with a wait time greater than value specified are included in the report.
Wait Time Less Than (in sec) [SLA]	The maximum wait time for the report query. All the chat requests with a wait time less than the value specified are included in the report.
User Response	This indicates the user input during the survey conducted upon chat closure. Select one of the following: • **All** to view the details for all the chats between the selected user and analyst in the reporting period. • **Fixed** to view the details for only those chats in which the user indicated that the problem was resolved. • **Not Fixed** to view the details for only those chats in which the user indicated that the problem was not resolved.
Analyst Response	This indicates the analyst's selection in the Resolution Type list on the Wrap Chat page during chat closure. • **All** to view the details for all the chat sessions between the selected user and analyst in the reporting period. • **Fixed** to view the details for only those chats in which the analyst indicated that the problem was resolved. • **Not Fixed** to view the details for only those chats in which the analyst indicated that the problem was not resolved.
Show All	Select one of the following: • Sessions Initiated to view the details for the chat sessions initiated between the selected user and analyst. • Sessions Abandoned to view the details for only the user abandoned chat sessions. • Sessions Queued to view the details for all the chat requests from the selected

Parameter Name	Description
	user in the reporting period.
Queue	The queue for which you want the report to be generated. In the drop-down list, click the desired queue, or click All to generate the report for all the queues.

4. Click **Run**. The following report is displayed.

Chat Details

< Back | View As CSV | View As XML | View As Excel
Show Report Properties

Results (# of rows shown: 5)

User Name	Email	Problem Description	Queue	Created Date	Analyst Name	Assigned Date	Closed Date	Wait Time (sec)	Handle Time (HH:MM:SS)	User Response. Fixed ? (Yes / No)	Analyst Response. Fixed ? (Yes / No)
Deepa_	deepa.jose@aptean.com	Testing trhough chat RA	Tier 1 Analysts	9/3/2014 3:57:52 PM	admin	9/3/2014 3:58:19 PM	9/3/2014 4:00:00 PM	26	00:01:42	No	YES
Mahi_	Mahi.Jabeen@aptean.com	Test RA trough chat	Tier 1 Analysts	9/3/2014 4:00:42 PM	admin	9/3/2014 4:00:58 PM	9/3/2014 4:07:29 PM	15	00:06:31	YES	YES
aa assistt	a@a.com	AA	Tier 1 Analysts	9/3/2014 4:59:48 PM	admin	9/3/2014 4:59:48 PM	9/3/2014 5:02:05 PM	1	00:02:16	No	YES
Analyst assist	aa@a.com	Analystassist	Tier 1 Analysts	9/3/2014 5:02:00 PM	admin	9/3/2014 5:02:22 PM	9/3/2014 5:04:55 PM	23	00:02:32	YES	YES
murthy	mu@m.com	murthy	Tier 1 Analysts	9/3/2014 5:04:48 PM	admin	9/3/2014 5:05:14 PM	9/3/2014 5:06:31 PM	26	00:01:17	YES	YES

The following table describes the fields that are available in this report.

Field Name	Description
User Name	Name of the user.
Email	Email ID of the user.
Problem Description	Problem description entered by the user while submitting the chat request. Clicking the link in this field opens the ***Chat Transcript on the next page*** for the corresponding chat session.
Queue	Name of the queue to which the analyst handling the chat session belongs.
Created Date	The server date and time when the chat request was created by the user.
Analyst Name	Login name of the analyst.
Assigned Date	Server date and time when the chat request was assigned to the analyst.
Closed Date	Server date and time when the chat session ended. In case of user-abandoned chats, it is the time when the user left the queue before being assigned to an analyst.
Wait Time (sec)	Amount of time (in seconds) that a chat request was in the queue before being assigned to an analyst. In case of user-abandoned chats, it is the time spent by the user in the queue before abandoning the request.
Handle Time (HH:MM:SS)	Time taken to handle the chat session. This is the time difference between Assigned Date and Closed Date. This is inclusive of the wrap-up time.
User Response. Fixed?	Indicates whether the issue was resolved to the user’s satisfaction. Possible values are **Yes** and **No**. This value is calculated based on the user's input on the User Feedback dialog box during chat closure.

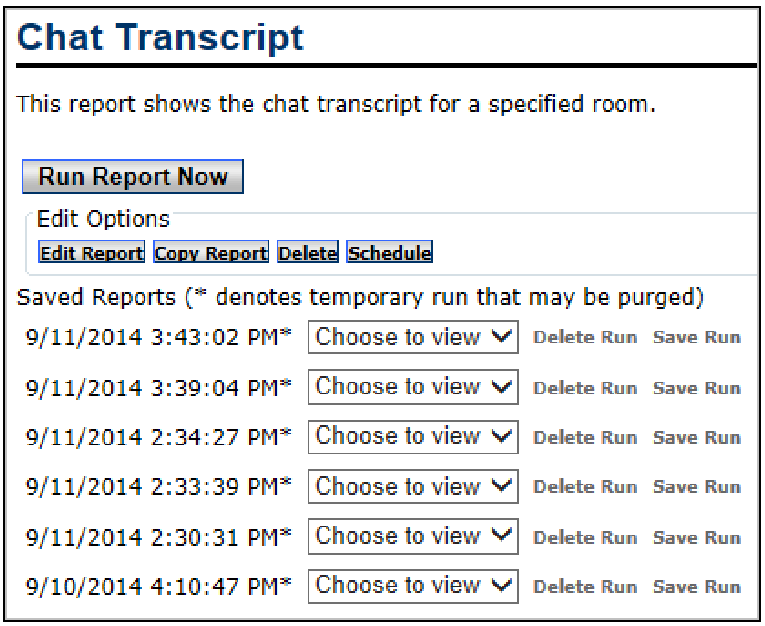
Field Name	Description
(Yes/No)	
Analyst Response. Fixed? (Yes/No)	Indicates whether the analyst considers the user's issue is resolved. Possible values are **Yes** and **No**. This value is calculated based on the analyst's selection in the **Resolution Type** list on the Wrap Chat page during chat closure.

