Alcatel-Lucent Enterprise Connect powered by AKIO Supervisor

User guide

8AL91315ENAAed12.1

Alcatel·Lucent Enterprise

Table of contents

History

Software version	Date	Author	Subject
7.30	12/09/2023	AKIO	Various corrections (new warnings, etc.)
7.30	28/07/2023	AKIO	Images updated following the replacement of certain icons in the list of folders and action bar
7.29	26/05/2023	AKIO	Removal of dimension values relating to external agents/folders in reporting *D and D+ Performance* cube renamed *AHT by folder* New measure *Average handling time by folder (seconds)* in the AHT by folder cubes *D+ aggregated Performance* cube renamed to by *AHT by action*, including a new calculation of AHT
7.28	24/03/2023	AKIO	Updated images showing the interface banner, following the addition of the address book Evolution of an agent's activity report: authorised access to coordinators, trace of folders handled by the agent
7.27	13/01/2023	AKIO	No update
7.26	18/11/2022	AKIO	No update

1 Introduction

In a contact centre, the supervisor is in charge of one or several groups of agents. His/her role is not only to manage the activity, but also to support the agents he/she supervises in their daily tasks. To fulfil his/her mission, the supervisor has access to specific functionalities of the ALE Connect platform.

This documentation therefore describes all the functionalities offered to supervisors. The general use of the platform and agent functionalities (handling of interactions, processing of folders, etc.) are not described here: for more information, please consult the *Agent* user guide.

1.1 Supervision functionalities

A dashboarding module

To make the contact centre activity clear and visual, you can create your own **dashboards**. You will thus be able to view, in real time, the multi-channel interactions and to control the activity of the agents you are in charge of.

Each dashboard is cross-channel and includes customisable widgets presenting a single value (KPI), a graph (line chart or bars) or a list of results. It adapts to the size of your screen and can be public or private.

A reporting & statistics tool

In order to analyse the cold results and make the right decision, ALE Connect allows you to create **statistical reports** from the multi-channel data produced in the tool. You have a dedicated interface to create reports on the department activity.

You can either use the standard reports provided by the library, or create them from a blank sheet of paper. You can also subscribe to these reports and/or send them to your mailing list for communication.

Advanced functions

In order to reach and keep a maximum quality of service, ALE Connect offers **supervision actions** such as for example:

- read and validate the emails written by agents before sending,
- check, by random picking, the responses of the agents.

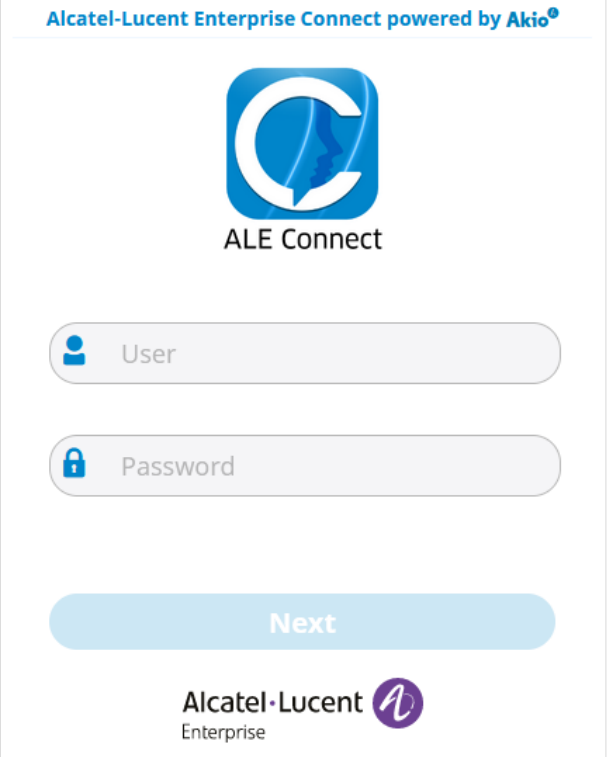
1.2 Logging in to ALE Connect

The login to the software is mandatory. It defines your access permissions based on your profile. The login errors are identified and a message informs you if the login and/or password is incorrect.

1.2.1 Login

1. Enter the **URL address** of the application in the browser of your computer.

   The login page is displayed:



2. Enter the user **login** and the **password** assigned to you.

   Warning: these fields are case sensitive.

3. Click **Next**.
4. Enter the **phone number** of the device you are going to use. Spaces are not authorised and will be automatically removed.
5. Select your **processing group**.
6. Click the **Login** button: the interface is displayed.

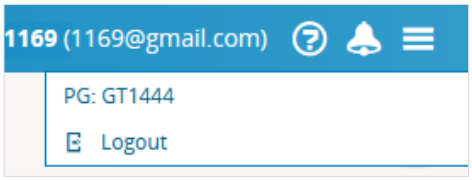
   The access to the different functionalities depends on your profile.

1.2.2 Logout

You must log out properly when your working session is over. Indeed, your login is the starting point to build the statistical data of the day. The logout corresponds to their closing. If you forgot to log out the day before, do it as soon as you arrive before opening a new session. Closing the web browser is not considered as a logout.

1.2.2.1 Manual

1. Click the **Parameters** menu (☰) in the right upper corner of the application.
2. Click **Logout**.



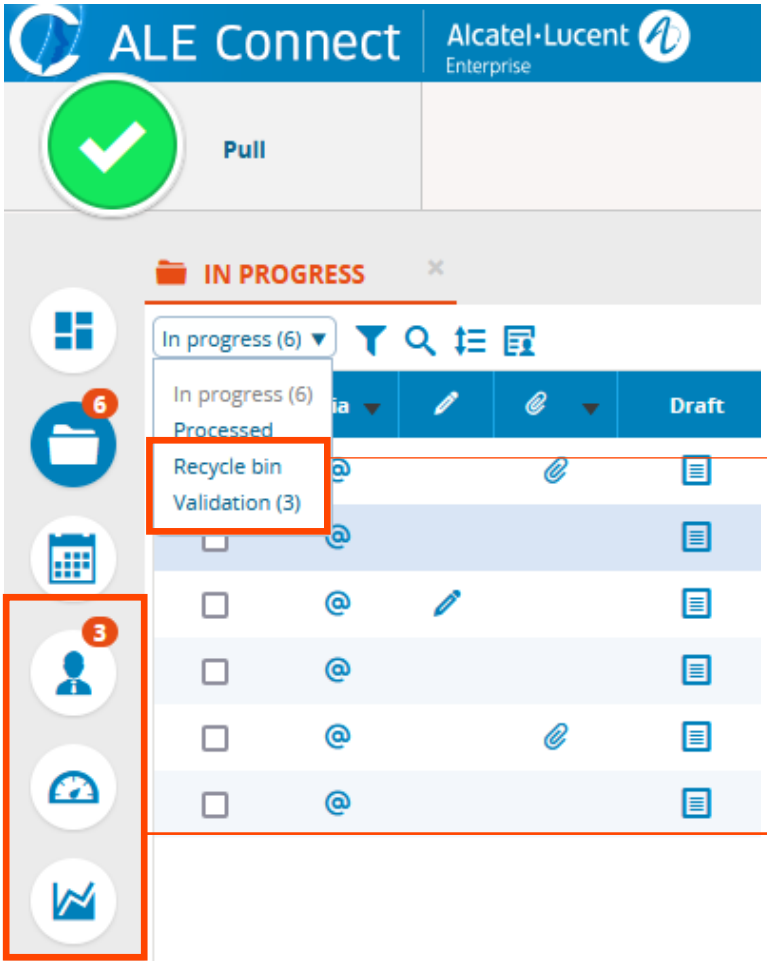
1.2.2.2 Automatic

ALE Connect can log you out automatically:

- **after a certain period of inactivity** configured by the administrator. Your session is then expired.
- **when a user logs in under your identity.** Indeed, only one simultaneous login by user is authorised.
- when you are **voluntarily logged out** by an administrator or another coordinator.
- when your **coordinator role is removed** by an administrator or another coordinator.
- when your **supervisor role is removed** by an administrator or another coordinator.

1.3 Workspace

Your ALE Connect interface differs from the agent interface because, as a supervisor, additional functionalities are offered:



Two new **desktops** are available:

- Recycle bin
- Validation

Additional **menus** are displayed in the taskbar on the left of the screen:

- Folders to be validated
- Dashboards
- Reporting

2 Dashboards

ALE Connect provides a web application, integrated within the platform, allowing you to build and manage dashboards. This standard module does not require any configuration on the ALE Connect administration interface.

A dashboard displays key indicators which measure trends and performance of contact centre activity, in real time or histories.

It is used as a visual communication tool to:

- follow up and monitor the activity in real time,
- share information with different teams,
- react, adapt to situations and anticipate certain actions.

Presented on a single page, the dashboard is made up of several graphic components called widgets. Each of them can be customised both in terms of content (data, period covered, etc.) and presentation (colours, size, etc.).

A dashboard can also be shared as a wallboard, so that teams grouped together on a same open space can follow the activity on wall screens.

Warning: we recommend that each dashboard be created/modified by a user whose language is the one expected for consultation. Once created, it is not possible to modify the language of a dashboard.

2.1 Access to the dashboarding module

There are two ways to access the dashboarding application: **from the ALE Connect interface** after logging in, or **outside ALE Connect from a web browser**. While the application is being used, you remain available to process interactions (if your operational status allows it).

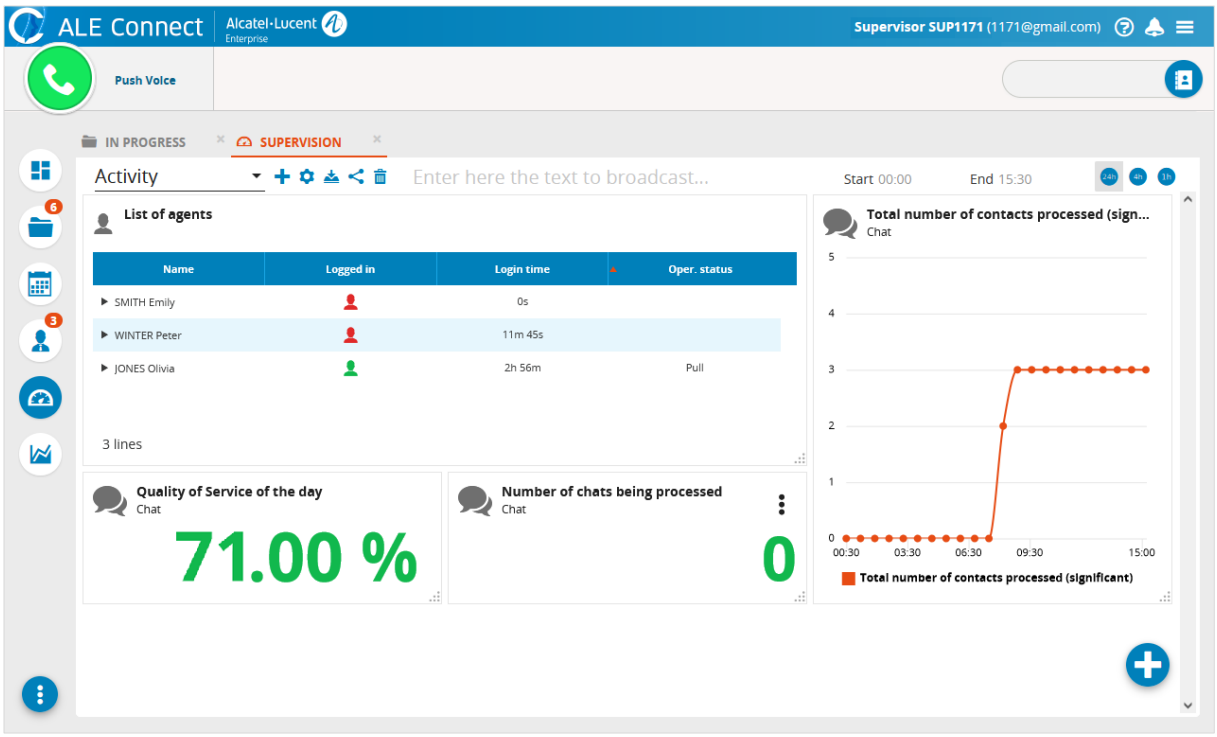
Warning: the internal or external access does not depend on any setup to perform on the administration platform.

2.1.1 From ALE Connect

This access is strictly reserved to users logged in to ALE Connect, and who have a supervisor or coordinator profile.

1. Log in to ALE Connect.
2. Click the **Supervision** button () in the taskbar.

   The dashboarding application is displayed:



2.1.2 Outside ALE Connect

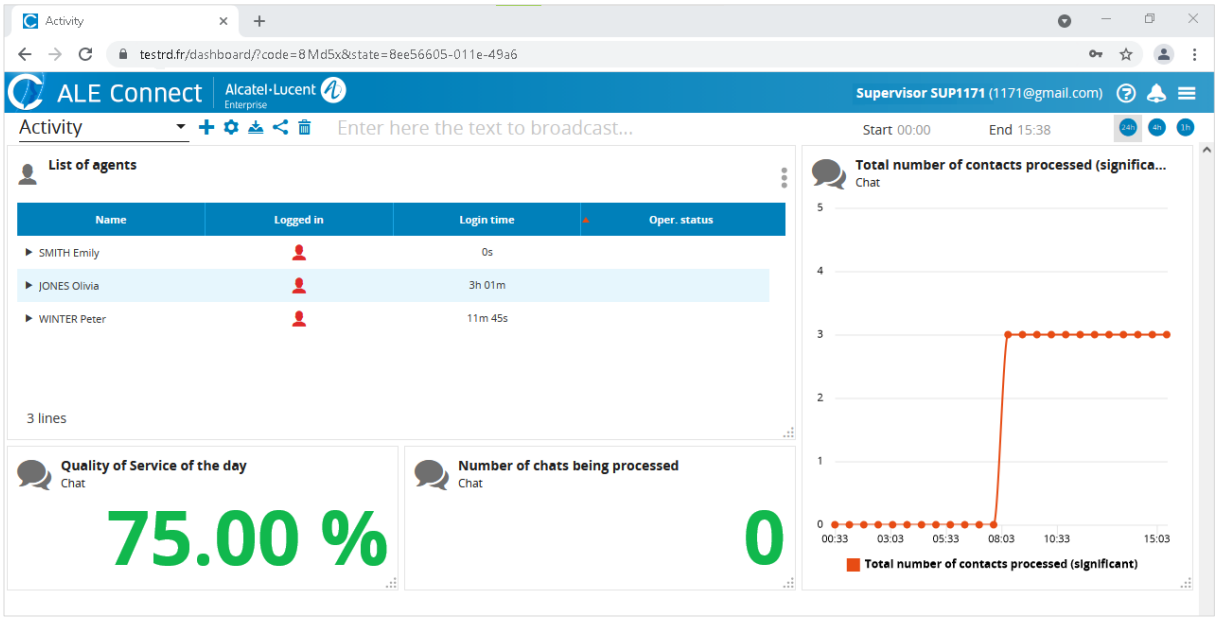
The dashboarding application is accessible outside ALE Connect, from a web browser of the computer. This universal access allows you to manage dashboards from any computer, without necessarily being logged in to ALE Connect. Nevertheless, this use is strictly reserved to users declared in ALE Connect with a supervisor or coordinator profile. Any user logged in to the dashboarding application outside of ALE Connect consumes ALE Connect tokens.

Warning: the application is compatible with ALE Connect supported browsers. However, the use of Chrome of Firefox is recommended because they are more efficient in this context.

1. Open a web browser on your computer.
2. Enter the **https://<server_name>/dashboard** URL address.

   <server_name> must be replaced by the real name of the machine on which ALE Connect is installed. If you try to open the dashboarding application from a different browser than the one where you are currently logged in to ALE Connect, or if you are not logged in to the platform, you will need to log in. Otherwise, authentication is not required: it is established automatically and transparently.
3. If the login screen is displayed, log in.

   The dashboarding application opens in a new browser tab:



The interface and available functionalities are exactly the same as those accessible from ALE Connect.

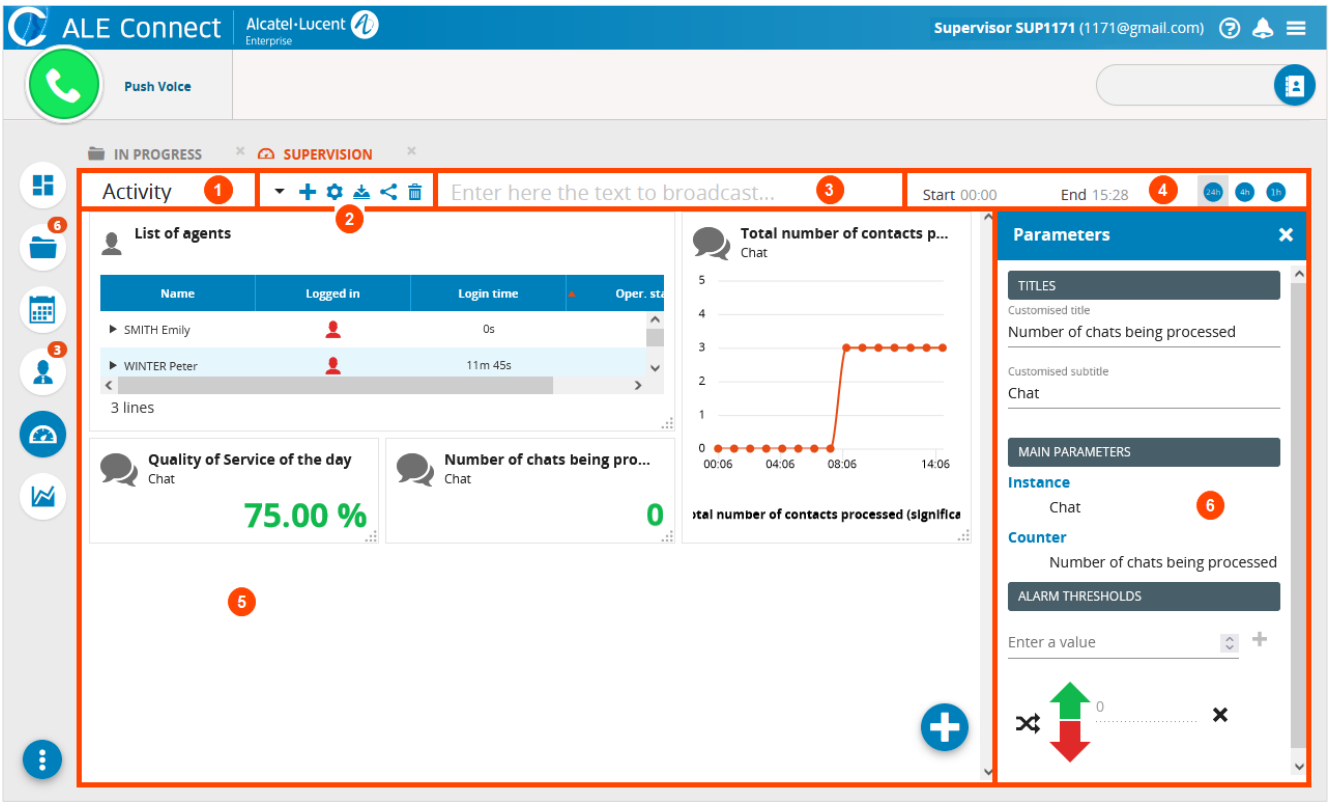
The marker that allows you to know instantly that you are logged in to the dashboarding application is the presence of the **toolbar**.

By default, it is the **first dashboard** from the scrolling list that is displayed on the screen (the dashboards are sorted alphabetically by name).

2.2 Introducing the dashboarding interface

Once logged in to the dashboarding application (regardless of the access mode), an interface allows you to manage, edit and view the dashboards.

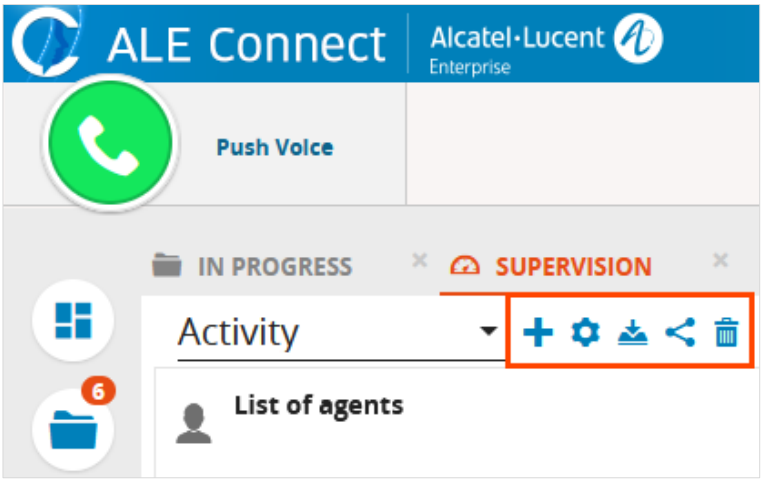
It looks like this:



1. List of supervisor/agent dashboards
2. Toolbar
3. Scrolling message to customise
4. Choice of the display period for line chart widgets
5. Workspace for designing/viewing a dashboard
6. Widget/Dashboard setup pane

2.3 Main actions

A toolbar is located just above your workspace:



It allows you to perform the main actions:

- Add a new dashboard
- Edit the dashboard parameters
- Save a dashboard
- Share a dashboard
- Delete a dashboard

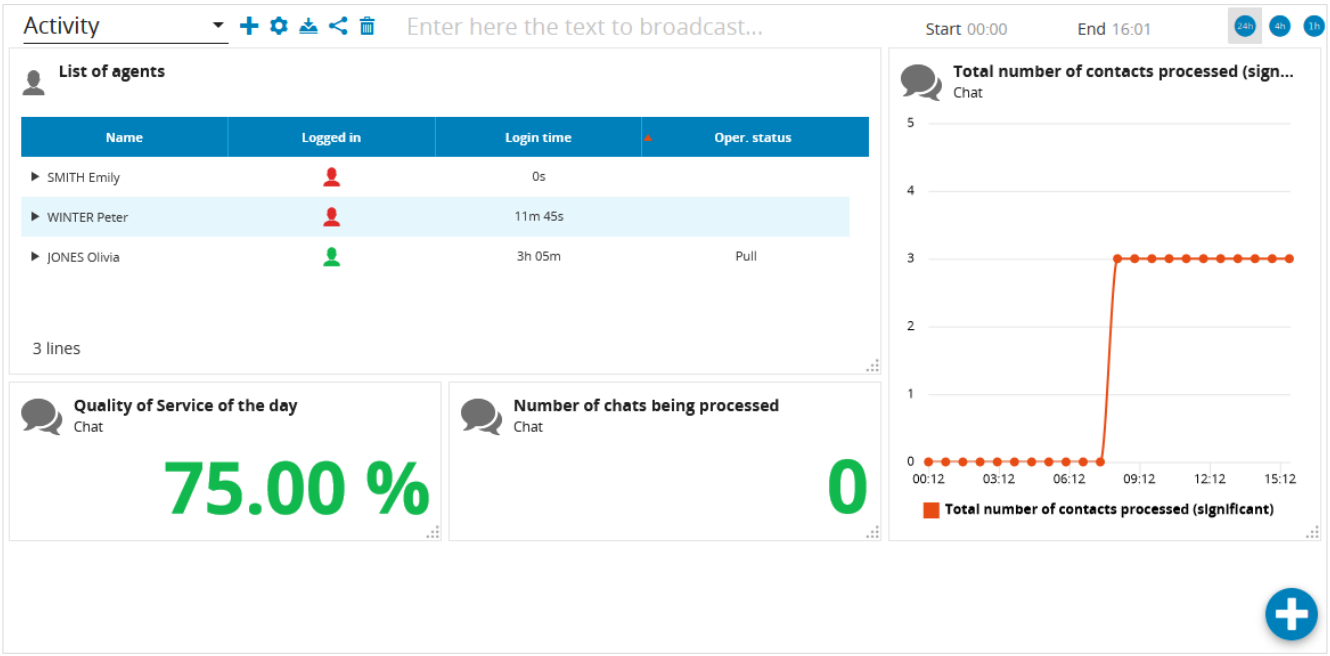
2.4 Types of dashboard

The application allows you to manage two types of dashboard: **supervisor dashboards** and **agent dashboards**. They can be distinguished by the target audience, the access methods and the information presented.

2.4.1 Supervisor dashboard

A supervisor dashboard displays information in real time or histories about the global activity of the contact centre and its members.

- It is intended to a large audience, not necessarily logged in to ALE Connect.
- It can be viewed in different ways: integrated into ALE Connect, in a browser, or on a wall display.
- It is the property of the supervisor who created it: only the supervisor is authorised to modify, share or delete it.



You can create as many supervisor dashboards as you wish and have a dashboard for every aspect of your activity.

This type of dashboard **can be shared with other users via a URL address**, to give visibility and transparency regarding the results to people who are not necessarily declared in ALE Connect (ex: statistics on emails, etc.). This is particularly the case when a dashboard is published as a wallboard. Depending on the confidentiality of the information to be displayed, sharing with or without authentication may be required.

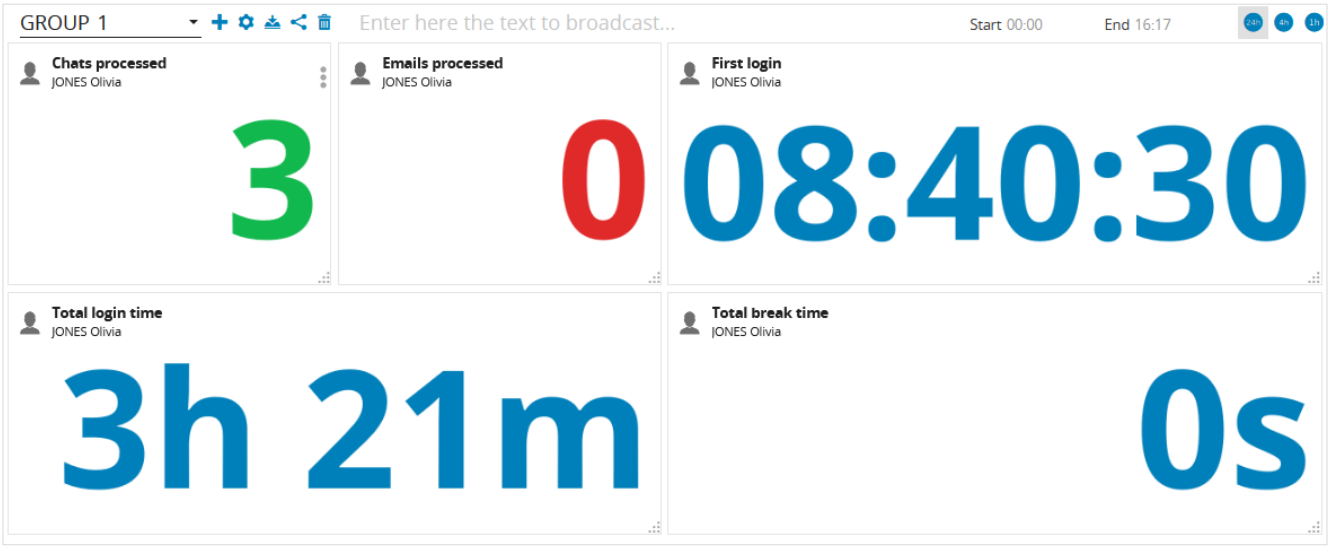
2.4.2 Agent dashboard

It is used to display personal information related to the activity of an agent, possibly compared to the global activity of the contact centre (ex: number of emails processed by the agent at the current date compared to those processed by the centre). An agent dashboard is attached to a user group and named with the group name.

It has the following characteristics:

- All the agents in the group view the same agent dashboard (same widgets and layout) but it is focused on the logged in user (ex: each agent views his/her own login time).
- An agent belongs to only one group.
- Only supervisors of the group can modify its content (widgets, indicators, look, etc.).
- It is displayed in the working language of the first supervisor who edits it on the screen.

It can be viewed only by the agent, after logging in to ALE Connect. The agent accesses the read-only dashboard by clicking the **My activity** button ( ) in the taskbar.



Unlike a supervisor dashboard, **an agent dashboard is automatically created as soon as a new user group is created on the ALE Connect administration platform.** By default, it is empty: you need to customise it by adding widgets. This implies that:

- it is not possible to create one manually.
- it cannot be deleted (via the interface), or renamed.
- it cannot be shared or displayed as a wallboard, because it is intended exclusively to agents of a group.

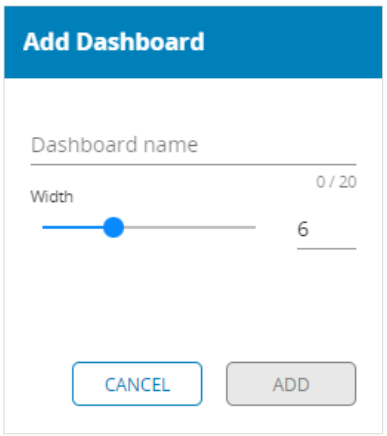
2.5 Creating a dashboard

You can only create supervisor dashboards. They are displayed in the working language of their owner. However, the agent dashboards are automatically created by the system (empty by default), as soon as a new user group is added on the administration interface.

A dashboard is a visual communication tool. If it contains too many widgets or is too complex to read, it loses all its interest. In doubt, keep the presentation simple.

Note: it is recommended that each dashboard be created/modified by a user whose language is the one expected for consultation. Once created, it is not possible to modify the language of a dashboard.

1. Click the **Supervision** button (🕑) in the taskbar.
2. Click the **Create a new dashboard** button (+). The following screen is displayed:



3. Enter a unique **name** to clearly identify the subject of the dashboard (20 alphanumeric characters maximum). It can be modified later.

   ALE Connect is case sensitive. For example, two dashboards named "Contacts" and "CONTACTS" can coexist.

4. Enter the number of columns of the dashboard (between 3 and 12 maximum).
5. Click **Add** to validate your entry, or **Cancel** to abandon this action.

   ALE Connect adds the new dashboard to the list: it is empty for now. Now, you can customise the look and content of the dashboard.

