What is claimed is:

1. A method for reporting metrics relating to customer calls, the method being implemented by at least one processor, the method comprising:

receiving, by the at least one processor and from a first customer, a single service request call;

assigning, by the at least one processor, a single customer service agent to handle the single service request call sent by the first customer;

determining, by the at least one processor, a plurality of software applications that are to be used by the single customer service agent for responding to the single service request call, the single service request call including a plurality of requests of different types, wherein the plurality of software applications addresses the plurality of requests of different types included in the single service request call;

monitoring, by the at least one processor, the single service request call in order to obtain information relating to a timing of the single service request call, events that occur during the single service request call, and at least one output of the plurality of software applications, wherein the timing includes a hold time and idle time;

when the single service request call is completed, determining, by the at least one processor and for each of the plurality of software applications used by the single customer service agent during servicing the first customer during the single service request call, at least one call-specific metric for a respective software application based on the information obtained as a result of the monitoring; and

reporting, by the at least one processor and for each of the plurality of software applications used by the single customer service agent during the servicing of the first customer during the single service request call, the determined at least one call-specific metric to a central repository.

2. The method of claim 1, wherein the at least one call-specific metric includes at least one from among a hold time, a talk time, an average handling time, a call intent, a call disposition, a speed to answer, a number of calls abandoned, a number of calls dropped, a number of calls handled, an average after-call work time, a percentage of calls held, an average duration of calls held, an after-call work percentage of average time, a number and percentage of calls transferred, a number and percentage of calls conferenced, a combined percentage of transferred or conferenced calls, service level

percentages, a number of transfers, an idle time, a call count, a type of servicing software application used for each service request during the call per specialist segment and team leader, and a number of call recordings.

3. The method of claim 1, further comprising identifying the customer service agent that is assigned to handle the single service request call, and calculating at least one agent-specific metric based on the determined at least one call-specific metric and previously stored agent-specific metric data.

4. The method of claim 3, further comprising capturing at least one metadata item that relates to the single service request call,

wherein the at least one metadata item includes at least one from among telephony data, user profile data that relates to the identified agent, an identification of each of the plurality of software applications used by the single customer service agent, and information relating to whether the identified agent performed a search function during the single service request call.

5. The method of claim 3, further comprising displaying, on a display associated with the identified customer service agent, a user interface that includes information relating to the single service request call and information relating to a historical sequence of interactions that corresponds to the first customer.

6. The method of claim 1, wherein the plurality of software applications includes a first software application that is usable for responding to a first aspect of the single service request call and at least a second software application that is usable for responding to a second aspect of the single service request call.

7. The method of claim 6, wherein the at least one call-specific metric includes a first call-specific metric that relates to the first aspect of the single service request call and at least a second call-specific metric that relates to the second aspect of the single service request call.

8. The method of claim 1, further comprising using a container software application that is designed to facilitate interactions between each of the plurality of software applications for performing the monitoring and the reporting.

9. A computing apparatus for reporting metrics relating to customer calls, the computing apparatus comprising:

a processor;

a memory; and

a communication interface coupled to each of the processor and the memory,

wherein the processor is configured to:

receive, from a first customer via the communication interface, a single service request call;

assign a single customer service agent to handle the single service request call sent by the first customer;

determine a plurality of software applications that are to be used by the single customer service agent for responding to the single service request call, the single service request call including a plurality of requests of different types, wherein the plurality of software applications addresses the plurality of requests of different types included in the single service request call;

monitor the single service request call in order to obtain information relating to a timing of the single service request call, events that occur during the single service request call, and at least one output of the plurality of software applications, wherein the timing includes a hold time and idle time;

when the single service request call is completed, determine for each of the plurality of software applications used by the single customer service agent during servicing the first customer during the single service request call, at least one call-specific metric for a respective software application based on the information obtained as a result of the monitoring; and

for each of the plurality of software applications used by the single customer service agent during the servicing of the first customer during the single service request call, report the determined at least one call-specific metric to a central repository.

10. The computing apparatus of claim 9, wherein the at least one call-specific metric includes at least one from among a hold time, a talk time, an average handling time, a call intent, a call disposition, a speed to answer, a number of calls abandoned, a number of calls dropped, a number of calls handled, an average after-call work time, a percentage of calls held, an average duration of calls held, an after-call work percentage of average time, a number and percentage of calls transferred, a number and percentage of calls conferenced, a combined percentage of transferred or conferenced calls, service level percentages, a number of transfers, an idle time, a call count, a type of servicing software application used for each service request during the call per specialist segment and team leader, and a number of call recordings.

11. The computing apparatus of claim 9, wherein the processor is further configured to identify the customer service agent that is assigned to handle the single service request call, and to calculate at least one agent-specific metric based on the determined at least one call-specific metric and previously stored agent-specific metric data.

12. The computing apparatus of claim 11, wherein the processor is further configured to capture at least one metadata item that relates to the single service request call, and

wherein the at least one metadata item includes at least one from among telephony data, user profile data that relates to the identified agent, an identification of each of the plurality of software applications used by the single customer service agent, and information relating to whether the identified agent performed a search function during the single service request call.

13. The computing apparatus of claim 11, wherein the processor is further configured to display, on a display associated with the identified customer service agent, a user interface that includes information relating to the single service request call and information relating to a historical sequence of interactions that corresponds to the first customer.

14. The computing apparatus of claim 9, wherein the plurality of software applications includes a first software application that is usable for responding to a first

aspect of the single service request call and at least a second software application that is usable for responding to a second aspect of the single service request call.

15. The computing apparatus of claim 14, wherein the at least one call-specific metric includes a first call-specific metric that relates to the first aspect of the single service request call and at least a second call-specific metric that relates to the second aspect of the single service request call.

16. The computing apparatus of claim 9, wherein the processor is further configured to use a container software application that is designed to facilitate interactions between each of the plurality of software applications for performing the monitoring and the reporting.

17. A non-transitory computer readable storage medium storing instructions for reporting metrics relating to customer calls, the storage medium comprising executable code which, when executed by a processor, causes the processor to:

receive, from a first customer, a single service request call;

assign a single customer service agent to handle the single service request call sent by the first customer;

determine a plurality of software applications that are to be used by the single customer service agent for responding to the single service request call, the single service request call including a plurality of requests of different types, wherein the plurality of software applications addresses the plurality of requests of different types included in the single service request call;

monitor the single service request call in order to obtain information relating to a timing of the single service request call, events that occur during the single service request call, and at least one output of the plurality of software applications, wherein the timing includes a hold time and idle time;

when the single service request call is completed, for each of the plurality of software applications used by the single customer service agent during servicing the first customer during the single service request call, determine at least one call-specific metric for a respective software application based on a result of the monitoring; and

for each of the plurality of software applications used by the single customer service agent during the servicing of the first customer during the single service request call, report the determined at least one call-specific metric to a central repository.

18. The storage medium of claim 17, wherein the executable code is further configured to cause the processor to identify the customer service agent that is assigned to handle the single service request call, and to calculate at least one agent-specific metric based on the determined at least one call-specific metric and previously stored agent-specific metric data.

19. The storage medium of claim 18, wherein the executable code is further configured to cause the processor to display, on a display associated with the identified customer service agent, a user interface that includes information relating to the single service request call and information relating to a historical sequence of interactions that corresponds to the first customer.

20. The storage medium of claim 17, wherein the plurality of software applications includes a first software application that is usable for responding to a first aspect of the single service request call and at least a second software application that is usable for responding to a second aspect of the single service request call.