Chat Transcript

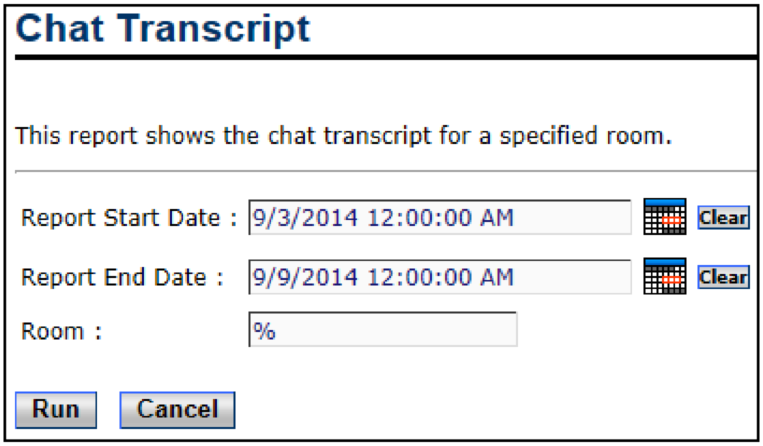
This report provides the details of the chat transcripts for the selected rooms.

Do the following to generate this report:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Chat Transcript**. The following page appears in the right pane.



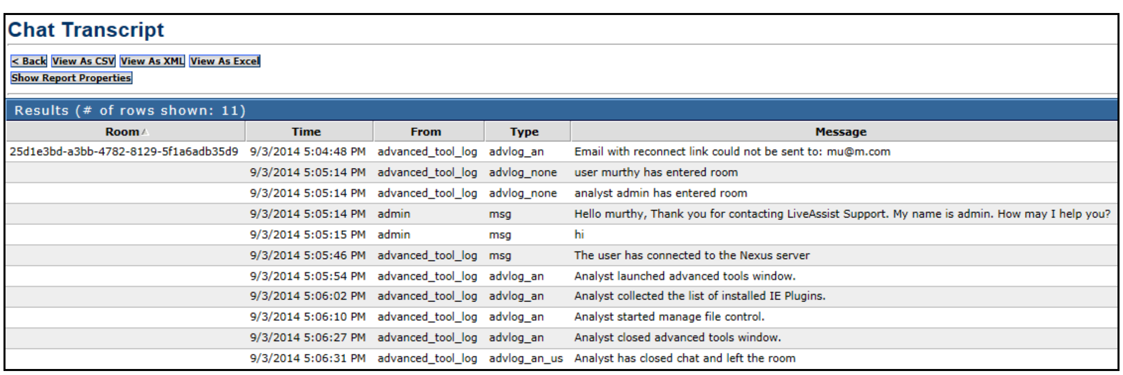
2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter Name	Description
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Room	The chat room name for which you want to collect the chat transcript. This is a GUID value. Use the percent (%) symbol as a wildcard character to include all rooms.

4. Click **Run**. The following report is displayed.


Chat Transcript

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 11)

Room	Time	From	Type	Message
25d1e3bd-a3bb-4782-8129-5f1a6adb35d9	9/3/2014 5:04:48 PM	advanced_tool_log	advlog_an	Email with reconnect link could not be sent to: mu@m.com
	9/3/2014 5:05:14 PM	advanced_tool_log	advlog_none	user murthy has entered room
	9/3/2014 5:05:14 PM	advanced_tool_log	advlog_none	analyst admin has entered room
	9/3/2014 5:05:14 PM	admin	msg	Hello murthy, Thank you for contacting LiveAssist Support. My name is admin. How may I help you?
	9/3/2014 5:05:15 PM	admin	msg	hi
	9/3/2014 5:05:46 PM	advanced_tool_log	msg	The user has connected to the Nexus server
	9/3/2014 5:05:54 PM	advanced_tool_log	advlog_an	Analyst launched advanced tools window.
	9/3/2014 5:06:02 PM	advanced_tool_log	advlog_an	Analyst collected the list of installed IE Plugins.
	9/3/2014 5:06:10 PM	advanced_tool_log	advlog_an	Analyst started manage file control.
	9/3/2014 5:06:27 PM	advanced_tool_log	advlog_an	Analyst closed advanced tools window.
	9/3/2014 5:06:31 PM	advanced_tool_log	advlog_an_us	Analyst has closed chat and left the room

The following table describes the fields that are available in this report.

Field Name	Description
Room	Unique identifier for the chat room that hosted the chat session.
Time	Time stamp of the message.
From	Details of the entity sending the message. Possible values are as follows: • advanced_tool_log (represents system messages) • *user name* • *analyst name*
Type	Category of the message. This indicates the recipients of the message. Possible values are as follows: • msg (messages between the analyst and the user) • advlog_an (system messages to the analyst only) • advlog_us (system messages to the user only) • advlog_an_us (system messages to both the analyst and the user) • advlog_none (for logging purposes only)
Message	Details of the chat message.

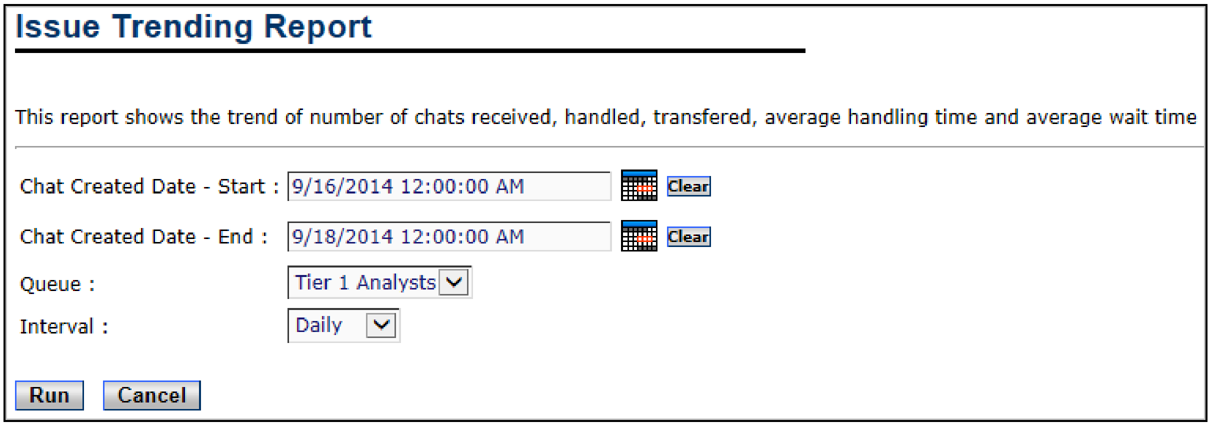
Issue Trending Report

This report provides details of the live chat usage at selected intervals. It shows the trend of the incoming chat requests, chats handled, escalations, handling times, and wait times. This information is useful for the managers, administrators, and supervisors to plan for peak and lean hours in the incoming chat load.

