



SpliceCom
The Right Choice For Voice

Vision User Manual

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Vision User Manual
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Introduction

Splicecom Vision is a web based application suite developed from the ground up by Splicecom to work with the Splicecom system – and to only work with the Splicecom system. Utilising the latest AJAX and Web 2.0 technologies, Vision has been designed to deliver business critical information, in an easy to understand manner, wherever and whenever it's needed. Vision offers three services; Reports (historical), Recording (capture) and Live (real-time).

Vision collects the call data from the Splicecom system and provides you with the ability to view this live via a wallboard, historically in simple lists or analysed via graphical reports and charts. Vision will also collect call recordings and give you the ability to listen and download these files.

Vision Call Centre is an additional aspect of the Vision software which may or not be activated on your system. If you are not sure please refer to your system administrator for further information. This software will help you to deliver outstanding customer services to those calling your business by providing advanced call routing capabilities and additional user software, and give you an in-depth view of how your Inbound Call Centre is performing.

About this manual

This manual contains all that you need to know to operate the user aspects of the Vision software when being run in conjunction with a Splicecom system. If you require further information on Vision, please refer to your system administrator.

Your Manager Account

This manual assumes that a Manager account has been set up for you on the Vision server. This account will give you access to the Vision Portal which will enable you to analyse the call data collected by the Vision server. You will require your Manager account User Name and password to log on to the Vision portal, please refer to your system administrator for these details.

Once you have opened the Vision Portal, as described in the Vision Portal section from page 6, the buttons at the top will give you links to the facilities you are able to access, such as Reports, Logs, Wallboards, and so on. This list will depend on the rights given to your Manager account. All the facilities available in the Vision Portal are explained in this manual, however if the relevant link is not available to you please refer to your system administrator for further details.

Your Manager account will also determine the call data you have access to, this will either be for all Users and Departments or for specific Users and Departments on your system. Plus determine whether you can delete this data when a customer requests "the right to be forgotten", for example.

If your Manager account has been given the Configure Managers rights you will have additional configuration facilities available to you as explained throughout this manual.

For your information - the entire Vision server is managed and controlled by an Administrator account that has access rights to all aspects of Vision. Please refer to your system administrator if you require further information.

Terminology

The following describes the meaning of the terminology used on a Splicecom and Vision system which will help you to understand the call data provided by Vision and how this is analysed in the reports. Please refer to your System Administrator for further details on how your system is configured.

User

A User is an account on the Splice.com system. This account will be used in most scenarios to allow a member of staff to use telephone functionality provided by the Splice.com system and use a telephone handset or software. A User account will be configured with a Display Name (in most instances matching the member of staff's name), extension number and a DDI number, if external calls are to be directed to this User.

A User account can be assigned to a specific phone if, for example, that member of staff sits at the same desk and uses the same phone for the majority of their working day, however, that User can log on to other phones on the system if required. All their User settings, such as speed dials, will be available and their calls will be redirected to the new handset. If a User account is not assigned to a specific phone this User will be "hot desking", in other words logging on to an available phone when in the office and taking calls. Again, all their User settings and calls will be directed to the phone they are logged on to.

Each User can enter their personal numbers, such as mobile number and home number, into their account which enables colleagues to easily find these numbers on the directory and call them when they are out of the office. When the User rings into the office from eg their mobile, the incoming number will be matched in their User account and their User name will be displayed and stored with the call data.

Groups

Groups are used on a system to collect together Users who have a similar job function, eg Sales Group, or similar skill, eg French Group. So, for example, if calls to the main company number are to be shared among the receptionists, a Group called eg Reception Grp would be created on the Splice.com system, or if staff in a call centre were answering customer service calls, a Group called eg Cust Serv Grp would be created, and so on.

The members of a Group can be configured to join the Group by logging in and out of the Group when required. This is useful when a supervision may want to join a Group to help with calls during a busy period or to allow a User to stop receiving calls when they have some administration to complete, for example. The Users can do this via their Navigate Pro software or PCS 5xx IP Phone.

A Group is then assigned to a Department as explained below.

Departments

A Department on a Splice.com system is used to determine how calls are to be routed to a Group, for example, the Catalogue Sales Department routes calls to the Sales Group. A Group can be assigned to multiple Departments and a User can be assigned to multiple Groups which means a User may receive calls for more than one Department. Each Department will have a Name, an extension number and a DDI number, if external calls are to be directed to this Department. The Department will determine in which order calls are presented to the members of the Group and what will happen to calls when all the members are busy, not at their desk or gone home for the day. While a call is waiting to be answered the caller will be placed in a queue and can be played announcements and hold music while they wait.

Wrap Up Time

A Department can be configured with a Wrap Up Time whereby, after a User has finished a call to the Department, a certain amount time must elapse before this User can take another call. This is useful when administration tasks need to be completed at the end of a call.

Contacts

The Splice.com system can store a database of contact details for external customers, suppliers, business associates, and so on. This is called the Contacts database and each entry is called a Contact. These Contacts can store, eg the customer's telephone number, mobile number, company name, address, job title and so on. These numbers will then be used by the system to match with incoming CLI, if presented. If a match is found the Contact name is displayed on the phone receiving the call and stored with the call data. These entries can also be utilised by a User to speed dial the number required and again the Contact name is stored with the call data. This means that calls from, for example, important customers can be easily identified and then how those calls were handled can be analysed via Vision.

Caller Line Identification (CLI/CLID)

CLI is a service supplied by most phone line providers, whereby your phone number is transmitted when you make a phone call. If a caller to your company presents their CLI with the call and this is matched in the Contacts database (described above) this caller's name will be displayed on your phone and stored with the call data.

Companies

Companies is a feature of the Splice.com system when the system is used by multiple businesses in an office building. This feature enables Users, Departments and Contacts to be assigned to a Company so that the phone directories only display the relevant User, Departments and Contacts. This also ensures that Vision Managers only view the call data relevant to their company. If you do not share your business premises or Splice.com system with another company then this feature will not be relevant, otherwise please refer to your system administrator for further information.

Vision Call Centre Terminology

Agent

An Agent is a User that has been configured to operate within the Vision Call Centre software and therefore can be monitored via the Supervisor Console, Vision Call Centre reports, wallboards and so on.

An Agent can be logged on to a handset but not necessarily logged in as an Agent within the Call Centre. This is controlled either via the Agent's Auto Agent Login setting (please refer to your System Administrator for further details) or manually via Navigate Pro. When a User is not logged on as an Agent the User operates as a standard user of the telephone system, ie receives calls to their extension and receive calls via Departments not configured as Queues. When the User is logged on as an Agent the User will also receive calls via the relevant Queues.

Queues

A Queue is a Department that has been configured to operate within the Vision Call Centre software. A Queue will be configured to distribute calls either to the longest idle Agent or to the least busy Agent first.

Groups that will be assigned to a Department configured as a Queue are configured so that Agents join the Group by logging in and out as required. An Agent can be logged in and out of a Group via the Supervisor Console software. Agents can do this themselves via the Agent Portal software, as well as via their Navigate Pro software or PCS 5xx IP Phone. However, in some configurations, this ability for the Agent to log themselves in and out of a Group via their own handset or software may be disabled (please refer to your system administrator for further details).

Where an Agent is receiving calls via multiple Queues, a Queue can be given a priority so that calls to this Queue will be presented to Agents before calls to the other Queue(s).

Call Centre Calls

For reporting purposes a call centre call is a call that has been routed via a Queue and answered by an Agent.

An Agent is still a User on the system and therefore can operate as a standard user of the system, ie receive calls to their extension and make calls, if required. The User can also receive calls from a Department not configured as a Queue. All these would be non-Call Centre calls, in that they are not routed via a Queue and hence the Call Centre software.

Completion Codes

A Queue can be configured with Completion Codes such as "Order Taken", "Level 1 Enquiry", etc which an Agent can select from the display on their Agent Portal, Navigate Pro software or PCS 58x, 57x, 56x IP Phone. These codes are displayed during the Wrap Up time configured for the relevant Department. The number of times these codes are selected can then be analysed via the Vision Call Centre reports. A Completion Code can also be configured with an Extended Wrap Up Time if a particular code requires a longer time for the Agent to complete the necessary administration.

Blacklisting

An Agent will be placed in a blacklisted state if he/she fails to answer a specified number of consecutive calls (default 3 calls). If blacklisted the Agent will not receive any calls for a specified amount of time (default 5 mins) unless manually put into a waiting state via the Supervisor Console. Please note that the Agent will be blacklisted again if he/she does not answer the next call, this will continue until the Agent answers a call. The number of consecutive unanswered calls that will blacklist an Agent can be configured for each Queue and the amount of time an Agent will be in the Blacklist state can be configured for each Agent.

Not Available Codes

The Vision Call Centre software can be configured with Not Available Codes such as "At Lunch", "In a meeting", "Doing paperwork", and so on. These can then be selected by Agents via their Agent Portal or Navigate software to indicate why they are unable to take calls. Once selected this code will be displayed in the Supervisor Console. When an Agent has selected a Not Available Code that User will not be presented with calls via their Queue(s), however they will still receive calls via their extension number and DDI number. A Not Available Code can also be configured to enable Do Not Disturb for that User when the code is selected. Supervisor only Not Available Codes can also be created whereby the code can only be selected for the Agent via the Supervisor Console.

SLA

Service Level Agreement (SLA) Levels determining how quickly a call should be answered and how long that call should be handled can be entered within the Vision Call Centre software. These SLAs are then used to analyse the call handling performance by the business. Please refer to your system administrator for further details.

Supervisor Console

The Supervisor Console is a web based application that allows a Vision Manager to monitor Agents and Queues in real-time, displaying, for example, details of an Agents current call, Login duration, number of calls not answered, calls to a Queue waiting to be answered, and allowing the Supervisor to boost the priority of a call. An Agent can request help via their Agent Portal or Navigate Pro software and this will be flagged within this software enabling the supervisor of the Call Centre to respond. For further information please refer to the Vision Call Centre Supervisor Console User Manual.

Agent Portal

The Agent Portal is a web based application that allows a User to monitor their own call data, log themselves in and out of Groups and select Not Available codes. The User must be configured as an Agent to use this software.

Navigate Pro

This software application can be run on a User's PC either as a soft phone or as a partner to the User's handset and allows the User to control their telephone handset via their PC and to configure their User settings.

If the User is also an Agent, their call statistics will be displayed and he/she can log in and out of Groups, select Not Available Codes and Completion Codes.

Web Partner

The Web Partner software is run via a web browser and partners the User's handset, enabling the User to handle calls, make calls and set their User configuration via a browser.

Vision Portal

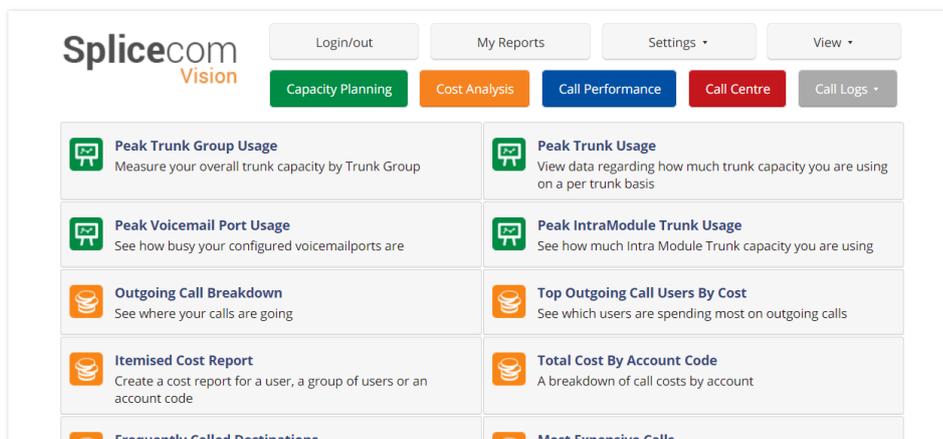
The Vision Portal is used to view all call logging information, listen to recordings, create reports and reporting groups, create wallboards, create Manager accounts and set up the use of the WebPartner application.

The Vision Portal can be accessed on a PC connected to the Vision Server via the following link:

`http://[ip address of vision server]/vision` eg `http://10.0.4.150/vision`

You will be requested to enter your User Name and password. These will be the log in details for the Manager account set up for you on the Vision server. Please refer to your System Administrator for further details.

Once the Vision portal is open the My Reports page will be automatically displayed with further options available at the top.



Managers

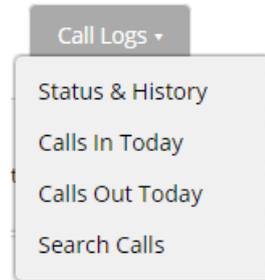
If you have been given the rights to create Manager accounts on the Vision server the Managers option will be available within Settings. Please refer to your system administrator for further details.

Mobility

If you have been given the rights to enable the use of the Web Partner for your colleagues the Mobility link will be available within Settings. Please refer to your system administrator for further details.

Call Logs

The Call Logs button at the top right of the Vision port will give links to four pages that can be used to view the call data.



Status & History

The Status & History link within the Call Logs button will display live call logging for the system. This page will update every 30 seconds and display up to 30 calls. The most recent calls are displayed at the top. This data can be copied and pasted into another document, for example, MS Excel.

Last 30 calls									
Date	Source Name	Source Number	Destination Name	Destination Number	Answered By Number	Answered by Name	Duration	Connected	Cost
2020-10-15 13:04:34	William Liu	2012	Craig Wellborough	02085382354			00:01:52	00:01:40	0.166
2020-10-15 13:01:54	Ananya Khatri	2019	Accounts	8002	2012	William Liu	00:00:40	00:00:34	0.000
2020-10-15 12:56:51	London	02085382355	Ananya Khatri	2019	2019	Ananya Khatri	00:02:45	00:02:43	0.000
2020-10-15 12:56:22	Matt Hughes	2028	William Liu	2012	2012	William Liu	00:01:30	00:01:28	0.000

Date = this column will display the date and time the calls was made or received.

Source Name = this column displays for

Outgoing calls - the name of the User who made the call

Incoming calls - the name of the external contact the call has been received from (if the Source Number has been matched in the Contacts database), the Area Code name (if the Source Number's area code is matched in the Area Codes list in the system database) or the name of the User ringing from a number stored in their User configuration. If no match was found the entry in this column will be blank.

Source Number = this column will display either the extension number of the User who made the call or the incoming CLI received with this call.

Destination Name = this column will display

Internal calls – the name of the User or Department the call was made to

Outgoing calls – the name of the external contact dialled (if the number dialled is matched in the Contacts database).

Incoming calls - the name of the User or Department the call was made to.

Destination Number = this column will display the number dialled.

Internal calls – the extension number of the User or Department the call was made to

Outgoing calls - the external number dialled. (Please note that if the Destination Name field contains a User Name and this field contains an external number, the User in the Destination Name field has forwarded their calls to this number or one of their personal numbers, ie mobile/home/spare number, has been dialled.)

Incoming calls - the extension number of the User or Department the call was made to

Answered by Number = Internal and incoming calls only. This column displays the extension number that answered the call. If this matches the Destination Number the User has answered their own call, otherwise this will show the extension number of the User that answered a Department call or answered a forwarded call or picked up the call.

Answered by Name = Internal and incoming calls only. This column displays the name of the User that answered the call. If this matches the Destination Name the User has answered their own call, otherwise this will be the User that answered a Department call or answered a forwarded call or picked up the call.

Duration = this will show the amount of time the call was active, including ringing time.

Connected = this column will show the amount of time from the call being answered to the call ending.

Cost = this will display the cost of the call dependent on the Pricing Scheme being used.

Column	Outgoing Call	Incoming Call
Source Name	Name of User making the call	Name of Contact or User the call was received from (if incoming CLI matched in the database)
Source Number	Extension number of the User making the call	Incoming CLI received with this call
Destination Name	Name of User/Department/Contact the call was made to (if number dialled matched in the database)	Name of User/Department the call was made to
Destination Number	The number dialled	Extension number of the User/Department the call was made to
Answered by Number		The extension number of the User that answered the call
Answered by Name		The name of the User that answered the call

Calls In Today

A list of the incoming external calls received today can be viewed by selecting Calls In Today from the Call Logs button.

Today's Inbound Calls							
For: All							
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
2015-06-29 10:07:52	02085392100	Reception 8000			00:00:02	00:00:00	0.00
2015-06-29 10:08:10	02085392100	Marcus O'Rorke 2017	Marcus O'Rorke 2017		00:00:04	00:01:07	0.00
2015-06-29 10:09:16	07827283932	Adrian Deeney 2042	Adrian Deeney 2042		00:00:02	00:00:12	0.00
2015-06-29 10:10:54	Ocean Electronics 01727234000	Emma Marks 2002	Emma Marks 2002		00:00:03	00:00:35	0.00
2015-06-29 10:11:38	Ocean Electronics 01727234000	Reception 8000	Emma Marks 2002		00:00:04	00:00:06	0.00

The most recent call will be displayed at the bottom. If a call has been recorded the Speaker icon will be displayed on the right hand side of the call.

Date & Time	The time and the date the call was received.
Source	The incoming CLI received with this call, if presented. If this CLI is matched in the Contacts database the contact name will be displayed with the number. If the area code within the number is matched within the Area Codes list on the system the relevant area of the country will be displayed. If the number is displayed with a User name, this indicates that the User made the call from one of their personal numbers, ie mobile/home/spare number. Otherwise no name will be displayed.
Destination	The User or Department name and extension number that the call was routed to.
Extension	The User name and extension number or voicemail that answered the call. If the entry matches the Destination the User answered their own call, otherwise this column displays the User that answered the Department call or forwarded call or picked up the call.
Forwarded by	Not used
Ringing	The amount of time the call was ringing before it was answered
Connected	The amount of time from the call being answered to the call being ended
Cost	N/A

Call Log Detail

Further details relating to a call can be viewed by selecting the call within the Date & Time column and the following screen will be displayed.

Switch to engineering view

Call

Date & Time 2020-05-27 14:36:48
Total Cost 0.000

<p>Call Source Details</p> <p>Cost Centre Mary Barnes On Behalf Of Trunk Modules.TrainingSIPTrunk.Virtual Name Craig Wellborough Number 02085382354 Cost Associated 0.000 Release Code</p> <p>Connected Yes Transfer Status No Account Name Craig Wellborough Account Code 3579</p>	<p>Call Destination Details</p> <p>Cost Centre Mary Barnes On Behalf Of Mary Barnes Trunk Name Mary Barnes Number 2020 Cost Associated 0.000 Release Code Normal</p> <p>Call Duration 19.912 Call Connected 16.271 Queuing Time 0.006 Distributing Time 3.629 Agent Ringing Time 3.601</p>
---	---

Back

The times represent the total number of seconds.

Select Back to return to the calls list, or further information can be viewed by selecting Switch to engineering view.

Calls Out Today

A list of the all outgoing external calls made today can be displayed by selecting Calls Out Today from the Call Logs button.

Today's Outbound Calls									
For: All									
Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Net Cost	VAT	Gross Cost
2020-05-27 16:04:52	Ananya Khatri 2019	Craig Wellborough 02085382354			00:00:02	00:04:09	0.44	0.09	0.53
2020-05-27 16:08:48	Vihaan Agarwal 2025	02085382355			00:00:04	00:00:38	0.07	0.01	0.08

The most recent call will be displayed at the bottom. If a call has been recorded the Speaker icon will be displayed on the right hand side of the call. If a VAT value has been configured on Vision this column will also be displayed.

Date & Time	The time and the date the call was made.
Source	The User and extension number making the call.
Destination	The number that was dialled. If this number is matched in the Contacts database the Contact name will also be displayed. If this field contains a User's Name and an external number this indicates that one of the User's personal numbers, ie mobile/home/spare number, was dialled. Alternatively, if the User's name also appears in the Forwarded By column this indicates that the User had forwarding set and the call was forwarded to the number displayed.
Extension	N/A
Forwarded by	If the call is listed as a result of the call being forwarded to an external number, this column will show the User that had forwarding set and caused the call to be forwarded.
Ringin	The amount of time the call was ringin before it was answered
Connected	The amount of time from the call being answered to the call being ended
Cost	The cost of the call dependent on the Pricing Scheme used.

Call Log Detail

Further details relating to a call can be viewed by selecting the call within the Date & Time column and the following screen will be displayed.

Switch to engineering view

Call

Date & Time 2020-05-27 16:04:52
Total Cost 0.415

<p>Call Source Details</p> <table border="0" style="width: 100%;"> <tr><td>Cost Centre</td><td>Ananya Khatri</td></tr> <tr><td>On Behalf Of</td><td></td></tr> <tr><td>Trunk</td><td></td></tr> <tr><td>Name</td><td>Ananya Khatri</td></tr> <tr><td>Number</td><td>2019</td></tr> <tr><td>Cost Associated</td><td>0.000</td></tr> <tr><td>Release Code</td><td>Normal</td></tr> </table>	Cost Centre	Ananya Khatri	On Behalf Of		Trunk		Name	Ananya Khatri	Number	2019	Cost Associated	0.000	Release Code	Normal	<p>Call Destination Details</p> <table border="0" style="width: 100%;"> <tr><td>Cost Centre</td><td>Ananya Khatri</td></tr> <tr><td>On Behalf Of</td><td></td></tr> <tr><td>Trunk</td><td>Modules.TrainingSIPTrunk.Virtual</td></tr> <tr><td>Name</td><td>Craig Wellborough</td></tr> <tr><td>Number</td><td>02085382354</td></tr> <tr><td>Cost Associated</td><td>0.415</td></tr> <tr><td>Release Code</td><td></td></tr> </table>	Cost Centre	Ananya Khatri	On Behalf Of		Trunk	Modules.TrainingSIPTrunk.Virtual	Name	Craig Wellborough	Number	02085382354	Cost Associated	0.415	Release Code	
Cost Centre	Ananya Khatri																												
On Behalf Of																													
Trunk																													
Name	Ananya Khatri																												
Number	2019																												
Cost Associated	0.000																												
Release Code	Normal																												
Cost Centre	Ananya Khatri																												
On Behalf Of																													
Trunk	Modules.TrainingSIPTrunk.Virtual																												
Name	Craig Wellborough																												
Number	02085382354																												
Cost Associated	0.415																												
Release Code																													
<table border="0" style="width: 100%;"> <tr><td>Connected</td><td>Yes</td></tr> <tr><td>Transfer Status</td><td>No</td></tr> <tr><td>Account Name</td><td>Craig Wellborough</td></tr> <tr><td>Account Code</td><td></td></tr> </table>	Connected	Yes	Transfer Status	No	Account Name	Craig Wellborough	Account Code		<table border="0" style="width: 100%;"> <tr><td>Call Duration</td><td>251.782</td></tr> <tr><td>Call Connected</td><td>249.408</td></tr> <tr><td>Queuing Time</td><td>0.016</td></tr> <tr><td>Distributing Time</td><td>2.353</td></tr> <tr><td>Agent Ringing Time</td><td>2.194</td></tr> </table>	Call Duration	251.782	Call Connected	249.408	Queuing Time	0.016	Distributing Time	2.353	Agent Ringing Time	2.194										
Connected	Yes																												
Transfer Status	No																												
Account Name	Craig Wellborough																												
Account Code																													
Call Duration	251.782																												
Call Connected	249.408																												
Queuing Time	0.016																												
Distributing Time	2.353																												
Agent Ringing Time	2.194																												

Back

The times represent the total number of seconds.

Select Back to return to the calls list, or further information can be viewed by selecting Switch to engineering view.

Search Calls

The Search Calls link available via the Call Logs button will open the Call Log Search dialogue box, in order to search for specific calls, for example, internal calls made today, calls to a specific extension, all calls made last week, and so on. An asterisk (*) can be used as a wild card.

Call Log Search

Report Period ▼

Date (from) Select Date

Date (to) Select Date

For Company: ▼

Time (start)

Time (end)

Cost Centre

Source Name

Source Number

Target Name

Target Number

Answered By Name

Answered By Number

Account Code

You can use * as a wildcard in name, number and account code fields

Report Period = select the time period for which you wish to search for calls, eg Today, This Month, last 30 days etc. If you choose Custom you will need to fill out the Date (from) and Date (to) fields.

Date (from) = used when Custom is selected in the Report Period field. This is the start date for the time period required in your search. Click on Select Date to pick the start date required.

Date (to) = used when Custom is selected in the Report Period field. This is the end date for the time period required in your search. Click on Select Date to pick the end date required.

For Company = if the Companies feature is being used on the Splice.com system this list box allows you to search for calls to or from Users and Department belonging to a particular Company. Please note, if you are a part of a Company you will only be able to search for Users and Departments belonging to your Company.

Time (start) = to search for calls made or received within a certain time of the day enter the required start time here. This should be entered as, eg 17:00

Time (end) = to search for calls made or received within a certain time of the day enter the required end time here. This should be entered as, eg 20:00

Cost Centre = this field will enable a search for all calls relating to a User or Department. Enter here a User or Department name. When a User name is entered the resulting list will display outgoing calls made by the User and incoming calls routed to the User, including forwarded calls, and calls answered on behalf of a Department. For a forwarded call the Cost Centre is the User that set the forwarding. When a Department name is entered all calls routed to the Department will be listed.

Source Name = to search for calls made by a specific User or received from a specific Contact enter either the name of the User who made the calls or the name of the external contact the calls were received from. (Please note the external contact's incoming CLI must have been matched in the Contacts database at the time of the call.)

Source Number = to search for calls made by a specific extension number or received from a specific incoming number enter the extension number of the User who made the calls or the incoming CLI received with the calls.

Target Name = to search for incoming calls made to a specific User or Department enter the name of the User or Department required or to search for outgoing calls to a specific Contact enter the name required. (Please note the number dialled must have been matched in the Contacts database at the time of the call.)

Target Number = to search for incoming calls made to a specific extension number enter the extension number of the User or Department required or to search for outgoing calls to a specific external number enter the number required.

Answered by Number = to search for calls answered by a specific extension enter the extension number that answered the calls, ie the extension number of the User that answered a Department call, or the extension number of the User that answered a forwarded call or picked up a call.

Answered by Name = to search for calls answered by a specific User enter the User name of the extension that answered the calls, ie the name of the User that answered a Department call, or the name of the User that answered a forwarded call or picked up a call.

Account Code = if account coding is being used on the Splice.com system and you wish to search for calls assigned to a specific account code enter the required account code here.

When ready select Generate Report. A list of the calls matching the criteria entered will be displayed with the following information.

Date & Time	The time and the date the call was received/made.
Source	Incoming external call - the incoming CLI received with this call, if presented. If this CLI is matched in the Contacts database the contact name will be displayed with the number. If the area code within the number is matched within the Area Codes list on the system the relevant area of the country will be displayed. If the number is displayed with a User name, this indicates that the User made the call from one of their personal numbers, ie mobile/home/spare number. Otherwise no name will be displayed. Outgoing external call or internal call – the User name and extension making the call.

Destination	Incoming external call or internal call - the User or Department name and extension number that the call was routed to. Outgoing external call - the number that was dialed. If this number is matched in the Contacts database the Contact name will also be displayed. If this field contains a User's Name and an external number this indicates that one of the User's personal numbers, ie mobile/home/spare number, was dialed. Alternatively, if the User's name also appears in the Forwarded By column this indicates that the User had forwarding set and the call was forwarded to the number displayed.
Extension	Incoming external call or internal call - the User name and extension number or voicemail that answered the call. If the entry matches the Destination the User answered their own call, otherwise this column displays the User that answered the Department call or forwarded call or picked up the call. Outgoing external call – not used. If the call was recorded the log of this action will display !LeaveRecording in this column.
Forwarded by	Outgoing external call - this column will show the User that had forwarding set and caused the call to be forwarded to the external number. Incoming external call or internal call – not used.
Ringling	The amount of time the call was ringing before it was answered.
Connected	The amount of time from the call being answered to the call being ended.
Cost	Outgoing external call - the cost of the call dependent on the Pricing Scheme used. Incoming external call or internal call – not used.

Call Status

The following icons may be displayed within the Call Logs and represent the following:



The call was abandoned before it could be answered by the extension or voicemail



This call was parked



This call was picked up from a park slot



This indicates the transferred leg of the call.



This indicates the second leg of a transferred call

Accessing Call Recordings

If you have been given the ability to view and listen to call recordings, you can do so as follows:

- 1 Firstly, search for the call(s) that has been recorded using Calls In Today, Calls Out Today or Search Calls. Calls that have been recorded will be indicated by the Speaker icon displayed on the right hand side of the call.

Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Net Cost	VAT	Gross Cost		Delete	Rec	Data
2020-05-27 16:04:52	Ananya Khatri 2019	Craig Wellborough 02085382354			00:00:02	00:04:09	0.44	0.09	0.53		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Click on the Speaker icon and the Recordings page for that call will be displayed.

Recordings

Date	Cost Centre	Name	Number	Target Name	Target Number	Extn	Extn Name	Recording In	Recording
2020-05-27 16:09:03	Ananya Khatri	Ananya Khatri	2019	Craig Wellborough	02085382354			OutboundRecordings	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> 0:19 / 4:08</div> <div style="flex-grow: 1; border: 1px solid #ccc; position: relative;"> <div style="position: absolute; top: -10px; right: -10px;"> </div> </div> <div style="margin-left: 10px;"> </div> </div>

If your browser has the relevant QuickTime plug in then you will be able to listen to the recording via your Web Browser, this will play automatically. If you do not have the QuickTime plug in installed, then your default application for listening to .wav files will open.

Downloading a recording

In the Recordings page click on the Download icon  and following the relevant download/save instructions of your browser.

Recording Access Log

The next time a call recording is listened to the Recording Access Log at the bottom of the screen will display when and by whom (the relevant Manager's email address) the recording has been listened to in the past.

Recording Access Log					
Number	Target Number	User	Time & Date	Remote Address (IP)	Access Method
2019	02085382354	support@bluebirdgraphics.co.uk	2020-05-28 10:42:52	192.168.0.45	Website Listen
2019	02085382354	ABrown	2020-05-28 11:03:01	10.0.4.23	Website Listen
2019	02085382354	support@bluebirdgraphics.co.uk	2020-05-27 17:19:41	192.168.0.45	Website Listen

The Remote Address (IP) column will display the IP address of the PC that listened to the recording. If the number one (::1) is displayed this indicates that the recording was listened to locally on Vision server.

Forward a recording to an email account

After listening to a recording this recording can be forwarded to an email account. Please note that this facility must have been previously configured on your system - please refer to your system administrator for further details.

1 Click on the speaker icon beside the relevant call.

- 2 Within the Forward Message section, in the Email/Search field enter the email address where the recording is to be sent.

Forward Message

Email / Search:

- 3 Click on the Send To Email button
Confirmation that the message has been sent will be displayed.

Forward Message

Email / Search:

Message Sent to jane@splice.com

Or to send the recording to a colleague on the system,

- 2 Within the Email/Search field start to enter the colleague's User name and User accounts matching this text who have been configured with an email address will be listed.

Forward Message

Email / Search:

Forward to Contact

Type	Name	Email
User	Aaron Blisset	Send Message to aaron@bluebirdgraphics.co.uk
User	Alice Barker	Send Message to alice@bluebirdgraphics.co.uk
User	Anita Gomes	Send Message to anita@bluebirdgraphics.co.uk

- 3 From the list displayed, beside the User required, select Send Message to [email address].
Confirmation that the message has been sent will be displayed.

Forward Message

Email / Search:

Message Sent to alice@bluebirdgraphics.co.uk

A record of this action will be displayed in the Recording Access Log next time the recording is listened to.

Recording Access Log					
Number	Target Number	User	Time & Date	Remote Address (IP)	Access Method
2019	02085382354	support@bluebirdgraphics.co.uk	2020-05-28 11:23:04	192.168.0.45	Emailed to alice@bluebirdgraphics.co.uk

Delete a Call Recording

If your Manager account has been given the relevant rights you will be able to delete a call recording as follows. (If this option is not available you have not been given this ability, please refer to your system administrator for further details.)

- 1 Firstly, use the Call Logs > Search Calls facility to find the call with the recording to be deleted.
- 2 Beside the relevant call tick the box under the Rec Column.
- 3 Within the Reason/Ref field enter the text required to identify this action.
- 4 Select the Delete icon and OK to confirm the deletion.



Please note:

- The call information can also be deleted at the same time, tick the box under the Data column.
- To view a register of the recordings that have been deleted use Call Logs > Deletion History as described in the next section.

Delete a record of a call

A record of a call can be deleted from the system when, for example, an individual requests “the right to be forgotten”. (If this facility is not available your Manager account has not been given relevant rights, please refer to your system administrator for further details.)

- 1 Firstly, use the Call Logs > Search Calls facility to find the call(s) to be deleted. Please refer to the Search Calls section from page 12 for further information.
- 2 Beside the relevant call(s) tick the box under the Data Column. If the call was also recorded (indicated by the Speaker icon) the box under the Rec column will be automatically ticked. All legs of the call will also be selected.
- 3 Within the Reason/Ref field enter the text required to identify this action.

Reason / Ref											Delete	
RHAccCW29234											Delete	
Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Net Cost	VAT	Gross Cost		Rec	Data
2020-05-01 15:39:16	Craig Wellborough 02085382354	Main 8000			00:00:02	00:00:00	0.00	0.00	0.00		<input type="checkbox"/>	<input type="checkbox"/>
2020-05-01 15:42:25	Craig Wellborough 02085382354	Main 8000			00:00:24	00:00:00	0.00	0.00	0.00		<input type="checkbox"/>	<input type="checkbox"/>
2020-05-01 15:43:15	Craig Wellborough 02085382354	Ananya Khatri 2019	Ananya Khatri 2019		00:00:02	00:00:34	0.00	0.00	0.00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2020-05-01 15:43:17	Craig Wellborough 02085382354	Ananya Khatri 2019	!LeaveRecording		00:00:01	00:00:33	0.00	0.00	0.00		<input checked="" type="checkbox"/>	<input type="checkbox"/>
2020-05-01 15:45:20	Craig Wellborough 02085382354	Ananya Khatri 2019	Ananya Khatri 2019		00:00:01	00:00:11	0.00	0.00	0.00		<input type="checkbox"/>	<input type="checkbox"/>
2020-05-01 15:45:20	Craig Wellborough 02085382354	Ananya Khatri 2019	Ananya Khatri 2019		00:00:01	00:00:11	0.00	0.00	0.00		<input type="checkbox"/>	<input type="checkbox"/>
2020-05-01 15:45:20	Craig Wellborough 02085382354	Ananya Khatri 2019	!LeaveRecording		00:00:01	00:00:10	0.00	0.00	0.00		<input type="checkbox"/>	<input type="checkbox"/>

- 4 Select the Delete icon and OK to confirm the deletion.



Delete all calls

To delete all the calls shown in the Search result tick the Rec and Data boxes next to the column headings. This will automatically tick all the boxes below.

Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Net Cost	VAT	Gross Cost	Rec	Data
										<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Reason / Ref: RHAccDP67234 Delete

Untick both the boxes again, if this is not required and all the boxes below will be emptied.

Deletion History

The Deletion History facility provides a log of calls and recordings that were deleted from the system. An asterisk (*) can be used as a wild card.

- 1 From the Call Logs button select Deletion History.
- 2 Complete the Call Deletion History form with the criteria for the call(s) to be searched for.

Call Deletion History

Call Period:

Call Date (from): Select Date

Call Date (to): Select Date

Delete Period:

Delete Date (from): Select Date

Delete Date (to): Select Date

Delete Type:

Source Name:

Source Number:

Target Name:

Reason / ref.:

You can use * as a wildcard in name and number fields

Call Period = select the time period when the deleted call, you wish to search for, was made or received, eg Today, This Month, last 30 days etc. If you choose Custom you can fill out the Date (from) and Date (to) required.

Call Date (from) = used when Custom is selected in the Call Period field. This is the start date for the time period required for your search. Click on Select Date to pick the start date required.

Call Date (to) = used when Custom is selected in the Call Period field. This is the end date for the time period required for your search. Click on Select Date to pick the end date required.

Delete Period = select the time period when the call, you wish to search for, was deleted, eg Today, This Month, last 30 days etc. If you choose Custom you can fill out the Date (from) and Date (to) required.

Delete Date (from) = used when Custom is selected in the Delete Period field. This is the start date for the time period required for your search. Click on Select Date to pick the start date required.

Delete Date (to) = used when Custom is selected in the Delete Period field. This is the end date for the time period required for your search. Click on Select Date to pick the end date required.

Delete Type = select Recordings (to only find records of call recordings that were deleted) or Calls (to only find records of call data that was deleted) or All (to find a record of call data and recordings deleted).

Source Name = to search for calls made by a specific User or received from a specific Contact enter either the name of the User who made the calls or the name of the external contact the calls were received from (please note the external contact's incoming CLI must have been matched in the Contacts database at the time of the call).

