

# **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Work with Genesys CX Insights Reports

Callback Summary Report

### Contents

- 1 Understanding the Callback Summary Report
- 2 Prompts for the Callback Summary Report
- 3 Attributes used in the Callback Summary Report
- 4 Metrics used in the Callback Summary Report





- Administrator
- Supervisor

Analyze overall callback success rates in your contact center by reviewing the volume of callback calls, success rates, resulting savings, and customer wait times.

#### **Related documentation:**

- •
- •
- .
- •

#### RSS:

• For private edition

The (**Callback** folder) Callback Summary Report shows, at a glance, the number and percentage of offered callbacks that were successful, versus how many were declined, canceled, or abandoned.

Understanding the Callback Summary Report

enant	Que	ue	Day	Calll	oack Type		Callback (	Offer Type		Channel	Offered	Accepted	Accepted Wait for Agent	Accep Schedu	ted A	ccepted mediate	Declined	% Decline
				SCHE	OULED	COMBINE		_AND_WAIT_FOR		IVR	1	1	0		1	0	0	0.00
			2016-08-10	UNKN	OWN	SCHEDUL			IVR 1	0	0	1	0	0	0	100.00		
					FOR_AGENT			_AND_WAIT_FOR	AGENT	IVR	7	7	7		0	0	0	0.0
						COMBINE	D. SCHEDULED	AND WAIT FOR	AGENT	IVR	13	0	0		0	0	13	100.0
1					(	Cal	lbad	ck S	un	nm	ary	/R	epc	rt				
Declined	% Declined	Attempt	ted Custo	hatra	% Customer	% Canceled	% Abandoned	Successful	% Success		% uccessful	Saved Time (Fmt)	Avg Saved Time	Money Saved	Avg Money Saved	Attempt	t Attemp	t Atte
0	0.00%		1	1	100.00%	0.00%	0.00%	1	100.0	N%	0.00%	00:00:00	(Fmt) 00:00:00	0	0.00	1		0
0			1	0	0.00%	100.00%	0.00%	0	0.0		100.00%	00:00:00	00:00:00	0	0.00			0
1	100.00%		0	0	0.00%	0.00%	0.00%	0	0.0	0%	0.00%	00:01:07	00:00:00	0	0.00	0	) (	0
0	0.00%		7	3	42.86%	0.00%	0.00%	3	42.8	6%	57.14%	00:00:00	00:00:00	0	0.00	2	2	1
K	epc Avg Saved	Money	Avg Money	Attempt	Attempt	Attempt	Aπempt .	Time To Abando Waiting For Age		Max Tin	ne To aiting For		o Abandon or Agent	Time To	Wait	Max Time Wait For A		
R	Avg			Attempt 1	Attempt 2	Attempt 3					aiting For	Waiting I		Time To	Wait	Max Time	gent Wa	ait For
-00	Avg Saved Time (Fmt)	Money Saved	Money Saved	1	2 0	3	4 0	Waiting For Age (Fmt)	ent Ab	andon Wa	eiting For Fmt)	Waiting I	oo:00:00	Time To For Ag (Fm	Wait jent t)	Max Time Wait For A (Fmt)	gent Wa	(Fmt
0:00	Avg Saved Time (Fmt) 00:00:00	Money Saved	Money Saved 0.00 0.00	1 0	0 0	0 0	4 0	Waiting For Age (Fmt) 00:00	ent Ab	andon Wa	oo:oo:oo	Waiting I	oo:00:00 00:00:00	Time To For Ag (Fm	Wait lent t) ::00:11 ::00:00	Max Time Wait For A (Fmt)	gent Wa 00:11 00:00	(Fmt
0:00	Avg Saved Time (Fmt) 00:00:00 00:00:00	Money Saved	0.00 0.00 0.00	1 0 0	0 0	0 0	Attempt 4	Waiting For Age (Fmt) 00:00 00:00	ent Ab	andon Wa	00:00:00 00:00:00 00:00:00	Waiting I	00:00:00 00:00:00 00:00:00	Time To For Ag (Fm	Wait jent t)::00:11::00:00::00::00::00::00::00::00:	Max Time Wait For Ai (Fmt)	gent Wa 00:11 00:00 00:00	(Fmt
0:00	Avg Saved Time (Fmt) 00:00:00	Money Saved	Money Saved 0.00 0.00	1 0	0 0	0 0	4 0	Waiting For Age (Fmt) 00:00	9:00 9:00 9:00	andon Wa	oo:oo:oo	Waiting I	oo:00:00 00:00:00	Time To For Ag (Fm	Wait lent t) ::00:11 ::00:00	Max Time Wait For A (Fmt) 00: 00: 00:	gent Wa 00:11 00:00	oc (Fmt
