Analytics Glossary - Admin Panel

Purpose: Provide clear meanings for terms used in SimboConnect analytics.

Terms

- **Call Volume:** Number of calls received in a period.
- **Weekday Average:** Average calls for a weekday across the selected period.
- **Hourly Average:** Average calls for a specific hour of day across the selected period.
- **Daily Call Volume:** Total calls on each calendar day.
- **Call Bifurcation:** Distribution of call reasons.
- **Call Assignment:** Number of calls assigned to a user.
- **NA:** Calls not assigned to a single user and handled by the team.
- **Call Closure Time:** Time from opening a request to closing it.
- **Call Closer:** The user who completed and closed the request.
- **Transferred:** Calls transferred by Copilot to one number or team.
- **Picked Up:** Calls answered by a destination.
- **Not Answered:** Calls that were not picked up.
- **Handle Time:** Time spent speaking with the caller during a call.

Tips and good practices

- Use the same terms in team meetings and training.
- If your practice uses custom reason names, keep a short index so everyone reads charts the same way.

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