



Call Reporting

Logging On to the Application

A screenshot of a login form titled "Please sign in with your account details". It contains three input fields: "Customer Ref" with a red error message "Please enter your customer reference.", "Email *", and "Password *". There is a "Keep me signed in" checkbox and a "Sign in" button at the bottom right. A link "Can't access your account?" is located at the bottom left.

Please sign in with your account details

Customer Ref
Please enter your customer reference.

Email *

Password *

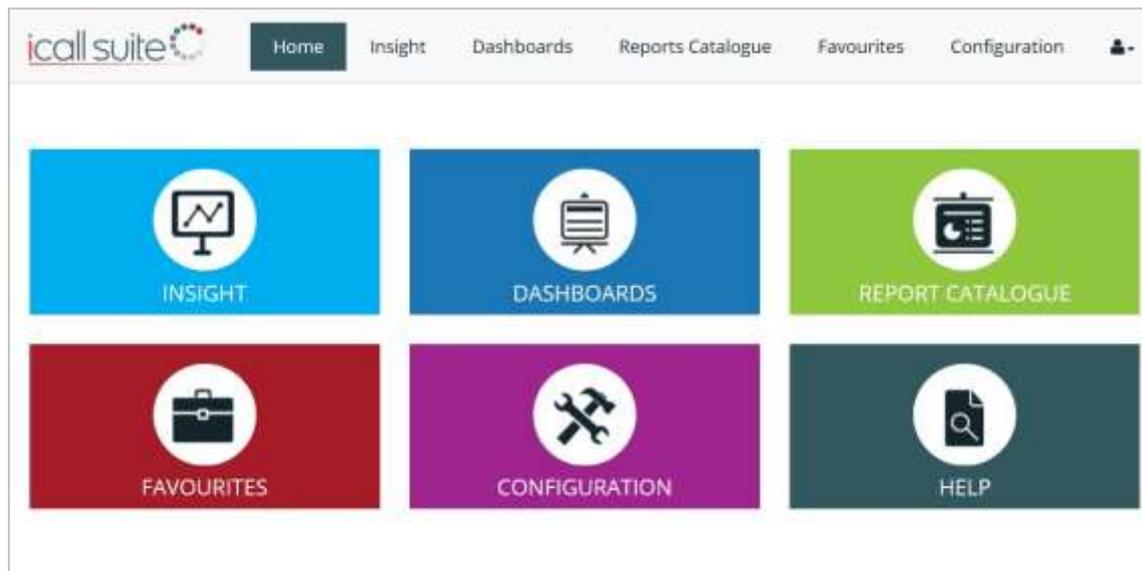
Keep me signed in

[Can't access your account?](#)

To log on visit the application portal URL, then enter your customer reference, email address and password.

Home

The Home section allows users to navigate through different sections of the software as shown in the screenshot below.



Modules will vary depending on the product purchased.

Insight

Insight is an intuitive business productivity tool enabling businesses to monitor inbound and outbound calls via pre-defined dashboards and a wallboard.

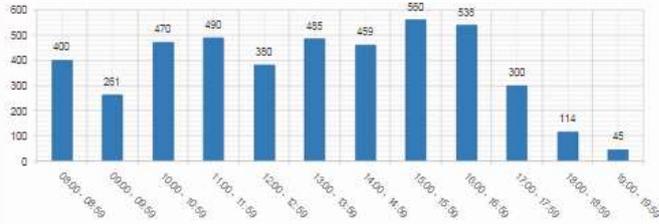
The Insight section of the software is split into multiple sections which combine live tiles and reports to provide call information on the entire business. Users are able to filter this section for a specific date and time by clicking on the date drop down which is located on the top right hand side. Users are also able to download the Insight Summary as a PDF.

INSIGHT

Yesterday 📅 📄

HOURLY INCOMING CALL DISTRIBUTION

Hourly Incoming Call Distribu ▾



PERCENTAGE ANSWERED



QUICK REPORTS

Hourly Call Activity

An overview of call information, such as total outgoing and incoming calls, over a period of 60 minutes.

Daily Call Activity

An overview of call information, such as number of outgoing and incoming calls, average talk time and missed calls, over a period of 24 hours.

Extension Call Activity

A summary of calls for each extension, including total calls, average talk time and number of missed calls by extension.

Overall Activity by DDI

A summary of calls for each DDI, including DDI name, DDI group name, total calls answered and total missed.

Missed Calls

A summary of unanswered calls by extension, including time, date and ring time.

List Calls by Date

A breakdown of all calls for all extensions, including duration of call, destination and ringtime.

Unreturned Missed Calls by Caller ID

A list of missed calls that have not been returned.

OBSERVATIONS

TOTAL CALLS

4954

TOTAL INCOMING CALLS

4543

TOTAL OUTGOING

411

TOTAL MISSED

4197

UNRETURNED MISSED

3909

BUSIEST HOUR

15:00 - 15:59

AVERAGE ANSWERTIME

24

LONGEST CALL

00:18:06

Hourly Call Distribution

This bar chart displays hourly call traffic which allows users to see which hours of the day are busiest. The bar chart drop down provides options to display hourly incoming call distribution, hourly outgoing call distribution, or hourly call distribution.

Percentage Answered

This speedometer provides the percentage of the calls answered within target response time over the total calls answered by the business.

Quick Reports

The quick reports section is a repository of report templates. Once run, the reports can be customised by the user using filters.

1. **Hourly Call Activity:** An overview of call information, such as total outgoing and incoming calls, over a period of 60 minutes.
2. **Daily Call Activity:** An overview of call information, such as number of outgoing and incoming calls, average talk time and missed calls, over a period of 24 hours.
3. **Extension Call Activity:** A summary of calls for each extension, including total calls, average talk time and number of missed calls by extension.
4. **Overall Activity by DDI:** A summary of calls for each DDI, including DDI name, DDI group name, total calls answered and total missed.
5. **Missed Calls:** A summary of unanswered calls by extension, including time, date and ring time.
6. **List Calls by Date:** A breakdown of all calls for all extensions, including duration of call, destination and ring time.
7. **Unreturned Missed Calls by Caller ID:** A list of missed calls that have not been returned.

Observations

Live tiles display call information on total calls within the business, total incoming/outgoing calls, total missed, unreturned missed calls, busiest hour, average answer time and longest call. By clicking on a tile the relevant report will display in a new tab, providing further detail. For example, by clicking on the unreturned missed calls tile, the detailed unreturned missed calls report will be displayed.

DDIs

This DDIs table displays a summary of total calls for each DDI including total calls offered (including missed calls), answered and missed, as well as average ring time, average abandon wait time, Grade of Service (GoS) and Percentage Calls Answered (PCA).

Grade of Service (GOS) displays total calls answered within the target response time over total calls offered and Percentage Calls Answered (PCA) displays the percentage of calls answered within the target response time over total calls answered for the day.

DDI	Offered	Answered	Missed	Avg Ringtime	Avg Abandon Wait Time	GOS	PCA
Auto Attendant Calcemiro	124	91	33	00:00:07	00:00:25	0.00	0.00
Reception 3	8	7	1	00:00:04	00:00:44	37.50	42.86
Reception 2	7	7	0	00:00:00	00:00:00	100.00	100.00
Reception 1	4	4	0	00:00:00	00:00:00	100.00	100.00
Body Shop 38371316	2	2	0	00:00:11	00:00:00	0.00	0.00
Steve 38371319	2	2	0	00:00:06	00:00:00	0.00	0.00
E 4 38371328	2	2	0	00:00:01	00:00:00	0.00	0.00

Users are able to click on a DDI name to view the 'list calls by date' report which displays a breakdown of calls by extension and user, including the date/time of call, duration, area, DDI, ring time and call type. This report can be used to analyse call flow and can be saved as PDF/CSV or emailed to any email address instantly.

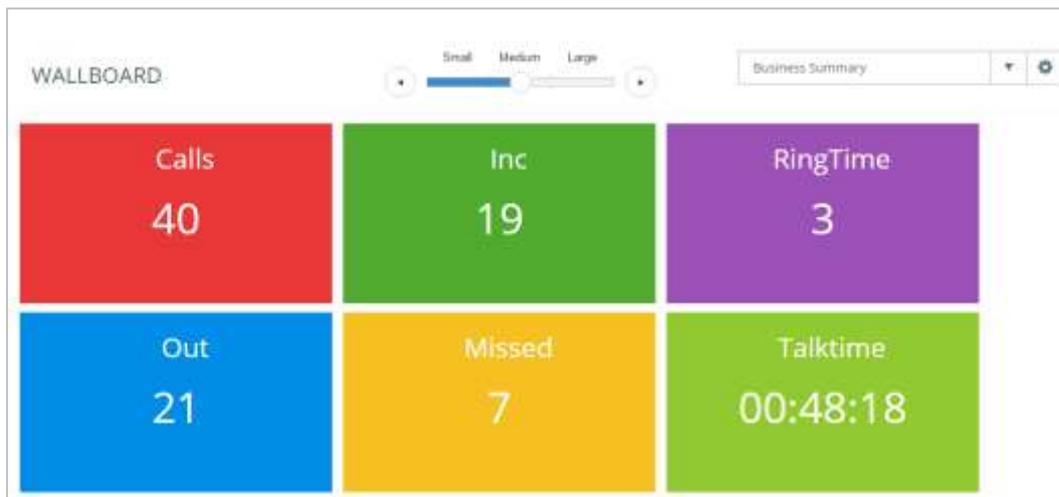
Users

This report displays a call summary by extension / user, including total calls, total incoming, total outgoing and total missed calls.

Extension	Username	Total	In	Out	Missed
302	Reception 2	89	56	33	12
303	Reception 3	77	43	34	12
301	Reception 1	57	44	13	0
308	Chris 1 38371316	31	6	25	0
315	Steve 38371319	22	5	17	0
313	Estimator 1 38371317	18	2	16	0
306	Pats 2 38371316	11	2	9	1

By clicking on an extension number, the 'list calls by date' report will be displayed, filtered by that particular extension. The report displays a breakdown of calls for this extension, including the date/time of call, duration, area, DDI, ring time and call type. This report can be saved as PDF/CSV or emailed to any email address instantly.

Insight Wallboard



The Insight Wallboard provides 3 pre-defined wallboards, displayed in three size formats:

1. **DDI Summary:** This wallboard displays the number of total calls, total missed calls, ring time and total talk time for each DDI.
2. **Extension Summary:** This wallboard displays the number of total calls (incoming and outgoing), total missed calls and total talk time for each extension within the business.
3. **Business Summary:** This wallboard simply displays the total incoming/outgoing calls, total missed calls, average ring time and total talk time for the entire business.

Dashboards

The dashboard section delivers wallboards for fast access to regularly used statistics, enabling users to view real-time data and historical data.

Standard Wallboard

The Standard Wallboard provides an overall business summary of essential call information, including total calls, total answered, total outgoing and total missed. Below the call summary tiles is more detailed call information on agents and DDIs, including talk time and total calls.

Executive Summary

The Executive Summary is a high level report that collates call information from multiple reports to provide useful observations & recommended actions.

EXECUTIVE SUMMARY

THIS MONTH



SUMMARY

Total Calls:	15242
Total Incoming:	12294
Total Outgoing:	2948
Total Missed:	10236
Unreturned Missed:	4293
Busiest Hour:	10:00 - 10:59
Busiest Agent:	0204 Shivam Gadday

OBSERVATIONS

Total duration of outbound calls made during this period was	14:06:04
Kishan Mahatma extrn- 0203 made the longest incoming call lasting	28:26
Kishan Mahatma extrn- 0203 made the longest outgoing call lasting	27:19
calls were made to international numbers	2
Total duration of outbound calls made during this period was	14:06:04
Total duration of inbound calls made during this period was	06:05:48



The report is divided into the following sections:

- The **Summary** shows the total calls, total missed calls statistics, busiest hour and busiest agent.
- The **Observations** section provides brief information on the longest incoming/outgoing call lasting, number of calls made to international numbers and total duration of outbound calls made.
- The **Average Answer Time** monitor shows the average answer time of the total calls.
- The **Percentage of Calls Answered** monitor shows the percentage of calls answered within the target response time over total calls answered.
- The **Percentage Missed** monitor simply displays the percentage of calls missed by the business.
- The **Hourly Incoming Call Distribution** shows the total incoming calls by each hour in a bar chart.
- The **Top DDIs** table shows total calls offered, answered, missed and average ringtime for top 5 DDIs.
- The **Top Agent** table shows the top 5 extensions that have the highest number of calls.

- The **Summary by Department** shows brief information on departments such as total calls and average talk time.

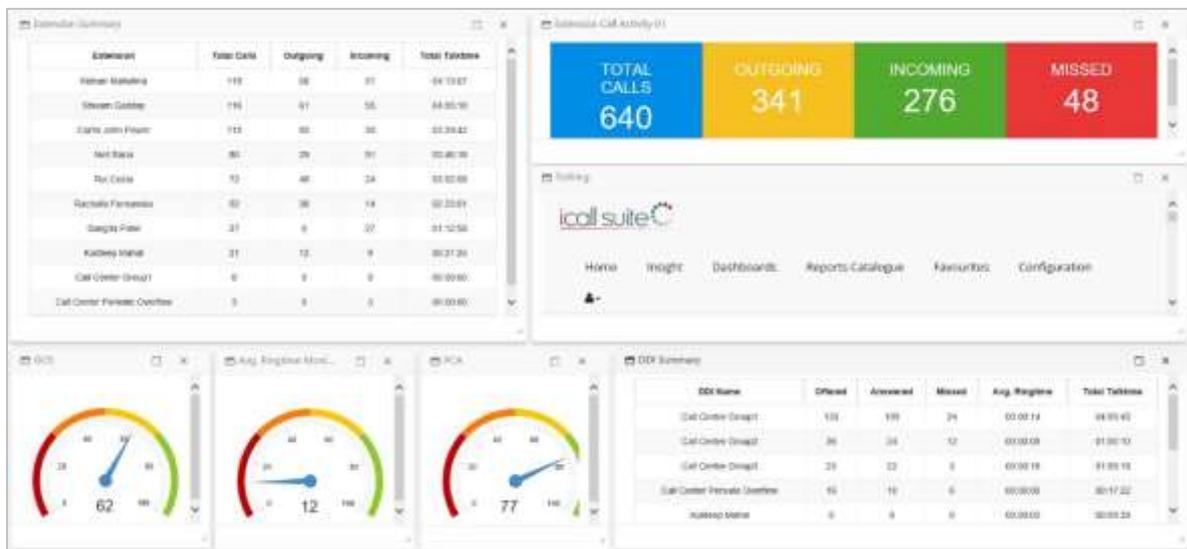
Insight Wallboard

The Insight Wallboard can be accessed via the Dashboards section to view the following pre-defined wallboards:

- **DDI Summary:** This wallboard displays the number of total calls, total missed calls, ringtime and total talktime for each DDI.
- **Extension Summary:** This wallboard displays the number of total calls (incoming and outgoing), total missed calls and total talktime for each extension within the business.
- **Business Summary:** This wallboard simply displays the total incoming/outgoing calls, total missed calls, average ringtime and total talktime for the entire business.