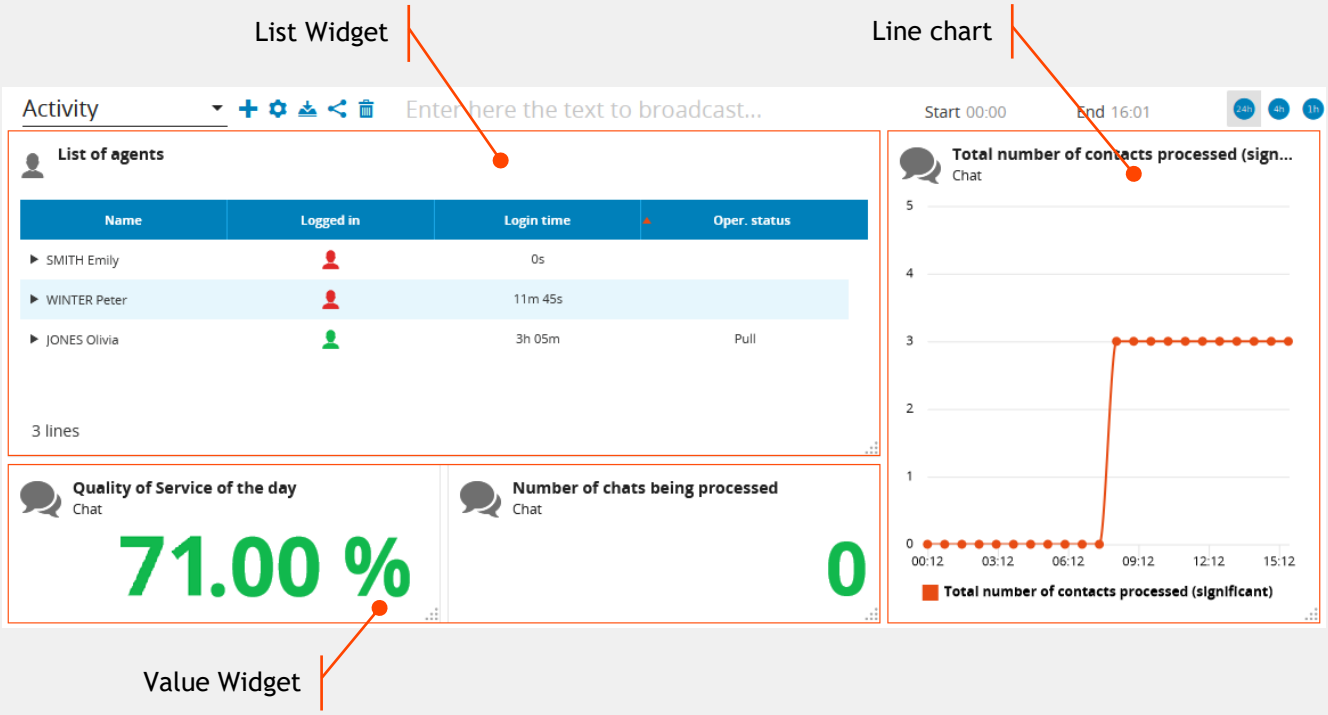
6. Add a widget.
7. Position it where you want on the page and adjust its size.
8. Define its parameters (title, subtitle, etc.).
9. Repeat steps #6, #7 and #8 for each widget to add to the dashboard.
10. When the design is complete, define the sharing mode of the dashboard.

    The dashboard is now ready to use. You can distribute its URL address to persons affected.

2.6 About widgets

A widget is a graphical component that displays one or several key performance indicators (related to queues, realtime queues, agents or tenants). It is displayed in real time or cumulated over a period, depending on the theme affected.

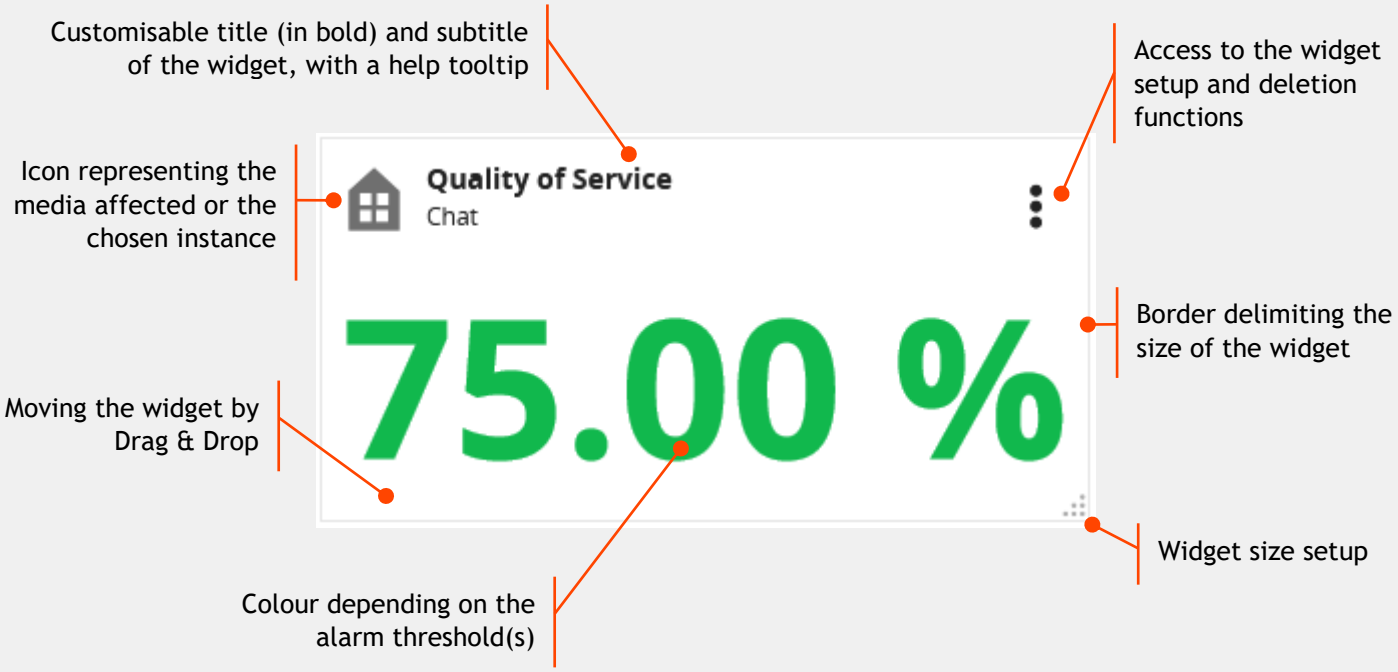
There are 3 types of widget: value, line chart or list.



There is no limit to the number of widgets you can include in a dashboard.

However, each type of widget allows you to manage and display a greater or lesser number of indicators. **As a result, the more realtime indicators included in a dashboard, the more time it takes to update and display the volume of data.** This processing may result in a slowdown in the interface.

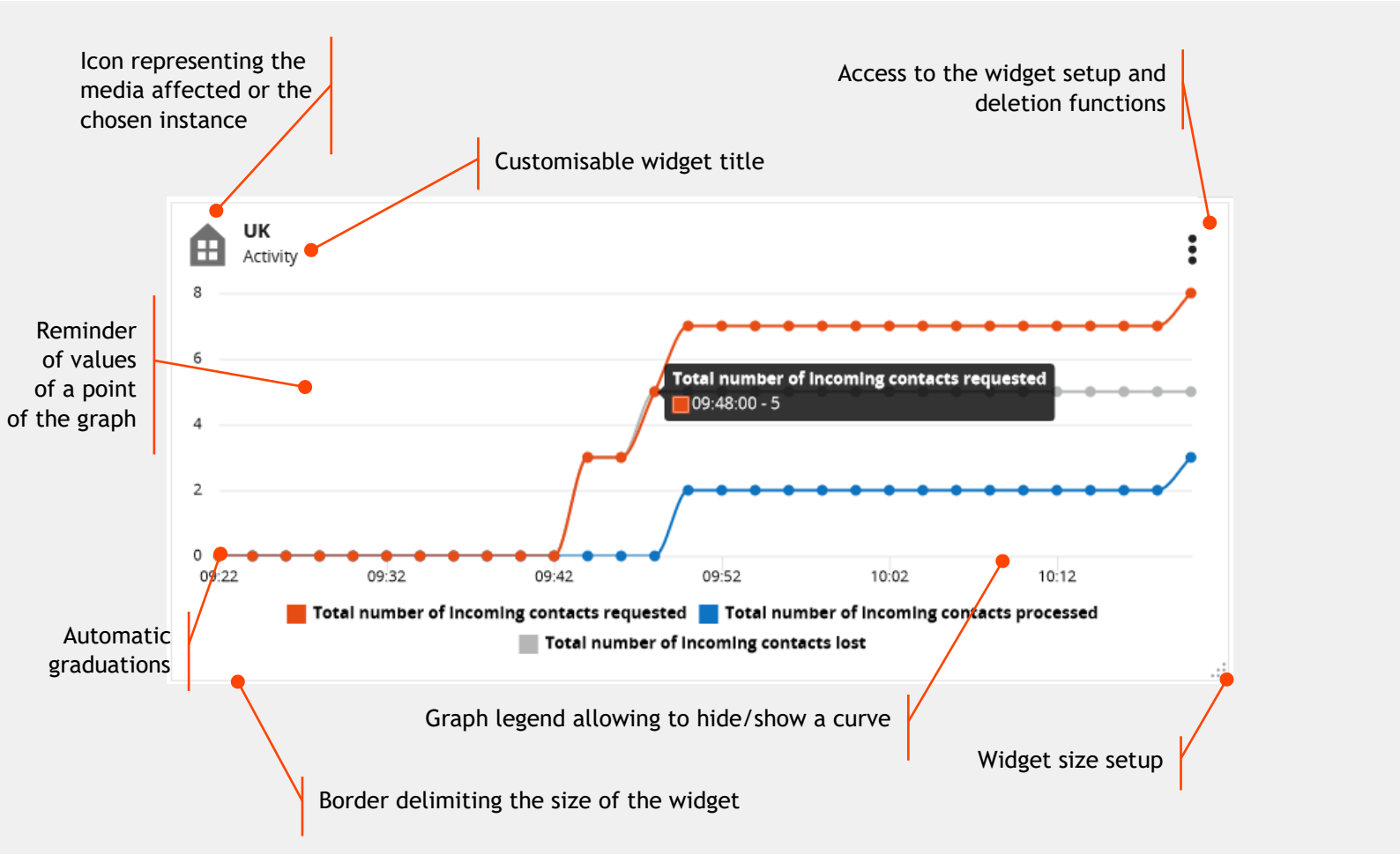
2.6.1 Value Widget



Illustrated as a **single value**, it displays a single indicator in real time. Examples: number of emails processed, Quality of Service of the day, etc. If it is a duration, it changes every second. The widget can display the aggregated value of a counter for several entities (queues, realtime queues, etc.) if a calculation mode is applicable.

This is the only type of widget for which you can define alarm thresholds depending on the displayed value. In that case, the colour of the value differs (blue by default).

2.6.2 Line chart Widget

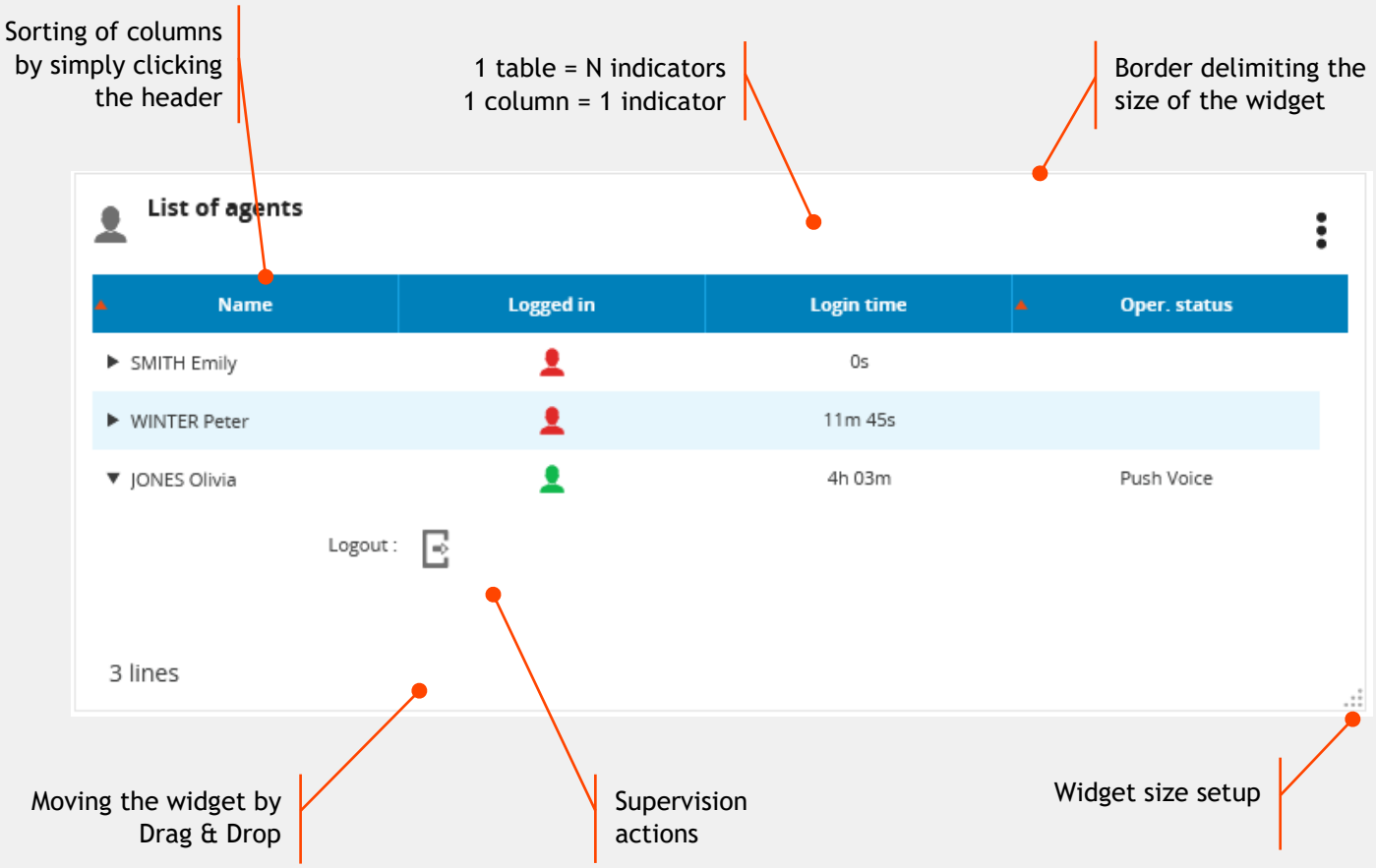


Presented as a graph (curve by default), it displays a **history of several indicators over a given period**. Example: number of calls processed during the day. It is therefore the only widget which is not in real time. It is updated every minute. It is possible to choose the data display period: last **24 hours** (since the beginning of the current day at 00:00), last **4 hours** or last **1 hour**.

Depending on your preferences, the graph can be displayed as a curve or as bars (see the setup of a widget).

Warning: the values indicated for the different intervals are **averages**. This implies that the increase/decrease occurring during the considered interval are smoothed. It is therefore not possible to figure out the minimum/maximum values within an interval.

2.6.3 List Widget



Illustrated as a table, it displays in real time a **list of indicators** (one per column) such as, for example, the list of logged in agents detailing their name and operational status. The order in which the columns are displayed is determined when the indicators are added and cannot be changed dynamically (by drag and drop).

It is possible to **sort data according to the desired criteria**, by clicking the header of the affected column: a red triangle (▲) is displayed. The sorting criteria can be cumulated (ex: sorting by name and then by time spent on break). To delete one of them, simply click the column header again.

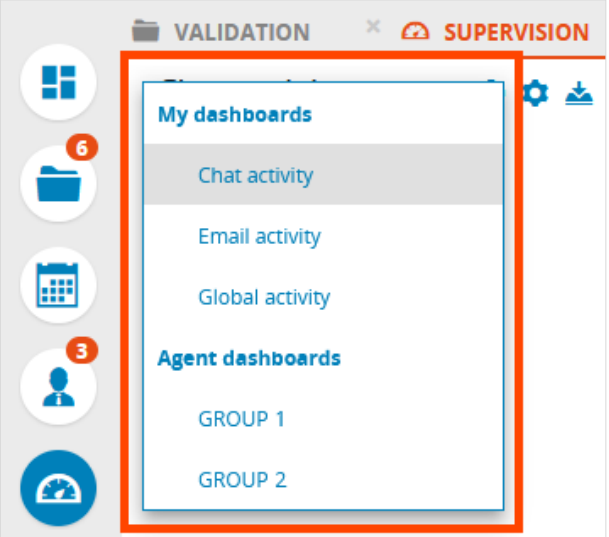
It is also from a list widget that you trigger certain **supervision actions** such as the logout of agents.

Indicators related to statuses are displayed as an icon.

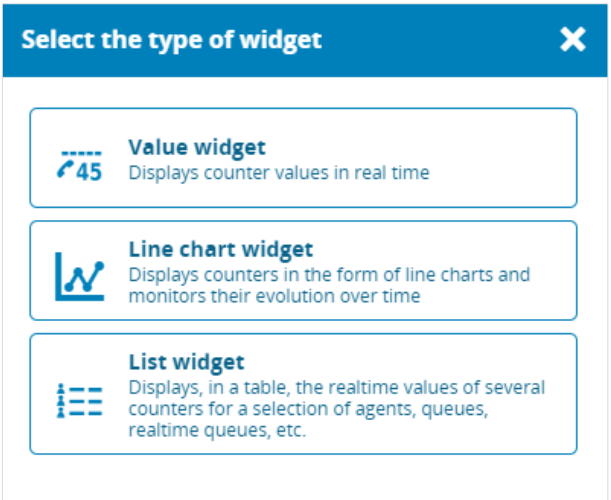
2.6.4 Adding a widget

This functionality is presented as a wizard that proceeds through different successive steps. At any step, you can go back at any time by clicking the **Back** button; or quit the addition procedure by closing the wizard window.

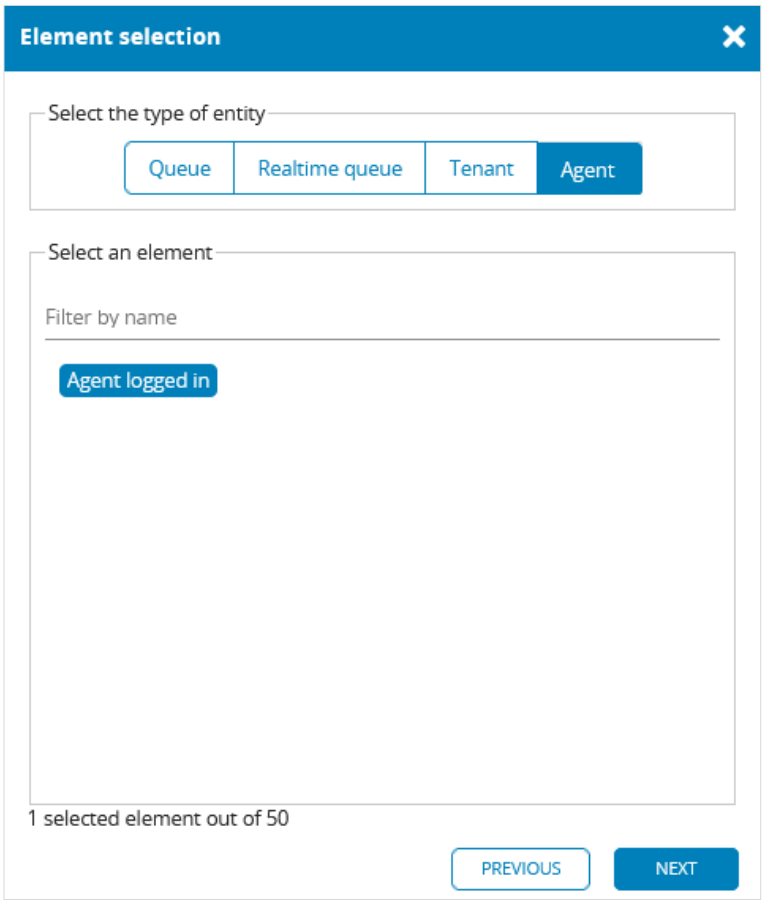
1. Click the **Supervision** button () in the taskbar.
2. Select the dashboard where the new widget should be added.



3. Click the **Add a widget** button ().
4. Select the type of widget to add: Value, Line chart or List.



5. Select the **type of entity** to analyse (theme).



Queue: set of folders with the same media. A queue depends on a business unit, which is itself attached to a tenant. Only the Facebook Messenger, Twitter and email queues are available.

Realtime queue: queue to which a skill and language have been assigned. Only chat realtime queues are available.

Tenant: functional or administrative organisation - usually a company - within which ALE Connect is set up. It contains at least one business unit.

Agent: advisor who processes interactions with contacts (calls, emails, etc.).

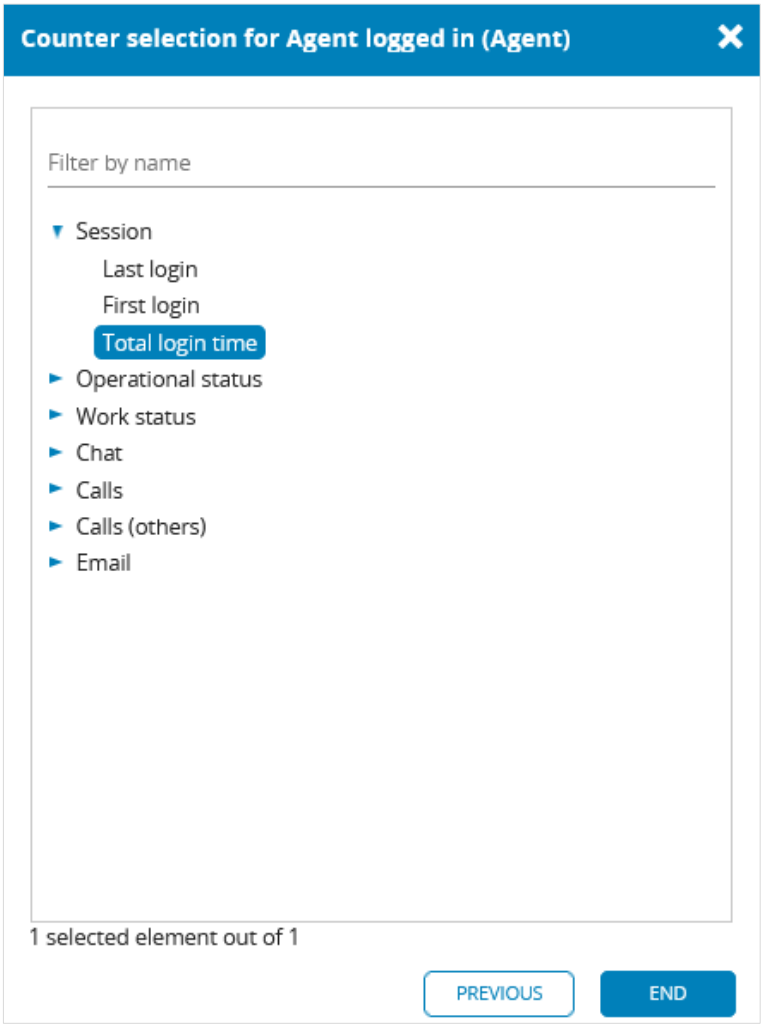
6. Select the **elements** to analyse (50 maximum).

   The suggested values depend on the profile and access rights of the logged in user, as well as on the media affected. You can also search an element by typing its name in the entry area. **The selection order (name clicking) determines the display order** in the widget. If you change the entity, the current selection is lost. If the description of an element has been modified on the ALE Connect administration interface (ex: queue name), this change is taken into account the next time the agent platform is started.

   Warning: the Microsoft Edge browser may show penalising display limits with too many elements.

7. Click **Next**.

8. Select the indicators to display in the widget:



   The available indicators depend on all the previous selection. You can also search them, by typing their name in the entry area. In case of error(s), simply deselect it (them) or go back to the previous step.

   Warning: the selection order (name clicking) determines the display order in the widget, especially for list widgets.

9. When your selection is complete, click **End**.

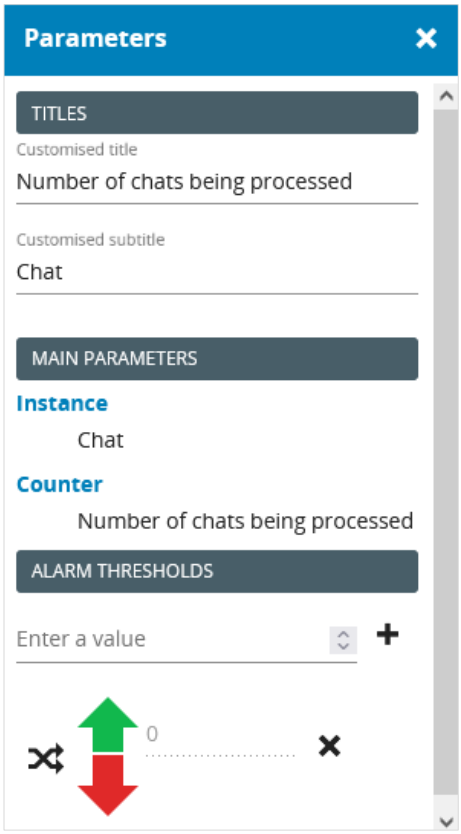
   ALE Connect adds the widget to the dashboard. You can now adjust its size (default 1 x 1) and its position within the dashboard. A **title** and a **subtitle** are assigned to it by default, describing the displayed content. These two fields can be customised by changing the widget setup.

2.6.5 Setting up a widget

At any time, you can modify the properties of a widget inserted into a dashboard, to customise its use.

1. Click the **Supervision** button (🕒) in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Click the (⋮) button in the upper right corner of the widget to modify, and then click the **Configure** option.

   A vertical pane is displayed on the right of the screen:



4. Fill in the parameters of the widget:

   Customised title
   Enter the main title of the widget, that will be displayed in bold in the upper left corner. It is recommended to enter a description that is clear and consistent with the displayed content.

   Customised subtitle
   Fill in the subtitle of the widget that will be displayed on the second line, just below the title.

   Entity(ies)
   Displays the elements selected for the type of entity (queue, realtime queue, tenant or agent). The widget is about one of these themes. The entity and its elements can be modified by clicking Entity.

Summary row
This option is displayed only for a list widget. It calculates the sum of each counter whose values can be added together. The results are displayed on a summary row, at the beginning or end of the table. When the sum is not possible (ex: counter representing an average), the n/a value is displayed.
For the Quality of Service of the day (QoS) and Quality of Service by period (QoSPeriod) indicators, the total is calculated from the sum of each counter included in their calculation:
QoS = Sum of Total number of contacts processed (significant)/ (Sum of Total number of contacts processed (significant) + Sum of Total number of contacts lost (significant))
QoSPeriod = Sum of Total number of contacts processed (significant over the period) / (Sum of Total number of contacts processed (significant over the period) + Sum of Total number of contacts lost (significant over the period))

Counter(s)
Displays the counters returned by the widget. You can modify them by clicking the Counter button.

Warning: when you modify the counters of the widget, ALE Connect suggests you to update the title and subtitle for consistency. Click **Modify** to accept the suggestion. On the contrary, if you click **Keep**, the widget will keep its former title and subtitle. These may therefore be unrelated to the new content presented. It is therefore recommended to accept the suggestion.

Type of graph
This option is available only for a line chart widget. It allows you to choose the type of graph to use: curve or column.

Alarm thresholds
This option is available only for a value widget. It allows you to set up the alarm thresholds according to the value returned.

5. When you have finished the widget setup, close the side pane.

   The widget is immediately updated.

2.6.6 Setting up the size and position of a widget

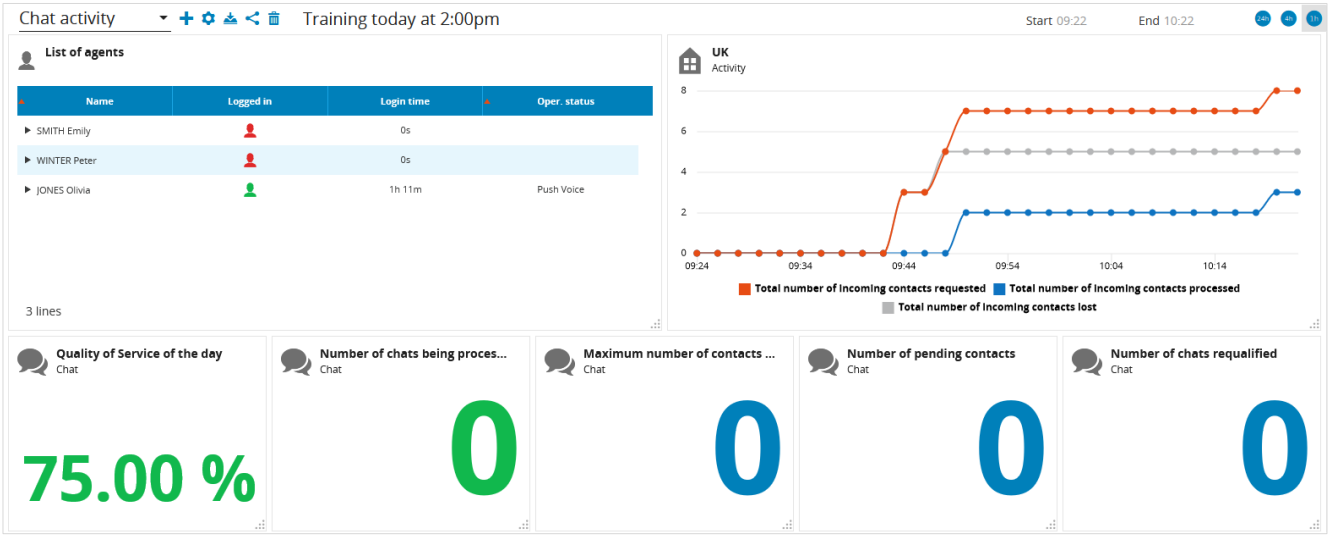
A dashboard is based on a grid that is invisible on the screen, used as a frame to visually organise the widgets. It has an unlimited number of rows and a fixed number of columns determined when the dashboard is created.

Layout rules

- Each cell in the grid can contain only one widget.
- Each column can contain N widgets.
- By default, any widget added in a dashboard has a size of 1 x 1.

The more columns in the grid, the smaller the widgets. However, it is more modular in that case: you can adapt the size of the widgets and give them a different shape from the square. On the contrary, a dashboard with a low resolution can be useful for wallboards.

Example of a dashboard with 10 columns:

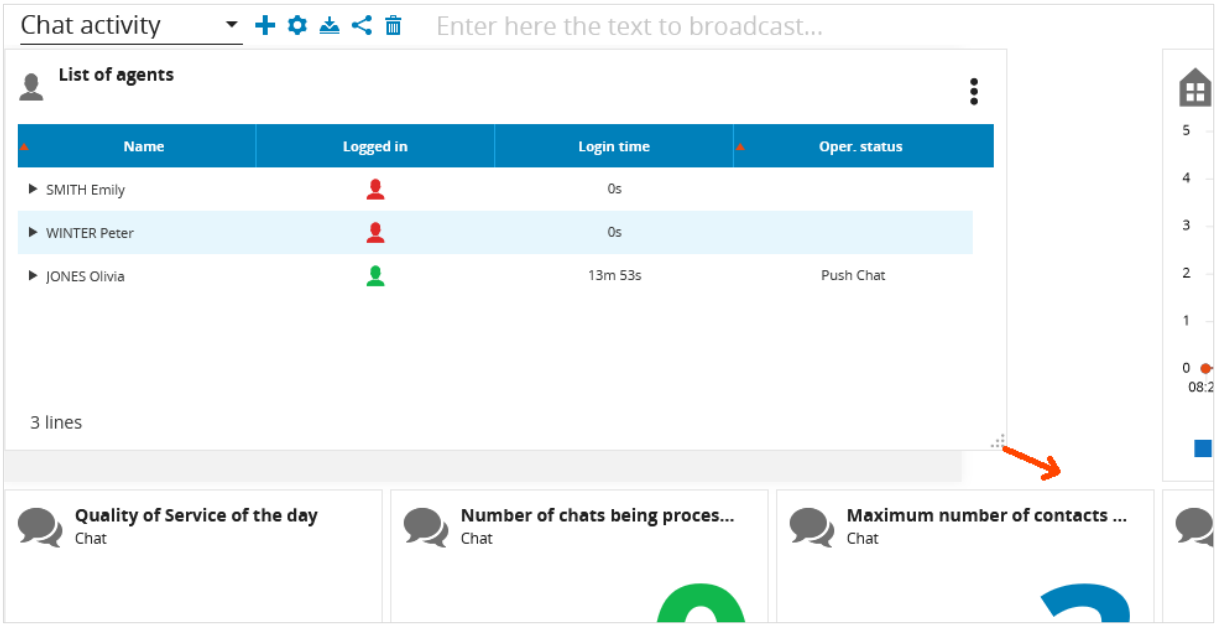


The display of the grid is dynamic: it is automatically adapted to the screen on which the dashboard is displayed and to the modifications performed. This implies that:

- the position of widgets is automatically adjusted,
- the grid is reorganised as soon as a widget is inserted, moved or deleted,
- the size of the widgets is adjusted,
- widgets are added to free spaces of a column,
- widgets are positioned towards the top of the dashboard whenever possible,
- the number of columns is adjustable depending on the desired resolution.