Source Number = to search for calls made by a specific extension number or received from a specific incoming number enter the extension number of the User who made the calls or the incoming CLI received with the calls (this number must have been received at the time of the call).

Target Name = to search for incoming calls made to a specific User or Department enter the name of the User or Department required or to search for outgoing calls to a specific contact enter the name required (please note the number dialled must have been matched in the Contacts database at the time of the call).

Target Number = to search for incoming calls made to a specific extension number enter the extension number of the User or Department required or to search for outgoing calls to a specific external number enter the number required.

Reason / ref. = to search for records matching the text entered into the Reason / Ref field at the time the calls and recordings were deleted.

3 When ready select Generate Report.

A list of the deletion records matching the criteria entered will be displayed with the following information.

Deletion History										
Date & Time	Name	Number	Target Name	Extn	Deleted By	Deleted At	Remote Address (IP)	Record Type	Reason / Ref.	
2020-05-01 15:43:51	Craig Wellborough	02085382354	Ananya Khatri		support@bluebirdgraphics.co.uk	2020-05-29 16:42:52	192.168.0.45	Recording	RHAccCW29234	
2020-05-01 15:43:15	Craig Wellborough	02085382354	Ananya Khatri	2019	support@bluebirdgraphics.co.uk	2020-05-29 16:42:52	192.168.0.45	Call	RHAccCW29234	
2020-05-01 15:43:17	Craig Wellborough	02085382354	Ananya Khatri	!LeaveRecording	support@bluebirdgraphics.co.uk	2020-05-29 16:42:52	192.168.0.45	Call	RHAccCW29234	

Date & Time	The time and the date the call/recording was received/made.
Name	Incoming external call - the name of the Contact the call was received from if the incoming CLI was matched in the Contacts database. If the number is not matched within the Contacts database but the area code within the number is matched within the Area Codes list on the system the relevant area of the country will be displayed. Otherwise, this will be blank. Outgoing external call or internal call – the name of the User making the call. If this field contains a User's Name and the Number column displays an external number this indicates that one of the User's personal numbers, ie mobile/home/spare number, was dialled.

Number	Incoming external call - the incoming CLI received with this call, if presented. Outgoing external call or internal call – the extension number of the User making the call.
Target Name	Incoming external call or internal call – this will show the name of the User or Department that the call was routed to. Outgoing external call – this will show the name of the Contact that was called, if the number dialled was matched in the Contacts database. Otherwise this will be blank. For a recording this will show the name of the voicemail box hosting the call recording, ie OutboundRecordings, InboundRecordings, User or Department name.
Extension	Incoming external call or internal call – this will show the extension number of the User that answered the call, eg the User that answered the Department call, the User that picked up the call and so on. Outgoing external call – not used. If the call was recorded the log of this action will display !LeaveRecording in this column.
Deleted By	The name of the Manager, logged into the Vision portal, that instigated the deletion.
Deleted At	The time and the date the call/recording was deleted.
Remote Address (IP)	The IP address of the computer where the Vision Portal was used to delete the call/recording.
Record Type	Call or Recording. Indicates whether the record is for the deletion of a call or a recording.
Reason / Ref	Displays the text entered into the Reason/Ref field at the time of the deletion.

Reports

The Reports section of the Vision portal will collate the call logging data and present it in a graphical format. When you first log in the list of Reports is the default page, otherwise these can be viewed by selecting the My Reports button at the top of the Vision portal. If the Reports are not available, your Manager account has not been given rights to this facility, please refer to your system administrator for further details.

Each report can be printed or exported in a CSV format.



The Reports are broken down into three main areas; Capacity Planning, Cost Analysis and Call Performance. If any of these categories are not available, you have not been given the rights to use these reports, please refer to your system administrator for further details.

Please note that if the Call Centre reports are available, via the Call Centre button displayed at the top of the Vision Portal, this means that Vision Call Centre is running on your system and your Manager account has been given rights to use the Call Centre Reports. Please refer to the Vision Call Centre section from page 95.



The Reports are broken down into three main areas: Capacity Planning, Cost Analysis and Call Performance.

Capacity Planning

 Peak Trunk Group Usage Measure your overall trunk capacity by Trunk Group	 Peak Trunk Usage View data regarding how much trunk capacity you are using on a per trunk basis
 Peak Voicemail Port Usage See how busy your configured voicemailports are	 Peak IntraModule Trunk Usage See how much Intra Module Trunk capacity you are using

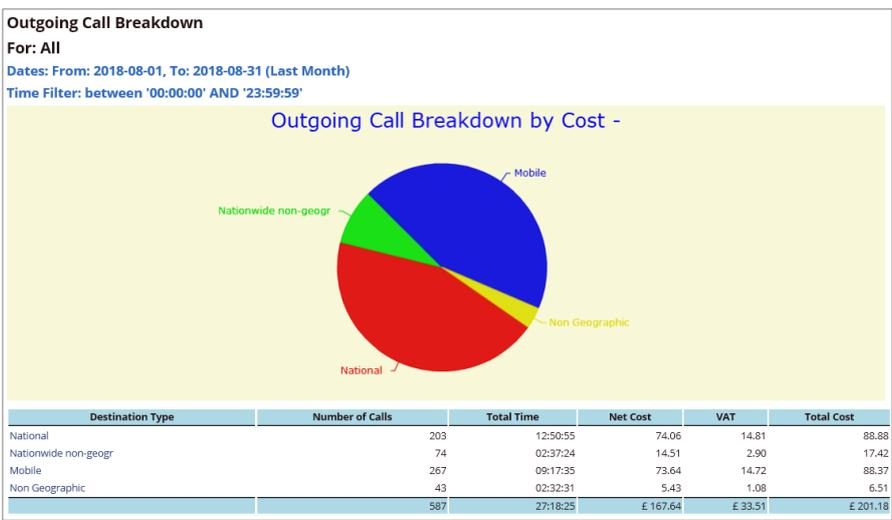
Cost Analysis

 Outgoing Call Breakdown See where your calls are going	 Top Outgoing Call Users By Cost See which users are spending most on outgoing calls
 Itemised Cost Report Create a cost report for a user, a group of users or an account code	 Total Cost By Account Code A breakdown of call costs by account
 Frequently Called Destinations See which numbers are called often	 Most Expensive Calls See where the most expensive calls were made and view who made them
 Forwarded Calls Cost By User See which users are responsible for forwarded call costs	 Cost Report Filtered By Cost Centre See which cost centre was responsible for forwarded call costs
 Transferred Calls By Cost Evaluate the cost of calls received and then transferred externally	 Trunk To Trunk Calls See incoming calls that have been redirected externally

Call Performance

First And Last Calls See when your first and last calls of the day were and whether they were answered	Abandoned Calls Overview Identify which Users/Departments are losing calls
Abandoned Calls Detail See where your abandoned calls were missed. You can also view whether these numbers called back and whether you have called them back	Incoming Call Response Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail
Incoming Call Response Concise Faster version of incoming Call Response report with different banding of answer times	Incoming Call Breakdown By Hour See overall incoming call traffic for a given period
Incoming Call Breakdown By Department A breakdown of incoming traffic by departments and reporting groups	Incoming Call Breakdown By Day See how incoming call traffic varies on a day by day basis
Incoming Call Breakdown By Week See how incoming call traffic varies on a week by week basis	Incoming Call Breakdown By Month See how incoming call traffic varies on a month by month basis
Incoming Call Breakdown By User See who was answering calls for a Department or Reporting Group	Incoming Call Breakdown By DDI A breakdown of incoming traffic by DDI
Incoming Call Summary See summary of incoming call traffic sorted by called entity.	Overview By Talk Time View all calls in and out and drill down
Overview By User See data regarding how many calls a user has made, received and parked plus total time spent on calls	Auto Attendant Calls Breakdown See a breakdown of calls handled by Auto or Extended Attendant with option to filter by DDI.
Calls Abandoned In AA See how many calls were abandoned during Auto Attendant	Contact Report Report on all calls involving a specific SelectVoice contact entry.
Outgoing Call Breakdown By Day See a breakdown of outgoing calls by day,	Outgoing Call Breakdown By Hour See overall outgoing call traffic for a given period

A selection of the Vision reports are displayed with a chart and a table showing an analysis of the data. Please note that the diagrams in the Creating a Report section will display the table in order to explain the data supplied in each column, however the charts are not displayed in order keep the number of pages in this manual to a minimum. You can display the information relating to a pie segment or bar within a bar chart by hovering your mouse over the required segment or bar.



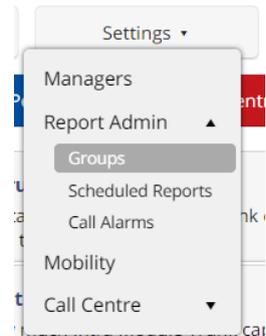
Reporting Groups

If a collection of Users and/or Departments need to be reported on these Users and Departments can be entered into to a Reporting Group. A report or a Statistic Panel within a wallboard can then be created using this Reporting Group.

Create a Reporting Group

- 1 Within the Vision Portal, from the Settings button, select Report Admin, and then Groups.
- 2 Click on the Create Group button.
- 3 In the Group Name field enter the text that will identify this Reporting Group.
- 4 In the Description field enter the text that will describe the usage of this Reporting Group.

(Both the Group Name and Description fields must contain some text for the group to be created.)

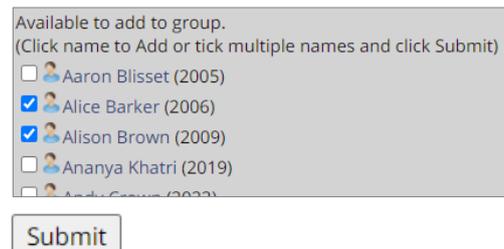
- 5 Select the Add Group button. The new group will be added to the Reporting Groups list.
- 6 Click on the Edit button beside the new group.  A list of the Users and Departments on the system and existing Reporting Groups will be displayed on the left hand side.



- 7 To add a member to the group, click on the User, Department or Reporting Group required. This entry will move over to the right hand side of the screen, indicating that they are a member of the group.

Alternatively,

- 9 To add multiple members to the group, select the tick boxes beside all the Users, Departments and/or Reporting Groups to be added to the group.
- 10 Select the Submit button (at the bottom left hand side). These entries will move over to the right hand screen, indicating that they are a member of the group.



Alternatively,

- 11 To add all Users and/or all Departments to the group, select the Add all Users and/or Add all Departments link at the top. All Users and/or Departments will move over to the right hand screen, indicating that they are a member of the group.



Please note:

- You will only be able to add Users and Departments specified in your Manager account's Permissions.
- A Reporting Group created with no Group Members will report on everyone on the system or every User and Department that you have permission for.
- When a User Name is changed via Manager this will be automatically reflected within the Reporting Group.

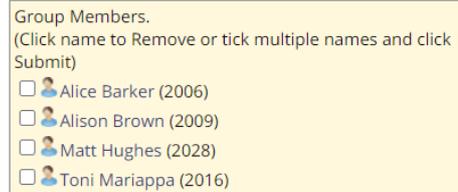
Remove a member from a Reporting Group

Within the Group Members list on the right hand side of the screen,

- Click on the User/Department/Reporting Group to be removed and this name will return to the list of the left hand side,

or

- Tick all the Users/Departments/Reporting Groups to be removed and select the Submit button at the bottom left hand side of the screen.



Reporting Group Ownership

You will be the owner of any Reporting Group that you create, and any other Manager on your system will own any Reporting Group they create.

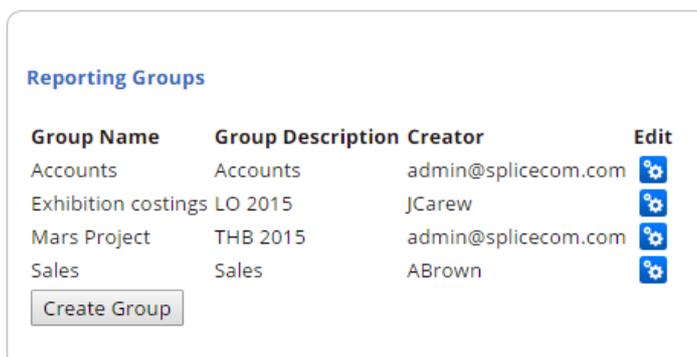
The Administrator or a Manager with Configure Manager rights can create a Reporting Group for you or another Manager on your system, by selecting this Manager from the Owned By list box.



If your Manager account does not have Configure Manager rights you will not be given the Owned By list box so will only be creating your own groups. These Groups can only be used and edited by you or by the Administrator or a Manager with Configure Manager rights.

The Administrator or a Manager with Configure Manager rights can create Global Reporting Groups by selecting this option from the Owned By list box. A Global Reporting Group can be used by you and all Managers on your system, but can only be edited by the Administrator or a Manager with Configure Manager rights.

Each group will be displayed with the Manager's name within the Creator column.



If your Manager account does not have Configure Manager rights you will view and be able to use your own Reporting Groups and Global Reporting Groups. You will only be able edit your own Groups.

Reporting Groups			
Group Name	Group Description	Creator	Edit
Customer Service	Customer Service depts	John Carew	
Reception	Main reception	Global	

Reporting Group: Reception - Main reception

Only an administrator can change this group

Available to add to group

Creating a Report

Report Period

Each Report can provide data for a range of dates. This “report period” is specified by selecting one of the options from the Report Period field.

If Custom is chosen, within the Start Date: and End Date: fields enter the specific date range required by using the Select Date links.

Report Period: ▼

Start Date: [Select Date](#)

End Date: [Select Date](#)

Report Period: ▼

Start Date:

End Date:

For:

Show:

Call Type:

Save these criteria to my quick reports

Where provided, a specific time period during the day can also be specified, enter a start and end time in hhmm 24 hour format.

In Time Period: to hhmm (24hr)

Specifying the Account to report on

Each report will specify the type of account on the system that it can report on, this will be different for each report. This is indicated by the Show: list. The account you wish to report on is entered into the For: field and as you start to type in the name Vision will check the system database and list all the accounts starting with the characters entered dependent on the type of account ticked beside Show:. Therefore, ensure the type of account that you require is selected before entering the Name of the account required. By default, all options are ticked.

For:

Show: Users Departments Companies Reporting Groups

Allow Global Reporting

If the For: is left blank the report will analyse the call data within the Report Period for all the Users and Departments that you have permission for.

Beware of using this feature if you have selected a long report period, eg a year, and you have permission for a large number of User and Departments. The report may take some time to complete using up system resources.

For:

Show: Users Companies Reporting Groups

If the Allow Global: field is displayed you must tick this option to confirm that you wish to leave the For: field empty and you wish all data within the Report Period to be reported

For:

Allow Global:

Show: Users Companies Reporting Groups

on. This functionality ensures that if you have with rights to the call data for a large number of Users and Departments you don't accidentally report on all this data using up system resources.

Please refer to system administrator for further information.

Reporting on Internal or External calls.

Where relevant reports will give you the option to report on internal or external or both types of call. External calls count as calls received from or made to external numbers outside of your telephone system. Internal calls count as calls made by a User to another User or a Department on your system.

Call Type: Internal External

Generate the report

After you have selected the report options as explained above click on the Generate Report button to run the report.

Generate Report

Capacity Planning Reports

If you have been given access to the Capacity Planning reports please refer to the System Administrator for further details on how to use these reports.

Cost Analysis Reports

These reports can be used to analyse the call data collected by the system for outgoing calls to find the total number of calls, the cost for these calls and so on.

The call costs used are dependent on the pricing plans entered on your system, please refer to your system administrator if you require further information.

If an Uplift % and/or VAT% value have been configured on your system, these will be automatically displayed when creating a Cost Analysis Report. These values can be amended for each report if required. Please refer to your system administrator for further details.

Account Code:

Uplift % VAT %

Outgoing Call Breakdown

This report provides information on outgoing external calls for the period selected, broken down by call type, i.e. National, International, Mobile, Non-Geographic, etc.

- 1 From the list of Cost Analysis reports select the Outgoing Call Breakdown report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User or Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Companies Reporting Groups

Or leave this field blank to report on all outgoing calls within the Report period and select Allow Global if this option is displayed.

- 4 If the Uplift % and VAT % fields are displayed amend these values if required.
- 5 Select the Generate Report button and the report will be displayed.

Outgoing Call Breakdown

For: All

Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)

Time Filter: between '00:00:00' AND '23:59:59'

[Outgoing Call Breakdown by Destination Type](#)

Destination Type	Number of Calls	Total Time	Net Cost	VAT	Total Cost
National	203	12:50:55	74.06	14.81	88.88
Nationwide non-geogr	74	02:37:24	14.51	2.90	17.42
Mobile	267	09:17:35	73.64	14.72	88.37
Non Geographic	43	02:32:31	5.43	1.08	6.51
	587	27:18:25	£ 167.64	£ 33.51	£ 201.18

Report Columns

Column Name	Purpose
Destination Type	Displays the type of outbound call made, i.e. International, National, Mobile, Non-Geographic, etc.
Number of Calls	Displays the total number of calls made within the Report Period to this Destination Type.
Total Time	Displays the total call time for these calls.
Net Cost	Displays the total cost of these calls, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of these calls.
Total Cost	Displays the total cost of these calls after VAT has been added.

Each Destination Type within this report can be selected to display a breakdown of the calls made to this Destination Type. Click on the link and a further report will be displayed with the relevant breakdown.

Drill Down Outgoing Calls

For: All

Dates: From: 2018-08-01, To: 2018-08-31

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: Mobile

[Drill Down Outgoing Calls](#)

Destination Type	Number of Calls	Total Time	Net Cost	VAT	Total Cost
UK Mobile Hutchison 3G	10	01:25:57	13.89	2.77	16.67
UK Mobile O2	24	00:47:49	6.01	1.20	7.21
UK Mobile Orange	35	01:03:34	8.34	1.66	10.01
UK Mobile T Mobile	2	00:09:43	1.25	0.25	1.50
UK Mobile Vodafone	180	05:11:45	40.30	8.06	48.36
UK National Geographic	15	00:36:31	3.35	0.67	4.02
UK Personal Numbering F	1	00:02:15	0.46	0.09	0.56
	267	09:17:34	£ 73.60	£ 14.70	£ 88.33

Each entry under the Destination Type column can again be selected and this will display the standard drill-down report listing the calls counted for the selected Destination Type. Please refer to the Standard Drill Down Report section from page 76 for further details.

Top Outgoing Call Users by Cost

This report provides information on the number of outgoing external calls made by members of staff and the cost of those calls. The report can search for outbound calls made by all Users within a Company or for a particular set of Users entered into a Reporting Group or for all Users.

- 1 From the list of Cost Analysis reports select the Top Outgoing Call Users By Cost report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:	<input type="text" value="Sales Team"/>
Show:	<input checked="" type="checkbox"/> Companies <input checked="" type="checkbox"/> Reporting Groups

Or leave this field blank to report on all Users within the Report period and select Allow Global if this option is displayed.

- 4 If the Uplift % and VAT % fields are displayed amend these values if required.
- 5 Select the Generate Report button and the report will be displayed.

Top Outgoing Call Users By Cost						
For: All						
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)						
Time Filter: between '00:00:00' AND '23:59:59'						
Cost Owner	Extension	Name	# Calls	Net Cost	VAT	Total Cost
Emma Marks	2002	Emma Marks	95	19.84	3.96	23.81
Michael Smith	2003	Michael Smith	56	15.73	3.14	18.87
Rose Barrett	2004	Rose Barrett	65	15.61	3.12	18.73
Angela Collins	2001	Angela Collins	44	6.31	1.26	7.58
			260	£ 57.49	£ 11.48	£ 68.99
Grand Total: £68.99						

Report Columns

Column	Purpose
Cost Owner	Displays the User account that the cost is attributed to.
Extension	Displays the extension number of the User that made the outgoing calls.
Name	Displays the name of the User that made the outgoing calls.
Number of Calls	Displays the total number of outbound calls made by the User within the Report Period.
Net Cost	Displays the cost of these calls, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of these calls.
Total Cost	Displays the total cost of these calls after VAT has been added.

Each entry under the Cost Owner column can be selected and this will display the standard drill-down report listed the calls counted for the selected Cost Owner. Please refer to the Standard Drill Down Report section from page 76 for further details.

Itemised Cost Report

This report provides a list of outbound calls made by a specific User or all Users within a specific Company or a set of Users within a Reporting Group or by all Users. This report can also be used to obtain a list of calls that have been assigned to a specific Account Code (for details on the account codes configured on your system please refer to your system administrator).

- 1 From the list of Cost Analysis reports select the Itemised Cost Report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Companies Reporting Groups

Or leave this field blank to list all Users making calls within the Report period and select Allow Global if this option is displayed.

- 4 If you wish to obtain a list of calls made by the above User(s) that have been logged against a specific Account Code enter this code in the Account Code field. If you wish to obtain a list of all calls logged against a specific Account Code leave the For: field empty. Otherwise leave this field blank.

Account Code:

- 5 If the Uplift % and VAT % fields are displayed amend these values if required.
- 6 Select the Generate Report button and the report will be displayed.

Itemised Cost Report										
For: Emma Marks										
Dates: From: 2018-09-01, To: 2018-09-18 (This Month)										
Time Filter: between '00:00:00' AND '23:59:59'										
Emma Marks										
Time	Forwarded By	Cost Centre	Name	Extension	Destination Name	Number Dialed	Connected Duration	Net Cost	VAT	Gross Cost
2018-09-01 14:20:30		Emma Marks	Emma Marks	2002		01642472894	00:06:15	0.19	0.03	0.23
2018-09-01 14:55:37		Emma Marks	Emma Marks	2002		01827709955	00:14:12	0.44	0.08	0.53
2018-09-01 15:11:22		Emma Marks	Emma Marks	2002		01213556955	00:01:06	0.03	0.00	0.04
2018-09-01 16:23:58		Emma Marks	Emma Marks	2002		01262675577	00:01:07	0.03	0.00	0.04
2018-09-01 16:27:49		Emma Marks	Emma Marks	2002		01604583473	00:00:07	0.00	0.00	0.00
2018-09-01 16:28:06		Emma Marks	Emma Marks	2002		01604583473	00:00:13	0.00	0.00	0.00
2018-09-01 16:28:29		Emma Marks	Emma Marks	2002		01604583473	00:00:04	0.00	0.00	0.00
2018-09-17 10:54:24		Emma Marks	Emma Marks	2002		01244609925	00:00:00	0.00	0.00	0.00
2018-09-17 10:55:58		Emma Marks	Emma Marks	2002		01736710964	00:00:46	0.01	0.00	0.01
2018-09-17 10:57:57		Emma Marks	Emma Marks	2002		01736710964	00:05:36	0.11	0.02	0.14
2018-09-17 12:05:51		Emma Marks	Emma Marks	2002		01388730587	00:11:35	0.24	0.04	0.29
2018-09-17 12:28:52		Emma Marks	Emma Marks	2002		01202699833	00:00:31	0.01	0.00	0.01
2018-09-18 15:01:36		Emma Marks	Emma Marks	2002		02920860186	00:09:08	0.28	0.05	0.34
		0				0	08:25:07	£ 16.42	£ 2.97	£ 19.76

Grand Total: £19.76

Report Columns

Column	Purpose
Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Forwarded by	If the outgoing call was made as a result of a forwarded call, the User with the forwarding set would be displayed in this column.
Cost Centre	Displays the name of the User that the cost is attributed to.
Name	Displays the name of the User that made the outgoing call. If a call is listed because it was a result of a forwarded call to an external number this will display the User making the original call, or if the original call came from an external caller this field will display the name of the Contact if the number in the Extension column is matched in the Contacts database, or if the area code within the number is matched on the system the relevant area of the country will be displayed, otherwise this field will be empty.
Extension	Displays the extension number of the User that made the outgoing call. If a call is listed because it was a result of a forwarded call to an external number this will display the extension number of the User that made the original call, or if the original call came from an external caller this field will display the number presented, if received.
Destination Name	If the number in the Number Dialed column was matched in the Contacts database the relevant Contact Name will be displayed here. If the call is listed because it was a result of a forwarded call to an external number, the User or Department receiving the call will be displayed.
Number Dialed	Displays the number that was dialed.
Connected Duration	Displays the total time that this call was connected.
Net Cost	Displays the cost of this call, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of this call.
Gross Cost	Displays the total cost of this call after VAT has been added.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each call can be viewed by selecting the date and time under the Time column, this will display the standard drill-down report. Please refer to the Standard Drill Down Report section from page 76 for further details.

Total Cost By Account Code

This report will provide information on outgoing external calls assigned to an Account Code. This can be for calls made by a specific User, by a set of Users entered in a Reporting Group or for all Users. For information on the account codes used on your system please refer to your system administration.

- 1 From the list of Cost Analysis reports select the Total Cost by Account Code report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Reporting Groups

Or leave this field blank to report on all outgoing calls assigned to the account code below and select Allow Global if this option is displayed.

- 4 Within the Account Code field enter the code required, or leave this blank to report on all Account Codes.

Account Code:

- 5 If the Uplift % and VAT % fields are displayed amend these values if required.
- 6 Select the Generate Report button and the report will be displayed.

Total Cost By Account Code							
For: All							
Dates: 2018-09-18 (Today)							
Time Filter: between '00:00:00' AND '23:59:59'							
Account Code							
Contact	Account Code	Number of Calls	Total Time	Net Cost	VAT	Total Cost	
Office Refurbishment	3579	1	00:00:27	0.04	0.00	0.05	
PRE Engineers - Case 5231	5231	1	00:00:25	0.04	0.00	0.05	
RFT Exhibition	5792	2	00:00:47	0.08	0.01	0.09	
		4	00:01:39	£ 0.16	£ 0.01	£ 0.19	

Report Columns

Column	Purpose
Contact	Displays the name of the Contact entry associated with the Account Code.
Account Code	Displays the Account Code.
Number of Calls	Displays the number of outgoing calls made using this Account Code within the Report Period
Total Time	Displays the total call time of these outgoing calls.
Net Cost	Displays the cost of these calls, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of these calls.
Total Cost	Displays the total cost of these calls after VAT has been added.

Each entry under the Account Code column can be selected and this will display the standard drill-down report listing all the calls counted for the selected Account Code. Please refer to the Standard Drill Down Report section from page 76 for further details.

Frequently Called Destinations

This report provides a list of the numbers dialled on the system and shows how many times they were dialled. For external calls the cost of these calls will also be displayed. This can be for calls made by a specific User, by Users within a specific Company, a set of Users within a Reporting Group or for all Users.

- 1 From the list of Cost Analysis reports select the Frequently Called Destinations report.

- From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- Within the For: field start to enter the name of the User, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Companies Reporting Groups

Or leave this field blank to report on all outgoing calls made within the Report period and select Allow Global if this option is displayed.

- Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- If the Uplift % and VAT % fields are displayed amend these values if required.
- Select the Generate Report button and the report will be displayed.

Frequently Called Destinations
For: All
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)
Time Filter: between '00:00:00' AND '23:59:59'

Top 20 Frequently Dialed Numbers

# Times Called	Number Dialed	Total Connected Time	Net Cost	VAT	Total Cost
27	02084817767	01:56:48	3.67	0.73	4.41
7	01392811388	00:11:37	0.36	0.07	0.43
3	08443385814	00:02:28	0.00	0.00	0.00
1	01902721892	00:03:24	0.10	0.02	0.12
1	01368864472	00:01:39	0.05	0.01	0.06
269		22:45:29	£ 56.86	£ 10.67	£ 68.36

Grand Total: £68.36

Report Columns

Column	Purpose
# Times Called	Displays the number of times that the Number Dialed has been called during the Report Period, The report is sorted by this column.
Number Dialed	Displays the number dialed.
Total Connected Time	Displays the total call time for these calls.
Net Cost	Displays the cost of these calls, including the Uplift if relevant, before VAT is added. (Not relevant for internal calls.)
VAT	Displays the VAT cost of these calls. (Not relevant for internal calls.)
Total Cost	Displays the total cost of these calls after VAT has been added. (Not relevant for internal calls.)

Each entry under the Number Dialed column can be selected and this will display the standard drill-down report listing the calls counted for the selected Number Dialed. Please refer to the Standard Drill Down Report section from page 76 for further details.

Most Expensive Calls

This report produces a list of outbound calls in cost order with the most expensive at the top. This can be for calls dialled by a set of Users within a Reporting Group, all Users within a Company or all calls. The chart will display the top 20 most expensive calls.

- 1 From the list of Cost Analysis reports select the Most Expensive Calls report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:	<input type="text" value="Sales Team"/>
Show:	<input checked="" type="checkbox"/> Companies <input checked="" type="checkbox"/> Reporting Groups

Or leave this field blank to report on all calls made by all Users within the Report period and select Allow Global if this option is displayed.

- 4 If the Uplift % and VAT % fields are displayed amend these values if required.
- 5 Select the Generate Report button and the report will be displayed.

Most Expensive Calls										
For: All										
Dates: From: 2018-01-01, To: 2018-09-19 (This Year)										
Time Filter: between '00:00:00' AND '23:59:59'										
Top 20 most Expensive Calls										
Time	Forwarded By	Cost Centre	Name	Extension	Destination Name	Number Dialed	Duration (s)	Net Cost	VAT	Gross Cost
2018-08-28 15:04:00		Michael Smith	Michael Smith	2003		07624450140	00:30:55	4.81	0.96	5.77
2018-05-31 17:07:01		Rose Barrett	Rose Barrett	2004		07931659330	00:30:26	4.62	0.92	5.55
2018-05-31 13:29:54		Emma Marks	Emma Marks	2002		07704633383	00:18:35	2.88	0.57	3.45
2018-06-30 15:15:29		Michael Smith	Michael Smith	2003		07810613843	00:13:58	2.15	0.43	2.58
2018-05-23 16:07:17		Michael Smith	Michael Smith	2003		07906166770	00:13:37	2.10	0.42	2.52
2018-06-14 14:06:17		Michael Smith	Michael Smith	2003		07924001021	00:17:21	0.52	0.10	0.62
2018-08-07 09:08:20		Emma Marks	Emma Marks	2002		01132644838	00:16:55	0.52	0.10	0.63
2018-06-08 12:33:11		Michael Smith	Michael Smith	2003		01536391692	00:16:44	0.51	0.10	0.62
		0				0	26:40:35	£ 102.22	£ 20.04	£ 122.73
Grand Total: £122.73										

Report Columns

Column	Purpose
Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Forwarded by	If the outgoing call was made as a result of a forwarded call, the User with the forwarding set would be displayed in this column.
Cost Centre	Displays the name of the User that the cost is attributed to.

Name	Displays the name of the User that made the outgoing call. If a call is listed because it was a result of a forwarded call to an external number this will display the name of the User making the original call, or if the original call came from an external caller this field will display the name of the Contact if the number in the Extension column is matched in the Contacts database, or if the area code within the number is matched on the system the relevant area of the country will be displayed, otherwise this field will be empty.
Extension	Displays the extension number of the User that made the outgoing call. If a call is listed because it was a result of a forwarded call to an external number this will display the extension number of the User making the original call, or if the original call came from an external caller this field will the display the number presented, if received.
Destination Name	If the number in the Number Dialed column is matched in the Contacts database the relevant Contact Name will be displayed here. If the call is listed because it was a result of a forwarded call to an external number, the User or Department receiving the call will be displayed.
Number Dialed	Displays the number that was dialed.
Duration (s)	Displays the total duration time of this call.
Net Cost	Displays the cost of this call, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of this call.
Gross Cost	Displays the total cost of this call after VAT has been added.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each call can be viewed by selecting the date and time under the Time column, this will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Forwarded Calls Cost By User

This report produces a list of outbounds calls that were generated as a result of a User setting forwarding to an external number and the cost of each call, in date and time order. This can be for a specific User or for all calls within the Report Period.

- 1 From the list of Cost Analysis reports select the Forwarded Calls Cost By User report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For: ×

Show:  Users

Or leave this field blank to report on all Users within the Report period and select Allow Global if this option is displayed.

- 4 If the Uplift % and VAT % fields are displayed amend these values if required.
- 5 Select the Generate Report button and the report will be displayed.

Forwarded Calls Cost By User

For: Chris Spencer

Dates: 2018-09-19 (Today)

Time Filter: between '00:00:00' AND '23:59:59'

Datetime	Forwarded By	Source Name	Source Number	Target Name	Target Number	Connected	Net Cost	VAT	Total Cost	
2018-09-19 10:39:06	Chris Spencer	Ananya Khatri	2019	Chris Spencer	02085382354	00:00:11	0.01	0.00	0.02	
						00:00:11	£ 0.01	£ 0	£ 0.02	

Report Columns

Column	Purpose
DateTime	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Forwarded by	Displays the name of the User that had the forwarding set and caused the call to be forwarded.
Source Name	Displays the name of caller, if available. If the Source Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Source Number is matched on your system database the relevant area of the country will be displayed. If the call was made internally the name of the User that made the call will be displayed. Otherwise this field will be blank.
Source Number	Displays the external number presented with the call or the extension number of the User that made the call.
Target Name	Displays the name of the User or Department receiving the call.
Number Dialed	Displays the external number that was dialed as a result of the forwarding that had been set.
Connected	Displays the total time that this call was connected.
Net Cost	Displays the cost of this call, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of this call.
Total Cost	Displays the total cost of this call after VAT has been added.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each call can be viewed by selecting the date and time under the Time column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Cost Report Filtered By Cost Centre

This report produces a list of calls that were forwarded to external numbers and the cost of that call. The data will be grouped by Cost Centre and can report on a specific User or all Users.

- 1 From the list of Cost Analysis reports select the Cost Report Filtered by Cost Centre report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.

- 3 Within the For: field start to enter the name of the User you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Users  Departments

Or leave this field blank to report on all Users within the Report period and select Allow Global if this option is displayed.

- 4 If the Uplift % and VAT % fields are displayed amend these values if required.
- 5 Select the Generate Report button and the report will be displayed.

Cost Report Filtered By Cost Centre

For: All

Dates: 2018-09-19 (Today)

Time Filter: between '00:00:00' AND '23:59:59'

Ananya Khatri

Cost Centre	Datetime	Source Name	Source Number	Target Name	Target Number	Connected	Net Cost	VAT	Total Cost
Ananya Khatri	2018-09-19 10:39:06	Ananya Khatri	2019	Chris Spencer	02085382354	00:00:11	0.01	0.00	0.02
						00:00:11	£ 0.01	£ 0	£ 0.02

Chris Spencer

Cost Centre	Datetime	Source Name	Source Number	Target Name	Target Number	Connected	Net Cost	VAT	Total Cost
Chris Spencer	2018-09-19 11:11:45	Chris Spencer	2021	Taron Pjadj	02085382354	00:00:05	0.00	0.00	0.01
Chris Spencer	2018-09-19 11:12:52	Chris Spencer	2021	Andy Crown	02085382354	00:00:03	0.00	0.00	0.00
						00:00:08	£ 0	£ 0	£ 0.01

Andy Crown

Report Columns

Column	Purpose
Cost Centre	Displays the name of the User that the cost is attributed to.
DateTime	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Source Name	Displays the name of caller, if available. If the Source Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Source Number is matched on your system database the relevant area of the country will be displayed. If the call was made internally the name of the User that made the call will be displayed. Otherwise this field will be blank.
Source Number	Displays the external number presented with the call or the extension number of the User that made the call.
Target Name	Displays the name of the User or Department receiving the call.
Target Number	Displays the external number that was dialled as a result of the forwarding that had been set.
Connected	Displays the total time that this call was connected.
Net Cost	Displays the cost of this call, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of this call.
Total Cost	Displays the total cost of this call after VAT has been added.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each call can be viewed by selecting the date and time under the Time column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Transferred Calls By Cost

This report produces a list of calls that were transferred to external numbers together with the cost of each call. This can be for calls to a specific User, to a specific Department, to a set of Users and/or Departments within a Reporting Group or for all calls within the Report Period.

- 1 From the list of Cost Analysis reports select the Transferred Calls By Cost report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User or Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Reporting Groups

Or leave this field blank to report on all calls that were transferred externally within the Report period and select Allow Global if this option is displayed.

- 4 If the Uplift % and VAT % fields are displayed amend these values if required.
- 5 Select the Generate Report button and the report will be displayed.

Transferred Calls By Cost										
For: All										
Dates: 2018-09-19 (Today)										
Time Filter: between '00:00:00' AND '23:59:59'										
Date Time	Original Target	Transferred By	Source Name	Source Number	Target Name	Target Number	Connected Duration	Net Cost	VAT	Total Cost
2018-09-19 15:55:59	Ananya Khatri	Andy Crown	Ananya Khatri	2019		02085382358	00:00:40	0.07	0.01	0.08
2018-09-19 15:59:31	Andy Crown	Chris Spencer	Andy Crown	2022	Taron Pjadj	02085382354	00:00:44	0.07	0.01	0.09
2018-09-19 16:03:15	Chris Spencer	Chris Spencer	Taron Pjadj	02085382354		02085382358	00:00:22	0.03	0.00	0.04
2018-09-19 16:07:45	Ananya Khatri	Ananya Khatri	Taron Pjadj	02085382354	Chris Spencer	02085382356	00:00:14	0.02	0.00	0.02

Report Columns

Column	Purpose
Date Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Original Target	For an incoming call from an external number this is the name of the User that received the call. For an internal call this is the User that initiated the call.
Transferred By	The name of the User that answered and transferred the call.
Source Name	Displays the name of caller, if available. If the Source Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Source Number is matched on your system database the relevant area of the country will be displayed. If the call was made internally the name of the User that made the call will be displayed. Otherwise this field will be blank.