To generate this report, do the following:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Chat Transcript**. The following page appears in the right pane.

2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter Name	Description
Chat Created Date - Start	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.
Chat Created Date – End	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00** AM and cannot be changed.
Queue	The queue for which you want the report to be generated. In the drop-down list, click the desired queue, or click **All** to generate the report for all the queues.
Interval	The time increment within the reporting period for report data generation. Click **Default** for an interval of 15 minutes or **Daily** for an interval of 24 hours.

4. Click **Run** to generate the report.

The following report was generated with the interval set to Default.

Issue Trending Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 678)

Time	Queue	ChatRequests	ChatsHandled	ChatsEscalatedIn	ChatsEscalatedOut	AverageHandlingTime	AverageWaitTime	MaximumWaitTime
9/18/2014 3:31:00 PM	Tier 1 Analysts	1	0	0	0	47	0	0
9/18/2014 3:46:01 PM	Tier 1 Analysts	1	1	0	0	43	93	93
9/18/2014 4:01:01 PM	Tier 1 Analysts	0	0	0	0	0	0	0
9/18/2014 4:16:01 PM	Tier 1 Analysts	0	0	0	0	0	0	0
9/18/2014 4:31:02 PM	Tier 1 Analysts	0	0	0	0	0	0	0
9/18/2014 4:46:01 PM	Tier 1 Analysts	0	0	0	0	0	0	0
9/18/2014 5:01:01 PM	Tier 1 Analysts	0	0	0	0	0	0	0

The following table describes the fields that are available in this report.

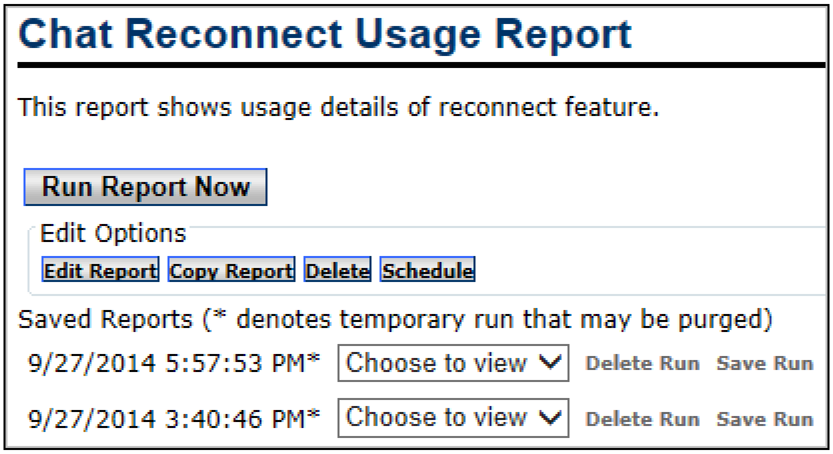
Field Name	Description
Time	Depending upon the input parameters given in Interval, this shows the start time of the interval.
Queue	The queue for which the report data is generated in the corresponding time interval.
Chat Requests	Total number of chat requests that were added to the queue in the time interval. This includes the abandoned sessions as well.
Chats Handled	Total number of chat requests to which the analyst responded (not allowing the session to timeout). This does not include abandoned sessions.
Chats Escalated In	Number of issues escalated into the queue in the time interval.
Chats Escalated Out	Number of issues escalated out of the queue in the time interval.
Average Handling Time	Average amount of time (in seconds) that the analyst spent in handling chats. Auto-escalated chats are not considered.
Average Wait Time	Average amount of time (in seconds) that a chat request was in the queue before it was assigned to an analyst. This does not take into account the customer wait time for user-abandoned chats (no analyst responded).
Maximum Wait Time	Maximum amount of time (in seconds) a chat request was in the queue before it was assigned to an analyst.

Chat Reconnect Usage Report

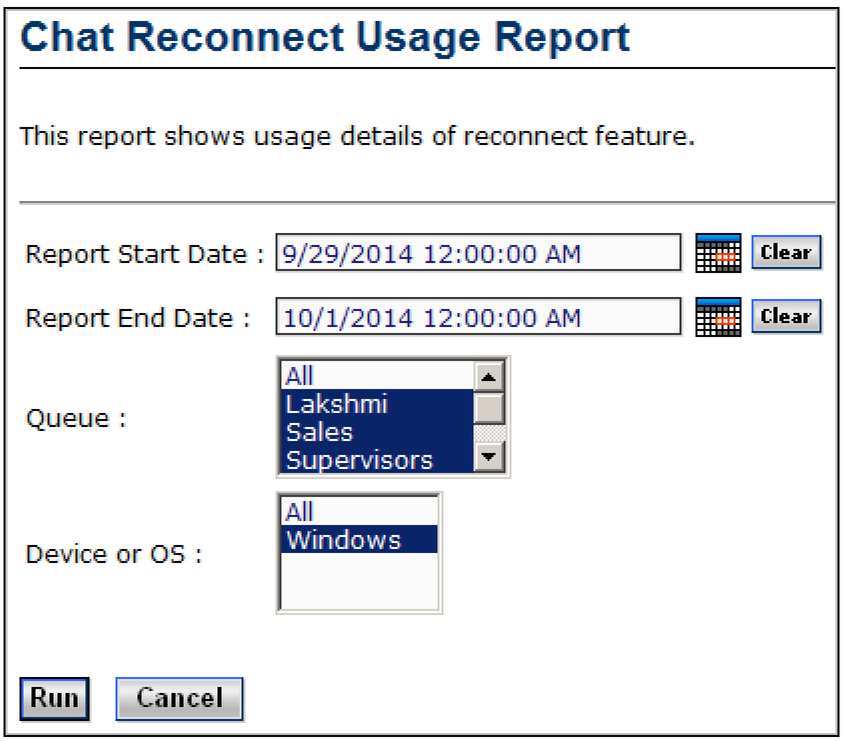
This report provides the queue-based and device-based usage details of the reconnect feature.

To generate this report, do the following:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Chat Reconnect Usage Report**. The following page appears in the right pane.



