

## FITUR REPORT CALL CENTER (SQL)

terdapat 7 fitur report dengan fungsi yang berbeda beda antara lain :

### 1. Agent Detail (tl\_report\_setuju)

```
SELECT
    a.user_name as 'ID',
    a.full_name as 'Nama Agent',
    a.start_time as 'Call Start Time',
    a.end_time as 'Call End Time',
    TIMEDIFF(a.end_time, a.start_time) as 'Duration',
    a.telephone as 'Phone Number',
    a.phone_product as 'Phone Product'
FROM
    report_set a
WHERE
    1=1 @?
GROUP BY start_time ASC
```

ID	NAMA AGENT	CALL START TIME	CALL END TIME	DURATION	PHONE NUMBER	PHONE PRODUCT
AGENT01	Dian monica oktavia	2023-04-03 10:38:27.0	2023-04-03 10:42:16.0	00:03:49	087783987883	02167895647
AGENT04	Mira	2023-04-07 13:26:38.0	2023-04-07 13:30:43.0	00:04:05	083879377186	02167807906
AGENT004	Mira	2023-04-10 09:31:18.0	2023-04-10 09:33:18.0	00:02:00	082106967882	02167895647
AGENT01	Dian monica oktavia	2023-04-11 10:21:01.0	2023-04-11 10:28:01.0	00:07:00	082106967882	02167895647
AGENT04	Mira	2023-04-11 11:00:01.0	2023-04-11 11:08:32.0	00:08:31	082106967882	02167895647
AGENT003	Nisa	2023-04-11 12:26:31.0	2023-04-11 12:32:42.0	00:06:11	082106967882	02167782197
AGENT004	Mira	2023-04-11 13:14:31.0	2023-04-11 13:32:42.0	00:18:11	082106967882	02167782197
AGENT01	Dian monica oktavia	2023-04-12 09:07:21.0	2023-04-12 09:15:28.0	00:08:07	082106967882	02167895647
AGENT04	Mira	2023-04-12 14:23:21.0	2023-04-12 14:36:28.0	00:13:07	082106967882	02167895647
AGENT003	Nisa	2023-04-12 15:20:42.0	2023-04-12 15:34:41.0	00:13:59	082106967882	02167895647

View Report Agent Detail

### 2. report agent state detail (tl\_report\_call\_monitoring)

```
SELECT
    a.user_name as 'ID',
    a.full_name as 'Nama Agent',
    b.nama_produk as 'Nama Produk',
    a.extention as 'Extend',
    a.start_time as 'State Transition Time',
    a.disposition as 'agent state',
```

```

        '' as 'Reason Code',
        '00:00:00' as 'Total AUX',
        TIMEDIFF(a.end_time,a.start_time) as 'Duration'
FROM
    report_set a
    LEFT JOIN number_prod b ON (a.queue = b.queue)
WHERE
    a.extention != '' @?
ORDER BY start_time ASC

```

ID	NAMA AGENT	NAMA PRODUK	EXTEND	STATE TRANSITION TIME	AGENT STATE	REASON CODE	TOTAL AUX	DURATION
AGENT01	Dian monica oktavia	OTTO	2001	2023-04-03 10:38:27.0	ANSWERED		00:00:00	00:03:49
AGENT04	Mira	OTOCASH	2001	2023-04-07 13:26:38.0	ANSWERED		00:00:00	00:04:05
AGENT004	Mira	OTTO	2004	2023-04-10 09:31:18.0	ANSWERED		00:00:00	00:02:00
AGENT01	Dian monica oktavia	INDOSAT Imkas	2001	2023-04-11 10:21:01.0	ANSWERED		00:00:00	00:07:00
AGENT04	Mira	OTOCASH	2001	2023-04-11 11:00:01.0	ANSWERED		00:00:00	00:08:31
AGENT003	Nisa	INDOSAT Imkas	2005	2023-04-11 12:26:31.0	ANSWERED		00:00:00	00:06:11
AGENT004	Mira	OTTO	2004	2023-04-11 13:14:31.0	ANSWERED		00:00:00	00:18:11
AGENT01	Dian monica oktavia	OTTO	2001	2023-04-12 09:07:21.0	ANSWERED		00:00:00	00:08:07
AGENT04	Mira	OTOCASH	2001	2023-04-12 14:23:21.0	ANSWERED		00:00:00	00:13:07
AGENT003	Nisa	INDOSAT Imkas	2005	2023-04-12 15:20:42.0	ANSWERED		00:00:00	00:13:59