Procedure

1. Click the **Supervision** button () in the taskbar.
2. Select the dashboard to modify from the drop-down list: its content is displayed in the workspace.
3. Click the  icon in the lower right corner of the widget, then stretch (or reduce) its size in height or width until you get the desired effect:



4. If the default position assigned to the widget does not suit you, select it and then **drag and drop** it to the desired position.

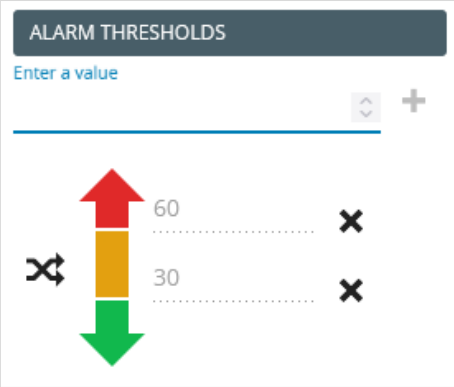
   The position of the other widgets is then adjusted automatically. The global presentation of the dashboard may need to be redesigned.

2.6.7 Defining the alarm thresholds of a value

This functionality is available only for value widgets displaying a **number** or a **percentage**. It allows to display the current value in a particular colour, to alert users when a limit is reached, either upwards or downwards.

You can define up to two thresholds maximum. The system automatically assigns a colour to them: green, orange and red (cannot be changed).

1. Click the **Supervision** button (🕑) in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Click the (⋮) button in the upper right corner, then click the **Configure** option.
4. In the **Alarm thresholds** section, enter a **positive integer** then click (+).



The system automatically orders the thresholds and assigns them a colour.

Depending on the data displayed, this colour legend may not be appropriate. Indeed, a high value is not necessarily a sign of a positive trend. Example: when the Quality of Service is high, it is a good performance (green). On the contrary, when the number of contacts abandoned is high, it is a rather bad sign (red).

You can **invert colours** by clicking the (🔀) button.

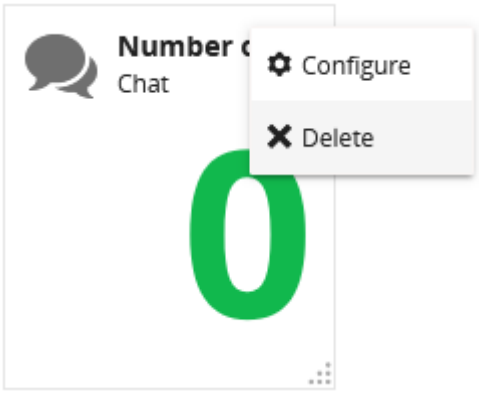
5. Eventually, enter a second alarm threshold. The system updates the colours.

   You can delete at any time an existing alarm threshold by clicking the **Delete** button (✖).
6. When you have finished, close the pane.

2.6.8 Deleting a widget

When a widget is no longer useful, you can delete it at any time. The dashboard is updated and its layout is automatically readjusted.

1. Click the **Supervision** button () in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Click the (⋮) button in the upper right corner of the widget, and then click the **Delete** option.



A message asks you to confirm the deletion of the widget.

4. Click **Delete** to confirm your choice, or **Cancel** to abandon this action.

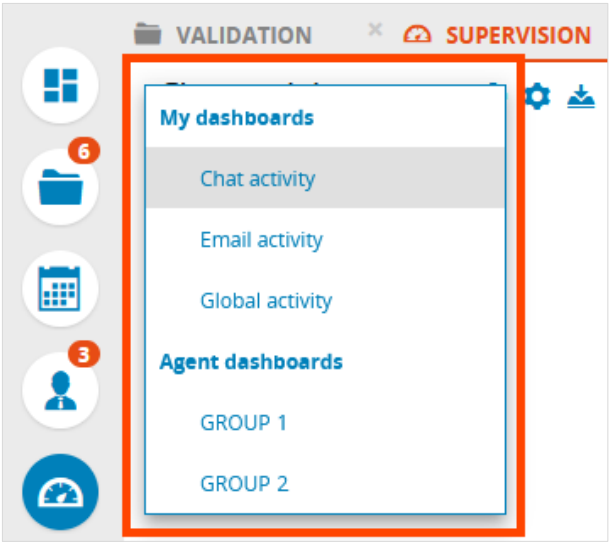
ALE Connect deletes immediately the widget from the dashboard.

2.7 Viewing/Modifying a dashboard

All created dashboards, either supervisor or agent type, are accessible in a drop-down list on the left side of the supervision screen.

2.7.1 From ALE Connect

1. Log in to ALE Connect.
2. Click the **Supervision** button () in the taskbar.
3. Open the scrolling list to view all available dashboards:



It is divided into two parts: the **supervisor dashboards** grouped under **My dashboards**, then the **agent dashboards**. They are ordered alphabetically by name.

4. Select, from the list, the dashboard you wish to view/modify.

   ALE Connect displays it immediately in your workspace.

2.7.2 Outside ALE Connect

A dashboard has a unique URL address, automatically assigned by the system. A web user can therefore consult a dashboard from the web, if the URL has been communicated to him/her. He/she will then consume position and media tokens like any other ALE Connect user.

However, the access to the dashboard can be restricted depending on the user's profile:

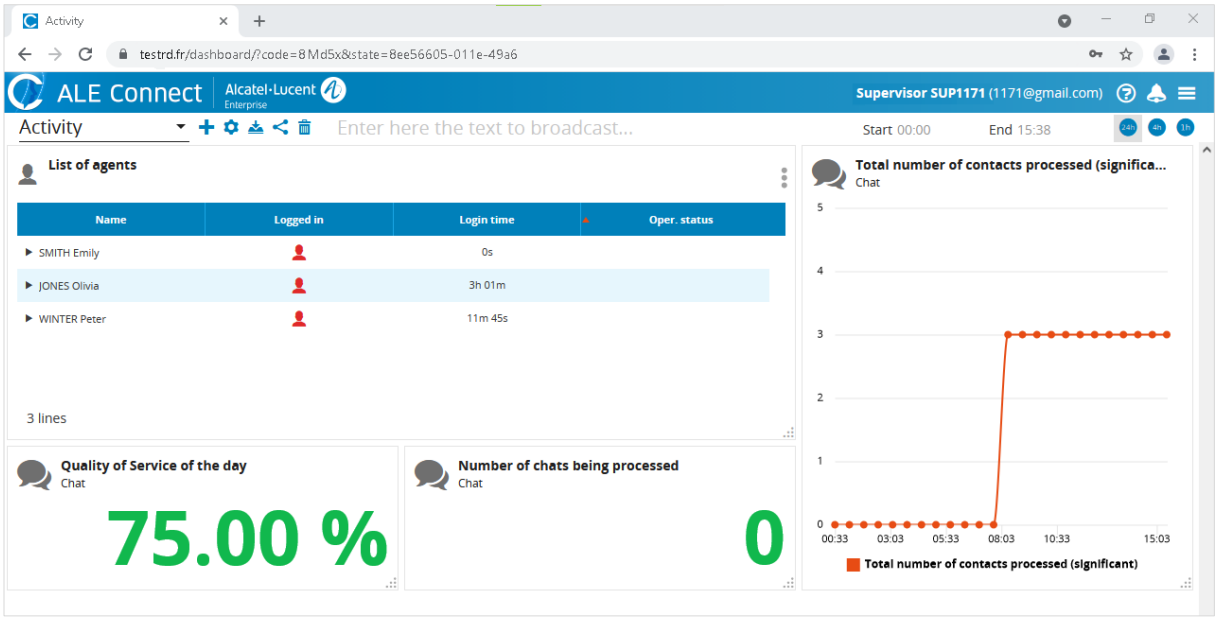
- A supervisor has access to the all dashboarding application.
- An agent can only view the dashboard in read-only mode.
- For an anonymous user, i.e. not declared in ALE Connect, access is even stricter: he/she can only view dashboards shared with free access and wallboards.

Warning: only supervisor dashboards can be consulted from the web, regardless of the access rights of the web user.

2.7.2.1 In free access

1. Open a web browser on your computer.
2. Type the URL address of the dashboard that was given to you.

   It is in **https://<server_name>/dashboard/<uuid>** format. The dashboard is displayed in a new browser tab named with the dashboard name:



2.7.2.2 *With authenticated access*

External access with authentication is exclusively reserved to ALE Connect users, whatever their profile (including agents): this means that the person has to identify him/herself using his/her ALE Connect login.

It is asked when:

- this option has been selected when sharing the dashboard and if the user is not logged in to ALE Connect;
- the dashboarding application is opened from another browser when it is already open elsewhere. If authentication is accepted, the new session is established at the expense of the other (session theft).

However, if the web user opens a session on the same browser where he/she is already logged in to ALE Connect, the authentication of his/her current working session is reused and is not requested again.

1. Open a web browser on your computer.
2. Type the URL address of the dashboard that was given to you.
3. The login screen is displayed: log in and validate.

   The dashboard is displayed.

2.7.3 Expiry of a session

In general, an external session established via a URL address does not expire. This is necessary especially for wallboards that must remain continuously displayed on the wall screens without human intervention.

However, a logout may occur in some special cases. It then goes back to the platform login window.

Expiry case No. 1
When the following three conditions are met:

- the application or a dashboard has been opened in a tab,
- AND the user works on another tab,
- AND the user is inactive on this other tab.

Expiry case No. 2
You have opened the dashboarding application with a web browser, by copying the URL address of the ALE Connect platform. Then you rewrite it in another tab (by adding "/dashboard" in the last part of the URL, for example). Launching the dashboarding application and thus leaving the agent interface triggers a 30-second timer to log out the user who was logged in.

In conclusion, changing URL addresses to switch from one application to another can cause a disconnection.

2.7.4 In case of loss of connection

It may happen that the connection to the server is interrupted, while a dashboard is being used. In that case, the system attempts to restore it automatically on a cyclic way. When this happens, an error message appears over the dashboard informing you that the data consulted is no longer up to date. It remains displayed as long as the connection is lost.

As soon as the connection is restored, the data is automatically updated and the message disappears.

2.7.5 Display restrictions

If an entity (queue, realtime queue, etc.) is not accessible to the logged in user, all widgets of the dashboard that reference it have a red title. This case occurs when:

- the entity has been deleted or deactivated for a user group;
- the user affected no longer supervises a group.

The dashboard can be saved normally, despite the presence of these widgets.

If you no longer supervise a user group, you lose access to the queues and agents of this group when you are editing your dashboards.

2.7.6 Removing the supervisor role

If you lose your supervisor role, due to a change in the configuration on the administration platform (ex: a professional change), all the dashboards you own are not deleted.

There are then two possibilities:

- **You are an agent again**
  You no longer have access to the supervision interface and therefore mechanically to the dashboarding application. However, the other supervisors of the contact centre do not have access to your dashboards.
- **Your user sheet is permanently deleted**
  You no longer have access to the ALE Connect platform. It is up to a coordinator to delete your dashboards using your login information.

2.8 Saving a dashboard

During the design phase, ALE Connect saves your work as you go along, without you having to do so. Saving is automatically triggered:

- after 5 seconds of inactivity,
- when creating a dashboard,
- when selecting another dashboard,
- when the user logs out.

However, you can manually save your changes at any time:

1. Click the **Supervision** button ( ) in the taskbar.
2. Start creating a new dashboard or select the one you want to modify.
3. Perform the desired changes.
4. Click the **Save the dashboard** button ( ).

   ALE Connect saves the changes. A message is displayed giving the status and time of the last saving.

2.9 Sharing a dashboard

The supervisor dashboards can be shared with other users, in order to communicate the results of the activity. This sharing is performed by communicating the URL address of the dashboard to the users affected. Then simply open it in a web browser, from any computer. This external access has the advantage of being universal and allows a wider distribution, especially to people who are not users of the ALE Connect platform (company management, a sales department, etc.).

Warning: the URL address is defined by ALE Connect as soon as the dashboard is created. It cannot be modified.

2.9.1 Sharing modes

There are three ways to share a dashboard:

Free access
The dashboard is freely accessible to any user in possession of its URL address.

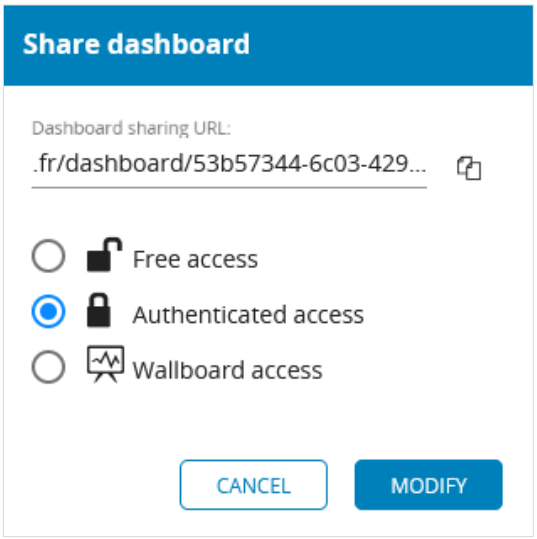
Authenticated access
The dashboard is only accessible to users of the ALE Connect platform, who are logged in. If the user is not logged in, he/she must identify himself/herself when opening the dashboard, by entering his/her login and password.

Wallboard access
A wallboard is a dashboard whose ergonomics and resolution are adapted to remote reading, on large screens. It is then used as a visual communication tool for teams grouped in the same open space, which can thus follow up the evolution of the activity in real time. This type of sharing publishes an existing dashboard in wallboard format. No authentication is required for this type of sharing.

2.9.2 Sharing a dashboard

Sharing can be performed at any time, as soon as the dashboard is created.

1. Launch the dashboarding application.
2. Select the supervisor dashboard to share from the drop-down list.
3. Click the **Share the dashboard** button ( ).



4. Check the desired access.
5. Click the **Copy** button ( ) to copy the dashboard sharing URL to the clipboard.
6. Click **Modify** to confirm your choice.

   ALE Connect shares immediately the dashboard.

2.9.3 Integrating a dashboard into a third party application

When displaying a shared dashboard, certain zones can be hidden or privileged in order to favour its graphic integration within a third party application. To do this, it is necessary to customise the sharing URL of the dashboard concerned by adding parameters at the end of this URL.

To hide the banner containing the name of the dashboard, the scrolling message and the period, add the **hideHeader2** Boolean parameter with the desired value (true or false).

Example:

```
https://my-server/dashboard/abcd1234-abcd-1234-abcd-
1234abcd?hideHeader2=true
```

To display the scrolling message on the whole width of the dashboard (at the expense of the name and the period), add the **maximizeMarquee** Boolean parameter with the desired value (true or false).

Example:

```
https://my-server/dashboard/abcd1234-abcd-1234-abcd-
1234abcd?maximizeMarquee=true
```

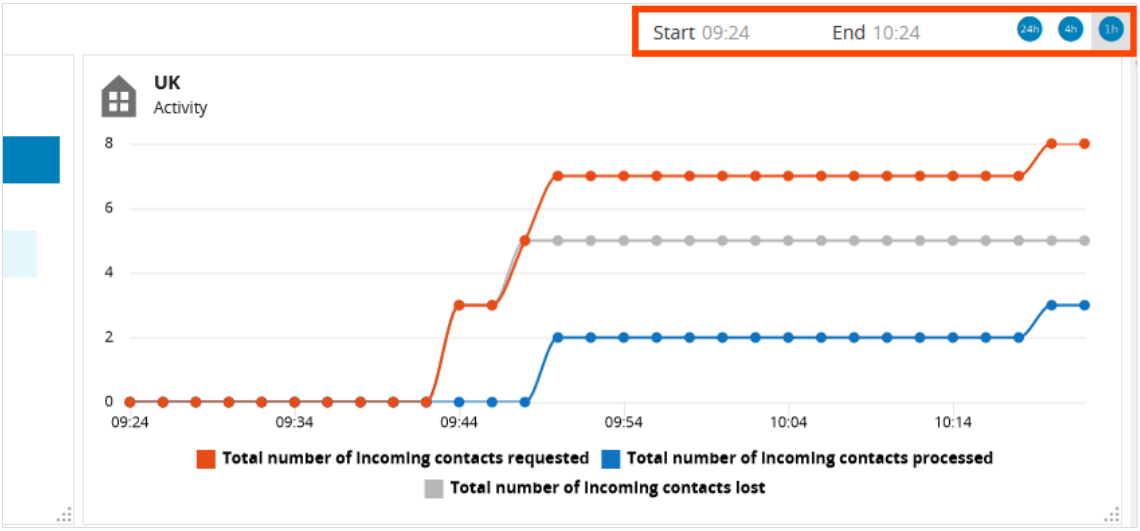
In all cases, if the shared dashboard is included in an iFrame, then the banner of the dashboarding interface is not displayed.

2.10 Choosing the display period

When a dashboard contains at least one line chart widget, you can choose the default data display period. For this purpose, you have a selector at the top right of your workspace.

Warning: your choice impacts all line chart widgets of the current dashboard.

1. Click the **Supervision** button () in the taskbar.
2. Select, from the drop-down list, the supervisor dashboard to modify.
3. Click the button corresponding to the desired consultation period: last **24 hours** (since the beginning of the current day at 00:00), last **4 hours** or last **1 hour**.



ALE Connect reminds you the **start time** and the **end time** of the chosen period. The curve data is updated for the requested period.

2.11 Creating a wallboard

A wallboard is a dashboard whose ergonomics and display are adapted to remote reading, on large screens. Its content is generally summarised. It is used as a visual communication tool for teams grouped in the same open space, which can thus follow up the evolution of the activity in real time. Therefore, no authentication is required to view it; the point of the wallboard is to share public information.

2.11.1 Display characteristics

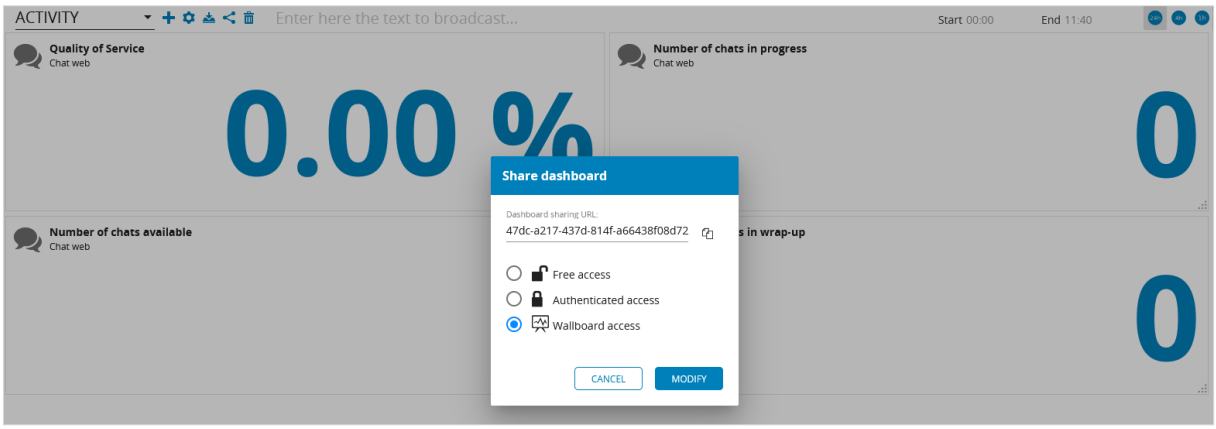
The wallboard differs from a classic dashboard by its resolution and look:

- It is presented on a dark coloured background (theme currently not modifiable).
- The font size is automatically adapted to the displayed elements.
- It uses at best free spaces.
- Spacings between elements are adjusted.
- Colours are adapted to improve contrasts.

2.11.2 Procedure

Generating a wallboard can be performed at any time, as soon as the dashboard is created.

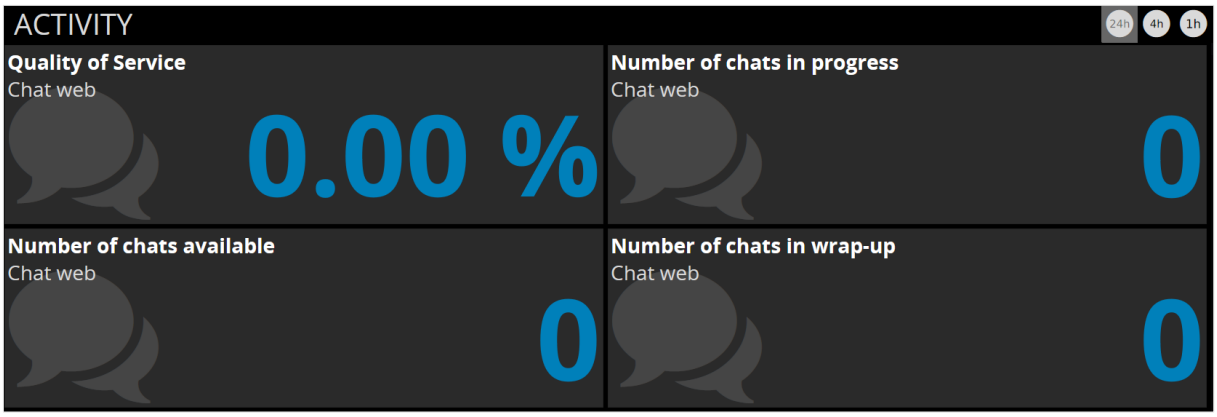
1. Open the dashboarding application.
2. Select the supervisor dashboard to share from the drop-down list.
3. Click the **Share the dashboard** button (). The following screen is displayed:



4. Check the **Wallboard access** mode.
5. Click **Modify** to confirm your choice, or **Cancel** to abandon this action.

   ALE Connect generates the wallboard from the selected dashboard.
6. Enter the **URL address** of the dashboard in the Internet browser of the computer, to which the screen used as a wall display is connected.

The wallboard is displayed:



It cannot be modified.

You can only change the display period of line chart widgets or the order of the columns in list widgets.

2.12 Renaming a dashboard

In case of error or if you change your mind, it is always possible to rename a supervisor dashboard (not allowed for an agent dashboard). If it is shared, the new name will appear when reloading the sharing link.

1. Click the **Supervision** button ( ) in the taskbar.
2. Select the supervisor dashboard to rename from the drop-down list.
3. Click the **Edit the dashboard parameters** button ( ).
4. Change the name of the dashboard (same rules as in creation).
5. Click **Modify** to save your entry, or **Cancel** to abandon this action.

   ALE Connect saves the changes and immediately refreshes the name of the dashboard in the drop-down list.

2.13 Changing the number of columns in a dashboard

At any time, you can increase or decrease the number of columns of a dashboard, to adapt it to the intended use. This action is useful if you are not satisfied with the layout of the widgets, because the resolution initially selected is no longer suitable. The new layout will be taken into account the next time the sharing link is reloaded.

Warning: this change impacts the global presentation of the dashboard which you may have to redesign.

1. Click the **Supervision** button () in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Click the **Edit the dashboard parameters** button ().
4. Change the number of columns (same rules as creation).
5. Click **Modify** to save your entry, or **Cancel** to abandon this action.

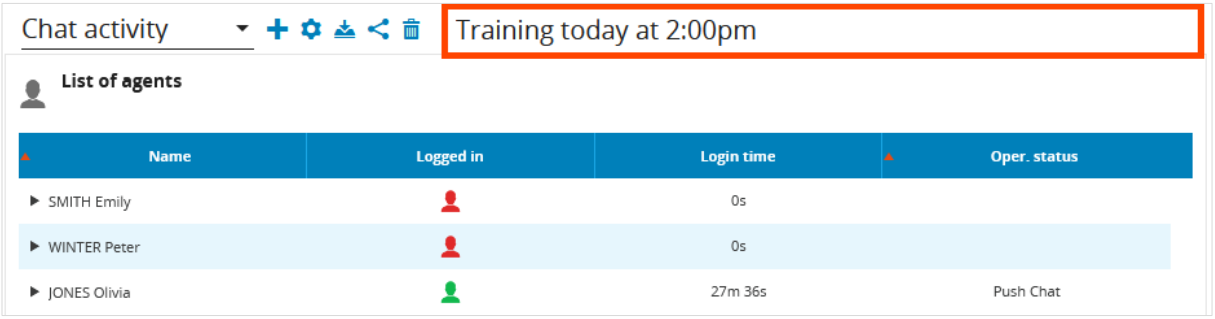
   ALE Connect saves the changes and updates the grid of the dashboard.

2.14 Displaying a scrolling message

To quickly share information with your agents or an open space, you can display a scrolling message on a dashboard (supervisor or agent).

2.14.1 Creating a scrolling message

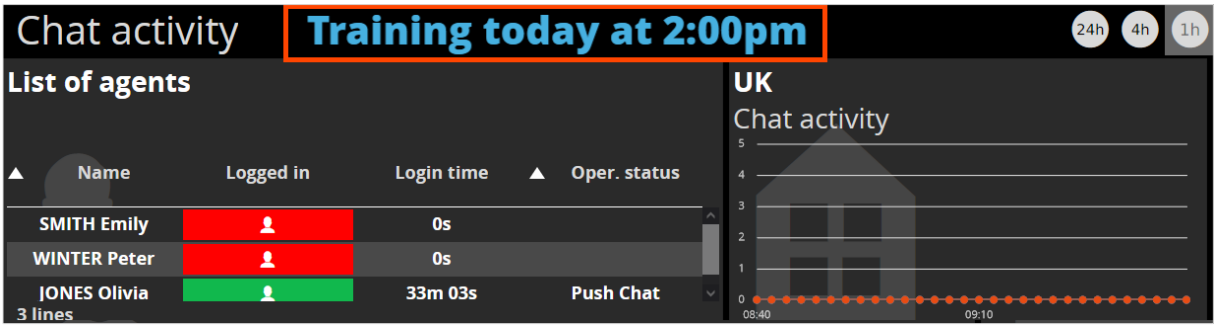
1. Click the **Supervision** button () in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Enter the **message** to scroll (209 characters maximum):



4. Press the **Enter** key to validate your entry.

   The dashboard is automatically saved according to the usual rules. The update is immediately performed, even if it is being displayed.

   Example on a wallboard:



2.14.2 Modifying a scrolling message

1. Click the **Supervision** button ( ) in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Modify the message to scroll (209 characters maximum):
4. Press the **Enter** key to validate your entry.

   The modified message scrolls to the top of the screen.

2.14.3 Deleting a scrolling message

1. Click the **Supervision** button ( ) in the taskbar.
2. Select the dashboard to modify from the drop-down list.
3. Delete the entire message in the area located at the top of the screen.
4. Press the **Enter** key to validate your entry.

   The message no longer appears on the dashboard.

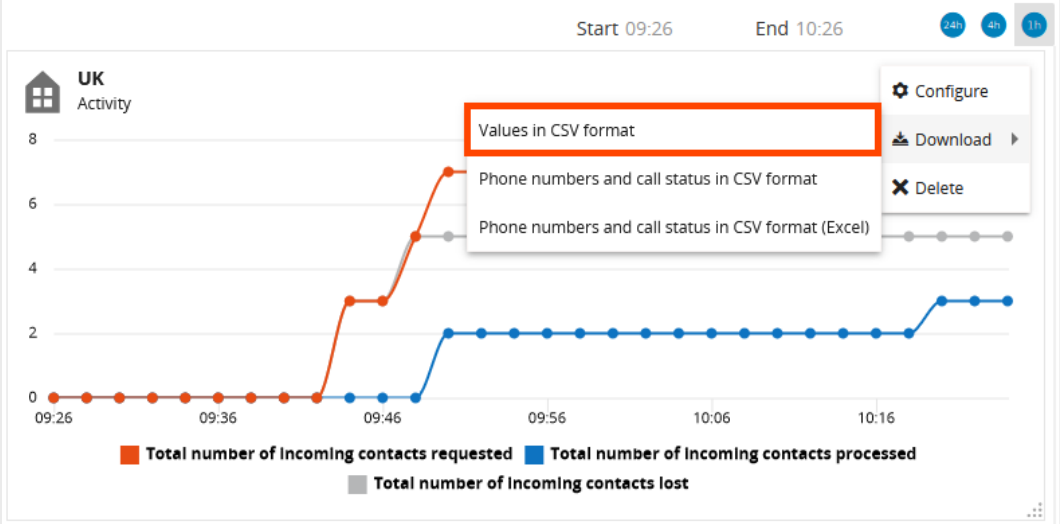
2.15 Exporting the history of a line chart

You can export, in a .csv file, the results of realtime indicators displayed in a line chart widget from any dashboard (supervisor or agent). For this purpose, ALE Connect extracts the history of data from the line chart widget, aggregated by quarter of an hour, for the chosen display period (24 hours, 4 hours or 1 hour).

This functionality is available if the dashboard includes at least one line chart widget. However, it is not accessible if the dashboard is opened from its sharing URL address.

2.15.1 Procedure

1. Click the **Supervision** button (🕑) in the taskbar.
2. Select the dashboard to use from the drop-down list.
3. Check the display period of the line chart widget is the one you wish to export (if not, change it).
4. Click the (⋮) button in the upper right corner of the line chart widget.
5. Click the **Download** > **Values in CSV format**.



A window is displayed: it suggests you to open the file with the application of your choice (Microsoft Excel for example) or to save it on your computer.

6. Check the desired option and click **OK**.

   The .csv export file is generated by ALE Connect: you can now use it.

2.15.2 Characteristics of the result file

The result file can be opened with a spreadsheet (ex: Microsoft Excel).

For example:

	A	B	C	D	E	F	G	H	I
1	Year	Month	Day	Hour	Minute	Entity	Total number of incoming contacts requested (NbCustPresented)	Total number of incoming contacts lost (NbCustPresentedKo)	Total number of incoming contacts processed (NbCustPresentedOk)
2	2021	7	27	9	30	TENANT	2	2	0
3	2021	7	27	9	45	TENANT	7	5	2
4	2021	7	27	10	0	TENANT	7	5	2
5	2021	7	27	10	15	TENANT	8	5	3

The encoding standard of the file is **UTF-8**. The separator character used is the **comma**. The end-of-line character is **LF**. All values are framed by a double quote character ".

The **first row** of the file is a header line. It presents the following columns in this order: "Year", "Month", "Day", "Hour", "Minute (0, 15, 30 or 45)", "Entity name", "Indicator name (short name)". Column names are expressed in the language of the dashboard user (English if not available).