0:00 0:00 0:01:07 0:00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00	Money Saved	0.00 0.00 0.00 0.00	1 0 0 2	0 0 0	0 0	0 0 0 0 0 0	Waiting For Age (Fmt) 00:00 00:00 00:00	ent Ab	andon Wa	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00	Time To For Ag (Fm	Wait jent t) ::00:11 ::00:00 ::00:35	Max Time Wait For A (Fmt) 003 003	gent Wa 00:11 00:00 00:00 00:13	oco
0:00 0:00 0:01:07 0:00:00 0:00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00	Money Saved	0.00 0.00 0.00 0.00 0.00 0.00	1 1 0 0 0 2 0 0	0 0 0 1 0	0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt) 00:00 00:00 00:00 00:00	ent Ab	andon Wa	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm 00 00 00 00 00 00 00 00 00 00 00 00 00	0 Wait ent t) ::00:11 ::00:00 ::00:00 ::00:35 ::00:00	Max Time Wait For A (Fmt) 003 003 003	gent Wa 00:11 00:00 00:00 00:13 00:00	00 00 00 00
00 0:00 :01:07 0:00:00 0:00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00	Money Saved	0.00 0.00 0.00 0.00 0.00 0.00 0.00	1 0 0 2 0	0 0 0 1 0 0	0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00  00:00  00:00  00:00  00:00  00:00	Ab:	andon Wa	00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm 00 00 00 00 00 00 00 00 00 00 00 00 00	Wait gent t): :00:11::00:00::00::00::00::00::00::00:	Max Time Wait For A (Fmt) 003 003 003 003	gent Wa 00:11 00:00 00:00 00:13 00:00 00:00	00 00 00 00 00 00 00 00 00 00 00 00 00
0:00 0:00 0:01:07 0:00:00 0:00:00 1:23:12	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved	0.00 0.00 0.00 0.00 0.00 0.00 0.00	1 1 0 0 0 2 0 0 0 3	2 0 0 0 1 0 0 0 1 1	0 0 0 0 0	4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00  00:00  00:00  00:00  00:00  00:00  00:00	2:00 2:00 2:00 2:00 2:00 2:00 2:00 2:00	andon Wa	00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00	Time To For Ag (Fm 00 00 00 00 00 00	0 Wait lent t) ::00:11 ::00:00 ::00:00 ::00:00 ::00:00 ::00:00	Max Time Wait For A (Fmt) 003 003 003 003 003 003	gent Wa 00:11 00:00 00:00 00:13 00:00 00:00 00:13	00 00 00 00 00 00 00 00 00 00 00 00 00
000 0:00 0:01:07 0:00:00 0:00:00 :23:12 00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved	Money Saved  0.00  0.00  0.00  0.00  0.00  0.00  0.00  0.00  0.00  0.00  0.00	1 1 0 0 0 2 0 0 0 3 0 0 0	2 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0	3 · · · · · · · · · · · · · · · · · · ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00  00:00	Ab.  3:00  3:00  3:00  3:00  3:00  3:00  3:00  3:00  3:00  3:00  3:00	andon Wa	00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm 00 00 00 00 00 00 00 00 00 00 00 00 00	Wait lent t)	Max Time Wait For A (Fmt) 003 003 003 003 003 003 003 003 003	00:11 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00	00 00 00 00 00 00 00 00 00 00 00 00 00
0:00 0:00 0:00:00 0:00:00 0:00:00 23:12 00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 0 0 0 0 0 0 0 0 0 0 0 0 1	2 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0	3 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Abs	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm 00 00 00 00 00 00 00 00 00 00 00 00 00	Wait elent t) :00:11 :00:00 :00:00 :00:05 :00:00 :00:00 :00:00 :00:00 :00:00 :00:00	Max Time Wait For A (Fmt)  003  003  003  003  003  003  003  0	9 Wa 00:11	00 00 00 00 00 00 00 00 00 00 00 00 00
