VOICE ANALYTICS

v2.1

Report Statistics
Quick Reference

MOMENTUM
T E L E C O M

POWERED BY AKIXI

STATISTICS LIST

Introduction

This document lists the statistics supported by each different report available within the Service at each license level. Statistics available only when a specific product licensing variant is used are colored as shown within the following table:

Licenses	Report / Statistic Available In…	Highlight Colour
Lite Presence PLUS PRO	Any License	[None]
Lite PLUS PRO	All Except Presence	**Green**
Presence PLUS PRO	Presence & Above	**Blue**
Presence PRO	Presence & PRO Only	**Red**
PLUS PRO	PLUS & PRO	**Purple**
PRO	PRO Only	**Orange**

Special notes and exceptions that are applicable to specific telephone system types are indicated with footnotes, which are listed at the end of the document.

Statistics List

Note that Presence users are only able to view the "Extension List" & "ACD Agent List" reports in BLF display mode. When shown in detailed table view, all statistic fields that would not otherwise be displayed on-screen using the BLF display mode (usually all fields from and after columns 3), will show as "**[Unlicensed]**".

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List*	Hunt Group List*	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log*	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage	
Cumulative Call Statistics																			
Total Calls	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Total Answered	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls In	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls In Answered	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls In Abandoned	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls Out	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls Out Answered	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls Out Unanswered (Calls Failed)	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Calls Overflowed Off	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List *	Hunt Group List *	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log *	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage
Calls Overflowed In	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Calls Advanced	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Inbound Calls (Service)	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Answered <= 10s (Service)	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Answered <= 15s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
15s < Answered <= 30s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
30s < Answered <= 60s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
60s < Answered <= 90s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
90s < Answered <= 120s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
120s < Answered <= 300s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Answered > 300s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Abandon Time	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Answer Time (In)	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Answer Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Call Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Call Time (In)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Call Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Held Time	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Ring Time (In/Out)	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Waiting Time	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Ring Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Talk Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Talk Time (In)	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Avg Talk Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Max Call Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Max Held Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Max Ring Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Max Talk Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Max Wait Time	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Call Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Call Time (In)	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Call Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Held Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Ring Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Ring Time (In)	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Ring Time (Out)	✓	✓	✓	✓q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗
Total Talk Time	✓	✓	✓	✓q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List	Hunt Group List	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage	
Total Talk Time (In)	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Total Talk Time (Out)	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Advanced Calls	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
% Inbound Abandoned	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Inbound Answered	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Inbound Calls	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Outbound Answered	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Outbound Calls	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Overflowed Off	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Service Level	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Answered <= 15s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
15s < % Answered <= 30s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
30s < % Answered <= 60s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
60s < % Answered <= 90s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
90s < % Answered <= 120s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
120s < % Answered <= 300s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Answered > 300s	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Total Unmonitored	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Unmonitored	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Ended On-Hold	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
% Ended On-Hold	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Trunk-Trunk Calls [3,c,m]	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Trunk-Trunk Talk Time [3,c,m]	✓	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Real Time Call Statistics																			
Active Calls	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Answered Now	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Held Calls Now	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Outbound Alerting	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Waiting Now	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Longest Call Now	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Longest Held Now	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Longest Talking Now	✓	✓	✓	✓ q	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Longest Ringing Out Now	✓	✓	✓	✓ q	✗	✗	✗	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Longest Waiting Now	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List*	Hunt Group List*	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log*	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage	
Trunk-Trunk Active [3,c,m]	✔	✗	✗	✗	✗	✗	✔	✔	✔	✔	✔	✔	✗	✔	✗	✔	✗	✗	
Trunk-Trunk Active Talk Time [3,c,m]	✔	✗	✗	✗	✗	✗	✔	✔	✔	✔	✔	✔	✗	✔	✗	✔	✗	✗	
DND (Do-Not-Disturb) Statistics																			
In DND Off [p]	✔	✗	✗	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
In DND On [p]	✔	✗	✗	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Tot DND Off Time [p]	✔	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Tot DND On Time [p]	✔	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Avg DND Off Time [p]	✔	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Avg DND On Time [p]	✔	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
In DND State For [p]	✗	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
First DND Off Time [p]	✗	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
First DND On Time [p]	✗	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Last DND Off Time [p]	✗	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Last DND On Time [p]	✗	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Real-Time ACD Statistics																			
Current Time On Duty	✗	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Total Time On Duty	✔	✔	✔	✔	✗	✗	✗	✗	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	
Time In Status	✗	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents Logged In	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents Available	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents Busy	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents Not Available [3]	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents Alerting	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents DND [1,2,4]	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents Wrap-Up [2]	✔	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents N/A Code None [1,2,3,o]	✔	✗	✗	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents N/A Code Other [1,2,3,o]	✔	✗	✗	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agents N/A Code 01 [1,2,3,o] Agents N/A Code 02 … Agents N/A Code 10	✔	✗	✗	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Not-Available Usage Count [1,2,3,o]	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✔	
Cumulative ACD Statistics																			
Logged In At	✗	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Logged Out At	✗	✔	✔	✔	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List*	Hunt Group List*	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log*	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage	
First Log In	✗	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Last Log Out	✗	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Time In Available	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Time In Busy	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Time In Not Available [3]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	
Time In Alerting	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Time In DND [1,2,4]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Time In Wrap-Up [2]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Tot N/A Code None [1,2,3,o]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Tot N/A Code Other [1,2,3,o]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Tot N/A Code 01 [1,2,3,o] Tot N/A Code 02 … Tot N/A Code 10	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Tot Handling Time	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg Time In Available	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg Time In Busy	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg Time In Not Available [3]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✓	
Avg Time In Alerting	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg Time In DND [1,2,4]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg Time In Wrap-Up [2]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg N/A Code None [1,2,3,o]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg N/A Code Other [1,2,3,o]	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg N/A Code 01 [1,2,3,o] Avg N/A Code 02 … Avg N/A Code 10	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Avg Handling Time	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	
Min Not-Available Time [1,2,3,o]	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	
Max Not-Available Time [1,2,3,o]	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	
Not-Available Usage Count [1,2,3,o]	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	
Financial Statistics																			
Waiting Call Value	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Abandoned Call Cost	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Inbound Answered Value	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Outbound Answered Value	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	
Total Answered Value	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✗	✗	

