

# User Guide

## Global PBX Enhanced with ACD Call Reporting



## Contents

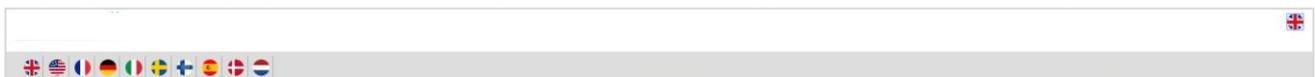
Logging In, Language and Password	3
Home	5
Business Insight	6
Dashboards	9
Dashboards (Premier ACD Wallboard)	16
Reports	17
Reports Filters	26
Report Options	29
Schedule Reports	30
Favourites	31
Call Recordings	32
Configuration	37
Glossary of Terms	42

# Logging In, Language, Notifications and Password

**To log on**, visit the application portal URL then enter your email address and password (which are supplied via email during the user setup process).

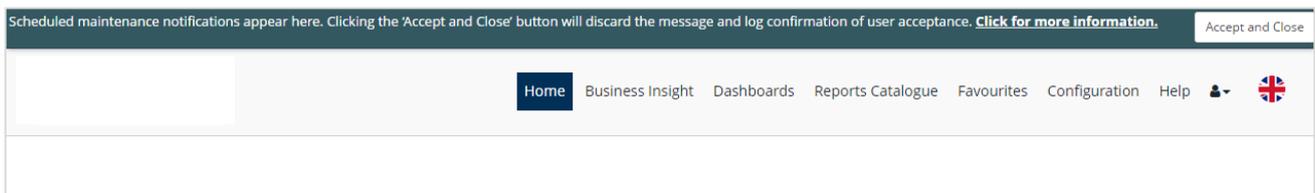
**On first login**, you will be asked to agree to the End User License Agreement. The language of the agreement will be determined by the language chosen on the login page.

**To change language** from UK English, click the flag at the top of the screen, then select the required language. The language can also be changed from within the application in the same way.



**User Notifications** appear at the top of the Home page. A User Notification contains information of server maintenance or portal upgrades/planned maintenance.

- **Click for more information:** Click on this link displays complete details of the notification.
- **Accept & Close:** Use this to stop the notification from displaying at the top of the page. Once a notification is accepted and closed, it no longer appears for the user until the next upgrade or user notification is available.



**If you forget your password**, please click on the 'Can't access your account?' link which will take you through the password recovery process.

**To change your password**, click on the 'user' icon then select 'change password'. Please enter your old password, your new password and then confirm your new password.

UPDATE PASSWORD

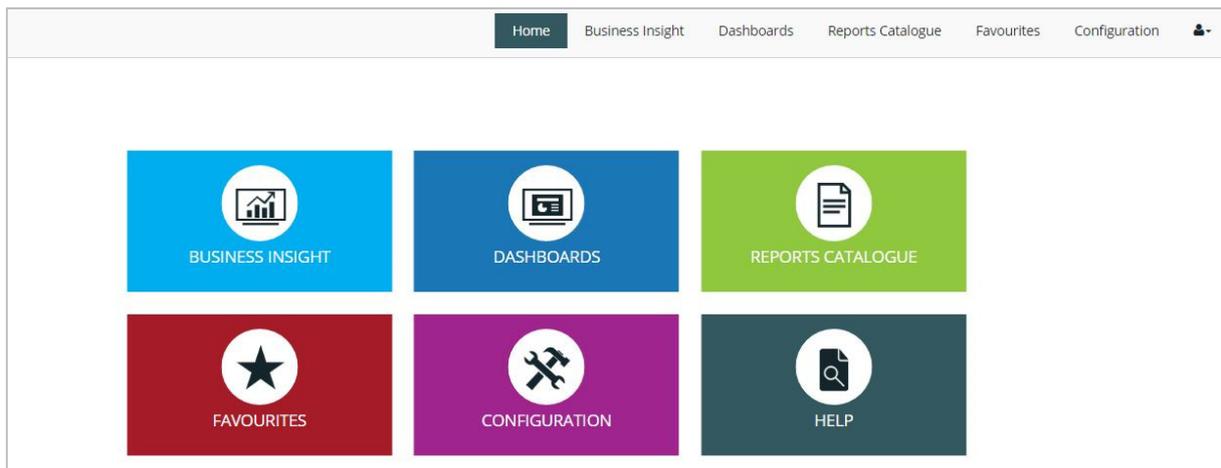
**To log out**, click the 'user icon' then select 'log out'.



# Home

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

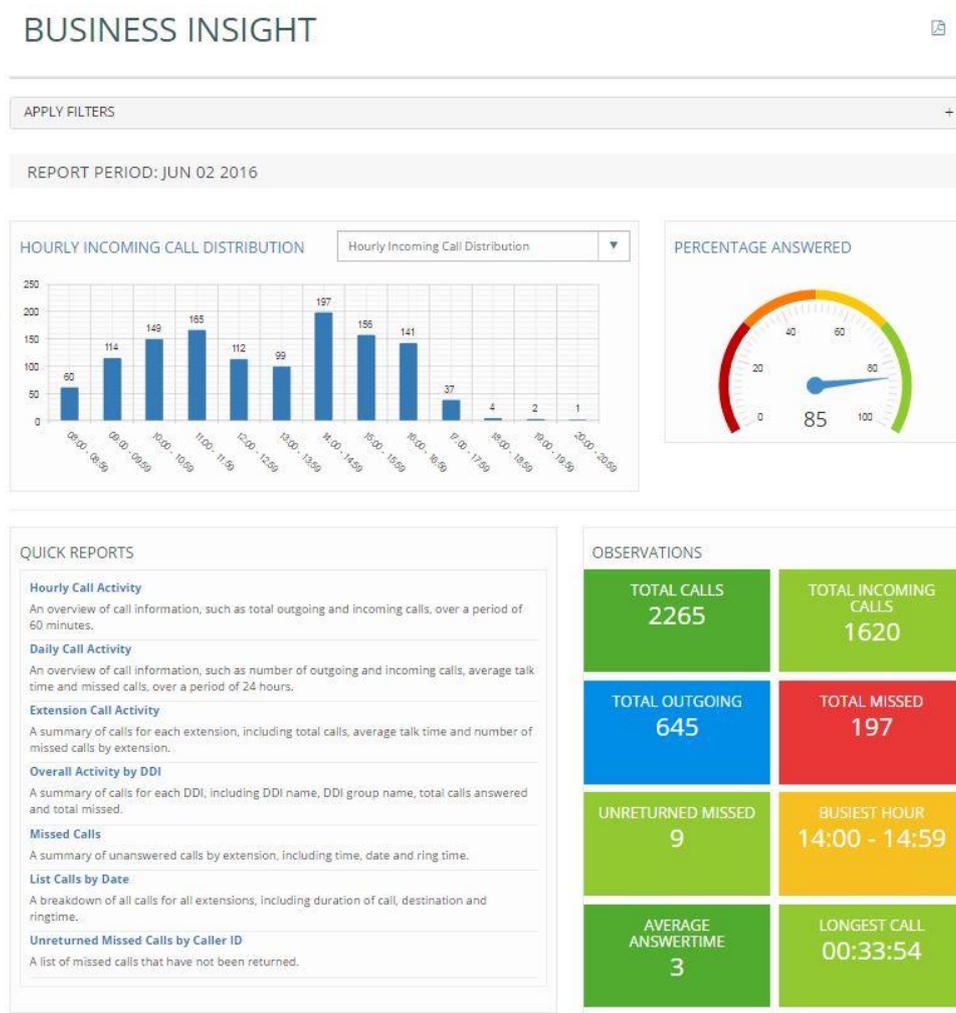


*Modules will vary depending on the product purchased.*

# Business Insight

The Business Insight section of the software provides an intuitive business productivity tool enabling inbound and outbound calls to be monitored via pre-defined dashboards and a wallboard.

Business Insight is split into multiple sections which combine live tiles and reports to provide call information on the entire business. Users are able to filter this section by date/time, extension, group, DDI or call type and download the Business Insight Summary as a PDF.



## Hourly Call Distribution

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

## Percentage Answered

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

## Quick Reports

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

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

## Observations

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

## DDI Summary

DDI	Offered	Answered	Missed	Avg Ringtime	Avg Abandon Wait Time	GOS	PCA
<a href="#">Auto Attendant Callcentre</a>	124	91	33	00:00:07	00:00:29	0.00	0.00
<a href="#">Reception 3</a>	8	7	1	00:00:04	00:00:44	37.50	42.86
<a href="#">Reception 2</a>	7	7	0	00:00:00	00:00:00	100.00	100.00
<a href="#">Reception 1</a>	4	4	0	00:00:00	00:00:00	100.00	100.00
<a href="#">Body Shop 38371318</a>	2	2	0	00:00:11	00:00:00	0.00	0.00
<a href="#">Steve 38371319</a>	2	2	0	00:00:06	00:00:00	0.00	0.00
<a href="#">E 4 38371320</a>	2	2	0	00:00:01	00:00:00	0.00	0.00

This report displays a summary of total calls for each DDI including total calls offered (including missed calls), answered and missed, as well as average ring time, average abandon wait time, Grade of Service (GoS) and Percentage Calls Answered (PCA). Grade of Service (GOS) displays total calls answered within the target response time over total calls offered and Percentage Calls Answered (PCA) displays the percentage of calls answered within the target response time over total calls answered for the day.

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

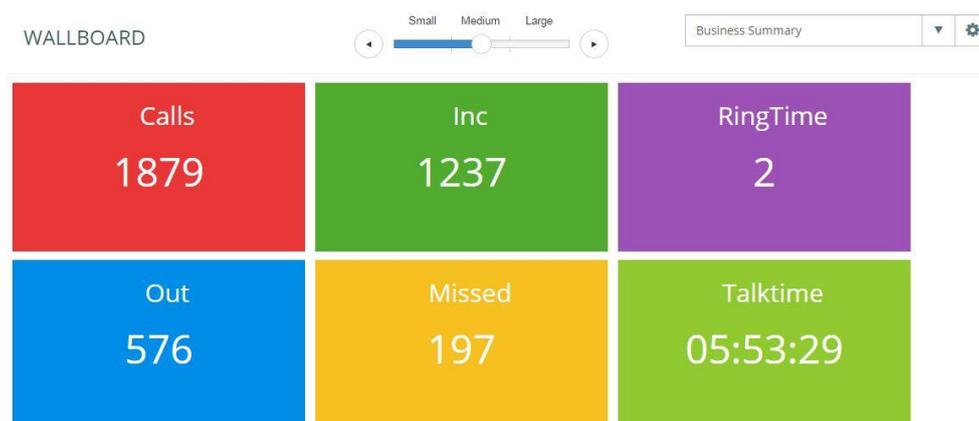
## User Summary

USERS					
Extension	Username	Total	In	Out	Missed
<a href="#">302</a>	<a href="#">Reception_2</a>	89	56	33	12
<a href="#">303</a>	<a href="#">Reception_3</a>	77	43	34	12
<a href="#">301</a>	<a href="#">Reception_1</a>	57	44	13	9
<a href="#">308</a>	<a href="#">Parts 1 38371315</a>	31	6	25	0
<a href="#">315</a>	<a href="#">Steve 38371319</a>	22	5	17	0
<a href="#">313</a>	<a href="#">Estimators 1 38371317</a>	18	2	16	0
<a href="#">306</a>	<a href="#">Parts 2 38371316</a>	11	2	9	1

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

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

## Insight Wallboard



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

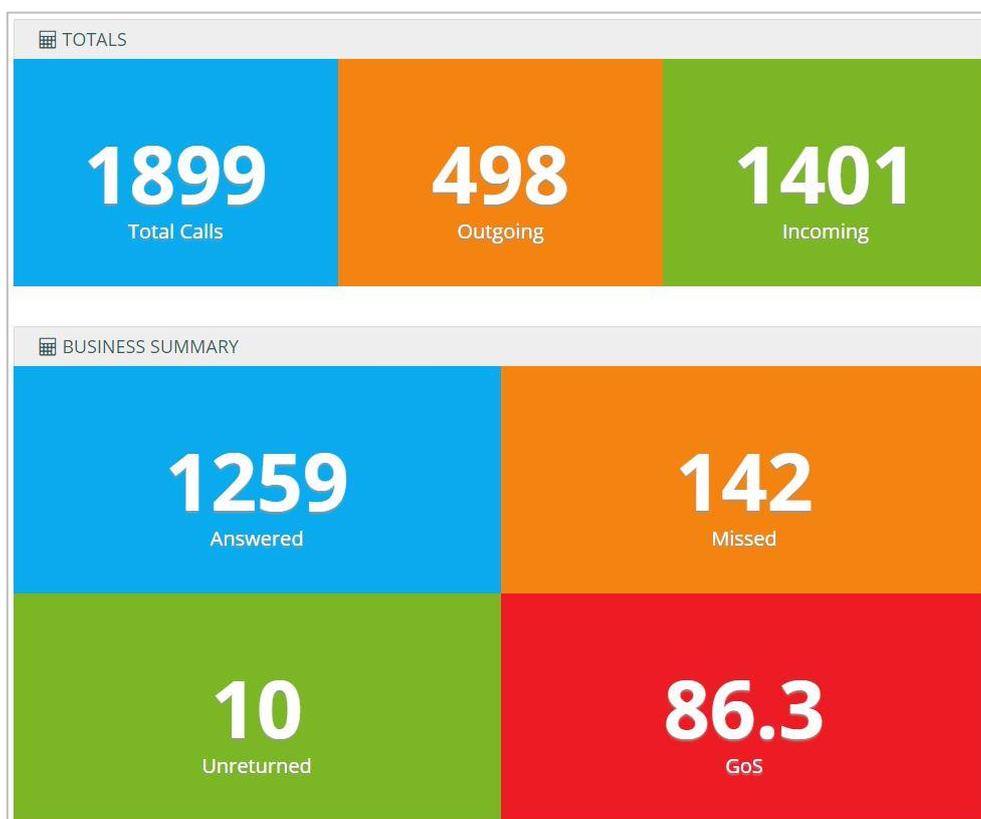
- **DDI Summary:** This wallboard displays the number of total calls, total missed calls, ring time and total talk time for each DDI.
- **Extension Summary:** This wallboard displays the number of total calls (incoming and outgoing), total missed calls and total talk time for each extension within the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

# Dashboards

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

## Standard Wallboard

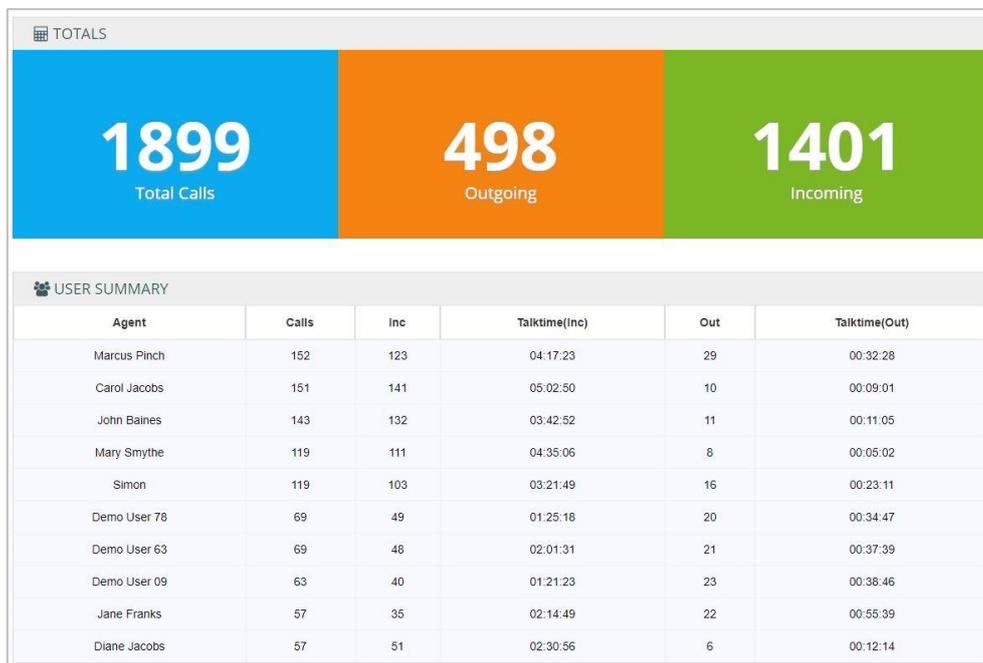
The Standard Wallboard provides essential call information, including total calls (outgoing and incoming) and an overall business summary including total answered, unreturned and missed as well as Grade of Service:



Below the call summary tiles is more detailed call information on DDIs, including total calls, total incoming and missed, average ringtime and total talk time:

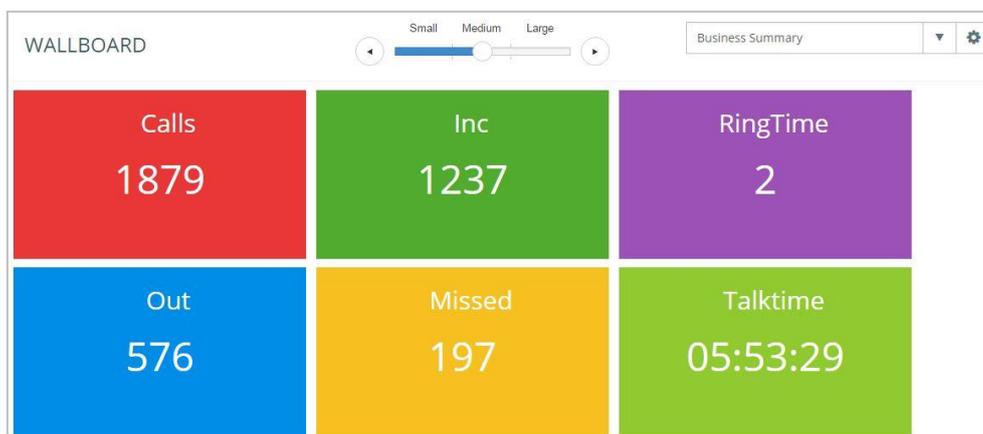
DDI SUMMARY					
DDI Name	Total Calls	Incoming	Missed	Avg Ringtime	Total Talktime
Premier Accounts	551	534	17	00:00:02	15:14:51
Yellow Pages	76	69	7	00:00:08	02:43:36
Google	48	35	13	00:00:04	02:09:07
Aftersales	43	40	3	00:00:05	00:27:21
Complaints Line	32	25	7	00:00:06	01:25:08
Support	32	18	14	00:00:02	00:38:50

The business summary alternates with a user summary which details calls and talk time (incoming and outgoing) per user.



## Insight Wallboard

The Insight Wallboard can be accessed via the Dashboards section.

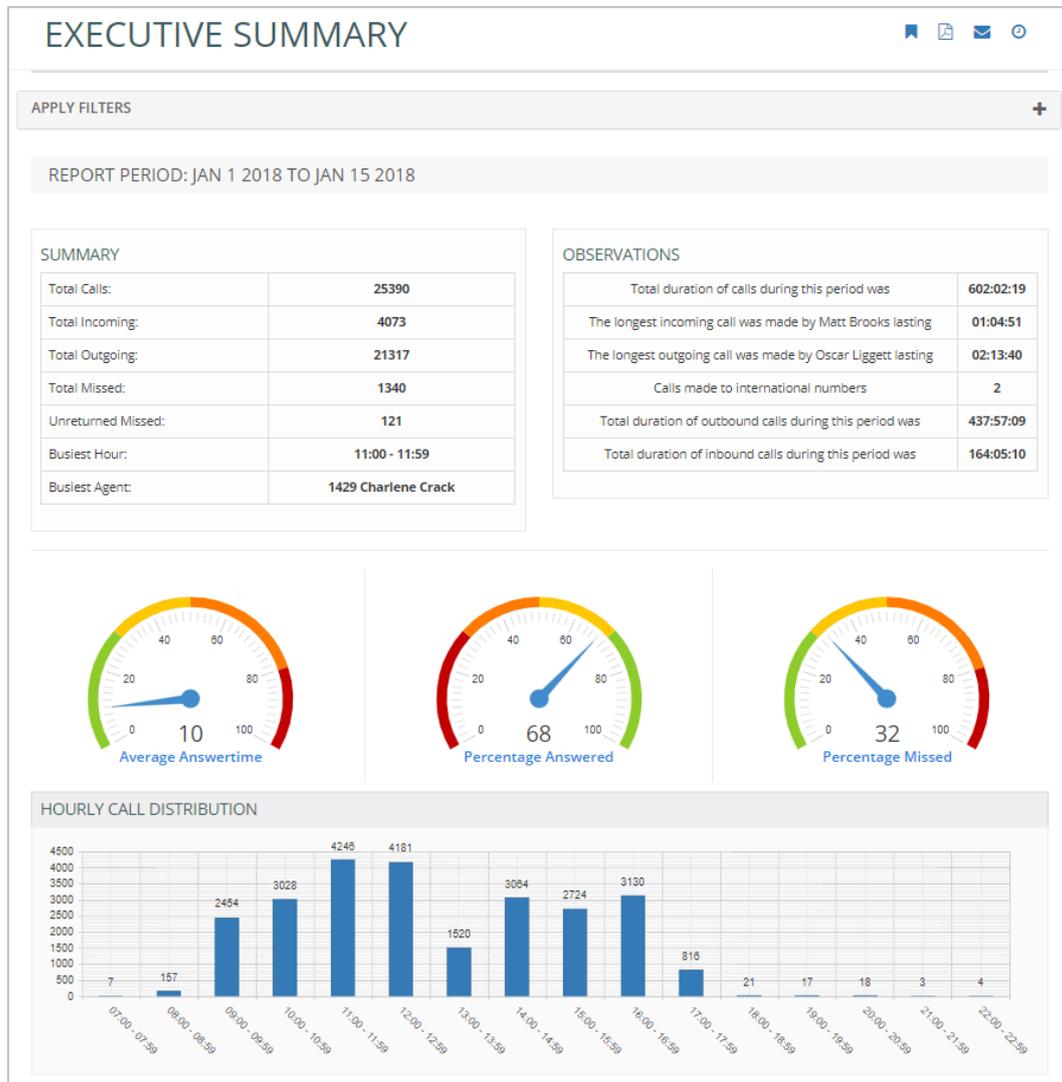


The Insight Wallboard provides 3 pre-defined wallboards, displayed in three size formats:

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

## Executive Summary

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



The report is divided into the following sections, as shown in the screenshot below.

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

Below the Hourly Call Distribution graph are the following tables:

- The **Top 5 DDI Summary** shows total calls offered, answered, missed and average ringtime for top 5 DDIs.
- The **Top 5 User Summary** shows the top 5 extensions that have the highest number of calls.
- The **Top 5 Department Summary** shows brief information on departments such as total calls and average talk time.

DDI SUMMARY (TOP 5)					USER SUMMARY (TOP 5)					
DDI	Offered	Answered	Missed	Avg Ringtime	Extension	Username	Total	In	Out	Missed
Premier Accounts	551	534	17	00:00:02	650	Marcus Pinch	152	123	29	1
Yellow Pages	76	69	7	00:00:08	596	Carol Jacobs	151	141	10	2
Google	48	35	13	00:00:04	652	John Baines	143	132	11	2
Aftersales	43	40	3	00:00:05	638	Mary Smythe	119	111	8	0
Complaints Line	32	25	7	00:00:06	649	Simon	119	103	16	0

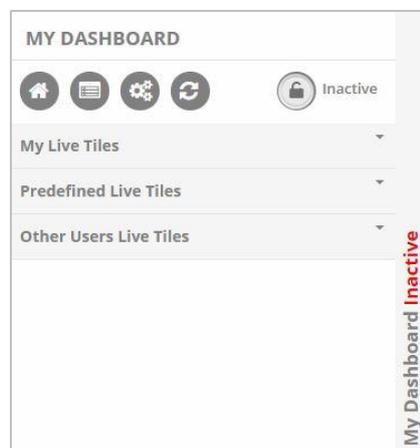
DEPARTMENT SUMMARY (TOP 5)							
Department	Total Calls	Total Out	Total In	Missed	Transferred	Avg Talktime	Total Talktime
Finance	503	126	377	40	74	00:01:57	16:28:56
Call Centre	358	53	305	3	131	00:02:04	12:24:50
Customer Services	214	70	144	9	36	00:02:49	10:03:14
FAX	198	29	169	4	30	00:01:36	05:18:58
Maintenance	185	66	119	43	5	00:02:22	07:19:57

## My Dashboard

My Dashboard allows users to create, collate and display live tiles (configurable report components) on a customised dashboard, presenting up-to-date call data specific to requirements. Each login has its own 'My Dashboard' display.

The My Dashboard menu minimises to a vertical grey bar on the left side of the screen. There are two modes; active and inactive.

- When the display is **active**, the My Dashboard elements are fixed to provide a view which can be displayed on a screen or desktop.
- When the display is **inactive**, tiles can be added, deleted, resized or replaced to customise the dashboard in line with the user's needs / role.



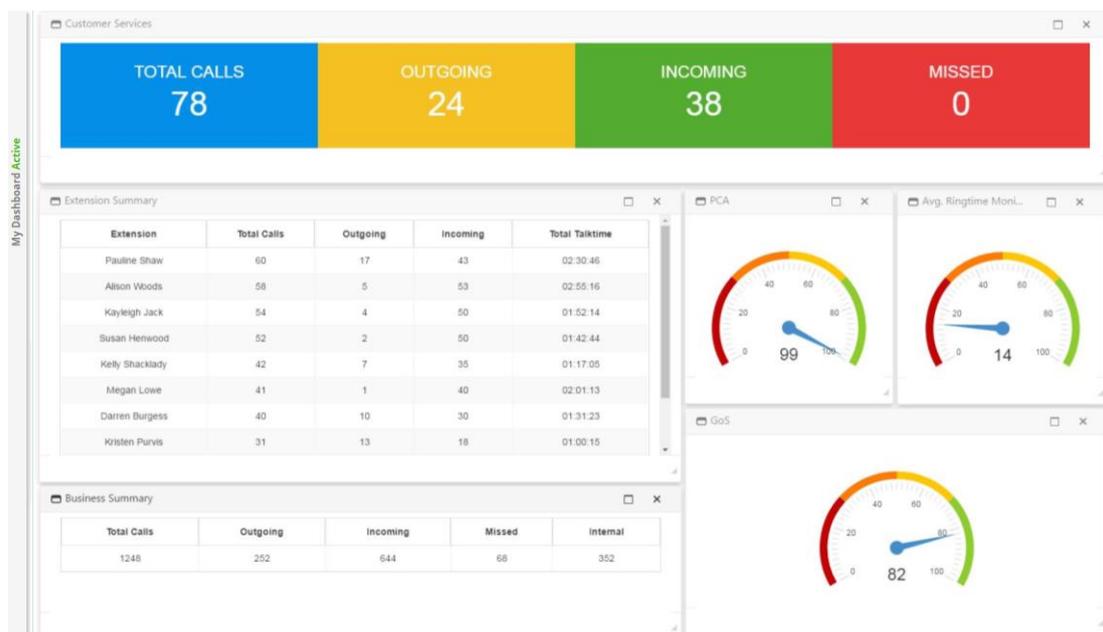
My Dashboard menu options include:

- **Home:** Go to the home menu screen.
- **Create Live Tile:** Create a new tile to add to the dashboard.
- **Import profile:** Replace the My Dashboard layout with another user's My Dashboard by selecting the user whose profile should be imported. Profiles are automatically saved for each user, based on the latest My Dashboard layout.
- **Refresh:** Refresh the screen to show recently created live tiles and the latest Inactive My Dashboard layout.
- **Active / Inactive:** Toggle between the My Dashboard display mode or edit mode.

The menu also displays a list of My Live Tiles (those created by the user), Predefined Live Tiles and Other Users' Live Tiles which can be selected and added to the My Dashboard display by clicking the tile name or using the round 'Load Live Tile' button. Any tile can easily be removed from the display (in Inactive mode) by clicking the 'x' in the corner of the tile.

To **delete a live tile** from the list, click the 'no entry' symbol next to the relevant tile in 'My live tiles'. It is not possible to delete another user's live tile.

The live tiles available to place on My Dashboard vary depending on the product version.



## Create Live Tiles

Live tiles can be created either from a report or using the 'Create Live Tile' icon in the My Dashboard menu.

### Creating Live Tiles from Reports

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

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

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

The live tile will appear in the list of 'My Live Tiles' in My Dashboard. From there it can be added to the display.

### Creating Live Tiles using the Create Live Tile icon in the My Dashboard menu

The Live Tile Creator is a wizard that enables live tiles to be created, to add to My Dashboard. To access the Live Tile Creator go to the 'Create Live Tile' menu in the top of the My Dashboard menu.

Follow the steps in the wizard to create your live tile:

1. **Select your live tile type** (general business analytics or call centre analytics) **and style** (wallboard or table).

2. If **Wallboard** is selected, choose which metric the wallboard tile should display in the tile.  
If **Table** is selected, choose the data to include (department, division, extension or unreturned missed call data), then select the columns for the table.
3. The final steps are to:
  - a. **Enter a name** for your live tile (this name will appear in the list of 'My live tiles' in My Dashboard and will be the name of the actual tile)
  - b. **Select filters** to refine data in line with requirements.
  - c. If a wallboard tile is created, a **background colour** for the tile should also be selected.

## LIVE TILE CREATOR



 Select Type & Style

 Select Tile

 Apply Filters & Save

Apply Filter & Save

Tile Name:

Apply Filters

Select Date/Time:  ▼

Extensions/Agents | Levels | DDI/Campaign | Call Types | Restrictions

Extensions/Agents

Time Range

All Extensions    Extension Range

Selected Extension

Choose Background Colour

Once the system message appears to confirm that the live tile has been created, close the browser tab and return to My Dashboard.

## LIVE TILE CREATOR

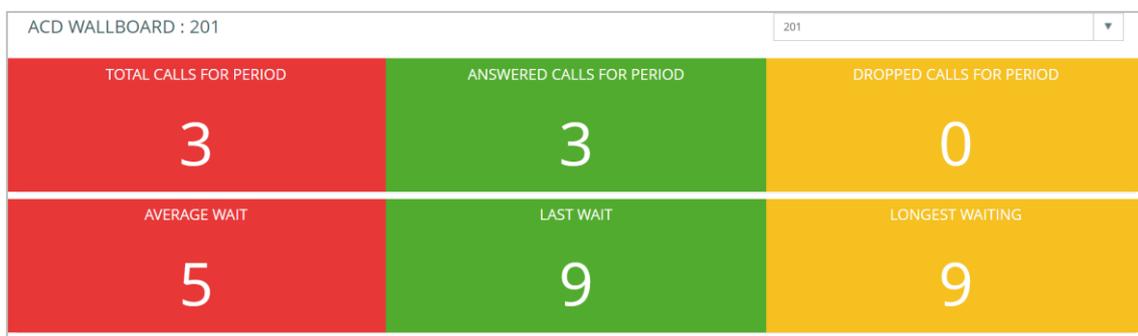
Live tile created successfully. [Click Here](#) to create another Live Tile or close browser tab to return to My Dashboard.

**Please refresh the list of 'My Live Tiles'** to view recently created tiles (using the refresh icon at the top of the menu bar). The new live tile can then be added to the My Dashboard display.

## ACD Wallboard

The ACD wallboard displays the following call statistics for a selected group:

- **Total Calls For Period:** Total number of calls offered to the group for the current day, that were either answered in group, missed in group or overflowed to another group.
- **Answered Calls For Period:** Total number of calls offered to the group for the current day, that were subsequently answered in group.
- **Dropped Calls For Period:** Total number of calls offered to the group for the current day, that were subsequently missed in group.
- **Average Wait:** The average length of time a caller will wait before being answered in group.
- **Last Wait:** The wait time for the last call to be offered to the group.
- **Longest Wait:** The longest wait time for a call offered to the group (for the current day).



Below the live tiles is an Agent status summary showing total calls, total incoming calls and total talk time per agent:

AGENT STATUS				
Agent	Status	TotalCalls	Incoming	TotalTalktime
Aldous Granada		10	10	00:52:34

# Reports Catalogue

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



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

## User Reports

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

### Extension Call Activity

This report displays a summary of call activity by extension across the business.

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

### Cost Centre Call Activity

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

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

### **Department Call Activity**

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

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

### **Division Call Activity**

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

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

### **Site Call Activity**

This report displays a summary of call information by site.

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

### **List Calls by Extension**

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

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

### **Longest Calls**

This report displays a breakdown of calls for all extensions by duration.

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

## Time & Day Reports

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

### List Calls by Date

This report displays a breakdown of all calls for all extensions, including call duration, area and ring time.

This report can be used to analyse call flow. For example, users can see when the call was answered by the receptionist, which agent the call was transferred to and on which agent the call ended. The report summary displays the total calls, average duration and average ring time. The report details table displays a breakdown of calls by extension and user, including the date/time of call, duration, area, DDI, ring time and call type.

### Half-Hourly Call Activity

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

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

### Hourly Call Activity

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

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

### Hourly Call Activity by Extension

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

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

### Daily Call Activity

This report displays a summary of daily call information, including total, outgoing and incoming calls. The report summary displays the total calls, total outgoing, total incoming, total missed and total internal calls.

The report details table includes average talk time, average incoming and outgoing talk time and total talk time.

## Monthly Call Activity

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

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

## Cradle to Grave

This report lists all calls, grouped by their unique identifier, for easy visibility of how a call started and where it ended. It displays all call legs from the start to the completion of the call.

## Incoming Performance

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

## Call Response Analysis

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

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

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

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

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

## Caller Tolerance

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

## **Missed Calls**

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

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

## **List Unreturned Missed Calls**

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

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

## **Unreturned Missed Calls by Caller**

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

## **DDI Reports**

This folder contains reports on the performance of individual DDIs and the campaigns they are associated with.

### **DDI Call Activity**

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

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

### **List Calls by DDI**

This report displays a breakdown of calls by DDI and is useful to analyse call flow to individual DDIs.

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

## **DDI Calls by Campaign**

This report displays a breakdown of calls by campaign and is useful to analyse call flow to DDI groups.

The report summary displays total calls and total duration. The report details table displays a breakdown of calls by DDI group (campaign), DDI, DDI name, extension and user, including the date/time of call, duration, number, ring time and call type.

## **Daily Calls by DDI**

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

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

## **Area Reports**

This folder contains reports that display call information on area code and destination.

### **Area Code Call Activity**

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

### **Destination Call Activity**

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

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

## **Customer Reports**

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

### **Customer Call Activity**

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

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

### List Calls by Customer

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

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

## Revenue and Billing Reports

This folder contains reports that display potential revenue opportunities and billing information by extension and department. These reports can be useful for charging on the cost of calls to a particular extension.

Based on call tariffs in the Cost Editor (Configuration > Call Accounting > Cost Editor), calls can be rated using the call cost, gain and rental charge.

- The **call cost** is calculated by applying the cost specified in the Cost Editor.
- The **percentage gain** (on the cost of the call) can be defined for each extension (Configuration > User > Extension) as well as the fixed rental charge.

For example; the call duration of number '01739' is 00:00:30. The Peak Value set in the Cost Editor is 4.85. Therefore, the call cost is calculated as  $4.85 * 0.5 = 2.425$  (rounded up to 2 decimal places) = 0.02. The percentage gain is applied to this cost, to calculate the total charge.

The **estimated revenue generated** by extension or department is based on values specified in the Business Performance Settings section of Configuration.

- The **total estimated revenue** is equal to the total estimated revenue outgoing and incoming. This total estimated revenue reflects the total potential revenue opportunity based on the total calls.
- The **total estimated revenue on outgoing calls** is the potential revenue opportunity on outgoing calls. This value is calculated based on the outgoing 'strike rate' as defined in System Settings > Business Performance Settings. For example; if the outgoing strike rate is 6 and the average sales value per call is 5.60, on 10 outgoing calls the **estimated revenue on outgoing calls** (Est. Revenue Outgoing) would be 9.33, calculated as follows:
  - $10 \text{ calls} / 6 = 1.666$
  - $1.666 * 5.6 = 9.333$
- The **total estimated revenue on incoming calls** is the potential revenue opportunity on incoming calls. This value is calculated based on the incoming 'strike rate' as defined in System Settings > Business Performance Settings.
- The **estimated revenue recoverable** is the potential retrievable revenue opportunity on unreturned missed calls. If an unreturned missed call is returned, revenue could potentially be recovered for

that call. This value is calculated using the sales value of a call, as defined in System Settings > Business Performance Settings, multiplied by the number of missed calls.

### **List Calls by Cost**

This report lists outbound calls by extension and user, ordered by date and time of call.

The report summary displays the total number of calls, the total cost of calls and the total charge. The report details table displays a breakdown of call cost and percentage gain per user per extension. Listed for each call is the call duration, call type, call cost and percentage gain.

### **Cost Activity by Extension**

This report displays a summary of call cost by extension and user, detailing the average talk time, total talk time, rental charge for that extension, call cost, cost of gain (based on the percentage gain for that extension) and the total cost (including gain and rental). The report summary displays the total calls, total cost of calls and total charge including and excluding rental.

### **Revenue by Extension**

This report displays the total revenue opportunity by extension.

The report summary displays the total incoming, outgoing, missed and unreturned missed calls and the estimated total revenue opportunity (incoming / outgoing). The report details table provides a breakdown by user / extension of estimated potential revenue on calls and highlights the potential retrievable revenue opportunity on unreturned missed calls.

### **Revenue by Department**

This report displays the total revenue opportunity by department.

This report summary displays the total incoming, outgoing, missed and unreturned missed calls and the estimated total revenue opportunity (incoming / outgoing). The report details table provides a breakdown by department of estimated potential revenue on calls and highlights the potential retrievable revenue opportunity on unreturned missed calls.

# Call Recording Evaluation & Audit Reports

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## Evaluation & Audit

This folder contains reports on call evaluation, quality monitoring and audit:

### Call Results Summary

This report lists the total calls allocated each call result.

*Call results can be added in the call recordings section. Options include complaint, non-sales calls and sales calls (options can be configured in the Configuration menu).*

### Call Evaluation Summary

For each call evaluation question, this report lists the total number of calls evaluated, the total score and the average score across results.

*Call evaluation questions can be configured in the Configuration menu.*

### Customer Feedback Summary

This report details the total number of calls labelled with customer feedback (total calls for each feedback option).

*Customer feedback options can be configured in the Configuration menu (for example; abusive caller, satisfactory call and unsatisfactory call).*

### List Audited Calls

This report provides information on which calls were listened to, when they were audited and which user listened to each. The report details table displays the date/time the call was listened to, any result noted, as well as information on the actual call itself including the date/time, DDI, call duration, direction and extension.

### List Results by Question

This report lists by user, the total calls evaluated by question, also displaying total score and average score for each.

### Average Score

This report provides information on the average call evaluation score given by each user.

# Applying Filters to Reports

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

## Select Date/Time

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

## Extensions/Agents

This filter allows users to report on individual or multiple extensions/agents, helping to narrow report results to focus only on the extensions/agents of interest.

Users have three options on this filter:

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

## Levels

A reporting level group (division, department, cost centre, site, contact group, accounts, account groups) contains multiple extensions to make it easier to create reports, rather than using filters to manually select multiple extensions.

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

## DDI/Campaign

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

There are three options available on this filter:

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

## Call Types

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

This section has three options available:

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

## Restrictions

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

Users can restrict call information in the following three ways:

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

## Report 'Action' Menu

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



### Add to Favourites

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

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

#### ADD TO FAVOURITES

---

Report Name

Daily Call Activity

SELECT COLUMNS:

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

Cancel

Save

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

### Save as PDF/Save as CSV

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

### Email

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

## Schedule Reports

Reports can be scheduled and sent in the user's selected language. Any report can be scheduled as a new task or added to an existing task.

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

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

If the number of records in a report exceeds 20,000 the service will send the report in .csv format (zipped). If the number of records is less than 20,000, the pre-defined format is followed (pdf, html,).

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

- Task Name \***: An empty text input field.
- Email to \***: An empty text input field.
- Email cc**: An empty text input field.
- Date**: A date picker showing '10/03/2016'.
- Time**: A time picker showing '00:00:00'.
- Run Interval**: A dropdown menu set to 'Daily'.
- Report Name \***: A text input field containing 'CostCentre Call Activity'.
- Report Format**: Radio buttons for 'PDF' (selected) and 'CSV'.

 At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

A report can be added to an existing task through the 'Add to existing task' tab.

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

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

- Existing Tasks \***: A dropdown menu with 'agent reports' selected.
- Email to**: Pre-filled with 'shiv@tollring.com'.
- Email cc**: An empty text input field.
- Run Interval**: Pre-filled with 'Daily'.
- Date**: Pre-filled with '08 Mar 2016 Time: 4:00:00'.
- Report Name \***: A text input field containing 'CostCentre Call Activity'.
- Report Format**: Radio buttons for 'PDF' (selected) and 'CSV'.

 At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

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

## Favourites

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All the Favourite reports created from the reports catalogue (using the favourites icon, found at the top of every report) will be available in this section.



Select a report name to re-open the report. The report will have the same filters applied as when it was saved to favourites.

## Recordings

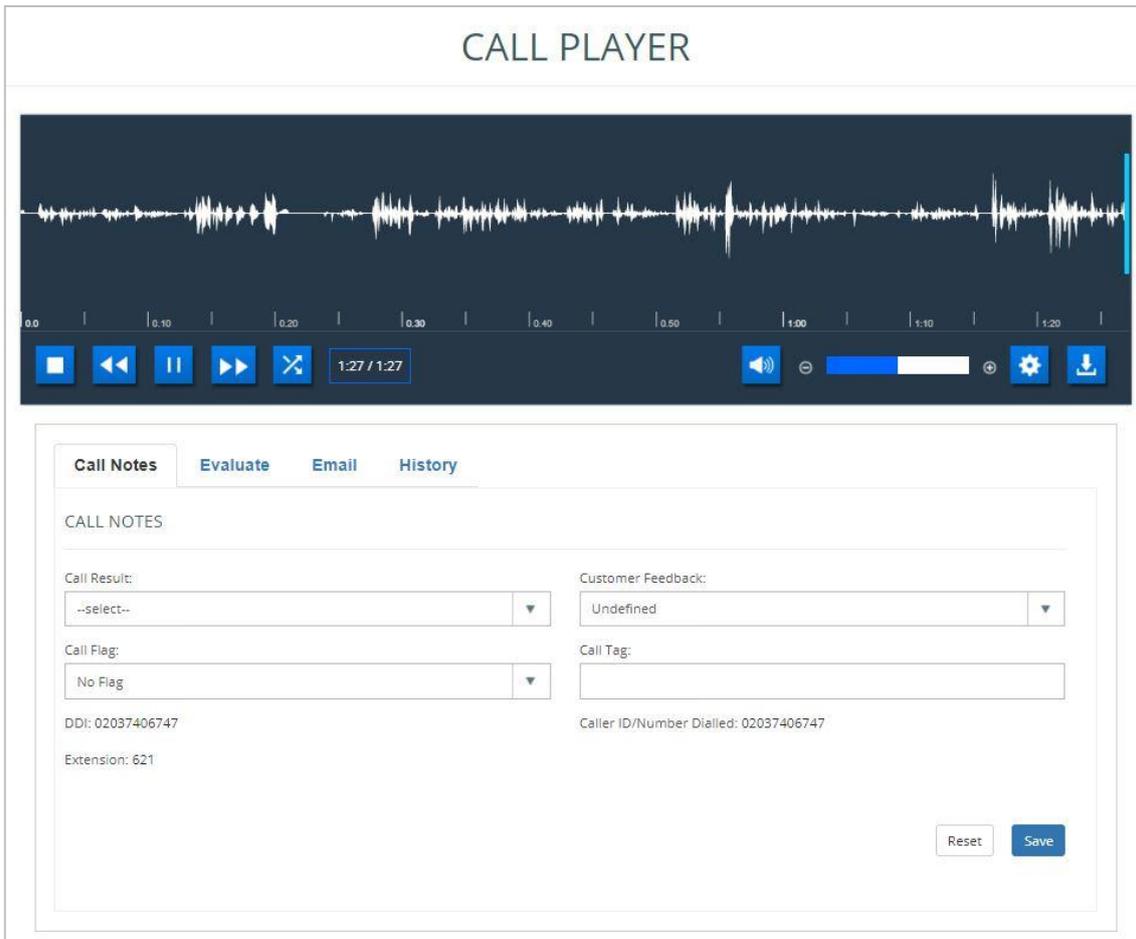
The call recordings section displays all recorded calls within the business. Users are able to filter, find, play, save, email and evaluate call recordings.

CALL RECORDINGS												
APPLY FILTERS <span style="float: right;">+</span>												
DETAILS												
	Date	Time	Extension	User	DDI	Number/Caller ID	Channel	Duration	Call Tag	Flag	Eval	
	01 Jun 2016	18:42:55	621	Demo User 21		604		00:48:03				
	01 Jun 2016	18:26:12	621	Demo User 21		07736499437		00:00:46				
	01 Jun 2016	17:47:22	621	Demo User 21		*791		00:02:51				
	01 Jun 2016	17:11:51	585	Demo User 85		01895815665		00:00:20				
	01 Jun 2016	17:06:42	618	Demo User 18		601		00:01:54				
	01 Jun 2016	15:17:19	621	Demo User 21		02032639878		00:00:07				
	01 Jun 2016	12:35:59	586	Demo User 86				00:00:40				
	01 Jun 2016	12:35:58	585	Demo User 85		568		00:00:24				
	01 Jun 2016	12:35:24	585	Demo User 85		01895815665		00:01:13				
	01 Jun 2016	11:34:32	585	Demo User 85		01895815665		00:00:24				
	01 Jun 2016	09:41:09	586	Demo User 86		01895815665		00:00:19				

The call recordings screen displays the following stats in a tabular format:

- **Direction** – the direction of the call, whether it's incoming (green) or outgoing (blue)
- **Date** – the date of call
- **Time** – the time of call
- **Extension** – the extensions that has taken or made the call
- **User** – the name of the User
- **DDI** – the DDI number that received the call
- **Number\Caller ID** – the number dialled or received (withheld numbers will not display any number)
- **Channel** – the channel that the call has come on
- **Duration** – the duration of the call
- **Call Tag** – free text field
- **Flag** – flag a call recording
- **Evaluation** – evaluate a call recording
- **Play button** – play the call recording

When the play button is clicked, the call player will be presented (please enable pop-ups in your browser):



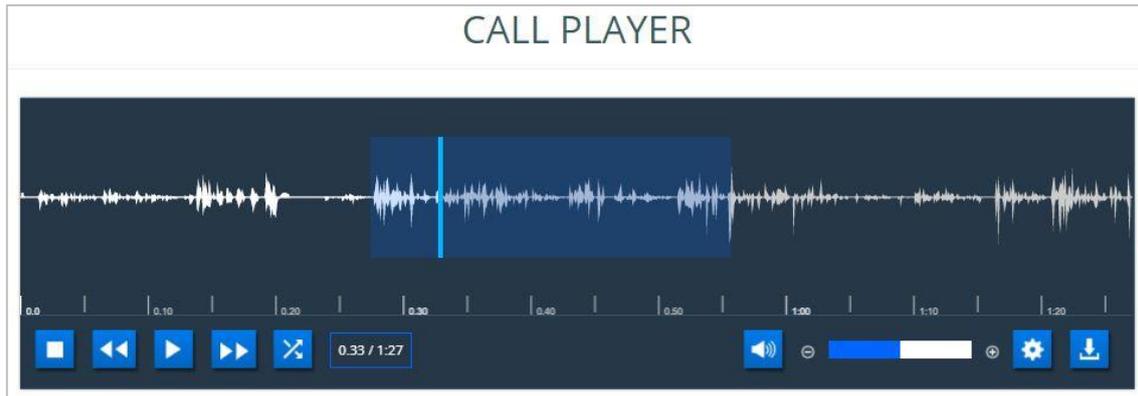
## Call recording player

### Playback Controls

In addition to the stop, rewind, fast forward, pause, mute and play buttons, the player displays the total time of the call and a time stamp within the call recording (both as a digital display and visual scale).



The cog enables the speed of the call recording playback to be selected and the download icon triggers a download of the call recording as a .wav file.



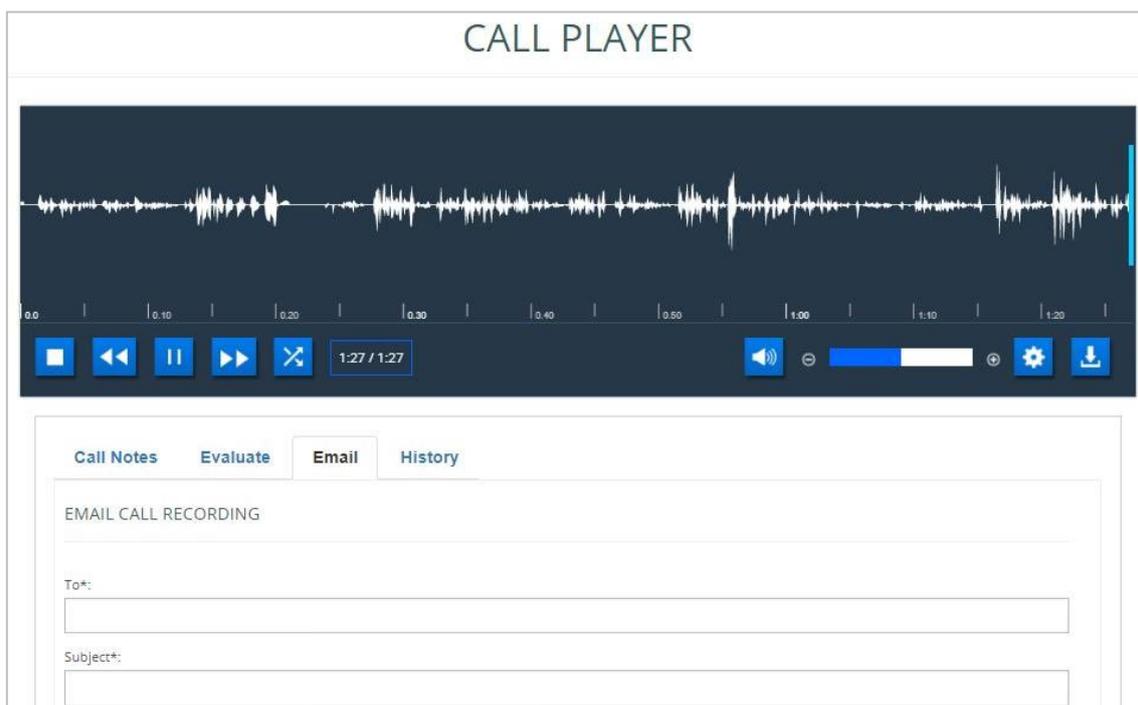
By clicking on the call player, a section of the call recording can be highlighted in order to replay that particular section for review. The cross icon enables the selection to be cleared.

### Call Notes Tab

- **Call Result:** This dropdown can be used to give the current call a result, for example a complaint call
- **Customer Feedback:** This dropdown can be used to give a feedback to the current call, for example abusive caller.
- **Call Flag:** This dropdown can be used to flag a current call. There are three call flags, red, green and blue. These flags can be used to outline which calls are satisfactory calls and which are unsatisfactory.
- **Call Tag:** This dropdown can be used to add a tag to specific call recording providing any brief information to the call if required.

### Email Tab

Users can email the recordings from this tab and have the option to enter the email address, subject and the message that can go with the recording.



## History Tab

Users can access this tab to see any call history for the current extension without needing to exit the player.

Call Date	Call Time	Number	DDI	Calltag
01 Jun 2016	18:42:55			
01 Jun 2016	18:42:55			
01 Jun 2016	17:06:42			
01 Jun 2016	12:35:24			

## Evaluation Tab

Users with the ability to evaluate recordings can rate call recordings out of 5. Evaluation results can be analysed in Call Evaluation reports. Questions can be added, edited or deleted in Configuration.

**CALL PLAYER**

CALL EVALUATION

- Call Handling
  - Was company greeting used? ★★★★★
  - How welcoming did the agent sound? ★★★★★
  - How engaging was the conversation? ★★★★★
  - How was agent general behaviour? ★★★★★
- Technical Knowledge
- Call Close
- Other

## Applying Filters to Call Recordings

The screenshot shows a 'APPLY FILTERS' window with the following sections:

- DATE:** A dropdown menu set to 'Today'.
- TIME RANGE:** Start Time: 00:00:00, End Time: 23:59:59.
- USER SETTINGS:** A checkbox for 'Call with Playback Permissions' and a text input for 'Limit Call Recordings' set to 1000.
- CALL FILTER:** Input fields for 'Extension:', 'Number:', and 'DDI:', and a 'Min Call Duration' input set to 5.
- CALL DIRECTION:** Checkboxes for 'Outgoing' and 'Incoming'.
- CALL EVALUATION:** Checkboxes for 'Evaluated' and 'Not-Evaluated'.
- USER FILTERS:** A 'Call Tag' input field and a 'FLAGS' section with checkboxes for 'Unflagged', 'Green', 'Red', and 'Blue'.

Buttons for 'Reset Filter' and 'Apply Filter' are located at the bottom right.

*Filters may vary depending on the product purchased.*

The filter is a very powerful tool that gives users the ability to narrow down the call recordings to meet their requirements. After applying any filter, it is important to click on 'Apply Filter' to enable them to take effect.

Below are the filters options explained:

- **Date:** Users can apply date or time filters to search for recordings on the specified date or time
- **User Settings:** Users can click on 'call with playback permissions' to see only the calls they have permissions to listen to. The results can also be limited to a certain number of call recordings (zero is for no limit).
- **Call Filter:** This section can be used to narrow down the call recordings to a particular extension, number, DDI or call duration.
- **Call Direction:** Select incoming or outgoing calls.
- **Call Evaluation:** Select either evaluated or non-evaluated calls.
- **User Filters:** Users can search for calls by a particular tag or flag.

# Configuration

The configuration section includes:

- User (includes extensions, cost centres, departments, divisions and sites)
- DDI
- Customer
- Logins
- Tasks and Actions
- System Settings

## User

This section allows users to add, edit or delete extensions, cost centres, departments, divisions and sites.

### EXTENSIONS

EXTENSIONS									
Extension	Username	Email	CostCentre	Department	Division	Site	Extn Type	Edit	Delete
190	Demo User 90		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
207	Demo User 07		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
384	Demo User 84		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
405	Demo User 05		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
407	Demo User 07		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
408	Demo User 08		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
429	Demo User 29		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
483	Demo User 83		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
483	Demo User 83		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	
485	Demo User 85		Undefined	Undefined	Division	Site	Extension	<input checked="" type="checkbox"/>	

Page: 1 Of 13 Go Page Size: 10 Change Item 1 To 10 Of 127

Extensions are automatically detected when a call is made to or from an extension. Once they are detected, the extensions from the phone system synchronise with the software.

## DDI

Users can add, edit or delete DDIs as well as assign DDI names and Groups. Data is scheduled every night to sync all DDI information from the phone system to the software.

Campaigns (DDI Groups) can be created in the DDI Campaign menu in order to assign multiple DDIs to one group.

DDI

DDI	DDI Name	DDI Campaign	Edit	Delete
+44102000	Demo User 20	Undefined		
+44103124	Demo User 14	Undefined		
+44104073	Demo User 14	Undefined		
+44104081	Demo User 52	Undefined		
+44105740	Demo User 00	Undefined		
+44108010	Demo User 00	Undefined		
+44108110	Demo User 48	Undefined		
+44108700	Demo User 36	Undefined		
+44108700	Demo User 23	Undefined		
+44109900	Demo User 46	Undefined		

Page: 1 Of 11 Go Page Size: 10 Change Item 1 To 10 Of 100

## Customer

Users can add, edit or delete customer details such as company name, contact name, contact number and job title for every customer.

## Logins

The logins section allows users to setup user accounts for the system. Throughout the system, user accounts provide access to the software Interface and define the level of access specific users have to the system.

There are 4 types of user:

1. **Super-user:** This user has full access to the portal and is the mandatory supervisor that is set up.
2. **Restricted User:** This user has access to all sections of the portal other than the Configuration Section. Access can be restricted however, so the user can only access analytics for users that are assigned to a specific reporting level(s). A Restricted User can be permitted to play back call recordings (if the call recording module is active) for his assigned Levels by setting the Recording slider option to 'Yes'.
3. **Insight User (Dashboard User):** This user can access the Business Insight Console according to the specific groups that they belong to (e.g. departments, divisions, sites).
4. **My Console User:** This user can only view call information based on their own extension.

Once logins have been created within the software, users will need to assign extensions to login roles to define access rights and supervisor types (groups).

The screen shot below illustrates a Restricted User with a selected department called 'Sales' and with The Recording slider set to 'Yes':

## Tasks and Actions

### Scheduled Tasks

This section allows users to view tasks that have been scheduled. Users can see the first run time for each scheduled task.

By clicking the edit option, users have the ability to change the time and date of the scheduled task as well as the run interval. Users can also add or remove email addresses of those that should be sent the report.

## SCHEDULED TASKS

### Scheduled Actions

Each task can be assigned multiple actions. For example a Manager may wish to receive reports from various departments (actions) on the same date each month (the task).

Scheduled actions for each task can be viewed or deleted in this section:

## SCHEDULED ACTIONS

SCHEDULED ACTIONS

Select Task

agent reports
▼

Report Name	Report Format	Delete
Extension Call Activity	PDF	
Exec Summary	PDF	

## System Settings

In **Settings** the Target Answer Time and Target Wrap-Up Time can be specified (in seconds). The option is also available to synchronise sites or departments with the telephony platform. *Please be aware that any manual changes undertaken within the application will be overwritten if this option is selected.*

SETTINGS

Target Answer Time (secs)

15

Sync Sites with Broadworks

Target Wrap-up Time (secs)

15

Sync Department with Broadworks

Save

In the **Import Inventory** section, a customer directory can be uploaded (extension, DDI or customer directory).

SELECT FILE FOR IMPORT EXTENSION DIRECTORY  Browse Import Now

IMPORT FILE FORMAT						
Extension	Username	Devison	Department	Division	Cost Center	Site
236	Tom	HQ	Sales	Team	A	London

## Call Evaluation

The following call evaluation parameters can be set in this section:

- **Call Results:** Add, edit or delete result definitions.
- **Customer Feedback:** Add, edit or delete customer feedback descriptions.
- **Evaluation Questions:** Add or edit evaluation questions.

## CUSTOMER FEEDBACK

CUSTOMER FEEDBACK <span style="float: right;">+</span>		
Description	Edit	Delete
Undefined		
Abusive Caller	<input checked="" type="checkbox"/>	
Satisfactory Call	<input checked="" type="checkbox"/>	
Unsatisfied Customer	<input checked="" type="checkbox"/>	

# Glossary of Call Types and Call Flows

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Below is a glossary of terms used in the application:

<b>Abandoned Calls:</b>	An abandoned call is a call that is ended before any conversation occurs, often because the caller is frustrated with the time on hold.
<b>Bounced:</b>	Bounced calls are incoming calls that come to an extension but are not answered and therefore go to another extension until it is answered or the opposite party hangs up.
<b>Call Cost</b>	The call cost is calculated by applying the call tariff specified in the Cost Editor.
<b>Caller Tolerance:</b>	Caller Tolerance is the length of time a caller is prepared to wait for their call to be answered.
<b>Estimated Revenue Recoverable</b>	The potential retrievable revenue opportunity on unreturned missed calls. This will be calculated using the sales value of a call multiplied by the number of missed calls.
<b>Grade of Service (GoS):</b>	Grade of Service is the total calls answered within the target response time over total calls offered.
<b>I/T:</b>	<b>Incoming transferred</b> calls are calls that were picked up by an extension and then transferred to another extension.
<b>I/U:</b>	<b>Incoming unanswered</b> calls are calls that were hung up before being answered by an agent or answered by the auto attendant and then hung up before being transferred to a group or extension.
<b>INC:</b>	<b>Incoming complete</b> calls are calls that have been answered by an agent then completed. This record will show all the call information including the total duration and the final extension the call ended on.
<b>INX:</b>	<b>Internal</b> calls are calls that were made within the business from one extension to another.
<b>Minimum Charge</b>	This will be the charge applied to a call dial code, should the cost per minute X duration not reach this value. Once the cost per minute X duration exceeds this value, the actual cost will be displayed.
<b>Missed Calls:</b>	Missed calls are unanswered calls.
<b>OUT:</b>	<b>Outgoing</b> calls are calls made out of the business to an external number.

<b>Percentage Calls Answered (PCA):</b>	Percentage of calls answered within the target response time over total calls answered for the day.
<b>Percentage Gain</b>	Percentage gain can be specified per extension as the percentage mark-up on the cost of calls made by that user, calculated using values set in Configuration > User > Extension.
<b>Rental Cost</b>	The rental cost is a fixed charge specified per extension. This fee is applied to an extension when running an extension cost report (in Revenue and Billing Reports).
<b>Ring Time:</b>	Ring Time is the length of time before a call is answered.
<b>Target Answer Time:</b>	This is a threshold period within which an agent must answer the call to achieve good customer service. The target answer time can be set in configuration > system settings > settings.
<b>Total Duration:</b>	The total length of a call from the time it is answered to the time the call is complete, including any transfers or time on hold.
<b>Total Estimated Revenue</b>	The total of outgoing and incoming estimated revenue. This total estimated revenue reflects the total potential revenue opportunity.
<b>Total Estimated Revenue on Incoming Calls</b>	is the potential revenue opportunity on incoming calls. This value is calculated based on the incoming 'strike rate' as defined in System Settings > Business Performance Settings.
<b>Total Estimated Revenue on Outgoing Calls</b>	is the potential revenue opportunity on outgoing calls. This value is calculated based on the outgoing 'strike rate' as defined in System Settings > Business Performance Settings.
<b>Total Talk Time:</b>	The total length of time talking on a call.
<b>Unreturned Missed Calls:</b>	Unreturned missed calls are unanswered calls that have not yet been returned. Once the call has been returned it will no longer appear on a report as unreturned missed.
<b>X/U:</b>	An <b>internal call</b> that is <b>not answered</b> .