Source Number	Displays the external number presented with the call or the extension number of the User that made the call.
Target Name	If the number in the Target Number column is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Source Number is matched on your system database the relevant area of the country will be displayed. If the Target Number is stored in a User's personal numbers, ie mobile/home/spare number, the User's name will be displayed here.
Target Number	Displays the external number that was dialled when the call was transferred.
Connected Duration	Displays the total time that this call was connected.
Net Cost	Displays the cost of this call, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of this call.
Total Cost	Displays the total cost of this call after VAT has been added.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

For details on using the Trunk To Trunk report please refer to your system administrator for further details.

Call Performance Reports

First and Last Calls

This report provides a list of the times of the first call, first answered, last answered and last call on the system. This can be for incoming and outgoing external calls and/or internal calls for a specific User, calls into a specific Department, for Users and Departments within a specific Company or for a set of Users and/or Departments in a Reporting Group, or for all calls within the Report Period.

- 1 From the list of Call Performance reports select the First and Last Calls report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Companies Reporting Groups

Or leave this field blank to report on all calls within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

First And Last Calls						
For: All						
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)						
Date	First Call In	First Answered Call In	First Call Out	Last Call Out	Last Answered Call In	Last Call In
2018-08-01	08:08:16	09:33:50	08:55:28	20:44:42	20:44:33	20:44:33
2018-08-02	08:18:37	08:18:37	08:18:37	17:33:54	17:29:29	17:34:28
2018-08-03	09:05:46	09:05:46	09:17:14	17:13:57	17:22:16	17:22:16
2018-08-04						
2018-08-05						
2018-08-06	08:43:42	08:47:08	08:47:08	20:28:48	20:27:26	20:27:26
2018-08-07	08:08:24	09:11:54	08:08:25	17:55:22	17:04:48	17:52:39
2018-08-08	09:09:32	09:09:32	09:44:57	17:56:50	17:29:03	17:56:50

Report Columns

Column	Purpose
Date	Displays the date (yyyy-mm-dd) of the call.
First Call In	Displays the time of the first call to the User(s) or Department(s) on that day.
First Answered Call In	Displays the time of the first call to the User(s) or Department(s) on that day that was answered.
First Call Out	Displays the time of the first outgoing call made by the User(s). (This is not used for a Department.) For internal calls if the User making the call and the User receiving the call are both being reported on this time will be the same as the First Call In time.
Last Call Out	Displays the time of the last outgoing call made by the User(s). (This is not used for a Department.)
Last Answered Call In	Displays the time of the last call to User(s) or Department(s) on that day that was answered.
Last Call In	Displays the time of the last call to the User(s) or Department(s) on that day. For internal calls if the User making the call and the User receiving the call are both being reported on this time will be the same as the Last Call Out time.

The details of each call listed can be viewed by selecting the time of the call.

Date & Time	Name	Number	Target Name	Target Number	Extn	Extn Name	Ringling	Connected	Cost
2018-09-02 08:35:30		07886178646	Main	8000	2002	Emma Marks	00:01:39	00:01:26	0.00

Column	Purpose
Date & Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Name	Displays the name of caller, if available. For an inbound call, if the Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if a User dialled in from one of their personal numbers, ie mobile/home/spare number, their User name will be displayed.. For an outbound call or internal call this will be the name of the User that made the call.

Number	For an inbound call this displays the external number presented with the call. For an outbound call or internal call this will be the extension number of the User that made the call.
Target Name	For an inbound call this display the name of the User or Department receiving the call. For an outbound call this will display the Contact's name if the Target Number is matched in the Contacts database, or if the area code within the Target Number is matched on your system database the relevant area of the country will be displayed. If a call has been made to a User's personal number, ie mobile/home/spare number, the User's name will be displayed here. For an internal call the name of the User or Department receiving the call will be displayed here.
Target Number	For an inbound call or internal call this displays the User or Department's extension number. For an outbound call this displays the external number that was dialled.
Extn	For an inbound call or internal call this displays the extension number of the User that answered the call. Not relevant for an outbound call.
Name	For an inbound call or internal call this displays the name of the User that answered the call. Not relevant for an outbound call.
Ringing	Displays the time the call was ringing before it was answered.
Connected	Displays the total time that this call was connected.
Total Cost	Displays the total cost of this call.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each call can be viewed by selecting the date and time under the Date & Time column. For further information please refer to the Calls In Today and Calls Out Today section from page 8.

Abandoned Calls Overview

This report provides information on the number of calls that were abandoned before the call was answered. This can be for incoming external calls and/or internal calls to a specific User, specific Department, for all Users and Departments assigned to a specific Company, to Users and/or Departments in a Reporting Group, or for all abandoned calls within the Report Period and will be listed in descending order by the total number of abandoned calls.

- 1 From the list of Call Performance reports select the Abandoned Calls Overview report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Companies Reporting Groups

Or leave this field blank to report on all incoming calls abandoned within the Report period and select Allow Global if this option is displayed.

- 4 Within the Duration Longer Than field enter the number of seconds required. This will instruct Vision to search for all calls that have been abandoned after the number of seconds entered. Or leave this field blank to report on all abandoned calls.
- 5 Within the Call Type: option select either Internal or External or both.

Call Type:	<input type="checkbox"/> Internal
	<input checked="" type="checkbox"/> External

- 6 Select the Generate Report button and the report will be displayed.

Abandoned Calls Overview											
For: All											
Dates: From: 2018-01-01, To: 2018-09-21 (This Year)											
Time Filter: between '00:00:00' AND '23:59:59'											
Destination Name	Destination Number	Total Abandoned	Min Time	Max Time	Avg Time	Under 10s	10 - 20s	20 - 30s	30 - 45s	45 - 60s	Over 60s
Main	8000	3943	00:00:00	00:14:19	00:01:41	414	397	196	572	215	2149
Raj Patel	2011	3	00:00:12	00:00:32	00:00:24	0	1	1	1	0	0
Chris Spencer	2021	2	00:00:06	00:00:06	00:00:06	2	0	0	0	0	0
Catalogue Sales	8011	2	00:00:28	00:01:29	00:00:59	0	0	1	0	0	1
Emma Marks	2002	1	00:00:23	00:00:23	00:00:23	0	0	1	0	0	0
Anita Gomes	07723675213	1	00:00:08	00:00:08	00:00:08	1	0	0	0	0	0
		3952	00:00:00	00:14:19	00:01:40	417	398	199	573	215	2150

Report Columns

Column	Purpose
Destination Name	Displays the name of the User or Department receiving the calls.
Destination Number	Displays the extension of the User or Department receiving the calls, or if the calls were routed to a User's personal number, ie mobile/home/spare number, this number will be displayed.
Total Abandoned	Displays the total number of calls to this User or Department that were abandoned during the Report Period.
Minimum Time	Displays the shortest duration a call was ringing before the caller hung-up.
Maximum Time	Displays the longest duration a call was ringing before the caller hung-up.
Average Time	Displays the average duration a call was ringing before the caller hung-up over the Report Period
Under 10 seconds	Displays the total number of calls that were abandoned after ringing for less than 10 seconds
10 – 20 seconds	Displays the total number of calls that were abandoned after ringing between 10 and 20 seconds
20 - 30 seconds	Displays the total number of calls that were abandoned after ringing between 20 and 30 seconds
30 – 45 seconds	Displays the total number of calls that were abandoned after ringing between 30 and 45 seconds
45 - 60 seconds	Displays the total number of calls that were abandoned after ringing between 45 and 60 seconds
Over 60 seconds	Displays the total number of calls that were abandoned after ringing for more than 60 seconds

Each entry within the Destination Name column can be selected to view more detail on the abandoned calls. This will open the Abandoned Calls Details report, an explanation of which now follows.

Abandoned Calls Detail

This report provides detailed information on calls that were abandoned before the call was answered. Firstly, providing a summary table giving the total numbers, then a list of each abandoned call, a list of the calls where a subsequent call from the same number to the same User or Department was not received, a list of the calls where a subsequent call from the same number to the same User or Department was received, and a list of the calls where a subsequent call to the same number by the original target of the call was made. This can be for incoming external calls and/or internal calls to a specific User, specific Department, for all Users and Departments assigned to a specific Company, to Users and/or Departments in a Reporting Group, or for all abandoned calls within the Report Period.

- 1 From the list of Call Performance reports select the Abandoned Calls Detail report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:	<input type="text" value="Support"/>
Show:	<input checked="" type="checkbox"/> Users <input checked="" type="checkbox"/> Departments <input checked="" type="checkbox"/> Companies <input checked="" type="checkbox"/> Reporting Groups

Or leave this field blank to report on all incoming calls abandoned within the Report period and select Allow Global if this option is displayed.

- 4 Within the Duration Longer Than field enter the number of seconds required. This will instruct Vision to search for all calls that have been abandoned after the number of seconds entered. Or leave this field blank to report on all abandoned calls.
- 5 Within the Call Type: option select either Internal or External or both.

Call Type:	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
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- 6 Select the Generate Report button and the report will be displayed.

Abandoned Calls Detail

For: All

Dates: From: 2018-09-17, To: 2018-09-23 (Last Week)

Time Filter: between '00:00:00' AND '23:59:59'

Abandoned Calls Summary

Total Abandoned Calls	Lost Abandoned Calls	They Called Back	We Called Back
92	85	5	2

Total Abandoned Calls

Date	Calling Number	Calling Name	Destination Number	Destination Name	Wait
2018-09-17 09:00:42	01625526667		8000	Main	00:06:04
2018-09-17 09:03:56	01757268628		8000	Main	00:02:34
2018-09-17 09:28:41	01617234366		8000	Main	00:00:06
2018-09-17 09:31:04	01617234366		8000	Main	00:00:31
2018-09-17 09:31:04	01617234366		8000	Main	00:05:24
2018-09-19 13:19:24	02085382354	Andy Crown	2021	Chris Spencer	00:00:06
2018-09-19 16:05:37	02085382354	Taron Pjadj	2021	Chris Spencer	00:00:06
2018-09-19 16:06:03	02085382354	Taron Pjadj	8000	Main	00:00:11
					Min 00:00:02 Max 00:14:17 Avg 00:03:36

Abandoned Calls That Were Lost

Date	Calling Number	Calling Name	Destination Number	Destination Name	Wait
2018-09-17 09:00:42	01625526667		8000	Main	00:06:04
2018-09-17 09:03:56	01757268628		8000	Main	00:02:34
2018-09-17 09:28:41	01617234366		8000	Main	00:00:06
2018-09-17 09:31:04	01617234366		8000	Main	00:00:31
2018-09-18 17:34:39	01943851187		8000	Main	00:06:00
2018-09-18 17:46:32	01908691665		8000	Main	00:12:01
2018-09-18 17:51:50	01612839088		8000	Main	00:04:57
2018-09-18 17:54:06	07909526490		8000	Main	00:06:55
					Min 00:00:02 Max 00:14:17 Avg 00:03:46

Abandoned Callers That Have Called Back In

Date	Calling Number	Calling Name	Destination Number	Destination Name	Retried at	Spoke To
2018-09-17 12:37:51	01922638244		8000	Main	2018-09-18 13:02:55	2003(Michael Smith)
2018-09-17 13:21:34	01704548548		8000	Main	2018-09-18 12:08:46	2002(Emma Marks)
2018-09-19 13:19:24	02085382354	Andy Crown	2021	Chris Spencer	2018-09-19 13:20:04	2022(Andy Crown)
2018-09-19 16:05:37	02085382354	Taron Pjadj	2021	Chris Spencer	2018-09-19 16:06:25	2019(Ananya Khatri)
2018-09-19 16:06:03	02085382354	Taron Pjadj	8000	Main	2018-09-19 16:06:25	2019(Ananya Khatri)

Abandoned Callers That We Have Called Back

Date	Calling Number	Calling Name	Destination Number	Destination Name	Retried at	Called By
2018-09-17 11:22:36	01420474239		8000	Main	2018-09-17 11:42:00	2004(Rose Barrett)
2018-09-17 12:04:08	01202699833		8000	Main	2018-09-17 12:28:52	2002(Emma Marks)

Report Columns

Abandoned Calls Summary

Column	Purpose
Total Abandoned Calls	Displays the total number of abandoned calls over the Report Period
Lost Abandoned Calls	Displays the number of the calls where the caller hung-up and a subsequent call from the same number to the same User or Department was not received and a subsequent call to the same number was not made by the same recipient.
They Called Back	Displays the number of the calls where the caller hung-up, but a subsequent call from the same number to the same User or Department was received.
We Called Back	Displays the number of the calls where the caller hung-up, but a subsequent call to the same number by the original target of the call was made.

Total Abandoned Calls & Abandoned Calls That Were Lost

Date	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Calling Number	Displays the number presented with the call, or blank if the number was withheld. For internal calls, this will be the extension number of the User making the call.
Calling Name	If the Calling Number is store within the Contacts database this will display the Contact’s name, or if the area code within the Calling Number is matched on your system database the relevant area of the country will be displayed. If the call is from a number stored in a User’s personal numbers, ie mobile/home/spare number, the User’s name will be displayed here. For internal calls this will be the name of the User making the call.
Destination Number	Displays the extension number of the User or Department receiving the call.
Destination Name	Displays the name of the User or Department receiving the call.
Wait	Displays the amount of time that the caller waited before hanging-up

The summary at the bottom of each section displays the minimum, maximum and average wait time for the calls listed.

Further data about each call can be viewed by selecting the date and time under the Date column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Abandoned Callers That Have Called Back In

Date & Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the abandoned call.
Calling Number	Displays the number presented with the call, or blank if the number was withheld. For internal calls, this will be the extension number of the User making the call.
Calling Name	If the Calling Number is store within the Contacts database this will display the Contact’s name, or if the area code within the Calling Number is matched on your system database the relevant area of the country will be displayed. If the call is from a number stored in a User’s personal numbers, ie mobile/home/spare number, the User’s name will be displayed here. For internal calls this will be the name of the User making the call.
Destination Number	Displays the extension number of the User or Department receiving the call.
Destination Name	Displays the name of the User or Department receiving the call.
Retried at	Displays the date and time of the subsequent call received from the same number.
Spoke To	Displays the extension number and name of the User that answered the subsequent call.

A speaker icon displayed in the final column indicates that the subsequent call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each abandoned call can be viewed by selecting the date and time under the Date column and data about the subsequent call can be viewed by selecting the date and time under the Retried At column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Abandoned Callers That We Have Called Back

Date & Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the abandoned call.
Calling Number	Displays the number presented with the call, or blank if the number was withheld. For internal calls, this will be the extension number of the User making the call.
Calling Name	If the Calling Number is stored within the Contacts database this will display the Contact's name, or if the area code within the Calling Number is matched on your system database the relevant area of the country will be displayed. If the call is to a number stored in a User's personal numbers, ie mobile/home/spare number, the User's name will be displayed here. For internal calls this will be the name of the User making the call.
Destination Number	Displays the extension number of the User or Department receiving the call.
Destination Name	Displays the name of the User or Department receiving the call.
Retried at	Displays the date and time of the subsequent call that was made to the same number.
Called by	Displays the extension number and name of the User that made the subsequent call.

A speaker icon displayed in the final column indicates that the subsequent call back was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each abandoned call can be viewed by selecting the date and time under the Date column and data about the subsequent call back can be viewed by selecting the date and time under the Retried At column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Response

This report provides information on how incoming calls are handled at certain times of the day, enabling comparisons with each hour of the day by giving the total number of calls received within each hour, the maximum number of calls in a queue at any one time, the number of calls that were answered by how quickly they were answered and how many were abandoned or routed to voicemail. This can be for calls to a specific Department, to Users and/or Departments within a Reporting Group or for all calls within the Report Period. (The time bands are analysed in a different method to the Incoming Call Response Concise report.)

- 1 From the list of Call Performance reports select the Incoming Call Response report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Departments  Reporting Groups

Or leave this field blank to report on all calls received within the Report period and select Allow Global if this option is displayed.

4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal
 External

5 Select the Generate Report button and the report will be displayed.

Incoming Call Response																											
For: Support																											
Dates: From: 2018-07-27, To: 2018-09-24 (Last 60 Days)																											
Time Filter: between '00:00:00' AND '23:59:59'																											
Incoming Call Response - Answered Calls - Support																											
interval																											
Interval	Total	Max Q	<10s			<20s			<30s			<45s			<60s			>60s			Ans		Voicemail		Abandoned		
			Ans	Aban	% ans	Total	%	Total	%	Total	%																
00:00-00:59																											
01:00-01:59																											
02:00-02:59																											
03:00-03:59																											
04:00-04:59																											
05:00-05:59																											
06:00-06:59																											
07:00-07:59																											
08:00-08:59	6	1	1	0	16.7	2	2	33.3	2	0	33.3	2	0	33.3	2	0	33.3	0	0	0.0	2	33.3	2	33.3	2	33.3	
09:00-09:59	84	1	60	0	71.4	63	5	75.0	67	0	77.4	67	1	79.8	67	2	79.8	4	3	4.8	71	84.5	2	2.4	71	13.1	
10:00-10:59	116	1	86	0	74.1	99	2	85.3	100	1	89.7	107	1	92.2	108	0	93.1	0	2	0.0	108	93.1	2	1.7	0	5.2	
11:00-11:59	139	1	95	4	68.3	103	6	74.1	109	0	78.4	109	0	78.4	111	1	79.9	9	3	6.5	120	86.3	5	3.6	10	10.1	
12:00-12:59	94	1	66	3	70.2	71	3	75.5	74	1	78.7	76	3	80.9	76	1	80.9	2	2	2.1	78	83.0	3	3.2	13	13.8	
13:00-13:59	86	1	53	2	61.6	57	1	66.3	64	0	74.4	67	0	77.9	70	1	81.4	3	1	3.5	73	84.9	6	7.0	7	8.1	
14:00-14:59	120	1	86	3	71.7	92	0	76.7	100	0	83.3	101	1	84.2	101	0	84.2	7	2	5.8	108	90.0	6	5.0	0	5.0	
15:00-15:59	131	3	79	2	60.3	89	4	67.9	94	2	71.8	99	1	75.6	100	2	76.3	6	4	4.6	106	80.9	10	7.6	13	11.5	
16:00-16:59	111	1	85	3	76.6	86	3	77.5	92	1	82.9	93	1	83.8	94	0	84.7	6	2	5.4	100	90.1	0	0.0	11	9.9	
17:00-17:59	30	1	26	0	86.7	26	0	86.7	27	0	90.0	28	0	93.3	28	0	93.3	0	0	0.0	28	93.3	2	6.7	0	0.0	
18:00-18:59	3	1	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	2	66.7	1	33.3	
19:00-19:59	1	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	0.0	1	100.0	0	0.0	
20:00-20:59																											
21:00-21:59																											
22:00-22:59																											
23:00-23:59																											
	921	14	637	17	69.2	688	27	74.7	731	8	79.4	749	8	81.3	757	7	82.2	37	19	4	794	86.2	41	4.5	86	9.3	

Report Columns

Column	Purpose
Interval	Displays the hourly time band.
Total	Displays the total number of calls received.
Max Q	Displays the maximum number of calls waiting in a queue at any one time during the time band
<10 seconds - Ans	Displays the number of calls that were answered in less than 10 seconds.
<10 seconds - Aban	Displays the number of calls that were abandoned after less than 10 seconds.
<10 seconds - % ans	Displays the number of calls answered in less than 10 seconds, divided by the Total calls within that time band, expressed as a percentage.
<20 seconds - Ans	Displays the number of calls answered in less than 20 seconds.
<20 seconds - Aban	Displays the number of calls abandoned after less than 20 seconds.
<20 seconds - % ans	Displays the number of calls answered in less than 20 seconds, divided by the Total calls, expressed as a percentage.

<30 seconds - Ans	Displays the number of calls answered in less than 30 seconds.
<30 seconds - Aban	Displays the number of calls abandoned after less than 30 seconds.
<30 seconds - % ans	Displays the number of calls answered in less than 30 seconds, divided by the Total calls, expressed as a percentage.
<45 seconds - Ans	Displays the number of calls answered in less than 45 seconds.
<45 seconds - Aban	Displays the number of calls abandoned after less than 45 seconds.
<45 seconds - % ans	Displays the number of calls answered in less than 45 seconds, divided by the Total calls, expressed as a percentage.
<60 seconds - Ans	Displays the number of calls answered in less than 60 seconds.
<60 seconds - Aban	Displays the number of calls abandoned after less than 60 seconds.
<60 seconds - % ans	Displays the total number of calls answered in less than 60 seconds, divided by the Total calls, expressed as a percentage.
Voicemail – Total	Displays the number of calls forwarded or transferred to voicemail.
Voicemail - %	Displays the number of calls routed to voicemail, divided by the Total calls, expressed as a percentage.
Abandoned – Total	Displays the total number of calls abandoned.
Abandoned - %	Displays the total number of calls abandoned, divided by the Total calls, expressed as a percentage.

A list of the calls that have been counted in each entry under the Total, Answered, Abandoned and Voicemail columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Response Concise

This report provides information on how incoming calls are handled at certain times of the day, enabling comparisons with each hour of the day by giving the total number of calls received within each hour, the number of calls that were answered by how quickly they were answered and how many were abandoned or routed to voicemail. This can be for calls to a specific Department or a Reporting Group and/or via a specific DDI number or for all calls within the Report Period. (The time bands are analysed in a different method to the Incoming Call Response report.)

- 1 From the list of Call Performance reports select the Incoming Call Response Concise report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Departments  Reporting Groups

Or leave this field blank to report on all calls received within the Report period and select Allow Global if this option is displayed.

- 4 Within the DDI: field enter a DDI number if the report is to analyse calls received on that specific DDI number only. (This would be useful if, for example, calls were routed to a Department via an Auto Attendant and via a specific DDI number. This would enable calls received via the DDI to be analysed separately.) Otherwise leave blank.

DDI:

- 5 Within the Call Type: option select either Internal or External or both.

Call Type: Internal
 External

- 6 Select the Generate Report button and the report will be displayed.

Incoming Call Response Concise
For: Support
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)
Time Filter: between '00:00:00' AND '23:59:59'

Incoming Call Response - Answered Calls - Support

Interval	Interval																		Voicemail		Abandoned		
	Total	<10s			10s - 20s			20s - 30s			30s - 45s			45s - 60s			>60s			Total	%	Total	%
	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans	Ans	Aban	% ans					
00:00-00:59																							
01:00-01:59																							
02:00-02:59																							
03:00-03:59																							
04:00-04:59																							
05:00-05:59																							
06:00-06:59																							
07:00-07:59																							
08:00-08:59	4	0	0	0.0	0	2	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	2	50.0	0	50.0
09:00-09:59	48	37	0	77.1	1	1	79.2	3	0	83.3	1	1	85.4	0	0	85.4	2	2	4.2	1	2.1	4	8.3
10:00-10:59	62	44	0	71.0	10	0	87.1	4	1	93.5	1	0	95.2	1	0	96.8	0	0	0.0	1	1.6	1	1.6
11:00-11:59	76	56	3	73.7	3	1	77.6	5	0	84.2	0	0	84.2	0	0	84.2	5	1	6.6	2	2.6	5	6.6
12:00-12:59	51	38	0	74.5	2	2	78.4	3	1	82.4	1	2	84.3	0	0	84.3	0	2	0.0	1	2.0	7	13.7
13:00-13:59	45	26	2	57.8	3	1	64.4	5	1	75.6	1	0	77.8	2	1	82.2	0	1	0.0	2	4.4	0	13.3
14:00-14:59	72	45	2	62.5	5	0	69.4	8	0	77.8	0	1	77.8	0	0	77.8	6	1	8.3	6	8.3	4	5.6
15:00-15:59	74	43	1	58.1	7	3	67.6	3	3	70.3	3	1	74.3	1	1	75.7	3	3	4.1	4	5.4	17	14.9
16:00-16:59	53	33	3	62.3	1	2	64.2	3	2	69.8	1	1	71.7	1	0	73.6	5	1	9.4	0	0.0	9	17.0
17:00-17:59	19	18	0	94.7	0	0	94.7	0	0	94.7	1	0	100.0	0	0	100.0	0	0	0.0	0	0.0	0	0.0
18:00-18:59	2	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0	0.0	2	100.0	0	0.0
19:00-19:59	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	1	100.0	0	0.0
20:00-20:59																							
21:00-21:59																							
22:00-22:59																							
23:00-23:59																							
Total	507	340	11		32	12		29	7		9	6		5	2		21	11		22		49	

Report Columns

Column	Purpose
Interval	Displays the hourly time band.
Total	Displays the total number of calls received.
<10s	
Ans	Displays the number of calls that were answered in less than 10 seconds (<=9.999s).
Aban	Displays the number of calls that were abandoned after less than 10 seconds (<=9.999s)

% ans	Displays the number of calls answered in less than 10 seconds ($\leq 9.999s$), divided by the Total calls within that time band, expressed as a percentage.
10s - 20s	
Ans	Displays the number of calls answered between 10 and 20 seconds ($\geq 10 - \leq 20s$).
Aban	Displays the number of calls abandoned between 10 and 20 seconds ($\geq 10 - \leq 20s$).
% ans	Displays the number of calls answered between 10 and 20 seconds ($\geq 10 - \leq 20s$), divided by the Total calls, expressed as a percentage.
20s - 30s	
Ans	Displays the number of calls answered between 20 and 30 seconds (20.001-30s)
Aban	Displays the number of calls abandoned between 20 and 30 seconds (20.001-30s).
% ans	Displays the number of calls answered between 20 and 30 seconds (20.001-30s), divided by the Total calls, expressed as a percentage.
30s - 45s	
Ans	Displays the number of calls answered between 30 and 45 seconds (30.001-45s).
Aban	Displays the number of calls abandoned between 30 and 45 (30.001-45s).
% ans	Displays the number of calls answered between 30 and 45 seconds (30.001-45s), divided by total calls, expressed as a percentage.
45s - 60s	
Ans	Displays the number of calls answered between 45 and 60 seconds (45.001-60s).
Aban	Displays the number of calls abandoned between 45 and 60 seconds (45.001-60s).
% ans	Displays the number of calls answered between 45 and 60 seconds (45.001-60s), divided by the Total calls, expressed as a percentage.
>60s	
Ans	Displays the number of calls answered after 60 seconds (≥ 60.001).
Aban	Displays the number of calls abandoned after 60 seconds (≥ 60.001).
% ans	Displays the number of calls answered after 60 seconds, divided by the Total calls, expressed as a percentage (≥ 60.001).
Voicemail	
Total	Displays the number of calls forwarded or transferred to voicemail.
%	Displays the number of calls forwarded or transferred to voicemail, divided by the Total calls, expressed as a percentage.
Abandoned	
Total	Displays the total number of calls abandoned.
%	Displays the total number of calls abandoned, divided by the Total calls, expressed as a percentage.

A list of the calls that have been counted in each entry under the Total, Answered, Abandoned and Voicemail columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Breakdown by Hour

This report provides information on how incoming calls are handled at certain times of the day, enabling comparisons with each hour of the day by giving the total number of calls received within each hour, the number of the calls that were answered, abandoned or routed to voicemail and how they were handled. This can be for calls to a specific User, to a specific Department, to Users and/or Departments within a Reporting Group or for all calls within the Report Period. This report does not include DDI to DDI calls.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By Hour report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Users  Departments  Reporting Groups

Or leave this field blank to report on all calls received within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal
 External

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By Hour

For: All

Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)

Time Filter: between '00:00:00' AND '23:59:59'

Call Breakdown By Hour

Interval	# Calls	Connected						Voicemail			Abandoned			
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	
00:00-00:59														
01:00-01:59														
02:00-02:59														
03:00-03:59														
04:00-04:59														
05:00-05:59														
06:00-06:59														
07:00-07:59														
08:00-08:59	19	7	1	00:00:09	00:00:07	00:06:03	00:01:09	00:09:15	5	00:00:29	00:00:21	7	00:00:20	00:00:09
09:00-09:59	187	117	5	00:02:16	00:00:10	00:51:08	00:04:09	08:18:15	48	00:03:03	00:00:12	22	00:01:08	00:00:19
10:00-10:59	198	157	10	00:00:56	00:00:07	00:39:41	00:03:35	09:25:40	28	00:03:03	00:00:11	13	00:00:29	00:00:13
11:00-11:59	239	172	18	00:01:49	00:00:09	00:46:41	00:03:30	10:07:44	35	00:03:03	00:00:19	22	00:02:54	00:00:14
12:00-12:59	164	118	4	00:00:33	00:00:07	00:26:08	00:03:27	06:44:35	26	00:03:03	00:00:18	22	00:01:42	00:00:25
13:00-13:59	136	101	7	00:00:52	00:00:09	00:42:18	00:03:46	06:24:16	21	00:03:03	00:00:26	14	00:02:26	00:00:23
14:00-14:59	223	154	3	00:02:16	00:00:10	00:32:18	00:03:46	09:46:05	43	00:03:03	00:00:31	26	00:01:08	00:00:13
15:00-15:59	224	161	8	00:01:41	00:00:09	00:23:07	00:03:06	07:55:27	39	00:03:03	00:00:26	24	00:01:41	00:00:20
16:00-16:59	155	112	3	00:02:18	00:00:12	00:19:17	00:03:19	06:14:23	25	00:00:23	00:00:07	12	00:01:33	00:00:18
17:00-17:59	63	39	3	00:00:35	00:00:05	00:10:47	00:02:45	01:51:40	18	00:00:24	00:00:07	6	00:00:20	00:00:06
18:00-18:59	7	7	0	00:00:11	00:00:11	00:01:22	00:01:22	00:04:57	4	00:00:29	00:00:17	2	00:00:02	00:00:02
19:00-19:59	2	0	0	00:00:00		00:00:00		00:00:24	2	00:00:29	00:00:16	0	00:00:00	
20:00-20:59	11	3	0	00:00:09	00:00:09	00:04:56	00:02:27	00:09:18	4	00:00:23	00:00:23	4	00:00:20	00:00:15
21:00-21:59														
22:00-22:59														
23:00-23:59														
	1628	1130	64	00:02:18	00:00:08	00:51:08	00:03:31	67:11:59	298	00:03:03	00:00:18	200	00:02:54	00:00:17
%		69.4							18.3			12.3		

Report Columns

Column	Purpose
Interval	Displays the hourly time band.
# Calls	Displays the total number of calls received.
Connected	
Total	Displays the number of calls that were answered. The percentage value at the bottom of this column gives the total number of calls connected, divided by the total # Calls, expressed as a percentage.
Sub 5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total time for all the connected calls.
Voicemail	
Total	Displays the number of calls that were answered by voicemail. The percentage value at the bottom of this column gives the total number of calls answered by voicemail, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time a caller had to wait before voicemail answered the call.

Average Wait	Displays the average time a caller had to wait before voicemail answered the call.
Abandoned	
Total	Displays the number of calls where the caller hung-up before the call was answered. The percentage value at the bottom of this column gives the total number of calls abandoned, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time that a caller waited until ending the call.
Average Wait	Displays the average time that a caller waited until ending the call.

A list of the calls that have been counted in each entry under the # Calls and Total Connected, Voicemail and Abandoned columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Breakdown by Department

This report provides information on how incoming calls are handled by each Department, giving the total number of calls received, how many were answered, abandoned or routed to voicemail and how they were handled. This can be for calls to a specific Department or to specific Departments within a Reporting Group or for all calls to a Department within the Report Period.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By Department report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Departments Reporting Groups

Or leave this field blank to report on all calls to Departments received within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By Department
For: Customer Service
Dates: From: 2018-01-01, To: 2018-09-25 (This Year)
Time Filter: between '00:00:00' AND '23:59:59'

Number of Calls Per Department

Department	# Calls	Connected							Voicemail			Abandoned		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
Accounts	7	4	0	00:00:04	00:00:04	00:00:27	00:00:16	00:01:11	1	00:00:19	00:00:19	2	00:00:18	00:00:13
Catalogue Sales	15	10	3	00:00:23	00:00:06	01:28:02	00:11:54	01:59:13	1	00:00:23	00:00:23	4	00:01:29	00:00:37
Reception	999	996	8	00:09:14	00:01:02	00:43:25	00:06:26	106:51:08	0	00:00:00		3	00:00:25	00:00:15
Sales Support	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:09	00:00:09
Service Reception	6	5	1	00:00:14	00:00:05	00:10:13	00:03:22	00:17:02	1	00:00:03	00:00:03	0	00:00:00	
	1028	1015	12	00:09:14	00:01:00	01:28:02	00:06:26	109:08:34	3	00:00:23	00:00:15	10	00:01:29	00:00:22

Report Columns

Column	Purpose
Department	Displays the name of the Department receiving the calls.
# Calls	Displays the total number of calls received.
Connected	
Total	Displays the number of calls that were answered.
Sub 5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total call time for all the calls that were answered.
Voicemail	
Total	Displays the number of calls that were answered by voicemail.
Max Wait	Displays the longest time a caller had to wait before voicemail answered the call.
Average Wait	Displays the average time a caller had to wait before voicemail answered the call.
Abandoned	
Total	Displays the number of calls where the caller hung-up before the call was answered.
Max Wait	Displays the longest time that a caller waited until ending the call.
Average Wait	Displays the average time that a caller waited until ending the call.

Each entry within the Department column can be selected to view the Incoming Call Breakdown By User report which gives a list of the Users that answered the Department's calls and how they handled those calls. For further detail please refer to the Incoming Calls Breakdown by User section from page 58.

Incoming Call Breakdown by Day

This report provides information on how incoming calls were handled on each day within a Report Period by giving the total number of calls received, how many were answered, abandoned or routed to voicemail and how they were handled. This can be for calls to a specific User, a specific Department or to Users and/or Departments within a Reporting Group. This report does not include DDI to DDI calls.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By Day report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Reporting Groups

Or leave this field blank to report on all calls received within the Report period and select Allow Global if this option is displayed.

4 Within the Call Type: option select either Internal or External or both.

Call Type:	<input type="checkbox"/> Internal
	<input checked="" type="checkbox"/> External

5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By Day
For: All
Dates: From: 2018-09-17, To: 2018-09-23 (Last Week)
Time Filter: between '00:00:00' AND '23:59:59'

Call Breakdown

Interval	# Calls	Connected							Voicemail			Abandoned			All
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	Avg Wait
Monday 2018-09-17	92	61	3	00:02:38	00:00:09	00:25:55	00:03:20	03:25:52	15	00:03:03	00:00:24	16	00:00:20	00:00:11	00:00:12
Tuesday 2018-09-18	130	88	9	00:01:02	00:00:06	00:24:22	00:03:35	05:19:07	39	00:02:17	00:00:09	9	00:00:12	00:00:06	00:00:07
Wednesday 2018-09-19	109	65	1	00:00:40	00:00:07	00:30:33	00:03:51	04:26:28	31	00:03:03	00:00:18	10	00:01:16	00:00:21	00:00:10
Thursday 2018-09-20	80	45	2	00:00:34	00:00:06	00:20:24	00:03:46	02:54:57	20	00:00:23	00:00:12	16	00:01:44	00:00:18	00:00:09
Friday 2018-09-21	182	126	3	00:02:10	00:00:08	00:19:03	00:02:57	06:19:16	40	00:03:03	00:00:20	16	00:00:46	00:00:09	00:00:11
	593	388	18	00:02:38	00:00:07	00:30:33	00:03:24	22:25:40	139	00:03:03	00:00:16	66	00:01:44	00:00:12	00:00:09
	%	65.4							23.4			11.1			

Report Columns

Column	Purpose
Interval	Displays the day of the week and the date.
# Calls	Displays the total number of calls received.
Connected	
Total	Displays the number of calls that were answered. The percentage value at the bottom of this column gives the total number of calls connected, divided by the total # Calls, expressed as a percentage.
Sub 5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total time for all the connected calls.
Voicemail	
Total	Displays the number of calls that were answered by voicemail. The percentage value at the bottom of this column gives the total number of calls answered by voicemail, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time a caller had to wait before voicemail answered the call.
Average Wait	Displays the average time a caller had to wait before voicemail answered the call.
Abandoned	
Total	Displays the number of calls where the caller hung-up before the call was answered. The percentage value at the bottom of this column gives the total number of calls abandoned, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time that a caller waited until ending the call.

Average Wait	Displays the average time that a caller waited until ending the call.
All	The total average wait time by all callers within the day.

