



Service Cloud Voice Performance Metrics Guide

Salesforce, Spring '26



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CONTENTS

Check Voice Channel Performance	1
Create a Custom Report to See Voice Performance Trends	1
Key Voice Performance Metrics	2

CHECK VOICE CHANNEL PERFORMANCE

Identify anomalies in your contact center and fix them on your own with documentation.

This feature is available with these telephony models.

Service Cloud Voice with Amazon Connect	Service Cloud Voice with Partner Telephony from Amazon Connect	Service Cloud Voice with Partner Telephony
✔	✔	✔

Evaluate the performance of your voice channel by adding two new Voice objects to your custom report types. Spot trends on disconnected calls missed calls by agents, call error rates, and other call actions to diagnose and resolve common Voice issues.

Attributes on voice calls are stored in the two new Voice objects, Voice Channel Interaction Event and Voice Channel Interaction Detail Event. Admins can run reports to identify the root causes of contact center issues, and support managers can run reports to see call error descriptions. Additionally, developers can use the Developer Console to see the same data, but they can't create, update, or delete the data via the API.

Important: Some metrics are only available for Service Cloud Voice with Amazon Connect. All data for the new Voice objects are deleted after 30 days.

Note: Some metrics tracked in Voice performance reports may be a result of agent behavior or improper Voice configuration. For example, agents may open Voice in multiple browser tabs, causing their statuses to become out of sync, even though it's recommended in Salesforce Help for them not to open Voice in multiple browser tabs.

[Create a Custom Report to See Voice Performance Trends](#)

Reports give you access to your Voice channel performance data, which you can examine in almost infinite combinations.

[Key Voice Performance Metrics](#)

After you create a custom report type that includes the new Voice objects, you can run a report and filter specific fields and columns to answer questions about how your Voice channel is doing.

USER PERMISSIONS

To create, update, and delete custom report types:

- Create and Customize Reports AND Manage Custom Report Types AND Modify All Data

To view Voice channel performance data

- Contact Center Admin Permission set

Create a Custom Report to See Voice Performance Trends

Reports give you access to your Voice channel performance data, which you can examine in almost infinite combinations.

Create a custom report type that includes the new Voice objects:

- Voice Channel Interaction Event
- Voice Channel Interaction Detail Event

Then run a report from the new custom report type, and filter Voice fields and report columns to see specific trends.

USER PERMISSIONS

To create report types:

- Create and Customize Reports AND Manage Custom Report Types

To view Voice channel performance data

- Contact Center Admin Permission set

Report: Service Cloud Voice Metrics
Service Cloud Voice Metrics
 Service cloud voice metrics

Detail Type	Value	Message	Metric Detail User ID: User ID	Source Type	Event Timest...
callFailedToConnectDurationSeconds (36)	0.584 (1)	- (1)	005S7000000VtXW	Agent Missed Call	7/12/2023, 3:02 PM
		Subtotal			
	0.719 (1)	- (1)	005S7000000VtXW	Agent Missed Call	7/12/2023, 3:02 PM
		Subtotal			
	0.917 (1)	- (1)	005S7000000VtXW	Agent Missed Call	7/12/2023, 2:59 PM
		Subtotal			
	11.44 (1)	- (1)	005S7000000VtXW	Agent Missed Call	7/5/2023, 10:19 PM
		Subtotal			
	14 (7)	- (7)	005S7000000VtXv	Agent Missed Call	6/4/2023, 10:42 AM
			005S7000000VtXv	Agent Missed Call	6/4/2023, 10:42 AM
			005S7000000VtXv	Agent Missed Call	6/4/2023, 10:42 AM
			005S7000000VtXv	Agent Missed Call	6/4/2023, 10:42 AM
			005S7000000VtXv	Agent Missed Call	6/4/2023, 10:42 AM
			005S7000000VtXv	Agent Missed Call	6/4/2023, 10:42 AM

Row Counts Detail Rows Subtotals Grand Total

Note: To view VoiceCall attributes in a custom report, add the polymorphic lookup attributes on Source, labeled Metric Source Voice Call ID, of the Voice Channel Interaction Event object.

Key Voice Performance Metrics

After you create a custom report type that includes the new Voice objects, you can run a report and filter specific fields and columns to answer questions about how your Voice channel is doing.

These are the key metrics and errors collected in the new Voice objects that you can add to Voice custom reports to help you understand Voice performance. They are values in the Source Type report field.

- Disconnected calls
- Calls missed by agents
- Agent status sync
- Service degradation
- Call quality degradation
- Transcript not found
- Voice routing error
- Voice call data sync error
- Voice call field value error
- Voice call time to assign

For each key metric or error above, these details appear with values from which you can group data. They are values in the Detail Type report field.

- Error
- Disconnect reason
- Mean Opinion Score (MOS) code
- Call failed to connect reason
- Call failed to connect duration seconds
- Status sync reason
- Transcript not found reason
- Voice call field value error reason
- Call time to assign seconds



Note: To view the status of the Service Cloud Voice service in real time, visit the Salesforce trust site at status.salesforce.com and select your Salesforce instance. On the Current Status tab, look for Service Cloud Voice in the list of services.