View Report Agent State Detail

### 3. report agent call summary (tl\_perform\_report)

```

SELECT
    a.user_name as 'ID',
    a.full_name as 'Nama Agent',
    c.nama_produk as 'Nama Product',
    a.extention as "Extend",
    SEC_TO_TIME(SUM(a.duration)) as 'Total Talk',
    SEC_TO_TIME(AVG(a.duration)) as 'AVG Talk',
    #SUM(IF(a.user_name='AGENT01', a.duration, a.duration)) as "Total Talk",
    #TIMEDIFF(a.end_time,a.start_time) as "AVG Talk",
    '00:00:00' as "Total Hold",
    '00:00:00' as "Total AUX",
    '00:00:00' as "AVG AUX"
FROM
    report_set a
    LEFT JOIN number_prod c ON (a.queue = c.queue)
WHERE

```

1=1 @?  
GROUP BY  
a.user\_name

ID	NAMA AGENT	NAMA PRODUCT	EXTEND	TOTAL TALK	AVG TALK	TOTAL HOLD	TOTAL AUX	AVG AUX
AGENT003	Nisa	INDOSAT Imkas	2005	00:34:45	00:11:35	00:00:00	00:00:00	00:00:00
AGENT004	Mira	OTTO	2004	01:06:10	00:22:03	00:00:00	00:00:00	00:00:00
AGENT001	Dian monica oktavia	OTTO	2001	00:30:56	00:10:18	00:00:00	00:00:00	00:00:00
AGENT004	Mira	OTTOCASH	2001	00:42:23	00:14:07	00:00:00	00:00:00	00:00:00

View Report Agent Call Summary

#### 4. Abandon Call Detail Activity (tl\_report\_abandon\_call)

```

SELECT
    IF(a.disposition='ANSWERED', 1, 0) as 'abandon',
    IF(a.disposition='ANSWERED', NULL, start_time) as 'Call Start Time',
    a.phone_product as 'Called Number',
    b.nama_produk as 'Nama Produk',
    a.telephone as 'Call Ani',
    'N/A' as 'Inditail Call Priority',
    '' as 'Call Routed CSQ',
    a.full_name as 'Agent Name',
    c.skill_id as 'Call Skills',
    'N/A' as 'Final Call Priority',
    CONCAT(DATE(a.start_time), " ", TIME(a.duration)) as 'Call Abandon Time',
    SEC_TO_TIME(MAX(a.duration)) as 'Duration'
FROM
    report_set a
    LEFT JOIN number_prod b ON(a.queue = b.queue)
    LEFT JOIN agent c ON (a.full_name = c.full_name)
WHERE
    1=1 @?
GROUP BY
    a.linkedid DESC
HAVING

```

'abandon'=0

CALL START TIME	CALLED NUMBER	NAMA	CALL ANI	INDITIAL CALL	CALL ROUTED	AGENT	CALL	FINAL CALL	CALL ABANDON	DURATION
	02167895647	OTTO	082106967882	N/A		Mira	skill 4	N/A	2023-04-10 00:02:00	00:03:20
	02167895647	OTTO	082106967882	N/A		Dian monica oktavia	skill 3	N/A	2023-04-12 00:08:07	00:13:27
	02167782197	INDOSAT Imkas	082106967882	N/A		Nisa	skill 3	N/A	2023-04-12 00:01:15	00:01:55
	02167895647	OTTO	082106967882	N/A		Mira	skill 4	N/A	2023-04-12 00:19:59	00:32:39
	02167895647	INDOSAT Imkas	082106967882	N/A		Nisa	skill 3	N/A	2023-04-12 00:13:59	00:22:39
	02167895647	OTTOCASH	082106967882	N/A		Mira	skill 4	N/A	2023-04-12 00:13:07	00:21:47
	02167807906	OTTOCASH	083879377186	N/A		Mira	skill 4	N/A	2023-04-07 00:04:05	00:06:45
	02167782197	OTTO	082106967882	N/A		Mira	skill 4	N/A	2023-04-11 00:18:11	00:30:11

View Report Abandon Call Detail Activity

##### 5. Call Activity (tl\_report\_activity)

```
SELECT
a.username AS 'ID',
a.full_name AS 'NAMA AGENT',
oc.STATUS_CALL AS 'IVR NAME',
oc.STATUS_RESULT AS 'MENU NAME',
oc.NO_TELP AS 'PHONE NUMBER',
oc.CREATED_DATE AS 'DATE CALL',
oc.`STATUS` AS 'STATUS',
oc.linkedid AS 'LINKEDID',
oc.exten AS 'PHONE PRODUCT',
oc.queue AS 'QUEUE',
oc.CATETAN AS 'NOTE'

FROM `order_activity` oc
LEFT JOIN agent a ON (oc.USER_ASSIGN = a.agent_id)
WHERE a.username is not null @?
```

