Live call reporting

iCS Report Premier

iCS Report Premier enhances the functionality of iCS Report by adding live call statistics and monitors contact centre queues and agents. Monitor call activity via live dashboards, reports and wallboards for up to the minute contact centre analytics and granular reporting.

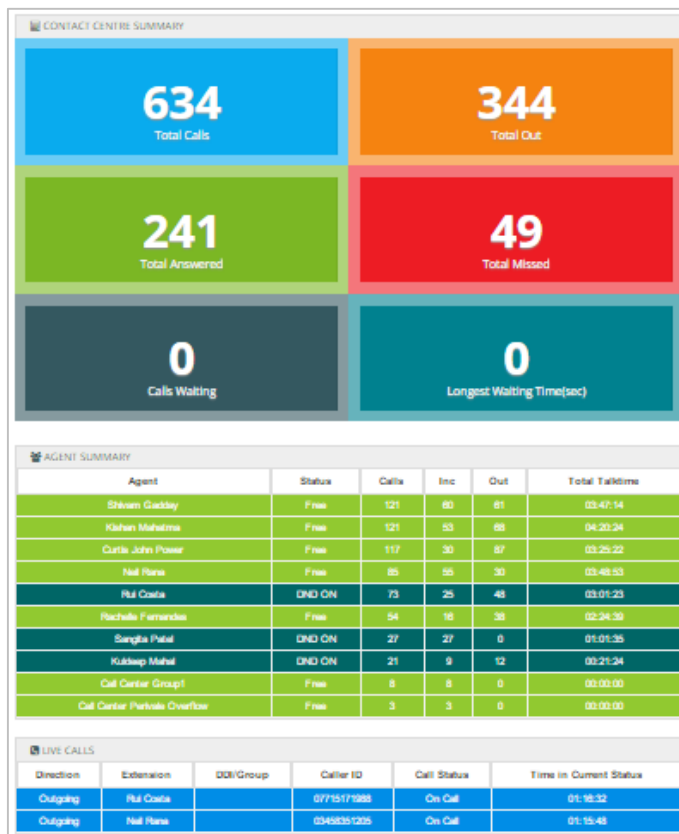**iCS Report Premier features include:**

- Real time reporting; live calls waiting and call handling statistics by agent and ACD call queue. Report on total calls, destination, talktime, ringtime, grade of service, percentage calls answered, number of calls in queue, call abandoned, longest waiting and unreturned missed calls.

- At a glance dashboards and wallboards display group performance parameters on a live tile.

- Live call statistics for queues and agents, such as number / duration of calls and availability.

- Supervisor management tools including agent presence monitoring.

- Review performance and use "what if" calculations to forward plan contact centre agent shifts.

Contact Wallboard

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.

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.
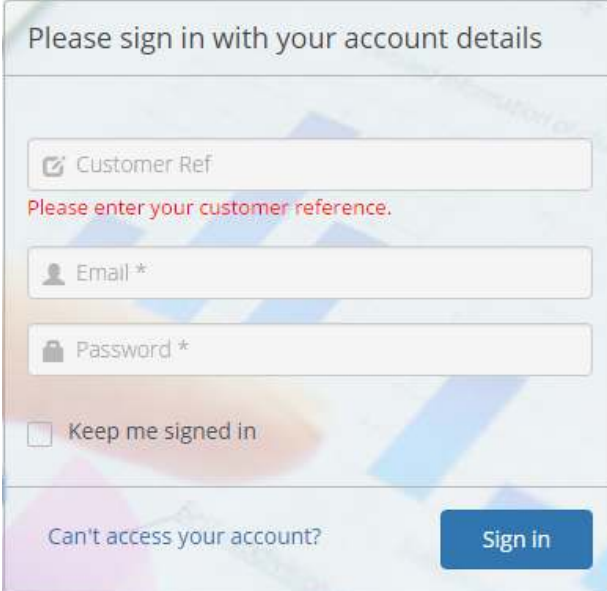
Call Status Key	
Free	Green
Outgoing Call	Blue
Incoming Call	Red

CONTACT CENTRE SUMMARY

634 Total Calls	344 Total Out
241 Total Answered	49 Total Missed
0 Calls Waiting	0 Longest Waiting Time(sec)

AGENT SUMMARY

Agent	Status	Calls	Inc	Out	Total Talktime
Shivam Gadday	Free	121	60	61	03:47:14
Kishan Mahatma	Free	121	53	68	04:20:24
Curtis John Power	Free	117	30	87	03:25:22
Neil Rana	Free	85	55	30	03:48:53
Rui Costa	DND ON	73	25	48	03:01:23
Rachelle Fernandes	Free	54	16	38	02:24:39
Sangita Patel	DND ON	27	27	0	01:01:35
Kuldeep Mahal	DND ON	21	9	12	00:21:24
Call Center Group1	Free	8	8	0	00:00:00
Call Center Parkvale Overflow	Free	3	3	0	00:00:00

LIVE CALLS

Direction	Extension	DDI/Group	Caller ID	Call Status	Time in Current Status
Outgoing	Rui Costa		07715171988	On Call	01:16:32
Outgoing	Neil Rana		03458351205	On Call	01:15:48

Operating the Feature

Telephone Systems Call Analytics features are accessed via your My Account area.