My Dashboard

My Dashboard allows users to collate live tiles together to be displayed on their dashboard providing up to date call information.



Each login role will have their own dashboard in which they can use the 'create new live tile' option to add predefined live tiles and custom tiles which can be created through the reports catalogue. Also using this option, users can display other users' live tiles on their dashboard.

The 'delete live tiles' option can be used to delete any tiles users do not wish to display on their dashboard.

The live tiles available to place on My Dashboard vary depending on the product version. **For LIVE edition users**, contact team analytics can be added to My Dashboard:

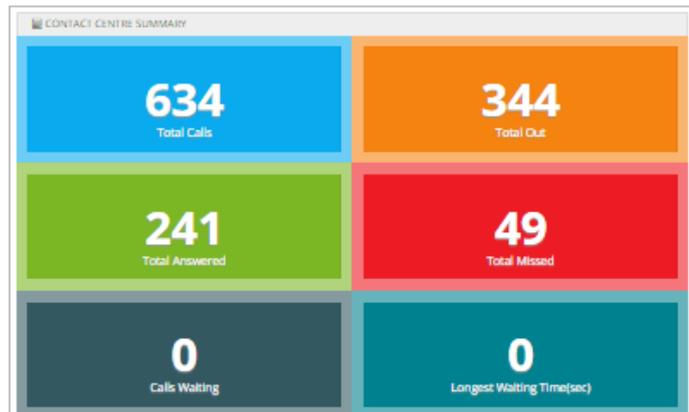
The following wallboard is only accessible for LIVE edition users:

Contact Wallboard (iCS LIVE Only)

This wallboard is divided into 3 elements to provide live call information on the Contact Centre.

1. Contact Centre Summary:

This wallboard provides information on total calls out/answered, total missed calls, current calls waiting and longest waiting time in seconds.



2. Agent Summary:

This wallboard displays live call information on each agent's current call status (e.g. free or on call), total incoming/outgoing calls and total talk time per agent.

Agent	Status	Calls	Inc	Out	Total Talktime
Shivan Gaskley	Free	121	80	81	03:47:14
Kishan Mahalingam	Free	121	53	68	04:20:24
Carla John Power	Free	117	30	87	03:25:22
Nail Hara	Free	85	55	30	03:48:53
Rui Costa	DND ON	73	25	48	03:01:23
Rachelle Fernandes	Free	54	18	36	02:34:38
Sangeeta Patel	DND ON	27	27	0	01:01:35
Kuldeep Mahal	DND ON	21	9	12	03:21:24
Call Center Group1	Free	8	8	0	03:00:00
Call Center Periodic Overflow	Free	3	3	0	03:00:00

3. Live Calls:

This wallboard displays the current calls in progress within the business. The wallboard provides information on the direction of the current call (outgoing or incoming), extension name, DDI, current call status (ringing or on call) and time in current status.

Call Status Key	
Free	Green
Outgoing Call	Blue
Incoming Call	Red

Reports Catalogue

The Reports Catalogue is a repository of report templates that provides a starting point and recommended reports.



The following section details the categories of reports and an explanation of each report available to users.

Detailed Call Activity

This folder contains reports based on daily, half-hourly, hourly and monthly call activities so users can determine which periods are busiest for the business.

Daily Call Activity

This report displays a summary of call information over a period of 24 hours, including total, outgoing and incoming calls. The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table includes average talk time, average incoming and outgoing talk time and total talk time.

Half-Hourly Call Activity

This report displays a summary of call information in periods of 30 minute intervals, including total, outgoing and incoming calls. This report is useful to show busy periods in the day.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of calls by interval and includes average talk time, average incoming and outgoing talk time and total talk time.

Hourly Call Activity by Extension

This report displays a summary of call information in periods of 60 minute intervals per extension, including total, outgoing and incoming calls. This report is useful to show busy periods in the day.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of calls by interval, extension and user, including average talk time and average incoming talk time.

Hourly Call Activity

This report displays a summary of call information in periods of 60 minute intervals, including total, outgoing and incoming calls. This report is useful to show busy periods in the day.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of calls by interval, including average talk time, average incoming and outgoing talk time and total talk time.

List Calls by Date

This report displays a breakdown of all calls for all extensions, including call duration, area and ring time. This report can be used to analyse call flow. For example users can see when the call was answered by the receptionist, which agent the call was transferred to and on which agent the call ended.

The report summary displays the total calls, average duration and average ring time. The report details table displays a breakdown of calls by extension and user, including the date/time of call, duration, area, DDI, ring time and call type.

Monthly Call Activity

This report displays a summary of monthly call information, including total calls, total missed calls and average talk time. This report is useful to identify which months of the year are busiest.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of calls by month, including average talk time, average incoming and outgoing talk time and total talk time.

Extension Activity

This folder contains reports based on the performance of individual extensions and the groups they are part off such as cost centre, department and division.

Cost Centre Call Activity

This report displays a summary of call information by cost centre to view which cost centres are busiest within the business.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of total calls (outgoing, incoming, missed, internal) by cost centre, including call destination type, average talk time, average incoming and outgoing talk time and total talk time.