The **other rows** (2 to N) display the average values for the realtime indicators present in the line chart widget. Aggregated by quarter of an hour, they are sorted in ascending chronological order, from the beginning of the current day to the present time. If there is no data for a period, a null value is displayed.

Example: the line chart widget displays agents and supervisors logged in to ALE Connect for the 1 tenant. At 2:15 am, the contact centre being closed at night, there is no agent/supervisor logged in to ALE Connect. In the file, a row is generated: "2023","06","06","02","15","TENANT 1","0"

2.16 Deleting a dashboard

You can only delete supervisor dashboards that you own. Indeed, deleting an agent dashboard (created by the system) is forbidden.

On the other hand, if there is only one dashboard available, deletion is denied.

2.16.1 Manual deletion

1. Click the **Supervision** button ( ) in the taskbar.
2. Select the supervisor dashboard to delete from the drop-down list.
3. Click the **Delete the dashboard** button ( ). ALE Connect asks you to confirm the deletion.
4. Click **Delete** to confirm your choice, or **Cancel** to abandon this action.

   ALE Connect deletes immediately the dashboard. If it was being used (a wallboard for example), there is no impact. It remains displayed until the next reload.

2.16.2 Automatic deletion

This consequence is due to certain actions performed by the ALE Connect coordinator. It occurs in the following cases:

- A user group is deleted: the corresponding agent dashboard is deleted.
- A supervisor is deleted: his/her dashboards are deleted and are no longer accessible when reloading their sharing link.

2.17 Realtime indicators

An indicator is a numerical value used to measure performance. ALE Connect natively includes a wide range of key indicators in real time, to feed the widgets of the dashboards.

- By default, all indicators without exception **are reset daily** at midnight and stop scrolling if this was the case.
- In particular, at midnight, if agents are logged in, the indicators associated with their statuses are reset to the **default values** (including dates and durations related to the different statuses). These indicators will be updated as soon as the affected agents perform operations (change of status, processing of a contact, etc.).

Available indicators

You will find below the detailed list of all available indicators, sorted alphabetically by name. For each of them are specified:

- its **name** as it appears in the screens of dashboards,
- its **short name** used as column header in a list widget,
- its **ID** used to retrieve counter values via the API,
- its detailed **description**,
- the **business entities** for which it is applicable (Agent, Queue, Realtime queue and/or Tenant),
- its **format** (number, duration, etc.).

A

Name / Short name / ID	Description	Entity(ies)	Format
Average communication time Short name: ACT ID: TMC	This counter calculates the average communication time of the contacts for the affected realtime queue. It is updated after the agent closes the file.	Realtime queue	Duration
Average email handling time Short name: Email AHT ID: AverageTimeEmails	Average time spent by an agent to process emails, over the current day. This counter is updated after closing the folder.	Agent	Duration
Average waiting time (all contacts included) Short name: Avg. waiting (global) ID: AvWaitAll	Average waiting time of all contacts placed in chat realtime queue. This counter is updated as soon as a contact exits from the queue. For example: - contact presentation to an agent (pop-up and agent connection times are not included into this counter), - dissuasion (too much waiting or no longer logged in agents), - abandon by the contact.	Realtime queue	Duration
Average waiting time (contacts currently in queue) Short name: Avg. waiting ID: AvWait	Average waiting time of contacts currently in chat realtime queue. This counter is updated at each input/output for the considered queue. If the number of contacts in queue is stable (i.e. no input if the queue is full, no output due to a lack of available agents), this counter is updated every 30 seconds.	Realtime queue	Duration

D

Name / Short name / ID	Description	Entity(ies)	Format
Date of oldest interaction Short name: Oldest interac. ID: OldestUnProc	Date of the oldest event happened on unprocessed interactions of the queue. Unprocessed interactions are the new interactions (In progress desktop) and the ones which are currently being validated (Validation desktop). This counter is updated, at best, every minute.	Queue	Hour

E

Name / Short name / ID	Description	Entity(ies)	Format
Estimated waiting time Short name: EWT ID: EstimatedWait	The estimated waiting time (EWT) is given to the web user during a chat request that is not yet on hold. It is based on the waiting times of web users who manage to be connected to an agent. Withdrawals or dissuasions are not taken into account in the calculation.	Realtime queue	Duration

F

Name / Short name / ID	Description	Entity(ies)	Format
First login Short name: First login ID: DHLF	Time of first login to ALE Connect in the day, for the affected agent. Opening a session on the ALE Connect administration interface or any other application is not taken into account. This counter is empty if there has been no login during the day.	Agent	Hour

L

Name / Short name / ID	Description	Entity(ies)	Format
Last login Short name: Last login ID: DHL	Hour of the last login of the day, performed by the agent on his/her ALE Connect interface. Opening a session on the administration interface or any other applications is not taken into account. This counter is empty if there has been no login during the day.	Agent	Hour
Logged in Short name: Logged in ID: Present	Login status of the agent. The agent is informed of this status in his/her interface.  Agent logged in.  Agent logged out.  Agent on chat distribution break.  The agent can no longer take calls because there have been too many unanswered pop-up within the time limit, or a network problem prevents contacts from being connected.	Agent	Status

M

Name / Short name / ID	Description	Entity(ies)	Format
Max. waiting time (contacts currently in queue) Short name: Max. waiting ID: MaxWait	Among the chats currently in realtime queue, duration of the contact that has been waiting the longest. This counter is updated in real time when there are pending contacts. If not, it equals 0.	Realtime queue	Duration
Maximum number of contacts in the realtime queue Short name: Max. chat pending ID: NbCliMaxChat	Maximum number of places in the realtime queue, calculated from: - the number of agents available on the realtime queue (in push chat status, not on distribution break), - the maximum number of conversations allowed by chat profile for the affected agents, - the adjustment factor of the realtime queue size (calculation to be set up by the ALE Connect coordinator). This counter is increased when the agents change to the push chat status. It is decreased when an agent is not available to chat: logout, change to an operational status that does not allow to chat, or change to distribution break. This last case may generate an inconsistency, since the maximum number of chats in realtime queue may be lower than the number of current chats in realtime queue. Note: on the ALE Connect administration interface, this counter is defined by the **Adjustment of the realtime queue size** (Administration > Tenants > Realtime queues menu).	Realtime queue	Number

N

Name / Short name / ID	Description	Entity(ies)	Format
Name Short name: Name ID: name	Entity name (queue, tenant, agent, etc.). For the agents, this counter contains both the first and last names. Except for the agents, when a name is modified in the ALE Connect administration interface, the new name will be applied in the dashboards within 5 minutes.	Agent - Queue - Realtime queue - Tenant	String
Number of abandons (waiting contacts who hung up) Short name: Abandons ID: NbCustAba	Number of contacts in chat realtime queue which have been abandoned before the connection. Abandon by the contact may occur while waiting in queue, or while the pop-up window is presented to the agent. It is increased as soon as the abandon is performed.	Realtime queue	Number
Number of chats abandoned by the web user Short name: Abandoned ID: NbAbandonChat	This counter is increased when the web user cancels his/her chat request, before the agent has accepted.	Tenant	Number
Number of chats available Short name: Available ID: NbAvailableChat	For an agent: if the agent has a status which allows chat conversations (Push chat) and is not processing a conversation, this counter displays the number of chat sessions that he/she can accept yet. On the contrary, this counter equals 0. This counter may also equal 0 if the agent has a status that allows chatting and he/she puts on break the push distribution. For realtime queues: this counter displays the total number of available chat sessions for agents who are eligible on the realtime queue. In both cases (agent or realtime queue): this counter is decreased when a chat pop-up window is presented to an agent. It is increased when an agent selects a chat push status or closes a chat processing tab. Note: on the ALE Connect administration interface, this counter is defined by the *Maximum number of simultaneous chats* parameter (menu Administration > Tenants > Users > Chat profiles).	Agent - Realtime queue	Number
Number of chats dissuaded Short name: Dissuaded ID: NbDissuadedChat	Total number of chat requests dissuaded in realtime queues (waiting too long).	Tenant	Number
Number of chats in progress Short name: Chats active ID: NbCurrentActiveChat	Total number of chats in progress. It is increased when accepting the pop-up, and it is decreased when the conversation is over.	Agent - Realtime queue - Tenant	Number
Number of chats being processed Short name: In progress ID: NbCurrChat	Total number of chat tabs opened (conversations in progress and terminated). It is increased when accepting the pop-up, and it is decreased when the folder is closed.	Agent - Realtime queue - Tenant	Number

Name / Short name / ID	Description	Entity(ies)	Format
Number of chats in realtime queue Short name: Waiting ID: NbWaitingChat	Number of contacts in chat realtime queue. This counter is updated every minute.	Tenant	Number
Number of chats in post-conversation Short name: Post-convers. ID: NbCurrentChatInPostConv	Number of chats terminated, in closing phase. It is increased when the conversation is over, and it is decreased when the folder is closed.	Agent - Realtime queue - Tenant	Number
Number of chats lost Short name: Lost ID: NbLostChat	For an agent: this counter is increased each time the agent refuses a chat pop-up (even if the requester is the same). For a tenant: it is increased when the web user: - is dissuaded because he/she waited too long in realtime queue, - is dissuaded because there are no more agents logged in, - abandons while waiting in realtime queue, - abandons when the pop-up window is presented to the agent.	Agent - Tenant	Number
Number of chats presented Short name: Presented ID: NbPresentedChat	For an agent: this counter is increased each time he/she accepts a chat pop-up (case of requalification included). Especially for the cases where the pop-up is presented several times because it has been refused or ignored by other agents, of if there has been requalification. For a tenant: only the first presentation to an agent is counted even if the pop-up is presented several times to agents (pop-up refused/ignored) or if the chat session is requalified.	Agent - Tenant	Number
Number of chats requalified Short name: Chat ID: NbRequalifChat	Number of chats redirected to another realtime queue. It is increased after redirecting the chat on the realtime queue or the original agent.	Agent - Realtime queue	Number
Number of contacts overflowed (waiting time in queue exceeded) Short name: Overflowed ID: NbCustOverf	Total number of chats overflowed since they waited too long in realtime queue (cumulated value). These contacts in realtime queue have exceeded the threshold of the waiting time: the connection could not be established. At realtime queue level: the counter is increased for a chat when the contact has been overflowed in realtime queue. At tenant level: the Number of chats dissuaded counter is increased.	Realtime queue	Number
Number of emails in validation Short name: Emails in validation ID: NbValidationEmails	Total number of emails for which the agent has requested a validation to his/her supervisor. It is increased when the folder is closed and the agent has sent it in validation.	Agent	Number
Number of pending contacts Short name: Pending ID: CurrNbCliW	Total number of chats in realtime queue. This counter is updated every minute.	Realtime queue	Number

Name / Short name / ID	Description	Entity(ies)	Format
Number of incoming contacts being processed Short name: Inc. contacts ID: CurrNbCliIn	Total number of chats currently being handled by ALE Connect regardless of the processing status (pending, being presented, chatting, etc.). This counter is increased as soon as a connection request is performed. It is decreased when the contact is no longer active in the system, or the associated tab is closed.	Realtime queue - Tenant	Number
Number of chat requests received Short name: Received ID: NbIncomingChat	This counter is increased when a chat request is performed on a tenant, even if it is refused, abandoned or requalified. It is reset to 0 daily.	Tenant	Number
Number of chat pop-up accepted Short name: Processed ID: NbAnsweredChat	Total number of chats accepted. For an agent: this counter is increased each time he/she accepts a chat pop-up (case of requalification included). For a tenant: only the first pop-up acceptance is counted for a chat session requested by a web user.	Agent - Tenant	Number
Number of sessions since the beginning of the day Short name: No. of sessions ID: SessId	Indicates how many times the agent has been logged in to ALE Connect since the beginning of the day.	Agent	Number
Number of interactions being processed Short name: In progress ID: CurrNbWMedia	It is increased when a folder is being processed by an agent. It is decreased when the folder tab is closed. This counter is updated at best every minute.	Queue	Number
Number of interactions received Short name: Interactions received ID: NbReceivedDay	Number of interactions received during the day, for the specified queue of written media. This counter is increased: - when receiving an interaction in the origin queue used to create the new folder; - when receiving a customer reply following a “Reply and wait” or “Reply and close” processing by the agent. However, when a contact sends a message related to a folder with the To be processed bis status (following a “Reply without closing” action), the counter is not updated because this message is considered as a reminder. This counter can only increase during the day. It is updated, at best, every minute.	Queue	Number
Number of interactions processed Short name: Processed ID: NbProcessedDay	Total number of interactions processed during the day. This counter cumulates all the processed folders with or without reply. It is updated at best every minute.	Queue	Number
Number of interactions processed with reply Short name: Processed with reply ID: NbProcessedReplyDay	Total number of interactions processed with reply. It is increased when a folder is closed and there has been a reply to the contact, i.e. when the agent has performed one of the following actions: - Reply without closing, - Reply and wait, - Reply and close. This counter is updated, at best, every minute.	Queue	Number

Name / Short name / ID	Description	Entity(ies)	Format
Number of interactions processed with no reply Short name: Processed no reply ID: NbProcessedNoReplyDay	Total number of interactions processed with no reply. It is increased when a folder is closed with no reply to the contact, i.e. when the agent has performed one of the following actions: - Close, - Archive, - Recycle bin. This counter is updated, at best, every minute.	Queue	Number

Q

Name / Short name / ID	Description	Entity(ies)	Format
Quality of Service by period Short name: Qos / Period ID: QoSPeriod	Quality of Service calculated on a time interval. This period is set up by the ALE Connect administrator: it may be the last hour, the last quarter of an hour, etc. The Quality of Service by period is calculated as follows: Total number of contacts processed (significant over the period) / (Total number of contacts processed (significant over the period) + Total number of contacts lost (significant over the period)) If you follow up the evolution of the Quality of Service over a period, you will notice variations even if there have been no new chats. This is a normal situation: on the one hand, this counter is calculated over a sliding window (with a granularity of one minute); on the other hand, the completed chats used to calculate the Quality of Service will leave the period in question in turn, which will update it. This counter is updated every 30 seconds.	Realtime queue	Number
Quality of Service of the day Short name: QoS ID: QoS	The Quality of Service of the day is calculated as follows: Total number of contacts processed (significant) / (Total number of contacts processed (significant) + Total number of contacts lost (significant)) It is automatically updated as soon as these counters are updated themselves.	Realtime queue	Number

T

Name / Short name / ID	Description	Entity(ies)	Format
Time spent in Pre-assigned Short name: Time in Pre-assigned ID: TByState19	Total time spent in the Pre-assigned operational status for all the agent's sessions, on the current day. This counter is incremented in real time when the agent is in this operational status.	Agent	Duration
Time spent in Push Chat Short name: Time in Push Chat ID: TByState7	Total time spent in the Push Chat operational status for all the agent's sessions, on the current day. This counter is incremented in real time when the agent is in this operational status.	Agent	Duration
Time spent in Push Email Short name: Time in Push Email ID: TByState6	Total time spent in the Push Email operational status for all the agent's sessions, on the current day. This counter is incremented in real time when the agent is in this operational status.	Agent	Duration
Time spent in Push Voice Short name: Time in Push Voice ID: TByState5	Total time spent in the Push Voice operational status for all the agent's sessions, on the current day. This counter is incremented in real time when the agent is in this operational status.	Agent	Duration
Time spent in Unavailable Short name: Time in Unavailable ID: TByState18	Total time spent in the Unavailable operational status for all the agent's sessions, on the current day. This counter is incremented in real time when the agent is in this operational status.	Agent	Duration
Time spent in WrapUp Short name: Time in WrapUp ID: TByState17	Total time spent in the WrapUp operational status for all the agent's sessions, on the current day. This counter is incremented in real time when the agent is in this operational status.	Agent	Duration
Total login time Short name: Login time ID: TotalTimeLogin	Cumulates the durations of the different sessions of the current day, for the agent affected.	Agent	Duration
Total email handling time Short name: Email THT ID: TotalTimeEmails	Total of the email handling times of the agent, for the current day. For each interaction, this is the time elapsed between the interaction opening requested by the agent and the closing of the processing tab. This time therefore includes the time spent to qualify the interaction. Time is not cumulated when the agent opens the folder and closes the folder tab without performing an action, even if he/she has entered and saved a reply draft.	Agent	Duration
Total number of emails processed Short name: Emails proc. ID: NbDoneEmails	Total number of emails processed with or without reply, or in validation. It is increased when closing the folder.	Agent	Number

Name / Short name / ID	Description	Entity(ies)	Format
Total number of emails processed with reply sent Short name: Emails proc. with rep. ID: NbDoneEmailsWithAnswer	Total number of emails for which a reply has been sent to the contact via the following actions: - Spontaneous info. request - Send SMS and close - Send SMS without closing - Spontaneous email - Reply and wait - Reply and close - Reply without closing - Spontaneous SMS - Validation (performed by the supervisor)	Agent	Number
Total number of emails processed without sending reply Short name: Emails proc. no reply ID: NbDoneEmailsWithoutAnswer	Total number of emails processed via a closing action: archive, close the folder, redirect to the recycle bin, redirect to written queues. It is increased when the folder is closed and there has been no reply.	Agent	Number
Total number of contacts requested (significant) Short name: Cont. requested (sign.) ID: NbRequestedSignificant	It is calculated from the two following counters: Total number of contacts processed (significant) + Total number of contacts lost (significant) It is automatically updated as soon as these counters are updated themselves.	Realtime queue - Tenant	Number
Total number of contacts requested (significant over the period) Short name: Cont. request. period (sign.) ID: NbRequestedSignificantPeriod	It is calculated from the two following counters: Total number of contacts processed (significant over the period) + Total number of contacts lost (significant over the period) It is automatically updated as soon as these counters are updated themselves.	Realtime queue - Tenant	Number
Total number of incoming contacts lost Short name: Cont. lost ID: NbCustPresentedKo	Total number of incoming contacts that did not result in a chat with an agent. This counter is increased as soon as the chat is definitively lost: - Abandon - Overflow in realtime queue - Dissuasion (no or no longer agent logged in) - Queue full	Realtime queue	Number
Total number of incoming contacts processed Short name: Cont. proc. ID: NbCustPresentedOk	Total number of incoming chats connected with an agent. This counter is increased as soon as the conversation is established, whatever its duration.	Realtime queue	Number
Total number of incoming contacts requested Short name: Cont. requested ID: NbCustPresented	Total number of distinct connection requests, whatever the end of this request (dissuasion, processing, abandon, etc.). It is increased as soon as the connection is requested. If an agent refuses a pop-up window and the request is finally processed by another agent, this counter is increased only once.	Realtime queue	Number

Name / Short name / ID	Description	Entity(ies)	Format
Total number of contacts lost (significant) Short name: Cont. lost (sign.) ID: NbLostSignificant	Total number of significant chats lost for the current day. This counter is increased when a chat is lost, especially when the contact: - is dissuaded because there is no logged in agent during the connection request, - is dissuaded because the realtime queue is full at the time of the request, - is overflowed (waiting too long in queue), - is dissuaded (no longer agents logged in), - has abandoned while waiting in realtime queue or being presented to an agent (pop-up), - is exited from the queue by ALE Connect. The counting is performed when the chat is indeed lost. The fact that an agent refuses a conversation and sends it back to the realtime queue is not considered as a loss. In case of requalification to a second queue, the counter is increased for both the first realtime queue and the one used for requalification.	Realtime queue	Number
Total number of contacts lost (significant over the period) Short name: Cont. lost period (sign.) ID: NbLostSignificantPeriod	Total number of contacts lost and significant over the period. Same definition and restrictions as the Total number of contacts lost (significant). There is only one difference: only contacts occurred during the sliding period set up in the ALE Connect administration are counted. This counter is updated every 30 seconds.	Realtime queue	Number
Total number of contacts processed (significant) Short name: Cont. proc. (sign.) ID: NbProcessedSignificant	Total number of significant chats processed in the current day. This counter is increased when the conversation is over. In case of requalification to a second queue, the counter is increased for both the first realtime queue and the one used for requalification.	Realtime queue	Number
Total number of contacts processed (significant over the period) Short name: Cont. proc. period (sign.) ID: NbProcessedSignificantPeriod	Total number of chats processed and significant over the period. Same definition and restrictions as the Total number of contacts processed (significant) counter. The only difference is that only contacts happened during the sliding period defined in the ALE Connect administration are counted. This counter is updated every 30 seconds.	Realtime queue	Number
Total number of interactions in stock Short name: Waiting ID: NbUnprocessedInteraction	It is increased or decreased when folders are added or removed from the In progress desktop. If an agent performs one of the following operations, a folder is removed from the In progress desktop: - Validation - Reply and wait - Reply and close - Close - Archive - Recycle bin - Other queue This counter is updated, at best, every minute.	Queue	Number

W

Name / Short name / ID	Description	Entity(ies)	Format
Waiting to be validated Short name: To be validated ID: NbWaitValid	Total number of interactions waiting to be validated. It is increased when an agent sends a folder in validation to his/her supervisor. This counter is updated at best every minute.	Queue	Number

3 Reporting

ALE Connect provides you with a reporting and statistics tool, fully integrated to the platform, allowing you to analyse the contact centre activity. It is accessible from the **Reporting** button (📈) from the taskbar. To get started, a library of ready-to-use reports is at your disposal.

The business domains covered are as follows:

- incoming/outgoing flows,
- agent activity,
- Quality of Service,
- contact centre performance.

You can also create your own customised reports, by using analysis cubes provided by the platform.

For communication purposes, the reports can be automatically sent by email to the recipients of your choice, by defining programmings.

3.1 Main concepts

On this page, you will find the definition of some essential reporting vocabulary.

Aggregate: process which consists in cumulating values to get a single value that will be used. Usually, values are aggregated over a given period (week, month or year for example) or a geographical area (region, country, continent, etc.).

Cube: abstract representation of multidimensional information, exclusively numerical, based on the OLAP (On-Line Analytical Processing) approach. A cube is based on a relational database built in a structured and organised way by business axis, to allow easy access (DataMart). This method is offered for interactive analysis purposes by one or more persons (often computer and statistical novices) whose job is represented by the data. ALE Connect provides dozens of cubes for all essential aspects of a contact centre activity.

Dimension: business axis that you wish to analyse (ex: media, agents, emails, etc.). The dimensions are specific to each cube and can be used as filters. A report can contain several dimensions.

Drill-through: computer action allowing you to zoom in on the finest level of information by a single click, from aggregated data.

Filter: process which consists in extracting, from a set of data, only a relevant subset to the selected report.

Measure: numerical indicator representing a number, duration or percentage. It is also called KPI (Key Performance Indicator). It evaluates the trend, positive or negative, at a given moment, depending on the object measured. A measure can be aggregated, i.e. cumulated over one or several dimensions such as a time unit: by day, by week, by month, etc.

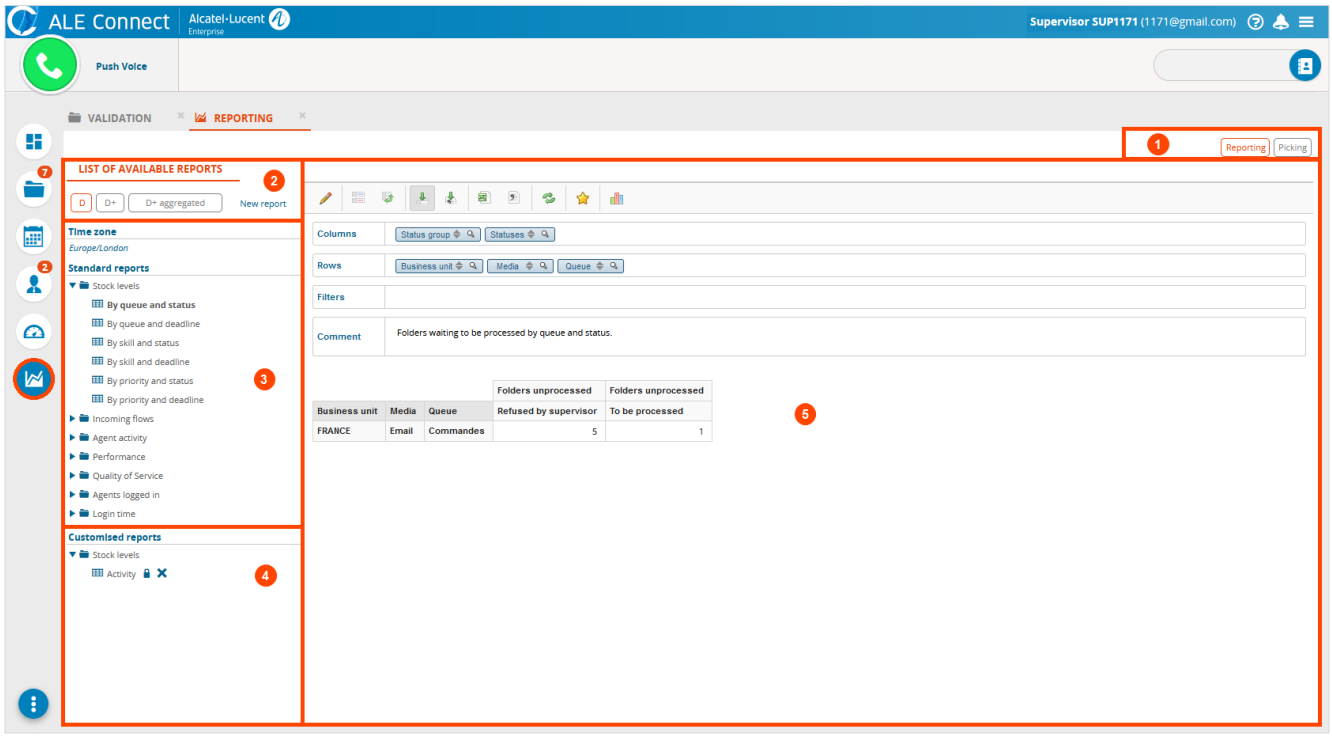
Nan (Not a Number): value that may appear in a result table when it is a division by 0. This behaviour is considered as normal.

Report: statistics table with one or several rows and/or columns, depending on the case, presenting the results according to the chosen dimensions, measures and filters.

3.2 Introducing the reporting interface

The interface allows you to create, edit and view reports whether they are from the ALE Connect library or customised.

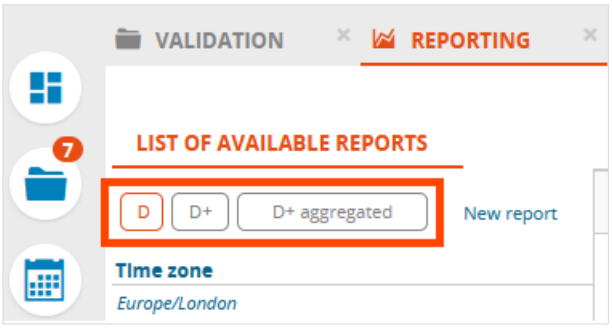
It looks like this:



1. Selection of Reporting/Picking menu
2. Selection of the type of report to be used
3. Management of standard reports
4. Management of customised reports
5. Report design/viewing area

3.3 D, D+ and D+ aggregated reports

There are 3 types of report, according to the analysed period: **D report**, **D+ report** or **D+ aggregated report**. For each of them, ALE Connect provides analysis cubes and standard reports. When using the reporting module, you must choose the type of report you are working on by clicking the corresponding button:



3.3.1 D report

It only analyses the data of the current day called D, for various business domains (agents, emails, etc.).

Warning: data used to feed the D reports is extracted, in real time, from the production database (the one on which the agents work).

3.3.2 D+ report

It analyses data over several days. Unlike D reports, the data is extracted from a relational database (DataMart) in which it has been organised and aggregated by business domain.

Once displayed, a D+ report presents the first 500 rows of results. To view the full report, you must export the report in .csv format.

3.3.3 D+ aggregated report

It analyses data cumulated over a period (day, week or month). The maximum selection period allowed is 14 days, 12 weeks or 12 months depending on the case.

Like D+ reports, data is extracted from a relational database (DataMart) in which it has been organised and aggregated by business domain. Once displayed, a D+ aggregated report shows the first 500 rows of results. To view the full report, you must export the report in .csv format.

Note that:

- some time indicators can be detailed by intervals.
  Ex: viewing the email Quality of Service for which the elapsed time between the receipt of the last incoming message for a folder and the response is between X and Y hours.
- some date type dimensions are not available for aggregated cubes. For the week, the Date dimension is not available. For the month, the Date, Week number, Day, and Weekday dimensions are not available.

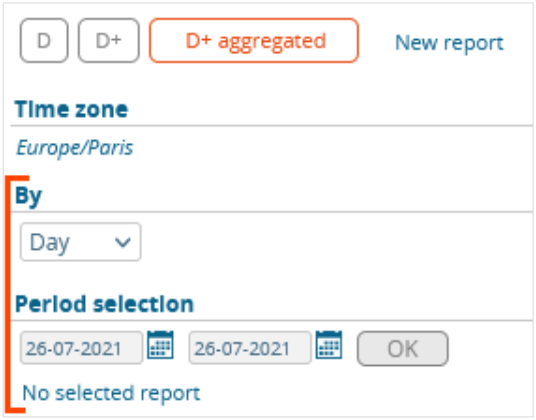
3.4 Using a report from the library

ALE Connect natively provides a library of reports analysing several themes. As these reports are already built, you just have to click their name to consult them.

Warning: only the reports offered by the cubes described in this documentation can be used. Other reports visible in the reporting interface cannot be used in ALE Connect (e.g. reports from the *Tenant calls* cube).

3.4.1 Viewing a report

1. Click the **Reporting** menu ( ) in the taskbar.
2. Click the type of report to consult: **D**, **D+** or **D+ aggregated**.
3. Check the selected default **period**: if it is not suitable, change it in the vertical pane on the left of the screen.



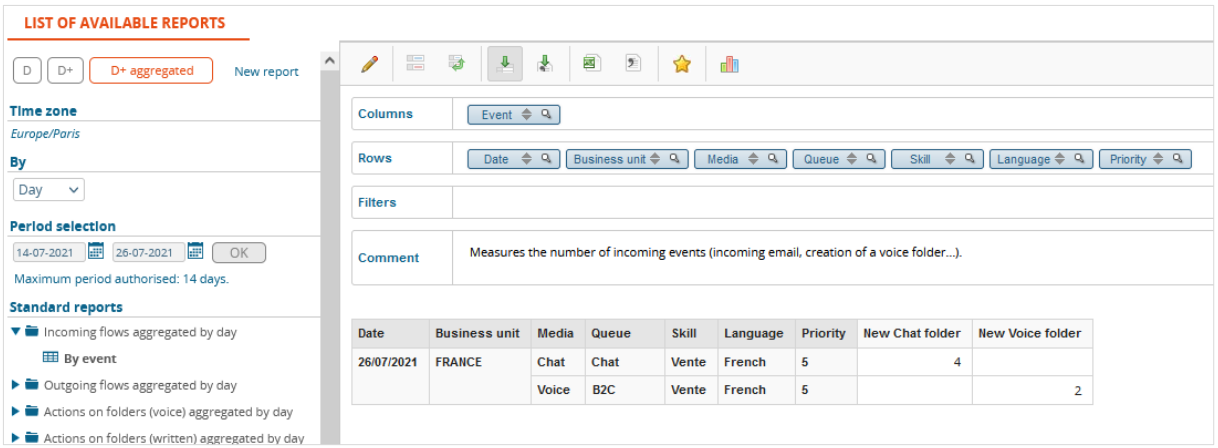
Enter the type of period (only for aggregated D+ reports), a start date and end date. Click **OK**.

