



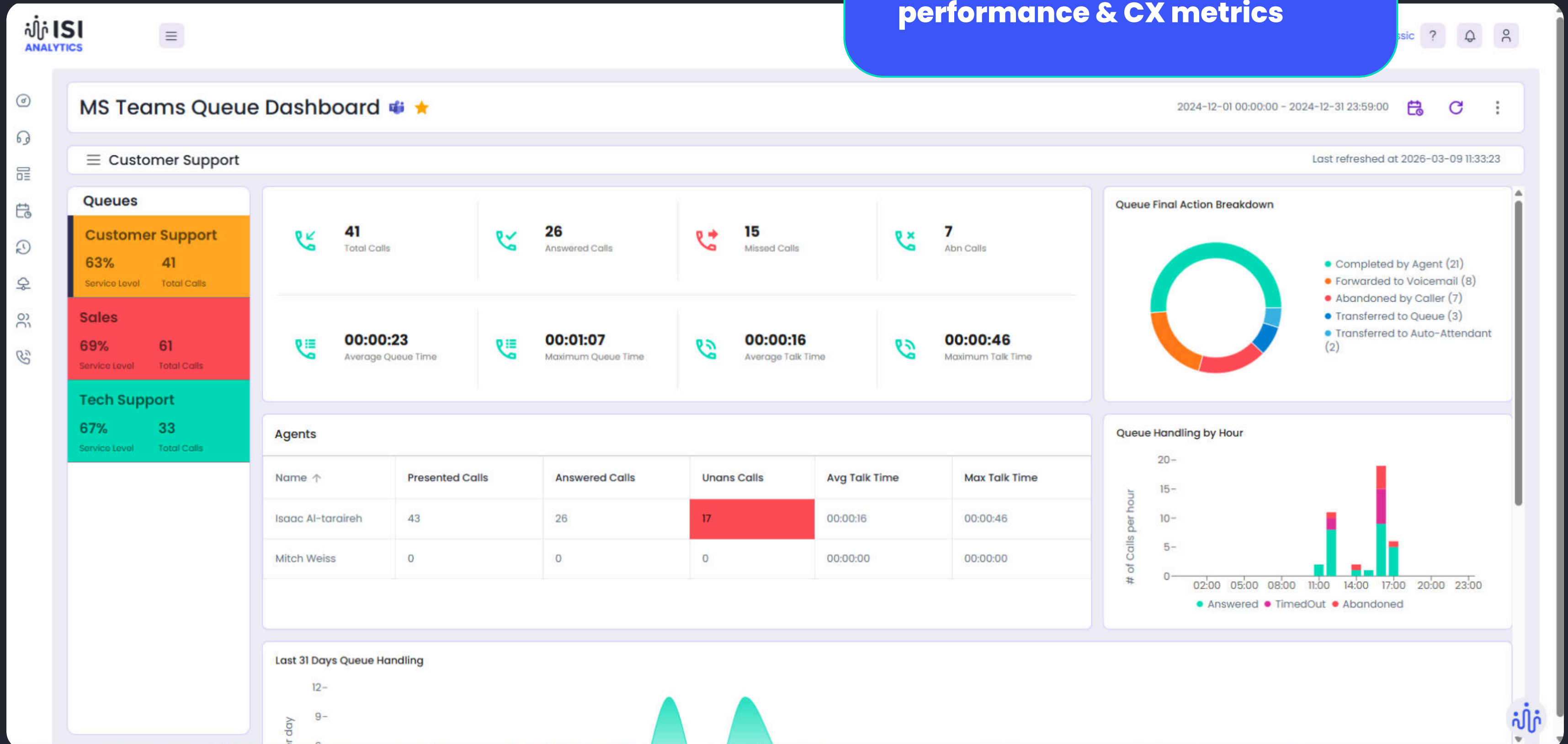
Queue  
Analytics  
for Microsoft Teams  
& Webex Calling  
Customer Assist

