

# Post Call Survey Report (PCS)

Follow the steps below to get the Post Call Survey Report (PCS):

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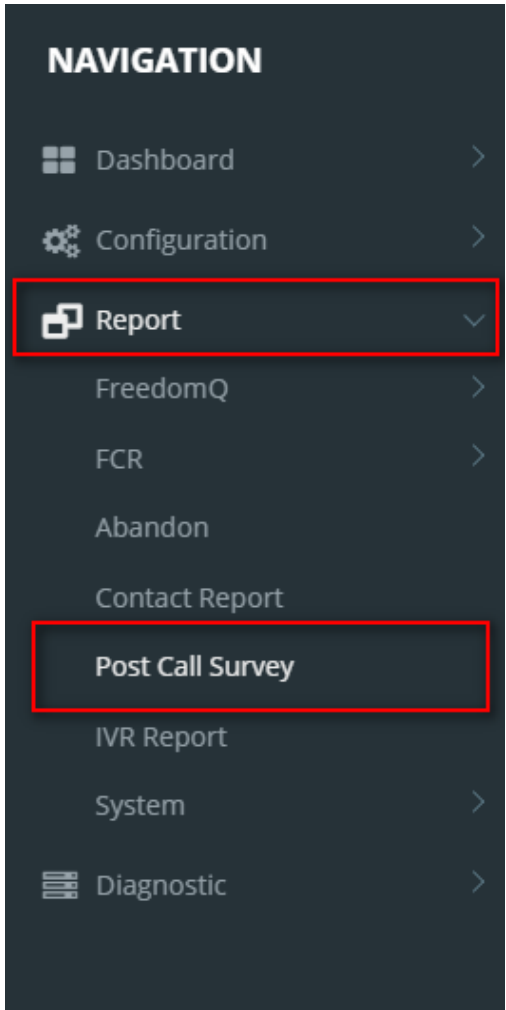
## OVERVIEW

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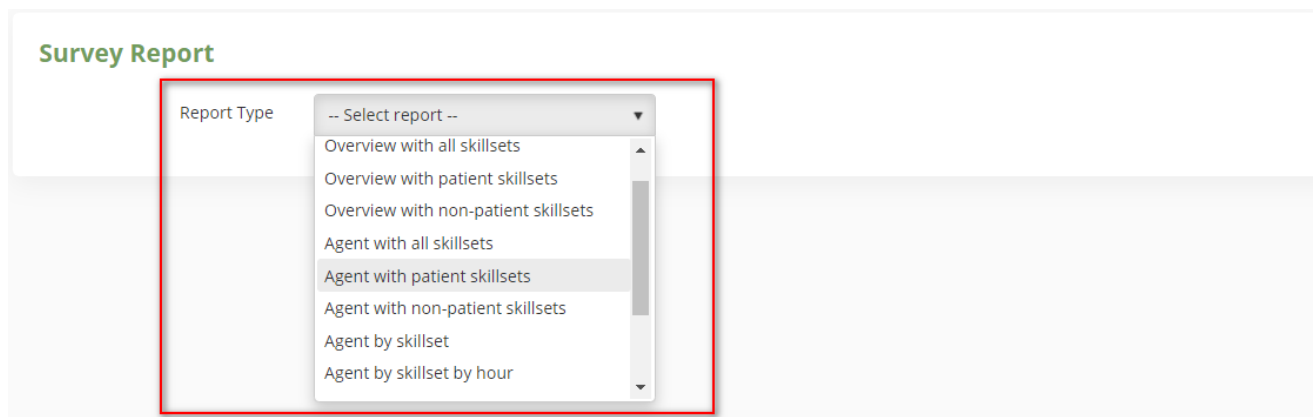
## NAVIGATE

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From the *Dashboard*, navigate to **Report ? Post-Call Survey**. The system will navigate you to the page **Post-Call Survey**.

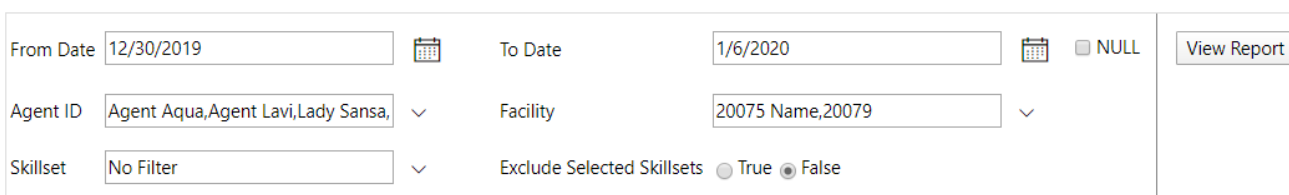


From the *Survey Report*, select **Report Type** on the Combobox, as below:



The screenshot shows the 'Survey Report' header in green. Below it, a 'Report Type' dropdown menu is open, displaying a list of report options. The options are: '-- Select report --', 'Overview with all skillsets', 'Overview with patient skillsets', 'Overview with non-patient skillsets', 'Agent with all skillsets', 'Agent with patient skillsets', 'Agent with non-patient skillsets', 'Agent by skillset', and 'Agent by skillset by hour'. The dropdown is highlighted with a red rectangular box.

Enter the required information as the sample below, then click **View Report**:



The screenshot shows a form with the following fields and values: 'From Date' is '12/30/2019' with a calendar icon; 'To Date' is '1/6/2020' with a calendar icon and a 'NULL' checkbox; 'Agent ID' is 'Agent Aqua,Agent Lavi,Lady Sansa' with a dropdown arrow; 'Facility' is '20075 Name,20079' with a dropdown arrow; 'Skillset' is 'No Filter' with a dropdown arrow; and 'Exclude Selected Skillsets' has radio buttons for 'True' and 'False', with 'False' selected. A 'View Report' button is located on the right side of the form.