Each entry within the Interval column can be selected to view the Incoming Call Breakdown By Hour report which provides information on how the calls were spread out over the day. For further detail please refer to the Incoming Call Breakdown by Hour section from page 50. A list of the calls that have been counted in each entry under the # Calls, Sub 5 sec and Total Connected, Voicemail and Abandoned columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Breakdown by Week

This report provides information on how calls were handled within each week of a Report Period by giving the total number of calls received, how many were answered, abandoned or routed to voicemail and how they were handled. This can be for calls to a specific User, a specific Department or to Users and/or Departments within a Reporting Group. This report does not include DDI to DDI calls.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By Week report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For: ×

Show: Users Departments Reporting Groups

Or leave this field blank to report on all calls received within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By Week														
For: All														
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)														
Time Filter: between '00:00:00' AND '23:59:59'														
Call Breakdown														
Interval														
Interval	# Calls	Connected							Voicemail			Abandoned		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
2018-08-01 to 2018-08-05	275	188	28	00:02:16	00:00:09	00:37:02	00:02:50	08:56:21	41	00:00:51	00:00:10	48	00:00:36	00:00:11
2018-08-06 to 2018-08-12	324	221	18	00:01:50	00:00:07	00:44:29	00:03:42	13:51:54	63	00:03:03	00:00:20	40	00:02:26	00:00:13
2018-08-13 to 2018-08-19	446	308	17	00:02:18	00:00:10	00:26:08	00:03:35	17:27:56	104	00:03:03	00:00:19	56	00:02:54	00:00:22
2018-08-20 to 2018-08-26	321	223	18	00:01:50	00:00:09	00:42:18	00:02:58	11:10:54	59	00:03:03	00:00:19	36	00:01:33	00:00:21
2018-08-27 to 2018-08-31	262	214	4	00:01:32	00:00:07	00:51:08	00:04:24	15:44:52	31	00:03:03	00:00:24	17	00:00:43	00:00:16
	1628	1130	64	00:02:18	00:00:08	00:51:08	00:03:30	67:11:57	298	00:03:03	00:00:18	200	00:02:54	00:00:16
%		69.4							18.3			12.3		

Report Columns

Column	Purpose
Interval	Displays the date range of the week.

# Calls	Displays the total number of calls received.
Connected	
Total	Displays the number of calls that were answered. The percentage value at the bottom of this column gives the total number of calls connected, divided by the total # Calls, expressed as a percentage.
Sub5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total time for all the connected calls.
Voicemail	
Total	Displays the number of calls that were answered by voicemail. The percentage value at the bottom of this column gives the total number of calls answered by voicemail, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time a caller had to wait before voicemail answered the call.
Average Wait	Displays the average time a caller had to wait before voicemail answered the call.
Abandoned	
Total	Displays the number of calls where the caller hung-up before the call was answered. The percentage value at the bottom of this column gives the total number of calls abandoned, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time that a caller waited until ending the call.
Average Wait	Displays the average time that a caller waited until ending the call.

Each entry within the Interval column can be selected to view the Incoming Call Breakdown By Day report which provides information on how the calls were spread out over each day of the week. For further detail please refer to the Incoming Call Breakdown by Day section from page 53.

A list of the calls that have been counted in each entry under the # Calls, Sub 5 sec and Total Connected, Voicemail and Abandoned columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Breakdown by Month

This report provides information on how calls were handled within each month over a specified Report Period by giving the total number of calls received, how many were answered, abandoned or routed to voicemail and how they were handled. This can be for calls to a specific User, a specific Department or to Users and/or Departments within a Reporting Group. This report does not include DDI to DDI calls.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By Month report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Reporting Groups

Or leave this field blank to report on all calls received within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By Month

For: All

Dates: From: 2018-01-01, To: 2018-09-25 (This Year)

Time Filter: between '00:00:00' AND '23:59:59'

Call Breakdown

Interval	# Calls	Connected						Voicemail			Abandoned			
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	
January 2018	1749	1192	41	00:02:15	00:00:07	00:55:58	00:03:30	70:24:31	257	00:03:03	00:00:15	310	00:02:12	00:00:13
February 2018	1616	1195	71	00:02:28	00:00:08	00:49:45	00:03:35	69:05:50	261	00:03:03	00:00:17	216	00:02:47	00:00:13
March 2018	2278	1436	126	00:02:58	00:00:08	01:16:18	00:03:09	77:08:38	439	00:03:03	00:00:16	405	00:02:27	00:00:18
April 2018	1592	1117	67	00:03:02	00:00:08	00:40:06	00:03:35	68:25:56	286	00:03:03	00:00:16	190	00:03:03	00:00:19
May 2018	1849	1101	60	00:02:50	00:00:09	01:19:34	00:03:37	73:11:25	373	00:03:03	00:00:14	285	00:02:36	00:00:18
June 2018	1974	1230	86	00:03:02	00:00:09	00:38:26	00:03:34	76:09:34	373	00:03:03	00:00:27	353	00:03:01	00:00:18
July 2018	2001	1299	72	00:06:17	00:00:09	01:32:14	00:03:37	77:48:28	413	00:03:03	00:00:23	330	00:03:03	00:00:18
August 2018	1628	1130	64	00:02:18	00:00:08	00:51:08	00:03:31	67:11:58	298	00:03:03	00:00:18	300	00:02:54	00:00:17
September 2018	1724	1111	84	00:02:46	00:00:06	00:35:22	00:03:09	60:15:35	372	00:03:03	00:00:17	342	00:02:37	00:00:16
	16411	10805	681	00:06:17	00:00:08	01:32:14	00:03:28	639:41:55	3072	00:03:03	00:00:18	2541	00:03:03	00:00:16
	%	65.8							18.7			15.5		

Report Columns

Column	Purpose
Interval	Displays the month and the year.
# Calls	Displays the total number of calls received.
Connected	
Total	Displays the number of calls that were answered. The percentage value at the bottom of this column gives the total number of calls connected, divided by the total # Calls, expressed as a percentage.
Sub 5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total time for all the connected calls.
Voicemail	

Total	Displays the number of calls that were answered by voicemail. The percentage value at the bottom of this column gives the total number of calls answered by voicemail, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time a caller had to wait before voicemail answered the call.
Average Wait	Displays the average time a caller had to wait before voicemail answered the call.
Abandoned	
Total	Displays the number of calls where the caller hung-up before the call was answered. The percentage value at the bottom of this column gives the total number of calls abandoned, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time that a caller waited until ending the call.
Average Wait	Displays the average time that a caller waited until ending the call.

Each entry within the Interval column can be selected to view the Incoming Call Breakdown By Day report which provides information on how the calls were spread out over each day of the month. For further detail please refer to the Incoming Call Breakdown by Day section from page 53.

A list of the calls that have been counted in each entry under the # Calls, Sub 5 sec and Total Connected, Voicemail and Abandoned columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Calls Breakdown by User

The report provides information on the incoming calls received by Users on the system and how the calls were handled. This can display a list of Users that answered calls to a specific Department, Users and/or Users receiving Department calls within a Reporting Group or all User receiving calls within the specified Report Period.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By User report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Departments  Reporting Groups

Or leave this field blank to report on all Users that received calls within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal
 External

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By User
For: Reception
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)
Time Filter: between '00:00:00' AND '23:59:59'

Number of Calls Per User - Reception

User

User	Extn	Number of Calls	Ring Time			Talk Time		
			Max	Min	Avg	Max	Min	Avg
Angela Collins	2001	104	00:02:44	00:00:01	00:00:07	00:28:20	00:00:21	00:04:28
Michael Smith	2003	77	00:02:21	00:00:00	00:00:13	00:41:06	00:00:02	00:06:18
Rose Barrett	2004	52	00:00:13	00:00:00	00:00:05	00:34:55	00:00:01	00:10:03
Emma Marks	2002	45	00:01:43	00:00:01	00:00:09	00:37:30	00:00:33	00:08:06
		278	00:02:44	00:00:00	00:00:08	00:41:06	00:00:01	00:06:36

Report Columns

Column	Purpose
User	Displays the name of the User receiving the call.
Number	Displays the extension number of the User receiving the call.
Number of Calls	Displays the number of incoming calls connected to the User within the Report Period.
Ring Time	
Maximum	Displays the longest time a call was ringing before being answered by the User.
Minimum	Displays the shortest time a call was ringing before being answered by the User.
Average	Displays the average time a call was ringing before being answered by the User.
Talk Time	
Maximum	Displays the longest time the User was connected to a caller.
Minimum	Displays the shortest time the User was connected to a caller.
Average	Displays the average time the User was connected to a caller.

A list of the calls that have been counted for each User can be viewed by selecting the User's name under the User column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Calls Breakdown by DDI

This report provides information on incoming external calls by the DDI number receiving the call, providing the total number of calls and details on how the calls were handled. This can be for all DDI numbers routed to a specific User or Department, or for a specific DDI number, or all DDI numbers receiving calls during the specified Report Period.

- 1 From the list of Call Performance reports select the Incoming Call Breakdown By DDI report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User or Department you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments

Or leave this field blank if you do not wish to specify a User or Department and select Allow Global if this option is displayed.

- 4 Within the DDI: field start to enter the number of the DDI you wish to report on and once it appears in the list select the entry and it will be shown with this field. If the above field contains a User or Department name this list will only show the DDI numbers associated with the above User or Department.

DDI:

Or leave this field blank if you wish to search for all DDI numbers routed to the above User or Department, or if the above field is also blank search for calls to all DDI numbers.

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Breakdown By DDI
For: All
Dates: From: 2018-01-01, To: 2018-09-25
Time Filter: between '00:00:00' AND '23:59:59'

Number of Calls Per DDI

DDI - Target	# Calls	Connected							Voicemail			Abandoned		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait
- Main	10645	6701	57	00:10:25	00:01:43	00:46:50	00:07:27	832:47:33	1	00:01:41	00:01:41	3943	00:14:19	00:01:41
01583254011 - Raj Patel	15	11	2	00:00:23	00:00:08	00:06:55	00:02:04	00:22:52	1	00:00:06	00:00:06	3	00:00:32	00:00:24
01583254019 - Ananya Khatri	2	2	0	00:00:03	00:00:03	00:01:18	00:01:13	00:02:25	0	00:00:00		0	00:00:00	
01583254021 - Chris Spencer	8	6	0	00:00:06	00:00:03	00:00:23	00:00:16	00:01:39	0	00:00:00		2	00:00:06	00:00:06
01583254054 - Service Reception	2	2	0	00:00:03	00:00:02	00:05:18	00:02:58	00:05:56	0	00:00:00		0	00:00:00	
01583254061 - Catalogue Sales	13	9	3	00:00:23	00:00:07	01:28:02	00:13:11	01:58:53	1	00:00:23	00:00:23	3	00:01:29	00:00:43
01583254062 - Catalogue Sales	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:20	00:00:20
	10686	6731	62	00:10:25	00:01:42	01:28:02	00:07:26	835:19:18	3	00:01:41	00:00:43	3952	00:14:19	00:01:40

Report Columns

Column	Purpose
DDI - Target	Displays the DDI number and the User or Department that received the calls.
# Calls	Displays the total number of calls received.
Connected	
Total	Displays the number of calls that were answered.
Sub 5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total time for all the connected calls.
Voicemail	
Total	Displays the number of calls that were answered by voicemail.
Max Wait	Displays the longest time a caller had to wait before voicemail answered the call.
Average Wait	Displays the average time a caller had to wait before voicemail answered the call.

Abandoned	
Total	Displays the number of calls where the caller hung-up before the call was answered.
Max Wait	Displays the longest time that a caller waited until ending the call.
Average Wait	Displays the average time that a caller waited until ending the call.

A list of the calls that have been counted for each DDI can be viewed by selecting the entry under the DDI - Target column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Incoming Call Summary

This report provides a summary of the number of calls received by each User and Department and how they were handled. This can be for a specific User, a specific Department, specific Users and/or Departments within a Reporting Group or for all Users and Departments receiving calls within the Report Period.

- 1 From the list of Call Performance reports select the Incoming Call Summary report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Departments Reporting Groups

Or leave this field blank to report on all Users and Departments receiving calls within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Incoming Call Summary								
For: All								
Dates: From: 2018-06-29, To: 2018-09-26 (Last 90 Days)								
Time Filter: between '00:00:00' AND '23:59:59'								
	Name	# Calls	Connected		Voicemail		Abandoned	
			Total	%	Total	%	Total	%
	Ananya Khatri	2	2	100.0	0	0.0	0	0.0
	Andy Crown	1	1	100.0	0	0.0	0	0.0
	Angela Collins	1	1	100.0	0	0.0	0	0.0
	Chris Spencer	17	15	88.2	0	0.0	2	11.8
	Emma Marks	15	14	93.3	0	0.0	1	6.7
	Michael Smith	13	13	100.0	0	0.0	0	0.0
	Rose Barrett	10	10	100.0	0	0.0	0	0.0
	Accounts	1	1	100.0	0	0.0	0	0.0
	Catalogue Sales	3	0	0.0	1	33.3	2	66.7
	Main	6816	4352	63.8	1	0.0	2463	36.1
	Reception	702	702	100.0	0	0.0	0	0.0
		7581	5111	67.4	2	0	2468	32.6

Report Columns

 = User  = Department	This icon indicates the type of account receiving the call, either a User or a Department.
Name	Displays the name of the User or Department receiving the call.
# Calls	Displays the number of calls received.
Connected	
Total	Displays the number of calls that were answered.
%	Displays the number of calls answered divided by the number in the # Calls column expressed as a percentage.
Voicemail	
Total	Displays the number of calls that were answered by voicemail.
%	Displays the number of calls routed to voicemail divided by the number in the # Calls column expressed as a percentage.
Abandoned	
Total	Displays the number of calls that were ended by the caller before the call was answered.
%	Displays the number of calls abandoned divided by the number in the # Calls column expressed as a percentage.

A list of the calls that have been counted for each User or Department can be viewed by selecting the entry under the Name column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Overview by Talk Time

This report provides information on the call length and connection time for incoming and outgoing calls for each User receiving or making calls and each Department receiving calls within the Report Period. This can be for Users and Departments within a Company or within a Reporting Group, or for all User and Departments.

- 1 From the list of Call Performance reports select the Overview By Talk Time report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Companies  Reporting Groups

Or leave this field blank to report on all Users receiving or making calls and all Departments receiving calls within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

5 Select the Generate Report button and the report will be displayed.

Overview By Talk Time
For: All
Dates: From: 2018-08-01, To: 2018-08-31 (Last Month)
Time Filter: between '00:00:00' AND '23:59:59'

Top 20 Users/Departments by Total Talk Time

User/Department Name

Name	Number	Inbound					Outbound					Total Talk Time
		Total	Connect	Aband	VM	Max Call Length	Talk Time	Total	Connect	Unans	Total Talk Time Out	
Main	8000	2710	1798	912	0	00:39:36	220:16:49	0	0	0	00:00:00	220:16:49
Reception	8001	254	254	0	0	00:41:06	29:52:35	0	0	0	00:00:00	29:52:35
Emma Marks	2002	6	4	2	0	00:10:15	00:28:20	96	96	0	08:20:25	08:48:44
Rose Barrett	2004	6	6	0	0	00:18:24	00:56:27	65	65	0	05:47:16	06:43:43
Michael Smith	2003	5	5	0	0	00:09:19	00:19:11	57	57	0	05:57:14	06:16:25
Angela Collins	2001	1	1	0	0	00:01:25	00:01:25	48	48	0	02:32:37	02:34:03
		2982	2068	914	0	00:41:06	251:54:47	266	266	0	22:37:32	274:32:19

Report Columns

Name	Displays the name of the User making or receiving calls or the Department receiving the calls.
Number	Displays the extension number of the User or Department.
# Calls	Displays the number of calls received.
Inbound	
Total	Displays the total number of calls received.
Connect	Displays the number of calls answered by the User or Department.
Aband	Displays the number of calls that were ended by the caller before the call was answered.
VM	Displays the number of calls that were answered by voicemail.
Max Call Length	Displays the time of the longest call handled by this User or Department.
Talk Time	Displays the total connection time for these calls.
Outbound	
Total	Displays the total number of calls made by this User.
Connect	Displays the number of calls that were answered.
Unans	Displays the number of calls were ended before the call was answered.
Total Talk Time Out	Displays the total amount of time spent on answered calls.
Total Talk Time	Displays the sum of the value in the Inbound Talk Time column added to the value in the Outbound Total Talk Time Out column.

A list of the calls that have been counted for each User or Department can be viewed by selecting the entry under the Name column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Overview by User

This report provides in-depth information on incoming and outgoing calls for each User receiving or making calls within the Report Period. This can be for a specific User, for Users within a Company or within a Reporting Group or for all Users receiving and making calls within the Report Period.

- 1 From the list of Call Performance reports select the Overview By User report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department, Company or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Companies Reporting Groups

Or leave this field blank to report on all Users receiving or making calls within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Overview By User																					
For: All																					
Dates: From: 2018-08-01, To: 2018-08-31																					
Time Filter: between '00:00:00' AND '23:59:59'																					
Total Calls																					
User																					
Name	Total Calls	Total Ans	Total Talk Time	Inbound										Outbound				Dial Tone			
				Total	Dir	Dept Calls	Picked Up	Ans	Aband	VM	Talk Time	Avg Talk Time	Max Talk Time	Avg Ring Time	Total	Unans	Talk Time	Avg Talk Time	Max Talk Time	Calls	Time
Angela Collins - 2001	716	716	59:23:34	668	1	667	0	668	0	0	56:50:57	00:05:06	00:28:20	00:00:04	48	0	02:32:37	00:03:11	00:18:46	0	00:00:00
Michael Smith - 2003	597	597	68:49:52	540	5	535	0	540	0	0	62:52:38	00:06:59	00:41:06	00:00:08	57	0	05:57:14	00:06:16	00:31:56	0	00:00:00
Emma Marks - 2002	552	551	72:11:13	456	5	451	0	455	1	0	63:50:48	00:08:24	00:37:30	00:00:06	96	0	08:20:25	00:05:13	00:34:17	0	00:00:00
Rose Barrett - 2004	513	513	76:16:40	448	6	442	0	448	0	0	70:29:24	00:09:26	00:39:36	00:00:09	65	0	05:47:16	00:05:21	00:26:26	0	00:00:00
	2378	2377	276:41:19	2112	17	2095	0	2111	1	0	254:03:47	00:07:12	00:41:06	00:00:06	266	0	22:37:32	00:05:06	00:34:17	0	00:00:00

Report Columns

Name	Displays the name and extension number of the User that received or make the calls.
Totals	Displays the total number of incoming and outgoing calls received or made by this User.
Total Ans	Displays the number of these calls that were answered.
Total Talk Time	Displays the time spent on answered calls.
Inbound	
Total	Displays the number of calls received by this User.
Dir	Displays the number of calls received directly to the User's extension either via an internal call or externally via their DDI number.

Dept Calls	Displays the number of calls received by this User via a call to a Department.
Picked Up	Displays the number of calls this User answered by picking up the call either from a Park slot or a colleague's call via a Favourite.
Ans	Displays the number of calls answered by the User.
Aban	Displays the number of calls that were ended by the caller before the call was answered.
VM	Displays the number of calls that were answered by voicemail.
Talk Time	Displays the total connection time for all the inbound calls.
Avg Talk Time	Displays the average amount of time spent on inbound calls.
Max Talk Time	Displays the longest time spent on a call.
Avg Ring Time	Displays the average amount of time a caller will wait for a call to be answered.
Outbound	
Total	Displays the total number of calls made by this User.
Unans	Displays the number of outbound calls that were not answered.
Avg Talk Time	Displays the average amount of time spent on outbound calls.
Max Talk Time	Displays the longest time spent on a call.
Dial Tone	
Calls	Displays the number of times that the User went off-hook but didn't make a call. (This value will only be seen when the Internal Call Type is selected.)
Time	Displays the total amount time that this User was off-hook. (This value will only be seen when the Internal Call Type is selected.)

Further information about the calls counted for each User can be displayed by select the entry under the Name column. A further report will be created displaying the calls grouped by the calls received directly at the User's extension, calls received via a Department (sorted by the Department), calls picked up and calls made by the User.

Drill Down Users

For: Andy Crown

Dates: From: 2018-09-01, To: 2018-09-26

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: Andy Crown - 2022

Direct Calls

Date Time	Name	Number	Target Name	Target Number	Answered By Name	Answered By	Ringing Time	Connected Time
2018-09-19 15:55:13	Ananya Khatri	2019	Andy Crown	2022	Andy Crown	2022	00:00:01	00:00:45
2018-09-19 16:12:26	Ananya Khatri	2019	Andy Crown	2022	Andy Crown	2022	00:00:01	00:00:09
2018-09-26 10:55:52	Taron Pjadj	02085382354	Andy Crown	2022			00:00:03	00:00:04
							00:00:05	00:00:58

Departmental Calls Grouped By Department

Date Time	Name	Number	Target Name	Target Number	Answered By Name	Answered By	Ringing Time	Connected Time
2018-09-26 11:36:17	Chris Spencer	2021	Sales Support	8003	Andy Crown	2022	00:00:00	00:00:11
2018-09-26 11:33:20	Ananya Khatri	2019	Support	8005	Andy Crown	2022	00:00:04	00:00:17
							00:00:04	00:00:28

Picked up Calls

Date Time	Name	Number	Target Name	Target Number	Answered By Name	Answered By	Ringing Time	Connected Time
2018-09-19 16:14:57	Taron Pjadj	02085382354	Ananya Khatri	2019	Andy Crown	2022	00:00:03	00:01:08
2018-09-26 10:52:24	Taron Pjadj	02085382354	Ananya Khatri	2019	Andy Crown	2022	00:00:00	00:00:12
2018-09-26 10:54:33	Taron Pjadj	02085382354	Ananya Khatri	2019	Andy Crown	2022	00:00:00	00:00:04
2018-09-19 11:02:22	Ananya Khatri	2019	Chris Spencer	2021	Andy Crown	2022	00:00:03	00:00:07
2018-09-19 13:20:04	Andy Crown	02085382354	Chris Spencer	2021	Andy Crown	2022	00:00:02	00:00:08
2018-09-19 13:21:51	Taron Pjadj	02085382354	Chris Spencer	2021	Andy Crown	2022	00:00:02	00:00:07
							00:00:10	00:01:46

Outbound Calls

Date Time	Name	Number	Target Name	Target Number	Call Duration	Connected Time
2018-09-19 12:58:55	Andy Crown	2022	Accounts	8002	00:00:18	00:00:00
2018-09-19 12:59:23	Andy Crown	2022		5	00:00:00	00:00:00
2018-09-19 12:59:25	Andy Crown	2022	Accounts	02085382354	00:00:11	00:00:08
2018-09-19 15:55:20	Andy Crown	2022		02082352358	00:00:20	00:00:00
2018-09-19 15:59:00	Andy Crown	2022	Accounts	8002	00:01:15	00:01:11
2018-09-19 16:15:03	Andy Crown	2022		0208235	00:00:20	00:00:00
2018-09-19 16:15:25	Andy Crown	2022		02085382354	00:00:25	00:00:00
2018-09-21 14:43:43	Andy Crown	2022	Ananya Khatri	2019	00:00:13	00:00:09
2018-09-21 14:43:59	Andy Crown	2022	Ananya Khatri	2019	00:00:05	00:00:00
2018-09-25 13:28:45	Andy Crown	2022	Accounts	8002	00:00:28	00:00:09
					00:03:35	00:01:37

Direct Calls

A list of the calls that were received via the User's DDI number or internally to their extension number.

Column	Purpose
Date Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Name	Displays the name of caller, if available. If the Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if a User dialled in from one of their personal numbers, ie mobile/home/spare number, their User name will be displayed. For an internal call this will be the name of the User that made the call.
Number	Displays the external number presented with the call. For an internal call this will be the extension number of the User that made the call.
Target Name	Displays the name of the User receiving the call.
Target Number	Displays the User's extension number.

Answered By Name	Displays the name of the User that answered the call. If the call was forwarded to or picked up by a colleague the colleague's User name will be displayed here.
Answered By	Displays the extension number of the User in the Answered By Name column.
Ringing Time	Displays the time the call was ringing before it was answered.
Connected	Displays the time that this call was connected.

Departmental Calls Grouped By Department

A list of the calls that were received via a Department and answered by the User (sorted by Department).

Column	Purpose
Date Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Name	Displays the name of caller, if available. If the Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if a User dialled in from one of their personal numbers, ie mobile/home/spare number, their User name will be displayed. For an internal call this will be the name of the User that made the call.
Number	Displays the external number presented with the call. For an internal call this will be the extension number of the User that made the call.
Target Name	Displays the name of the Department receiving the call.
Target Number	Displays the Department's extension number.
Answered By Name	Displays the name of the User that answered the call.
Answered By	Displays the extension number of the User in the Answered By Name column.
Ringing Time	Displays the time the call was ringing before it was answered.
Connected	Displays the time that this call was connected.

Picked up Calls

A list of calls that were picked by the User either via a Park slot or via a Favourite configured for a User account.

Column	Purpose
Date Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Name	Displays the name of caller, if available. If the Number is matched in the Contacts database the Contact's name will be displayed, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if a User dialled in from one of their personal numbers, ie mobile/home/spare number, their User name will be displayed. For an internal call this will be the name of the User that made the call.
Number	Displays the external number presented with the call. For an internal call this will be the extension number of the User that made the call.
Target Name	Displays the name of the User receiving the call.
Target Number	Displays the User's extension number.

Answered By Name	Displays the name of the User that picked up the call and thereby answered the call.
Answered By	Displays the extension number of the User in the Answered By Name column.
Ringing Time	Displays the time the call was ringing before it was answered.
Connected	Displays the time that this call was connected.

Outbound Calls

A list of the outbound calls made by the User.

Date Time	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Name	Displays the name of the User making the call.
Number	Displays the User's extension number.
Target Name	If the number in the Target Number column was matched in the Contacts database the relevant Contact Name will be displayed here. If the Target Number is stored in a User's personal numbers, ie mobile/home/spare number, the User's name will be displayed here. For an internal call this will be the name of the User or Department that was called.
Target Number	Displays the number that was dialled.
Call Duration	Displays the total time for this call, including ring time.
Connected Time	Displays the total time that this call was connected.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Further data about each call can be viewed by selecting the date and time under the Date Time column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Overview by User Concise

This report is an alternative to the Overview By User report in that it does not provide reporting on abandoned inbound calls. Please refer to the Overview by User section from page 64 for details on how to use this report.

Overview By User Concise																		
For: All																		
Dates: From: 2018-08-01, To: 2018-08-31																		
Time Filter: between '00:00:00' AND '23:59:59'																		
Total Calls																		
User																		
Name	Total Calls	Inbound									Outbound				Dial Tone			
		Total	Dir	Dept Calls	Picked Up	Ans	VM	Talk Time	Avg Talk Time	Max Talk Time	Avg Ring Time	Total	Unans	Talk Time	Avg Talk Time	Max Talk Time	Calls	Time
Angela Collins - 2001	716	668	1	667	0	668	0	56:50:57	00:05:06	00:28:20	00:00:04	48	0	02:32:37	00:03:11	00:18:46	0	00:00:00
Michael Smith - 2003	597	540	5	535	0	540	0	62:52:38	00:06:59	00:41:06	00:00:08	57	0	05:57:14	00:06:16	00:31:56	0	00:00:00
Emma Marks - 2002	552	456	5	451	0	455	0	63:50:48	00:08:24	00:37:30	00:00:06	96	0	08:20:25	00:05:13	00:34:17	0	00:00:00
Rose Barrett - 2004	513	448	6	442	0	448	0	70:29:24	00:09:26	00:39:36	00:00:09	65	0	05:47:16	00:05:21	00:26:26	0	00:00:00
	2378	2112	17	2095	0	2111	0	254:03:47	00:07:12	00:41:06	00:00:06	266	0	22:37:32	00:05:06	00:34:17	0	00:00:00

Auto Attendant Calls Breakdown

This report provides information on calls received via an Auto Attendant and how those calls were handled. This can be for a specific DDI that routes to an Auto Attendance or for all Auto Attendants receiving calls within the Report Period.

- 1 From the list of Call Performance reports select the Auto Attendant Calls Breakdown report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the DDI: field start to enter the number of the DDI you wish to report on and once it appears in the list select the entry and it will be shown with this field. This list will only give DDIs that route to Auto Attendants on your system.

DDI:

Or leave this field blank if you wish to report on all DDI numbers routed to an Auto Attendant and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Auto Attendant Calls Breakdown							
For: All / 01583254000							
Dates: 2018-09-26 (Today)							
Time Filter: between '00:00:00' AND '23:59:59'							
Attendant	Total	Total Time In AA	Avg Time In AA	Max Time In AA	Aban in AA	Not Handled	Handled
01583254000 - JAA	6	00:00:42	00:00:07	00:00:19	1	1	4
	6	00:00:42	00:00:07	00:00:19	1	1	4

Report Columns

Column	Purpose
Attendant	Displays the DDI number routing to an Auto Attendant and the name of that Auto Attendant.
Total	Displays the total number of calls received by this Auto Attendant.
Total Time in AA	Displays the total time that calls were being handled by the Auto Attendant
Average Time in AA	Displays the average time that calls were being handled by the Auto Attendant.
Maximum Time in AA	Displays the longest time that a call was being handled by the Auto Attendant.
Abandoned in AA	Displays the number of calls where the caller ended the call before the Auto Attendant had finished handling the call.
Not Handled	Displays the number of calls that were distributed by the Auto Attendant but were not answered.
Handled	Displays the number of calls that were distributed by the Auto Attendant and were answered.

Further information on the calls can be obtained as follows:

- Selecting the number in the Aban In AA column will open the Calls Abandoned In AA report explained in the next section.
- Selecting the number within the Not Handled and Handled columns will give a list of the calls counted in this category. Please refer to the Standard Drill Down Report section from page 76 for further details.
- The Departments or Users that received and answered the calls from the Auto Attendant (in other words the calls counted in the Handled column) can be viewed by selecting an entry within the Attendant column. This will display the Auto Attendance Call Distribution report.

Auto Attendant Call Distribution					
For: !AA					
Dates: From: 2018-09-26, To: 2018-09-26					
Time Filter: between '00:00:00' AND '23:59:59'					
Filtered on: 01583254000 - !AA					
Distributed To	Total	Total Talk Time	Avg Talk Time	Max Talk Time	
Accounts	1	00:00:30	00:00:30	00:00:30	
Sales Support	1	00:00:07	00:00:07	00:00:07	
Service Reception	2	00:01:38	00:00:49	00:01:13	
	4	00:02:15	00:00:28	00:01:13	

Column	Purpose
Distributed To	Displays the Department or User receiving the calls from the Auto Attendant.
Total	The number of calls handled by this Department or User.
Total Talk Time	The total connection time for the calls.
Average Talk Time	The average connection time for the calls.
Maximum Talk Time	The longest connection time for a call.

Calls Abandoned In Auto Attendant

This report provides information on calls that were abandoned before being distributed by the Auto Attendant. This will be for all Auto Attendants.

- 1 From the list of Call Performance reports select the Calls Abandoned In AA report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 4 Select the Generate Report button and the report will be displayed.

Calls Abandoned In AA							
For: All							
Dates: 2018-09-26 (Today)							
Time Filter: between '00:00:00' AND '23:59:59'							
Attendant	Total	Under 10s	10-20s	20-30s	30-45s	45-60s	Over 60s
01583254000 - !AA	2	1	1	0	0	0	0
	2	1	1	0	0	0	0

Report Columns

Column	Purpose
Attendant	Displays the DDI number routing to an Auto Attendant and the name of that Auto Attendant.
Total	Displays the total number of calls abandoned before being distributed by the Auto Attendant.
Under 10s	The number of calls that were abandoned within less than 10 seconds.
10s-20s	The number of calls that were abandoned within 10 to 20 seconds.
20s-30s	The number of calls that were abandoned within 20 to 30 seconds.
30-45s	The number of calls that were abandoned within 30 to 45 seconds.
45-60s	The number of calls that were abandoned within 45 to 60 seconds.
Over 60s	The number of calls that were abandoned after 60 seconds.

A list of the calls that have been counted for each Auto Attendant can be viewed by selecting the entry under the Name column. Please refer to the Standard Drill Down Report section from page 76 for further details.

Contact Report

This report provides information on calls to and/or from a specific external number (assuming the incoming CLI has been received with the call) or for all calls received from and/or made to numbers stored within a Contact on the Contacts database. This can be for calls received by or made by a specific User, received by a specific Department, for User and/or Departments within a Reporting Group or for all calls.

- 1 From the list of Call Performance reports select the Contact Report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the Contact field start to enter the name of the Contact you wish to report on and once it appears in the list select the entry and it will be shown with this field. This will report on all calls received from and/or made to all numbers stored within the Contact's entry on the database. If you wish to report on just one of the Contact's number, for example, enter this in the Contact Number fields below.

Contact:

Show:  Contacts

- 4 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show:  Users  Departments  Reporting Groups

Or leave this field blank to report on all calls received from or made to the above Contact or the numbers below and select Allow Global if this option is displayed.

- If you wish to report on calls to or from a specific number enter this into the Contact Number fields. Up to six can be entered.

Contact Number 1	<input type="text" value="07723985131"/>	<input type="button" value="x"/>	Search for up to six numbers
Contact Number 2	<input type="text"/>		
Contact Number 3	<input type="text"/>		

- From the Inbound/Outbound list box select Inbound if you wish to report on calls received from the Contact or numbers entered above or select Outbound to report on calls made to the Contact or numbers entered above or select Both.
- Select the Generate Report button and the report will be displayed.

Contact Report										
For: (07723985131)										
Dates: 2018-09-26 (Today)										
Time Filter: between '00:00:00' AND '23:59:59'										
Datetime	Source Name	Source Number	Target Name	Target Number	Extn Name	Extn	Duration	Connected	Total Cost	
2018-09-26 15:11:13	Craig Wellborough	07723985131	Main	8000			00:00:01	00:00:00	0.00	
2018-09-26 15:11:22	Craig Wellborough	07723985131	Chris Spencer	2021	Chris Spencer	2021	00:00:36	00:00:29	0.00	
							00:00:37	00:00:29	£ 0	

Report Columns

DateTime	Displays the date (yyyy-mm-dd) and time (hh:mm:ss – in 24 hour format) of the call.
Source Name	Displays the name of caller, if available. For an inbound call, if the Number is matched in the Contacts database the Contact’s name will be displayed, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if a User dialled in from one of their personal numbers, ie mobile/home/spare number, their User name will be displayed. For an outbound call this will be the name of the User that made the call.
Source Number	For an inbound call this displays the external number presented with the call. For an outbound call this will be the extension number of the User that made the call.
Target Name	For an inbound call this display the name of the User or Department receiving the call. For an outbound call this will display the Contact’s name if the Target Number is matched in the Contacts database, or if the area code within the Target Number is matched on your system database the relevant area of the country will be displayed. If a call has been made to a User’s personal number, ie mobile/home/spare number, the User’s name will be displayed here.
Target Number	For an inbound call this displays the User or Department’s extension number. For an outbound call this displays the external number that was dialled.
Extension Name	For an inbound call this displays the name of the User that answered the call. Not relevant for a outbound call.
Extension	For an inbound call this displays the extension number of the User that answered the call or !LeaveVoicemail will indicate that the call was answered by the Target Name’s voicemail, ie the User or Department’s voicemail. Not relevant for a outbound call.
Duration	Displays the total duration of the call including ringing and connected time.
Connected	Displays the time that this call was connected.

Cost	For an outbound call this displays the gross cost of the call. Not relevant for inbound calls.
	This icon indicates that the inbound call was answered.
	This icon indicates that the inbound call was not answered.
	This icon indicates that the outbound call was answered.
	This icon indicates that the outbound call was not answered.

Further data about each call can be viewed by selecting the date and time of the call under the DateTime column. This will display the standard drill-down report for the selected call. Please refer to the Standard Drill Down Report section from page 76 for further details.

Outgoing Call Breakdown by Day

This report provides information on how outgoing calls were handled on each day within a Report Period by giving the total number of calls connected and the amount of time spent on the calls. This can be for calls made by a specific User or by Users within a Reporting Group.