## Key Product Screenshots

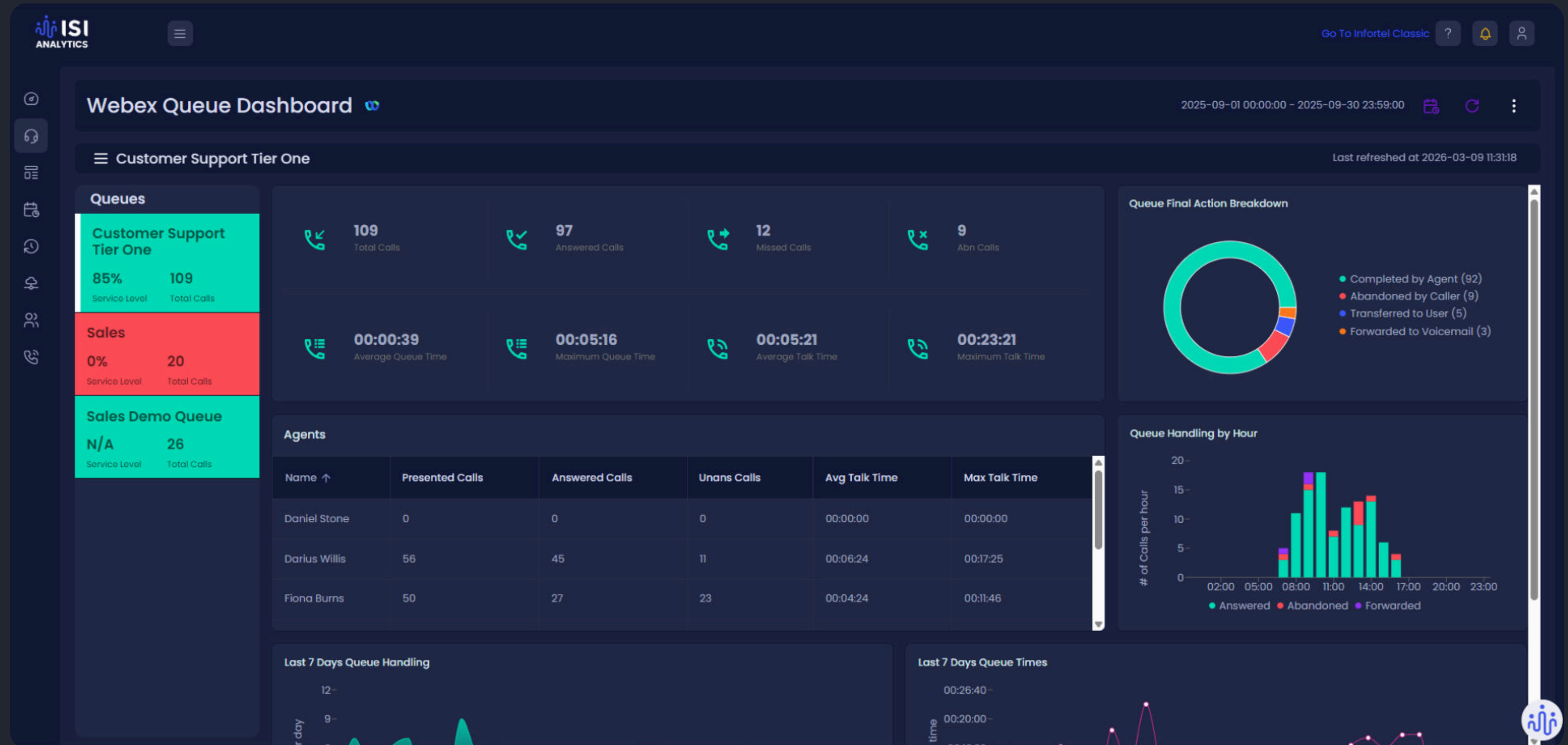
**A representative set of core dashboards and drill-down views illustrating how supervisors and operations teams monitor, analyze, and improve customer experience across voice queues.**

# Queue Analytics Overview Dashboard

A consolidated view of queue performance & CX metrics



# Dark Mode Dashboard Showing Core CX Metrics



# Agent Performance & Activity Summary

## Webex Agent Summary by Disposition

2025-12-01 - 2025-12-31

Export

	12/01/2025 - 12/31/2025							
	Total Count	Answered Count	Answered %	Missed Count	Missed %	Total Avg Talk Time	Total Max Talk Time	
▼ Adam Jones Total	56	25	44.64%	31	55.36%	0:10:07	0:43:04	
Main Scheduling	56	25	44.64%	31	55.36%	0:10:07	0:43:04	
▼ Jamie Smith Total	25	11	44.00%	14	56.00%	0:03:17	0:10:10	
Billing Support	25	11	44.00%	14	56.00%	0:03:17	0:10:10	
▼ Jennifer Harrison Total	7	1	14.29%	6	85.71%	0:00:01	0:00:01	
Cardiology Intake	7	1	14.29%	6	85.71%	0:00:01	0:00:01	
▼ Kai Lin Total	118	37	31.36%	81	68.64%	0:03:47	0:39:24	
Nurse Triage	118	37	31.36%	81	68.64%	0:03:47	0:39:24	
<b>Grand Total</b>	<b>206</b>	<b>74</b>	<b>35.92%</b>	<b>132</b>	<b>64.08%</b>	<b>0:04:18</b>	<b>0:43:04</b>	

**Agent-level performance summary including dispositions, call outcomes, and activity metrics**

# Queue Detail – Cradle-to-Grave Overview

## Microsoft Teams Queue Detail

2026-02-12 - 2026-02-12

Export

Caller	Source Action	Source	Queue	Start Time	Wait Time	Talk Time	Handling Action	Handled By
+15550141023	Transferred from Auto-Attendant	Main Line AA	Main Scheduling	02/12/2026 09:37:45 AM	00:00:33	00:01:34	Answered	Jordan Reyes
+15550142784	Inbound Call	Patient Services AA	Billing Support	02/12/2026 10:40:35 AM	00:00:00	00:00:00	Forwarded	
+15550143917	Transferred from Auto-Attendant	Patient Services AA	Nurse Triage	02/12/2026 11:40:12 AM	00:00:00	00:00:00	Forwarded	
+15550144482	Transferred from Auto-Attendant	Main Line AA	Cardiology Intake	02/12/2026 11:40:44 AM	00:00:06	00:00:31	Answered	Ava Coleman
+15550145609	Transferred from Auto-Attendant	Patient Services AA	Main Scheduling	02/12/2026 11:46:54 AM	00:00:04	00:02:50	Answered	Jordan Reyes
 +15550146731	Transferred from Auto-Attendant	<b>Main Line AA</b>	<b>Billing Support</b>	02/12/2026 12:06:03 PM	00:00:24	00:12:25	Answered	<b>Tara Whitfield</b>
+15550147845	Transferred from Auto-Attendant	Patient Services AA	Main Scheduling	02/12/2026 03:31:44 PM	00:00:28	00:06:54	Answered	Marcus Ellington
+15550148910	Transferred from Auto-Attendant	AA	Nurse Triage	02/12/2026 05:39:47 PM	00:05:16	00:00:00	Forwarded	
+15550149023	Transferred from Auto-Attendant	AA	Main Scheduling	02/12/2026 05:45:47 PM	00:02:16	00:03:34	Answered	Marcus Ellington
+15550149136	Transferred from Auto-Attendant	AA	Billing Support	02/12/2026 09:06:39 AM	00:00:36	00:00:06	Answered	Ava Coleman
+15550149249	Transferred from Auto-Attendant	AA	Main Scheduling	02/12/2026 01:10:05 PM	00:00:18	00:01:00	Answered	Tara Whitfield
+15550149362	Transferred from Auto-Attendant	AA	Cardiology Intake	02/12/2026 02:43:42 PM	00:04:41	00:04:42	Answered	Ava Coleman
+15550146910	Transferred from Auto-Attendant	Patient Services AA	Main Scheduling	02/12/2026 03:54:02 PM	00:05:16	00:00:00	Forwarded	

**Drill into individual call details**

250 500 1000

1

# Call Details Dashboard

### Call Details

Details Presented Agents Transfer Path

Call Origination	Queue Details	Call Completion
Call Original Start Time: 02/12/2026 05:39:35 PM	Caller Interaction Time: 00:00:00	Call End Time: 02/12/2026 05:45:28 PM
Call Direction: Inbound	Transfer Depth: 1	Caller Final Interaction Time: 00:05:52
Caller: <b>Phone Number:</b> +15550145609 <b>Caller ID Name:</b> Unavailable	Start Time: 02/12/2026 05:39:47 PM	Call Final Transfer Depth: 2
Call Original Destination: <b>Type:</b> Auto-Attendant <b>Name:</b> Main Line AA <b>Phone Number:</b> +13125550194 <b>Extension:</b> +13125550194 <b>Teams Location:</b> Main Site	Source Action: Transferred from Auto-Attendant	Call Final Action: Caller left Voicemail
	Source: <b>Type:</b> Auto-Attendant <b>Name:</b> Main Line <b>Phone Number:</b> +147523250 <b>Extension:</b> +1847583250 <b>Teams Location:</b> Main Site	Call Final Destination: <b>Type:</b> Queue <b>Name:</b> Billing Support <b>Phone Number:</b> +18477065092 <b>Extension:</b> +18477065092
	Queue: <b>Type:</b> Queue <b>Name:</b> Billing Support <b>Phone Number:</b> +18477065092 <b>Extension:</b> +18477065092 <b>Teams Location:</b> Main Site	
	Wait Time: 00:05:16	
	Disposition: Missed	
	Handling Action: Forwarded	
	Handled By: <b>Type:</b> None	
	Answer Time: 01/01/0001 12:00:00 AM	
	Talk Time: 00:00:00	
	Final Action: Forwarded to Voicemail	

