

Abandon Report

This page describes how you can use the Abandon Report, to learn more about the number of calls of interactions that were abandoned (or disconnected).
Follow the steps below to get the Abandon Report:

- [OVERVIEW](#)
- [NAVIGATE](#)
- [VIEW THE REPORT](#)
- [EXPORT THE REPORT](#)

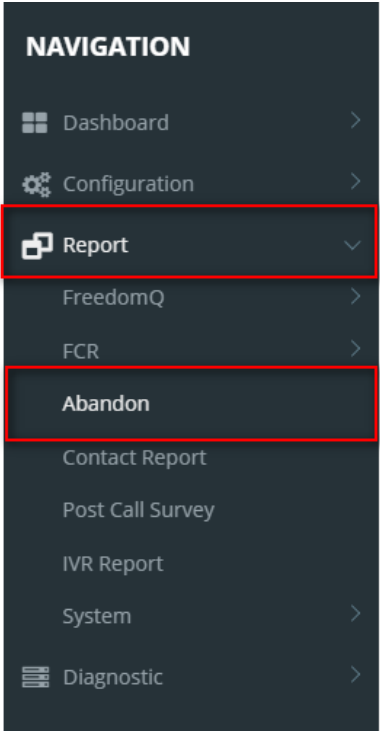
OVERVIEW

This report shows a chart of the number of calls that were dropped (or disconnected), as well as the delay time of calls, abandoned interactions. The following table explains the metrics and definitions that are represented in the report:

Items	Description	Note
Worst day	The day that the call is most abandoned.	
Worst day of week	The day of the week that the call is most abandoned.	
Worst hour	The hour of the day that the call is most abandoned.	
Delay time	The time period that the customer connects to the system before abandon.	
Facility	It can be a location, an office, a hospital, ahead, etc.	
Skillset	Agent skill set. This can be Agent VDN (also called IVR exit point VDN) in the Avaya system.	

NAVIGATE

From the *Dashboard*, navigate to **Report ? Abandon**. The system will navigate you to the page **Abandon**.



VIEW THE REPORT

- **Default:** On *Report Type* Combobox, select **Overview with all report charts**. The report of the last 7-days will be displayed.

As the sample below:

From Date To Date ☐ NULL [View Report](#)

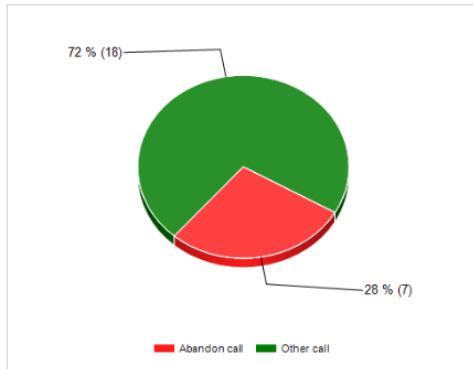
1 of 2 ? Page Width Find | Next

Abandon report | Overview from 12/20/2019 to 12/27/2019

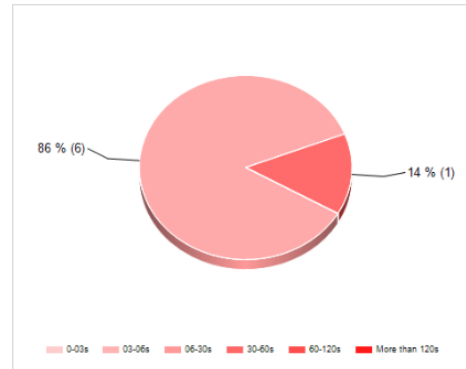
Which are worst Quadrants?