- 1 From the list of Call Performance reports select the Outgoing Call Breakdown By Day report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Reporting Groups

Or leave this field blank to report on all outgoing calls received within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Outgoing Call Breakdown By Day							
For: All							
Dates: From: 2018-09-17, To: 2018-09-23 (Last Week)							
Time Filter: between '00:00:00' AND '23:59:59'							
Interval							
Interval	Calls Connected	Not Connected	Connected			Dial Tone	
			Talk Time	Avg Talk Time	Max Talk Time	Calls	Time
Monday 2018-09-17	19	0	01:31:17	00:05:04	00:44:33	0	00:00:00
Tuesday 2018-09-18	96	17	01:10:55	00:00:46	00:06:53	0	00:00:00
Wednesday 2018-09-19	56	6	03:21:38	00:03:40	00:38:04	0	00:00:00
Thursday 2018-09-20	42	11	01:42:01	00:02:29	00:18:07	0	00:00:00
Friday 2018-09-21	42	4	01:46:59	00:02:37	00:28:27	0	00:00:00
	255	38	09:32:50	00:02:18	00:44:33	0	00:00:00

Report Columns

Column	Purpose
Interval	Displays the day of the week and the date.
Calls Connected	Displays the number of outgoing calls that were answered.
Not Connected	Displays the number of outgoing calls that were not answered.
Connected	
Talk Time	Displays the total amount of time spent on the connected calls.
Avg Talk	Displays the average amount of time spent on the connected calls.
Max Talk	Displays the longest time that a call was connected.
Dial Tone	
Calls	Displays the number of times that the User(s) went off-hook but didn't make a call. (This value will only be seen when the Internal Call Type is selected.)
Time	Displays the total amount time that the User(s) was off-hook. (This value will only be seen when the Internal Call Type is selected.)

Drill down is provided for each day listed. Click on the day required and the Outgoing Call Breakdown by Hour report will be displayed.

Outgoing Call Breakdown by Hour

This report provides information on outgoing calls by grouping the calls by the hour of the day, enabling comparisons with each hour, giving the total number of calls made within each hour, the number of the calls that were answered, not answered and the time spent on the calls. This can be for calls to a specific User, for outbound calls logged against a Department, to Users and/or calls logged against Departments within a Reporting Group or for all outbound calls within the Report Period. Please note that a call is logged against a Department when this has been configured for the User making the call, for information on whether this configuration is relevant on your system please refer to your system administrator.

- 1 From the list of Call Performance reports select the Outgoing Call Breakdown By Hour report.
- 2 From the Report Period list box select the period required or enter the specific dates needed, and enter an In Time Period if required, as described in the Report Period section from page 25.
- 3 Within the For: field start to enter the name of the User, Department or Reporting Group you wish to report on and once it appears in the list select the entry and it will be shown with this field.

For:

Show: Users Out Depts Reporting Groups

Or leave this field blank to report on all calls made within the Report period and select Allow Global if this option is displayed.

- 4 Within the Call Type: option select either Internal or External or both.

Call Type: Internal External

- 5 Select the Generate Report button and the report will be displayed.

Outgoing Call Breakdown By Hour

For: All

Dates: From: 2018-09-17, To: 2018-09-23

Time Filter: between '00:00:00' AND '23:59:59'

Call Breakdown By Hour

Interval											
Interval	# Calls	Connected							Not Connected		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait
00:00-00:59											
01:00-01:59											
02:00-02:59											
03:00-03:59											
04:00-04:59											
05:00-05:59											
06:00-06:59											
07:00-07:59	1	0	0	00:00:00		00:00:00		00:00:00	1	00:00:02	00:00:02
08:00-08:59											
09:00-09:59	21	19	3	00:00:34	00:00:06	00:29:00	00:04:41	01:24:22	2	00:00:04	00:00:02
10:00-10:59	37	30	2	00:00:21	00:00:06	00:06:53	00:01:24	00:41:50	7	00:00:32	00:00:14
11:00-11:59	24	19	1	00:00:11	00:00:03	00:09:16	00:02:15	00:35:59	5	00:00:20	00:00:11
12:00-12:59	30	24	5	00:00:25	00:00:04	00:09:05	00:02:20	00:56:00	6	00:00:31	00:00:13
13:00-13:59	15	14	3	00:00:18	00:00:09	00:38:04	00:06:32	01:31:28	1	00:00:20	00:00:20
14:00-14:59	53	40	5	00:00:11	00:00:02	00:44:33	00:03:17	02:32:06	13	00:00:15	00:00:06
15:00-15:59	59	46	4	00:00:24	00:00:06	00:13:41	00:01:33	01:09:47	13	00:00:20	00:00:08
16:00-16:59	68	50	30	00:00:18	00:00:07	00:12:21	00:00:51	00:47:25	18	00:00:19	00:00:08
17:00-17:59	19	15	1	00:00:20	00:00:06	00:10:34	00:01:39	00:24:53	4	00:00:20	00:00:09
18:00-18:59	3	0	0	00:00:00		00:00:00		00:00:00	3	00:00:20	00:00:12
19:00-19:59	1	1	0	00:00:02	00:00:02	00:02:03	00:02:03	00:02:03	0	00:00:00	
20:00-20:59											
21:00-21:59	4	1	0	00:00:10	00:00:10	00:01:44	00:01:44	00:01:44	3	00:00:15	00:00:11
22:00-22:59											
23:00-23:59											
	335	264	60	00:00:34	00:00:05	00:44:33	00:02:18	10:07:37	63	00:00:32	00:00:09
%		78.8							18.8		

Report Columns

Column	Purpose
Interval	Displays the hourly time band.
# Calls	Displays the total number of calls made.
Connected	
Total	Displays the number of calls that were answered. The percentage value at the bottom of this column gives the total number of calls connected, divided by the total # Calls, expressed as a percentage.
Sub 5 sec	Displays the number of calls that were answered but lasted less than 5 seconds.
Max Wait	Displays the longest time that it took a call to be answered.
Avg Wait	Displays the average time that it took a call to be answered.
Max Talk	Displays the longest time that a call was connected.
Avg Talk	Displays the average time that a call was connected.
Total Talk	Displays the total time spent on all the connected calls.
Not Connected	
Total	Displays the number of calls that were not answered. The percentage value at the bottom of this column gives the total number of calls not answered, divided by the total # Calls, expressed as a percentage.
Max Wait	Displays the longest time a User waited until the call was terminated before it was answered.

Avg Wait	Displays the average time that Users waited until the call was terminated before it was answered.
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A list of the calls that have been counted in each entry under the # Calls, Sub 5 sec and Total Connected and Not Connected columns can be viewed by selecting the number under the relevant column. Please refer to the Standard Drill Down Report section from below for further details.

Standard Drill Down Report

Where total numbers of calls are provided within a report, in most instances, these numbers can be selected and a list of the calls counted are then presented in the following format (unless stated otherwise).

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost
2018-08-01 08:02:19	01924406431	Main 8000	Emma Marks 2002		00:02:39	00:06:10	0.00	0.00	0.00
2018-08-01	01413340886	Main	Emma Marks		00:02:43	00:16:23	0.00	0.00	0.00

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost
2018-08-03 09:47:55	Rose Barrett 2004	Conglomo PLC 02084817767			00:00:01	00:01:02	0.03	0.00	0.03
2018-08-03	Michael Smith	02084817767			00:00:07	00:04:40	0.14	0.02	0.17

Date & Time	Displays the date (yyyy-mm-dd) and time(hh:mm:ss – in 24 hour format) that the calls was made or received. Further information about the call can be obtained by selecting the entry in this column, please refer to the Calls In Today and Calls Out Today section from page 8 for further details.
Source	Displays for: Outbound and Internal calls - the name and extension number of the User who made the call Inbound calls - the number presented with the call. If the number is matched in the Contacts database the Contact's name will be displayed too, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if the call was received from a User's personal number, eg mobile/home/spare number, the User's name will be displayed. If a number was not presented with the call this column will be blank.
Destination	Displays for: Outbound calls – the number dialled by the User. If the number is matched in the Contacts database the Contact's name will be displayed too, or if the area code within the Number is matched on your system database the relevant area of the country will be displayed, or if the call was made to a User's personal number, eg mobile/home/spare number, the User's name will be displayed. Inbound and Internal calls - the name of the User or Department the call was made to.
Extension	For an inbound call or internal call this column will display the name and extension number of the User that answered the call. Thereby displaying who answered a call to a Department or whether the User answered his/her own call or which User picked up the call or which User the call was forwarded to, if relevant. Alternatively, if the call was routed to voicemail, !LeaveVoicemail will indicate that voicemail answered the call.
Forwarded By	If an outgoing call was made as a result of a forwarded call, the User with the forwarding set would be displayed in this column.

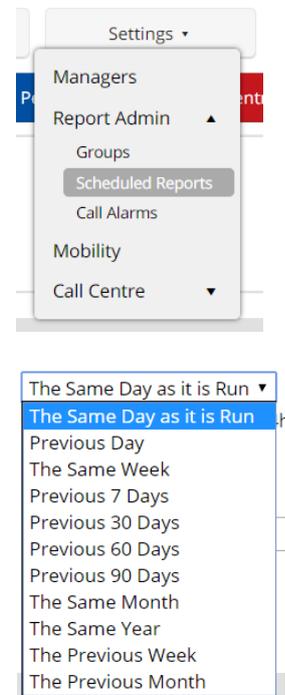
Ringling	The total time that this call was ringing before connected
Connected	Displays the amount of time spent on the call from the call being answered to the call ending
Net Cost	Displays the total cost of these calls, including the Uplift if relevant, before VAT is added.
VAT	Displays the VAT cost of these calls.
Total Cost	Displays the total cost of these calls after VAT has been added.

A speaker icon displayed in the final column indicates that the call was recorded. Click on the icon to listen to the recording. For further information please refer to the Accessing Call Recordings section from page 14.

Scheduled Reports

The Scheduled Reports facility allows a Report to be sent as HTML to a specified email account. Please note that the email functionality must have been previously configured on your system - please refer to your system administrator for further details.

- 1 Within the Vision Portal, click on the Settings button and from the list displayed select Report Admin and then Scheduled Reports.
- 2 Select the Add Button.
The list of Reports available will be displayed.
- 3 Select the type of Report to be sent.
The Select Scheduled Report Criteria screen will be displayed
- 4 Select the Report Period and, if necessary, the In Time Period required.
- 5 If the For field is displayed, enter the User or Department or Company or Reporting Group to be reported on.
Alternatively, to report on all data, if Allow Global Reporting is enabled leave this field blank, otherwise tick Allow Global, if shown, and leave this field blank.
- 6 Complete any other fields that are available for the specific report.
(Please note that for a Cost Analysis report the Uplift and VAT fields will only be available if these values have been entered on your system. Please refer to your system administrator for further details.)
- 7 Select the options required to determine when the report is to be sent.
- 8 In the Send to: field enter the email address of where the report is to be sent. Multiple email addresses can be entered, separated by a comma. (By default, the email address configured in the Manager's account is entered here, but this can be removed if necessary.)
- 9 If the report is to be attached as a CSV and/or PDF tick these options.



Select Scheduled Report Criteria

Report Type: **Itemised Cost Report**

Report Period:

In Time Period: to hmmm (24hr)

For:

Allow Global:

Show: Users Departments Companies Reporting Groups

Account Code:

Uplift %: VAT %:

Send the report on these dates:

Send the report at the following time:

Send to:

Attach CSV:

Attach PDF:

- 10 Select the Set Scheduled Report button.
The new entry will be listed in the Scheduled Reports list sorted by the Time column.

Scheduled Reports
Set up reports to be automatically emailed to you

Existing reports

Email	Report	For	For Period	On Days	Time	Edit	Run Now
clare@bluebirdgraphics.com	Itemised Cost Report	SPDR Exhibition [group]	The Previous Month	First Day of the Month	08:00		

The Scheduled Report can be tested or sent immediately at any time via the Run Now button.



The reports will be sent with the email subject as "Vision Report for [user/department/company/reporting group selected][report name]".

Edit a Scheduled Report

- 1 Within the Vision Portal, click on the Settings button and from the list displayed select Report Admin and then Scheduled Reports.
The Scheduled Reports list will be displayed, sorted by the Time column.
- 2 Use the Previous Page and Next Page links to find the Scheduled Report you require, if relevant
- 3 Click on the Edit button beside the Schedule Report you wish to edit.
- 4 Click on the Change Report link at the top right hand side, if you wish to change the Report type. 

Select Scheduled Report Criteria

Report Type: **Itemised Cost Report**

- 5 Make any other changes required to the Report criteria.
- 6 Select Update.

Delete a Scheduled Report

- 1 Within the Vision Portal, click on the Settings button and from the list displayed select Report Admin and then Scheduled Reports.
The Scheduled Reports list will be displayed, sorted by the Time column.
- 2 Use the Previous Page and Next Page links to find the Scheduled Report required, if relevant.
- 3 Click on the Edit button beside the Schedule Report to be edited.
- 4 Select the Delete button at the bottom and OK to confirm the deletion.



Scheduled Report ownership

You will only be able to edit a Scheduled Report that you have created, unless you have Configure Manager rights. The Administrator or a Manager with Configure Manager rights can edit all Scheduled Reports. All Managers will be able to see the scheduled reports but the Edit button will only be available on a Scheduled Report you have created, unless you have Configure Manager rights.

Existing reports						
Email	Report	For	For Period	On Days	Time	Edit
clare@splice.com	Frequently Called Destinations	Exhibition costings [group]	The Previous Month	First Day of the Month	08:00	
jane@splice.com	Total Cost By Account Code		Previous Day	Every Day	09:00	
alison@splice.com	Frequently Called Destinations		Previous 7 Days	Every Monday	09:00	

My Reports

The My Reports button will display all reports by default. However, you can specify the reports that you use on a regular basis and highlight them as a favourite report. The My Reports page will then only display those favourite reports. To access a report not in the favourites list, select the Capacity Planning or Cost Analysis or Call Performance button to view all the reports within that category.

Create a favourite report

- 1 Within the Vision portal select the My Reports button to view all the reports.
- 2 Hover the mouse over the report required.
A gold star with a green add icon will appear.
- 3 Click on the gold star.

This report will now be displayed permanently with a gold star



Incoming Call Response 

Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail



Incoming Call Response 

Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail

- 4 Click on the My Reports button and the favourite report will be displayed within this list.

 Peak Trunk Group Usage ★ Measure your overall trunk capacity by Trunk Group	 Top Outgoing Call Users By Cost ★ See which users are spending most on outgoing calls
 Total Cost By Account Code ★ A breakdown of call costs by account	 Most Expensive Calls ★ See where the most expensive calls were made and view who made them
 Forwarded Calls Cost By User ★ See which users are responsible for forwarded call costs	 Abandoned Calls Overview ★ Identify which Users/Departments are losing calls
 Incoming Call Response ★ Incoming calls to a department or group of departments. See how quickly they were answered, how many were missed and how many went to voicemail	

Remove a favourite report

- 1 Click on the My Reports button.
- 2 Hover the mouse over the report to be removed. The gold star will be display with a red delete icon.
- 3 Click on the gold star. The report will be removed from My Reports.



If no reports are selected as favourite reports, the My Reports page will return to the default of displaying every report.

Quick Reports

Quick reports enable you to save regularly used criteria in a report for use again and again.

- 1 While creating a Report select Save these criteria to my quick reports?
- 2 The "Please enter a name for this report:" text box will be displayed. Enter the name you wish to use to identify this quick report

Save these criteria to my quick reports?

Please enter a name for this report:

- 3 Select the Generate Report button. The report will be created and the criteria used will be saved for future use.

To use a Quick Report perform the following:

- 1 Select the report you wish to create. The Quick Reports saved with this report will be displayed at the top right hand corner.



- 2 Select the Quick Report required. A report using the criteria saved in the Quick Report will be created.

Remove a Quick Report

- 1 Select the report containing the Quick Report.
The Quick Reports saved with this report will be displayed at the top right hand corner
- 2 Click on the Remove icon  to the left of the Quick Report name and OK to confirm the deletion.

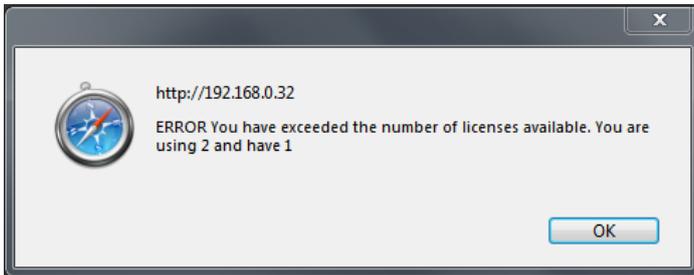
Call Alarms

If you have been given the rights to configure Call Alarms this option will be available within Settings. This feature enables Vision to be configured to send an email in the event of an exceptional number of calls or call duration or calls to a specific destination which might indicate the system is a target of fraud. All outbound ISDN and SIP trunks can also be closed down at the same time to stop all outbound calls. Please refer to your system administrator for further details.

Wallboards

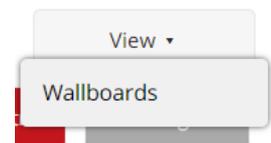
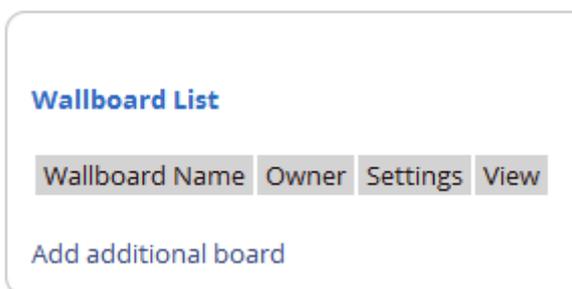
A Vision Wallboard is a web page that can be displayed via a web browser on a small or large mobile/tablet/PC screen/monitor and can be set up to display live call data to monitor Departmental or an individual's call performance. Please note that if the Wallboards option is not available you have not been given access to this facility, please refer to your system administrator for further details.

The number of Wallboards that can be viewed at any one time is controlled by the number of licences available on your system. If you are presented with a message similar to the following, please refer to your System Administrator for further details.



Creating a Wallboard

- 1 Within the Vision portal, click on the View button and select Wallboards.



- 2 Click on Add additional board.
- 3 In the Name field enter the text that will be used to identify this wallboard.

- All Wallboard panels reset at 12.01 am each day, however this can be amended via the Reset Time field. Enter the time that this wallboard should be reset in hhmm format, eg 0200.

Edit Wallboard

Name

Reset Time (hhmm)

- Click on Update. The new wallboard will now be listed.

Wallboard List

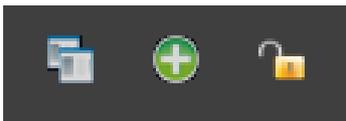
Wallboard Name	Owner	Settings	View
Reception wb	ABrown		

[Add additional board](#)

Design a Wallboard

- Once the wallboard has been created as explained above, click on the View icon beside the Wallboard to be constructed. 
 The wallboard will open but will be blank. A padlock icon is displayed at the bottom right hand corner of the page. 
 (Please note the URL of the wallboard displayed in the address bar of your browser and the wallboard's reference number, eg ?wb=2.)

- Click on the padlock and two additional icons will be displayed:



Toggle Borders - once you have designed your wallboard you can remove the title bar and borders on all the panels by selecting this icon.



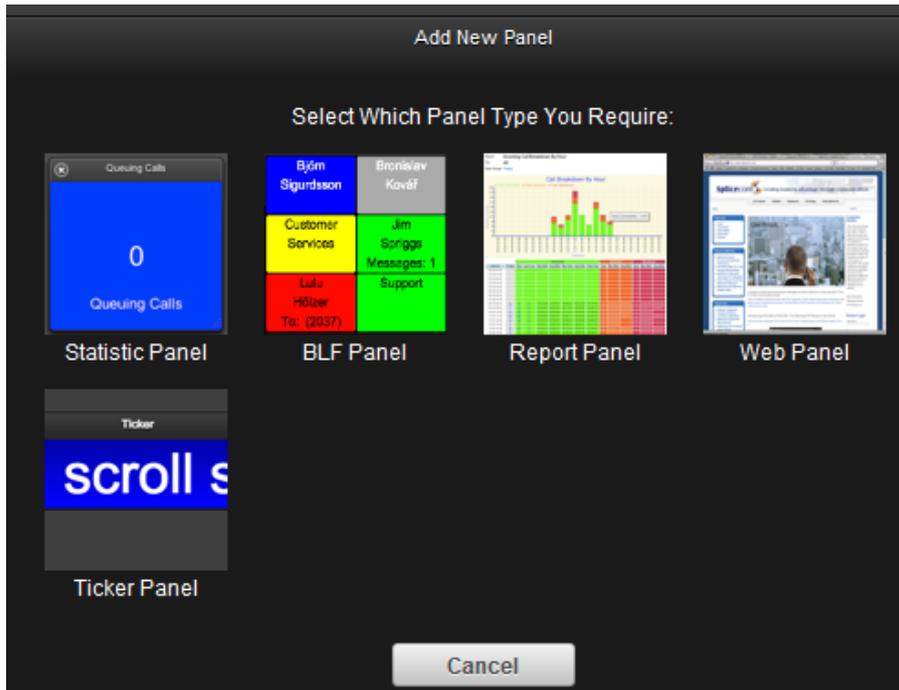
Add - this icon will enable you to choose a panel to add to your wallboard.



Padlock - click on this icon to lock the wallboard and changes to the design cannot be made accidentally,

(Please note that you will only be able to unlock a wallboard if you are logged in as the Manager that created the wallboard, a Manager account that has Configure Manager rights, or the Administrator.)

- Click on the Add icon and the Add New Panel screen will be displayed.



You can now decide which type of panel you wish to create.

Statistic Panel This panel will enable you to view call information, such as the number of calls queuing, maximum ring time and so on.

BLF Panel This panel can be used to display BLF information for specific Users and Departments, such as busy, DND, logout and so on.

Report Panel A real time report on call information can be displayed on the wall board. Full details of the reports available are listed in the Reports section from page 21.

Web Panel This panel will enable a web page to be displayed on the wallboard. This useful for displaying information available on the company's intranet or, for example, financial information available on an external website.

Ticker Panel This enables a custom message to be displayed on the wallboard. This text can remain static on the panel or can scroll around at a variety of speeds.

Please note that if further Panel Types are displayed, Vision Call Centre is running on your system and your Manager account has been given rights to use these panels. Please refer to the Vision Call Centre section from page 95 for further information.

Working with a Panel

- When you add a panel, it will appear at the top left hand side of the wallboard. (Please note that if an existing Panel is already in this position your new Panel will appear on top of this existing Panel. Click and drag the panel to the required position.)
- Click and drag on the panel to move it to the position required.
- Click and drag on the bottom right hand corner of the panel to resize it. (A refresh of the browser will be required after a panel has been resized.)
- You can add as many panels as the screen presenting the wallboard can display.

Edit a Panel

- 1 Click on the Information icon  at the top right of the relevant panel and the panel configuration form will be displayed.
- 2 Make the changes required.

- 3 Click on OK to save the changes or Cancel to discard the changes.

Delete a Panel

- 1 Click on the Close icon at the top left hand corner of the panel.
- 2 Select OK to delete the panel or Cancel to abandon this request.



Lock a Wallboard

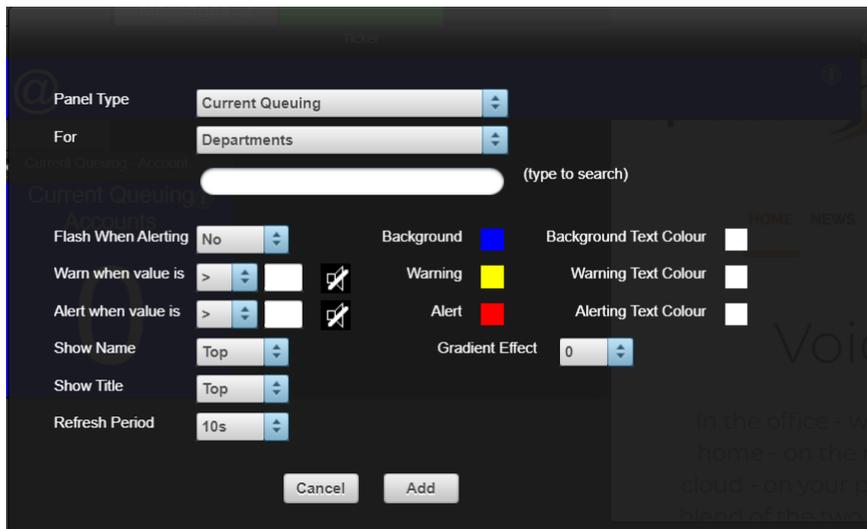
When the wallboard design is complete click on the Padlock icon to ensure changes are not made by mistake.



Statistic Panel

The Statistic Panel will enable you to view call information such as the number of calls queuing, busiest User, average wait and so on for a Department, User or Reporting Group.

- 1 From the Add New Panel screen click on Statistic Panel and the panel configuration form will appear.



- 2 From the Panel Type list box select one of the following statistics:

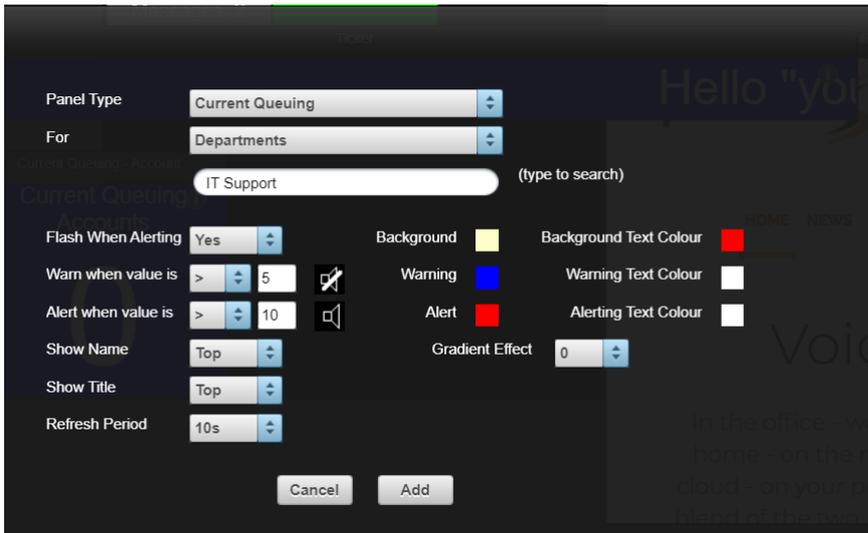
- Current Queuing
- Total In
- Total Abandoned
- Total Voicemail
- Total Answered
- % In Answered
- % In Abandoned
- % In Voicemail
- Busiest User By Calls
- Busiest User By Time
- Total Cost
- Users in DND
- Current Connected
- Current Average Wait
- Current Longest Wait
- Longest Wait
- Average Wait
- Time Since Last Call
- Total Out
- Total Out Answered
- Total Out Abandoned
- % Out Abandoned
- % Out Answered
- Total Out Connected > 30s
- Unread Voicemails
- Lost Abandoned Calls
- Average Talk Time In
- Average Talk Time Out
- Total Attendant Calls
- Total In And Out
- Clock

(Please note that if the Statistic Panel dialogue box gives you the ability to choose a Panel Type Group - Standard Panels, Agent Panels or Queue Panels, Vision Call Centre is running on your system and your Manager account has been given rights to use these panels. The panels listed above will be available if you select Standard Panels.)

- 3 From the For list box select the type of entry you wish to monitor – dependent on the statistic chosen above this will be Departments, Users or Report Groups, or a combination of the three.
- 4 Click in the Search box below the For list box.
- 5 Start to type the first few of letters of the User, Department or Report Group you wish to search for. A list of the available options from the system database will be displayed.
- 6 Click on the User, Department or Report Group required
- 7 The following options can then be configured if required.

Background	Click on the coloured square beside Background to access the Colour Panel. Click on the colour required for your panel. Click on the Close icon when ready. 
Background Text Colour	Click on the coloured square beside Background Text Colour to access the Colour Panel. Click on the colour required for the text on your panel. Click on the Close icon when ready.
Flash when Alerting	If alerting has been set below this option will determine whether the panel will flash or stay static when an alert is received. Select either Yes or No.
Warn when value is	This option can be used to display the panel in a different colour to warn, for example, if the number of calls queuing for a Department has gone above a certain value or the number of new voicemail messages has reached a certain value and so on. Firstly, from the list box select < (less than) or > (greater than). Then in the text box enter the value to be compared.
Choose Alert Sound  = disabled  = enabled	Click on this icon to open the Choose Alert Sound dialogue box. From the Tunes list box select the mp3 file to be played when the Warn value reaches the number specified. Click on the Play icon  to hear a sample of the mp3 file. Select Enable to assign this sound to the Warn value. (Select Disable to remove this if required.) This list will display the 10 pre-loaded mp3 files by default, however custom mp3 files can be uploaded to your system, please refer to your System Administrator for further details.
Warning	Click on the coloured square beside Warning to access the Colour Panel. Click on the colour required for the panel when the Warning value has been reached. Click on the Close icon when ready.
Warning Text Colour	Click on the coloured square beside Warning Text Colour to access the Colour Panel. Click on the colour required for the text on your panel when the Warning value has been reached. Click on the Close icon when ready.

Alert when value is	This option can be used to display the panel in a different colour to alert, for example, if the number of calls queuing for a Department has gone above a certain value or the number of new voicemail messages has reached a certain value and so on. Firstly, from the list box select < (less than) or > (greater than). Then in the text box enter the value to be compared.
Choose Alert Sound  = disabled  = enabled	Click on this icon to open the Choose Alert Sound dialogue box. From the Tunes list box select the mp3 file to be played when the Alert value reaches the number specified. Click on the Play icon  to hear a sample of the mp3 file. Select Enable to assign this sound to the Alert value. (Select Disable to remove this if required.) This list will display the 10 pre-loaded mp3 files by default, however custom mp3 files can be uploaded to your system, please refer to your System Administrator for further details.
Alert	Click on the coloured square beside Alert to access the Colour Panel. Click on the colour required for the panel when the Alert value has been reached. Click on the Close icon when ready.
Alert Text Colour	Click on the coloured square beside Alert Text Colour to access the Colour Panel. Click on the colour required for the text on your panel when the Alert value has been reached. Click on the Close icon when ready. 
Gradient Effect	From this list select the amount of gradient shading required on the panel. 0 = no gradient shading.
Show Name	This will determine where on the panel the name of the User, Department or Reporting Group will be displayed on the panel. Select Top, Bottom, Left, Right or No.
Show Title	This will determine where on the panel the title of the panel will be displayed. Select Top, Bottom, Left, Right or No.
Refresh Period	This will determine the frequency, in seconds, that the tile will refresh.
Min Duration(s)	Available with Today's Abandoned Calls panel type. Enter the minimum number of seconds the call is ring before it is displayed in the panel.
Direction of Calls	Available with some panel types. Select All Calls, Outgoing Only or Incoming Only.
Type of Call	Available with some panel types. From the list box select to display All Calls or Internal only or External only.



8 Select Add when ready



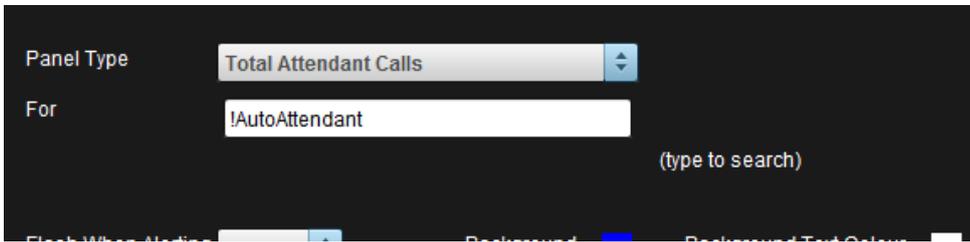
Panel Reports

The following Panel Types have been enabled with the ability to create a report on the information displayed. Double click on the panel to display the relevant report.

Total In	Longest Wait
Total Abandoned	Average Wait
Total Voicemail	Total Out
Total Answered	Total Out Answered
% In Answered	Total Out Abandoned
% In Abandoned	% Out Abandoned
% In Voicemail	% Out Answered
Busiest User by Calls	Total Out Connected > 30s
Busiest User by Time	Total In and Out
Total Cost	

Total Attendant Calls panel

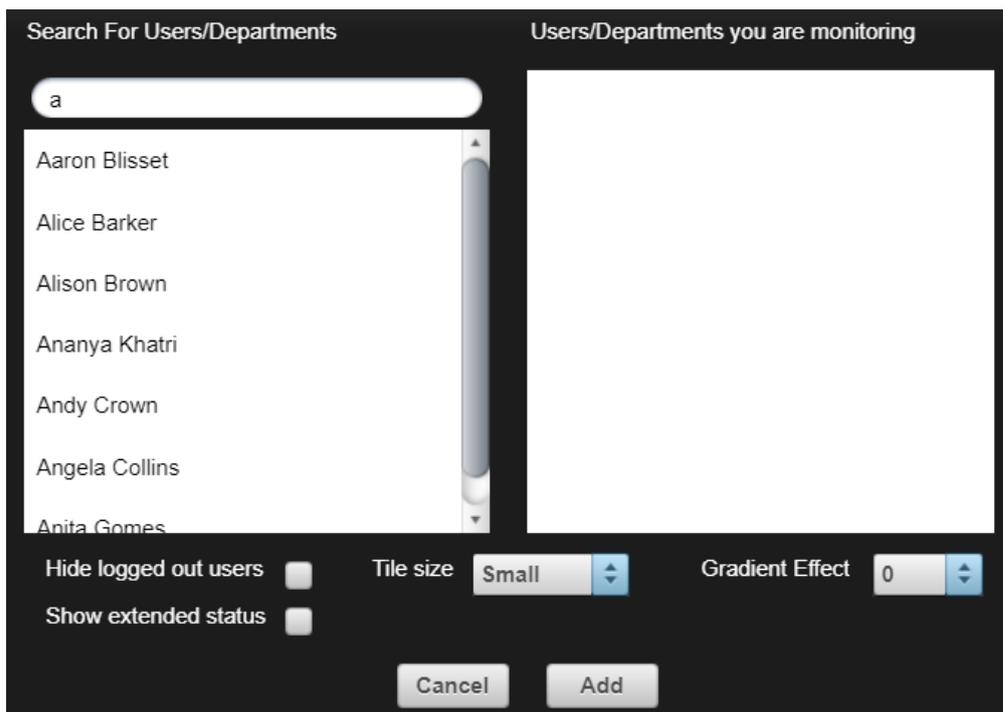
When creating a Total Attendant Calls panel, the For: field must contain the same path as entered in the Translate To field of the DDI plan entry for the relevant auto attendant or extended attendant, similar to this example. Please refer to your System Administrator for further details.



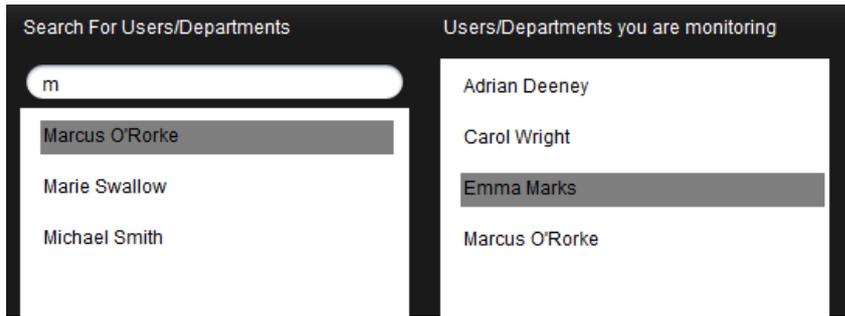
BLF Panel

A BLF Panel will display BLF information for specific Users and Departments that are added to the panel as follows.

- 1 From the Add New Panel screen click on BLF Panel and the Search For Users/Departments screen will be displayed
- 2 In the search box at the top left hand side, enter the first few letters of the User or Department you wish to search for and the list below will populate with the entries from the system database matching your search.



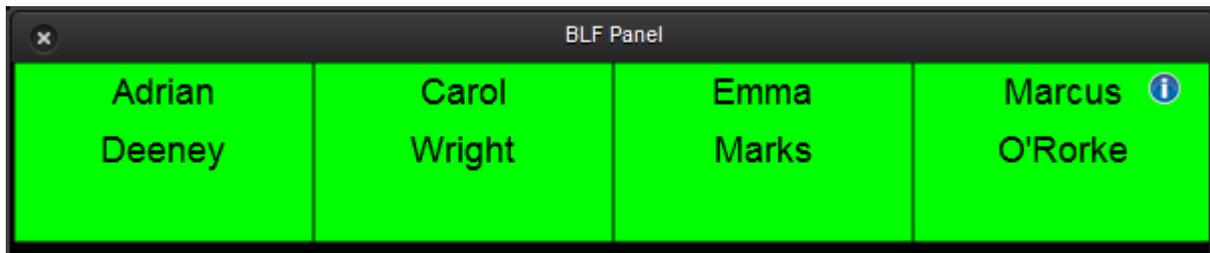
- 3 Click on the name required and this entry will be added to the "Users/Departments you are monitoring" list on the right hand side.



- 4 The following options can then be configured if required.

Remove an entry	To remove an entry from the “Users/Departments you are monitoring” list, click on the relevant entry within this list and it will disappear
Hide logged out users	When a User is not logged on to their handset this User will not be displayed within the BLF Panel.
Show extended status	Display a User’s Out of Office status.
Tile size	Choose between Small, Medium or Large.
Gradient effect	Specify the amount of gradient shading required on this panel. 0 = no gradient effect.