.00 0.00 :01:07 0:00:00 0:00:00 :23:12 00:00 1:44	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Abs	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm	Wait tent 1000011 1000000 1000000	Max Time Wait For A (Fmt) 003 003 003 003 003 003 003 003 003 00	9999 Wa	000 000 000 000 000 000 000 000 000 00
00 0.00 0.00 0.00.00 0.00.00 0.00.00 1.23:12 00.00 1.44 00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved  O O O O O O O O O O O O O O O O O O	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Abs	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm 00 00 00 00 00 00 00 00 00 00 00 00 00	Wait tent to 000000 000000 000000 000000 000000 0000	Max Time Wait For A (Fmt) 003 003 003 003 003 003 003 003 003 00	9999 Wa	000 000 000 000 000 000 000 000 000 00
.000 .001:07 .000:00 .000:00 .23:12 .000 .444 .00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	About	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm 00 00 00 00 00 00 00 00 00 00 00 00 00	Wait tent (1) (1) (2) (2) (2) (2) (2) (2) (2) (2) (2) (2	Max Time Wait For A (Fmt)  003  003  003  003  003  003  003  0	Waite	00 00 00 00 00 00 00 00 00 00 00 00 00
00 0.00 0.00 0.00.00 0.00.00 0.00.00 1.23:12 00.00 1.44 00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved  O O O O O O O O O O O O O O O O O O	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Aborem Ab	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Act (Fm	Wait tent to 000000 000000 000000 000000 000000 0000	Max Time Wait For A (Fmt)  003  003  003  003  003  003  003  0	9999 Wa	CFmth
000 0000 001:07 0:00:00 0:00:00 1:23:12 00:00 1:44 00 00 00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Abs 3:00 3:00 3:00 3:00 3:00 3:00 3:00 3:0	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	600.0000000000000000000000000000000000	Time To For Act (Fm	Wait tent t)	Max Time Wait For A (Fmt)  003  003  003  003  003  003  003  0	Waite	Control of the contro
00 00:00 00:00 00:00 0:00:00 23:12 00:00 1:44 00 00:00 00:00	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Abs 3:00 3:00 3:00 3:00 3:00 3:00 3:00 3:0	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Time To For Ag (Fm	Wait tent (t)	Max Time Wait For A (Fmt)  003  003  003  003  003  003  003  0	00:11 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00	Control of the contro
00 00:00 00:00 00:00 0:00:00 23:12 00:00 1:44 00 0:00 0:00 0:00 0:00:00 0:09:28	Avg Saved Time (Fmt) 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Money Saved  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Money Saved  0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 · 0 ·	Attempt 4  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Waiting For Age (Fmt)  00:00	Abs 3:00 3:00 3:00 3:00 3:00 3:00 3:00 3:0	andon Wa	aiting For Fmt)  00:00:00  00:00:00  00:00:00  00:00:00	Waiting I	600 Agent (100 Agent) (100 Age	Time To For Ag (Fm) 00 00 00 00 00 00 00 00 00 00 00 00 00	Wait tent t)	Max Time Wait For A (Fmt)  003  003  003  003  003  003  003  0	Waite	Control of the contro

