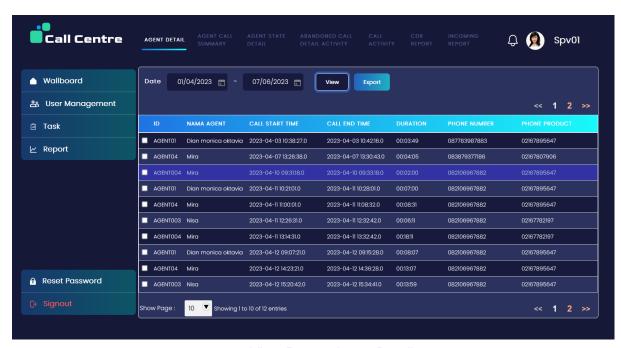
FITUR REPORT CALL CENTER (SQL)

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

1. Agent Detail (tl report setuju)

```
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
```



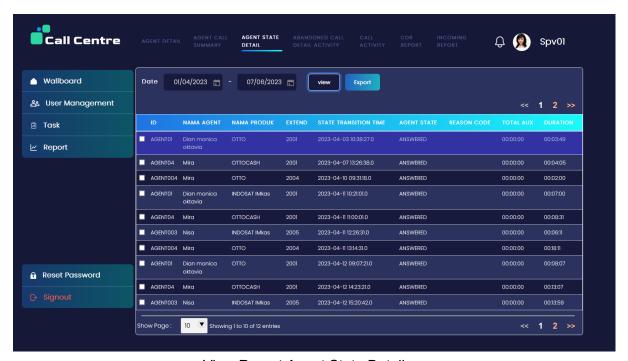
View Report Agent Detail

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
```

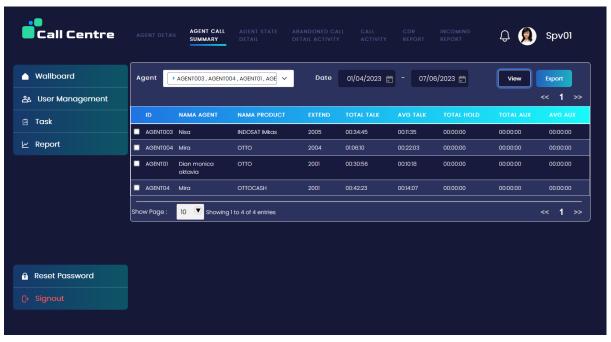


View Report Agent State Detail

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

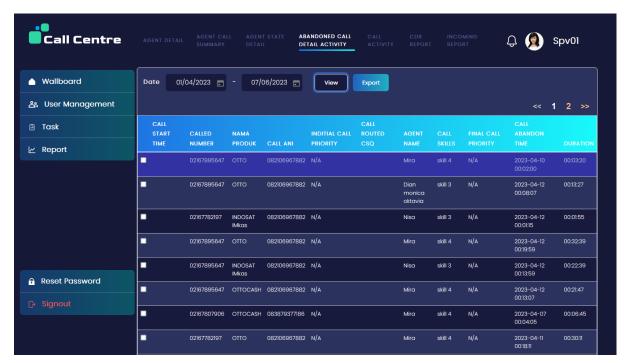


View Report Agent Call Summary

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 'Inditial 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



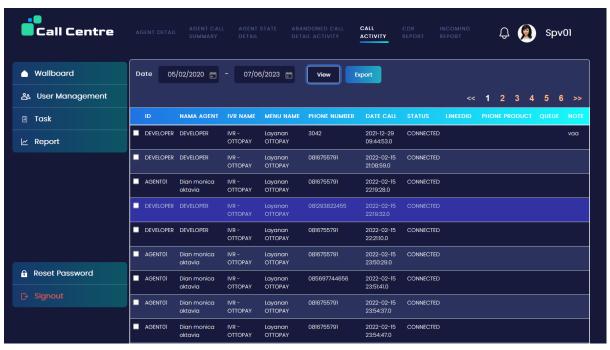
View Report Abandon Call Detail Activity

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'

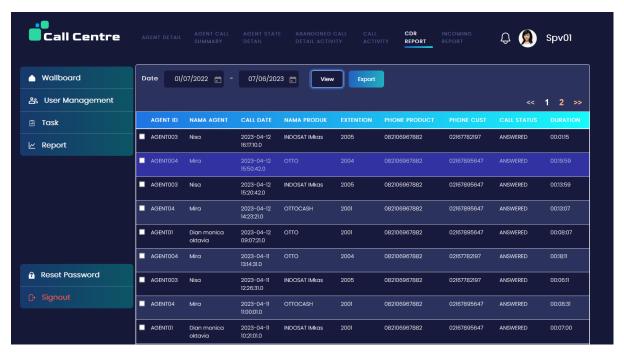
FROM `order_activity` oc LEFT JOIN agent a ON (oc.USER_ASSIGN = a.agent_id) WHERE a.username is not null @?



View Report Call Activity

6. Report CDR (tl_report_cdr)

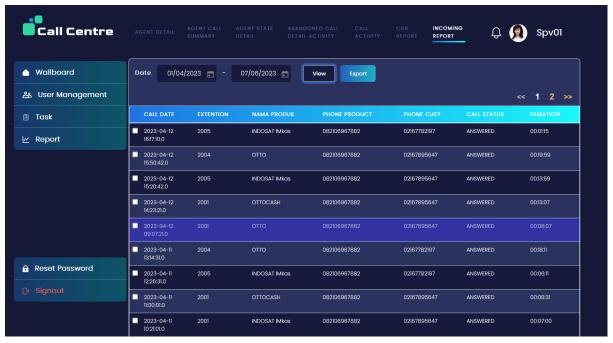
```
SELECT
    a.user_name as 'Agent Id',
    a.full_name as 'Nama Agent',
    a.start time as 'Call Date',
    b.nama_produk as 'Nama Produk',
    a.extention as 'Extention',
    a.telephone as 'Phone Product',
    a.phone_product as 'Phone Cust',
    a.disposition as 'Call Status',
TIMEDIFF(a.end_time,a.start_time) 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
```



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
```



View Report Incoming