View *Survey Report* by filling or altering the following fields:

- **From Date/To Date:** Select the date to show the report.
- **Agent ID:** This is the person's id, who responses to the customer's contact.
- **Facility:** It can be a location, an office, a hospital, ahead, etc.
- **Skillset:** Agent skill set. This is Agent VDN in the Avaya system.
- **Exclude Selected Skillsets:**

## REPORT TYPE

### OVERVIEW WITH ALL SKILLSETS

## Survey Report | Overview with all skillsets from 12/30/2019 to 1/6/2020

**OVERALL SCORE: 1.00**

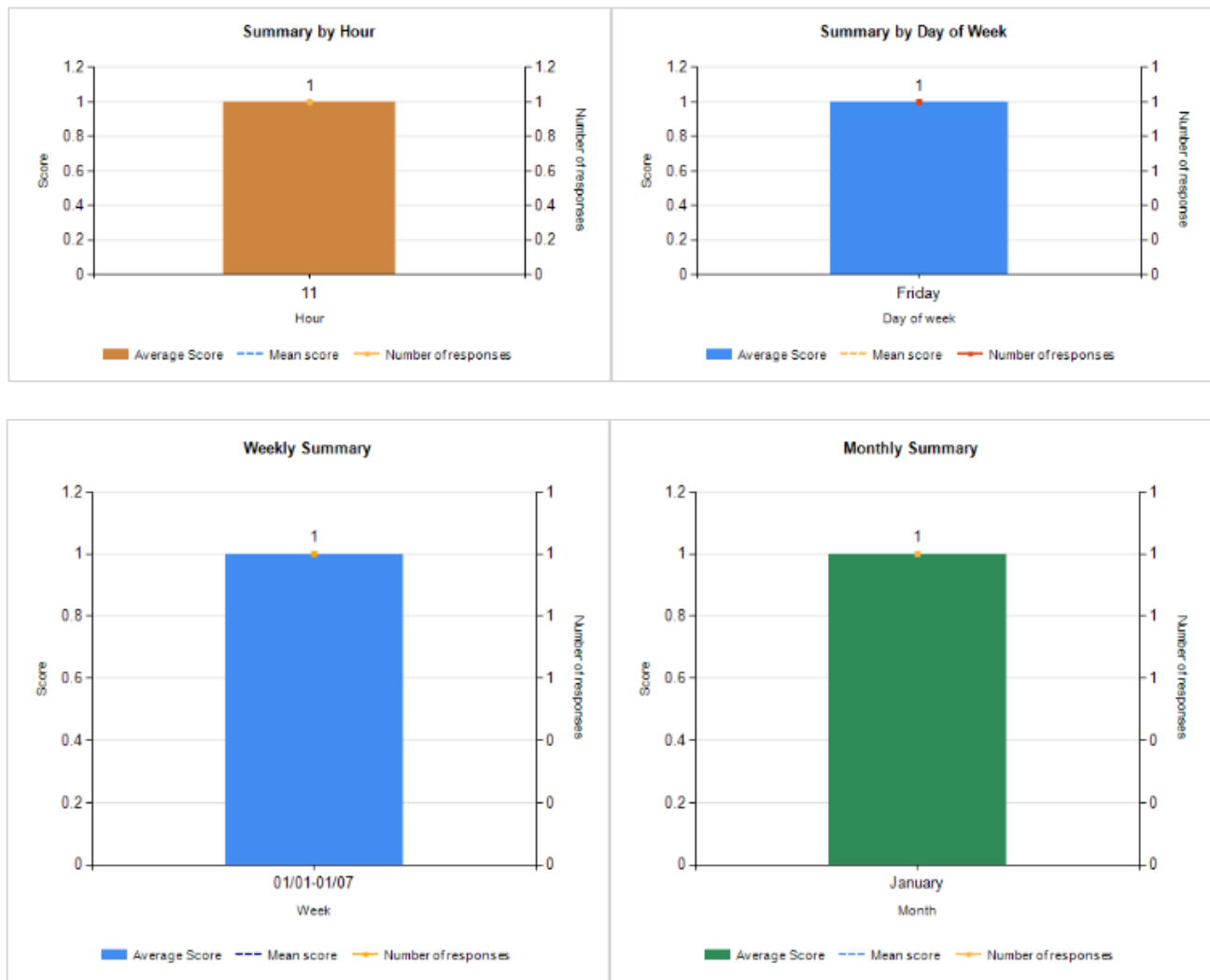
Cutoff of Acceptable Score (COAS): 4.0

Category	Amount	Average
Number of agent surveys ABOVE COAS	0	0.0
Number of agent surveys Average COAS	0	0.0
Number of agent surveys BELOW COAS	1	1.0

Worst Quadrants

Quadrant	Worst Value	Score
Worst date	Jan 03, 2020	1.0
Worst day of week	Friday	1.0
Worst hour	11	1.0

### Overview by date and time



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The following explains the fields that are represented in the Overview with all skillsets report:

### Cut-Off Acceptable Score (COAS)

This report presents the number of contacts and the average score group by COAS.

:

- Category: Have 3 categories: above COAS, equals COAS, below COAS
- Amount: Number of contacts.
- Average: Average score.

## Worst Quadrants

This report presents the worst quadrants for 3 categories: date, day of week and hour.

- Worst date: The date that the average score is lowest.
- Worst day of week: The day of the week that average score is lowest.
- Worst hour: The hour that average score is lowest.

## Overview by date and time

- **Summary by Hour**
- **Summary by Day of Week**
- **Weekly summary**
- **Monthly summary**

## 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](#)