Quadrant	Worst Value	Abandon calls	Abandon rate
Worst day	Dec 23, 2019	5	42%
Worst day of week	Monday	5	42%
Worst hour	16	3	38%

Overview



Abandon by delay time

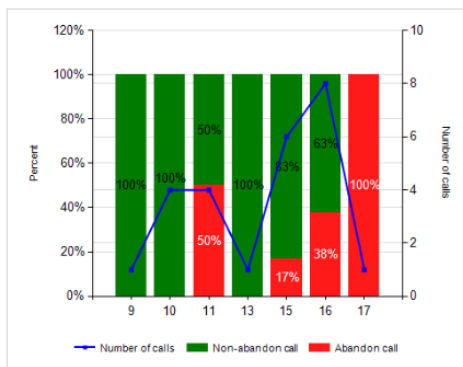


12/27/2019 3:42:12 PM

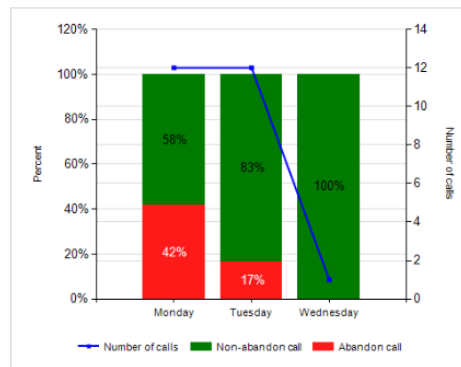
From Date To Date ☐ NULL [View Report](#)

2 of 3 ? 100% Find | Next

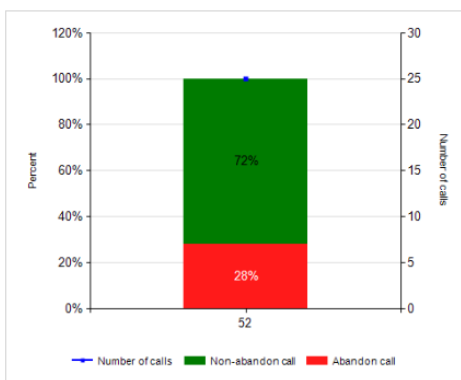
Abandon calls by hour



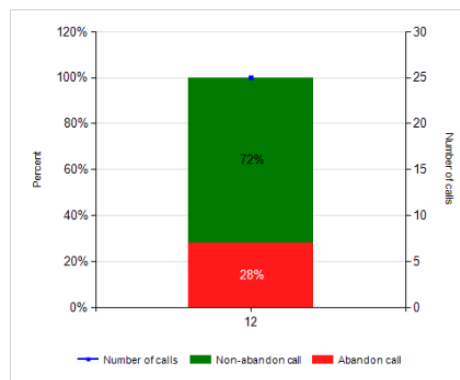
Abandon calls by day of week



Abandon calls by week



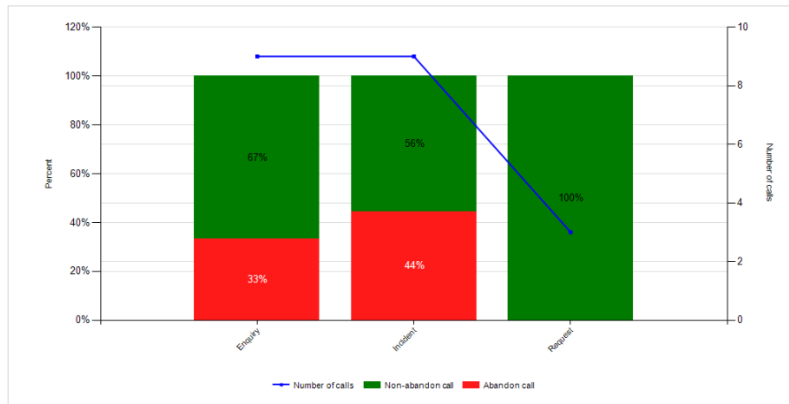
Abandon calls by month



From Date To Date ☐ NULL

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Percent of abandon calls by Skillset



12/27/2019 4:55:01 PM

- **Optional:** From the **Form date - To date** textbox, enter the time period, as the sample below:

From Date To Date ☐ NULL

Then click the button **View Report**.