For the D+ reports, the results are filtered by default on the last 8 days. Example: if today's date is 04/13/2023, ALE Connect selects the results from 04/6/2023 to 04/13/2023 included.

For the D+ aggregated reports, the results are filtered by default on today's date. But you can also consult them on the previous week or month.

4. In the list of available reports, search the desired report. Once found, click its **name**.

The results are immediately displayed:



You can now view the report.

Warning: the maximum extraction period of results varies with the selected report. Some cubes cannot display data beyond 14 days.

3.4.2 Reading and acting on the report

The report window is divided into three areas:

- a **button bar** allowing to perform different actions;
- some **areas** allowing to select the columns, rows and filters used in the report;
- a **table** displaying the results.

3.4.2.1 Possible actions

They are represented by a set of buttons located above the report.

Except for the edition and favourite report functions, the other buttons are active only if at least one result has been found. Otherwise, they are unavailable (greyed out).

Use the following buttons to:


Modify some data in the displayed report. A new tab is opened and allows you to change the dimensions and measures (the cube cannot be modified here). Only the current display is modified; the report definition remains unchanged. To save the applied modifications for the next consultation, save this new report which will then be added to the list of customised reports.


Hide the action bar containing the filters used to display the report.


Reverse the data presentation mode in the result table.


Display the result of the query as a table whose columns and rows correspond to the elements selected in the fields of the same name (filters may be applied).


Export the query details in a .csv file. The result of the query is displayed in a table as for the previous option. However, clicking one of the results does not display the details, but exports it.


Export the result of the query to a file in .xls format. This is indeed the result of the query (the table) and not the details of one of the results as for the previous option.


Export the result of the query in .csv format. This is indeed the result of the query (the table) and not the details of one of the results.

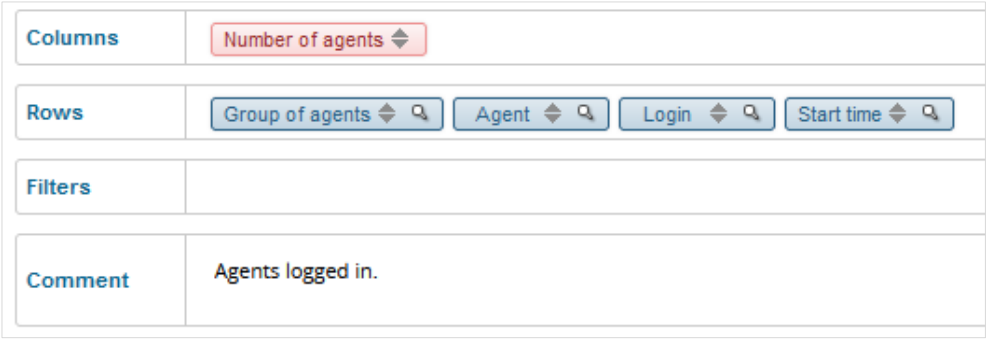

Refresh the report with updated data from the database.


Define the current report as favourite. It will be displayed by default the next time the reporting module is opened.


Display the result of the query as a graph. Since this functionality is based on the use of a third party tool, it is not possible to perform changes to the graphs.

3.4.2.2 Columns/Rows/Filters

This area displays the criteria used to define the report, that is to say dimensions and measures used by default, according to the chosen cube.



Dimensions can be filtered and restricted to certain values (ex: in a report using the Queue dimension, display only data corresponding to certain queues). For this purpose, click the magnifying glass. A new window is displayed: select the elements to display. Click **Save**. The **Filters** field then displays those used. In standard reports, no filter is set up by default.

To add a filter, click the **Modify** button to access the screen. Choose then a dimension and add it to the **Filters** field by drag and drop. If necessary, customise the data using the magnifying glass. Repeat these steps for each filter to use.

The **Comment** field allows you to give additional information to the recipient users of the selected report.

3.4.2.3 Table of results

Below the selection criteria, the table presents the results of the requested query. Any modification of criteria will impact the table presentation. You can **zoom in on a value** to consult the detailed data, by clicking the affected cell.

The functions of the action bar also allow you to display the query details (with all dimensions of the cube used) and to export it.

3.5 Creating a customised report

If you do not find the desired report in the library, or if you have found one but it does not exactly match your need, you can create a report.

For this purpose, two methods are available:

- Creating a customised report
- Adapting a standard report

3.5.1 Precautions

The customised reports will be operational as long as the following rules are respected:

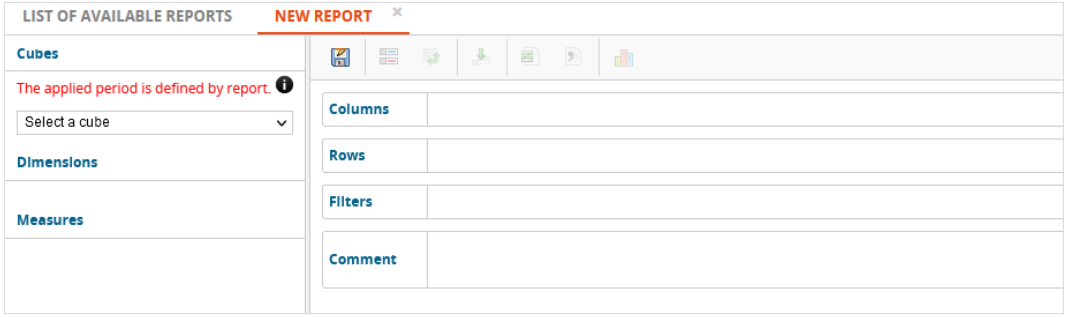
- In general, **limit as much as possible the number of dimensions used as filters**, as well as the number of elements selected for each filter. Do not add dimensions in filters if they are not used to filter the report. **The more filters there are, the slower the report will run.**
- Do not use **filters** with dates.
- Do not modify the **names** of the different elements that appear in the dimensions after saving the report (ex: you save a report in which the Operator dimension is used, and then you modify the name login of your agents).
- Avoid using **special characters** in names, especially in agent's names.
- Do not **delete** an element from the database, that is used as a filter of a report.

3.5.2 Creating a customised report

You have to fully design the report, by defining all its characteristics (cube used, dimensions, etc.). You can create all types of customised reports (D, D+ or D+ aggregated) using the cubes at your disposal. Note that if you create a customised report containing only dimensions on rows and columns, without adding measure, the data displayed in the report will be fed by the default measure of the cube (it is specified in each cube description).

Note: for the Chat by realtime queue and Quality of Service (written) D+ aggregated cubes by day/week/month, the default measure is invisible and cannot be selected from the list of measures of the cube.

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** pane on the left of the screen, click the type of report to create: **D**, **D+** or **D+ aggregated**.
3. Click the **New report** link.



4. Select the cube to use from the drop-down list.

   Dimensions and measures of the selected cube are then listed in the left part of the window.

5. Choose the **dimensions** that will be used in the report as **Columns**, **Rows** or **Filters**, by dragging and dropping to the affected area. It is possible to use as many dimensions as necessary.

   Warning: the report must have at least one row element and one column element.

6. Choose now the **measures** of the report, by using the same method.

   The result of the customised query is displayed instantly in the table.

7. When the report design is terminated, click the **Save query as** button () to save it.

8. Enter the name of the report.

9. Specify the scope of the report:

   Public: all the supervisors who manage the same groups of agents as you will have access to this report.
   Private: only the supervisor who has created the report will have access to it.

10. Click **Save** to validate the creation of the report.

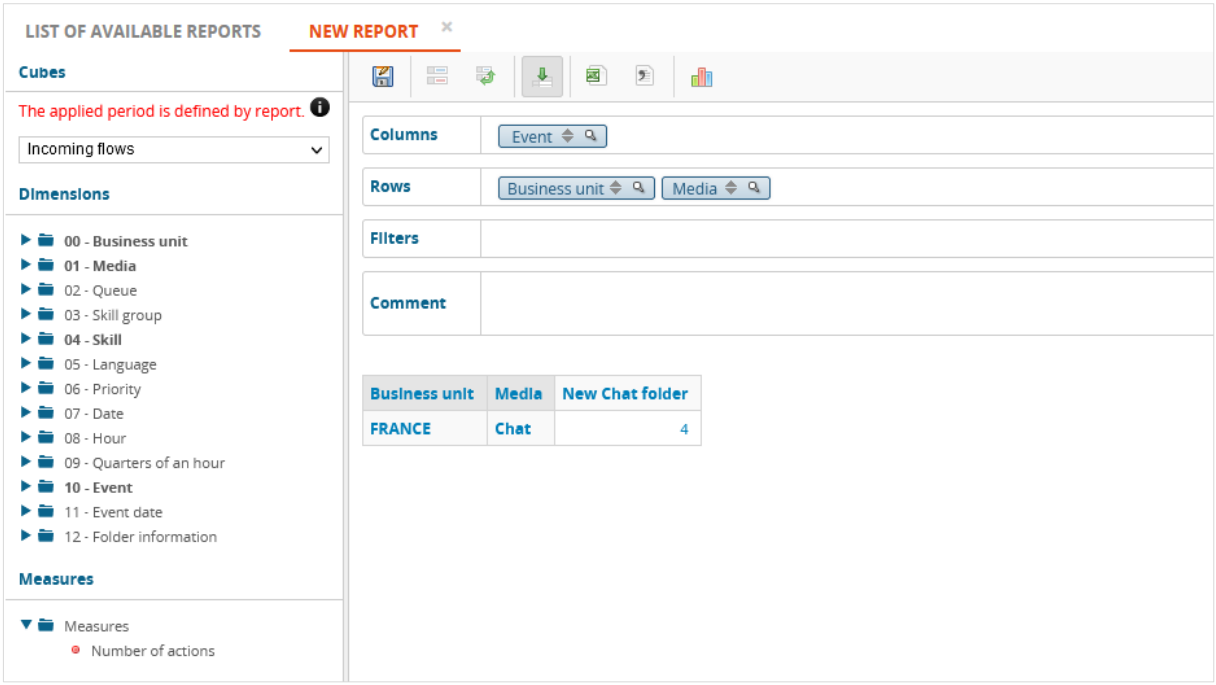
    ALE Connect saves the new customised report and adds it to the existing list.

3.5.3 Adapting a standard report

This method allows you to create a customised report, based on an existing standard report. Indeed, you do not have to recreate completely a report, if you find that one of the reports provided by ALE Connect already meets your needs, with some adaptations. You just have to change it to get the desired report.

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** pane on the left of the screen, click the type of report to create: **D**, **D+** or **D+ aggregated**.
3. Click the **standard report** that you wish to adapt.
4. Click the **Modify** button ( ).

   The detailed content of the chosen report is displayed in editing mode:

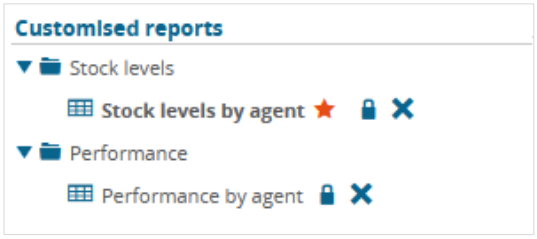


5. Perform the desired changes, following the same rules as for the creation of a customised report.
6. When the report design is terminated, click the **Save query as** button ( ) to save it.
7. Enter the name of the report.
8. Choose the scope of the report.

   Public: all the supervisors who manage the same groups of agents as you will have access to this report.
   Private: only the supervisor who has created the report will have access to it.
9. Click **Save** to validate the creation of the report.

3.5.4 Viewing the list of customised reports

1. Open the **Reporting** menu ( ).
2. Open the **Customised reports** section below the list of available reports.
3. Click the **D**, **D+** or **D+ aggregated** button according to the desired type of report:



The list of **customised reports** is filtered according to their **use** (public or private) and the user's **language**: you can indeed only view the reports created by a user with the same working language as you. Example: supervisor 1 is English-speaking. He/She has created an A report that is public. Supervisor 2 is Italian-speaking: he/she does not view the A report.

The customised reports are sorted by the cube to which they belong to. To the right of their name, the following icons are displayed:

★ Favourite report, in bold in the tree, displayed by default.

🔒 Report reserved to the private use of the logged in supervisor.

✖ Report that can be deleted.

Note: there can be only one favourite report among all customised reports.

3.6 Programming the sending of a report

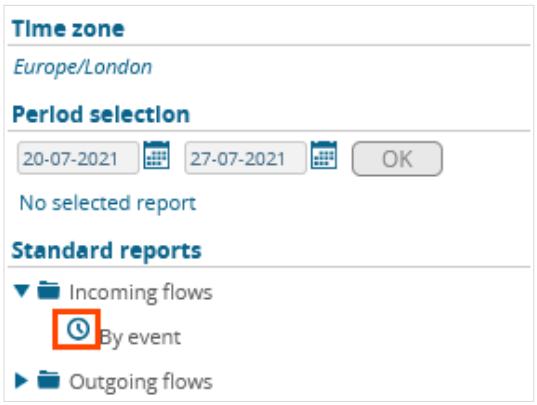
Some results need to be communicated frequently to different teams in a company, either to share information or because they are used by other employees in their work. Therefore, ALE Connect allows you to program the automatic sending of a report by email to the recipients of your choice. This is then sent as an attachment in .xls or .csv format.

A programming is a set of criteria that allow to schedule the automatic sending of a report, at the right time and to the right people. It is possible to define several programmings for a same report: for example, a weekly mailing every Monday morning and a daily mailing.

Prerequisite: a **Generation of statistics reports** job must be set up and active in the ALE Connect administration interface, so that reports can be sent. In case of sending failure, we invite you to contact the software administrator.

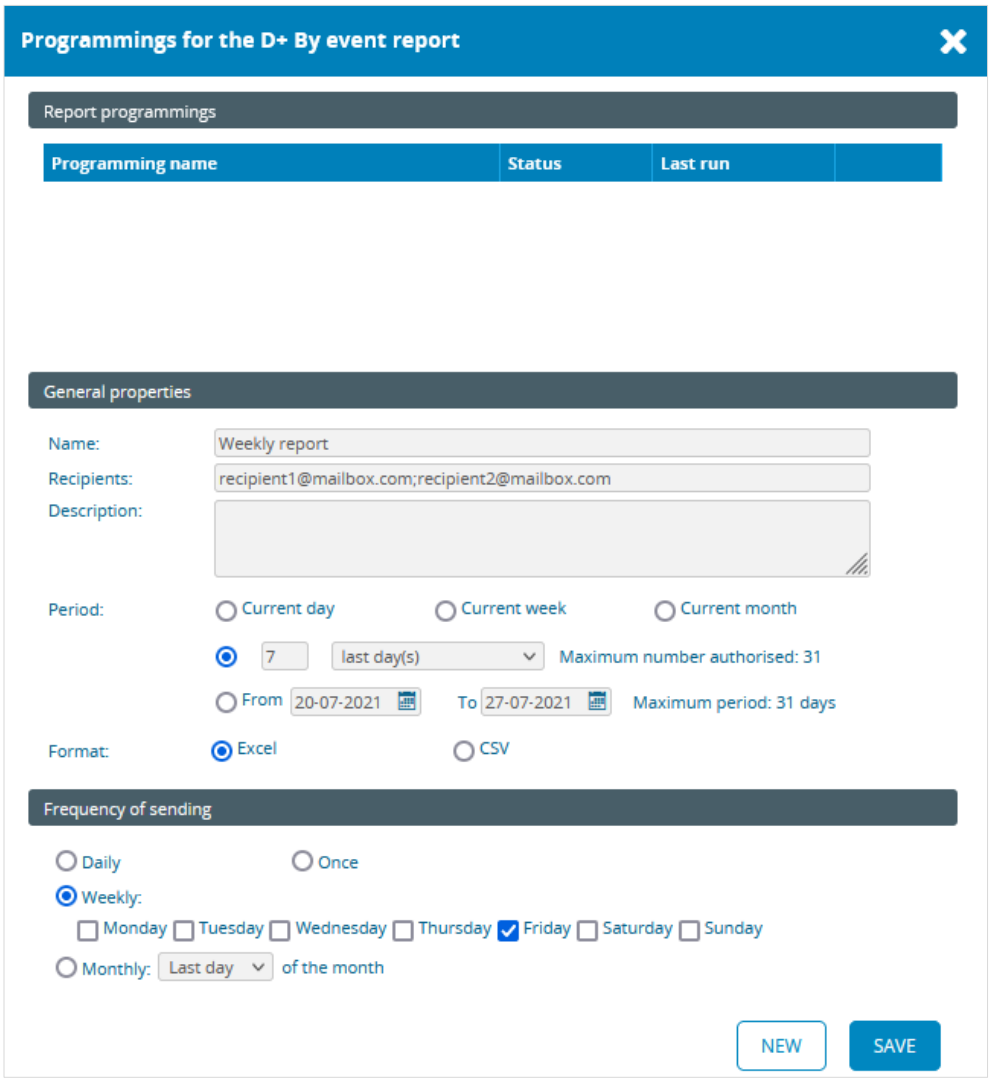
3.6.1 Creating a programming

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** on the left of the screen, click the **D+** or **D+ aggregated** type of report:
3. Click the standard or customised report for which you wish to define a programming.
4. Move the mouse cursor over the **Cube** icon ( ) on the left of the report name: it becomes a **clock** ( ) on which you must click.



Note: when the clock is orange ( ), it means that it already exists at least one programming for the current report.

5. Click the **New** button only if it already exists at least one programming.



6. Define the parameters of the programming.

Name (mandatory)
Enter a description of 50 alphanumeric characters maximum, clearly identifying the subject of the programming.

Recipients (mandatory)
Enter the email addresses of persons to whom the report should be sent.
Ex: recipient1@mailbox.com;recipient2@mailbox.com;recipient3@mailbox.com

> **Warning**: the email addresses must be separated by a semicolon, with no spaces before and after.

Description
If necessary, enter a comment related to this programming.

Period (mandatory)
Check the option corresponding to the data extraction period. According to the chosen report, some of them may not be available (greyed out).
Current day/week/month: the current period is defined based on the day's date. Ex: if the date is 8th August, ALE Connect will extract data from 1st to 31th August.
N last days: enter the number of days to be extracted before the sending date. The maximum number allowed is indicated and varies with the chosen report.
From/To: the start and end dates of the extraction must be entered. The maximum number allowed is indicated and varies with the chosen report.

Format
Choose the document format that will be generated as attachment of the email sent, by checking the corresponding box.
Excel: file for which data is in the native format of the Microsoft Excel application.
CSV: file for which data is in text format. The separator character used is the comma.
If the generated report does not contain any result, the email is sent with no attachment.

Sending frequency
Set up the frequency at which the report must be sent. The available options depend on the extraction period that has been previously chosen:
Daily: the report is sent every day during the defined extraction period.
Once: the report is sent only once, for a specific need.
Weekly: the report is sent only on the days of the week checked.
Monthly: the report is sent the day of the month selected (from 1 to 31 or the last day of the month).

7. Click **Save** to validate the entry.

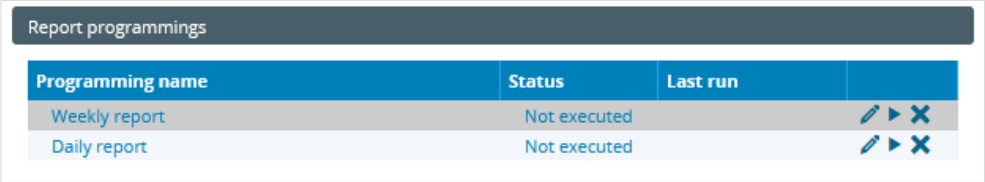
   The new programming is then added to the list on top of the screen.

   You must now activate the programming so that the report can be sent.

3.6.2 Viewing the list of programmings for a report

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** on the left of the screen, click the **D+** or **D+ aggregated** type of report:
3. Click the standard or customised report for which there are programmings.
4. Click the **Clock** icon ( ) on the left of the report name.

   The existing programmings of the report are displayed on top of the window:



ALE Connect displays for each programming its name, its status, its date and time of last execution and the possible actions represented by icons.

From this list, you can:

- modify the selected programming.
- activate the execution of the programming.
- deactivate the execution of the programming to suspend the sending of the report.
- delete the selected programming.

3.6.3 Modifying a programming

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** on the left of the screen, click the **D+** or **D+ aggregated** type of report:
3. Click the standard or customised report for which there are programmings.
4. Click the **Clock** icon ( ) on the left of the report name.
5. Click the **Modify** button ( ) located on the line of the affected programming.
6. Perform the desired modifications (refer to the creation of a programming).
7. Click **Save**.

3.6.4 Activating a programming

The creation of a programming is not sufficient to send the report by email: it must be activated.

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** on the left of the screen, click the **D+** or **D+ aggregated** type of report:
3. Click the standard or customised report for which there are programmings.
4. Click the **Clock** icon ( ) located on the left of the report name.
5. Click the **Activate** button ( ) located on the line of the affected programming.

3.6.5 Deactivating a programming

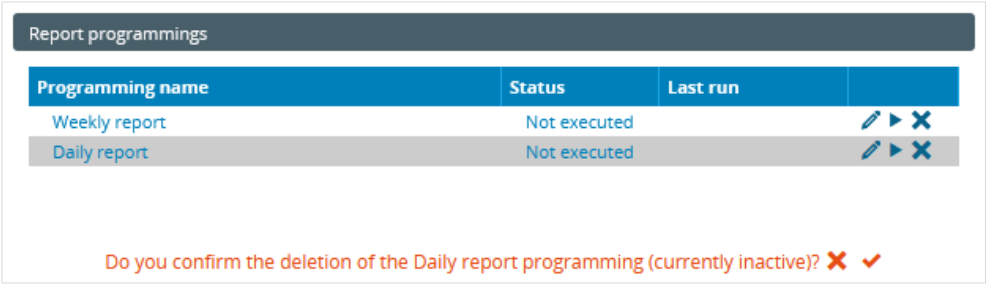
This action consists in temporarily suspending the sending of the report, at any time. In other words, the recipients will no longer receive the report by email for this programming.

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** on the left of the screen, click the **D+** or **D+ aggregated** type of report:
3. Click the standard or customised report for which there are programmings.
4. Click the **Clock** icon ( ) located on the left of the report name.
5. Click the **Deactivate** button ( ) located on the line of the affected programming.

3.6.6 Deleting a programming

1. Open the **Reporting** menu ( ).
2. From the **List of available reports** on the left of the screen, click the **D+** or **D+ aggregated** type of report:
3. Click the standard or customised report for which there are programmings.
4. Click the **Clock** icon ( ) on the left of the report name.
5. Click the **Delete** button ( ) located on the line of the affected programming.

   A message asks you to confirm the deletion:



6. Click **OK** ( ).

   The programming is deleted.

3.7 Deleting a customised report

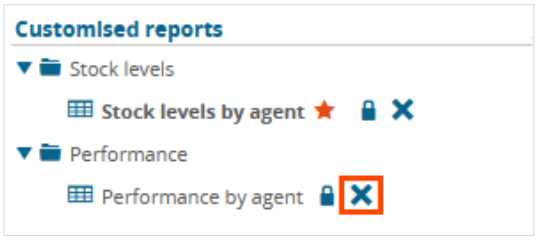
You have the possibility to delete a customised report that you have created, whether it is private or public. The action is always performed individually to avoid any unfortunate deletion of several reports.

However, it is not possible to delete:

- the default reports of the library,
- the private reports created by other users.

Warning: if an ALE Connect user account is deleted from the administration interface (ex: supervisor leaving the company), all the reports that he/she has created will be deleted whether they are private or public.

1. Open the **Reporting** menu ( ).
2. Click the type of report to delete: **D**, **D+** or **D+ aggregated**.
3. Go to the bottom of the pane on the left of the screen until the **Customised reports** section is displayed.
4. Click the icon on the left of the affected cube to view the associated reports.



5. Click the **Delete** button located to the right of the affected report.

   A message asks you to confirm the deletion of the report.
6. Click **Yes**.

   The report is immediately deleted and disappears from the list of customised reports.

3.8 Available analysis cubes

ALE Connect offers many analysis cubes. In the table below, click one of them to view its detailed information (dimensions, measures, etc.).

Warning: only the cubes described in this documentation can be used. The other cubes visible in the reporting interface, as well as the reports offered for each of them, cannot be used in ALE Connect (e.g. the *Tenant calls* cube).

Cube	D	D+	D+ agg.
Actions on folders (voice)		X	X
Actions on folders (written)		X	X
Agent activity	X		
Agents logged in	X		
AHT by action			X
AHT by folder	X		
AHT by folder (D+)		X	
Chat by agent		X	
Chat by realtime queue		X	
Incoming flows	X		
Incoming flows (D+)		X	X
License - Accesses		X	
License - Tokens		X	
Login time	X		
Login time (D+)		X	X
Login time by status		X	X
Number of response templates (written)		X	
Outgoing flows		X	X
Qualification of folders		X	X
Quality of Service	X		
Quality of Service (written)		X	X
Quality of Service for incoming flows (written)		X	X
Stock levels	X		
Use of response templates (written)		X	
Weekly qualification of folders		X	

3.8.1 Actions on folders (voice)

This cube allows to analyse all the actions performed by the agents on voice folders, including redirection actions to queues or skills on which you do not have rights as supervisor.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔				

Characteristics

Type of report	D+ and D+ aggregated
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached at the time of the action.
Media D+ D+ aggregated	Media to which the folder is attached at the time of the action.
Queue D+ D+ aggregated	Queue to which the folder is attached at the time of the action.
Skill group D+ D+ aggregated	Skill group to which the folder is attached at the time of the action.
Skill D+ D+ aggregated	Skill to which the folder is attached at the time of the action.
Language D+ D+ aggregated	Language of the folder at the time of the action.
Priority D+ D+ aggregated	Priority of the folder at the time of the action.
Date D+ D+ aggregated	D+: action date truncated in the time zone of the logged in agent. D+ aggregated: action date truncated in the time zone of the default tenant.
Hour D+	Action time according to the time zone of the agent.

Quarters of an hour D+	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated from the date of the action, and expressed in the time zone of the logged in agent.
Event D+ D+ aggregated	Abandon: the agent opened the folder, then closed it without performing any processing action. Ex: the agent added a note or saved a draft and then closed the folder. Abandon while reading: the agent opened the folder in read-only mode then closed it. Approved by supervisor: the supervisor accepted the validation request performed by the agent. Archive: the agent archived the folder via the Archive action. No exchange is generated during this action. Chat open: the Chat folder is currently opened in read/write mode by an agent. Chat requalif.: the agent requalified the chat folder to another queue. Close the chat folder: the agent closed the chat folder via the Close action. Close the folder: the agent closed the Email, Facebook Messenger or Twitter folder via the Close action. Close the outbound voice folder: the agent closed the voice folder for an outbound call via the Close action. Close the voice folder: the agent closed the voice folder via the Close action. Contact assignment change: the agent has selected another contact sheet and associated it with the folder. Create a new folder: the agent has split an existing folder into two. A new folder has been created from the last incoming interaction of the first folder. Folder closing: the voice folder has been automatically closed due to a technical problem during the call, such as a browser failure or loss of connection. Folder deletion: the supervisor deleted the folder in the Recycle bin desktop. Forward: the agent forwarded the folder to an email address external to ALE Connect. Free the folder: the agent unlocked the folder without processing it. Group: several folders have been grouped. Info. request in validation: the agent has requested validation of his/her additional information request that he/she wishes to send to the contact, following the receipt of a written message.

Info. spontaneous request in validation: the agent requested validation to his/her supervisor regarding his/her additional information request that he/she wishes to send to the contact, when sending a spontaneous email.

Merge contact sheets: several contact sheets have been merged.

Merge folders: several folders have been merged.

New outbound voice folder: the agent triggered an outbound call from the contact sheet which generated a folder.

Open: the Email, Facebook Messenger or Twitter folder is currently opened in read/write mode by an agent.

Open for reading: the folder is currently opened in read-only mode, either because the agent who consults it does not have write rights on the queue attached to the folder, or because the folder is opened in write mode by another agent (the current agent can therefore only consult it).

Open for reading (Voice): once the agent has accepted the call pop-up, the voice folder is opened in read-only mode on his/her ALE Connect interface, as long as the agent has not picked up the phone.

Open grouped: after a Group action, the affected folders are opened in read/write mode by the agent.

Reactivate: the Email, Facebook Messenger or Twitter folder has been reactivated. It has been moved from the Processed desktop to the In progress desktop.

Event

D+ | D+ aggregated

Receipt of call requalif. on another queue to the agent: the agent received the call which was requalified to another realtime queue by the first agent.

Receipt of call requalif. to the agent: the agent received the call which was requalified by the first agent in the same queue.

Receipt of call transfer: the agent received a transferred call.

Receipt of chat requalif. to agent: the agent received the chat which was requalified by a first agent.

Redirect to an agent: the agent assigned the folder to another agent.

Redirect to an expert: the agent sent the folder to an expert to help process it.

Redirect to a queue: the agent redirected the folder to another queue.

Redirect to a queue and skill: the agent redirected the folder to another queue and another skill.

Redirect to a skill: the agent redirected the folder to another skill.

Redirect to recycle bin: the folder has been moved in the recycle bin.

Reply and close: the agent sent a reply via the *Reply and close* button in the folder processing interface.

Event

D+ | D+ aggregated

Reply and close in validation: the agent sent a reply via the *Reply and close* button in the folder processing interface, whereas the systematic or random validation is set up in his/her user profile.

Reply and wait: the agent sent a reply via the *Reply and wait* button in the folder processing interface.

Reply without closing: the agent sent a reply via the *Reply without closing* button in the folder processing interface.

Reply without closing in validation: the agent sent a reply via the *Reply without closing* button in the folder processing interface, whereas the systematic or random validation is set up in his/her user profile.

Reply without closing (Voice): the agent redirected the voice folder to an email queue after hanging up the call.

Requal. of chat unclosed: the chat folder has been automatically closed due to an unsuccessful requalification.

Reserve selection: the agent performed the Reserve action in the folder processing interface.

Retrieve from recycle bin: the Email, Facebook Messenger or Twitter folder has been reactivated from the Recycle bin desktop, to the desktop where the folder was previously stored (In progress desktop or Processed desktop).

Send SMS and close: the agent performed the *Send SMS* action on a folder that was being processed, then performed the *Send and close* action after entering his/her reply.

Send SMS without closing: the agent performed the *Send SMS* action on a folder that was being processed, then performed the *Send SMS without closing* after entering his/her reply.

Set priority: a routing action has applied a specific priority other than the one defined by default (5) when a new written message is arrived for a new folder.

Spontaneous email: the agent sent a spontaneous email to the contact.

Spontaneous email in validation: the agent has requested to his/her supervisor to validate the spontaneous email he/she wishes to send to the contact.

Spontaneous info. request: the agent requested additional information to the contact, when sending a spontaneous email.

Spontaneous message validation request: the agent performed a validation request to his/her supervisor regarding his/her spontaneous email, via the Validation button in the folder processing interface.

Spontaneous SMS: the agent sent a spontaneous SMS to the contact.

Supervisor refusal: the supervisor refused to validate the agent reply.

Ungroup: the agent ungrouped folders previously grouped, via the corresponding action.