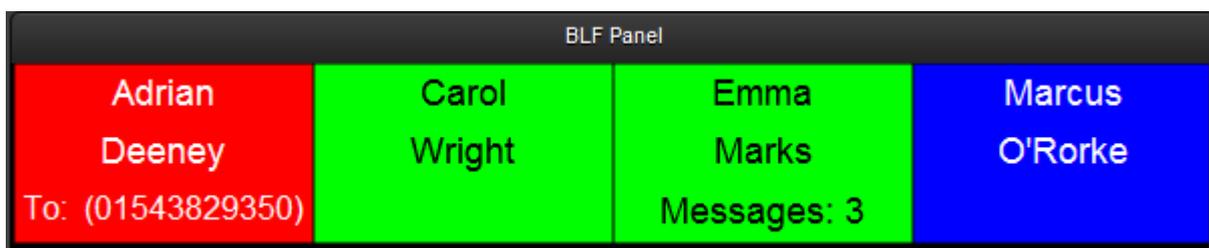
- 5 Select Add when ready.



BLF Status

The tiles within a BLF panel will display the User’s or Department’s status:

Green	Available
Yellow	Receiving a call
Red	On a call
Blue	The User has Do Not Disturb set
Grey	The User is not logged on to any handset/soft phone.



BLF Information

To	This will show who the User is currently on a call to – displaying the name of the caller or the person called (if known by the system), the number called or dialled; or whether the user is leaving a message for a colleague (!LeaveVoicemail) or accessing their own voicemail (!CollectVoicemail).
Messages	This will display the number of new messages that this User has received and not yet listened to.

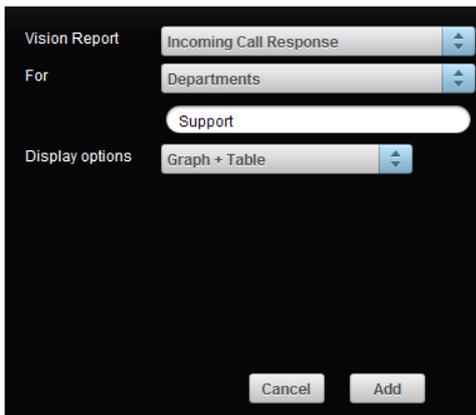
Report Panel

A Report Panel allows a real time report on specific call information to be displayed on a wall board.

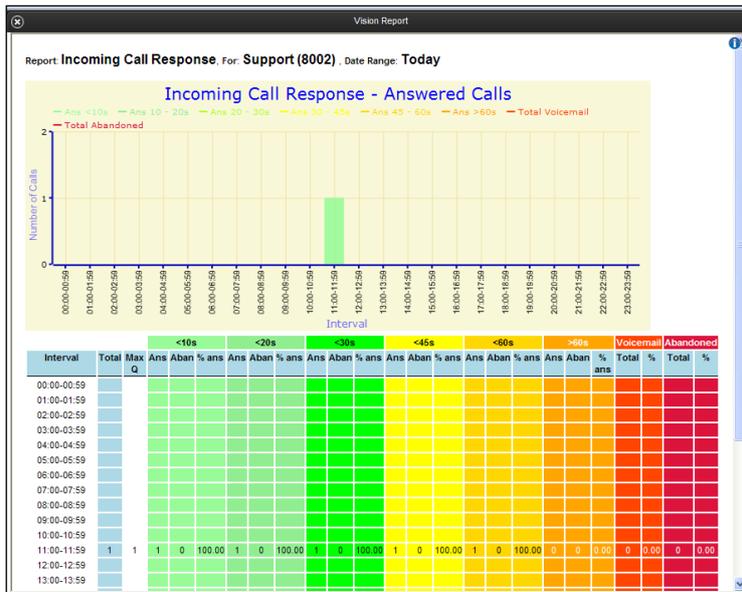
- 1 From the Add New Panel screen select Report Panel, the panel configuration form will be displayed.
- 2 From the Vision Report list box select the report required.

Full details on these reports are available in the Reports section from page 21. Please note that if you are also given the ability to create a panel based on a Call Centre report, Vision Call Centre is running on your system and your Manager account has been given rights to use these reports. Please refer to the Vision Call Centre section from page 95.

- 3 From the For list box select the type of entry you wish to report on - Departments, Users or Report Groups (depending on the type of report selected).
- 4 Click in the Search box below the For list box.
- 5 Start to type the first few of letters of the User, Department or Report Group you wish to search for. A list of the available options from the system database will be displayed.
- 6 Click on the User, Department or Report Group required
- 7 From the Display Options list box select the style of graph required, eg Graph, Table or Graph + Table (depending on the type of report selected).



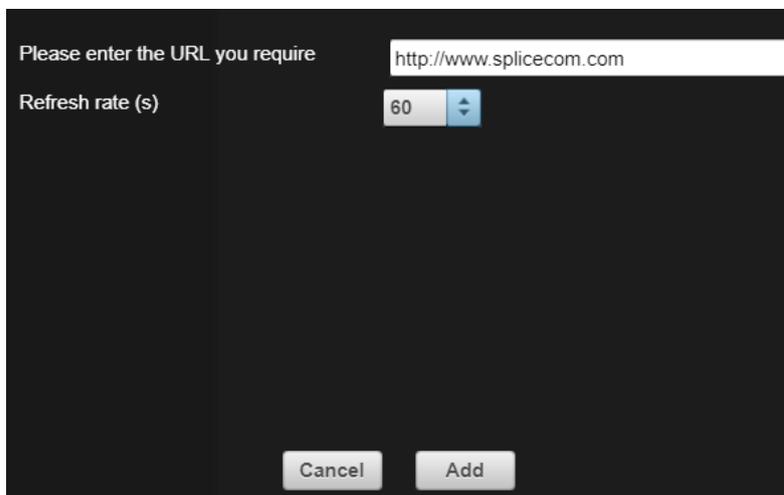
- 8 Select Add when ready



Web Panel

The Web Panel allows you to display a web page on a Wallboard. This useful for displaying information available on the company's intranet or, for example, financial information available on an external website.

- 1 From the Add New Panel screen click on Web Panel and the panel configuration form will appear.
- 2 Enter the URL for the web site required, eg <http://www.splice.com>
- 3 From the Refresh rate (s) list box select the frequency that you wish the web page to refresh, eg 120 seconds



- 4 Select Add when ready

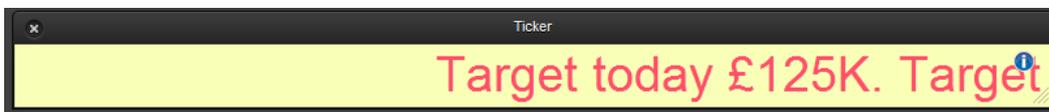
Ticker Panel

This panel enables a custom message to be displayed on the wallboard. This text can remain static on the panel or can scroll around at a variety of speeds.

- 1 From the Add New Panel screen click on Ticker Panel and the panel configuration form will appear.

- In the Ticker Message box enter the text to be displayed within the Ticker panel. Special characters such as quotation marks, exclamation mark, at symbol and so on are supported.
- The following options can then be configured if required.

Background	Click on the coloured square beside Background to access the Colour Panel. Click on the colour required for the panel. Click on the Close icon when ready. 
Text Colour	Click on the coloured square beside Text Colour to access the Colour Panel. Click on the colour required for the text on the panel. Click on the Close icon when ready.
Gradient Effect	Select the amount of gradient shading required on the panel. 0 = no gradient effect.
Scroll Speed	Select the speed for the text to scroll around the panel. 0 = no scrolling (the text will remain static on the panel).



Managing Wallboards

Wallboard Ownership

You become the owner of any Wallboard that you create. Only you, the Administrator and a Manager with Configure Manager rights can amend and delete the wallboard.

The Wallboard List page will only display the wallboards that you own, unless you have Configure Manager rights. However, any Manager can open and view a wallboard that they do not own via the Wallboard's URL, but they will be unable to amend it.

Edit a Wallboard

Change a Wallboard name

- Within the Vision portal, click on the View button and select Wallboards.
- Click on the Edit icon beside the Wallboard you wish to amend.
- Within the Edit Wallboard page make the changes to Name as required.



Edit Wallboard

Name

Reset Time (hhmm)

- Select Update to save the changes, or Cancel to discard the changes

Change the Wallboard reset time

All Wallboard panels reset at 12.01 am each day, however this can be amended via the Wallboard's Settings as follows.

- 1 Within the Vision portal, click on the View button and select Wallboards.
- 2 Click on the Edit icon beside the Wallboard you wish to amend.
- 3 Within the Edit Wallboard page, within the Reset Time field enter the time that this wallboard should be reset in hhmm format, eg 0200.

Edit Wallboard

Name

Reset Time (hhmm)

- 4 Select Update when ready.

Copy a Wallboard

If you wish to create a wallboard based on an existing wallboard, this can be copied as follows:

- 1 Within the Vision portal, click on the View button and select Wallboards.
- 2 Within the Wallboard List page, click on the Edit icon beside the Wallboard you wish to copy.
- 3 Under the Copy Wallboard section, within the New Name field enter the text you wish to use as the name for the new wallboard.

Edit Wallboard

Name

Reset Time (hhmm)

Copy Wallboard

Name

New Name

- 4 Select the Copy button.
The new wallboard will be displayed within the Wallboard List and be amended as follows.

Delete a Wallboard

- 1 Within the Vision portal, click on the View button and select Wallboards.
- 2 Click on the Edit icon beside the Wallboard you wish to delete.
- 3 Select Delete and OK to confirm this request.
The wallboard list will be displayed and the wallboard will be deleted.

Viewing a Wallboard

You must have the log in details of a Manager account in order to view a wallboard. If you already have a Manager account that you use to open the Vision portal you can use these log in details, otherwise please refer to the system administrator for the log in information to use. Please note that the information that you will be able to see on the wallboard will be dependent on the permissions given to the Manager account.

There are three ways to access and view a wallboard as follows:

Via the Vision portal

- 1 Within the Vision portal, click on the View button and select Wallboards.
The list of wallboards that the Manager owns will be listed.
- 2 Click on the View icon beside the wallboard required.
The Wallboard will be displayed.



Directly via a web browser

Each wallboard is given a reference number, eg wb=3, which is used to access the particular wallboard. This number is assigned when the wallboard is created and can be seen within the URL displayed in the address bar of the browser when the wallboard is viewed. The first wallboard to be created is given a reference of 1 and the next 2 and so on. This reference is used to access the wallboard via a browser on a PC connected to the Vision server using the following link:

`http://[ip address of the vision server]/vision/VisionLive/?wb=[wallboard no]`

eg `http://192.168.0.251/vision/VisionLive/?wb=1`

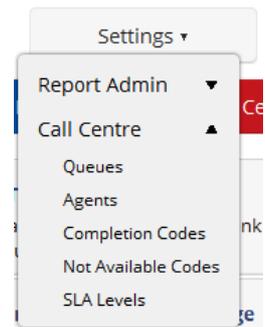
At the log in prompt enter the relevant Manager account's User Name and Password. If this Manager does not own the wallboard it cannot be amended. The padlock icon will not be available.

Vision Call Centre

If Vision Call Centre is running on your system and you have been given the relevant rights, additional functionality will be available within the Vision portal as described in the following sections.

Building on the standard Vision Reports package, Vision Call Centre provides 36 further reports which focus on delivering the detailed and summary information that are required to effectively measure and manage the inbound call centre.

If the Queues, Agents, Completion Codes, Not Available codes and SLA levels links are displayed under Settings you have been given the rights to configure these features. Please refer to your system administrator for further details.



Vision Call Centre Reports

Click on the Call Centre button to access the Call Centre reports. These will only be available if your Manager account has been given Manage as Queue and Manage as Agent rights for the relevant Agents and Queues you wish to monitor. (Please refer to your system administrator for further details.)

Call Centre

 Call Queue Completion Codes Per Agent By Queue See a breakdown of which completion codes an agent used and which queues they used them for	 Queue Completion Codes By Queue See which completion codes were used for different queues
 Queue Completion Codes Per Agent By Code See which completion codes were used	 Queue Completion Codes Per DDI By Code See which completion codes were used
 Queue Activity A breakdown of calls to queues and the time taken to handle them	 Queue Summary by Agent A summary of call handling for queues, broken down by agent.
 Queue Activity Summary A summary of calls to queues and the time taken to handle them	 Queue Activity Trend Display the number of tasks that are allocated over a time period to identify call trends
 Queue Traffic Display a breakdown of all call details for queues including abandoned calls	 Queue Traffic Summary Display a summary of all call details for queues including abandoned calls
 Queue Call Progress Summary A summary of the call handling for queues.	 Service Levels Per Queue See how many calls were allocated and completed within service level targets.
 Group Activity See details of calls handled by a group of agents	 Group Activity By Queue See details of calls handled by a group of agents broken down by queue
 Agent Call Activity Shows details of all calls assigned to an Agent per Agent	 Agent Efficiency See a breakdown of the efficiency of agent call handling
 Agent Utilisation A breakdown of time in states divided into logged in periods	 Agent Utilisation Summary A summary of duration agents have spent in particular states
 Agent Not Available Time An agent breakdown of time spent in a not available state	 Agent Activity Shows a summary of calls assigned to an Agent
 Agent Group Performance A summary of the performance of a group of agents	 Agent Queue Activity A breakdown of calls assigned to an agent broken down by which queues they were for
 Agent Queue Activity Summary A summary of calls assigned to an agent broken down by which queues they were for	 Abandoned Calls A breakdown of abandoned calls to a queue
 Abandoned Summary A summary of abandoned calls to a queue	 Calls To Voicemail A breakdown of calls to a queue that went to voicemail
 Agent Availability Report By Day Compare and analyse breakdown of how agents spent their day	 Agent Availability Report By Week Compare and analyse breakdown of how agents spent their time over a week
 Agent Availability Report By Month Compare and analyse breakdown of how agents spent their time over a month	 Contact Response Identify inbound call response performance for a particular inbound caller
 Incoming Response SLA A summary of incoming calls to a queue and how effectively they were answered or abandoned against configurable SLA timebands	 Incoming Call Breakdown By Hour With SLA See overall incoming call traffic for a given period
 Incoming Call Breakdown By Day With SLA See how incoming call traffic varies on a day by day basis with SLA	 Incoming Call Breakdown By Week With SLA See how incoming call traffic varies on a week by week basis with SLA
 Incoming Call Breakdown By Month With SLA See how incoming call traffic varies on a month by month basis with SLA	 Outgoing Completion Codes By Queue See completion codes for outgoing calls sorted by queue
 Outgoing Completion Codes By Agent See completion codes for outgoing calls sorted by agent	 Outgoing Completion Codes By Day See daily summary of outbound completion codes.

The following gives detail of each Call Centre report. For information on working and managing your reports please refer to the Reports section from page 21.

Call Queue Completion Codes Per Agent By Queue

This report shows a breakdown of which Completion Codes were selected by an Agent for all Queues or a specific Queue.

Call Queue Completion Codes Per Agent By Queue				
For: All Queues				
Dates: Last 90 Days				
Time Filter: between '00:00' AND '23:59'				
Adam Houston				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Gone Fishing	1	00:00:06	00:00:06	00:00:06
	1	00:00:03	00:00:06	00:00:06
Bob Geddes				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	1	00:03:46	00:03:46	00:03:46
Gone Fishing	12	00:01:43	00:05:16	00:20:37
Merry Christmas	5	00:03:03	00:07:24	00:15:13
	18	00:02:08	00:07:24	00:39:36
Charles Huggett				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	4	00:03:09	00:10:14	00:12:36
Existing Issue	5	00:06:14	00:12:56	00:31:12
Gone Fishing	31	00:08:30	01:02:34	04:23:21
Merry Christmas	29	00:07:37	00:29:48	03:40:55
	69	00:05:06	01:02:34	08:48:04
Paul Southwell				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	13	00:03:51	00:07:02	00:50:01
Existing Issue	10	00:04:12	00:07:47	00:41:55
Gone Fishing	11	00:02:18	00:09:09	00:25:13
Merry Christmas	11	00:04:03	00:19:52	00:44:38
New Issue	5	00:05:13	00:18:09	00:26:03
	50	00:03:16	00:19:52	03:07:50
Rakesh Patel				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	2	00:09:25	00:13:42	00:18:50
Gone Fishing	6	00:02:33	00:06:51	00:15:18
	8	00:05:59	00:13:42	00:34:08

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue to be reported – auto completion, or leave empty for all Queues
Show	Queues only

Report Columns

Code Name	The Completion Code that the Agent selected.
Total Handled	The total number of times this Completion Code was selected by the Agent at the end of calls to this Queue or all Queues.
Average Handle Time	The average time that it takes for the Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for the Agent to complete a call that resulted in this Completion Code.
Total Connected Time	The total time that the Agent spent on calls resulting in this Completion Code.

Drill Down Report

No drill down facility is available for this report.

Queue Completion Codes By Queue

This report shows which completion codes were used for all Queues or for a specific Queue.

Queue Completion Codes By Queue				
For: All Queues				
Dates: Last 90 Days				
Time Filter: between '00:00' AND '23:59'				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	20	00:04:16	00:13:42	01:25:14
Merry Christmas	45	00:06:14	00:29:48	04:40:46
Existing Issue	15	00:04:52	00:12:56	01:13:07
Gone Fishing	61	00:05:19	01:02:34	05:24:34
New Issue	5	00:05:13	00:18:09	00:26:03
	146	00:05:10	01:02:34	13:09:44

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue to be reported on – auto completion or leave empty for all Queues
Show	Queues only

Report Columns

Code Name	The Completion Codes selected at the end of calls to this Queue.
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

Drill Down Report

No drill down facility is available for this report.

Queue Completion Codes Per Agent By Code

This report shows which completion codes were used by all Agents or by specific Agents.

Queue Completion Codes Per User By Code					
For: All Agents					
Dates: Last 90 Days					
Time Filter: between '00:00' AND '23:59'					
Charles Huggett					
Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	Support	4	00:03:09	00:10:14	00:12:36
Existing Issue	Support	5	00:06:14	00:12:56	00:31:12
Gone Fishing	Support	31	00:08:30	01:02:34	04:23:21
Merry Christmas	Support	29	00:07:37	00:29:48	03:40:55
		69	00:05:06	01:02:34	08:48:04
Paul Southwell					
Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	Support	13	00:03:51	00:07:02	00:50:01
Existing Issue	Support	10	00:04:12	00:07:47	00:41:55
Gone Fishing	Support	11	00:02:18	00:09:09	00:25:13
Merry Christmas	Support	11	00:04:03	00:19:52	00:44:38
New Issue	Support	5	00:05:13	00:18:09	00:28:03
		50	00:03:16	00:19:52	03:07:50
Rakesh Patel					
Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	Support	2	00:09:25	00:13:42	00:18:50
Gone Fishing	Support	6	00:02:33	00:06:51	00:15:18
		8	00:05:59	00:13:42	00:34:08

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent to be reported on – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Queue Name	The name of the Queue handling the calls that resulted in this Completion Code.
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for the Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for the Agent to complete a call that resulted in this Completion Code
Total Connected Time	The total time that the Agent has spent on calls resulting in this Completion Code

Drill Down Report

No drill down facility is available for this report.

Queue Completion Codes Per DDI By Code

This report shows which completion codes were used for calls received on a DDI number for all Queues or a specific Queue.

282200 - Support - [SpliceCom]=200 17001923282200					
Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Maxmiser Config	Support	2	00:13:26	00:23:56	00:26:52
Vision Enquiry	Support	1	00:02:38	00:02:38	00:02:38
		3	00:09:50	00:23:56	00:29:30

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue to be reported on – auto completion, or leave empty for all Queues
Show	Queues only
DDI	Enter the DDI number to be reported on.

Report Columns

Code Name	The Completion Code selected at the end of a call to the specific Queue or all Queues via this DDI number.
Queue Name	The name of the Queue handling the call that resulted in this Completion Code.
Total Handled	The total number of calls handled by this Queue that resulted in this Completion Code.
Average Handle Time	The average time taken to complete a call that resulted in this Completion Code.
Maximum Handle Time	The longest time taken to complete a call that resulted in this Completion Code.
Total Connected Time	The total time spent on calls resulting in this Completion Code.

Drill Down Report

No drill down facility is available for this report.

Queue Activity

The report provides the number of calls for a specific Queue or all Queues by day and displays how the calls were handled.

Queue Activity					
For: All Queues					
Dates: This Week					
Time Filter: between '00:00' AND '23:59'					
2010-01-11					
			Handled		
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time	
Support	48	26	00:00:37	00:02:53	
	48	26	00:00:18	00:01:26	
2010-01-12					
			Handled		
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time	
Support	41	26	00:00:48	00:03:34	
	41	26	00:00:24	00:01:47	
2010-01-13					
			Handled		
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time	
Support	45	36	00:00:30	00:02:54	
	45	36	00:00:15	00:01:27	
2010-01-14					
			Handled		
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time	
Support	30	19	00:00:37	00:01:56	
	30	19	00:00:37	00:01:56	

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion or leave empty for all Queues
Show	Queues only

Report Columns

Queue Name	The name of the Queue where the call was initially presented.
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent.
Average Ring Time	The average time taken for a call presented to this Queue took to be answered by an Agent
Average Connect Time	The average time taken for a call presented to this Queue took to be completed by an Agent

Drill Down Report

No drill down facility is available for this report.

Queue Summary by Agent

This report provides a summary of call handling for queues, broken down by agent.

Queue Summary by Agent

For: All Queues

Dates: From: 2017-10-09, To: 2017-10-13

Time Filter: between '00:00:00' AND '23:59:59'

Agent Name	Agent Number	Call Presentation Count	% Handled	Handled	Not Handled	Abandoned
Charles Huggett	719	58	67.2	39	16	3
Paul Holdesk	7778	3	100.0	3	0	0
Paul Southwell	718	51	80.4	41	7	3
Peter Cross	721	90	77.8	70	16	4
		202	75.7	153	39	10

Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter specific Queues or Reporting Groups for report – auto completion
Show	Queues & Reporting Groups

Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Agent Number	The extension number of the Agent
Call Presentation Count	The number of calls presented to the Agent
% Handled	The number of handled calls divided by the number of calls presented, expressed as a percentage
Handled	The number of calls presented to the Agent that were handled by the Agent
Not Handled	The number of calls presented to the Agent that were handled elsewhere, i.e. voicemail
Abandoned	The number of calls presented to the Agent that were subsequently abandoned before they were answered

Drill Down Report

A drill down on Agent Name is available for this report.

Agent Call Handling Summary

For: All Queues

Dates: From: 2017-10-13, To: 2017-10-13

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: Charles Huggett

Answered on First Distribution

Datetime	Caller Number	Caller Name	Handled By
			0

Answered on Subsequent Distribution

Datetime	Caller Number	Caller Name	Handled By	Number of Distributions
2017-10-13 09:13:06	01242621666	CTI (Worldwide) Ltd	Charles Huggett	3

Abandoned

Datetime	Caller Number	Caller Name	Number of Distributions
----------	---------------	-------------	-------------------------

Answered On First Distribution

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Caller Number	The number from which the call was made (if presented)
Caller Name	The name associated with the calling number (if entered on system)
Handled By	The Agent who handled this call

Answered On Subsequent Distribution

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Caller Number	The number from which the call was made (if presented)
Caller Name	The name associated with the calling number (if entered on the system)
Handled By	The Agent who handled this call
Number Of Distributions	The number of times this call was distributed before it was answered by the Agent

Abandoned

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Caller Number	The number from which the call was made (if presented)
Caller Name	The name associated with the calling number (if entered on the system)
Number Of Distributions	The number of times this call was distributed before the caller abandoned the call

Queue Activity Summary

This report provides a summary of calls handled by all Queues or a specific Queue and the time taken to process the calls.

Queue Activity Summary				
For: All Queues				
Dates: Last 90 Days				
Time Filter: between '00:00' AND '23:59'				
Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	1760	1169	00:00:29	00:02:59
	1760	1169	00:00:29	00:02:59

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue to be reported on – auto completion or leave empty for all Queues.
Show	Queues only

Report Columns

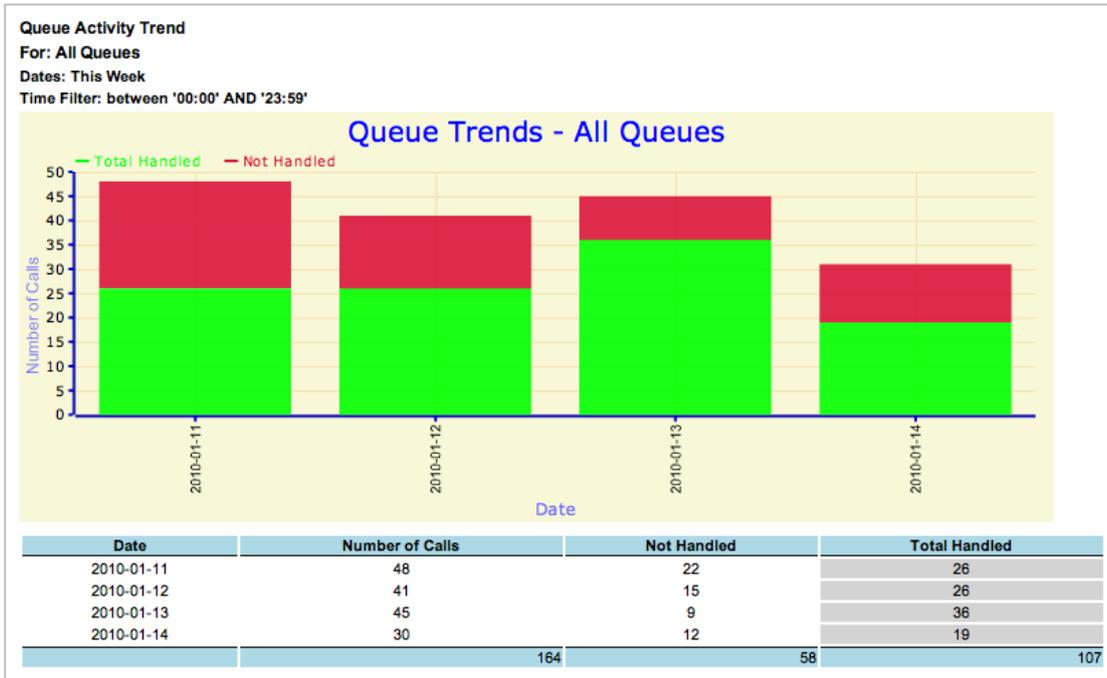
Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Average Connect Time	The average time that a call presented to this Queue took to be completed by an Agent

Drill Down Report

No drill down facility is available for this report.

Queue Activity Trend

This report shows the number of calls received by all Queues or a specific Queue per day and the number handled and not handled by Agents to identify call trends.



Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion or leave empty for all Queues
Show	Queues only

Report Columns

Date	Date in yyyy-mm-dd format
Number Of Calls	The total number of calls presented to the Queue
Not Handled	The total number of calls presented to the Queue that were not answered by an Agent
Total Handled	The total number of calls presented to the Queue that were answered by an Agent

Drill Down Report

No drill down facility is available for this report.

Queue Traffic

This report shows a breakdown of all call details for queues, including abandoned calls.

Queue Traffic									
For: All Queues									
Dates: This Week									
Time Filter: between '00:00' AND '23:59'									
2010-01-11									
Queue Name	Number of Calls	Not Handled	Total Handled	Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time	Total Connected Time	
Support	48	22	26	00:00:37	00:02:51	00:02:53	00:26:12	02:18:17	
	48	22	26	00:00:18	00:02:51	00:01:26	00:26:12	02:18:17	
2010-01-12									
Queue Name	Number of Calls	Not Handled	Total Handled	Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time	Total Connected Time	
Support	41	15	26	00:00:48	00:02:03	00:03:34	00:12:28	02:25:55	
	41	15	26	00:00:24	00:02:03	00:01:47	00:12:28	02:25:55	
2010-01-13									
Queue Name	Number of Calls	Not Handled	Total Handled	Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time	Total Connected Time	
Support	45	9	36	00:00:30	00:02:03	00:02:54	00:16:41	02:10:10	
	45	9	36	00:00:15	00:02:03	00:01:27	00:16:41	02:10:10	
2010-01-14									
Queue Name	Number of Calls	Not Handled	Total Handled	Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time	Total Connected Time	
Support	30	12	19	00:00:36	00:02:03	00:01:56	00:13:34	00:57:55	
	30	12	19	00:00:36	00:02:03	00:01:56	00:13:34	00:57:55	

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion or leave empty for all Queues
Show	Queues only

Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Not Handled	The total number of calls presented to the Queue that were not answered by an Agent
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Maximum Ring Time	The maximum time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent
Maximum Connected Time	The maximum time that a call presented to this Queue took to be completed by an Agent
Total Connected Time	The total time for all call presented to this Queue to be completed by an Agent

Drill Down Report

No drill down facility is available for this report.

Queue Traffic Summary

This report shows a summary of all call details for queues, including abandoned calls.

Queue Traffic Summary								
For: All Queues								
Dates: This Week								
Time Filter: between '00:00' AND '23:59'								
Queue Name	Number of Calls	Not Handled	Total Handled	Handled		Handled		Total Connected Time
				Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time	
Support	164	58	107	00:00:37	00:02:51	00:02:53	00:26:12	07:52:17
	164	58	107	00:00:37	00:02:51	00:02:53	00:26:12	07:52:17

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion or leave empty for all Queues
Show	Queues only

Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Not Handled	The total number of calls presented to the Queue that were not answered by an Agent
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Maximum Ring Time	The maximum time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent
Maximum Connected Time	The maximum time that a call presented to this Queue took to be completed by an Agent
Total Connected Time	The total time for all call presented to this Queue to be completed by an Agent

Drill Down Report

No drill down facility is available for this report.

Queue Call Progress Summary

This report shows a summary of how calls were handled on a Queue by Queue basis.

Queue Call Progress Summary											
For: All Queues											
Dates: 2018-04-20 (Today)											
Time Filter: between '00:00:00' AND '23:59:59'											
Queue Name	Queue Number	Number of Calls	Abandoned	Avg Not Answered Count	Max Not Answered	Avg Ringing Time	Max Ringing Time	Answer Time %		Handling Time %	
								Inside SLA	Outside SLA	Inside SLA	Outside SLA
Support	200	31	0	0.03	1	12.3	99	87.1	12.9	58.1	41.9
		31	0								

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue to be reported on – auto completion or leave empty for all Queues
Show	Queues only
Using SLA	Select the SLA to compare against the call data.

Report Columns

Queue Name	The name of the Queue where the call was initially presented
Queue Number	The extension number of the Queue.
Number Of Calls	The total number of calls presented to the Queue
Abandoned	The total number of calls abandoned before the call was answered.
Avg Not Answered Count	The average number of times a call was presented to another agent before being answered. (Number of Max Not Answered calls divided by the Number of Calls.)
Max Not Answered	The maximum number of times a call was presented to another Agent before it was answered.
Average Ringing Time	The average time that a call presented to this Queue took to be answered by an Agent.
Maximum Ringing Time	The maximum time that a call presented to this Queue took to be answered by an Agent.
Answered Time Inside SLA	The percentage number of calls that were answered within the SLA's Answer Target time.
Answered Time Outside SLA	The percentage number of calls that were not answered within the SLA's Answer Target time.
Handling Time Inside SLA	The percentage number of calls that were answered and completed within the SLA's Handle Target time.
Handling Time Outside SLA	The percentage number of calls that were answered and not completed within the SLA's Handle Target time.

Drill Down Report

The first drill down, by clicking on the Queue Name, displays each call and what happened to those calls.

Datetime	Caller Number	Caller Name	Queue Name	Queue Number	Not answered count	Outcome	Seconds to ans/aban
2017-03-08 12:07:27	07583827057	Rakesh Patel	Support	200	1	Answered	30

Clicking on an individual call gives further information on where the call went before it was answered.

Datetime	Agent Name	Agent Number	Target Group	Alerting Duration	Outcome
2017-03-08 12:07:27	Peter Cross	721	Support1stLine	19	Timed Out
2017-03-08 12:07:47	Paul Southwell	718	Support2ndLine	10	Answered
				00:00:29	

Service Levels Per Queue

This report shows how many calls were allocated and completed within Service Level Targets.

Service Levels Per Queue									
For: All Queues									
Dates: This Week									
Time Filter: between '00:00' AND '23:59'									
2010-01-11									
Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %		
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
Support	48	26	00:00:37	00:02:53	100.00	0.00	100.00	0.00	
	48	26	00:00:18	00:01:26					
2010-01-12									
Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %		
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
Support	41	26	00:00:48	00:03:34	100.00	0.00	100.00	0.00	
	41	26	00:00:24	00:01:47					
2010-01-13									
Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %		
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
Support	45	36	00:00:30	00:02:54	100.00	0.00	100.00	0.00	
	45	36	00:00:15	00:01:27					
2010-01-14									
Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %		
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
Support	31	20	00:00:37	00:01:59	100.00	0.00	100.00	0.00	
	31	20	00:00:37	00:01:59					

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion, or leave empty for all Queues
Show	Queues only
Using SLA	Select the SLA, previously created, from the list.

Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent
Answer Time % Inside SLA	The percentage of calls that were answered inside the pre-defined target answer time (in seconds)
Answer Time % Outside SLA	The percentage of calls that were answered outside the pre-defined target answer time (in seconds)
Handling Time % Inside SLA	The percentage of calls that were completed inside the pre-defined target handle time (in seconds)
Handling Time % Outside SLA	The percentage of calls that were completed outside the pre-defined target handle time (in seconds)

Drill Down Report

No drill down facility is available for this report.

Group Activity

This report shows details of calls handled by all Agents or by a group of Agents as specified by a Reporting Group.

Group Activity				
For: All				
Dates: This Week				
Time Filter: between '00:00' AND '23:59'				
2010-01-11				
Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
Charles Huggett	7	00:33:31	00:04:47	00:12:56
Rax POTS	1	00:02:45	00:02:45	00:02:45
Paul Southwell	20	01:43:45	00:05:11	00:26:12
	28	02:20:01	00:03:10	00:26:12
2010-01-12				
Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
Charles Huggett	9	00:39:05	00:04:21	00:12:21
Paul Southwell	17	01:29:02	00:05:14	00:12:28
	26	02:08:07	00:03:11	00:12:28
2010-01-13				
Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
Charles Huggett	25	01:32:58	00:03:43	00:16:41
Paul Southwell	14	00:39:40	00:02:50	00:09:49
	39	02:12:38	00:03:16	00:16:41

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Reporting Group for the report – auto completion
Show	Reporting Groups only

Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Number Of Calls	Number of calls to that Queue that the Agent handled
Handling Time	The total time that the Agent spent handling calls
Average Handle Time	The average time that the Agent spent handling each call
Maximum Handle Time	The longest time that the Agent spent handling a single call

Drill Down Report

No drill down facility is available for this report.

Group Activity By Queue

This report shows details of calls handled by a group of agents broken down into queues.

Group Activity By Queue				
For: All				
Dates: This Week				
Time Filter: between '00:00' AND '23:59'				
2010-01-11				
			Handled	
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time
Support	48	26	00:00:37	00:02:53
	48	26	00:00:18	00:01:26
2010-01-12				
			Handled	
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time
Support	41	26	00:00:48	00:03:34
	41	26	00:00:24	00:01:47
2010-01-13				
			Handled	
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time
Support	45	36	00:00:30	00:02:54
	45	36	00:00:15	00:01:27
2010-01-14				
			Handled	
Queue Name	Number of Calls	Total Handled	Average Ring Time	Average Connect Time
Support	31	20	00:00:37	00:01:59
	31	20	00:00:37	00:01:59

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Reporting Group for the report – auto completion
Show	Reporting Groups only

Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent

Drill Down Report

No drill down facility is available for this report.

Agent Call Activity

This report shows all calls assigned to an Agent.