2. Click **Run Report Now**. The report parameters are displayed.

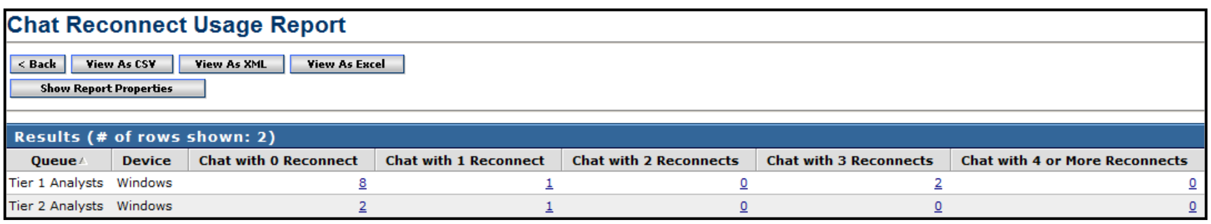


3. Configure the parameters as described in the following table.

Parameter Name	Description
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.

Parameter Name	Description
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Queue	The queues for which you want the report to be generated. Click the desired queue in the list, holding down the Ctrl key to select more than one queue, or click **All** to generate the report for all the queues.
Device or OS	The device or OS from which the chat was submitted. Click the desired device/OS in the list, holding down the Ctrl key to select more than one device/OS, or click **All** to generate the report for all the devices/OS.

4. Click **Run**. The following report is displayed.


Chat Reconnect Usage Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 2)

Queue	Device	Chat with 0 Reconnect	Chat with 1 Reconnect	Chat with 2 Reconnects	Chat with 3 Reconnects	Chat with 4 or More Reconnects
Tier 1 Analysts	Windows	8	1	0	2	0
Tier 2 Analysts	Windows	2	1	0	0	0

The following table describes the fields that are available in this report.

Field Name	Description
Queue	The queue for which the report data is generated.
Device	The device or OS for which the report data is generated.
Chat with 0 Reconnect	Number of chats that ended successfully without requiring a reconnect. This includes abandoned and auto-escalated chats.
Chat with 1 Reconnect	Number of chats that ended successfully after one reconnect.
Chat with 2 Reconnects	Number of chats that ended successfully after two reconnects.
Chat with 3 Reconnects	Number of chats that ended successfully after three reconnects.
Chat with 4 or More Reconnects	Number of chats that ended successfully after four or more reconnects.

Chat Reconnect Usage Drill-Down Report

Clicking any of the links in the main report opens the **Chat Reconnect Usage Drill-Down Report**. This provides the detailed view of the reconnect feature. It gives the details of the reconnect attempts for the chats involving the corresponding link.

The following drill-down report was generated by clicking the link for the queue **Tier 1 Analysts** in the **Chats with 3 Reconnects** field.

Chat Reconnect Usage Drilldown Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 9)

Room	User Name	Email	Problem Description	Queue	Device	Created Date	Reconnect Attempt	Analyst Name	Wait Time (sec)	Handle Time (HH:MM:SS)	Chat Disconnect Code
1f53f1e8-0179-4822-8541-2ddfc2bc90f7	abc	bhanurekha.bellary@aptean.com	Reconnect test2	Tier 1 Analysts	Windows	9/29/2014 3:02:05 PM	0	admin	18	00:02:39	User End Session
	abc	bhanurekha.bellary@aptean.com	Reconnect test2	Tier 1 Analysts	Windows	9/29/2014 3:04:23 PM	1	admin	26	00:07:16	User End Session
	abc	bhanurekha.bellary@aptean.com	Reconnect test2	Tier 1 Analysts	Windows	9/29/2014 3:07:11 PM	2	admin	0	00:12:19	User End Session
	abc	bhanurekha.bellary@aptean.com	Reconnect test2	Tier 1 Analysts	Windows	9/29/2014 3:19:16 PM	3	admin	26	00:00:00	Unknown
bcf2fded-9ae8-4f40-9790-944131fe942a	abc	abc@gmail.com	Test - Analyst abandon	Tier 1 Analysts	Windows	9/29/2014 5:31:55 PM	0	admin	7	00:17:17	Analyst Abandoned Session
	abc	abc@gmail.com	Test - Analyst abandon	Tier 1 Analysts	Windows	9/29/2014 5:31:55 PM	0	Bhanu	7	00:04:10	User End Session
	abc	abc@gmail.com	Test - Analyst abandon	Tier 1 Analysts	Windows	9/29/2014 5:52:52 PM	1	Bhanu	53	00:01:35	User Browser Close
	abc	abc@gmail.com	Test - Analyst abandon	Tier 1 Analysts	Windows	9/29/2014 5:55:41 PM	2	Bhanu	27	00:03:08	User End Session
	abc	abc@gmail.com	Test - Analyst abandon	Tier 1 Analysts	Windows	9/29/2014 5:58:58 PM	3	Bhanu	19	00:00:00	Unknown

A description of the fields available in this report is given in the following table.

Field Name	Description
Room	Unique identifier for the chat room that hosted the chat session.
User Name	Name of the user.
Email	Email ID of the user.
Problem Description	Problem description entered by the user while submitting the chat request. Clicking the link in this field opens the *Chat Transcript on page 4-22* for the corresponding chat session.
Queue	Name of the queue to which the analyst handling the chat session belongs.
Device	Type of the device or OS from where chat request was submitted (Windows, Android, etc.).
Created Date	The server date and time when the chat request was created by the user.
Reconnect Attempt	Value of the reconnect attempt counter for the corresponding chat session.
Analyst Name	Login name of the analyst.
Wait Time (sec)	Amount of time (in seconds) that a chat request was in the queue before being assigned to an analyst. In case of user-abandoned chats, it is the time spent by the user in the queue before abandoning the request.