Department Call Activity

This report displays a summary of call information by department to see which departments are busiest within the business.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of total calls (outgoing, incoming, missed, internal) by department, including call destination type, average talk time, average incoming and outgoing talk time and total talk time.

Division Call Activity

This report displays a summary of call information by division to see which divisions are busiest within the business. The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of total calls (outgoing, incoming, missed, internal) by division, including call destination type, average talk time, average incoming and outgoing talk time and total talk time.

Extension Call Activity

This report displays a summary of call information by extension, to understand call activity by extension across the business. The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of total calls (outgoing, incoming, missed, internal) by extension and user, average talk time, average incoming and outgoing talk time and total talk time.

Itemised Calls by Extension

This report displays a breakdown of calls for every extension, including every call made/received, the date/time, number and call duration. This report can be used to analyse call flow. For example, users can see which calls were transferred to another extension and how many calls were missed by that extension.

The report details table displays a breakdown of calls by extension, department and user, including the date/time of call, duration, area, DDI, ring time and call type.

Customer Activity

This folder contains reports based on the customer contacts that have been imported from the configuration section of the product. Customer contacts can be added in the configuration section under customers > customer directory.

Calls Grouped by Customer

This report displays a summary of call information for customer contacts, to understand frequency of customer contact, for customer retention analysis.

The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls. The report details table displays a breakdown of calls (total, outgoing, incoming, missed) by number and contact name, including average talk time, average incoming and outgoing talk time and total talk time.

Itemised Calls by Customer

This report displays detailed customer contact call information, including calls made/received, the date/time, number and call duration. This report enables users to analyse call flow by customer. Users can see who a call was answered by, if it was transferred and which extension completed the call.

The report summary displays total calls, total duration and average duration. The report details table displays a breakdown of calls by customer name and number, including details of extension, user, cost centre, department, division, date/time of call, duration, area, DDI, ring time and call type.

Incoming Analytics

This folder contains reports that can be accessed by users to see their incoming call statistics, such as target response time, grade of service and percentages missed/answered within the target response time for the day. Missed call reports are also available in this section.

Call Response Analysis

This report displays call information for hourly intervals. The report provides detailed information such as total calls answered in target time, percentage of calls missed and grade of service.

This report can be used to determine the call response for agents within the business by hour. Users can see the total calls offered to the business and whether the calls have been answered within the target answer time or if any calls have been missed.

- **Target Answer Time:** This is a threshold period within which an agent must answer the call to achieve good customer service. The target answer time can be set in configuration > system settings > target answer time.
- **Grade of Service (GOS):** Total calls answered within the target response time over total calls offered.
- **Percentage Calls Answered (PCA):** Percentage of calls answered within the target response time over total calls answered for the day.

The report summary displays the total calls offered, total answered, total answered in target and total missed as well as Grade of Service (GoS), Percentage Calls Answered (PCA) and percentage of calls missed.

The report details table displays a breakdown of calls by hourly interval, including calls offered/answered, calls answered in target, missed calls, total and average talk time, average answer time, average abandon wait time, GoS, PCA and percentage missed.

Caller Tolerance

This report displays customer waiting time in seconds and total calls lost. The report provides insight on how long a customer is prepared to wait for their call to be answered. Users can add a comfort message for customers at these peak times to cut down on lost calls.

Detailed Unreturned Missed Calls

This report provides a list of missed calls that have not yet been returned in order to highlight busy periods where agents are unable to answer calls. Users are able to see the calls that have been missed, which extension missed the call and how long the customer waited before abandoning the call (ring time). This report can be used to return missed calls to improve business efficiency and customer satisfaction. Once the call has been returned it will no longer appear on the report.

The report summary displays total calls and average ring time. The report details table displays a breakdown of missed calls by extension, user, department and DDI as well as the date/time of call, ring time and call type.

Itemised Calls by DDI Group

This report displays a breakdown of calls by DDI group and is useful to analyse call flow to DDI groups. The report summary displays total calls and total duration. The report details table displays a breakdown of calls by DDI group, DDI, DDI name, extension and user, including the date/time of call, duration, number, ring time and call type.

Itemised Calls by DDI

This report displays a breakdown of calls by DDI and is useful to analyse call flow to individual DDIs. The report summary displays total calls and total duration. The report details table displays a breakdown of calls by DDI, DDI name, extension and user, including the date/time of call, duration, number, ring time and call type.

Missed Calls

This report displays a summary of unanswered calls, the extension that missed the call and how long the customer waited before abandoning the call (ring time).

The report summary displays the total calls and average ring time. The report details table displays a breakdown of missed calls by extension, DDI, user, cost centre, department and division, including the date/time of call, duration, number, ring time and call type.

Daily Call Activity by DDI

This report displays a summary of daily call information by DDI, including number of calls answered within the target time, total calls, percentage of calls lost and average talk time.

The report summary displays the total calls offered, total answered, total answered in target, total missed, percentage of calls missed, GoS Grade of Service and PCA Percentage Calls Answered (see Call Response Analysis report for GoS and PCA definitions). The report details table displays a daily breakdown of calls offered, answered, answered in target and missed, including total talk time, average talk time, average answer time, average abandon wait time, GoS, PCA and percentage calls missed.