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List*	Hunt Group List*	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log*	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage
Unreturned Call Cost	×	×	×	×	✔	×	×	×	×	×	×	×	×	×	×	×	×	×
Waiting Call Value	×	×	×	×	×	×	×	×	×	×	×	×	×	×	✔	×	×	×
Answered Call Value	×	×	×	×	×	×	×	×	×	×	×	×	×	×	✔	×	×	×
Live Call Value	×	×	×	×	×	×	×	×	×	×	×	×	×	×	✔	×	×	×
Avg Order Value (In)	✔	✔	✔	✔	✔	×	✔	✔	✔	✔	✔	✔	×	✔	✔	✔	×	×
Avg Order Value (Out)	✔	✔	✔	✔	✔	×	✔	✔	✔	✔	✔	✔	×	✔	✔	✔	×	×
Strike Rate (In)	✔	✔	✔	✔	✔	×	✔	✔	✔	✔	✔	✔	×	✔	✔	✔	×	×
Strike Rate (Out)	✔	✔	✔	✔	✔	×	✔	✔	✔	✔	✔	✔	×	✔	✔	✔	×	×
Avg Call Value (In)	✔	✔	✔	✔	✔	×	✔	✔	✔	✔	✔	✔	×	✔	✔	✔	×	×
Avg Call Value (Out)	✔	✔	✔	✔	✔	×	✔	✔	✔	✔	✔	✔	×	✔	✔	✔	×	×
Call/Device Properties																		
Status (Icon)	×	✔	✔	✔	✔	✔	×	×	×	×	×	×	✔	×	✔	×	×	×
Status (Description)	×	✔	✔	✔	✔	✔	×	×	×	×	×	×	✔	×	✔	×	×	×
Active Call Tel No	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Tel No Description	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Tel No Calling	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Tel No Calling Description	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Tel No Called	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Tel No Called Description	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call DID Digits	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call DNIS Description	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Device Calling	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Device Calling Description	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Extension Calling [1,2,3]	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Device Called	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Device Called Description	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Extension Called [1,2,3]	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Account Code [1,2,i,j]	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Account Code Description [1,2,i,j]	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Direction	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Ring Time	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×
Active Call Talk Time [m]	×	✔	✔	×	×	×	×	×	×	×	×	×	×	×	×	×	×	×