Agent Call Activity						
For: All Agents						
Dates: Yesterday						
Time Filter: between '00:00' AND '23:59'						
Charles Huggett						
Date	Start	End	Duration	Queue Name	Caller Details	Code Name
2010-01-13	09:05:03	09:19:06	00:14:03	Support	(PRIVATE)	
2010-01-13	09:28:26	09:36:12	00:07:46	Support	07966683337 (Don Orford)	
2010-01-13	09:56:20	09:57:16	00:00:56	Support	01483472089 (Guildford)	
2010-01-13	10:53:25	10:55:42	00:02:17	Support	01612142020 (Network Connect Ltd)	
2010-01-13	11:14:16	11:15:42	00:01:26	Support	08713210101 (How Much)	
2010-01-13	13:31:03	13:33:07	00:02:04	Support	01189184668 (IP Integration)	
2010-01-13	13:34:42	13:35:26	00:00:44	Support	07917396762 (Stuart Tutton)	
2010-01-13	13:35:47	13:44:33	00:08:46	Support	07917396762 (Stuart Tutton)	
2010-01-13	13:49:43	13:55:53	00:06:10	Support	01483531925 (Guildford)	
2010-01-13	13:56:37	13:56:44	00:00:07	Support	07970508118 (David.)	
2010-01-13	13:57:10	14:01:37	00:04:27	Support	07970508118 (David.)	
2010-01-13	14:18:31	14:19:38	00:01:07	Support	01293434800 (Newdigate)	
2010-01-13	14:35:09	14:39:42	00:04:33	Support	07970508118 (David.)	
2010-01-13	14:44:05	14:48:32	00:04:27	Support	07970508118 (David.)	
2010-01-13	15:08:20	15:08:28	00:00:08	Support	(PRIVATE)	
2010-01-13	15:09:06	15:09:14	00:00:08	Support	(PRIVATE)	
2010-01-13	15:09:45	15:09:58	00:00:13	Support	(PRIVATE)	
2010-01-13	15:11:48	15:13:03	00:01:15	Support	07970508118 (David.)	
2010-01-13	15:20:25	15:25:07	00:04:42	Support	(PRIVATE)	
2010-01-13	15:27:03	15:27:13	00:00:10	Support	07970508118 (David.)	
2010-01-13	15:35:06	15:38:56	00:03:50	Support	07967736162 ()	
2010-01-13	15:54:54	16:11:35	00:16:41	Support	(UNAVAILABLE)	
2010-01-13	16:37:32	16:43:02	00:05:30	Support	07850516921 ()	
			01:31:30			0
Paul Southwell						
Date	Start	End	Duration	Queue Name	Caller Details	Code Name
2010-01-13	14:11:56	14:13:17	00:01:21			
2010-01-13	10:15:47	10:18:57	00:03:10	Support	01527881846 (Adam Trilloe)	
2010-01-13	10:45:50	10:55:39	00:09:49	Support	(UNAVAILABLE)	
2010-01-13	11:00:33	11:05:24	00:04:51	Support	01489554162 (Carlo Arturi)	
2010-01-13	12:20:49	12:21:05	00:00:16	Support	07917102874 (Mark Hill.)	
2010-01-13	12:21:13	12:24:49	00:03:36	Support	07917102874 (Mark Hill.)	
2010-01-13	12:46:58	12:49:59	00:03:01	Support	(PRIVATE)	
2010-01-13	14:17:30	14:17:53	00:00:23	Support	07974455546 (Aron Hopkins)	
2010-01-13	15:20:10	15:24:45	00:04:35	Support	(UNAVAILABLE)	
2010-01-13	15:26:30	15:26:44	00:00:14	Support	07970508118 (David.)	
2010-01-13	15:27:35	15:27:47	00:00:12	Support	07970508118 (David.)	
2010-01-13	15:35:54	15:36:51	00:00:57	Support	07875878624 (Jon Rooney)	
2010-01-13	15:48:11	15:53:24	00:05:13	Support	(PRIVATE)	
2010-01-13	17:17:27	17:19:29	00:02:02	Support	(UNAVAILABLE)	
			00:39:40			0

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Date	Date in yyyy-mm-dd format
Start	The time at which the call was answered by the Agent
End	The time at which the Agent completed the call
Duration	The total time taken for the call
Queue Name	The name of the Queue where the call was initially presented
Caller Details	Callers number (if presented) and name (if entered on Splice.com system).

Code Name	The Completion Code that the Agent selected when they completed this call
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Drill Down Report

Drill down on this report provides further information on individual calls.

Agent Call Activity						
For: All Agents						
Dates: Yesterday						
Time Filter: between '00:00' AND '23:59'						
Filtered on: 10:53:25						
Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected Cost
2010-01-13 10:52:05	Network Connect Ltd 01612142020	Support 200	Charles Huggett 719		00:01:19	00:02:17 0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on Splice.com system) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringin	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on this report provides a complete call record.

Call	
Date & Time 2010-01-13 10:52:05	
Total Cost 0.000	
Call Source Details	
Cost Centre	Support
On Behalf Of	
Trunk	Modules.Chorleywood 5100.BRI1
Name	Network Connect Ltd
Number	01612142020
Cost Associated	0.000
Caused Disconnect?	
Connected	Yes
Transfer Status	No
Account Name	
Account Code	
Call Destination Details	
Cost Centre	Support
On Behalf Of	Charles Huggett
Trunk	
Name	Support
Number	200
Cost Associated	0.000
Caused Disconnect?	1011
Call Duration	216.530
Call Connected	137.210
Queuing Time	75.030
Distributing Time	4.290
Agent Ringing Time	3.730

Agent Efficiency

This report analyses the call handling efficiency of an Agent.
(For a summary of this information please see the Agent Group Performance report.)

Agent Efficiency													
For: All Agents													
Dates: From: 2020-11-17, To: 2020-11-17													
Agent		Call Centre Calls				Other Calls			Not Available (minutes)				
Name	Number	Presented	Accepted	Accepted %	Abandoned	In	Out	Callbacks	Avg Hand	Availability %	Total	Lunch	Staff Admin
Carol Harvey	2002	7	5	71	2	2	0	0	3	-	0	0	0
Dale Smith	2003	16	10	63	0	2	3	0	32	-	7	7	0
Alice Barker	2006	12	5	42	0	0	0	0	7	-	0	0	0
		35	20	57	2	4	3	0	18	-	7	7	0

Configuration Options

Report Period	Select from 10 pre-sets or Custom and specify the date range below.
Start Date	Select date from drop down calendar.
End Date	Select date from drop down calendar.
For	Enter the specific Agent or Reporting Group to report on – auto completion, or leave empty for all Agents.
Show	Select to search for Agents only or Reporting Groups only or both.

Report Columns

Name	User name of the Agent.
Number	The Agent's extension number.
Call Centre Calls	
Presented	The number of calls presented to the Agent. If a call is presented to an Agent multiple times, each presentation will be counted separately.
Accepted	The number of calls answered by the Agent
Accepted %	The percentage of calls that were answered by the Agent compared to the number of calls presented to the Agent. Please note that picked up calls contribute to this percentage.
Abandoned	The number of calls presented to the Agent but the caller hung up before the Agent answered the call. Calls abandoned before they were presented to an Agent are not included in this report.
Other Calls	
In	The number of calls received by the Agent that were not calls routed via the Call Centre, ie not to a Department configured as a Queue. This could be calls to the Agent's extension number or calls to a Department not configured as a Queue.
Out	The number of calls made by the Agent.
Callbacks	The number of calls made by the Agent to numbers that were the source of an abandoned call centre calls within the Report Period.
Avg Hand	The average time the Agent was connected to call centre calls.

Availability %	The time the Agent was available to take calls, expressed as a percentage of system's Daily Shift Length. An Agent is considered available if their state is not "Logged Out" or "Not Available". If a Daily Shift Length has not been configured on your system the column will display a hyphen.
Not Available	
Total	The total number of minutes that the Agent was in a Not Available state. This includes the time when a Not Available Code is selected and when an Agent is in Do Not Disturb.
<Not Available Code name>	Each Not Available Code used by the Agents within the Report Period will be show in a column heading. The number of minutes that the Agent was in that particular Not Available state will be shown in that column.

Agent Utilisation

This report shows the time that Agents have spent in different states, divided into logged-in periods.

Agent Utilisation											
For: All Agents											
Dates: From: 2010-01-13, To: 2010-01-13											
Time Filter: between '00:00' AND '23:59'											
Date	Agent Name	Agent Number	LoggedOut	LoggedIn	Not Available	Waiting	Ringing	Busy	Wrap Up	Busy Other	Blacklisted
2010-01-13	Charles Huggett	719	00:09:24	00:00:00	01:00:40	13:35:41	00:02:48	01:32:58	00:06:34	01:02:59	00:00:00
2010-01-13	Paul Southwell	718	00:07:03	00:00:00	00:00:00	14:27:49	00:04:00	00:39:40	00:03:41	02:00:22	00:20:00
2010-01-13	Rakesh Patel	714	00:06:11	00:00:00	00:00:00	11:21:01	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
2010-01-13	Rax POTS	7714	00:06:36	00:00:00	00:00:00	14:50:58	00:05:39	00:00:00	00:00:00	00:00:00	02:10:00
2010-01-14	Charles Huggett	719	00:00:00	00:00:00	08:28:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2010-01-14	Paul Southwell	718	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:09:13	00:00:00	00:00:00	00:00:00
2010-01-14	Rakesh Patel	714	00:00:00	00:00:00	00:00:00	03:14:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2010-01-14	Rax POTS	7714	00:00:00	00:00:00	00:00:00	01:01:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			00:29:14	00:00:00	09:28:59	58:31:47	00:12:27	02:21:51	00:10:15	03:03:42	02:30:00

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Agent Number	The extension number of the Agent
Logged Out	The total time that the Agent was logged in, in hh:mm:ss format
Logged In	The total time that the Agent was logged out, in hh:mm:ss format
Not Available	The total time that the Agent was not available, in hh:mm:ss format
Waiting	The total time that the Agent was waiting for calls to be presented, in hh:mm:ss format
Ringing	The total time that calls presented to the Agent were ringing before being answered, in hh:mm:ss format
Busy	The total time that the Agent was in a busy state handling calls, in hh:mm:ss format
Wrap-Up	The total time that the Agent was logged in a wrap-up state following a completed call, in hh:mm:ss format
Busy Other	The total time that the Agent was in a busy state for reasons other than calls, in hh:mm:ss format

Blacklisted	The total time that the Agent was blacklisted as a result of not-answering three calls in a row that had been presented to them, in hh:mm:ss format
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Drill Down Report

No drill down facility is available for this report.

Agent Utilisation Summary

This report displays a summary, identifying the duration that Agents have spent in particular states.

Agent Name	Agent Number	LoggedOut	LoggedIn	Not Available	% NA	Waiting	Ringing	Busy	Wrap Up	Busy Other	Blacklisted
Extn2001_on_5100	2001	10:11:41	13:48:18	00:03:29	0.42	13:43:18	00:00:04	00:00:08	00:00:40	00:00:39	00:00:00
Extn2004	2004	10:11:41	13:48:18	02:42:03	19.56	11:06:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2005	2005	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2006	2006	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2007	2007	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2008	2008	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2009	2009	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2010	2010	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2047_on_4100	2047	18:16:45	05:43:14	00:00:27	0.13	05:41:16	00:00:08	00:00:16	00:00:17	00:00:50	00:00:00
Johan Álfvåg	2012	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Patrick OConner	2003	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		120:13:35	143:46:14	02:45:59		140:57:13	00:00:12	00:00:24	00:00:57	00:01:29	00:00:00

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Agent Number	The extension number of the Agent
Logged Out	The total time that the Agent was logged in, in hh:mm:ss format
Logged In	The total time that the Agent was logged out, in hh:mm:ss format
Not Available	The total time that the Agent was not available, in hh:mm:ss format
Waiting	The total time that the Agent was waiting for calls to be presented, in hh:mm:ss format
Ringing	The total time that calls presented to the Agent were ringing before being answered, in hh:mm:ss format
Busy	The total time that the Agent was in a busy state handling calls, in hh:mm:ss format
Wrap-Up	The total time that the Agent was logged in a wrap-up state following a completed call, in hh:mm:ss format
Busy Other	The total time that the Agent was in a busy state for reasons other than calls, in hh:mm:ss format
Blacklisted	The total time that the Agent was blacklisted as a result of not-answering three calls in a row that had been presented to them, in hh:mm:ss format

Drill Down Report

No drill down facility is available for this report.

Agent Not Available Time

This report provides a breakdown, by Agent, of time spent in a Not Available state.

Agent Not Available Time		
For: All Agents		
Dates: This Week		
Time Filter: between '00:00' AND '23:59'		
Charles Huggett		
Datetime	Agent Number	Time Not Available
2010-01-13 12:57:56	719	01:00:40
2010-01-14 09:40:56	719	30983
		09:37:03

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Agent Number	The extension number of the Agent
Time Not Available	The total time that the Agent was not available, in hh:mm:ss format

Drill Down Report

No drill down facility is available for this report.

Agent Activity

This report shows calls presented to an Agent by day.

Agent Activity										
For: All Agents										
Dates: On: 2015-03-09 (Today)										
Time Filter: between '00:00:00' AND '23:59:59'										
2015-03-09										
Agent Name	Number of Calls	Average Ring Time	Max Ring Time	Handling Time	Average Handle Time	Max Handle Time	Answer Time %		Handling Time %	
							Inside SLA	Outside SLA	Inside SLA	Outside SLA
Charles Huggett	5	00:00:06	00:00:10	00:14:02	00:02:48	00:07:16	0.00	100.00	0.00	100.00
Paul Southwell	7	00:00:08	00:00:11	00:26:25	00:03:46	00:05:59	0.00	100.00	0.00	100.00
Peter Cross	13	00:00:04	00:00:10	01:00:09	00:04:38	00:15:10	0.00	100.00	0.00	100.00
		25	00:00:05	00:00:11	01:40:36	00:04:01				

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only
Using SLA	Select the SLA, previously created, from the list.

Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Number Of Calls	Number of calls to that Queue that the Agent handled
Average Ring Time	The average time that the presented calls took to be answered by the Agent.
Maximum Ring Time	The maximum time that a presented call took to be answered by the Agent
Handling Time	The total time that the Agent spent handling calls
Average Handle Time	The average time that the Agent spent handling each call
Maximum Handle Time	The longest time that the Agent spent handling a single call
Answer Time % Inside SLA	The percentage of calls that were answered inside the pre-defined target answer time (in seconds)
Answer Time % Outside SLA	The percentage of calls that were answered outside the pre-defined target answer time (in seconds)
Handling Time % Inside SLA	The percentage of calls that were completed inside the pre-defined target handle time (in seconds)
Handling Time % Outside SLA	The percentage of calls that were completed outside the pre-defined target handle time (in seconds)

Drill Down Report

Drill down on this report takes you to the Agent Call Activity report.

Agent Group Performance

This report analyses the call handling efficiency of an Agent.

(Please also see the Agent Efficiency report which further expands on this data.)

Agent Group Performance					
For: All Agents					
Dates: From: 2018-01-05, To: 2018-01-05					
Agent Name	Abandoned	% Handled	Outgoing Calls	Available %	Average Handling Time
Charles Huggett	0	0	0	2	00:00:00
Extn10169	0	0	0	0	00:00:00
Jade Cladingboel	0	125	0	22	00:01:06
Paul Southwell	0	0	0	9	00:00:00
Peter Cross	0	133	3	17	00:08:50
Sales Spare	0	0	0	0	00:00:00
	0	128.6	3	8.3	00:04:32

Configuration Options

Report Period	Select from 10 pre-sets or Custom and specify the date range below.
Start Date	Select date from drop down calendar.
End Date	Select date from drop down calendar.
For	Enter the specific Agent or Reporting Group to report on – auto completion, or leave empty for all Agents.
Show	Select to search for Agents only or Reporting Groups only or both.

Report Columns

Agent Name	User name of the Agent.
Abandoned	The number of calls to the Agent that were abandoned before the call was answered.

%Handled	The number of calls answered expressed as a percentage of the number of calls presented to the Agent.
Outgoing Calls	The number of calls made by the Agent.
Available %	The time the Agent was available to take calls, expressed as a percentage of system's Daily Shift Length. An Agent is considered available if their state is not "Logged Out" or "Not Available". If a Daily Shift Length has not been configured on your system the column will display a zero.
Average Handling Time	The average time in seconds that the agent was connected to call centre calls.

Agent Queue Activity

This report shows calls presented to an Agent, broken down into queues.

Agent Queue Activity				
For: All Agents				
Dates: This Week				
Time Filter: between '00:00' AND '23:59'				
2010-01-11				
			Handled	
Agent Name	Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Charles Huggett	Support	7	00:00:29	00:04:47
Paul Southwell	Support	20	00:00:28	00:05:11
		27	00:00:19	00:03:19
2010-01-12				
			Handled	
Agent Name	Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Charles Huggett	Support	9	00:00:16	00:04:20
Paul Southwell	Support	17	00:00:43	00:05:14
		26	00:00:19	00:03:11
2010-01-13				
			Handled	
Agent Name	Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Charles Huggett	Support	23	00:00:19	00:03:58
Paul Southwell	Support	13	00:00:19	00:02:57
		36	00:00:12	00:02:18
2010-01-14				
			Handled	
Agent Name	Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Paul Southwell	Support	18	00:00:22	00:04:21
Rakesh Patel	Support	2	00:00:17	00:01:50
		20	00:00:19	00:03:05

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Agent Name	Name of the Agent handling the inbound calls
Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Agent
Average Ring Time	The average time that a call presented to this Agent took to be answered

Average Connected Time	The average time that a call presented to this Agent took to be completed
------------------------	---

Drill Down Report

No drill down facility is available for this report.

Agent Queue Activity Summary

This report provides a summary of calls assigned to an Agent broken down by the queues they were destined for.

Agent Queue Activity Summary			
For: All Agents			
Dates: This Week			
Time Filter: between '00:00' AND '23:59'			
Charles Huggett			
		Handled	
Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Support	39	00:00:20	00:04:12
	39	00:00:10	00:02:06
Paul Southwell			
		Handled	
Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Support	68	00:00:29	00:04:33
	68	00:00:14	00:02:16
Rakesh Patel			
		Handled	
Queue Name	Number of Calls	Average Ring Time	Average Connect Time
Support	2	00:00:17	00:01:50
	2	00:00:17	00:01:50

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Agent for the report – auto completion, or leave empty for all Agents
Show	Agents only

Report Columns

Queue Name	The name of the Queue where the calls were initially presented
Number Of Calls	The total number of calls presented to the Queue
Average Ring Time	The average time that a call presented to this Queue took to be answered
Average Connected Time	The average time that a call presented to this Queue took to be completed

Drill Down Report

No drill down facility is available for this report.

Abandoned Calls

This report shows details of abandoned calls for a Queue.

Abandoned Calls						
For: All Queues						
Dates: Today						
Time Filter: between '00:00' AND '23:59'						
Abandoned Calls Summary						
Total Abandoned Calls	Lost Abandoned Calls	They Called Back	We Called Back			
9	6	2	1			
Abandoned Calls Total						
Date	Calling Number	Calling Name	Destination Number	Destination Name	Wait	
2010-01-14 09:16:43	07824483873		200	Support	00:00:34	
2010-01-14 10:05:49	01582703636	Markyate.	200	Support	00:00:30	
2010-01-14 10:13:38	07824483873		200	Support	00:01:02	
2010-01-14 10:18:09	01582703636	Markyate.	200	Support	00:00:28	
2010-01-14 10:20:17	01489554159	Matt Harris	200	Support	00:01:16	
2010-01-14 10:28:24	01534634704	Joe De Freitas	200	Support	00:00:26	
2010-01-14 10:30:30	01582703636	Markyate.	200	Support	00:00:30	
2010-01-14 13:19:36	704	Ros Leftley	200	Support	00:00:03	
2010-01-14 14:44:17	01159445919	Nottingham	200	Support	00:00:03	
					Min	00:00:03
					Max	00:01:16
					Avg	00:00:32
Abandoned Calls That Were Lost						
Date	Calling Number	Calling Name	Destination Number	Destination Name		
2010-01-14 10:05:49	01582703636	Markyate.	200	Support		
2010-01-14 10:18:09	01582703636	Markyate.	200	Support		
2010-01-14 10:20:17	01489554159	Matt Harris	200	Support		
2010-01-14 10:28:24	01534634704	Joe De Freitas	200	Support		
2010-01-14 10:30:30	01582703636	Markyate.	200	Support		
2010-01-14 14:44:17	01159445919	Nottingham	200	Support		
Abandoned Callers That Have Called Back In						
Date	Calling Number	Calling Name	Destination Number	Destination Name	Retried at	Spoke To
2010-01-14 09:16:43	07824483873		200	Support	2010-01-14 09:17:24	718(Paul Southwell)
2010-01-14 10:13:38	07824483873		200	Support	2010-01-14 10:18:34	718(Paul Southwell)
Abandoned Callers That We Have Called Back						
Date	Calling Number	Calling Name	Destination Number	Destination Name	Callback Date	Called By
2010-01-14 13:19:36	704	Ros Leftley	200	Support	2010-01-14 13:50:28	720(StuartBell)

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the Queue you wish to report on. If left blank, data for all Queues within the Report Period will be given.
Show	Queues only
Duration longer than	Time in seconds before call was abandoned

Report Columns

Abandoned Calls Summary

Total Abandoned Calls	The total number of abandoned calls over the Report Period
Lost Abandoned Calls	The total number of calls where the caller hung-up and have neither called back, not have been called back, over the Report Period
They Called Back	The total number of calls where the caller hung-up, but they later called back, over the Report Period
We Called Back	The total number of calls where the caller hung-up, but we later called them back, over the Report Period

Abandoned Calls Total

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured on Splice.com system)
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Wait(s)	The duration that the caller waited for before hanging-up

Abandoned Calls That Were Lost

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in Splice.com system)
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called

Abandoned Callers That Have Called Back In

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in Splice.com system).
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Retried At	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number dialed back
Spoke To	Extension Number/Associated Name that the returning caller was connected to

Abandoned Callers That We Have Called Back

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in Splice.com system)
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Callback Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number was called back
Called By	Extension Number/Associated Name of the person who called back the original caller

Drill Down Report

Drill down on this report provides further information on individual calls.

Abandoned Calls							
For: All Queues							
Dates: Today							
Time Filter: between '00:00' AND '23:59'							
Filtered on: 2010-01-14 09:16:43							
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
2010-01-14 09:16:43	07824483873	Support	200		00:00:34	00:00:00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on Splice.com system) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on this report provides a complete call record (see Drill Down Report entry under Agent Call Activity for further details).

Abandoned Summary

This report shows a summary of abandoned calls on a queue-by-queue basis.

Abandoned Summary											
For: All Queues											
Dates: Today											
Time Filter: between '00:00' AND '23:59'											
Destination Name	Destination Number	Total Abandoned	Min Time	Max Time	Avg Time	Under 10s	10 - 20s	20 - 30s	30 - 45s	45 - 60s	Over 60s
Support	200	9	00:00:03	00:01:16	00:00:32	2	0	3	2	0	2
		9	00:00:03	00:01:16	00:00:32	2	0	3	2	0	2

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion, or leave empty for all Queues
Show	Queues only

Report Columns

Destination Name	The name associated with the calling number (if entered on Splice.com system)
Destination Number	The number from which the call was made (if presented)
Total Abandoned	The total number of calls from this name/number that were abandoned during the Report Period
Minimum Time	The shortest duration a call rang for before the caller hung-up

Maximum Time	The longest duration a call rang for before the caller hung-up
Average Time	The average duration a call rang for before the caller hung-up over the Report Period
Under 10 seconds	The total number of calls that were abandoned after ringing for less than 10 seconds ($\leq 9.999s$)
10 – 20 seconds	The total number of calls that were abandoned after ringing between 10 and 20 seconds ($\geq 10 - \leq 20s$)
20 - 30 seconds	The total number of calls that were abandoned after ringing between 20 and 30 seconds (20.001-30s)
30 – 45 seconds	The total number of calls that were abandoned after ringing between 30 and 45 seconds (30.001-45s)
45 - 60 seconds	The total number of calls that were abandoned after ringing between 45 and 60 seconds (45.001-60s)
Over 60 seconds	The total number of calls that were abandoned after ringing for more than 60 seconds (≥ 60.001)

Drill Down Report

Drill down on this report takes you to the Abandoned Calls report.

Calls To Voicemail

This report provides a breakdown of calls that went to voicemail on a queue-by-queue basis.

Date	Caller Name	Caller Number	Target Name	Wait
2010-01-14 10:16:06	Joe De Freitas	01534634704	Support	00:02:03
2010-01-14 13:19:39		07966110027	Support	00:02:01
2010-01-14 15:38:11	Liam Kerr	02890379000	Support	00:02:03
				Min 00:02:01 Max 00:02:03 Avg 00:02:02

Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

Report Columns

Date	Date (yyyy-mm-dd)
Caller Name	The name associated with the calling number (if entered on Splice.com system)
Caller Number	The number from which the call was made (if presented)
Target Name	The name of the Queue where the call was initially presented
Wait	The duration that the caller waited for before hanging-up
For	Enter the specific Queue for the report – auto completion, or leave empty for all Queues
Show	Queues only

Drill Down Report

Drill down on this report provides further information on individual calls.

Calls To Voicemail						
For: All Queues						
Dates: Today						
Time Filter: between '00:00' AND '23:59'						
Filtered on: 2010-01-14 10:16:06						
Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected Cost
2010-01-14 10:16:06	Joe De Freitas 01534634704	Support 200	!LeaveVoicemail		00:02:03	00:00:06 0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on Splice.com system) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringin	The total time that this call was ringin before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

Agent Availability Report By Day

This report shows how an Agent (or Agents) spent their day.

Agent Availability Report By Day																		
For: All Agents																		
Dates: From: 2017-09-25, To: 2017-10-01 (Last Week)																		
Time Filter: between '00:00:00' AND '23:59:59'																		
2017-09-25																		
	Login		Call		Not Available (minutes)					State Duration (minutes)								
Agent	First	Last	First	Last	Total	Unknown	In Meeting	Lunch	Dev Work	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk	Help Rq
Charles Huggett	00:00:00	23:59:59	09:36:24	17:29:22	68	68	0	0	0	43	1397	1187	6	60	4	63	10	0
Paul Southwell	00:00:00	23:59:59	12:33:54	12:33:54	331	181	97	53	0	1	1439	1038	1	3	0	66	0	0
Peter Cross	00:00:00	23:59:59	09:11:02	16:24:16	54	0	0	54	0	27	1413	1107	2	143	4	102	0	0
Sales Spare	00:00:00	23:59:59			0	0	0	0	0	0	1440	1440	0	0	0	0	0	0
					453	249	97	107	0	71	5689	4772	9	206	8	231	10	0
2017-09-26																		
	Login		Call		Not Available (minutes)					State Duration (minutes)								
Agent	First	Last	First	Last	Total	Unknown	In Meeting	Lunch	Dev Work	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk	Help Rq
Charles Huggett	00:00:00	23:59:59	09:35:56	15:17:28	178	178	0	0	0	0	1440	1217	3	25	2	15	0	0
Paul Southwell	00:00:00	23:59:59	09:14:34	15:54:33	104	0	0	59	45	1	1439	1255	2	21	2	50	5	0
Peter Cross	00:00:00	23:59:59	09:00:52	17:10:04	58	0	0	58	0	2	1438	1149	3	102	2	116	10	0
Sales Spare	00:00:00	23:59:59			0	0	0	0	0	0	1440	1440	0	0	0	0	0	0
					340	178	0	117	45	3	5757	5061	8	148	6	181	15	0
2017-09-27																		
	Login		Call		Not Available (minutes)					State Duration (minutes)								
Agent	First	Last	First	Last	Total	Unknown	In Meeting	Lunch	Dev Work	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk	Help Rq
Charles Huggett	00:00:00	23:59:59	09:16:02	09:20:19	438	438	0	0	0	28	1412	957	1	4	0	11	0	2
Extn10169	09:42:09	23:59:59			0	0	0	0	0	593	847	847	0	0	0	0	0	0
Paul Southwell	00:00:00	23:59:59	10:07:07	16:28:05	62	11	0	51	0	15	1425	1166	1	48	1	147	0	0
Peter Cross	00:00:00	23:59:59	09:06:37	17:06:20	57	0	0	57	0	17	1423	1123	1	131	5	106	0	0
Sales Spare	09:42:09	17:32:39			0	0	0	0	0	1010	430	399	0	0	0	31	0	0
					557	449	0	108	0	1663	5537	4492	3	183	6	295	0	2
2017-09-28																		
	Login		Call		Not Available (minutes)					State Duration (minutes)								
Agent	First	Last	First	Last	Total	Unknown	In Meeting	Lunch	Dev Work	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk	Help Rq
Charles Huggett	00:00:00	23:59:59	13:40:33	15:48:03	303	303	0	0	0	0	1440	1334	2	16	1	1	0	0

Configuration Options

Report Period	Select from 11 pre-sets or Custom and enter the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities selected with the "Show" line. Automatically populated.
Show	Select to search for Agents only, Reporting Groups only or both.

Report Columns

Agent	User name of the Agent.
First Login	The time that the Agent first logged in to the system on that day (hh:mm:ss)
Last Login	The time that the Agent was last logged in to the system on that day (hh:mm:ss)
First Call	The time of the first call of the day handled by this Agent (hh:mm:ss)
Last Call	The time of the last call of the day handled by this Agent (hh:mm:ss)
Not Available Total	The total time that this Agent was unavailable during the day (mins)
Not Available Unknown	The total time that this Agent was unavailable for an unknown reason during the day (mins)
Not Available.....	The total time that this Agent was unavailable due to the stated Not Available Code (Lunch, Meeting, etc) during the week (mins)
Log Out State Duration	The total time during the day that this Agent was Logged Out (mins)
Log In State Duration	The total time during the day that this Agent was Logged In (mins)
Wait State Duration	The total time during the day that this Agent was in a Waiting state (mins)
Ring State Duration	The total time during the day that this Agent had calls presented and which left in a ringing state (mins)
Busy State Duration	The total time during the day that this Agent was busy on calls (mins)
Wrap-up State Duration	The total time during the day that this Agent was in a In Wrap Up state (mins)
Other State Duration	The total time during the day that this Agent was in a State other than those listed (mins)
Blk State Duration	The total time during the day that this Agent was in a Call Block state (mins)
Help Request	The number of times the Agent asked for help via their Agent Portal or Navigate Pro software.

Drill Down Report

Drill down on this report provides a complete record of state changes for that Agent during the day.

Agent Availability Detail				
For: Paul Southwell				
Dates: From: 2017-09-26, To: 2017-09-26				
Time Filter: between '00:00:00' AND '23:59:59'				
2017-09-26				
Paul Southwell				
Datetime	State	Duration	Reason	Call
00:00:00 - 08:47:11	Waiting	08:47:11		
08:47:11 - 08:47:16	Logged Out	00:00:05		
08:47:16 - 09:14:29	Waiting	00:27:13		
09:14:29 - 09:14:34	Ringing	00:00:05		view call
09:14:34 - 09:16:08	On Call	00:01:34		view call
09:16:08 - 09:16:23	In Wrap Up	00:00:15		view call
09:16:23 - 09:19:02	Waiting	00:02:39		
09:19:02 - 09:22:45	Not Available	00:03:43		
		09:22:45		

Datetime	Time period during the day that the Agent was in this state (hh:mm:ss)
State	Agent state during this time period
Duration	The amount of time that the Agent remained in this state (hh:mm:ss)
Reason	The Not Available Code selected during this time or the Completion Code (if any) selected by the Agent while In Wrap Up.
Call	Hyperlink to drill down to the call details. Only appears against Ringing, On Call and In Wrap Up states

Call Drill Down Report

Drill down on View Call in the Call column of the Agent Availability Detail report provides the following detail.

Agent Availability Detail										
For: All Agents										
Dates: From: 2015-03-10, To: 2015-03-10										
Time Filter: between '00:00:00' AND '23:59:59'										
Filtered on: view call										
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost	
2015-03-10 09:55:09	07866369441	Support 200	Charles Huggett 719		00:00:08	00:01:26	0.00	0.00	0.00	

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call.
Source	Name (if the number presented is matched in the Contacts database) and number (if presented) of the caller.
Destination	The name and extension number of the Queue receiving the call.
Extension	The name and the extension number of the Agent that answered the call.
Forwarded By	The name and the extension number of the User that caused the call to be forwarded to the Destination.
Ringing	The total time that this call was ringing before being answered.
Connected	The total time that this call was connected.
Net Cost	The net cost associated with this call.
VAT	The VAT amount for the cost of this call.
Gross Cost	The total cost of the call.
Speaker icon	Indicates that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Agent Availability Report By Week

This report shows how an Agent (or Agents) spent their time over a week (or weeks).

Agent Availability Report By Week														
For: All Agents														
Dates: From: 2017-09-25, To: 2017-10-01														
Time Filter: between '00:00:00' AND '23:59:59'														
2017-09-25 - 2017-10-01														
Agent	Not Available (minutes)					State Duration (minutes)								
	Total	Unknown	In Meeting	Lunch	Dev Work	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk	Help Rq
Charles Huggett	1051	1051	0	0	0	71	7129	5810	13	130	10	105	10	2
Extn10169	0	0	0	0	0	593	847	847	0	0	0	0	0	0
Paul Southwell	590	192	97	256	45	19	7181	6038	9	133	8	393	10	0
Peter Cross	285	0	0	285	0	48	7152	5723	11	618	20	486	10	0
Sales Spare	0	0	0	0	0	1813	5387	5356	0	0	0	31	0	0
	1926	1243	97	541	45	2544	27696	23774	33	881	38	1015	30	2

Configuration Options

Report Period	Select from 11 pre-sets or Custom and enter the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Search for any of the entities ticked within the "Show" line. Automatically populated.
Show	Select to search for Agents only, Reporting Groups only or both.

Report Columns

Agent	User name of the Agent.
Not Available Total	The total time that this Agent was unavailable during the week (mins).
Not Available Unknown	The total time that this Agent was unavailable for an unknown reason during the week (mins)
Not Available.....	The total time that this Agent was unavailable due to the stated Not Available Code (Lunch, Meeting, etc) during the week (mins)
Log Out State Duration	The total time during the week that this Agent was Logged Out (mins)
Log In State Duration	The total time during the week that this Agent was Logged In (mins)
Wait State Duration	The total time during the week that this Agent was in a Waiting state (mins)
Ring State Duration	The total time during the week that this Agent had calls presented which left in a ringing state (mins)
Busy State Duration	The total time during the week that this Agent was busy on calls (mins)
Wrap State Duration	The total time during the week that this Agent was in a In Wrap Up state (mins)
Other State Duration	The total time during the week that this Agent was in a state other than those listed (mins)
Blk State Duration	The total time during the week that this Agent was in a Call Block state (mins)
Help Request	The number of times the Agent requested help via their Agent Portal or Navigate Pro software.

Drill Down Report

Drill down on this report takes you to the Agent Availability Report by Day for that Agent.

Agent Availability Report By Month

This report shows how an Agent (or Agents) spent their time over a month (or months).

Agent Availability Report By Month																
For: All Agents																
Dates: From: 2017-09-01, To: 2017-09-30																
Time Filter: between '00:00:00' AND '23:59:59'																
2017-09-01 - 2017-09-30																
Agent	Not Available (minutes)							State Duration (minutes)								
	Total	Unknown	In Meeting	Out of the Office	Lunch	Booked Holiday	Dev Work	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk	Help Rq
Charles Huggett	3450	2985	0	0	0	465	0	114	21486	16949	42	591	30	356	70	2
Extn10169	0	0	0	0	0	0	0	1967	8113	8113	0	0	0	0	0	0
Paul Southwell	3081	1139	654	15	1106	0	166	57	31623	25704	35	679	94	1990	37	0
Peter Cross	2338	789	0	0	1015	536	0	106	33014	26362	39	2200	67	1990	20	0
Sales Spare	0	0	0	0	0	0	0	4044	20436	20127	0	0	0	312	0	0
	8869	4913	654	15	2121	1001	166	6288	114672	97255	116	3470	191	4648	127	2

Configuration Options

Report Period	Select from 11 pre-sets or Custom and select the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities ticked within the "Show:" line. Automatically populated.
Show	Select to search for Agents only, Reporting Groups only or both.

Report Columns

Agent	User name of the Agent.
Not Available Total	The total time that this Agent was unavailable during the month (mins)
Not Available Unknown	The total time that this Agent was unavailable for an unknown reason during the month (mins)
Not Available.....	The total time that this Agent was unavailable due to the stated Not Available Code (Lunch, Meeting, etc) during the month (mins)
Log Out State Duration	The total time during the month that this Agent was Logged Out (mins)
Log In State Duration	The total time during the month that this Agent was Logged In (mins)
Wait State Duration	The total time during the month that this Agent was in a Waiting state (mins)
Ring State Duration	The total time during the month that this Agent had calls presented which left in a ringing state (mins)
Busy State Duration	The total time during the month that this Agent was busy on calls (mins)
Wrap-up State Duration	The total time during the month that this Agent was in a In Wrap Up state (mins)
Other State Duration	The total time during the month that this Agent was in a state other than those listed (mins)
Black List State Duration	The total time during the month that this Agent was in a Call Blocked state (mins)

Drill Down Report

Drill down on this report takes you to the Agent Availability Report by Day for that Agent.

Contact Response

This report shows inbound call response performance for specific inbound callers.