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AGENT STATE DETAIL

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ID	NAMA AGENT	IVR NAME	MENU NAME	PHONE NUMBER	DATE CALL	STATUS	LINKEDID	PHONE PRODUCT	QUEUE	NOTE
DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	3042	2021-12-29 09:44:53.0	CONNECTED				vaa
DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 21:08:59.0	CONNECTED				
AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 22:19:28.0	CONNECTED				
DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	081293822455	2022-02-15 22:19:32.0	CONNECTED				
DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 22:21:10.0	CONNECTED				
AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:50:29.0	CONNECTED				
AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	085697744656	2022-02-15 23:51:41.0	CONNECTED				
AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:54:37.0	CONNECTED				
AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:54:47.0	CONNECTED				

View Report Call Activity

## 6. Report CDR (tl\_report\_cdr)

```

SELECT
    a.user_name as 'Agent Id',
    a.full_name as 'Nama Agent',
    a.start_time as 'Call Date',
    b.nama_produk as 'Nama Produk',
    a.extention as 'Extention',
    a.telephone as 'Phone Product',
    a.phone_product as 'Phone Cust',
    a.disposition as 'Call Status',
    TIMEDIFF(a.end_time,a.start_time) as 'Duration'
FROM
    report_set a
    LEFT JOIN number_prod b ON (a.queue = b.queue)
WHERE
    a.extention != '' @?
ORDER BY
    a.start_time DESC

```

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AGENT ID	NAMA AGENT	CALL DATE	NAMA PRODUK	EXTENTION	PHONE PRODUCT	PHONE CUST	CALL STATUS	DURATION
AGENT003	Nisa	2023-04-12 16:17:10.0	INDOSAT Imkas	2005	082106967882	02167782197	ANSWERED	00:01:15
AGENT004	Mira	2023-04-12 15:50:42.0	OTTO	2004	082106967882	02167895647	ANSWERED	00:19:59
AGENT003	Nisa	2023-04-12 15:20:42.0	INDOSAT Imkas	2005	082106967882	02167895647	ANSWERED	00:13:59
AGENT004	Mira	2023-04-12 14:23:21.0	OTTOCASH	2001	082106967882	02167895647	ANSWERED	00:13:07
AGENT001	Dian monica oktavia	2023-04-12 09:07:21.0	OTTO	2001	082106967882	02167895647	ANSWERED	00:08:07
AGENT004	Mira	2023-04-11 13:14:31.0	OTTO	2004	082106967882	02167782197	ANSWERED	00:18:11
AGENT003	Nisa	2023-04-11 12:26:31.0	INDOSAT Imkas	2005	082106967882	02167782197	ANSWERED	00:06:11
AGENT004	Mira	2023-04-11 11:00:01.0	OTTOCASH	2001	082106967882	02167895647	ANSWERED	00:08:31
AGENT001	Dian monica oktavia	2023-04-11 10:21:01.0	INDOSAT Imkas	2001	082106967882	02167895647	ANSWERED	00:07:00

View Report CDR

## 7. Report Incoming (tl\_report\_incoming)

SELECT

a.start\_time as 'Call Date',  
 a.extention as 'Extention',  
 b.nama\_produk as 'Nama Produk',  
 a.telephone as 'Phone Product',  
 a.phone\_product as 'Phone Cust',  
 a.disposition as 'Call Status',

TIMEDIFF(a.end\_time,a.start\_time) as 'Duration'

FROM

report\_set a

LEFT JOIN number\_prod b ON (a.queue = b.queue)

WHERE

a.telephone != '' and a.phone\_product != '' @?

GROUP BY

a.linkedid

ORDER BY

a.start\_time DESC

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CALL DATE	EXTENTION	NAMA PRODUK	PHONE PRODUCT	PHONE CUST	CALL STATUS	DURATION
2023-04-12 16:17:0.0	2005	INDOSAT IMkas	082106967882	02167782197	ANSWERED	00:01:15
2023-04-12 15:50:42.0	2004	OTTO	082106967882	02167895647	ANSWERED	00:19:59
2023-04-12 15:20:42.0	2005	INDOSAT IMkas	082106967882	02167895647	ANSWERED	00:13:59
2023-04-12 14:23:21.0	2001	OTTOCASH	082106967882	02167895647	ANSWERED	00:13:07
2023-04-12 09:07:21.0	2001	OTTO	082106967882	02167895647	ANSWERED	00:08:07
2023-04-11 13:14:31.0	2004	OTTO	082106967882	02167782197	ANSWERED	00:18:11
2023-04-11 12:26:31.0	2005	INDOSAT IMkas	082106967882	02167782197	ANSWERED	00:06:11
2023-04-11 11:00:01.0	2001	OTTOCASH	082106967882	02167895647	ANSWERED	00:08:31
2023-04-11 10:21:01.0	2001	INDOSAT IMkas	082106967882	02167895647	ANSWERED	00:07:00

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