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List*	Hunt Group List*	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log*	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage
Active Call Time	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Device	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✓	✗	✗
Extension [1,2,3]	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✓	✗	✗
ACD Agent	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
ACD Agent Extension [1,2,3]	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
ACD Status Change Time	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
ACD Hunt Group(s) [1]	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
ACD Group Name(s) [1]	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
ACD Sign In Count	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
Not-Available Code [1,2,3,o]	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓
Not-Available Code Description [1,2,3,o]	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✓
BroadWorks Site/Group ID [1,2,3]	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
BroadWorks UserID [1,2,3]	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Department Name [r]	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Department Path [r]	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
DND State?	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
Object Identifier (OID) [1,2,4]	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Partition Identifier	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✗	✓	✓	✗	✗
Partition Name	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✗	✓	✓	✗	✗
System Number	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✗	✓	✓	✗	✗
System Name	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✗	✓	✓	✗	✗
Answered? [m]	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Returned At	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Call Type	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Call Segment Number	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Segment Start Reason	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Segment End Reason	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Distribution Start Time	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Segment Start Time	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Answer Time [m]	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
End Time	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Account Code [1,2,i,j]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗	✗	✗
Account Code Description [1,2,i,j]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗	✗	✗
Device Calling	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Device Called	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Device Offered	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Device Moved From	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗

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Extension Calling [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Extension Called [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Extension Offered [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Extension Moved From [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Tel No Calling	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Tel No Called	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Tel No Moved To	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Tel No Calling Description	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Tel No Called Description	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Tel No Moved To Description	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Agent Calling	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Called	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Offered	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Moved From	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Extension Calling [1,2,3]	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Extension Called [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Extension Offered [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Agent Extension Moved From [1,2,3]	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Ring Time	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Talk Time	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Call Time	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Held Time	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
DDI Digits [a]	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
DNIS Description	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
Tel No Description	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Miscellaneous Values																			
Current Date	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Current Date/Time (12h)	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Current Date/Time (24h)	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Current Time (12h)	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Current Time (24h)	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Diagnostic Values																			
CallID (Application)	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	
CallID (System)	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List*	Hunt Group List*	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By ½ Hour	Calls By Day	Calls By Week	Calls By Month	ACD/DND Activity Log*	Calls By Account Code	Active Call List	Trunk Interface List	External Content (Via URL)	ACD N/A Code Usage
ID (App Instance)	✕	✕	✕	✕	✓	✓	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕	✕	✕
ID (Database)	✕	✕	✕	✕	✓	✓	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕	✕	✕
ID (Time Sync)	✕	✕	✕	✕	✓	✓	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕	✕	✕
Segment Flags (Bits)	✕	✕	✕	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Segment Flags (Hex)	✕	✕	✕	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Segment Flags (Num)	✕	✕	✕	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
User's Endpoint Call Control (Real-Time Reports Only)																		
Make Call To [d]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Inquiry Transfer To [d]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Complete Transfer [n]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hold Current Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Retrieve Held Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Answer Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clear Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set DND On / Off [p]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Report Row Call Control (Real-Time Reports Only)																		
Call Now [d]	✕	✓	✓	✕	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Inquiry Transfer [d]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Complete Transfer [n]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Steal This Call [b]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Send Call To… [b]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Silent Monitor [d,e,f]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Forced Intrude [1,d,g,h] (Barge-In)	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Record Call [1,3,4]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Register Callback [3,4]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Set DND On / Off [p]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Answer Call	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Clear Call	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✓	✕	✕	✕
Set Available [l]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Set Wrap-Up [2,l]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Set Not-Available [3,l]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Not-Available Codes… [1,2,3,o]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Sign-In… [k]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕
Sign-Out… [k]	✕	✓	✓	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕	✕