Overall Activity by DDI

This report displays a summary of incoming call information by DDI, including number of calls answered within the target time, total calls, percentage of calls missed and average talk time.

The report summary displays the total calls offered, total answered, total answered in target, total missed, percentage of calls missed, GoS Grade of Service and PCA Percentage Calls Answered (see Call Response Analysis report for GoS and PCA definitions). The report details table displays a breakdown by DDI, DDI name and DDI group of calls offered, answered, answered in target and missed, including total talk time, average talk time, average answer time, average abandon wait time, GoS, PCA and percentage calls missed.

Unreturned Missed Calls by Caller ID

This report shows the total number of unreturned missed calls (calls not yet returned by the business) and details total unanswered calls for each Caller ID (CLI).

Exception Reports

This folder contains additional reports to display call information on duration, area code and area.

List Calls by Duration

This report displays a breakdown of calls for all extensions by duration. The report summary displays the duration of the longest call and the relevant user. The report details table displays a breakdown of calls by extension, user and department, including the date/time of call, duration, number, area, DDI, ring time and call type.

Overall Call Activity by Area Code

This report displays call information grouped by area code. The report summary shows the area with the highest number of calls. The report details table displays a breakdown of total calls and total duration by area code, and includes outgoing/incoming calls and average duration.

Overall Activity by Area

This report displays call information by area on total calls and duration. This report is useful to view total calls made to and from a specific destination e.g. local and national calls.

The report summary highlights the area with the highest number of calls. The report details table displays a breakdown of total calls and total duration by area, and includes outgoing/incoming calls and average duration.

LIVE Edition Reports

The following reports are available to LIVE edition users only.

Agent Status Reports

This folders contains two reports which provide information on activation of the Do Not Disturb (DND) status.

DND (Do Not Disturb) Detail

This report displays the date and time DND is activated or deactivated by extension and user.

DND Summary

This report displays a summary of time spent on DND by extension and user. This reports is useful to see how long an agent has been on DND throughout the day.

Applying Filters to Reports

'Filter' is a very powerful tool that gives users the ability to narrow down call information to meet their reporting requirements. Filter options are available on any report and users can access this by simply clicking on 'Apply Filters' which presents the following screen:

The screenshot shows the 'APPLY FILTERS' dialog box. It includes the following elements:

- Select Date/Time:** A dropdown menu currently set to 'Today'.
- Filter Categories:** 'Extensions/Agents', 'Groups', 'DDI/Campaign', 'Call Types', and 'Restrictions'. 'Extensions/Agents' is the active category.
- Time Range:** A checkbox labeled 'Time Range'.
- Extension Selection:** Radio buttons for 'All Extensions' and 'Extension Range'. An empty text input field is provided for the 'Extension Range' filter.
- Selected Extension:** A section with a radio button and a list of 'Available Extensions' with arrows for selection:
 - 0108 - Hunt Group
 - OOH Message
 - 0201 - Sangita Patel
 - 0202 - Milly Anglin
 - 0203 - Kishan Mahatma
 - 0204 - Shivam Gadday
 - 0205 - Rachelle Fernandes
- Selected Extensions:** An empty box for displaying the chosen extensions.
- Buttons:** 'Reset Filters' and 'Apply Filters' buttons at the bottom right.

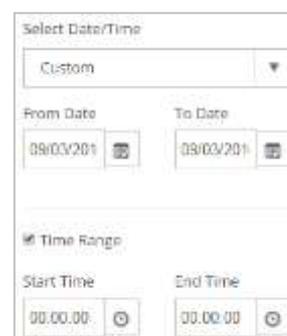
Select Date/Time

Users can apply date or time filters to analyse call information for a specific date or time period. Select the Date/Time drop down to select pre-defined dates / date ranges or input custom dates and times. This filter can be useful when searching for a call at a particular time/date.

Extensions/Agents

This filter allows users to report on individual or multiple extensions/agents, helping to narrow report results to focus only on the extensions/agents of interest. Users have three options on this filter:

1. **All Extensions:** Users can apply this filter to report on all extensions that are active. By default this option is always applied.
2. **Extension Range:** Users can enter specific extensions (separated by a comma) or an extension range (using a hyphen).
3. **Selected Extensions:** Users can select from the list of extensions detected during configuration of the software. Extensions can be selected from the list of 'Available Extensions' and moved across to the 'Selected Extensions' box using the arrows. Using this filter provides the benefit of viewing extensions by name.



The screenshot shows a 'Select Date/Time' filter interface. At the top, there is a dropdown menu currently set to 'Custom'. Below this, there are two date selection fields: 'From Date' and 'To Date', both showing '09/03/201' with calendar icons. Underneath these is a checkbox labeled 'Time Range' which is checked. At the bottom, there are two time selection fields: 'Start Time' and 'End Time', both showing '00:00:00' with clock icons.

Groups

A group contains multiple extensions to make it easier to create reports, rather than using filters to manually select multiple extensions.