Event D+ D+ aggregated	Validation request: the agent performed a validation request to his/her supervisor, regarding his/her reply to the folder that was being processed, via the Validation button in the folder processing interface. This action is available for Email, Facebook Messenger and Twitter written media. Voice open: when the agent has accepted the call pop-up and picked up the phone, the voice folder is opened in read/write mode. Voice requalif.: the agent requalified the voice folder to another queue. Voice requalif. not closed: the voice folder has been automatically closed due to an unsuccessful requalification. Voice requalif. to a queue: the agent requalified the voice folder to another realtime queue. Voice transfer: the agent transferred the voice folder to another agent. Voice transfer not closed: the voice folder was automatically closed due to an unsuccessful transfer. Wrong address: obsolete event.
Group of agents D+ D+ aggregated	Group of agents to which the agent belongs since the last update of the BI database.
Agent D+ D+ aggregated	Agent who performed the action. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Event date D+	Date and time of the call expressed in the time zone of the logged in agent.
Login D+ aggregated	Agent login.
Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.

Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Choice between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Choice between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	From 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.
Post-action business unit D+ D+ aggregated	Business unit to which the folder belongs once the action is completed.
Post-action media D+ D+ aggregated	Media to which the folder belongs once the action is completed.
Post-action queue D+ D+ aggregated	Queue to which the folder belongs once the action is completed.
Post-action skill group D+ D+ aggregated	Skill group to which the folder belongs once the action is completed.
Post-action skill D+ D+ aggregated	Skill to which the folder belongs once the action is completed.
Post-action language D+ D+ aggregated	Language to which the folder belongs once the action is completed.
Post-action group of agents D+ D+ aggregated	Group of agents assigned to the agent once the action is completed.
Post-action agent D+ D+ aggregated	Target agent once the action is completed.

Post-action login D+ D+ aggregated	Target login once the action is completed.
Post-action site D+ D+ aggregated	Site where the agent works once the action is completed.
Post-action department D+ D+ aggregated	Department where the agent works once the action is completed.
Post-action provider D+ D+ aggregated	Provider for which the agent works once the action is completed.
Post-action country D+ D+ aggregated	Country where the agent works once the action is completed.
Folder information D+	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".

Measures

Number of actions *Default measure* D+ D+ aggregated	Number of actions on the folder.
Number of distinct folders D+ aggregated	Number of folders on which actions have been performed.

3.8.2 Actions on folders (written)

This cube allows to analyse all the actions performed by the agents on the written media folders. This includes redirection actions to queues or skills on which you do not have rights as supervisor.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔	✔	✔	✔

Characteristics

Type of report	D+ and D+ aggregated
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached at the time of the action.
Media D+ D+ aggregated	Media to which the folder is attached at the time of the action.
Queue D+ D+ aggregated	Queue to which the folder is attached at the time of the action.
Skill group D+ D+ aggregated	Skill group to which the folder is attached at the time of the action.
Skill D+ D+ aggregated	Skill to which the folder is attached at the time of the action.
Language D+ D+ aggregated	Language of the folder at the time of the action.
Priority D+ D+ aggregated	Priority of the folder at the time of the action.
Date D+ D+ aggregated	D+: action date truncated in the time zone of the logged in agent. D+ aggregated: action date truncated in the time zone of the default tenant.
Hour D+	Action time according to the time zone of the agent.

Quarters of an hour D+	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated from the date of the action, and expressed in the time zone of the logged in agent.
Event D+ D+ aggregated	Abandon: the agent opened the folder, then closed it without performing any processing action. Ex: the agent added a note or saved a draft and then closed the folder. Abandon while reading: the agent opened the folder in read-only mode then closed it. Approved by supervisor: the supervisor accepted the validation request performed by the agent. Archive: the agent archived the folder via the Archive action. No exchange is generated during this action. Chat open: the Chat folder is currently opened in read/write mode by an agent. Chat requalif.: the agent requalified the chat folder to another queue. Close the chat folder: the agent closed the chat folder via the Close action. Close the folder: the agent closed the Email, Facebook Messenger or Twitter folder via the Close action. Close the outbound voice folder: the agent closed the voice folder for an outbound call via the Close action. Close the voice folder: the agent closed the voice folder via the Close action. Contact assignment change: the agent has selected another contact sheet and associated it with the folder. Create a new folder: the agent has split an existing folder into two. A new folder has been created from the last incoming interaction of the first folder. Folder closing: the voice folder has been automatically closed due to a technical problem during the call, such as a browser failure or loss of connection. Folder deletion: the supervisor deleted the folder in the Recycle bin desktop. Forward: the agent forwarded the folder to an email address external to ALE Connect. Free the folder: the agent unlocked the folder without processing it. Group: several folders have been grouped. Info. request in validation: the agent has requested validation of his/her additional information request that he/she wishes to send to the contact, following the receipt of a written message.

Info. spontaneous request in validation: the agent has requested validation of his/her additional information request that he/she wishes to send to the contact, by a spontaneous email.

Merge contact sheets: several contact sheets have been merged.

Merge folders: several folders have been merged.

New outbound voice folder: the agent triggered an outbound call from the contact sheet which generated a folder.

Open: the Email, Facebook Messenger or Twitter folder is currently opened in read/write mode by an agent.

Open for reading: the folder is currently opened in read-only mode, either because the agent who consults it does not have write rights on the queue attached to the folder, or because the folder is opened in write mode by another agent (the current agent can therefore only consult it).

Open for reading (Voice): once the agent has accepted the call pop-up, the voice folder is opened in read-only mode on his/her ALE Connect interface, as long as the agent has not picked up the phone.

Open grouped: after a Group action, the affected folders are opened in read/write mode by the agent.

Reactivate: the Email, Facebook Messenger or Twitter folder has been reactivated. It has been moved from the Processed desktop to the In progress desktop.

Event

D+ D+ aggregated

Receipt of call requalif. on another queue to the agent: the agent received the call which was requalified to another realtime queue by the first agent.

Receipt of call requalif. to the agent: the agent received the call which was requalified by the first agent in the same queue.

Receipt of call transfer: the agent received a transferred call.

Receipt of chat requalif. to agent: the agent received the chat which was requalified by a first agent.

Redirect to an agent: the agent assigned the folder to another agent.

Redirect to an expert: the agent sent the folder to an expert to help process it.

Redirect to a queue: the agent redirected the folder to another queue.

Redirect to a queue and skill: the agent redirected the folder to another queue and another skill.

Redirect to a skill: the agent redirected the folder to another skill.

Redirect to recycle bin: the folder has been moved in the recycle bin.

Reply and close: the agent sent a reply via the *Reply and close* button in the folder processing interface.

Event

D+ | D+ aggregated

Reply and close in validation: the agent sent a reply via the *Reply and close* button in the folder processing interface, whereas the systematic or random validation is set up in his/her user profile.

Reply and wait: the agent sent a reply via the *Reply and wait* button in the folder processing interface.

Reply without closing: the agent sent a reply via the *Reply without closing* button in the folder processing interface.

Reply without closing in validation: the agent sent a reply via the *Reply without closing* button in the folder processing interface, whereas the systematic or random validation is set up in his/her user profile.

Reply without closing (Voice): the agent redirected the voice folder to an email queue after hanging up the call.

Requal. of chat unclosed: the chat folder has been automatically closed due to an unsuccessful requalification.

Reserve selection: the agent performed the Reserve action in the folder processing interface.

Retrieve from recycle bin: the Email, Facebook Messenger or Twitter folder has been reactivated from the Recycle bin desktop, to the desktop where the folder was previously stored (In progress desktop or Processed desktop).

Send SMS and close: the agent performed the *Send SMS* action on a folder that was being processed, then performed the *Send and close* action after entering his/her reply.

Send SMS without closing: the agent performed the *Send SMS* action on a folder that was being processed, then performed the *Send SMS without closing* after entering his/her reply.

Set priority: a routing action has applied a specific priority other than the one defined by default (5) when a new written message is arrived for a new folder.

Spontaneous email: the agent sent a spontaneous email to the contact.

Spontaneous email in validation: the agent has requested to his/her supervisor to validate the spontaneous email he/she wishes to send to the contact.

Spontaneous info. request: the agent has requested additional information to the contact, when sending a spontaneous email.

Spontaneous message validation request: the agent performed a validation request to his/her supervisor regarding his/her spontaneous email, via the Validation button in the folder processing interface.

Spontaneous SMS: the agent sent a spontaneous SMS to the contact.

Supervisor refusal: the supervisor refused to validate the agent reply.

Ungroup: the agent ungrouped folders previously grouped, via the corresponding action.

Event D+ D+ aggregated	Validation request: the agent performed a validation request to his/her supervisor, regarding his/her reply to the folder that was being processed, via the Validation button in the folder processing interface. This action is available for Email, Facebook Messenger and Twitter written media. Voice open: when the agent has accepted the call pop-up and picked up the phone, the voice folder is opened in read/write mode. Voice requalif.: the agent requalified the voice folder to another queue. Voice requalif. not closed: the voice folder has been automatically closed due to an unsuccessful requalification. Voice requalif. to a queue: the agent requalified the voice folder to another realtime queue. Voice transfer: the agent transferred the voice folder to another agent. Voice transfer not closed: the voice folder was automatically closed due to an unsuccessful transfer. Wrong address: obsolete event.
Group of agents D+ D+ aggregated	Group of agents to which the agent belongs since the last update of the BI database.
Agent D+ D+ aggregated	Agent who performed the action. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Login D+ aggregated	Agent login.
Event date D+ D+ aggregated	Date and time of the call expressed in the time zone of the logged in agent.
Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.

Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Choice between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Choice between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	From 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.
Post-action business unit D+ D+ aggregated	Business unit to which the folder belongs once the action is completed.
Post-action media D+ D+ aggregated	Media to which the folder belongs once the action is completed.
Post-action queue D+ D+ aggregated	Queue to which the folder belongs once the action is completed.
Post-action skill group D+ D+ aggregated	Skill group to which the folder belongs once the action is completed.
Post-action skill D+ D+ aggregated	Skill to which the folder belongs once the action is completed.
Post-action language D+ D+ aggregated	Language to which the folder belongs once the action is completed.
Post-action group of agents D+ D+ aggregated	Group of agents assigned to the agent once the action is completed.
Post-action agent D+ D+ aggregated	Target agent once the action is completed.
Post-action login D+ D+ aggregated	Target login once the action is completed.

Post-action site D+ D+ aggregated	Site where the agent works once the action is completed.
Post-action department D+ D+ aggregated	Department where the agent works once the action is completed.
Post-action provider D+ D+ aggregated	Provider for which the agent works once the action is completed.
Post-action country D+ D+ aggregated	Country where the agent works once the action is completed.
Folder information D+	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".

Measures

Number of actions *Default measure* D+ D+ aggregated	Number of actions on the folder.
Number of distinct folders D+ aggregated	Number of folders on which actions have been performed.

3.8.3 Agent activity

This cube allows to analyse all the actions performed by agents on folders, including redirection actions to queues or skills on which you do not have rights as supervisor.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	J
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached at the time of the action.
Media	Media to which the folder is attached at the time of the action.
Queue	Queue to which the folder is attached at the time of the action.
Skill group	Skill group to which the folder is attached at the time of the action.
Skill	Skill of the folder at the time of the action.
Language	Language of the folder at the time of the action.
Priority	Priority of the folder at the time of the action.
Group of agents	Group to which the agent belongs since the last update of the BI database.
Agent	Agent to which the folder was attached at the time of the action. This dimension shows 2 sub-dimensions: Agent: agent's first and last names. Login: agent login.
Date	Date of action. This date is displayed according to the time zone of the logged in agent.
Hour	Corresponds to the time slot of the action (from 0 to 23). Calculated from the date of the action, and expressed in the time zone of the logged in agent.
Quarter of an hour	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated from the date of the action, and expressed in the time zone of the logged in agent.

Type of action	Action: any action that is not a reply or a folder closing. Process: actions of reply or folder closing.
Action	Action(s) performed on the folder.
Post-action business unit	Business unit to which the folder belongs once the action is completed.
Post-action media	Media to which the folder belongs once the action is completed.
Post-action queue	Queue to which the folder belongs once the action is completed.
Post-action skill group	Skill group to which the folder belongs once the action is completed.
Post-action skill	Skill of the folder once the action is completed.
Post-action language	Language of the folder once the action is completed.
Post-action group of agents	Group to which the agent belongs once the action is completed.
Post-action agent	Target agent once the action is completed.
Post-action login	Target agent login once the action is completed.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder).

Measures

Number of actions	Number of actions performed on folders.
Number of folders *Default measure*	Number of folders in the In progress desktop.

3.8.4 Agents logged in

This cube allows the number of users logged in to ALE Connect to be analysed at runtime, regardless of the interface used. Only users belonging to a user group are taken into account by this cube.

Media affected

Voice	Email	Chat	Messenger	Twitter

Characteristics

Type of report	D
Filter	On the agents from the user groups supervised by the logged in supervisor.

Dimensions

Skill group	Skill groups to which logged in agents have rights.
Skill	Skills to which logged in agents have rights.
Group of agents	Group to which the logged in agent belongs.
Agent	Logged in agents. This dimension shows 2 sub-dimensions: Agent: agent's first and last names. Login: agent login.
Start time	Login date and time. The date is displayed according to the time zone of the logged in agent.
Hour	Corresponds to the time slot of the login action (from 0 to 23). Calculated from the login start date expressed in the time zone of the logged in agent.

Measures

Number of agents *Default measure*	Total number of logged in agents.

3.8.5 AHT by action

This cube allows to analyse the average time an agent spends processing an incoming event, aggregated on the desired period.

ALE Connect measures the time that elapses between the moment the agent opens a folder and the moment he/she closes/releases it. Furthermore, it only takes into account the actual time on the folder, i.e. the time when the agent had the focus on the tab. The sum of the times is calculated by folder and by agent. If the folder has been opened by the same agent over several days, the opening times will be displayed in the statistics over several days.

Warning: unlike the **AHT by folder** in the D and D+ cubes, the **AHT by action at D+ aggregated** calculates an average of the times by action and not by distinct folder. These AHT cannot therefore be compared.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔	✔		

Characteristics

Type of report	D+ aggregated
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached at the time of the event.
Interaction media	Media with which the interaction is associated (a folder can contain X exchanges).
Queue	Queue to which the folder is attached at the time of the event.
Skill group	Skill group to which the folder is attached at the time of the event.
Skill	Skill to which the folder is attached at the time of the event.
Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.
Closing event	Action performed by the agent to process the request.
Destination desktop of the folder	Desktop in which the folder is stored at the end of the request processing.
Date	Date of the event truncated in the time zone of the logged in agent. Format: YYYY-MM-DD.
Group of agents	Group to which the agent belongs since the last update of the BI database.

Agent	Agent to which the folder was attached at the time of the event. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Login	Agent login.
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.
Country	Country where the agent works.
Year	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no.	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.
Measures	
Average handling time (seconds)	Handling time for a set of folders.
Number of distinct folders	Number of distinct folders.
Number of folder openings *Default measure*	Number of times a folder has been opened by an agent.

3.8.6 AHT by folder

This cube allows to analyse the time an agent spends processing an incoming event, by calculating an average handling time (AHT) by folder. The calculation is as follows: Total handling time (all actions on folders combined) / Number of distinct folders processed.

Warning: this new calculation replaces the previous one. With this new calculation, the AHT increases mechanically but accurately reflects the average handling time by folder. If you are using a custom report, you only need to select the new measure **Average handling time by folder (seconds)** instead of the old one.

ALE Connect measures the time that elapses between the moment the agent opens a folder and the moment he/she closes/releases it. It only takes into account the active time on the folder, i.e. the time when the agent had the focus on the tab. The sum of the times is calculated by folder only from the actions performed on the current day.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔	✔		

Characteristics

Type of report	D
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached at the time of the event.
Media	Media to which the folder is attached at the time of the event.
Interaction media	Media with which the interaction is associated (a folder can contain X exchanges).
Queue	Queue to which the folder is attached at the time of the event.
Skill group	Skill group to which the folder is attached.
Skill	Skill to which the folder is attached at the time of the event.
Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.
Group of agents	Group to which the folder was attached at the time of the action.
Agent	Agent to which the folder was attached at the time of the action. This dimension shows 2 sub-dimensions: the agent's first and last names on one hand (Agent) and the agent login on the other hand (Login).
Date	Date of the event.

Hour	Corresponds to the time slot of the event (from 0 to 23). Calculated from the event date expressed in the time zone of the logged in agent.
Quarters of an hour	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated from the event date expressed in the time zone of the logged in agent.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder).
Event	How the folder was opened: via a unit action or a grouped action.
Closing event	Action performed by the agent to process the request.
Desktop of origin of the folder	Desktop where the folder was stored before processing the request.
Destination desktop of the folder	Desktop in which the folder is stored at the end of the request processing.

Measures

Average handling time by folder (seconds)	Average handling time calculated by folder, expressed in seconds. = Total handling time (all actions on folders combined) / Number of distinct folders processed.
Number of folder openings	Number of times a folder has been opened by an agent.
Number of folders *Default measure*	Number of distinct folders.
Total handling time	Sum of the handling times, all actions combined on the folders.

3.8.7 AHT by folder (D+)

This cube allows to analyse the time an agent spends processing an incoming event, by calculating an average handling time (AHT) by folder. The calculation is as follows: Total handling time (all actions on folders combined) / Number of distinct folders processed.

Warning: this new calculation replaces the previous one. With this new calculation, the AHT increases mechanically but accurately reflects the average handling time by folder. If you are using a custom report, you only need to select the new measure **Average handling time by folder (seconds)** instead of the old one.

ALE Connect measures the time that elapses between the moment the agent opens a folder and the moment he/she closes/releases it. It only takes into account the active time on the folder, i.e. the time when the agent had the focus on the tab. If the folder was opened by the same agent over several days, the opening times will be displayed in statistics over several days.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔	✔		

Characteristics

Type of report	D+
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached at the time of the event.
Interaction media	Media with which the interaction is associated (a folder can contain X exchanges).
Queue	Queue to which the folder is attached at the time of the event.
Skill group	Skill group to which the folder is attached at the time of the event.
Skill	Skill to which the folder is attached at the time of the event.
Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.
Closing event	Action performed by the agent to process the request.
Destination desktop of the folder	Desktop in which the folder is stored at the end of the request processing.
Date	Date of the event truncated in the time zone of the logged in agent. Format: YYYY-MM-DD.

Hour	Corresponds to the time slot of the event (from 0 to 23). Calculated from the event date expressed in the time zone of the logged in agent.
Group of agents	Group to which the agent belongs since the last update of the BI database.
Agent	Agent to which the folder was attached at the time of the event. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".
Event date	Date on which the event occurred, displayed in the time zone of the logged in agent.
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.
Country	Country where the agent works.

Measures

Average handling time by folder (seconds)	Average handling time calculated by folder, expressed in seconds. = Total handling time (all actions on folders combined) / Number of distinct folders processed.
Number of folder openings *Default measure*	Number of times a folder has been opened by an agent.
Number of folders	Number of distinct folders.

3.8.8 Chat by agent

This cube allows to analyse the chat activity by agent.

Media affected

Voice	Email	Chat	Messenger	Twitter
		✔		

Characteristics

Type of report	D+
Filter	On agents, queues, and skills of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit corresponding to the queue associated with the chat conversation.
Realtime queue	Realtime queue to which the chat conversation is attached.
Date	Start date of the chat for the selected agent, truncated to the day according to the time zone of the logged in agent.
Group of agents	Group to which the agent belongs since the last update of the BI database.
Agent	Agent who processed the request. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Pop-up intervals	Display time of the chat pop-up expressed as intervals in seconds: [0-03[[03-06[[06-09[[09-12[[12-15[[15-18[[18-21[[21-24[[24-27[[+27[
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.

Country	Country where the agent works.
Chat status	Processed: the agent processed the conversation. Refused: the agent did not accept the pop-up. Requalified: the conversation has been transferred to another realtime queue. Undefined: the conversation did not end properly (loss of network connection, etc.).
Conversation end initiator	Local: the agent ended the conversation. Remote: the web user ended the conversation.
Event date	Start date and time of the interaction for the selected agent (to millisecond) expressed in the time zone of the logged in agent.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder).

Measures

ACT	Average Communication Time = Sum of communication times / Number of chats accepted.
Average Handling Time (AHT)	= Sum of handling times (conversation time + wrap-up time) / Number of chats accepted.
Average focus time	Time during which an agent was on the conversation tab.
Average number of exchanges	Number of exchanges between the agent and the web user during a conversation.
Average pop-up time	Display time of the chat pop-up.
Average post-chat handling time (ACW)	Average time taken by an agent to close his/her conversation (tab closing) after the conversation is over.
Average responsiveness time after web user message	Average time taken by an agent to respond to a message from a web user.
Average responsiveness time, first reply introduction message excluded	Average time taken by an agent to respond to the very first message from a web user.
Chats accepted	Chats for which a conversation has been established.
Chats presented to agents *Default measure*	Chats for which pop-up have been accepted or refused.
Chats refused	Chats refused by the agent when presenting the chat pop-up.
QoS	Ratio expressed as a percentage between chats presented and chats accepted (chats for which an agent has been selected).

3.8.9 Chat by realtime queue

This cube allows to analyse chat activity on the realtime queues.

Media affected

Voice	Email	Chat	Messenger	Twitter
		✔		

Characteristics

Type of report	D+
Filter	On agents, queues, and skills of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit corresponding to the queue associated with the chat conversation.
Realtime queue	Realtime queue to which the chat conversation is attached.
Chat status	Abandoned: the web user abandoned in realtime queue. Dissuaded: the web user was dissuaded in realtime queue. Processed: the agent processed the conversation. Refused: the agent did not accept the pop-up. Requalified: the conversation has been transferred to another realtime queue. Undefined: the conversation did not end properly (loss of network connection, etc.).
Pop-up intervals	Display time of the chat pop-up expressed as intervals in seconds: [0-03[[03-06[[06-09[[09-12[[12-15[[15-18[[18-21[[21-24[[24-27[[+27[
Conversation end initiator	Local: the agent ended the conversation. Remote: the web user ended the conversation.
Date	Start date of the chat when arriving in realtime queue, truncated in the time zone of the logged in agent.

Hour	Time slot of the chat arrival date (from 0 to 23) expressed in the time zone of the logged in agent.
Quarters of an hour	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min.
Event date	Start date and time of the chat conversation when arriving in realtime queue, displayed in the time zone of the logged in agent.
Behaviour rule	Name of the behaviour rule that was applied.
Targeting condition	Condition that triggered the chat invitation.
URL page	Page associated with the behaviour rule.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder).

Measures

ACT	Average Communication Time = Sum of communication times / Number of chats accepted.
Average Handling Time (AHT)	= Sum of handling times (conversation time + wrap-up time) / Number of chats accepted.
Average focus time	Time during which an agent was on the conversation tab.
Average number of exchanges	Number of exchanges between the agent and the web user during a conversation.
Average pop-up time	Display time of the chat pop-up.
Average post-chat handling time (ACW)	Average time taken by an agent to close his/her conversation (tab closing) after the conversation is over.
Average responsiveness time after web user message	Average time taken by an agent to respond to a message from a web user.
Average responsiveness time, first reply introduction message excluded	Average time taken by an agent to respond to the very first message from a web user.
Average waiting time	Time between the contact connection and selection of an agent.
Chats accepted	Chats for which a conversation has been established.
Chats lost	Chats abandoned or dissuaded in realtime queue.
Chats presented to agents	Chats for which pop-up have been accepted or refused.
Chats received *Default measure*	Counts the incoming chats in realtime queue as well as requalified chats (redirected from one realtime queue to another).
Chats received (qualification excluded)	Counts only the incoming chats in realtime queue.

Chats refused	Chats refused by the agent when presenting the chat pop-up.
QoS	Ratio expressed as a percentage between chats received and chats accepted (chats for which an agent has been selected).

3.8.10 Incoming flows

This cube allows to analyse the number of new incoming events (email, call, etc.). It counts folders and events that occurred.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	D
Filter	Only on the queues, skills and languages of the user groups supervised by the logged in supervisor (agents are not taken into account because an incoming event is not systematically pre-assigned to an agent).

Dimensions

Business unit	Business unit to which the folder is attached at the time of the event.
Media	Media to which the folder is attached at the time of the event.
Queue	Queue to which the folder is attached at the time of the event.
Skill group	Skill group to which the folder is attached at the time of the event.
Skill	Skill to which the folder is attached at the time of the event.
Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.
Date	Arrival date of the event, displayed according to the time zone of the logged in agent.
Hour	Arrival time of the event, calculated from the date of the event in the time zone of the logged in agent.
Quarters of an hour	Quarter-hour slot of the event. Calculated from the date of the event expressed in the time zone of the logged in agent.
Event	Acknowledgement of receipt: ALE Connect automatically sent an acknowledgement of receipt to the contact associated with the email folder. Automatic reply (routing): an automatic reply email was sent via the routing rules. Black list: the incoming message has been processed by a routing rule of blacklist type.

Event	Closing: the agent closed the Email, Facebook Messenger or Twitter folder via the Close action. A closing type exchange has been generated in the history of exchanges of the folder. Contact feedback: the contact replied to a written response from the agent. Contact info feedback: the contact replied to an information request from the agent (by writing only). Contact reply: the contact replied to a written response from the agent. Dissuasive email: a dissuasive type email was sent. Email routed to outwards (routing): the email was rerouted to an external email address when arriving in ALE Connect via a routing rule. Expert info feedback: the expert replied to the agent request. Forward: the agent forwarded the folder to an email address external to ALE Connect. Info request to contact: the agent requested additional information to the contact, following the receipt of a written message. Info request to expert: the agent requested assistance to an expert and sent him/her an email. New: new incoming message of Email, Facebook Messenger or Twitter media that has generated a new folder. First incoming event of a written folder. New Chat folder: creation event of a new chat. New folder (by manual sending): obsolete event. New folder (by routing): new email folder generated from a routing rule. New outbound Voice folder: the agent triggered an outbound call from the contact sheet which generated a folder. New Voice folder: creation of a voice folder following an incoming or outbound call. No response template: obsolete event. Reminder: the web user or the contact replied to the acknowledgement of receipt (by writing only) or replied twice consecutively to a reply from the agent. Reminder by contact: the web user or the contact replied to the acknowledgement of receipt (by writing only). Reply to contact: the agent sent a reply via the *Reply and close* button in the folder processing interface. Reply without closing: the agent sent a reply via the *Reply without closing* button in the folder processing interface. SMS: the agent replied to the contact by SMS. SMS notification: receipt of a SMS. SMS without closing: the agent sent an SMS without closing the folder.

Event	Spontaneous email: the agent sent a spontaneous email to the contact. Spontaneous email (to be validated): the agent asked to his/her supervisor for validating the spontaneous email that he/she wishes to send to the contact. Spontaneous info request to contact: the agent requested additional information to the contact, when sending a spontaneous email. Spontaneous SMS: the agent sent a spontaneous SMS to the contact. Waiting email: a waiting type email was sent. Warn by email (routing): a warning email was sent via the routing rules. With response template: obsolete event.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder).
Measures	
Number of actions	Number of events of incoming message type.
Number of folders *Default measure*	Number of folders for which there were incoming messages.

3.8.11 Incoming flows (D+)

This cube allows to analyse the number of new incoming events. The system counts the events and not the folders.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	D+ and D+ aggregated
Filter	Only on queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached at the time of the event.
Media D+ D+ aggregated	Media to which the folder is attached at the time of the event.
Queue D+ D+ aggregated	Queue to which the folder is attached at the time of the event.
Skill group D+ D+ aggregated	Skill group to which the folder is attached at the time of the event.
Skill D+ D+ aggregated	Skill to which the folder is attached at the time of the event.
Language D+ D+ aggregated	Language of the folder at the time of the event.
Priority D+ D+ aggregated	Priority of the folder at the time of the event.
Date D+ D+ aggregated	D+: folder event date truncated to the day according to the agent time zone. D+ aggregated: the date is truncated to the day according to the time zone of the default tenant.
Hour D+	D+: folder event time expressed in the time zone of the logged in agent. D+ aggregated: event time expressed in the time zone of the default tenant.

Quarters of an hour D+	Quarter-hour slot of the event on the folder. Calculated from the event date expressed in the time zone of the logged in agent.
Event D+ D+ aggregated	Black list: the incoming message has been processed by a routing rule of blacklist type. Contact info feedback: the contact replied to an information request from the agent (by writing only). Contact reply: the contact replied to a written response from the agent. Expert info feedback: the expert replied to the agent request. New: new incoming message of Email, Facebook Messenger or Twitter media that has generated a new folder. First incoming event of a written folder. New Chat folder: creation event of a new chat. New folder (by manual sending): obsolete event. New folder (by routing): new email folder generated from a routing rule. New Voice folder: creation of a voice folder following an incoming or outbound call. Reminder: the web user or the contact replied to the acknowledgement of receipt (by writing only) or replied twice consecutively to a reply from the agent. Reminder by contact: the web user or the contact replied to the acknowledgement of receipt (by writing only). SMS notification: receipt of a SMS.
Event date D+	Date on which the event occurred, displayed in the time zone of the logged in agent.
Folder information D+	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: “The <N> folder cannot be found”.
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.

Month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

Number of actions *Default measure* D+ D+ aggregated	Number of events of incoming message type.
Number of distinct folders D+ D+ aggregated	Number of folders affected by the flow.

3.8.12 License - Accesses

This cube allows to analyse the use of accesses. An access is consumed each time a user logs in to the ALE Connect platform, from the administration or agent interface.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	D+
Filter	On the agents from the user groups supervised by the logged in supervisor.

Dimensions

Group of agents	Group to which the logged-in agent belongs since the last update of the BI database.
Agent	This dimension shows 2 sub-dimensions: Agent: agent's first and last names. Login: agent login.
Date	Date of the event truncated to the day according to the time zone of the logged in agent.
Hour	Time of the event according to the time zone of the agent.
Event	1 - Login: the user logs in to the application. 2 - Login refused: the user could not log in due to lack of available accesses. 3 - Logout by the agent: the user logged out from the application. 4 - Logout by the supervisor: the user was forced to log out by a supervisor.
Profile	Supervisor or agent.
Event date	Date and time of the event expressed in the time zone of the logged in agent.
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.
Country	Country where the agent works.

Measures

Max. no. of VIP accesses allowed by the license	Maximum number of VIP accesses allowed by the license at the time of the event.
Max. no. of VIP tokens allowed by the license	Maximum number of VIP tokens allowed by the license at the time of the event.
Max. no. of agent accesses allowed by the license	Maximum number of agent accesses allowed by the license at the time of the event.
Max. no. of agent tokens allowed by the license	Maximum number of agent tokens allowed by the license at the time of the event.
No. of VIP accesses consumed	Number of accesses belonging to the VIP pool consumed by the user.
No. of VIP tokens consumed	Number of tokens belonging to the VIP pool consumed by the user.
No. of agent accesses consumed *Default measure*	Number of accesses belonging to the agent pool consumed by the user.
No. of agent tokens consumed	Number of tokens belonging to the agent pool consumed by the user.
Total no. of VIP accesses consumed	Total number of VIP accesses consumed by all logged in users of the tenant at the time of the event.
Total no. of VIP tokens consumed	Total number of VIP tokens consumed by all logged in users of the tenant at the time of the event.
Total no. of agent accesses consumed	Total number of agent accesses consumed by all logged in users of the tenant at the time of the event.
Total no. of agent tokens consumed	Total number of agent tokens consumed by all logged in users of the tenant at the time of the event.

3.8.13 License - Tokens

This cube allows to analyse the use of tokens. A token is consumed as soon as a user has read and write rights to one or more queues for a media. Example: an agent who has read/write rights on 4 queues including 2 Voice and 2 Email would consume 2 tokens.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	D+
Filter	On the agents from the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which belongs the agent's user group.
Media	Media corresponding to the consumed tokens.
Group of agents	Group to which the agent belongs since the last update of the BI database.
Agent	This dimension shows 2 sub-dimensions: Agent: agent's first and last names. Login: agent login.
Date	Date of the event truncated to the day according to the time zone of the logged in agent.
Hour	Time of the event according to the time zone of the agent.
Event	1 - Login: the user logs in to the application. 2 - Login refused: the user could not log in due to lack of available accesses. 3 - Logout by the agent: the user logged out from the application. 4 - Logout by the supervisor: the user was forced to log out by a supervisor.
Profile	Agent or supervisor.
Event date	Date and time of the event expressed in the time zone of the logged in agent.
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.

Country	Country where the agent works.
Measures	
Max. no. of VIP tokens allowed by the license per media	Maximum number of VIP tokens allowed by the license at the time of the event.
Max. no. of agent tokens allowed by the license per media	Maximum number of agent tokens allowed by the license at the time of the event.
Max. total no. of VIP tokens consumed by media	Total number of VIP tokens consumed by media and by all logged in users of the tenant at the time of the event.
Max. total no. of agent tokens consumed by media	Total number of agent tokens consumed by other users of the tenant at the time of the event.
No. of VIP tokens consumed by media	Number of tokens belonging to the VIP pool, consumed by media and the user.
No. of agent tokens consumed by media *Default measure*	Number of tokens belonging to the Agent pool, consumed by media and the user.

3.8.14 Login time

This cube allows to analyse the login time by user status over the day, regardless of the interface used. Only users belonging to a user group are taken into account by this cube.

Media affected

Voice	Email	Chat	Messenger	Twitter

Characteristics

Type of report	D
Filter	On the agents of the user groups supervised by the logged in supervisor.

Dimensions

Group of agents	Group of agents to which the logged in agent belongs.
Agent	Logged in agents. This dimension shows 2 sub-dimensions: Agent: agent's first and last names. Login: agent login.
Statuses	List of active operational statuses for the tenant. When an agent logs in to ALE Connect, a time period is required to initialise his/her account until his/her default operational status is displayed (set up in the agent's realtime profile). This is why you can observe a time difference by comparing the cumulative login times with the times spent in the different statuses.
Start time	Corresponds to the time slot during which the agent was in this status (from 0 to 23). Calculated from the login status start date expressed in the time zone of the logged in agent.
Start date	Status start date and time when logging in. This date is displayed according to the time zone of the logged in agent.
End date	Status end date and time when logging in. This date is displayed according to the time zone of the logged in agent.

Measures

Login time by status (seconds) *Default measure*	Login time by status, expressed in seconds.

3.8.15 Login time (D+)

This cube allows you to analyse the login time of users, regardless of the interface used. Only users belonging to a user group are taken into account by this cube.

Media affected

Voice	Email	Chat	Messenger	Twitter

Characteristics

Type of report	D+ and D+ aggregated
Filter	On the agents from the user groups supervised by the logged in supervisor.

Dimensions

Group of agents D+ D+ aggregated	Group to which the agent belongs since the last update of the BI database.
Agent D+ D+ aggregated	Logged in agent. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Login D+ aggregated	Agent login.
Login date D+ D+ aggregated	Agent login date truncated in the time zone of the logged in agent. Expressed in dd/mm/yyyy.
Login time D+	Agent login time expressed from 0 to 23 in the time zone of the logged in agent.
Login minute D+	Login minute expressed from 0 to 59. Calculated from the login start date of the agent expressed in the time zone of the logged in agent.
Logout date D+	Agent logout date truncated in the time zone of the logged in agent. Expressed in dd/mm/yyyy.
Logout time D+	Agent logout time expressed from 0 to 23 in the time zone of the logged in agent.
Logout minute D+	Agent logout minute expressed from 0 to 59 in the time zone of the logged in agent.

Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

Login time (seconds) *Default measure* D+ D+ aggregated	Login time.

3.8.16 Login time by status

This cube allows to analyse user login times detailed by operational status, regardless of the interface used. Only users belonging to a user group are taken into account by this cube.

Note: users (supervisors or coordinators) logged in to the dashboarding interface outside ALE Connect are not taken into account in the calculations, as they have no operational status assigned in this case.

Media affected

Voice	Email	Chat	Messenger	Twitter

Characteristics

Type of report	D+ and D+ aggregated
Filter	On the agents from the user groups supervised by the logged in supervisor.

Dimensions

Group of agents D+ D+ aggregated	Group to which the agent belongs since the last update of the BI database.
Agent D+ D+ aggregated	Logged in agent. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Login D+ aggregated	Agent login.
Statuses D+ D+ aggregated	List of active operational statuses for the tenant. When an agent logs in to ALE Connect, a time period is required to initialise his/her account until his/her default operational status is displayed (set up in the agent's realtime profile). This is why you can observe a time difference by comparing the cumulative login times with the times spent in the different statuses.
Date of the day D+ D+ aggregated	Date of the day displayed in the time zone of the logged in agent.
Start time D+	Status start time from 0 to 23, expressed in the time zone of the logged in agent.
Start minute D+	Status start minute, expressed in the time zone of the logged in agent. Expressed from 0 to 59.

Start date D+	Status start date and time expressed in the time zone of the logged in agent.
End date D+	Status end date and time expressed in the time zone of the logged in agent.
Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

Login time by status (seconds) *Default measure* D+ D+ aggregated	Login time.

3.8.17 Number of response templates (written)

This cube allows to analyse the number of response templates used when processing a contact request.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔	✔	✔	✔

Characteristics

Type of report	D+
Filter	On agents, queues, and skills of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached when sending the reply.
Queue	Queue to which the folder is attached when sending the reply.
Skill group	Skill group to which the folder is attached when sending the reply.
Skill	Skill to which the folder is attached when sending the reply.
Date	Reply selection date truncated to the day and expressed in the time zone of the logged in agent.
Group of agents	Group to which the agent belongs since the last update of the BI database.
Agent	Agent who sent the reply. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login.
Type	Messages: response templates used only for autocompletion with Chat, Facebook Messenger and Twitter media. Responses: standard response templates.
RT name	Description of response templates.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".

Event date	Event date and time (reply selection) expressed in the time zone of the logged in agent.
RT theme	Theme of the response template in the knowledge base.
Level 1	Level 1 of the tree.
Level 2	Level 2 of the tree.
Level 3	Level 3 of the tree.
Level 4	Level 4 of the tree.
Level 5	Level 5 of the tree.
Level 6	Level 6 of the tree.
Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.
Country	Country where the agent works.

Measures

Number of exchanges	Number of distinct messages for which a response template has been used.
Number of response templates *Default measure*	Number of times a response template has been used.

3.8.18 Outgoing flows

This cube allows to analyse the number of new outgoing events. The system counts the events and not the folders.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔			

Characteristics

Type of report	D+ and D+ aggregated
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached at the time of the event.
Media D+ D+ aggregated	Media to which the folder is attached at the time of the event.
Queue D+ D+ aggregated	Queue to which the folder is attached at the time of the event.
Skill group D+ D+ aggregated	Skill group to which the folder is attached at the time of the event.
Skill D+ D+ aggregated	Skill to which the folder is attached at the time of the event.
Language D+ D+ aggregated	Language of the folder at the time of the event.
Priority D+ D+ aggregated	Priority of the folder at the time of the event.
Date D+ D+ aggregated	D+: folder event date truncated to the day according to the time zone of the logged in agent. D+ aggregated: the date is truncated to the day according to the time zone of the default tenant.
Hour D+	Folder event time according to the time zone of the logged in agent.

Quarters of an hour D+	Quarter-hour slot of the event on the folder. Calculated from the date of the event expressed in the time zone of the logged in agent.
Event D+ D+ aggregated	Acknowledgement of receipt: ALE Connect automatically sent an acknowledgement of receipt to the contact associated with the email folder. Automatic reply (routing): an automatic reply email was sent via the routing rules. Closing: the agent closed the Email, Facebook Messenger or Twitter folder via the Close action. A closing type exchange has been generated in the history of exchanges of the folder. Dissuasive email: a dissuasive type email was sent. Email routed to outwards (routing): the email was rerouted to an external email address when arriving in ALE Connect via a routing rule. Forward: the agent forwarded the folder to an email address external to ALE Connect. Info request to contact: the agent requested additional information to the contact, following the receipt of a written message. Info request to expert: the agent requested assistance to an expert and sent him/her an email. New outbound Voice folder: the agent triggered an outbound call from the contact sheet which generated a new folder. Reply to contact: the agent sent a reply via the *Reply and close* button in the folder processing interface. Reply without closing: the agent sent a reply via the *Reply without closing* button in the folder processing interface. SMS: the agent replied to the contact by SMS. SMS without closing: the agent sent an SMS without closing the folder. Spontaneous email: the agent sent a spontaneous email to the contact. Spontaneous info request to contact: the agent requested additional information to the contact, when sending a spontaneous email. Spontaneous SMS: the agent sent a spontaneous SMS to the contact. Waiting email: a waiting type email was sent. Warn by email (routing): a warning email was sent via the routing rules.
Group of agents D+ D+ aggregated	Group to which the agent belongs at the time of the event.
Agent D+ D+ aggregated	Agent who performed the qualification. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.

Login D+ aggregated	Agent login.
Event date D+	Date on which the event occurred, displayed in the time zone of the logged in agent.
Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.
Folder information D+	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

Number of actions *Default measure* D+ D+ aggregated	Number of events of outgoing message type.
Number of distinct folders D+ aggregated	Number of folders affected by the flow.

3.8.19 Qualification of folders

This cube allows to analyse the business qualification performed by the agents, during the folder processing.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	D+ and D+ aggregated
Filter	On agents, queues, and skills of the user groups supervised by the logged in supervisor.

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached when qualifying.
Media D+ D+ aggregated	Media to which the folder is attached when qualifying.
Queue D+ D+ aggregated	Queue to which the folder is attached when qualifying.
Skill group D+ D+ aggregated	Skill group to which the folder is attached when qualifying.
Skill D+ D+ aggregated	Skill to which the folder is attached when qualifying.
Date D+ D+ aggregated	D+: qualification date truncated to the day according to the time zone of the agent. D+ aggregated: qualification date truncated to the day according to the time zone of the default tenant.
Hour D+	Qualification time according to the time zone of the agent.
Quarters of an hour D+	Presented as time slots: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated according to the time zone of the agent.
Group of agents D+ D+ aggregated	Group to which the agent belongs since the last update of the BI database.

Agent D+ D+ aggregated	Agent who performed the qualification. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Login D+ aggregated	Agent login.
Qualification criteria D+ D+ aggregated	Criteria used when qualifying.
Folder information D+	Affected folder (clickable link opening a tab to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".
Event date D+	Qualification date displayed in the time zone of the logged in agent.
Level 1 D+ D+ aggregated	Level 1 of the qualification tree.
Level 2 D+ D+ aggregated	Level 2 of the qualification tree.
Level 3 D+ D+ aggregated	Level 3 of the qualification tree.
Level 4 D+ D+ aggregated	Level 4 of the qualification tree.
Level 5 D+ D+ aggregated	Level 5 of the qualification tree.
Level 6 D+ D+ aggregated	Level 6 of the qualification tree.
Language D+ D+ aggregated	Language of the folder at the time of the event.
Priority D+ D+ aggregated	Priority of the folder at the time of the event.

Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

Number of criteria *Default measure* D+ D+ aggregated	Number of times 1 or N criteria were used.
Number of distinct folders D+ aggregated	Number of folders that have been qualified.
Number of exchanges D+	Number of exchanges that have been qualified.

3.8.20 Quality of Service

This cube allows you to analyse the emails processed on the day. It measures the elapsed time, in working hours, between the receipt of the last incoming message of a folder and the reply given (ALE Connect uses the calendar associated with the business unit of the folder queue when replying).

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔			

Characteristics

Type of report	D
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.
List of processing actions / Replies taken into account	Close the Voice folder Close the folder Reply and wait Reply and close Send SMS and close Reply without closing Send SMS without closing

Dimensions

Business unit	Business unit to which the folder is attached at the time of the processing action.
Media	Media to which the folder is attached at the time of the processing action (only Email for this cube).
Queue	Queue to which the folder is attached at the time of the processing action.
Group of agents	Group of agents to which the folder is attached at the time of the processing action.
Agent	Agent to which the folder is attached at the time of the processing action. This dimension shows 2 sub-dimensions: the agent's first and last names on one hand (Agent) and the agent login on the other hand (Login).
Date	Date of the processing action. This date is displayed according to the time zone of the logged in agent.
Hour	Corresponds to the time slot of the processing action (from 0 to 23). Calculated from the start date of the processing action in the time zone of the logged in agent.

Quarters of an hour	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated from the start date of the processing action in the time zone of the logged in agent.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder).

Measures

Number of processing actions	Number of processing actions.
Quality of Service (seconds) *Default measure*	Average time between the receipt of the last incoming message of a folder and the reply given, based on working hours.

3.8.21 Quality of Service (written)

This cube allows to analyse the emails processed on D+. It measures the elapsed time in working hours, between the receipt of the last incoming message of a folder and the reply given (ALE Connect uses the calendar associated with the business unit of the folder queue when replying). The filter extracts the processing actions that occurred in the selected period, including redirection actions to queues or skills to which you do not have rights as a supervisor.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔			

Characteristics

Type of report	D+ and D+ aggregated
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.
List of processing actions / Replies taken into account	Close the Voice folder Close the folder Reply and wait Reply and close Send SMS and close Reply without closing Send SMS without closing

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached at the time of the processing action.
Media D+ D+ aggregated	Media to which the folder is attached at the time of the processing action (only Email for this cube).
Queue D+ D+ aggregated	Queue to which the folder is attached at the time of the processing action.
Skill group D+ D+ aggregated	Skill group to which the folder is attached at the time of the processing action.
Skill D+ D+ aggregated	Skill to which the folder is attached at the time of the processing action.
Language D+ D+ aggregated	Language of the folder at the time of the processing action.

Priority D+ D+ aggregated	Priority of the folder at the time of the processing action.
Date D+ D+ aggregated	D+: action date truncated in the time zone of the logged in agent. D+ aggregated: action date truncated in the time zone of the default tenant.
Hour D+	Action time according to the time zone of the agent.
Quarters of an hour D+	Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min. Calculated from the start date of the processing action in the time zone of the logged in agent.
Folder information D+	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".
Intervals of QoS D+ aggregated	Time interval of the Quality of Service. It corresponds to the time elapsed in working hours, between the arrival of an event and its closing by a reply or processing action. These intervals are defined in the administration interface. They are versioned: the changes are saved in their application period. The list of intervals presented in the report is therefore dependent on the selected date interval.
Group of agents D+ D+ aggregated	Group of agents to which the folder is attached at the time of the processing action.
Agent D+ D+ aggregated	Agent to which the folder is attached at the time of the processing action. This dimension shows 2 sub-dimensions: the agent's first and last names on one hand (Agent) and the agent login on the other hand (Login).
Login D+ aggregated	Agent login.
Event date D+	Date on which the event occurred, displayed in the time zone of the logged in agent.
Site D+ D+ aggregated	Location where the agent works.

Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Week no. D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

% D+ aggregated	Percentage of replies that were given in a QoS interval.
% [0-06h[D+	Percentage of replies that were given in less than 6 hours.
% [06-12h[D+	Percentage of replies that were given within 6 to 12 hours.
% [12-24h[D+	Percentage of replies that were given within 12 to 24 hours.
% [24-48h[D+	Percentage of replies that were given within 24 to 48 hours.
% [48-72h[D+	Percentage of replies that were given within 48 to 72 hours.
% [72-+h[D+	Percentage of replies that were given within 72 hours and more.
% [72-72h[D+	Percentage of replies that were given within 72 to 72 hours. This measure will always return 0. By default, 5 different interval values are defined in the configuration file available on the application server. A maximum of 7 values can be defined. The default ones are 6, 12, 24, 48 for the first four, and 72 for the last three.
Nb [0-06h[D+	Number of folders processed in less than 6 hours.
Nb [06-12h[D+	Number of folders processed within 6 to 12 hours.
Nb [12-24h[D+	Number of folders processed within 12 to 24 hours.
Nb [24-48h[D+	Number of folders processed within 24 to 48 hours.
Nb [48-72h[D+	Number of folders processed within 48 to 72 hours.

Nb [72-+h[D+	Number of folders processed in more than 72 hours.
Nb [72-72h[D+	Number of folders processed within 72 to 72 hours. This measure will always return 0.
Number of cumulated processing actions D+ aggregated	Number of processing actions cumulated in all QoS intervals.
Number of processing actions *Default measure* D+ D+ aggregated	Number of processing actions performed on the folders.
QoS by interval D+ aggregated	= Sum of QoS times / Number of processing actions.
Quality of Service D+ D+ aggregated	= Sum of QoS times cumulated in all QoS intervals (QoS by interval) / Number of processing actions cumulated in all QoS intervals (Total number of exchanges). The QoS is the time elapsed in working hours, between the arrival of an event and its closing by a reply or processing action.
T% D+ aggregated	This measure presents a cumulated percentage of replies given within a QoS interval: it corresponds to the cumulated percentage of all previous QoS intervals, in addition to the current interval.
T% [06-12h[D+	This measure presents a cumulated percentage of replies given in less than 12 hours.
T% [12-24h[D+	This measure presents a cumulated percentage of replies given in less than 24 hours.
T% [24-48h[D+	This measure presents a cumulated percentage of replies given in less than 48 hours.
T% [48-72h[D+	This measure presents a cumulated percentage of replies given in less than 72 hours.
T% [72-+h[J+	This measure presents a cumulated percentage of replies given within 0 and 72 hours and more. It will always have the 100% value.
T% [72-72h[D+	This measure presents a cumulated percentage of replies given in less than 72 hours. It equals the C% [48-72h[interval value.

3.8.22 Quality of Service for incoming flows (written)

This cube highlights the processing actions among the events received over the same period. In other words, it filters the folders that have been received and processed, over the indicated extraction period. As a result, the measures related to the number of received and processed messages always display the same values. The cube also extracts redirection actions to queues or skills on which you do not have rights as a supervisor.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔			

Characteristics

Type of report	D+ and D+ aggregated
Filter	On agents, queues, skills and languages of the user groups supervised by the logged in supervisor.
List of processing actions / Replies taken into account	Close the Voice folder Close the folder Reply and wait Reply and close Send SMS and close Reply without closing Send SMS without closing

Dimensions

Business unit D+ D+ aggregated	Business unit to which the folder is attached at the time of the processing action.
Media D+ D+ aggregated	Media to which the folder is attached at the time of the processing action (only Email for this cube).
Queue D+ D+ aggregated	Queue to which the folder is attached at the time of the processing action.
Skill group D+ D+ aggregated	Skill group to which the folder is attached at the time of the processing action.
Skill D+ D+ aggregated	Skill to which the folder is attached at the time of the processing action.
Language D+ D+ aggregated	Language of the folder at the time of the processing action.

Priority D+ D+ aggregated	Priority of the folder at the time of the processing action.
Receipt date D+ D+ aggregated	D+: event receipt date truncated in the time zone of the logged in agent. D+ aggregated: event receipt date truncated in the time zone of the default tenant.
Receipt time D+	Event receipt time according to the time zone of the agent.
Receipt quarter of an hour D+	Event receipt quarter of an hour according to the time zone of the agent. Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min.
Intervals of QoS D+ aggregated	Time interval of the Quality of Service. It corresponds to the time elapsed in working hours, between the arrival of an event and its closing by a reply or processing action. These intervals are defined in the administration interface. They are versioned: the changes are saved in their application period. The list of intervals presented in the report is therefore dependent on the selected date interval.
Processing date D+ D+ aggregated	D+: processing action date truncated in the time zone of the logged in agent. D+ aggregated: processing action date truncated in the time zone of the default tenant.
Processing time D+	Processing action time according to the time zone of the agent.
Processing quarter of an hour D+	Quarters of an hour of the processing action according to the time zone of the agent. Presented as time ranges: 0 to 15 min, 15 to 30 min, 30 to 45 min and 45 to 60 min.
Folder information D+	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: “The <N> folder cannot be found”.
Group of agents D+ D+ aggregated	Group to which the agent belongs since the last update of the BI database.

Agent D+ D+ aggregated	Agent who processed the folder. This dimension shows 2 sub-dimensions: Agent: agent's first and last names. Login: agent login for D+ statistics only.
Receipt date and time D+	Event receipt date and time truncated in the time zone of the logged in agent, in JJ/MM/AAAA HH:MM format.
Processing date and time D+	Processing action date and time truncated in the time zone of the logged in agent, in JJ/MM/AAAA HH:MM format.
Login D+ aggregated	Agent login.
Site D+ D+ aggregated	Location where the agent works.
Department D+ D+ aggregated	Department in which the agent works.
Provider D+ D+ aggregated	Provider for whom the agent works.
Country D+ D+ aggregated	Country where the agent works.
Year D+ aggregated	Year in 4 digits (YYYY). Calculated on the time zone of the default tenant.
Semester D+ aggregated	Semester number. Possible choices between 1 or 2. Calculated on the time zone of the default tenant.
Trimester D+ aggregated	Trimester number. Possible choices between 1, 2, 3 or 4. Calculated on the time zone of the default tenant.
Receipt month D+ aggregated	Month number, from 1 to 12. Calculated on the time zone of the default tenant.
Receipt week D+ aggregated	Week number in the year, from 1 to 52. Calculated on the time zone of the default tenant.
Day D+ aggregated	Day number in the month, from 1 to 31. Calculated on the time zone of the default tenant.
Day of the week D+ aggregated	Day number in the week, from 1 (Monday) to 7 (Sunday). Calculated on the time zone of the default tenant.

Measures

% D+ aggregated	Percentage of replies that were given in a QoS interval.
% [0-06h[D+	Percentage of replies that were given in less than 6 hours.
% [06-12h[D+	Percentage of replies that were given within 6 to 12 hours.
% [12-24h[D+	Percentage of replies that were given within 12 to 24 hours.
% [24-48h[D+	Percentage of replies that were given within 24 to 48 hours.
% [48-72h[D+	Percentage of replies that were given within 48 to 72 hours.
% [72-+h[D+	Percentage of replies that were given within 72 hours and more.
% [72-72h[D+	Percentage of replies that were given within 72 to 72 hours. This measure will always return 0. By default, 5 different interval values are defined in the configuration file available on the application server. A maximum of 7 values can be defined. The default ones are 6, 12, 24, 48 for the first four, and 72 for the last three.
Nb [0-06h[D+	Number of folders processed in less than 6 hours.
Nb [06-12h[D+	Number of folders processed within 6 to 12 hours.
Nb [12-24h[D+	Number of folders processed within 12 to 24 hours.
Nb [24-48h[D+	Number of folders processed within 24 to 48 hours.
Nb [48-72h[D+	Number of folders processed within 48 to 72 hours.

Nb [72-+h[D+	Number of folders processed in more than 72 hours.
Nb [72-72h[D+	Number of folders processed within 72 to 72 hours. This measure will always return 0.
Number of messages processed D+ D+ aggregated	Number of processed messages among the messages received over the selected period.
Number of messages received *Default measure* D+ D+ aggregated	Number of messages received over the selected period.
QoS by interval D+ aggregated	= Sum of QoS times / Number of processing actions.
Quality of Service D+ D+ aggregated	= Sum of QoS times cumulated in all QoS intervals (QoS by interval) / Number of processing actions cumulated in all QoS intervals (Total number of exchanges). The QoS is the time elapsed in working hours, between the arrival of an event and its closing by a reply or processing action.
T% D+ aggregated	This measure presents a cumulated percentage of replies given within a QoS interval: it corresponds to the cumulated percentage of all previous QoS intervals, in addition to the current interval.
T% [06-12h[D+	This measure presents a cumulated percentage of replies given in less than 12 hours.
T% [12-24h[D+	This measure presents a cumulated percentage of replies given in less than 24 hours.
T% [24-48h[D+	This measure presents a cumulated percentage of replies given in less than 48 hours.
T% [48-72h[D+	This measure presents a cumulated percentage of replies given in less than 72 hours.
T% [72-+h[D+	This measure presents a cumulated percentage of replies given within 0 and 72 hours and more. It will always have the 100% value.
T% [72-72h[D+	This measure presents a cumulated percentage of replies given in less than 72 hours. It cumulates all the replies given between 0 and 72 hours.

Total number of messages processed D+ aggregated	Number of processed messages among the messages received over the selected period, and cumulated in all QoS intervals.
Total number of messages received D+ aggregated	Number of messages received over the selected period, and cumulated in all QoS intervals.

3.8.23 Stock levels

This cube allows you to analyse the number of folders in the In Progress desktop. Folders sent for validation to supervisors are not counted.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔		✔	✔

Characteristics

Type of report	D
Filter	Only on queues, skills and languages of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached.
Media	Media to which the folder is attached.
Queue	Queue to which the folder is attached.
Skill group	Skill group to which the folder is attached.
Skill	Skill to which the folder is attached.
Language	Language of the folder.
Priority	Priority level of the folder.
Agent	Last agent to perform a reply action (draft, reply without closing) or a management action on the folder (redirection to another agent, to expert, close, archive, move to recycle bin).
Statuses	
Status group number	ID of status groups. They can be used to order the display of status groups.
Status group	Status families: folders unprocessed or being processed.
Statuses	Statuses in which the folders can be found in the In Progress desktop: To be processed, To be processed (bis), Reminder, Expert reply, In progress, Grouped, etc.

Folder information	
Number of exchanges	Number of input and output messages in the folder.
Deadline	Duration calculated on calendar days between the beginning of the last event and the time when the report was generated. It is expressed in seconds in the summary report, and in YYYY:MM:DD HH:MN:SS format in the detailed report.
Intervals (days)	Time the folder has been in the In Progress desktop, expressed as an interval of calendar days.
Measures	
Number of folders *Default measure*	Number of folders in the In Progress desktop.

3.8.24 Use of response templates (written)

This cube allows to analyse the number of folders processed with and without response template for written media.

Media affected

Voice	Email	Chat	Messenger	Twitter
	✔	✔	✔	✔

Characteristics

Type of report	D+
Filter	On agents, queues, and skills of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached when sending the reply.
Queue	Queue to which the folder is attached when sending the reply.
Skill group	Skill group to which the folder is attached when sending the reply.
Skill	Skill to which the folder is attached when sending the reply.
Date	Reply selection date truncated to the day and expressed in the time zone of the logged in agent.
Group of agents	Group to which the agent belongs since the last update of the BI database.
Agent	Agent who sent the reply. This dimension shows the sub-dimensions: Agent: agent's first and last names. Login: agent login.
Use of RT	2 possibilities: with or without response template.
Folder information	Folder number (clickable link opening a tab allowing you to read the content of the folder). **Warning**: folders deleted by a purge processing may still be referenced in the statistics database (BI) which is separate from the production database. In that case, when the folder has been deleted, an error message is displayed when clicking the link: "The <N> folder cannot be found".
Event date	Event date and time (reply selection) expressed in the time zone of the logged in agent.

Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.
Site	Location where the agent works.
Department	Department in which the agent works.
Provider	Provider for whom the agent works.
Country	Country where the agent works.

Measures

Number of folders	Number of folders processed by the agent.
Number of responses *Default measure*	Number of times a response template has been used.

3.8.25 Weekly qualification of folders

This cube allows to analyse the business qualification performed by the agents, when processing folders. The results are grouped by week.

Media affected

Voice	Email	Chat	Messenger	Twitter
✔	✔	✔	✔	✔

Characteristics

Type of report	D+
Filter	On agents, queues, and skills of the user groups supervised by the logged in supervisor.

Dimensions

Business unit	Business unit to which the folder is attached when qualifying.
Media	Media to which the folder is attached when qualifying.
Queue	Queue to which the folder is attached when qualifying.
Skill group	Skill group to which the folder is attached when qualifying.
Skill	Skill to which the folder is attached when qualifying.
Week number	Week number calculated according to the time zone of the agent.
Qualification criteria	Criteria used when qualifying.
Level 1	Level 1 of the qualification tree.
Level 2	Level 2 of the qualification tree.
Level 3	Level 3 of the qualification tree.
Level 4	Level 4 of the qualification tree.
Level 5	Level 5 of the qualification tree.
Level 6	Level 6 of the qualification tree.
Language	Language of the folder at the time of the event.
Priority	Priority of the folder at the time of the event.

Measures

Number of criteria *Default measure*	Number of times 1 or N criteria were used.
Number of exchanges	Number of exchanges that have been qualified.

3.9 Picking reports

Picking is a random sampling of messages written by agents, performed to monitor the quality of service. It is used to evaluate the individual performance of agents and their compliance with procedures, for audit, training and continuous improvement purposes.

The result of this picking is compiled in a report, in a .zip file, automatically sent by email to the supervisors of your choice. It contains a defined number of messages sent by the selected agents. After uncompressing the .zip file, open the **picking.html** file to view the results.

Warning: when the report is too large, the sent email will only contain a link to download it. You must be logged in to ALE Connect to retrieve the file.

3.9.1 Prerequisites

To ensure that picking reports are sent successfully, the ALE Connect administrator must first perform the following actions on his/her interface: fill in the email address of each supervisor in their user sheet, and then schedule a programmed task.

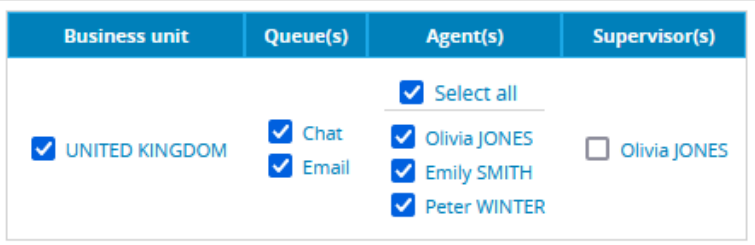
3.9.2 Creating a picking report

1. Open the **Reporting** menu ( ).
2. Click the **Picking** button located at the right of the workspace.
3. Click the **New picking** button.
4. Enter the **title** of the report.
5. Indicate its validity **period**.

   The two dates are mandatory: you can either enter them in DD/MM/YYYY format, or select them from the calendar. When the end date is expired, the report is no longer sent. Ex: if the end date is 30/06/2023, from 01/07/2023, the sending of the report stops.

   Advice: if you wish the report to be sent for an unlimited time, enter a period covering several years.
6. Indicate the **number of folders by agent** that ALE Connect must randomly select.
7. Check the **business units** affected by the picking report.

   You can view on the screen only the ones on which you have rights through the queues that you supervise.



8. Check the **queues** affected by the picking report.

   These are the written media queues to which agents have rights.

9. Check the **agents** affected by the picking report.

   The choice list only displays the ones you supervise.

10. Check the **supervisors** to which the picking report should be sent.

    The choice list only displays the ones who manage the same groups as you.

11. Check the **days of the week** on which the picking report should be sent.

    This is sent only once per selected day, throughout the validity period of the report. In other words, the sending is weekly and cannot be defined for another periodicity (monthly, quarterly, etc.).