Special Notes & Exceptions

No	Description
*	Note that the ACD group (call centre queue) monitoring scope within the Akixi Service is not affected by the call centre queue supervisor membership or ACD group configuration on the telephony platform. E.g. if a call centre ACD group is configured within the telephony platform with an associated supervisor user, which has assigned specifically ACD agents for that Supervisor, then this will be completely independent of what that particular supervisor user will see within their Akixi Service reports, since the latter is specifically managed through the Akixi Service's own concept of reporting permissions.
1	Not supported on the Siemens HiPath 3000 & OpenScape Office range of telephone systems.
2	Not supported on the Panasonic NCP/TDA range of telephone systems.
3	Not supported on the BroadSoft M6 telephony platform.
4	Not supported on the BroadSoft BroadWorks telephony platform.
a	"Call no" associated with first device (virtual station) routed-to is captured as DDI digits on the Siemens HiPath 3000 & OpenScape Office range of telephone systems.
b	Not supported for answered calls on the Panasonic NCP/TDA range of telephone systems.
c	Not supported for IP-trunk to IP-trunk calls on the Siemens HiPath 3000 telephone system.
d	Note that when using the BroadSoft BroadWorks platform, a temporary Click-To-Dial announcement call will be made to your currently configured endpoint location, which must be manually answered first in order to perform the requested call control action. However if you are using a Polycom endpoint configured for use without the Shared Call Appearance feature, then the requested call control action is performed directly.
e	On the BroadSoft M6 telephone server platform, a silent monitor operation can only be successfully performed when your extension has been configured as a supervisor on the telephony platform itself to allow silent monitoring of calls at the designated target device using feature code sequence "*51", without also requiring a challenge password to be entered.
f	When using the BroadSoft BroadWorks platform, a silent monitor operation can only be successfully performed when your extension has been configured on the telephony platform as a supervisor of a call centre group that is specifically assigned the Premium license, where the designated target device is also configured as an assigned agent against your associated supervisor entry. Your extension account on the BroadWorks platform must also be configured with both the "Call Centre Monitoring" & "Directed Call Pickup with Barge-in" services enabled too. However, the target device must be configured without the "Barge-in Exempt" service, or where this service is enabled the target device's "Call Control"⇨"Barge-In Exempt" setting within the BroadWorks native web provisioning portal should be specifically turned off. In order to test whether the telephony platform related configuration is correct, you should verify first whether a silent monitor operation can be performed manually from the designated supervisor's extension using feature code "#82".
g	On the BroadSoft M6 telephone server platform, a "Forced Intrude" operation can only be successfully performed when your extension has been configured as a supervisor on the telephony platform itself to allow silent monitoring of calls at the designated target device using feature code sequence "*53", without also requiring a challenge password to be entered.
h	When using the BroadSoft BroadWorks platform, a "Forced Intrude" (Barge-In) operation can only be successfully performed when your extension has been configured on the telephony platform with the "Directed Call Pickup with Barge-in" service enabled, which is only available for use when the BroadSoft "Premium Enterprise" license feature pack has been previously applied to the platform. However, the target device must be configured without the "Barge-in Exempt" service, or where this service is enabled the target device's "Call Control"⇨"Barge-In Exempt" setting within the BroadWorks native web provisioning portal should be specifically turned off. In order to test whether the telephony platform related configuration is correct, you should verify first whether a barge-in operation can be performed manually from the designated extension using feature code "*33".
i	On the BroadSoft M6 telephone server platform, billing codes are captured by the application as account codes when entered in over active calls - However, this only works when the platform is configured to allow billing codes to be specified by endpoint users pressing the Transfer button, dialling feature code sequence "*02" followed by the specified billing code, and then completed by dialling "#". Additionally, billing codes entered directly using an endpoint's "Billing" button are not captured. Note that the application doesn't capture "forced" account or authorisation codes permanently configured against endpoint users. Also, only the last entered billing code is captured on any particular call segment. Matching descriptions are only shown for billing codes within the "Account Code Description" fields when the Administrator has manually configured the application to recognise codes utilised within the corresponding telephony environment.
j	On the BroadSoft BroadWorks telephone server platform, call disposition codes are captured by the application as account codes when entered in over answered ACD calls using the BroadWorks Call Centre Agent application. Additionally normal account codes are also captured, but the BroadWorks telephony platform only reports them when they are specified by extension users in a certain way. Endpoint users must enter them in as "optional" codes before the start of the call, or press the Transfer button on an active call, then dial feature code "*71" followed immediately by the specified account code, before going off-hook and optionally completing dialling by pressing "#". In order for codes to be captured at the start of calls, the code should first be accepted by telephony platform where the corresponding phone generates a "Code Accepted" audio message and subsequently generates a dial-tone, before the user actually dials the target telephone number (e.g. the user would dial "*71123#" or "*71123" to specify account code "123", wait for the audio message, and then dial the target telephone number). Forced or mandatory account or authorisation codes entered in before the start of calls are not reported to the application by the BroadWorks telephony platform. Note that only the last entered call disposition or account code is actually captured on any particular call segment. Call disposition codes are also only supported for agents & ACD groups, which are both using the Premium Call Centre license.
k	BroadSoft BroadWorks telephone server platform Release 17sp4 or higher is required.
l	On the BroadSoft BroadWorks platform, it isn't possible to specifically set an agent's ACD state unless the corresponding agent is configured for use with the Standard or Premium Call Centre license.
m	On the BroadSoft BroadWorks platform, when an inbound external trunk call is subsequently diverted to another external location, then the call is immediately modelled as answered, irrespective of whether the destination's distant end has answered their side of that call. When an inbound external trunk call is routed to a DNIS Number assigned to a Premium Call Centre Queue, where the call is also subsequently diverted to another external location, then the corresponding call is temporarily modelled as a trunk-to-trunk call for approximately 2 seconds after which the Akixi Service's representation of the call is terminated completely.
n	On the Panasonic NCP/TDA range of telephone systems, the "Complete Transfer" action can only successfully be executed when the user's associated endpoint has an existing held call, which was specifically placed on-hold using either a previous "Inquiry Transfer" action, or by manually pressing the Transfer button on the physical phone itself. Note that when the original call designated for transfer was originally placed on-hold using either the "Hold Current Call" action, or by manually pressing the physical phone's Hold button, then a subsequent transfer completion operation will always fail.
o	When using the BroadSoft BroadWorks platform, Not-Available reason codes are only supported for call centre ACD agents using the Standard or Premium license. The Telephony Provider must have also configured a list of pre-determined reason code values within the underlying telephony platform configuration.