Contact Response																	
For: (01923287705)																	
Dates: From: 2015-01-01, To: 2015-03-10 (This Year)																	
Time Filter: between '00:00:00' AND '23:59:59'																	
# Calls	Connected						Voicemail			Abandoned			Answer Time %		Handling Time %		
	Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA
4	2	1	00:00:03	00:00:03	00:00:06	00:00:03	6.520	0	00:00:00	00:00:00	2	00:00:08	00:00:04	100.00	0.00	100.00	0.00
4	2	1	00:00:03	00:00:03	00:00:06	00:00:03	00:00:06	0	00:00:00	00:00:00	2	00:00:08	00:00:04				

Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Number 1 to 6	Allows calls from up to six numbers to be searched for
Using SLA	Allows search to be performed against an existing SLA

Report Columns

No. Of Calls	The total number of calls from this Contact
Connected – Total	The total number of calls from this Contact that were connected
Connected – Sub-5 Seconds	The total number of calls from this Contact that were connected and under 5 secs in duration
Connected – Max Wait	The maximum time that the presented calls took to be answered
Connected – Average Wait	The average time that a presented call took to be answered
Connected – Max Talk	The maximum time that a presented call was connected
Connected – Average Talk	The average time that a presented call was connected
Connected – Total Talk	The total time that the presented calls were connected
Voicemail – Total	The total number of calls from this Contact that went to voicemail
Voicemail – Max Wait	The maximum time that a call to voicemail took to be connected
Voicemail – Average Wait	The average time that a call to voicemail took to be connected
Abandoned – Total	The total number of calls from this Contact that were abandoned
Abandoned – Max Wait	The maximum time that it took for a call to be abandoned
Abandoned – Average Wait	The average time that it took for a call to be abandoned
Answer Time - % Inside SLA	The percentage of calls that were answered inside the pre-defined target answer time (in seconds)
Answer Time - % Outside SLA	The percentage of calls that were answered outside the pre-defined target answer time (in seconds)
Handling Time - % Inside SLA	The percentage of calls that were completed inside the pre-defined target handle time (in seconds)
Handling Time - % Outside SLA	The percentage of calls that were completed outside the pre-defined target handle time (in seconds)

Drill Down Report

A drill down on # Calls provides further information on the calls.

Contact Response
For: (01923287705)
Dates: From: 2015-01-01, To: 2015-03-10
Time Filter: between '00:00:00' AND '23:59:59'
 Filtered on: 4

Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Net Cost	VAT	Gross Cost	
2015-02-16 13:04:34	Watford 01923287705	Main 700	Lisa Marie 704		00:00:02	00:00:00	0.00	0.00	0.00	
2015-02-16 13:52:08	Watford 01923287705	Main 700			00:00:08	00:00:00	0.00	0.00	0.00	
2015-02-23 10:58:11	Watford 01923287705	Main 700	Lisa Marie 704		00:00:03	00:00:06	0.00	0.00	0.00	
2015-02-24 10:22:23	Watford 01923287705	Busy User 724			00:00:00	00:00:00	0.00	0.00	0.00	

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on Splice.com system) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringin	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Net Cost	The net cost associated with this call
VAT	The VAT associated with the call (percentage specified in the Vision Admin portal)
Gross Cost	The gross cost associated with this call.
	The speaker icon in the final column indicated that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Incoming Response SLA

This report provides a summary of inbound calls to a queue and how effectively they were handled – answered or abandoned – against configurable time bands, defined through Service Level Agreements.

Incoming Response SLA																					
For: Support																					
Dates: Last Month																					
Time Filter: between '00:00:00' AND '23:59:59'																					
Interval	Total	<10(s)			<20(s)			<40(s)			<50(s)			>50(s)			Voicemail		Abandoned		
		Ans	Aban	% ans	Total	%	Total	%													
00:00-00:59																					
01:00-01:59																					
02:00-02:59																					
03:00-03:59																					
04:00-04:59	1	0	0	0.00	0	0	0.00	0	1	0.00	0	1	0.00	0	0	0.00	0	0.00	1	100.00	
05:00-05:59																					
06:00-06:59																					
07:00-07:59																					
08:00-08:59	7	0	2	0.00	0	2	0.00	0	2	0.00	0	2	0.00	0	0	0.00	5	71.43	2	28.57	
09:00-09:59	61	3	1	4.92	29	2	47.54	38	4	62.30	39	4	63.93	2	2	3.28	14	22.95	6	9.84	
10:00-10:59	81	3	3	3.70	25	5	30.86	36	9	44.44	39	10	48.15	3	4	3.70	25	30.86	14	17.28	
11:00-11:59	104	7	0	6.73	32	6	30.77	44	14	42.31	47	16	45.19	6	4	5.77	31	29.81	20	19.23	
12:00-12:59	91	4	10	4.40	22	14	24.18	38	20	41.76	42	20	46.15	3	6	3.30	20	21.98	26	28.57	
13:00-13:59	58	7	4	12.07	24	5	41.38	29	6	50.00	30	7	51.72	3	4	5.17	14	24.14	11	18.97	
14:00-14:59	87	5	3	5.75	27	7	31.03	40	11	45.98	47	11	54.02	3	4	3.45	22	25.29	15	17.24	
15:00-15:59	95	9	3	9.47	41	5	43.16	51	11	53.68	52	12	54.74	5	6	5.26	21	22.11	17	17.89	
16:00-16:59	72	12	4	16.67	31	6	43.06	41	13	56.94	43	15	59.72	3	2	4.17	9	12.50	17	23.61	
17:00-17:59	49	2	0	4.08	6	2	12.24	13	8	26.53	14	8	28.57	4	7	8.16	16	32.65	15	30.61	
18:00-18:59	1	0	0	0.00	0	1	0.00	0	1	0.00	0	1	0.00	0	0	0.00	0	0.00	1	100.00	
19:00-19:59	3	0	0	0.00	0	0	0.00	0	3	0.00	0	3	0.00	0	0	0.00	0	0.00	3	100.00	
20:00-20:59	1	0	0	0.00	0	0	0.00	0	1	0.00	0	1	0.00	0	0	0.00	0	0.00	1	100.00	
21:00-21:59																					
22:00-22:59																					
23:00-23:59																					
	711	52	30		237	55		330	104		353	111		32	38		177		149		

Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Duration longer than	Time in seconds of call. Only calls longer than will be searched for and listed in the resultant Report
Call Type	Tick boxes for Internal and/or External calls
Using SLA	Allows search to be performed against an existing SLA

Report Columns

Interval	Time band divided into hourly segments
Total	Total number of calls during each hourly time band
<aa seconds - Ans	The total number of calls answered in less than aa seconds during each hourly time band
<aa seconds - Aban	The total number of calls abandoned in less than aa seconds during each hourly time band
<aa seconds - % ans	The total number of calls answered in less than aa seconds, divided by total calls and expressed as a percentage, during each hourly time band
<bb seconds - Ans	The total number of calls answered in less than bb seconds during each hourly time band

<bb seconds - Aban	The total number of calls abandoned in less than bb seconds during each hourly time band
<bb seconds - % ans	The total number of calls answered in less than bb seconds, divided by total calls and expressed as a percentage, during each hourly time band
<cc seconds - Ans	The total number of calls answered in less than cc seconds during each hourly time band
<cc seconds - Aban	The total number of calls abandoned in less than cc seconds during each hourly time band
<cc seconds - % ans	The total number of calls answered in less than cc seconds, divided by total calls and expressed as a percentage, during each hourly time band
<dd seconds - Ans	The total number of calls answered in less than dd seconds during each hourly time band
<dd seconds - Aban	The total number of calls abandoned in less than dd seconds during each hourly time band
<dd seconds - % ans	The total number of calls answered in less than dd seconds, divided by total calls and expressed as a percentage, during each hourly time band
<ee seconds - Ans	The total number of calls answered in less than ee seconds during each hourly time band
<ee seconds - Aban	The total number of calls abandoned in less than ee seconds during each hourly time band
<ee seconds - % ans	The total number of calls answered in less than ee seconds, divided by total calls and expressed as a percentage, during each hourly time band
>ee seconds - Ans	The total number of calls answered after ee seconds, or longer, during each hourly time band
>ee seconds - Aban	The total number of calls abandoned after ee seconds, or longer, during each hourly time band
>ee seconds - % ans	The total number of calls answered after ee seconds, or longer, divided by total calls and expressed as a percentage, during each hourly time band
Voicemail – Total	The total number of calls forwarded or transferred to voicemail, during each hourly time band
Voicemail - %	The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly time band
Abandoned – Total	The total number of calls abandoned during each hourly time band
Abandoned - %	The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly time band

Please Note: The values for aa, bb, cc, etc. are all defined by the SLA levels selected.

Incoming Response SLA Drill Down Report

Drill down on the Total column of the Incoming Response SLA report provides the following detail.

Incoming Response SLA									
For: All Queues									
Dates: From: 2015-03-06 07:00:00, To: 2015-03-06 07:59:59									
Time Filter: between '00:00:00' AND '23:59:59'									
Filtered on: 07:00:00-07:59:59									
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost
2015-03-06 07:27:31	07852532269	Support 200			00:00:19	00:00:00	0.00	0.00	0.00
2015-03-06 07:30:48	07852532269	Support 200			00:00:20	00:00:00	0.00	0.00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on Splice.com system) and number (if presented) of the caller
Destination	The name associated with the number called and the number called

Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Net Cost	The net cost associated with this call
VAT	The VAT associated with the call (percentage specified in the Vision Admin portal)
Gross Cost	The gross cost associated with this call.
	The speaker icon in the final column indicates that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Incoming Call Breakdown By Hour With SLA

This report provides a summary of inbound calls to a queue broken down on an hourly basis. Also shows how many calls were answered and handled within management-defined SLAs.

Incoming Call Breakdown By Hour With SLA																					
For: All Queues																					
Dates: 2018-04-17 (Today)																					
Time Filter: between '00:00:00' AND '23:59:59'																					
Interval	# Calls	Connected						Voicemail			Abandoned				Answered %		Handled %				
		Total	<5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Inside SLA	Outside SLA	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
00:00-00:59																					
01:00-01:59																					
02:00-02:59																					
03:00-03:59																					
04:00-04:59																					
05:00-05:59																					
06:00-06:59																					
07:00-07:59																					
08:00-08:59																					
09:00-09:59	2	1	0	00:00:07	00:00:07	00:11:41	00:11:41	00:11:41	0	00:00:00		1	0	1	00:01:49	00:01:49	100.0	0.0	0.0	100.0	
10:00-10:59	4	3	0	00:00:07	00:00:05	00:20:26	00:10:04	00:30:13	0	00:00:00		1	1	0	00:00:01	00:00:01	100.0	0.0	33.3	66.7	
11:00-11:59	9	5	0	00:00:44	00:00:23	00:08:07	00:04:57	00:24:47	0	00:00:00		4	1	3	00:01:19	00:00:36	40.0	60.0	60.0	40.0	
12:00-12:59	2	2	0	00:00:06	00:00:04	00:17:09	00:10:15	00:20:30	0	00:00:00		0	0	0	00:00:00		100.0	0.0	50.0	50.0	
13:00-13:59	3	2	0	00:00:03	00:00:03	00:13:14	00:09:55	00:19:55	1	00:03:03	00:03:03	0	0	0	00:00:00		100.0	0.0	0.0	100.0	
14:00-14:59																					
15:00-15:59																					
16:00-16:59																					
17:00-17:59																					
18:00-18:59																					
19:00-19:59																					
20:00-20:59																					
21:00-21:59																					
22:00-22:59																					
23:00-23:59																					
	20	13	0	00:00:44	00:00:11	00:20:26	00:08:13	01:47:06	1	00:03:03	00:03:03	6	2	4	00:01:49	00:00:42					

Configuration Options

Report Period	Select from 11 pre-sets or Custom and select the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Specify the Queue you wish to search for or leave blank to report on all Queues Automatically populated.
Show	Search for Queues only.
Call Type	Select whether to report on internal or external calls or both.
Using SLA	Select the SLA to compare against the call data.

Report Columns

Interval	The start and end time of each hour within the Time Period.
# Calls	Total number of calls during the hour.
Connected – Total	The total number of calls that were successfully connected during the hour.
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during the hour.
Connected – Max Wait	The longest time that it took a call to be answered during the hour.
Connected – Average Wait	The average time that it took a call to be answered during the hour.
Connected – Max Talk	The longest time that a call was connected during the hour.
Connected – Average Talk	The average time that a call was connected during the hour.
Connected – Total Talk	The total time that all calls were connected during the hour.
Voicemail – Total	The number of calls that were forwarded or transferred to voicemail during the hour.
Voicemail – Max Wait	The longest time that it took for a call to be forwarded or transferred to voicemail during the hour.
Voicemail – Average Wait	The average time that it took for a call to be forwarded or transferred to voicemail during the hour.
Abandoned – Total	The total number of calls where the caller hung-up during the hour.
Abandoned – Inside SLA	The number of calls that were ended by the caller before the call was answered within the SLA's Answer Target time.
Abandoned – Outside SLA	The number of calls that were ended by the caller before the call was answered after the SLA's Answer Target time.
Abandoned – Max Wait	The longest time that it took for a caller to hang-up before the call was answered during the hour.
Abandoned – Average Wait	The average time that it took for a caller to hang-up before the call was answered during the hour.
Answer Time - % Inside SLA	The percentage of calls that were answered within the SLA's Answer Target time.
Answer Time - % Outside SLA	The percentage of calls that were answered after the SLA's Answer Target time.
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the SLA's Handle Target time.
Handling Time - % Outside SLA	The percentage of calls that were answered and not completed within the SLA's Handle Target time.

Incoming Call Breakdown By Hour With SLA Drill Down Report

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column provides the following detail.

Incoming Call Breakdown By Hour With SLA										
For: All Queues										
Dates: From: 2015-01-01, To: 2015-03-10										
Time Filter: between '00:00:00' AND '23:59:59'										
Filtered on: 08:00:00-08:59:59										
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost	
2015-01-27 08:59:56	Tim Glynn 07734023621	Support 200	Peter Cross 721		00:00:14	00:21:06	0.00	0.00	0.00	
2015-02-19 08:59:48	Basingstoke 01256391000	Support 200	Peter Cross 721		00:00:02	00:04:02	0.00	0.00	0.00	

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call.
Source	Name (if the number presented is matched in the Contacts database) and number (if presented) of the caller.
Destination	The name and extension number of the Queue receiving the call.
Extension	The name and the extension number of the Agent that answered the call.
Forwarded By	The name and the extension number of the User that caused the call to be forwarded to the Destination.
Ringing	The total time that this call was ringing before being answered.
Connected	The total time that this call was connected.
Net Cost	The net cost associated with this call.
VAT	The VAT amount for the cost of this call.
Gross Cost	The total cost of the call.
Speaker icon	Indicates that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Incoming Call Breakdown By Day With SLA

This report provides a summary of inbound calls to a queue broken down on a daily basis. Also shows how many calls were answered and handled within management-defined SLAs.

Incoming Call Breakdown By Day With SLA																					
For: Support																					
Dates: From: 2017-09-25, To: 2017-10-01 (Last Week)																					
Time Filter: between '00:00:00' AND '23:59:59'																					
Interval	# Calls	Connected							Voicemail			Abandoned				Answered %		Handled %			
		Total	<5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Inside SLA	Outside SLA	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
Monday 2017-09-25	50	48	0	00:02:39	00:00:15	00:26:30	00:05:38	03:23:01	2	00:03:03	00:01:46	12	2	10	00:02:44	00:01:02	50.0	50.0	8.3	91.7	
Tuesday 2017-09-26	31	25	0	00:01:42	00:00:16	00:25:24	00:05:55	02:27:54	1	00:03:03	00:03:03	5	0	5	00:01:16	00:00:29	32.0	68.0	4.0	96.0	
Wednesday 2017-09-27	40	32	1	00:02:26	00:00:16	00:29:56	00:05:39	03:03:18	2	00:03:03	00:02:12	5	1	4	00:02:28	00:01:09	53.1	46.9	9.4	90.6	
Thursday 2017-09-28	38	33	1	00:01:04	00:00:10	00:15:42	00:05:12	02:51:34	1	00:03:03	00:03:03	4	2	2	00:01:31	00:00:29	54.5	45.5	6.1	93.9	
Friday 2017-09-29	47	40	0	00:00:48	00:00:09	00:21:34	00:04:17	02:51:10	1	00:03:03	00:03:03	6	2	4	00:00:31	00:00:19	52.5	47.5	2.5	97.5	
	206	166	2	00:02:39	00:00:12	00:29:56	00:05:16	14:37:07	8	00:03:03	00:02:24	32	7	25	00:02:44	00:00:45					

Configuration Options

Report Period	Select from 11 pre-sets or Custom and select the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Specify the Queue you wish to search for or leave blank to report on all Queues. Automatically populated.
Show	Search for Queues only.
Call Type	Select whether to report on internal or external calls or both.
Using SLA	Select the SLA to compare against the call data.

Report Columns

Interval	Each day and date within the Report Period.
# Calls	Total number of calls during the day.
Connected – Total	The total number of calls that were successfully connected during the day.
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during the day.
Connected – Max Wait	The longest time that it took a call to be answered during the day.

Connected – Average Wait	The average time that it took a call to be answered during the day.
Connected – Max Talk	The longest time that a single call was connected during the day.
Connected – Average Talk	The average time that a call was connected during the day.
Connected – Total Talk	The total time that all calls were connected during the day.
Voicemail – Total	The number of calls that were forwarded or transferred to voicemail during the day.
Voicemail – Max Wait	The longest time that it took for a call to be forwarded or transferred to voicemail during the day.
Voicemail – Average Wait	The average time that it took for a call to be forwarded or transferred to voicemail during the day.
Abandoned – Total	The total number of calls where the caller hung-up during the day.
Abandoned – Inside SLA	The number of calls that were ended by the caller before the call was answered within the SLA's Answer Target time.
Abandoned – Outside SLA	The number of calls that were ended by the caller before the call was answered after the SLA's Answer Target time.
Abandoned – Max Wait	The longest time that it took for a caller to hang-up before the call was answered during the day.
Abandoned – Average Wait	The average time that it took for a caller to hang-up before the call was answered during the day.
Answer Time - % Inside SLA	The percentage of calls that were answered within the SLA's Answer Target time.
Answer Time - % Outside SLA	The percentage of calls that were answered after the SLA's Answer Target time.
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the SLA's Handle Target time.
Handling Time - % Outside SLA	The percentage of calls that were answered and not completed within the SLA's Handle Target time.

Incoming Call Breakdown By Day With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Hour With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column provides the following detail.

Incoming Call Breakdown By Day With SLA									
For: All Queues									
Dates: From: 2015-01-02, To: 2015-01-02									
Time Filter: between '00:00:00' AND '23:59:59'									
Filtered on: 3									
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost
2015-01-02 10:19:39	Knebworth 01438213413	Support 200			00:00:05	00:00:00	0.00	0.00	0.00
2015-01-02 11:49:51	07973826815	Support 200	Paul Southwell 718		00:00:18	00:00:25	0.00	0.00	0.00
2015-01-02 11:50:53	07973826815	Support 200	Paul Southwell 718		00:00:47	00:16:06	0.00	0.00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call.
Source	Name (if the number presented is matched in the Contacts database) and number (if presented) of the caller.
Destination	The name and extension number of the Queue receiving the call.
Extension	The name and the extension number of the Agent that answered the call.

Forwarded By	The name and the extension number of the User that caused the call to be forwarded to the Destination.
Ringing	The total time that this call was ringing before being answered.
Connected	The total time that this call was connected.
Net Cost	The net cost associated with this call.
VAT	The VAT amount for the cost of this call.
Gross Cost	The total cost of the call.
Speaker icon	Indicates that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Incoming Call Breakdown By Week With SLA

This report provides a summary of inbound calls to a queue broken down on a weekly basis. Also shows how many calls were answered and handled within management-defined SLAs.

Incoming Call Breakdown By Week With SLA																				
For: All Queues																				
Dates: From: 2017-09-25, To: 2017-10-01 (Last Week)																				
Time Filter: between '00:00:00' AND '23:59:59'																				
Interval	# Calls	Connected						Voicemail			Abandoned				Answered %		Handled %			
		Total	<5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total	Max Wait	Avg Wait	Total	Inside SLA	Outside SLA	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
2017-09-24 to 2017-09-30	206	198	2	00:02:39	00:00:13	00:29:56	00:05:16	14:37:07	8	00:03:03	00:02:25	12	7	25	00:02:44	00:00:46	49.4	50.6	6.0	94.0
	206	166	2	00:02:39	00:00:13	00:29:56	00:05:16	14:37:07	8	00:03:03	00:02:25	32	7	25	00:02:44	00:00:46				

Configuration Options

Report Period	Select from 11 pre-sets or Custom and select the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Specify the Queue you wish to search for or leave blank to report on all Queues. Automatically populated.
Show	Search for Queues only.
Call Type	Select whether to report on internal or external calls or both.
Using SLA	Select the SLA to compare against the call data.

Report Columns

Interval	The start and end date of each week within the Report Period.
# Calls	Total number of calls during the week.
Connected – Total	The total number of calls that were successfully connected during the week.
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during the week.
Connected – Max Wait	The longest time that it took a call to be answered during the week.
Connected – Average Wait	The average time that it took a call to be answered during the week.
Connected – Max Talk	The longest time that a single call was connected during the week.
Connected – Average Talk	The average time that a call was connected during the week.
Connected – Total Talk	The total time that all calls were connected during the week.

Voicemail – Total	The number of calls that were forwarded or transferred to voicemail during the week.
Voicemail – Max Wait	The longest time that it took for a call to be forwarded or transferred to voicemail during the week.
Voicemail – Average Wait	The average time that it took for a call to be forwarded or transferred to voicemail during the week.
Abandoned – Total	The total number of calls where the caller hung-up during the week.
Abandoned – Inside SLA	The number of calls that were ended by the caller before the call was answered within the SLA's Answer Target time.
Abandoned – Outside SLA	The number of calls that were ended by the caller before the call was answered after the SLA's Answer Target time.
Abandoned – Max Wait	The longest time that it took for a caller to hang-up before the call was answered during the week.
Abandoned – Average Wait	The average time that it took for a caller to hang-up before the call was answered during the week.
Answer Time - % Inside SLA	The percentage of calls that were answered within the SLA's Answer Target time.
Answer Time - % Outside SLA	The percentage of calls that were answered after the SLA's Answer Target time.
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the SLA's Handle Target time.
Handling Time - % Outside SLA	The percentage of calls that were answered and not completed within the SLA's Handle Target time.

Incoming Call Breakdown By Week With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Day With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column provides the following detail.

Incoming Call Breakdown By Week With SLA										
For: All Queues										
Dates: From: 2019-09-09, To: 2019-09-15										
Time Filter: between '00:00:00' AND '23:59:59'										
Filtered on: 25 / # Calls / External										
Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Net Cost	VAT	Gross Cost	
2019-09-09 10:58:05	Roger Capel 02085382354	Customer Sales 8001	Carol Harvey 2002		00:00:02	00:00:00	0.00	0.00	0.00	
2019-09-09 10:58:14	Roger Capel 02085382354	Trade Sales 8002	Dale Smith 2003		00:00:03	00:00:01	0.00	0.00	0.00	
2019-09-10 11:37:49	Roger Capel 02085382354	Trade Sales 8002	Carol Harvey 2002		00:00:03	00:00:01	0.00	0.00	0.00	
2019-09-10 11:37:49	Roger Capel 02085382354	Trade Sales 8002	Dale Smith 2003		00:00:03	00:00:01	0.00	0.00	0.00	

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call.
Source	Name (if the number presented is matched in the Contacts database) and number (if presented) of the caller.
Destination	The name and extension number of the Queue receiving the call.
Extension	The name and the extension number of the Agent that answered the call.
Forwarded By	The name and the extension number of the User that caused the call to be forwarded to the Destination.
Ringing	The total time that this call was ringing before being answered.
Connected	The total time that this call was connected.
Net Cost	The net cost associated with this call.
VAT	The VAT amount for the cost of this call.

Gross Cost	The total cost of the call.
Speaker icon	Indicates that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Incoming Call Breakdown By Month With SLA

This report provides a summary of inbound calls to a queue broken down on a monthly basis. Also shows how many calls were answered and handled within management-defined SLAs.

Incoming Call Breakdown By Month With SLA																				
For: All Queues																				
Dates: From: 2017-09-25, To: 2017-10-01 (Last Week)																				
Time Filter: between '00:00:00' AND '23:59:59'																				
Interval	# Calls	Connected							Voicemail			Abandoned				Answered %		Handled %		
		Total	<5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Inside SLA	Outside SLA	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA
September 2017	206	198	2	00:02:39	00:00:13	00:29:56	00:05:16	14:37:07	8	00:03:03	00:02:25	11	7	25	00:02:44	00:00:46	49.4	50.6	6.0	94.0
	206	166	2	00:02:39	00:00:13	00:29:56	00:05:16	14:37:07	8	00:03:03	00:02:25	32	7	25	00:02:44	00:00:46				

Configuration Options

Report Period	Select from 11 pre-sets or Custom and select the date period below.
Start Date	Select date from drop down calendar
End Date	Select date from drop down calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Specify the Queue you wish to search for or leave blank to report on all Queues. Automatically populated.
Show	Search for Queues only.
Call Type	Select whether to report on internal or external calls or both.
Using SLA	Select the SLA to compare against the call data.

Report Columns

Interval	Each month within the Report Period.
# Calls	Total number of calls during the month.
Connected – Total	The total number of calls that were successfully connected during the month.
Connected – Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during the month.
Connected – Max Wait	The longest time that it took a call to be answered during the month.
Connected – Average Wait	The average time that it took a call to be answered during the month.
Connected – Max Talk	The longest time that a single call was connected during the month.
Connected – Average Talk	The average time that a call was connected during the month.
Connected – Total Talk	The total time that all calls were connected during the month.
Voicemail – Total	The number of calls that were forwarded or transferred to voicemail during the month.
Voicemail – Max Wait	The longest time that it took for a call to be forwarded or transferred to voicemail during the month.
Voicemail – Average Wait	The average time that it took for a call to be forwarded or transferred to voicemail during the month.

Abandoned – Total	The total number of calls where the caller hung up during the month.
Abandoned – Inside SLA	The number of calls that were ended by the caller before the call was answered within the SLA's Answer Target time.
Abandoned – Outside SLA	The number of calls that were ended by the caller before the call was answered after the SLA's Answer Target time.
Abandoned – Max Wait	The longest time that it took for a caller to hang-up before the call was answered during the month.
Abandoned – Average Wait	The average time that it took for a caller to hang-up before the call was answered during the month.
Answer Time - % Inside SLA	The percentage of calls that were answered within the SLA's Answer Target time.
Answer Time - % Outside SLA	The percentage of calls that were answered after the SLA's Answer Target time.
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the SLA's Handle Target time.
Handling Time - % Outside SLA	The percentage of calls that were answered and not completed within the SLA's Handle Target time.

Incoming Call Breakdown By Month With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Day With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column provides the following detail.

Incoming Call Breakdown By Month With SLA									
For: All Queues									
Dates: From: 2019-09-01, To: 2019-09-30									
Time Filter: between '00:00:00' AND '23:59:59'									
Filtered on: 25 / # Calls / External									
Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Net Cost	VAT	Gross Cost
2019-09-09 10:58:05	Roger Capel 02085382354	Customer Sales 8001	Carol Harvey 2002		00:00:02	00:00:00	0.00	0.00	0.00
2019-09-09 10:58:14	Roger Capel 02085382354	Trade Sales 8002	Dale Smith 2003		00:00:03	00:00:01	0.00	0.00	0.00
2019-09-10 11:37:49	Roger Capel 02085382354	Trade Sales 8002	Carol Harvey 2002		00:00:03	00:00:01	0.00	0.00	0.00
2019-09-10 11:37:49	Roger Capel 02085382354	Trade Sales 8002	Dale Smith 2003		00:00:03	00:00:01	0.00	0.00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call.
Source	Name (if the number presented is matched in the Contacts database) and number (if presented) of the caller.
Destination	The name and extension number of the Queue receiving the call.
Extension	The name and the extension number of the Agent that answered the call.
Forwarded By	The name and the extension number of the User that caused the call to be forwarded to the Destination.
Ringin	The total time that this call was ringing before being answered.
Connected	The total time that this call was connected.
Net Cost	The net cost associated with this call.
VAT	The VAT amount for the cost of this call.
Gross Cost	The total cost of the call.
Speaker icon	Indicates that the call was recorded.

A further drill down on Date & Time provides the standard complete call record.

Outgoing Completion Codes By Queue

This report identifies the range and number of outcomes/Completion Codes that have been used after completing outbound calls for a Department/Queue over a period of time.

Outgoing Completion Codes By Queue				
For: All Queues				
Dates: Today				
Time Filter: between '00:00:00' AND '23:59:59'				
Support				
Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Callback Needed	2	00:00:10	00:00:15	00:00:20
Level 1 Enquiry	4	00:00:06	00:00:11	00:00:26
Sale Made	8	00:00:12	00:00:32	00:01:37
Support Call	4	00:00:08	00:00:12	00:00:32
	18	00:00:09	00:00:32	00:02:55

Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion, or leave empty for all Queues
Show	Queues only

Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

Drill Down Report

No drill down facility is available for this report.

Outgoing Completion Codes By Agent

This report identifies the range and number of outcomes/Completion Codes that have been entered by an individual Agent upon completing outbound calls on behalf of a Department/Queue over a definable time period.

Outgoing Completion Codes By Agent					
For: All Agents					
Dates: Today					
Time Filter: between '00:00:00' AND '23:59:59'					
John Smith					
Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Callback Needed	Support	1	00:00:15	00:00:15	00:00:15
Level 1 Enquiry	Support	2	00:00:09	00:00:11	00:00:18
Sale Made	Support	4	00:00:13	00:00:19	00:00:50
Support Call	Support	2	00:00:10	00:00:12	00:00:20
		9	00:00:11	00:00:19	00:01:43

Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion, or leave empty for all Queues
Show	Queues only

Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Queue Name	The name of the Queue/Department associated with the outbound calls
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

Drill Down Report

No drill down facility is available for this report.

Outgoing Completion Codes By Day

This report shows a daily summary of completion codes used on outbound calls:

Queue Name	Agent Name	Code Name	Total Handled
Outbound Sales	Kerry O'Connor	Callback	12
			12

Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar

End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the specific Queue for the report – auto completion, or leave empty for all Queues
Show	Queues only

Report Columns

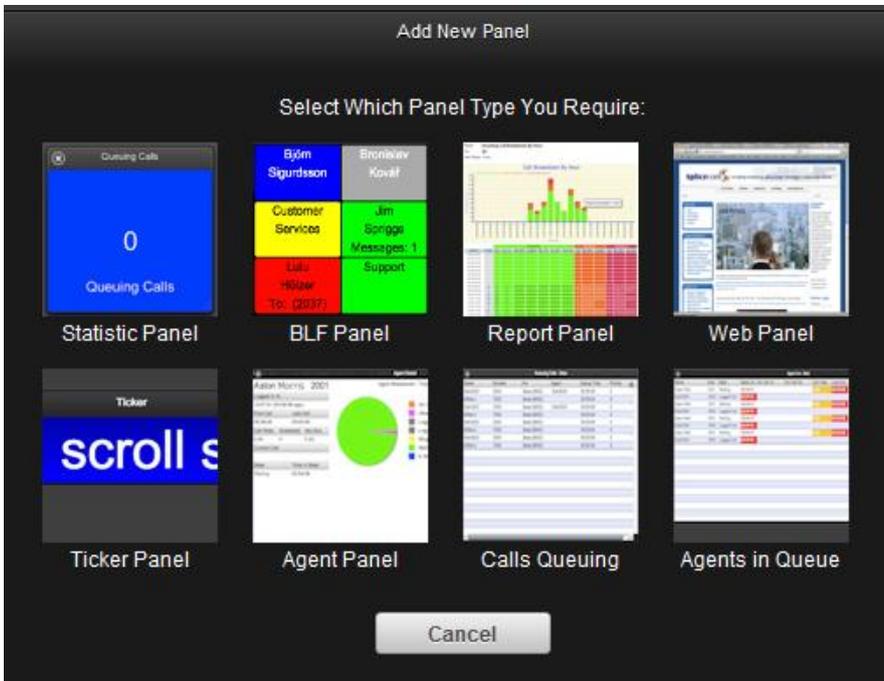
Queue Name	The name of the Queue/Department associated with the outbound calls
Agent Name	The name of the Agent that made the call.
Code Name	The Completion Code that the Agent selected when they completed this call
Total Handled	The total number of calls in this Queue that were completed with this Completion Code

Drill Down Report

No drill down facility is available for this report.

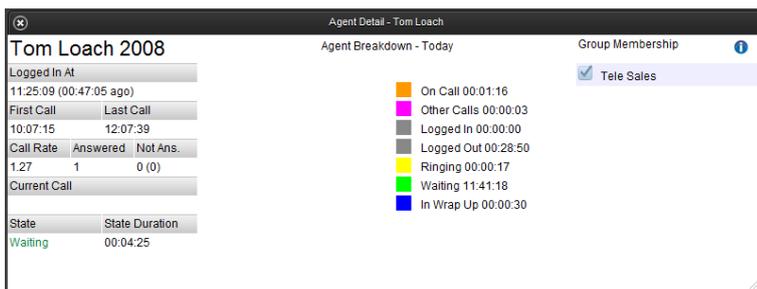
Vision Call Centre Wallboard Panels

If your system is running Vision Call Centre and your Manager account that has been given Manage as Agent and Manage as Queue rights you will be given three additional Panels to choose from when creating a wallboard – Agent Panel, Calls Queuing and Agents in Queue.



Agent Panel

This panel will display real time and historical call data for the Agent selected. This is the same information that is displayed within the Agent Detail pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.



Calls Queuing Panel

This panel will display a list of calls currently waiting to be answered either for all Queues that the Manager has been given permission to manager or for the selected Queue. This is the same information that is displayed within the Queuing Calls pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.

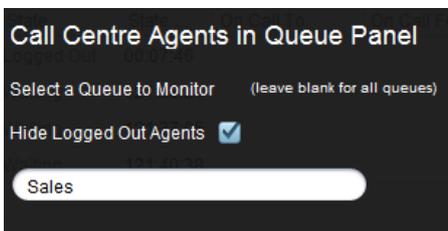


Agents in Queue

This panel displays a list of the Agents receiving calls for the selected Queue, and displays their current state and call details. This is the same information that is displayed within the Agents pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.

Name	Extn	State	State ...	On Call To	On Call For	Call Rate	Last A...	Login Dur.	Login TI...	...	Not ...	
Alice Barker	2006	Waiting	00:00:23			0.08	136:39:56	141:36:50	12:57:29	11	2 (6)	
Jax Govind	2003	Waiting	00:00:13			0.00	330:08:49	151:44:31	02:49:48	0	8 (8)	
Josh Carew	2033	Other Calls	00:00:36			0.00	137:36:13	00:05:59	10:28:20	0	0 (0)	
Marie Smith	2032	Logged Out	331:17:33			0.00	N/A		15:15:25	0	0 (0)	
Sally James	2004	Blacklisted	00:03:48			0.00	329:59:50	151:44:31	02:49:48	0	7 (7)	
Sophie Elton	2035	On Call	00:00:20	Highland Ltd	Catalogue Sales	20.99	00:03:43	00:05:43	10:28:36	2	0 (0)	

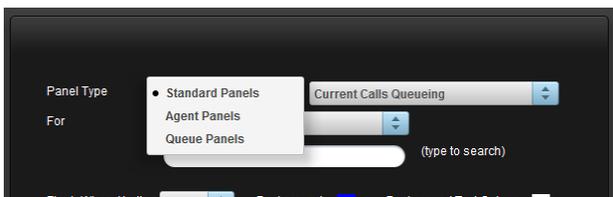
If required the panel can be configured to hide any Agents that are not logged in, by selecting the Hide Logged Out Agents field as show in this graphic.



The standard wallboard panels will provide the ability to display additional data relating to Agents and Queues as follows.

Statistic Panel

When you create a Statistic Panel you will be given three Panel Type groups to choose from.

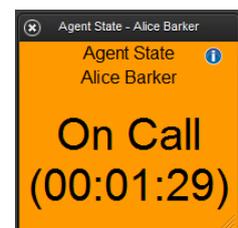


Standard Panels

This option will provide the panels available with standard Vision as described in the Wallboards section from page 81.

Agent Panels

This option provides the ability to create panels displaying data for a specific agent, such as whether he/she is logged in, call rate, on call to, etc. Please note that the Agent Logged In panel will update every 10 seconds.



Queue Panels

This option provides the ability to create panels displaying statistic for a specific queue, such as number of calls in, number of calls answered, calls answered within a SLA, etc. If the Answered Within SLA, Answered Outside SLA, Handled Inside SLA and Handled Outside SLA panels are chosen a list box will appear to enable you to select the SLA required.



Some panels will be able to display data for a Reporting Group. To set up these groups, please refer to the Reporting Groups section from page 23 for further details.

Report Panel

When creating a Report Panel, you will also be able to select one of the Call Centre Reports as described in the Vision Call Centre Reports section from page 96.

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