**View call origination, queue detail & call completion info**

# Full Call Transfer Path Drill-Down

Call Details ×

Details Presented Agents **Transfer Path**

Start Time	Source	Destination	Wait Time	Handling Action	Handled By	Talk Time	Final Action	Final Destination	Total Time
02/12/2026 09:41:12 AM	+15550145609	Main Line AA	00:00:00	Answered	Main Line AA	00:00:12	Transferred to Queue	Scheduling Queue	00:00:12
02/12/2026 09:41:24 AM	Main Line AA	Scheduling Queue	00:01:47	Answered	Scheduling Agent - L.Carter	00:03:26	Answered by Agent	Scheduling Agent - L.Carter	00:03:26

**See the full call transfer path**

# Missed Calls & Voicemail Outcomes

Missed Calls										
2024-12-01 00:00:00 - 2024-12-31 23:59:00										
Caller	Source Action	Source	Queue	Start Time	Wait Time	Talk Time	Handling Action	Handled By	Final Action	Final Destination
+15550141023	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:02:49 PM	00:00:08	00:00:00	Abandoned		Abandoned by Caller	
+15550142784	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:03:46 PM	00:01:04	00:00:00	TimedOut		Forwarded to Voicemail	Tara Whitfield
+15550143917	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:06:57 PM	00:01:05	00:00:00	TimedOut		Forwarded to Voicemail	Marcus Ellington
+15550144482	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:09:25 PM	00:01:04	00:00:00	TimedOut		Forwarded to Voicemail	Ava Coleman
+15550145609	Inbound Call	+18155458429	Customer Support	12/10/2024 04:15:38 PM	00:01:07	00:00:00	TimedOut		Forwarded to Voicemail	Jordan Reyes
+15550146731	Inbound Call	+18155458429	Customer Support	12/10/2024 04:21:23 PM	00:01:07	00:00:00	TimedOut		Forwarded to Voicemail	Ava Coleman
+15550141023	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:31:46 PM	00:00:09	00:00:00	Abandoned		Abandoned by Caller	
+15550142784	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:39:25 PM	00:00:09	00:00:00	Abandoned		Abandoned by Caller	
+15550143917	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:40:44 PM	00:01:05	00:00:00	TimedOut		Forwarded to Voicemail	Tara Whitfield
+15550144482	Transferred from Auto-Attendant	AAI	Customer Support	12/10/2024 04:53:19 PM	00:00:09	00:00:00	Abandoned		Abandoned by Caller	
+15550145609	Transferred from Auto-Attendant	AAI	Customer Support	12/12/2024 12:02:33 PM	00:01:05	00:00:00	TimedOut		Forwarded to Voicemail	Marcus Ellington
+15550142784	Transferred from Auto-Attendant	AAI	Customer Support	12/12/2024 12:10:57 PM	00:00:08	00:00:00	Abandoned		Abandoned by Caller	
+15550143917	Transferred from Auto-Attendant	AAI	Customer Support	12/12/2024 12:16:35 PM	00:01:05	00:00:00	TimedOut		Forwarded to Voicemail	Tara Whitfield
+15550144482	Transferred from Auto-Attendant	AAI	Customer Support	12/12/2024 02:17:42 PM	00:00:08	00:00:00	Abandoned		Abandoned by Caller	
+15550145609	Transferred from Auto-Attendant	AAI							Abandoned by Caller	

**List of missed, voicemail-completed, and abandoned interactions with corresponding queue and routing details**

# Standard Report Templates Library

Prebuilt templates for reporting on queue performance, agent activity, and call outcomes

The screenshot displays the ISI Analytics interface for report templates. A modal window titled "Standard Templates" is open, listing various prebuilt templates. The background interface includes a sidebar with navigation icons, a search bar, and a list of templates under "My Saved Templates" and "Templates Shared With Me".