Logging On to the Application

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?   Sign in

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

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.
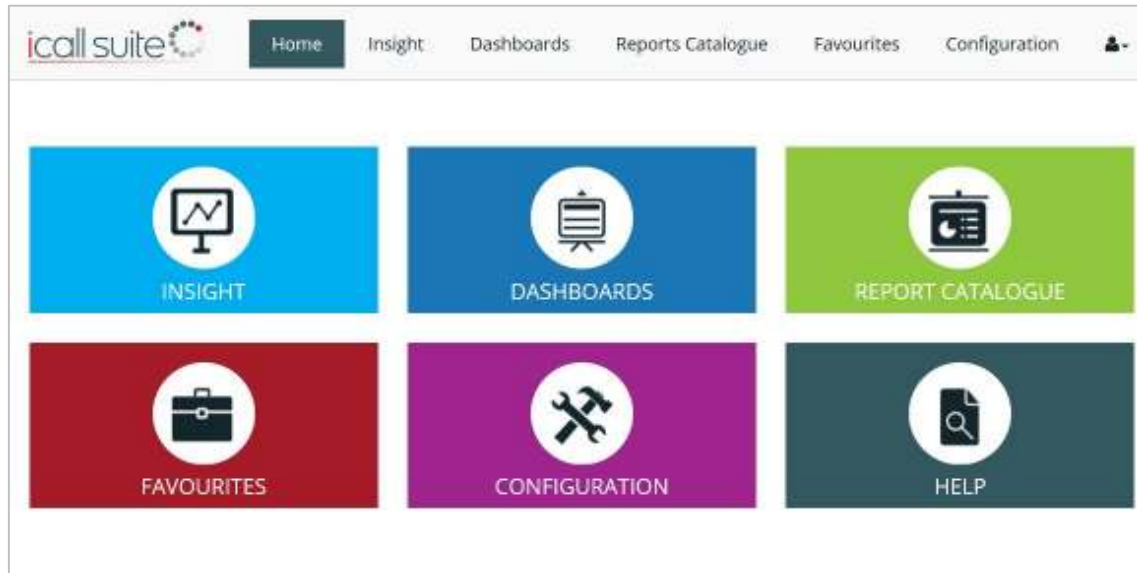
Insight

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.

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.
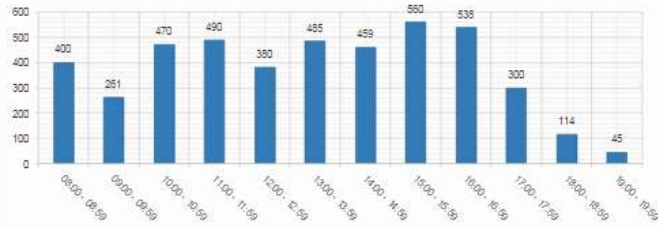
1. **Hourly Call Activity**: An overview of call information, such as total outgoing and incoming calls, over a period of 60 minutes.

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.

DDIS							
DDI	Offered	Answered	Missed	Avg Ringtime	Avg Abandon Wait Time	GOS	PCA
Auto Attendant Callcentre	124	91	33	00:00:07	00:00:29	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 38371318	2	2	0	00:00:11	00:00:00	0.00	0.00
Steve 38371315	2	2	0	00:00:06	00:00:00	0.00	0.00
E 4 38371320	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.

USERS					
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	9
308	Parts 1 38371315	31	6	25	0
315	Steve 38371319	22	5	17	0
313	Estimators 1 36371317	18	2	16	0
306	Parts 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
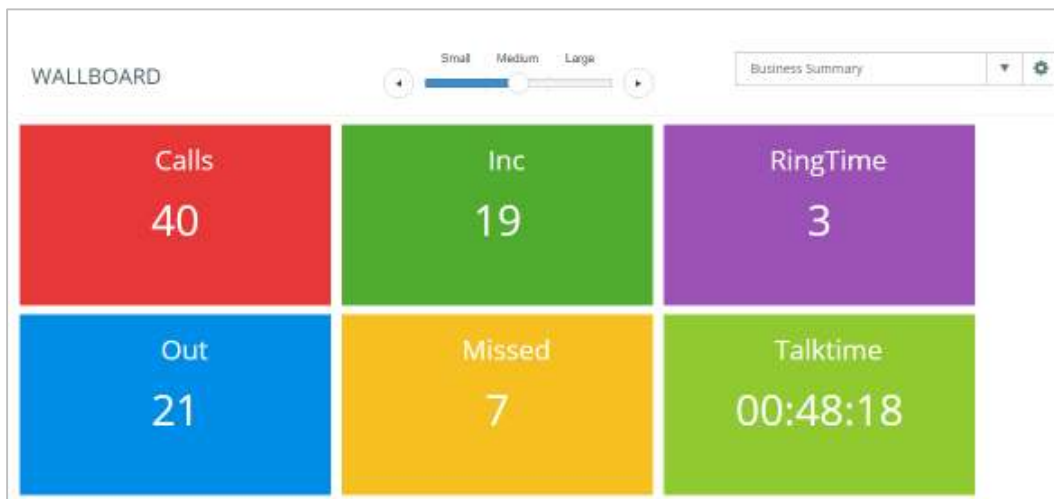
The Insight Wallboard provides 3 pre-defined wallboards, displayed in three size formats:

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.

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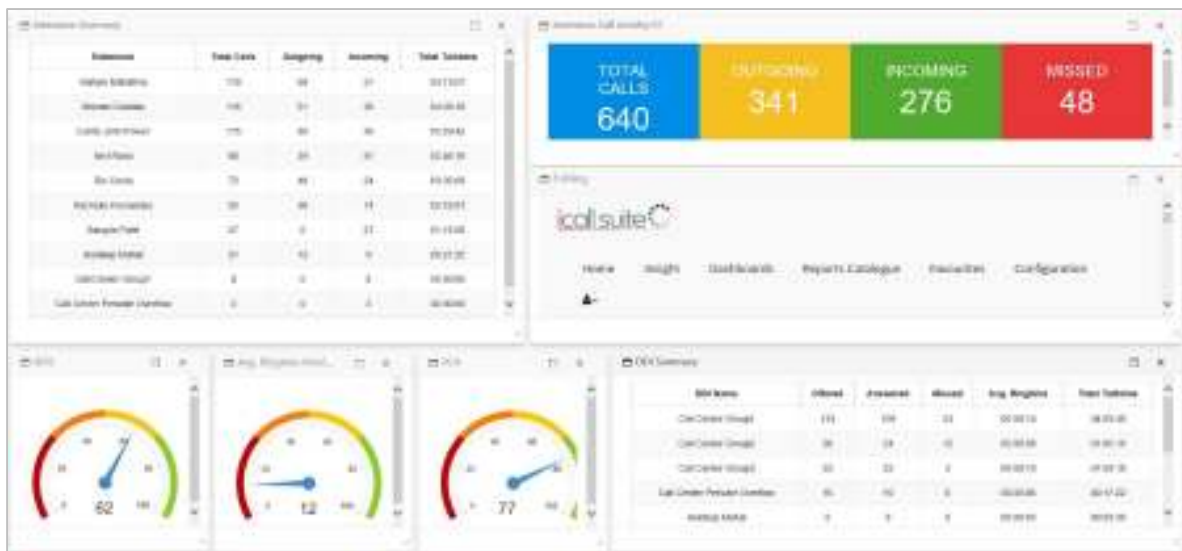
Each login role will have their own dashboard in which they can use the 'create new live tile' option to add predefined live tiles and custom tiles which can be created through the reports catalogue. Also using this option, users can display other users' live tiles on their dashboard.

The 'delete live tiles' option can be used to delete any tiles users do not wish to display on their dashboard.
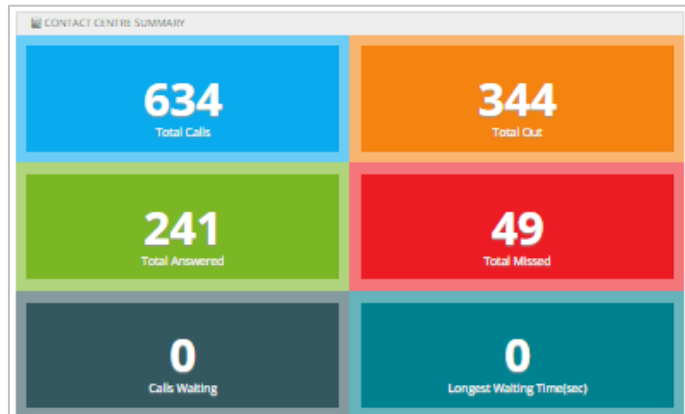
The live tiles available to place on My Dashboard vary depending on the product version. **For premier edition users**, contact team analytics can be added to My Dashboard:

The following wallboard is only accessible for premier edition users:

Contact Wallboard (iCS Premier Only)

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

4. **Contact Centre Summary:** This wallboard provides information on total calls out/answered, total missed calls, current calls waiting and longest waiting time in seconds.

5. **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.

6. **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.

Premier Edition Reports

The following reports are available to premier 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: