

Reports & Call Features

A: Call Features:

- Automated Attendant
- Black Lists
- Call Blind Transfer
- Call Details Records
- Call Forwarding when "Busy"
- Call Forwarding when "No Answer"
- Call Forwarding Variable
- Call Monitoring Toll
- Call Parking
- Call Queuing
- Call Recording Platform
- Call Routing
- Call Snooping
- Call Transfer
- Call Transcoding
- Call Trunking
- Call Waiting
- Caller ID Monitoring
- Caller ID Blocking
- Caller ID on Call Waiting
- Computer-Telephony Support
- Conference Bridging Option
- Dialing by Name
- Dialtone for Message Waiting
- Direct Inward Access
- Do Not Disturb Option
- Graphical Call Manager
- Interactive Directory Listing
- IVR
- Local Call Agents
- Music on Hold
- Outbound Call Spooling
- Overhead Paging
- Remote Call Agents
- Remote Call Pickup
- Remote Office
- Roaming Extension Options
- Route by Caller ID
- Supervised Transfer
- Talk Detection Software
- Text-to-Speech Engine
- Three-way Calling
- Time and Date
- Voicemail
- Voice to email
- VoIP Gateway
- Zero latency



B: Reports Features:

System Reports

The system provides users with reports which describe the behavior of all users using the system. Some reports are specific to the system agents and system queues, while others are general for all users.

1. CDR Reports

This report shows a list with the details of the calls during selected period. Users can filter results using date range, and queue name.

2. Hourly Call Distribution

This displays information on calls received or called hourly identified by queue. This report can be used to know the busy hours in which more agents are needed.

3. Daily Call Distribution

This report shows call daily distribution for a given period.

It shows the seven days of the week, total numbers, and percentages of answers and unanswered calls in that day. Totals are calculated for the submitted date range.

This report can be used to know the busy days in which more agents are needed.

4. Total Calls

This report displays a bar chart with total received calls in a given period of time. It shows the queue name, call counts and calls status [answered, unanswered, and received] This report can be filtered by queue name so that only calls received on the selected queue will be displayed. It can be also filtered by date range so that only calls in the selected range will be calculated.

5. Agent Call Details

Display information in detail of the calls received (Inbound) and made (Outbound) Entering the range of dates which you want to see the details of, allows you to identifying the status of a call received or completed, the duration of a call , and etc.

6. Queue Calls

This report displays all calls received by the system in a given period of time for a selected queue and/or agent. For each queue, it shows received calls, agent who received the call, call status [i.e. aborted, answered], and call time stamp. Call details are displayed according to the call event. It also shows the position the caller entered on the queue (Original Pos), the queue position s/he was in before hanging up the call, and how long the caller had to wait before hanging up.

For example, answered call details contain call duration, and total hold time. Totals of calls can be displayed by clicking on "Click To View Totals" hyperlink. This will open a new window with the totals of the Hold Time, Wait Time, and Call Duration. The Hold time is the time any caller had to Hold on the queue until an agent was free to answer him/her. While the wait time is the time a caller had to wait on the queue before hanging up as no agent was free to answer his/her call. The call duration is the duration of all calls the agent answered. All totals are divided into Count (number of calls), Total Duration (the sum of all durations), Average Duration (the sum divided by the count), and the Maximum Duration

7. Time Login - Logout

This provides information of an agents activity in the "agent console", from the time they entered until the time they logged out, measuring the efficiency of the agent.

8. Reports – Call Log



This report is a customized version of CDR report. It shows a bar chart graph with calls that matched the selected criteria. Selection criteria include date range, destination number, source agent that made the call, call type, and call duration. The graph contains total call duration, number of calls, and average call time for each day that is in the selected date range. The graph also gives the total number of calls and average call time.

9. Monitoring

The option “Monitoring” lets us view a list with details of calls recorded automatically or manually, for the extension of a connected user.

10. Call Cost per User

The option “Billing Report” lets us view the details of the call with respect to out-going calls, total call duration in minutes, cost and applied rate. The report will change depending on the values of the filter

11. Outgoing Call Cost

This report displays list of all out-going calls agents made through the system. It displays the date of the call, the channel from which the call was made, the destination channel, caller ID, destination number, call duration in seconds and approximate duration in minutes, and call cost. The report result can be filtered by agent, key code, and date range.

12. CDR Report

This report displays all CDR (Call Detail Record) entries saved in the system. The result is based on the selection criteria. Selection criteria includes date range, destination number , source agent that made the call, call type, call status, and call duration. The system displays a bar chart that has total call duration, call count, and average call time for each day in the selected date range. The result can be exported to CSV files.

13. Compare Calls

This report compares between calls. The result is based on the selection criteria. Selection criteria includes date range, destination number , source agent that made the call, call type, call status, and call duration.

14. Monthly Traffic

This report displays monthly traffic. It generates a pie-chart with selected months. It shows total call duration for each month and the percentage of the traffic. The result is based on the selection criteria. Selection criteria includes date range, destination number , source agent that made the call, call type, call status, and call duration.

15. Daily Load

This report displays daily traffic. It displays a bar chart with hours in which calls were placed and/or received. The result is based on the selection criteria. Selection criteria includes date range, destination number , source agent that made the call, call type, call status, and call duration. The result contains call duration in a given hour, total number of calls during that hour, and average call time. It also generates a bar chart for the selected day's 24 hours. It shows the call distribution through the 24 hours of the selected day.