12. Click **Validate** when you have finished.

    This button is active only when all the mandatory criteria have been filled in. The picking report is now saved and added to the existing list.

3.9.3 Modifying a picking report

This action is possible at any time, without any constraints.

1. Open the **Reporting** menu ( ).
2. Click the **Picking** button located at the right of the workspace.
3. Click the **Modify/Delete** button.

   The list of picking reports is displayed: it presents those you have created and those created by another supervisor managing the same groups of agents as you.

4. Check the picking report affected then click the **Modify** button ( ) located on the corresponding line.
5. Perform the changes you wish.
6. Click **Validate** to save your entry.

3.9.4 Deleting a picking report

This action is possible at any time, without any constraints.

1. Open the **Reporting** menu ( ).
2. Click the **Picking** button located at the right of the workspace.
3. Click the **Modify/Delete** button.

   The list of picking reports is displayed: it presents those you have created, or those created by another supervisor managing the same groups of agents as you.

4. Check the reports to delete then click the **Delete** button ( ) located below the list.

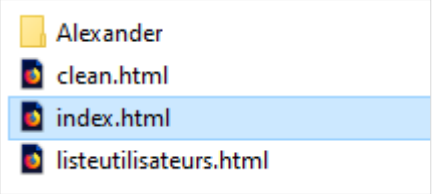
   A message asks you to confirm the deletion.

5. Click **Yes** to confirm your action.

3.9.5 What does the sent email look like?

According to the setup, the picking report is sent by email to the targeted supervisor(s), as a compressed file in .zip format. The email subject presents the name of the picking report followed by its validity period.

The email body only contains the .zip file. It contains one directory by agent. **To facilitate your reading and checking, open directly the index.html file:**



4 Supervision actions

In order to achieve and maintain the highest Quality of Service, ALE Connect offers supervision actions such as the validation of emails written by agents before sending, or the change of agent skill levels.

4.1 Validating the waiting folders

It may happen that an agent is unsure of how to respond to a contact, for multiple reasons: lack of information, difficult or critical folder, need of approval from the manager(s), etc.

In that case, the agent can submit his/her response to his/her supervisor(s) for validation. This action is performed when the folder is being processed, via the Validation button. As supervisor of the agent who requested the validation, you are in charge of checking each response that waited for validation, and then accepting or refusing it depending on the case.

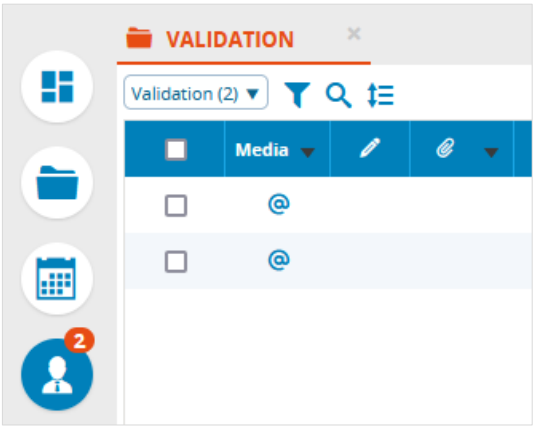
The supervisor profile allows you to access all the folders submitted for validation by the agents you supervise, including folders that are attached to a queue to which you have no rights.

Note: if you belong to a group that has a read right on queues with the **Folders not visible** attribute, the folders of these queues will be displayed in validation.

4.1.1 How to access it?

All the folders waiting for validation are stored in a separate desktop accessible from:

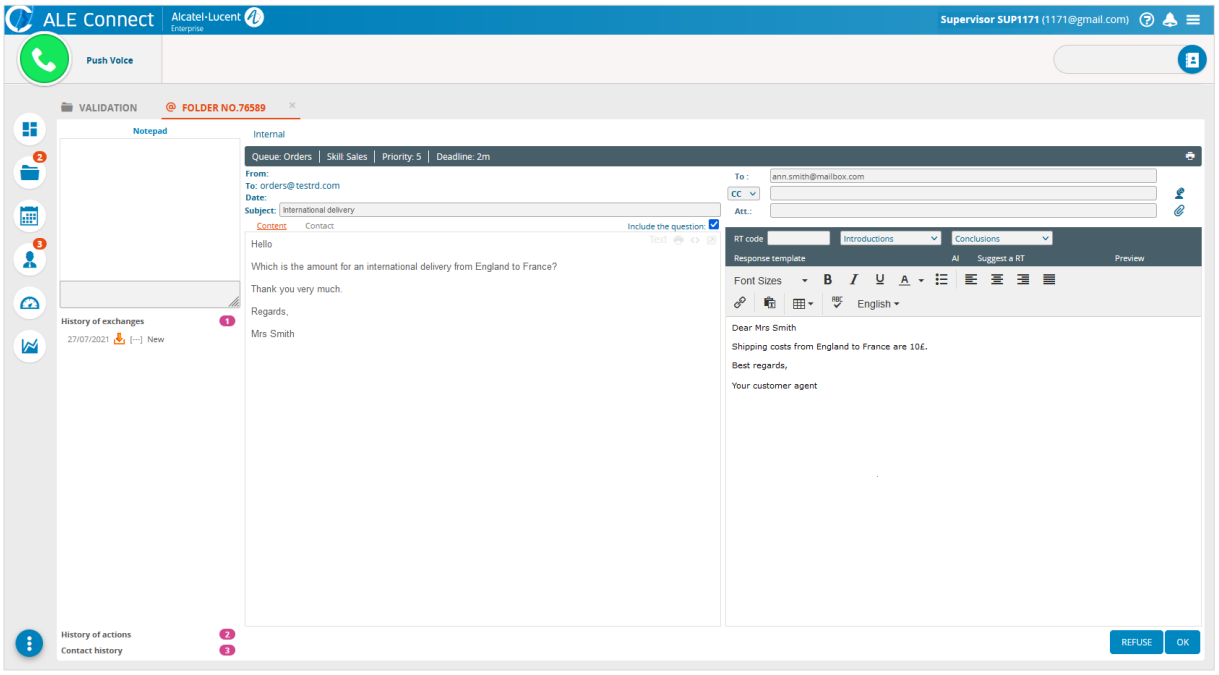
- the **taskbar** by clicking the **Folders to validate** button ( ),
- or the **List of folders** ( ) by selecting the **Validation** desktop from the drop-down list.



4.1.2 Validating a waiting folder

Before you start, make sure that the list of folders is not filtered, in order to view all the folders to validate.

1. Click the **Folders to validate** button ( ) in the taskbar.
2. If necessary, perform a folder search to find the ones you are interested in.
3. Click the **folder** to validate. Its detailed content is displayed in a new tab:



The validation screen has the same layout as the one used for the processing of an email: the left side of the folder shows the **message from the contact** such as it has been sent; the right side displays the **response** written by the agent and submitted to you.

However, there are some differences: the **AI suggestion** widget is not usable (hidden) and the available actions are more restricted. Indeed, apart from the validation or refusal, only the **Internal** and **Actions** menus are displayed and offer to:
- redirect the folder to another queue
- assign another skill to the folder
- modify the folder qualification

4. If necessary, modify the reply suggested by the agent using the editing options available.
5. Click **OK**: the reply is then sent directly by email to the contact.

4.1.3 Refusing to validate a folder

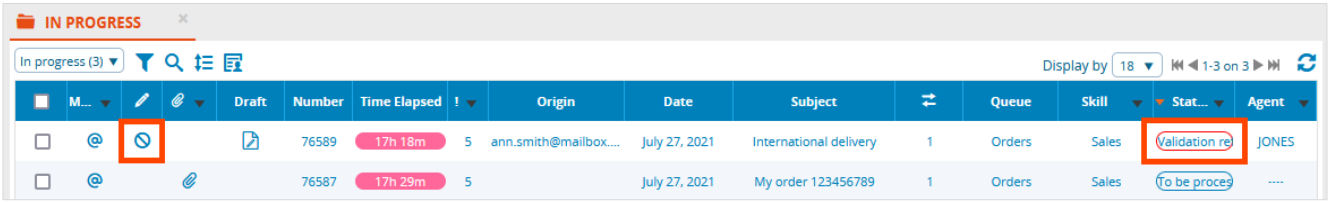
If you do not agree with the reply suggested by the agent, you can refuse it. This refusal can be explained to the agent by adding a note to the folder. The agent will then view your comment in the notepad of the corresponding folder, so that he/she can modify the reply initially suggested.

1. Click the **Folders to validate** button ( ) in the taskbar.
2. If necessary, perform a folder search to find the ones you are interested in.
3. Click the **folder** to validate. Its detailed content is displayed in a new tab.
4. The reply does not suit you: click the **Refuse** button.

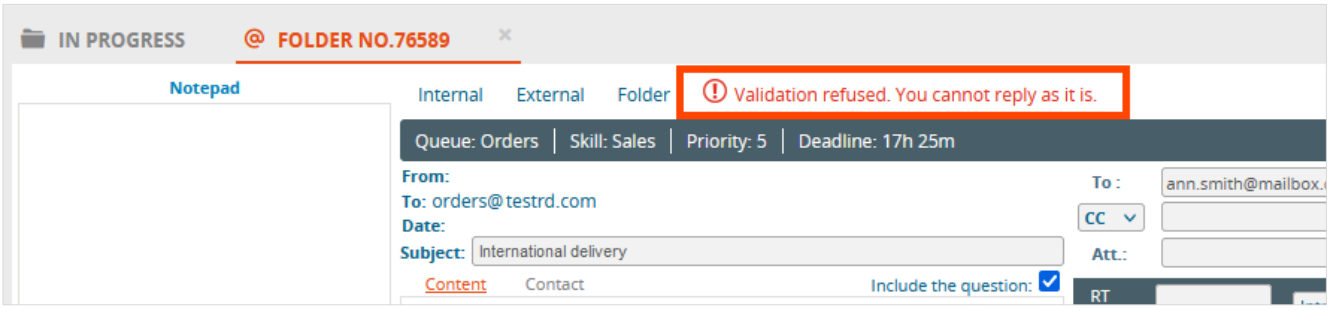
   The folder returns to the In Progress desktop with the Validation refused status.

4.1.4 Notification of refusal to the agent

ALE Connect displays a **Refusal** icon ( ) in the **Notes** column of the folder:



When opening the folder, the agent finds his/her email such as he/she wrote it. It is clearly notified that the validation was refused:



The agent must then modify his/her reply, before sending it to the contact. For this purpose, a note is linked to the folder containing the comments entered at the time of the refusal, to assist him/her.

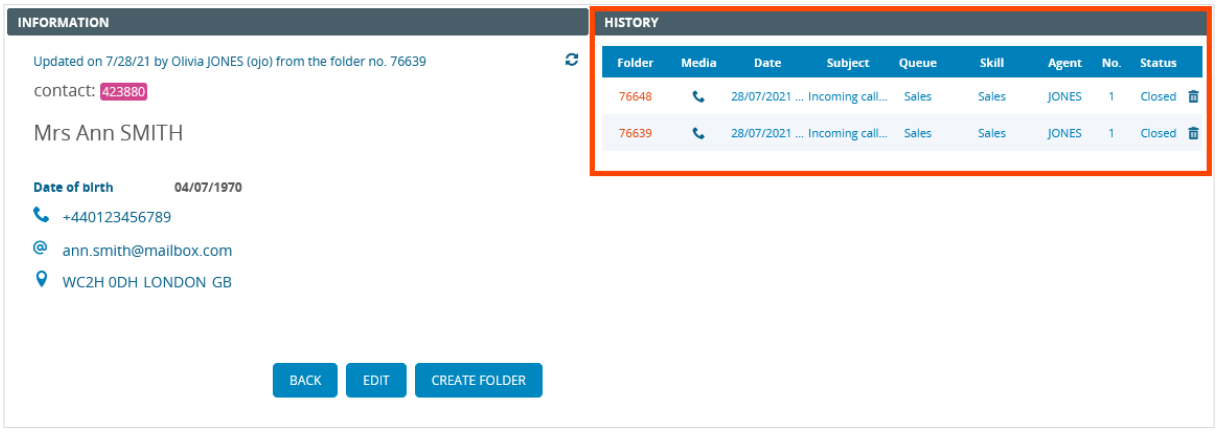
Once the agent has reworked his/her reply, he/she can then perform once again one of the reply and/or validation actions.

4.2 Moving a folder to the recycle bin

From the contact history obtained after a contact search, you can move to the recycle bin the processed folders you wish to delete (essential in the context of the right to be forgotten and the GDRP regulation).

1. Click the **Search a contact** button ( ) in the taskbar.
2. Enter the search criteria.
3. Click **OK** or press the **Enter** key.
4. From the list of results obtained, click the corresponding contact.

   His/Her history of folders is displayed on the right side of the screen:



5. Click the **Move to the Recycle Bin** button ( ) located at the end of the line.

   ALE Connect moves immediately the folder to the recycle bin.

4.3 Deleting folders

Folders that have been moved to the recycle bin by agents can be permanently deleted. This means that the folder will be deleted from the database. For this purpose, you have a **Recycle bin** desktop exclusively reserved for supervisors. The permanent deletion of a folder is only effective once the recycle bin has been emptied. This operation must be performed manually (no automatic processing available).

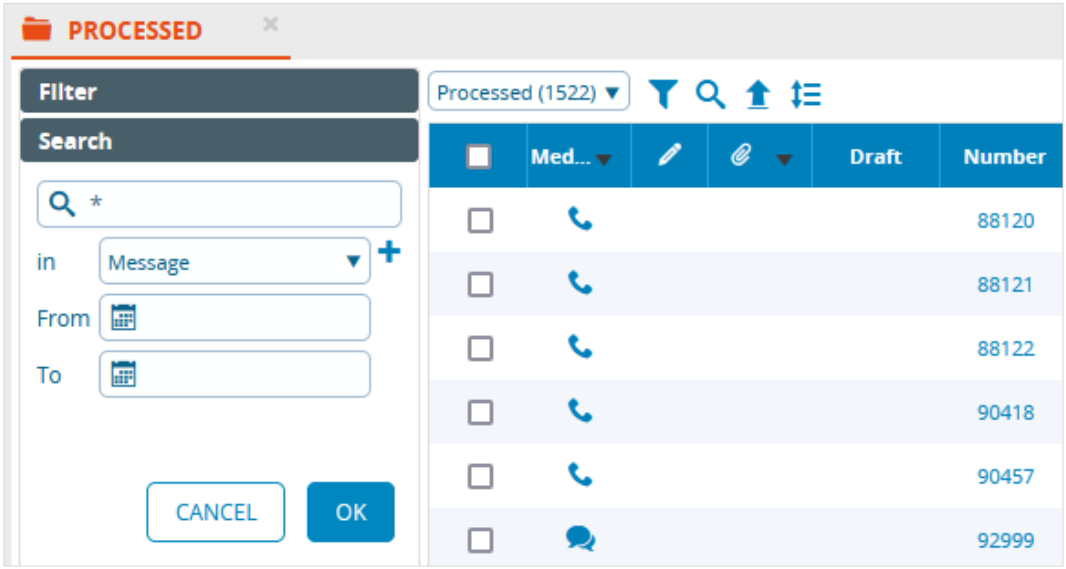
Warning: it is recommended to empty regularly the recycle bin. Too many folders may be damaging and degrade application performance.

4.3.1 Prerequisites

To avoid an excessive number of pages, the recycle bin only displays the folders whose last action was performed within the last 30 days. A search must therefore be performed, if you want to find an older folder.

1. Click the **List of folders** button ( ).
2. Select the recycle bin.
3. Click the **Search** button ( ) above the list of folders.

   A vertical pane is displayed on the left of your workspace:



4. Enter the ***** character in the entry field, for the **Message** criterion.
5. You must specify a search period.
6. Click **OK**.

   You can view all the folders in the recycle bin.

4.3.2 Unitary deletion

This action allows you to delete a folder, by checking its contents beforehand (to avoid any unfortunate deletions).

1. Click the **List of folders** button (🗀) in the taskbar.
2. Select the **Recycle bin** desktop.
3. Click the folder to be deleted: its detailed content is displayed on the screen.
4. Click the **Delete** button.

   ALE Connect deletes the folder immediately, without asking for confirmation.

4.3.3 Multiple deletion

This involves deleting several folders simultaneously, without previewing their content beforehand.

1. Click the **List of folders** button (🗀) in the taskbar.
2. Select the **Recycle bin** desktop.
3. Perform a folder search if necessary.
4. Check the **folders** to be deleted (either by checking the column, or by checking them one by one).
5. Click the **Move to the recycle bin** button (🗑) above the list.

   ALE Connect deletes the folders immediately from the database, without asking for confirmation.

4.4 Logging out an agent

If you are an ALE Connect supervisor or coordinator, you have the possibility to log out an agent regardless of his/her current operational status (typically, an agent who left his/her workstation and forgot to log out at the end of the day). The agent is then logged out from ALE Connect, without being informed beforehand, and his/her session is closed. The logout frees the license accesses and tokens that were consumed.

You are not notified of the success or failure of your action. However, you can check the result by viewing the operational status of the agent, from one of your dashboards. Please note that the agent affected is still displayed as logged in for 1 minute. This timeout is a safety feature of the system to ensure that the agent is not automatically logged out at the slightest network problem.

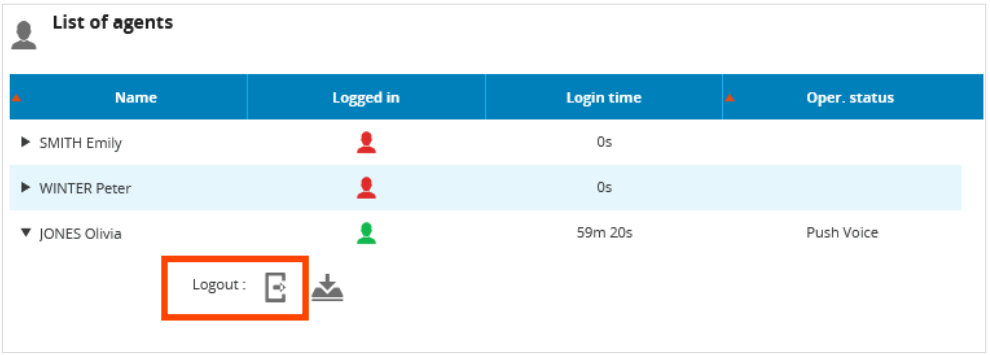
Warning: it is strongly discouraged to log out an agent who is processing an interaction (call, chat, etc.). It is therefore recommended to check the work status of the agent, before logging out.

4.4.1 Prerequisites

- There is a supervisor dashboard presenting a list of agents that includes the mandatory Name indicator.
- This dashboard is not shared (in public, private or wallboard mode).
- The affected agent is currently logged in to ALE Connect.

4.4.2 Procedure

1. Click the **Supervision** button () in the taskbar.
2. Select, from the drop-down list, the supervisor dashboard to use.
3. In the **Name** column of the list widget, click the ▶ icon to the left of the agent's name to log out:



A new line appears: it suggests several actions.

4. Click the **Logout** icon ().

   A message asks you to confirm the action. Note that if the agent is not logged in, it has no effect.

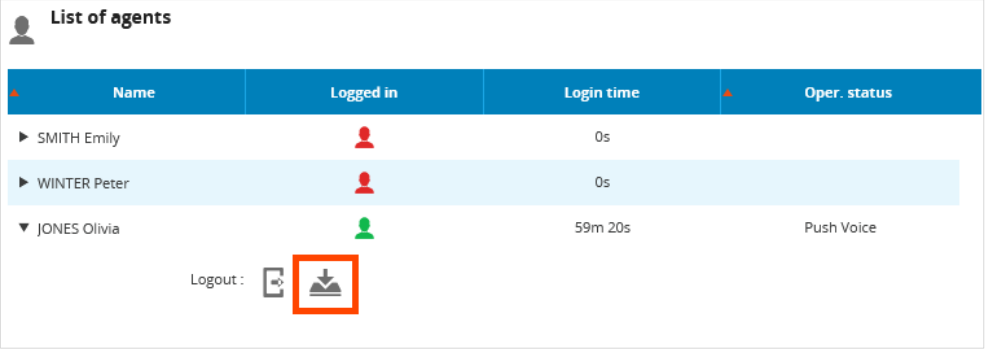
5. Click **Yes** to confirm the deletion, or **Cancel** to abandon this action.

   The agent is immediately logged out from ALE Connect and its current session is closed.

4.5 Downloading the activity report of an agent

If you are an ALE Connect supervisor or coordinator, you can download a report tracing the last 7 days of an agent's activity to analyse his/her activity in more detail (e.g. you notice that this agent handles fewer calls than the others). ALE Connect will generate a .csv file to download.

1. Click the **Supervision** button ( ) in the taskbar.
2. Select, from the drop-down list, the supervisor dashboard to use.
3. In the **Name** column of the list widget, click the ▶ icon to the left of the affected agent's name:



A new line appears: it suggests several actions.

4. Click the **Download the activity of the last 7 days** icon ( ).

   A .csv file is automatically generated in the browser's download directory.

   It contains the following information:
   - the date and time of the event,
   - the user's login,
   - the affected event (e.g. action on folder),
   - details on this event (e.g. folder number).

4.6 Modifying the skill levels of agents

A skill is an ability, a professional know-how allowing the agent to perform various tasks (e.g. a mechanical skill to process the after-sales service repair folders). Skills are set up and assigned to agents on the ALE Connect administration interface. The system distributes the folders to process to the most appropriate agents. For each skill, a level is evaluated between 0 and 5; 5 being the highest level of expertise. On the contrary, 0 means that the agent does not have the skill: he/she is therefore not eligible to process interactions that require it.

As supervisor, you can view and modify the skill levels of your agents (individually or by group), when you need to:

- regulate high or low activity,
- handle temporary or unexpected peaks (e.g. critical 6-7 pm time slot),
- favour the Chat media processing.

4.6.1 Prerequisites

For the coordinator

- In order to make this functionality as effective as possible, it is recommended (but not mandatory) to set up ALE Connect so that the software distributes interactions fairly, **according to agent skill levels first**, then interaction age. These equity rules must be set up at each business unit level by a coordinator.
- Otherwise, you can use this functionality but in a more limited way: it will only allow you to make an agent eligible by increasing his/her skill level from 0 to a positive value (ex: from 0 to 4), or on the contrary to make it ineligible by changing it to 0 (ex: from 3 to 0). However, any change from one intermediate level to another has no effect on the distribution of interactions (ex: from 2 to 4).

For the supervisor

- There is a supervisor dashboard presenting a list of agents that includes the mandatory Name indicator.
- This dashboard is not shared (in public, private or wallboard mode).

4.6.2 Impact

The performed changes:

- affect only the **distribution of chat conversations**. Other media are not affected.
- impact only the **realtime queues for which the agents have the same language level.** The language level has priority over the skill levels; interactions being distributed to agents with the highest language level, regardless of their skill levels. Example: an interaction in a realtime queue in English associated with an after-sales service skill will be distributed to the agent with the highest level of English, even if he/she is less competent in after-sales service.
- are **taken into account immediately**, in a transparent way, without the agents affected needing to log in again.

Warning: as changes can be performed by several people (supervisors or coordinators) from their ALE Connect interface, if a same skill is changed in turn, **the last saved change is always applied**.

4.6.3 Procedure

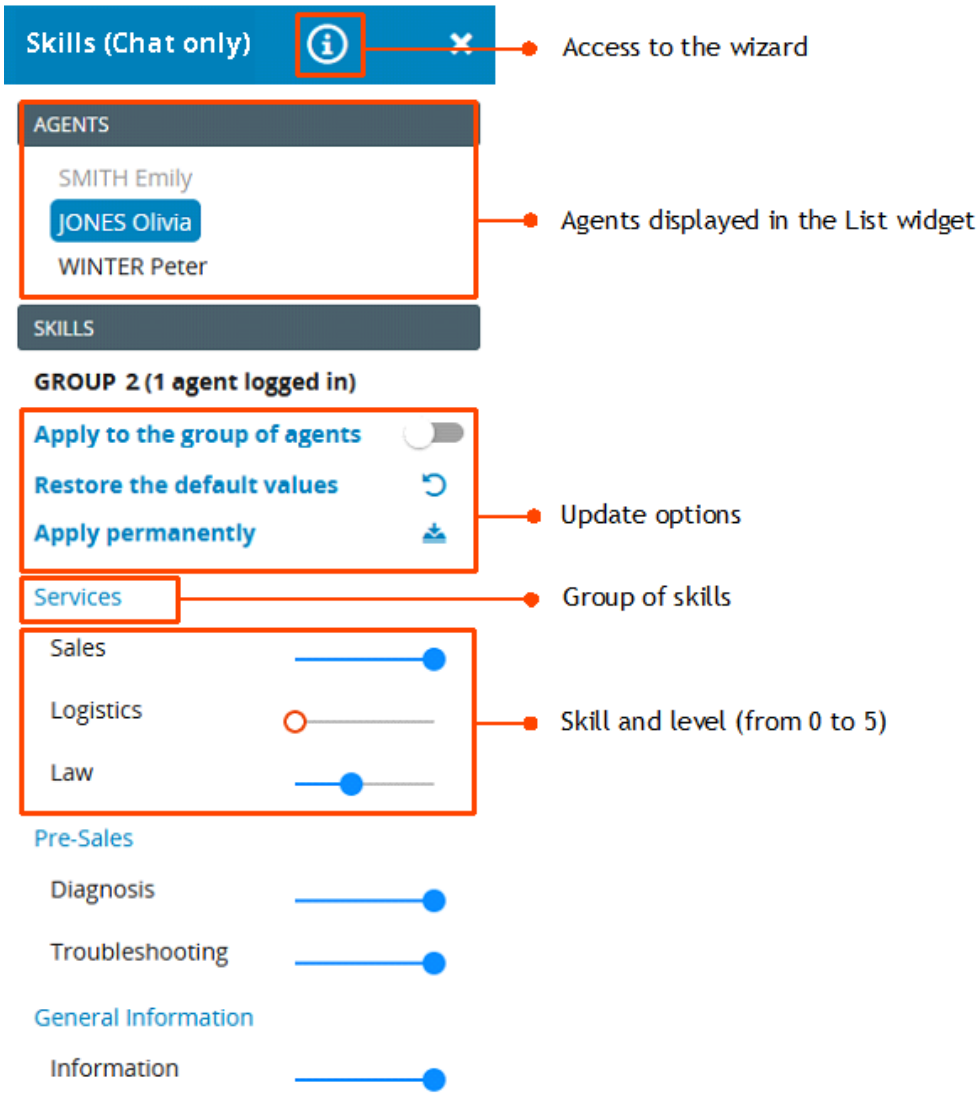
This functionality is accessible from any supervisor dashboard that includes a list widget presenting indicators on the **Agents** business entity. As reminder, it only affects the agents you supervise and who are logged in to ALE Connect when you edit the dashboard.

1. Click the **Supervision** button () in the taskbar.
2. Select the supervisor dashboard to use from the drop-down list.
3. Click the (⋮) button in the upper right corner of the widget displaying the list of agents, and then click **Skills (Chat only)**.

   At the very first opening of the functionality, a wizard is automatically displayed. Its purpose is to explain the terms of use of the functionality and, especially, the impact of your changes.
4. Read carefully each step, and click **Next** to scroll through them.

   If you do not wish to read these explanations now, close the wizard by clicking the corresponding button. You can access it again at any time from the skills management pane.
5. At the last step, click **Finish**: the wizard disappears.

A vertical pane is displayed on the right of the screen:



The **Agents** block displays the list of agents selected in the widget. Those whose names are greyed out are not logged in to ALE Connect: you cannot therefore change their skill levels. However, if one of them logs in, his/her status is automatically updated in real time and you can then access it.

The **Skills** block displays the skills of the user group to which the selected agent belongs. In addition, you will only view the skills that you are allowed to update AND that the coordinator has authorised to be visible on your interface.

As a reference point, ALE Connect specifies the group to which the selected agent belongs and the number of agents logged in.

6. Select an agent.
7. For each skill to be modified, set the **cursor from 0 to 5**.

8. Define the scope of the changes using the following options:

   Apply to the group of agents: the changes are applied to all agents belonging to the same group as the selected agent.

   Apply permanently: by default, changes are only valid for the duration of the current session of the affected agents. They will return to their usual skill levels, at their next login (as set up in the ALE Connect administration interface). If you wish them to be permanent and the modified skill levels to become the new ones by default, click this option. They are updated in the sheet of each agent affected (visible to the coordinator on his/her ALE Connect interface). Any change performed after clicking the option is again applied only for the duration of the current session of the agents affected.

   Restore the default values: click this option to restore the skill levels saved by default in the database.

9. Hover over the **options** with the cursor.

   This action allows you to check the impact of your changes: ALE Connect displays, in a pop-up window, the number of agents now assigned for each realtime queue.

10. When you have finished the setup, close the pane.

    The changes are saved for the targeted agents: the distribution of interactions is now performed taking into account the new skill levels.

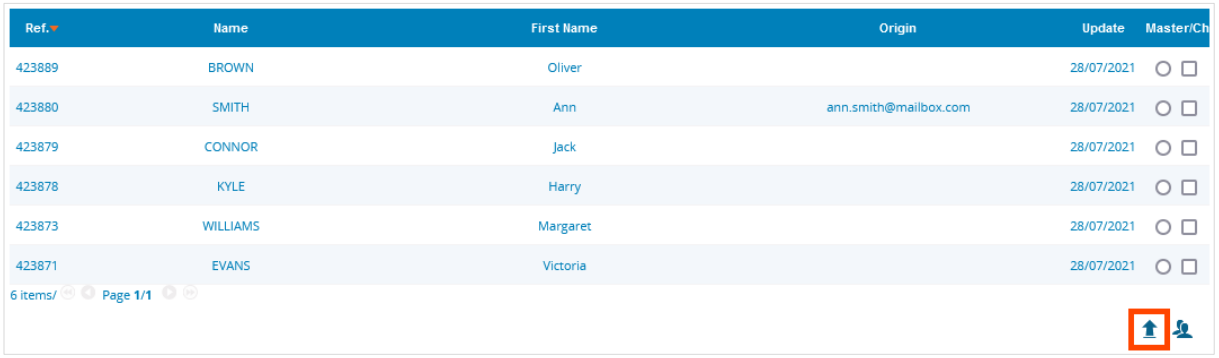
4.7 Exporting a file of contacts

As supervisor, you have the possibility to export the list of contacts, obtained from a search, in a single file named “export” in .csv format. In other words, only the contacts in the list of results will be exported in the file.

Warning: it is not possible to export more than 10 000 contact sheets (hard-coded). If the previous search found a number of results higher than this limit, you have to re-launch it refining the criteria.

4.7.1 Export procedure

1. Perform a contact search.
2. The list of results is displayed:



3. Click the **Export** button (⬆) below the list.

   A window is displayed: it suggests you to open the file with the application of your choice (Microsoft Excel™ for example) or to save it on your computer.

4. Check the desired option, and then click **OK**.

   ALE Connect generates the export file: you can now download it and use it.

4.7.2 Data exported

For each contact, ALE Connect exports the standard fields of the contact sheet listed below as well as the customised fields (if any).

- Contact sheet ID
- Last update date
- Title
- Last name
- First name
- Date of birth
- Email address (Origin column)
- Company
- Number
- Street
- Building
- Postcode
- City
- Contact ID
- Home phone
- Mobile phone