This report provides detailed information about callbacks that were processed by the contact center, allowing you to analyse callback performance based on nearly thirty metrics, including:

- Total number of accepted, declined, attempted, connected, cancelled, abandoned, and successful callbacks.
- Percentages of callbacks that were successful, unsuccessful, declined, or connected.
- Savings resulting from callbacks, including the total amount time and money saved and the average time and money saved per callback.

• The number of attempts made to complete callbacks, the time customers spent waiting for an agent, and time customers waited before abandoning a call.

To get a better idea of what this report looks like, view sample output from the report:

HRCXICallbackSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

### Prompts for the Callback Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue	Optionally, select a queue on which to report.
Channel	Optionally, select a media channel on which to report.
Callback Type	Optionally, select the Callback Type to include in the report—for example, IMMEDIATE, WAIT_FOR_AGENT, SCHEDULE.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Minute Price	Enter a per-minute price, which is used to calculate cost savings.

## Attributes used in the Callback Summary Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Queue	This attribute enables data within the reporting interval to be organized based on the type of the virtual queue
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Callback Type	This attribute enables data to be organized based

Attribute	Description
	on the type of callback.
	Values: {IMMEDIATE,WAIT_FOR_AGENT, SCHEDULE}
	This attribute enables data to be organized based on the type of callback offer that was presented to the customer.
	Values: {SCHEDULED, WAIT_FOR_AGENT, COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT} For example:
Callback Offer Type	<ul> <li>During off-hours, only the scheduled option is available.</li> </ul>
	<ul> <li>Business rules can also allow only wait_for_agent option during on-hours, or a combination of scheduled and</li> </ul>
	wait_for_agent.
Channel	This attribute enables data to be organized based on the Callback origination channel.
	Values={ivr, web}.

## Metrics used in the Callback Summary Report

Metric	Description
Offered	The total number of times that callback was offered to a customer.
Accepted	The total number of times that callbacks were accepted by a customer.
Forced Dialed	The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.
Accepted Wait for Agent	The total number of times that WAIT FOR AGENT callback was accepted by a customer.
Accepted Scheduled	The total number of times that SCHEDULED callback was accepted by a customer.
Accepted Immediate	The total number of times that IMMEDIATE callback was accepted by a customer.
Declined	The total number of customer callback offers that were declined by the customer.
% Declined	The percentage of customer callback offers that were declined by the customer.
Attempted	The total number of callback attempts, including the one that succeeded.
Customer Connected	The total number of times a customer was

Metric	Description
	connected after callback dialout, including instances where no agent was connected.
% Customer Connected	The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.
% Canceled	The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.
% Abandoned	The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.
Successful	The total number of callbacks that successfully connected the customer with an agent.
% Successful	The percentage of callbacks that successfully connected the customer with an agent.
% Unsuccessful	The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).
Saved Time (Fmt)	The amount of call time (HH:MM:SS) that was saved because of callback.
Avg Saved Time (Fmt)	The average amount of call time (HH:MM:SS) that was saved because of callback.
Money Saved	The amount of money saved due to callback, calculated based on the Minute Price.
Avg Money Saved	The average amount of money that was saved per callback.
Attempt 1	The total number of callback connections that were successfully completed on the first callback attempt.
Attempt 2	The total number of callback connections that were successfully completed on the second callback attempt.
Attempt 3	The total number of callback connections that were successfully completed on the third callback attempt.
Attempt 4	The total number of callback connections that were successfully completed on the forth callback attempt.
Time To Abandon Waiting For Agent (Fmt)	After successful callback, the total amount of time (HH:MM:SS) all customers spent waiting for agents before abandoning the call.
Max Time To Abandon Waiting For Agent (Fmt)	After a successful callback, the maximum amount of time (HH:MM:SS) any customer spent waiting before abandoning the call.

Metric	Description
Avg Time To Abandon Waiting For Agent (Fmt)	After successful callback, the average amount of time (HH:MM:SS) customers spent waiting for agents before abandoning the call.
Time To Wait For Agent (Fmt)	After successful callbacks, the total amount of time (HH:MM:SS) all customers spent waiting for an agent.
Max Time To Wait For Agent (Fmt)	After a successful callback, the maximum amount of time (HH:MM:SS) any customer spent waiting for an agent.
Avg Time To Wait For Agent (Fmt)	After a successful callback, the average amount of time (HH:MM:SS) a customer spent waiting for an agent.