From Date To Date ☐ NULL

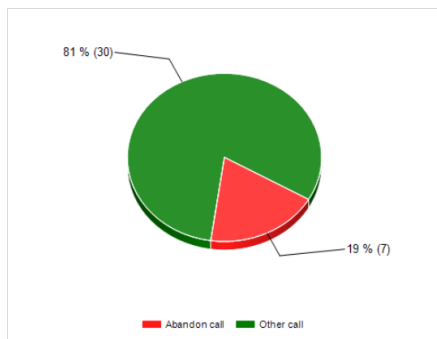
1 of 2 ? Page Width Find | Next

Abandon report | Overview from 11/15/2019 to 12/27/2019

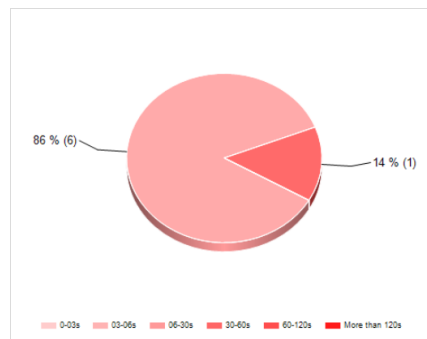
Which are worst Quadrants?

Quadrant	Worst Value	Abandon calls	Abandon rate
Worst day	Dec 23, 2019	5	42%
Worst day of week	Monday	5	38%
Worst hour	16	3	30%

Overview



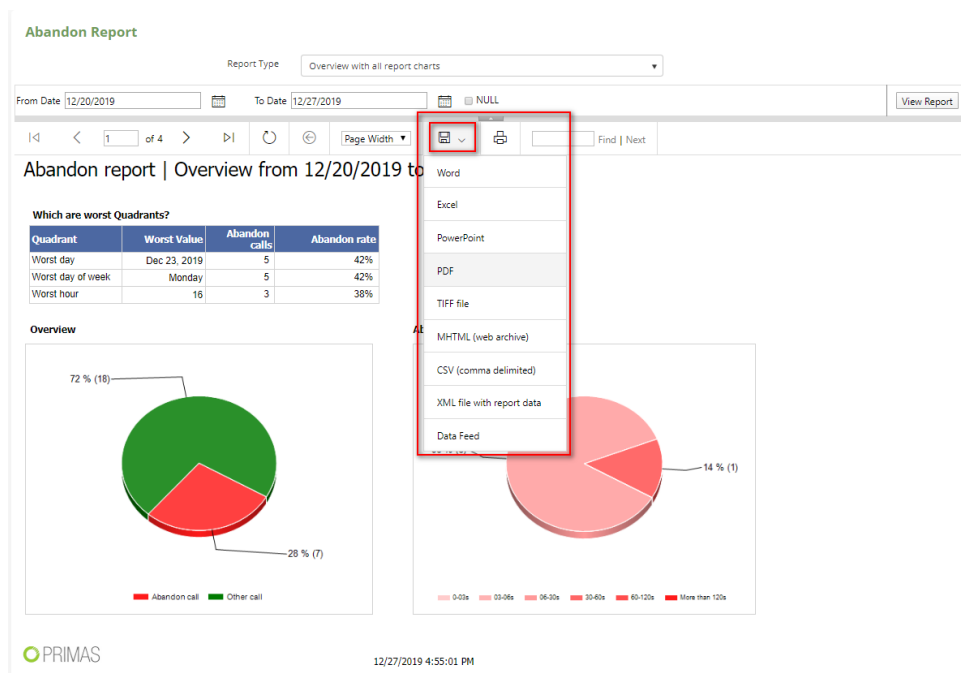
Abandon by delay time



EXPORT THE REPORT

From *Abandon Report*, you can export your abandon report easily.

- Click button **Export**, then select the export file type.



- Click **Save** to download that report to your device.

Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)