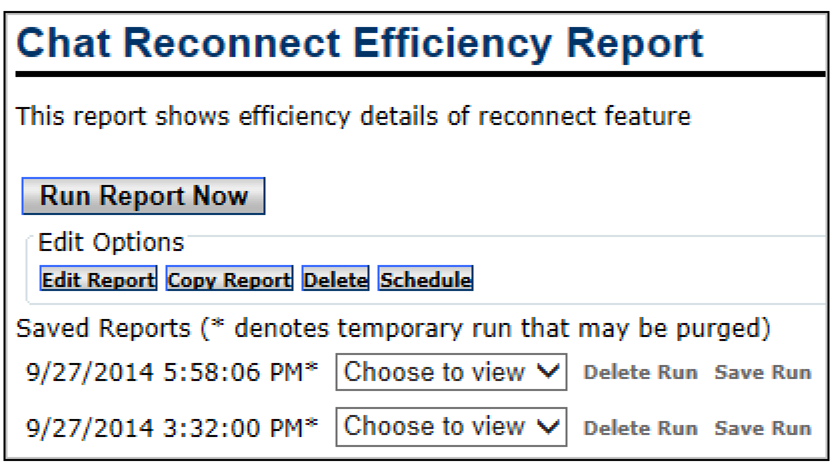
Field Name	Description
Handle Time (HH:MM:SS)	Time taken to handle the chat session. This is the time difference between Assigned Date and Closed Date. This is inclusive of the wrap-up time. The total handle time to resolve a user issue is the sum of the handle times for the original session and each reconnect session.
Chat Disconnect Code	The code indicating the reason for the chat disconnection. The following are the possible values: • Analyst End Session • Escalated (normal, no recon attempt) • Auto Escalated • Analyst Abandoned Session • Supervisor Takeover • User Abandoned Session • User End Session • User Browser Close • Network Delay • Reconnect Queue Unavailable • Unknown (for any other reason)

Chat Reconnect Efficiency Report

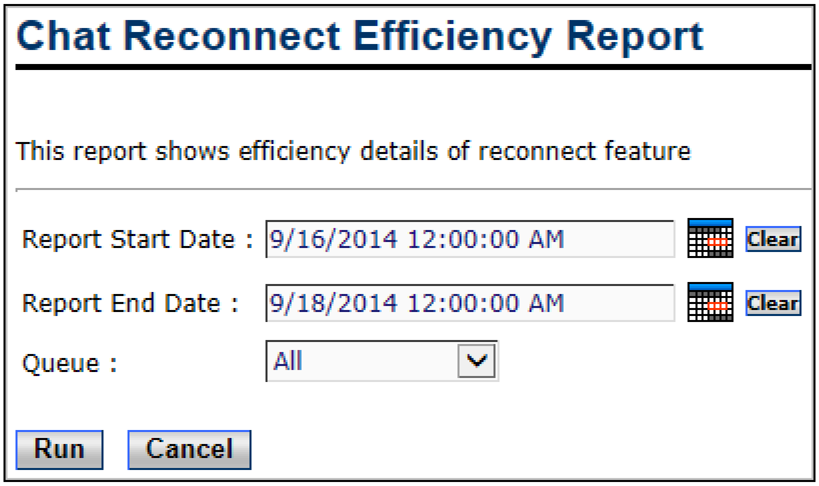
This report assesses the efficiency of the reconnect feature for the selected queue.

To generate this report, do the following:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Chat Reconnect Efficiency Report**. The following page appears in the right pane.



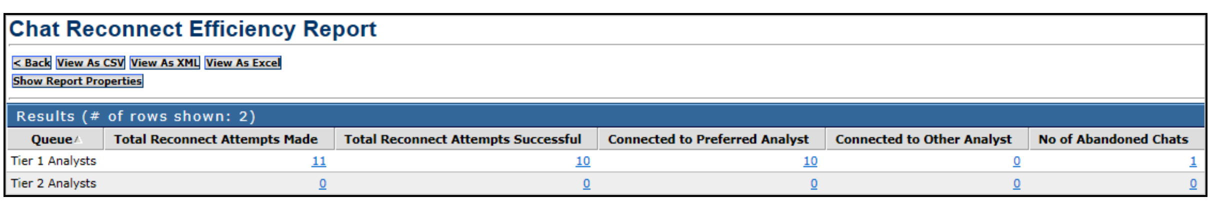
2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter Name	Description
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Queue	The queue for which you want the report to be generated. Click the desired queue in the list, or click **All** to generate the report for all the queues.

4. Click **Run**. The following report is displayed.



Chat Reconnect Efficiency Report

< Back | View As CSV | View As XML | View As Excel
Show Report Properties

Results (# of rows shown: 2)

Queue	Total Reconnect Attempts Made	Total Reconnect Attempts Successful	Connected to Preferred Analyst	Connected to Other Analyst	No of Abandoned Chats
Tier 1 Analysts	11	10	10	0	1
Tier 2 Analysts	0	0	0	0	0

The following table describes the fields that are available in this report.

Field Name	Description
Queue	The queue for which the report data is generated in the corresponding time interval.
Total Reconnect Attempts Made	Total number of reconnect attempts made by the user for a given issue ID.
Total Reconnect Attempts Successful	Total number of reconnect attempts that resulted in chat sessions. User-abandoned reconnect chats are not considered.
Connected to Preferred Analyst	Number of times the user was connected to the preferred analyst only after reconnection, that is, the chat was picked up within the Preferred Wait Time (within 1 minute of reconnection).
Connected to Other Analyst	Number of times the user was connected to another analyst after reconnection, that is, the chat was picked up after the Preferred Wait Time (after 1 minute of reconnection).
No of Abandoned Chats	Number of user-abandoned sessions after successful reconnection.

Chat Reconnect Efficiency Drill-Down Report

Clicking any of the links in the main report opens the **Chat Reconnect Efficiency Drill-Down Report**. This provides details of the reconnect attempts for all the chats included in the corresponding link.

The following drill-down report was generated by clicking the link for the queue **Tier 1 Analysts** in the **Total Reconnect Attempts Made** field.

Chat Reconnect Efficiency Drilldown Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 11)