**Standard Templates**

- handled by the Queue or Agents.
- Microsoft Teams Queue Detail**  
The Microsoft Teams Queue Detail template provides call-by-call detail of activity within call queues. Use this template to understand the flow of calls into the queue and how they were handled.
- Microsoft Teams Queue Summary by Final Action**  
The Microsoft Teams Queue Summary by Final Action template provides an overview of how calls ended in the Queue (Ex Completed by Agent, Forwarded to Queue, Transferred to User).
- Microsoft Teams Queue Summary by Handling Type**  
The Microsoft Teams Queue Summary by Handling Type template provides an overview of how calls were handled by the Queue or Agents (Ex Answered, Timed Out, Overflowed).
- Webex Agent Detail**  
The Webex Agent Detail template provides a detailed view of all of an Agent's call. This includes calls that were presented by a Queue as well as calls they received directly and placed.
- Webex Agent Summary by Disposition**  
The Agent Summary by Disposition provides an overview on if Agents are Answering or Missing calls.
- Webex Queue Daily & Hourly Trend by Handling Action**  
Webex Queue Daily & Hourly Trend by Handling Action template provides a trend of calls answered by day and hour showing how they were handled by the Queue or Agents.
- Webex Queue Detail**  
The Webex Queue Detail template provides call-by-call detail of activity within call queues. Use this template to understand the flow of calls into the queue and how they were handled.
- Webex Queue Summary by Final Action**  
The Webex Queue Summary by Final Action template provides an overview of how calls ended in the Queue (Ex Completed by Agent, Forwarded to Queue, Transferred to User).
- Webex Queue Summary by Handling Action**  
The Webex Queue Summary by Handling Action template provides an overview of how calls were handled by the Queue or Agents (Ex Answered, Timed Out, Overflowed).

Cancel



# Customize Queue Detail View – Microsoft Teams

**ISI ANALYTICS** Go To Infortel Classic ? 🔔 👤

## Customize Microsoft Teams Queue Detail

🏠 > My Saved Templates > Customize Microsoft Teams Queue Detail

**Fields** | **Filters** | **General** Run Now Save As Preview

Group By  Columns

Search

Queue Details

- Queue Source Type ⓘ
- Queue Source ⓘ
- Queue Start Time ⓘ
- Queue End Time ⓘ
- Queue Time ⓘ
- Talk Time ⓘ
- Queue ⓘ
- Agent ⓘ
- Presented Agents ⓘ
- Queue Disposition ⓘ
- Queue Handling Type ⓘ

Add Column(s)

Groups: Drag or add data elements from

Columns: Drag or add data elements from the column list onto the surface below to include in the reports column.

×	×	×	×	×	×	×	×	×	×
Caller	Queue Source Type	Queue Source	Queue	Queue Start Time	Queue Time	Talk Time	Queue Disposition	Queue Handling Type	Queue Handling
📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute	📎 Attribute

# Customize Queue Summary – Webex (Final Action Filters)

ISI ANALYTICS

Go To Infortel Classic ?

## Customize Webex Queue Summary by Final Action

My Saved Templates > Customize Webex Queue Summary by Final Action

Summaries **Filters** General

Run Now Save As Preview

Search

**Leg Details**

- Source Action
- Source
- Queue
- Disposition
- Handling Action
- Final Action
- Final Destination

**Call Origination**

- Call Direction

**Applied Filters** Clear All

- Queue equals Sales Sales Demo Queue Customer Support Tier One
- Final Action equals Transferred to Webex Contact Center Transferred to Voicemail

**Filtering interface for Webex queue summaries, including queue selection and final call action criteria**

# Queue Summary by Final Action – Webex

## Webex Queue Summary by Final Action

2025-12-01 - 2025-12-31

Export

	12/01/2025 - 12/31/2025									
	Service Level	Total Count	Abandoned by Caller Count	Completed by Agent Count	Forwarded to Voicemail Count	Transferred to User Count	Total Avg Talk Time	Total Max Talk Time	Total Avg Wait Time	Total Max Wait Time
Customer Support Tier One	77.00%	87	8	66	6	7	0:05:53	0:43:04	0:00:49	0:05:16
Sales	0.00%	25	0	0	25	0	0:00:00	0:00:00	0:00:00	0:00:00
Grand Total	59.81%	112	8	66	31	7	0:02:56	0:43:04	0:00:24	0:05:16

**Summary of service levels, call counts, outcomes, talk times, and wait times grouped by final action category**