The group filter has six dropdowns for division, department, cost centre, site, account or account group. Users can limit reports to show all call data from a single group and/or select particular divisions/departments/cost centres/sites/accounts or account groups using the dropdown list. All these groups are picked up from configuration of the product. By default all groups will be selected, however, users can untick a box to select from the dropdown.

DDI/Campaign

A DDI is a direct dial number and a Campaign is a group of DDIs. Users can use this filter option to display call information to a specific DDI, Campaign, or multiple DDIs. Users can use this filter in scenarios where they need to see how many calls were offered to specific DDIs. There are three options available on this filter:

1. **All DDIs:** Users can apply this filter to report on all DDIs across the software. By default this option is always applied.

2. **Restrict Campaigns:** Users can use this dropdown to filter on Campaigns (a group of DDIs). Campaigns can be set up under Configuration>DDI>DDI Groups
3. **Restrict DDIs:** The list of 'Available DDIs' contains all the DDIs configured in the software. DDIs can be selected from 'Available DDIs' and moved across to the 'Selected DDIs' box using the arrows to report on specific DDIs. Using this filter provides the benefit of viewing DDIs by name.

Call Types

This is one of the most useful filters that allows users to remove certain call types from reports, for reporting on selected types of calls. This section has four options available:

1. **Incoming Calls:** Users can filter incoming calls by answer status (Any, Only Answered or Only Unanswered), routing (Any, Only Transferred or Only Non-Transferred Calls) and/or to include or exclude bounced calls.
2. **Outgoing Calls:** Users can filter outgoing calls by destination type (Local, National, International, and Mobile) and/or whether direct/transferred.
3. **Internal Calls:** Users can filter reports to include or exclude internal calls (Any, Only Answered or Only Unanswered)
4. **Multimedia Calls:** Users can choose to include/exclude multimedia calls in their report (IM or SMS).

Restrictions

These are unique filters that provide extra functionality to narrow down the search further, by destination, call duration and ring time.

APPLY FILTERS

Select Date/Time: Today

Extensions/Agents Groups DDI/Campaign Call Types **Restrictions**

Time Range

Restrict

Starts Select From Select From Directory

Destination Restrictions

Call Duration Range Restrictions

<input type="checkbox"/> Incoming	00:00:00 Minimum	00:00:00 Maximum
<input type="checkbox"/> Outgoing	00:00:00 Minimum	00:00:00 Maximum

Ringtime Range Restrictions

<input type="checkbox"/> Incoming Answered	00:00:00 Minimum	00:00:00 Maximum
<input type="checkbox"/> Incoming UnAnswered	00:00:00 Minimum	00:00:00 Maximum

Reset Filters Apply Filters

Users can restrict call information in the following three ways:

- Destination Restrictions:** This filter restricts the report to calls to a specific number or a partial number. For example to only view calls starting with 0044 or to view calls to and from 00441895464019. Users are also able to search for individuals from the customer directory or to select everyone in a customer directory.
- Call Duration Range Restrictions:** Users can choose to show only incoming and/or outgoing calls with a minimum or maximum specified call duration.
- Ring time Range Restrictions:** Users can use this filter to only show calls with a minimum or maximum specified call ring time for either incoming answered or incoming answered calls.

Report 'Action' Menu

At the top of every report there are icons which enable users to create a live tile, save as a favourite, save as PDF or CSV, email report or schedule the report. Details of each action follow.



Add to Favourites

Any report within the product can be added to the Favourites section. Adding a report to favourites saves time as all the filters are saved and users can simply run the same filtered report with just one click from the Favourites section.

After clicking on 'Add to Favourites' the user will be presented with the screen below:



ADD TO FAVOURITES

Report Name
Daily Call Activity

SELECT COLUMNS:

Date Total Calls Outgoing Incoming
 Internal Missed Avg. Talktime Avg. Incoming Talktime
 Avg. Outgoing Talktime Total Talktime

Cancel Save

- Users can add a unique name to their report so it is identified from the Favourites section.
- Users can select/deselect columns they wish to add to their Favourite report.

Save as PDF/Save as CSV

This option allows users to save the reports they currently have open in either a PDF or a CSV format.

Email

This option allows users to email the report instantly to any email address in either PDF or CSV format.

Create Live Tiles

Live tiles are configurable report components that enable users to view real-time data or historical data in a concise fashion. Live tiles use a number of graphical components such as wallboards, speedometers, thermometers, grids, tables, charts and reports.

After clicking on the 'Create Live Tile' icon, the user will be presented with the screen below:

CREATE LIVE TILES

Live Tile Name:

SELECT DATA **SELECT COLUMNS:** **SELECT VIEW TYPE**

From Summary Total Calls Outgoing Incoming Missed

From Details Internal

From Charts Wallboard

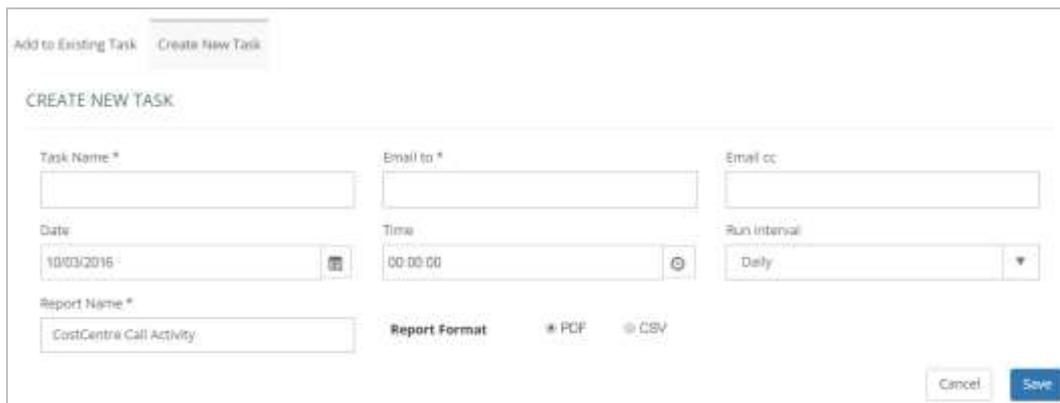
Table

- Firstly the live tile should be named so it can be easily identified from the 'My Live Tiles' list in the dashboard section.
- Users can specify exactly which data they wish to appear on their custom live tile. Data can be selected from the report summary tiles at the top of the report, the report details or from the report graphs.
- Once data has been selected, the user can select a view type. Options such as wallboard, table, chart and speedometer will be available depending on the type of data that has been selected.

Schedule Reports

Any report can be scheduled as a new task or added to an existing task. Firstly, when creating a new scheduled report, the user should click on 'Create New Task' then allocate the task a name so it can be easily identified in the 'Scheduled Task' list in 'configuration'. Further reports can be added to this task in order to provide one (or more) person(s) with multiple scheduled reports.

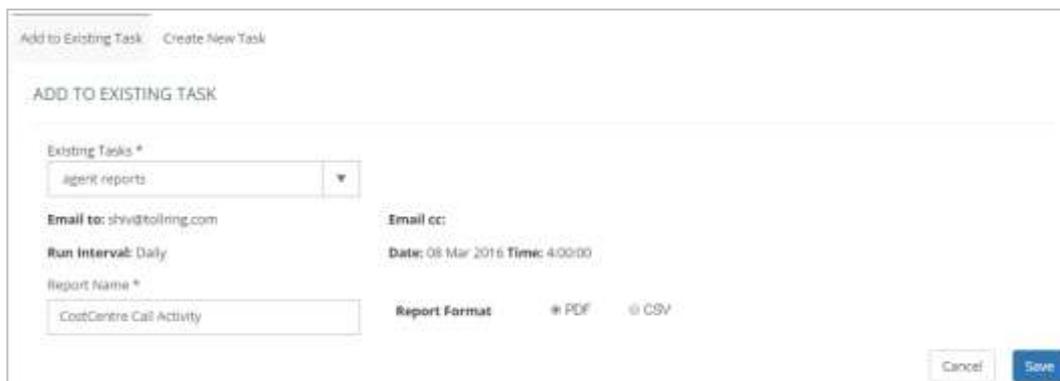
One or more email addresses can be entered, then the time, date and run interval for the report can be set. The report should be given a name and the format for the report (CSV or PDF) should be selected.



The screenshot shows the 'CREATE NEW TASK' form. At the top, there are two tabs: 'Add to Existing Task' and 'Create New Task', with 'Create New Task' being the active tab. Below the tabs, the form is titled 'CREATE NEW TASK'. It contains several input fields and controls:

- Task Name ***: A text input field.
- Email to ***: A text input field.
- Email cc**: A text input field.
- Date**: A date picker showing '10/03/2016'.
- Time**: A time picker showing '00:00:00'.
- Run Interval**: A dropdown menu showing 'Daily'.
- Report Name ***: A text input field containing 'CostCentre Call Activity'.
- Report Format**: Two radio buttons, 'PDF' (selected) and 'CSV'.
- At the bottom right, there are 'Cancel' and 'Save' buttons.

A report can be added to an existing task through the 'Add to existing task' tab. Existing tasks appear in a dropdown list to enable the user to select the task to which the report should be added. Details such as when the report will run, to whom the report is sent, and how often, will appear when an existing task is selected.



The screenshot shows the 'ADD TO EXISTING TASK' form. At the top, there are two tabs: 'Add to Existing Task' and 'Create New Task', with 'Add to Existing Task' being the active tab. Below the tabs, the form is titled 'ADD TO EXISTING TASK'. It contains several input fields and controls:

- Existing Tasks ***: A dropdown menu showing 'Agent reports'.
- Email to:** 'shivi@tollring.com'.
- Email cc:** An empty text input field.
- Run Interval:** 'Daily'.
- Date:** '08 Mar 2016 Time: 4:00:00'.
- Report Name ***: A text input field containing 'CostCentre Call Activity'.
- Report Format**: Two radio buttons, 'PDF' (selected) and 'CSV'.
- At the bottom right, there are 'Cancel' and 'Save' buttons.

The user should allocate the report a name and choose the format of the report (PDF/CSV), then save the report to the existing task. Reports allocated to tasks can be edited / deleted in 'configuration'.

Call 01782 608608, email support@telephonesystems.cloud or visit <https://telephonesystems.cloud/help/> for additional support.