Room	User Name	Email	Problem Description	Queue	Created Date	Reconnect Attempt	Analyst Name	Wait Time (sec)	Handle Time (HH:MM:SS)	Chat Disconnect Code
0d7fd239-342c-41aa-88ce-238fd5ee5f1c	rec-url	nidhi.singh@aptean.com	rec-url	Tier 1 Analysts	9/20/2014 11:59:18 AM	1	nidhi	8	00:00:00	User Abandoned Session
	rec-url	nidhi.singh@aptean.com	rec-url	Tier 1 Analysts	9/20/2014 12:01:19 PM	2	nidhi	14	00:00:07	Analyst End Session
421451f5-0c9c-4d29-b1e6-7bcf1ee187f4	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:40:14 PM	1	Abandoned Session	14	00:00:00	User Abandoned Session
6ac43c5c-8d7a-4bbd-8ac5-5a451e5ed81b	rec-emailURL	nidhi.singh@aptean.com	rec-emailURL	Tier 1 Analysts	9/20/2014 11:52:44 AM	1	nidhi	1	00:00:52	Analyst End Session
	rec-emailURL	nidhi.singh@aptean.com	rec-emailURL	Tier 1 Analysts	9/20/2014 11:53:58 AM	2	nidhi	5	00:00:38	Analyst End Session
	rec-emailURL	nidhi.singh@aptean.com	rec-emailURL	Tier 1 Analysts	9/20/2014 11:55:40 AM	3	nidhi	0	00:00:17	Analyst End Session
90f48000-b479-495d-b8c7-4871ad37c170	rec1	r@r.r	rec1	Tier 1 Analysts	9/20/2014 11:34:47 AM	1	nidhi	71	00:00:29	Analyst End Session
d0f0afef-1152-469f-b855-3416c21650fd	rec2	r@r.n	rec2	Tier 1 Analysts	9/20/2014 11:43:00 AM	1	nidhi	2	00:00:26	Analyst End Session
	rec2	r@r.n	rec2	Tier 1 Analysts	9/20/2014 11:43:59 AM	2	nidhi	3	00:00:19	Analyst End Session
	rec2	r@r.n	rec2	Tier 1 Analysts	9/20/2014 11:44:42 AM	3	nidhi	5	00:00:15	Analyst End Session
	rec2	r@r.n	rec2	Tier 1 Analysts	9/20/2014 11:45:25 AM	4	nidhi	4	00:00:15	Analyst End Session

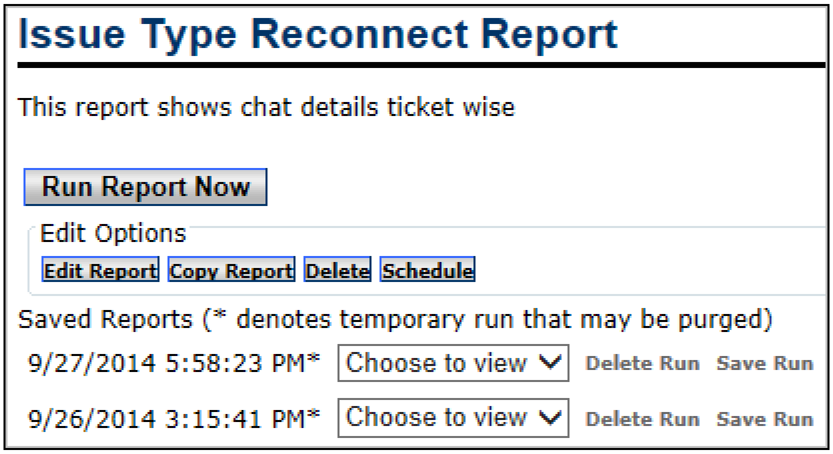
The fields available in this report are similar to those in the **Chat Reconnect Usage Drill-Down Report**, except for the absence of the **Device** field. See *Chat Reconnect Usage Drill-Down Report on page 4-29* for a description of the same.

Issue Type Reconnect Report

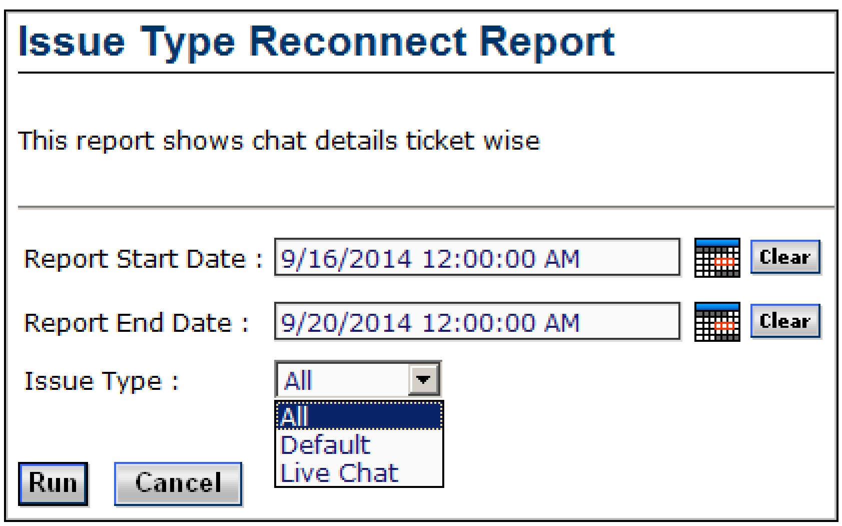
This report provides the details of the reconnect attempts made by the user based on the Issue type.

To generate this report, do the following:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Issue Type Reconnect Report**. The following page appears in the right pane.



2. Click **Run Report Now**. The report parameters are displayed.



3. Configure the parameters as described in the following table.

Parameter Name	Description
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.

Parameter Name	Description
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.
Issue Type	The following are the possible values: • All • Default • Live Chat

4. Click **Run**. The following report is displayed.

Issue Type Reconnect Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 16)

Issue Id	Issue Type	Problem Description	Total No of Reconnects	Reconnect Attempt	Analyst Name	Chat Disconnected By
6098	Live Chat	escalting t1t2t1	1	0	mahi	Analyst
	Live Chat	escalting t1t2t1	1	1	Abandoned Session	User
6101	Live Chat	rec1	1	0	nidhi	Analyst
	Live Chat	rec1	1	1	nidhi	Analyst
6102	Live Chat	rec2	4	0	nidhi	Analyst
	Live Chat	rec2	4	1	nidhi	Analyst
	Live Chat	rec2	4	2	nidhi	Analyst
	Live Chat	rec2	4	3	nidhi	Analyst
	Live Chat	rec2	4	4	nidhi	Analyst
6103	Live Chat	rec-emailURL	3	0	nidhi	Analyst
	Live Chat	rec-emailURL	3	1	nidhi	Analyst
	Live Chat	rec-emailURL	3	2	nidhi	Analyst
	Live Chat	rec-emailURL	3	3	nidhi	Analyst
6104	Live Chat	rec-url	2	0	nidhi	Analyst
	Live Chat	rec-url	2	1	nidhi	User
	Live Chat	rec-url	2	2	nidhi	Analyst

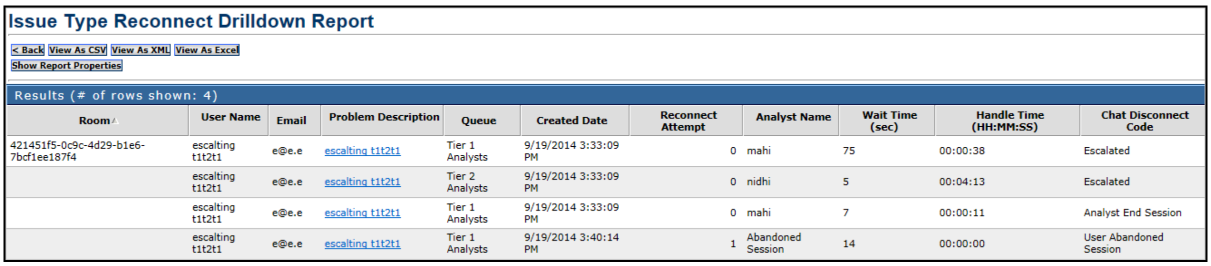
The following table describes the fields that are available in this report.

Field Name	Description
Issue ID	The ticket number assigned to the chat request. These numbers are assigned sequentially.
Issue Type	The category to which the issue belongs. It typically defines the topic discussed during chat.

Field Name	Description
Problem Description	Problem description entered by the user while submitting the chat request.
Total No. of Reconnects	Total number of reconnect attempts made by the user for a given issue ID.
Reconnect Attempt	Value of the reconnect attempt counter for the corresponding chat session.
Analyst Name	Login name of the analyst.
Chat Disconnected By	Person disconnecting/ending the chat, that is, either the analyst or the user.

Issue Type Reconnect Drill-Down Report

Clicking any of the links in the Issue ID field of the main report opens the **Issue Type Reconnect Drill-Down Report** for the corresponding Issue ID as shown in the following figure.


Issue Type Reconnect Drilldown Report

< Back View As CSV View As XML View As Excel
Show Report Properties

Results (# of rows shown: 4)

Room	User Name	Email	Problem Description	Queue	Created Date	Reconnect Attempt	Analyst Name	Wait Time (sec)	Handle Time (HH:MM:SS)	Chat Disconnect Code
421451f5-0c9c-4d29-b1e6-7bcf1ee187f4	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:33:09 PM	0	mahi	75	00:00:38	Escalated
	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 2 Analysts	9/19/2014 3:33:09 PM	0	nidhi	5	00:04:13	Escalated
	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:33:09 PM	0	mahi	7	00:00:11	Analyst End Session
	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:40:14 PM	1	Abandoned Session	14	00:00:00	User Abandoned Session

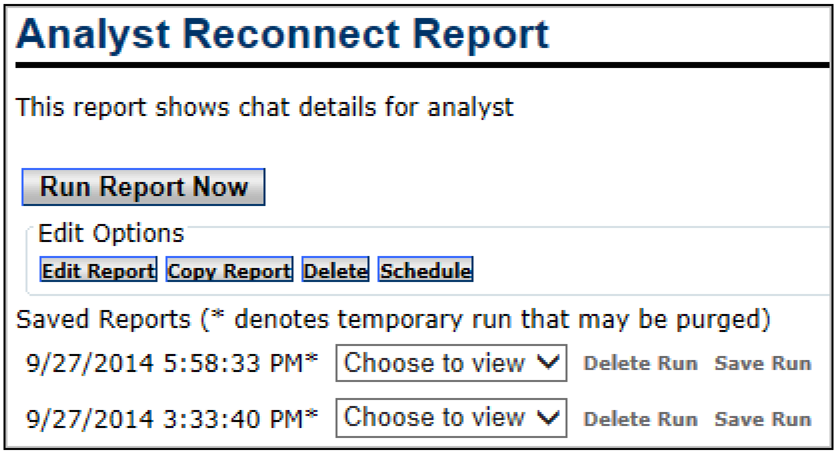
The fields available in this report are similar to those in the **Chat Reconnect Usage Drill-Down Report**, except for the absence of the **Device** field. See *Chat Reconnect Usage Drill-Down Report on page 4-29* for a description of the same.

Analyst Reconnect Report

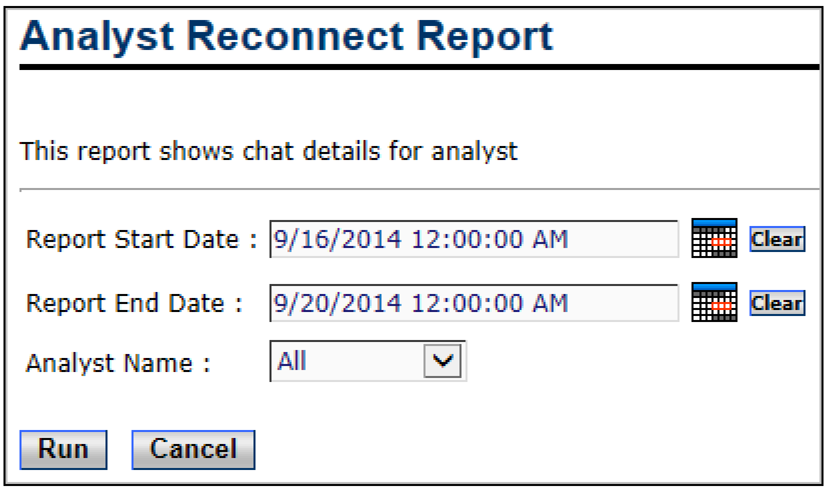
This report gives chat details for the selected analyst, enabling you to analyze how the reconnect feature is being used from an analyst perspective.

To generate this report, do the following:

1. Go to **LiveAssist** > **Reporting** > **Archived Reports** > **Analyst Reconnect Report**. The following page appears in the right pane.



2. Click **Run Report Now**. The report parameters are displayed.

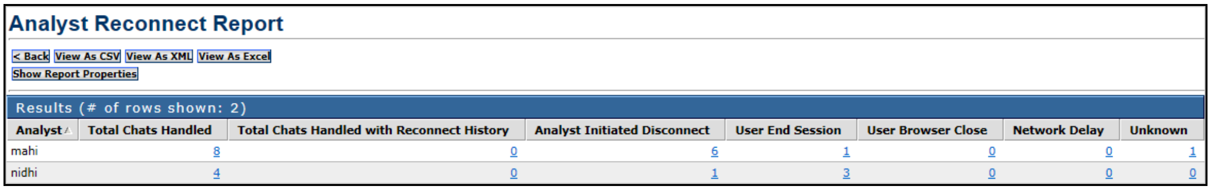


3. Configure the parameters as described in the following table.

Parameter Name	Description
Report Start Date	The start date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to one day prior to the current date.
Report End Date	The end date for the reporting period. Click the **Calendar** icon, and select the desired date from the calendar. The default date is set to the current date. **Note:** – You cannot manually enter a date and must use the calendar to select the desired date. – You can also click **Clear** to delete a previously entered date. – The start and end times are always **12:00:00 AM** and cannot be changed.

Parameter Name	Description
Analyst Name	The login name of the analyst. In the drop-down list, click the analyst for whom you want to generate the report, or click All to generate the report for all the analysts in the selected queues.

4. Click **Run**. The following report is displayed.



Analyst Reconnect Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 2)

Analyst	Total Chats Handled	Total Chats Handled with Reconnect History	Analyst Initiated Disconnect	User End Session	User Browser Close	Network Delay	Unknown
mahi	8	0	6	1	0	0	1
nidhi	4	0	1	3	0	0	0

The following table describes the fields that are available in this report.

Field Name	Description
Analyst	Login name of the analyst.
Total Chats Handled	Total number of chat sessions handled by the analyst in the reporting period.
Total Chats Handled with Reconnect History	Total number of chat sessions handled by the analyst that were established post reconnection.
Analyst Initiated Disconnect	Number of chat sessions that were closed by the analyst.
User End Session	Number of chats that were closed by the user clicking **End Session** on the chat page.
User Browser Close	Number of chats that were closed due to the user closing the browser.
Network Delay	Number of chats that were closed due to a delay in connecting to a network.
Unknown	Number of chats that were closed for reasons that do not fall in any of the other categories.

Drill-Down Reports

The following two drill-down reports can be generated from the main report:

- Analyst Reconnect Drill-Down Report
- Chat Disconnect Code Drill-Down Report

Analyst Reconnect Drill-Down Report

Clicking any of the links in the **Total Chats Handled** or **Total Chats Handled with Reconnect History** fields of the main report opens the **Analyst Reconnect Drill-Down Report**. This provides the details for the chats included in the corresponding link as shown in the following figure.

Analyst Reconnect Drilldown Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 8)

Room	User Name	Email	Problem Description	Queue	Created Date	Reconnect Attempt	Wait Time (sec)	Handle Time (HH:MM:SS)	Chat Disconnect Code
5e9aabbc-f468-4283-8ece-d6803e952a51	CR1	cr@c.com	chatrequests1	Tier 1 Analysts	9/16/2014 3:02:45 PM	0	49	00:05:25	User End Session
ec9d6da0-4971-41bc-894b-4701668eaa21	CR3	cr@c.com	CR3	Tier 1 Analysts	9/16/2014 3:10:55 PM	0	2	00:02:09	User Abandoned Session
b93ee6eb-806b-4f28-8c78-28bb5da5cc20	cr4	cr4@c.r	cr4	Tier 1 Analysts	9/16/2014 3:13:45 PM	0	43	00:00:50	Escalated
18134d79-823a-45b6-9bee-68db07e610eb	cr6(same analyst hanling after autoesc)	cr6@c.r	cr6(same analyst hanling after autoesc)	Tier 1 Analysts	9/18/2014 3:31:54 PM	0	21	00:00:40	Analyst End Session
3447f526-a19c-4734-b101-eb1fafc7616b	Escalation to same tier	esc@e.e	mahi to nidhi(t1-t1)	Tier 1 Analysts	9/19/2014 3:05:27 PM	0	81	00:01:31	Escalated
146376a2-1b54-41ea-ae89-e4b79349ed92	escaltin T1-T2-T1	esc@s.s	escaltin T1-T2-T1	Tier 1 Analysts	9/19/2014 3:11:03 PM	0	49	00:00:36	Escalated
421451f5-0c9c-4d29-b1e6-7bcf1ee187f4	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:33:09 PM	0	75	00:00:38	Escalated
	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:33:09 PM	0	7	00:00:11	Analyst End Session

The fields available in this report are similar to those in the **Chat Reconnect Usage Drill-Down Report**, except for the absence of the **Device** and **Analyst Name** fields. See *Chat Reconnect Usage Drill-Down Report on page 4-29* for a description of the same.

Chat Disconnect Code Drill-Down Report

Clicking any of the links in the rest of the fields of the main report opens the **Chat Disconnect Code Drill-Down Report**. This provides the details for the chats included in the corresponding link as shown in the following figure.

Chat Disconnect Code Drilldown Report

< Back | View As CSV | View As XML | View As Excel

Show Report Properties

Results (# of rows shown: 6)

Room	User Name	Email	Problem Description	Queue	Created Date	Reconnect Attempt	Analyst Name	Wait Time (sec)	Handle Time (HH:MM:SS)	Chat Disconnect Code
b93ee6eb-806b-4f28-8c78-28bb5da5cc20	cr4	cr4@c.r	cr4	Tier 1 Analysts	9/16/2014 3:13:45 PM	0	mahi	43	00:00:50	Escalated
18134d79-823a-45b6-9bee-68db07e610eb	cr6(same analyst hanling after autoesc)	cr6@c.r	cr6(same analyst hanling after autoesc)	Tier 1 Analysts	9/18/2014 3:31:54 PM	0	mahi	21	00:00:40	Analyst End Session
3447f526-a19c-4734-b101-eb1fafc7616b	Escalation to same tier	esc@e.e	mahi to nidhi(t1-t1)	Tier 1 Analysts	9/19/2014 3:05:27 PM	0	mahi	81	00:01:31	Escalated
146376a2-1b54-41ea-ae89-e4b79349ed92	escaltin T1-T2-T1	esc@s.s	escaltin T1-T2-T1	Tier 1 Analysts	9/19/2014 3:11:03 PM	0	mahi	49	00:00:36	Escalated
421451f5-0c9c-4d29-b1e6-7bcf1ee187f4	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:33:09 PM	0	mahi	75	00:00:38	Escalated
	escalting t1t2t1	e@e.e	escalting t1t2t1	Tier 1 Analysts	9/19/2014 3:33:09 PM	0	mahi	7	00:00:11	Analyst End Session

The fields available in this report are similar to those in the **Chat Reconnect Usage Drill-Down Report**, except for the absence of the **Device** field. See *Chat Reconnect Usage Drill-Down Report on page 4-29* for a description of the same.