	Additionally, not all phone endpoint types support agents manually entering in ACD Not-Available reason codes, although the endpoint type does not actually limit the use of the application's inbuilt "Not-Available Codes..." call control action. For example, a Polycom SoundPoint IP 550 endpoint running firmware version 3.0.0 (and above) supports this feature, although the Telephony Provider must still appropriately configure the phone accordingly. To verify if your phones support the use of ACD Not-Available codes, write down your endpoint manufacturer, model number, and firmware version, and refer these details to your Telephony Provider.
p	For BroadSoft BroadWorks telephony environments, DND (do-not-disturb) state of the underlying Extension User accounts is specifically set & measured, as opposed to the "local" DND state at the corresponding phone endpoints. In order to properly capture & measure DND state, the Telephony Provider should appropriately configure the corresponding phone endpoints to synchronise their local DND & forwarding state with the BroadWorks server-side. However, most Telephony Providers will often not support DND state endpoint synchronisation when the Shared Call Appearance feature is also being utilised by an Extension User. The DND state of an underlying Extension User account can always be set anyway using feature codes, usually "*78" to turn DND on and "*79" to disable DND, although the specific feature codes employed should be obtained from the Telephony Provider.
q	Outbound calls are only included in statistic calculations for Hunt Group List reports when the "Include Calls For Group Device Members" setting is turned on against the corresponding report within the Advanced tab of the Report Properties window.
r	For BroadSoft BroadWorks telephony environments, the "Department Name" and "Department Path" statistics will display values based on the BroadWorks Department that the corresponding device or agent is configured as a member of within the underlying telephony platform. These values are retrieved from the BroadWorks platform when the associated Partition is synchronised. For all other telephony systems/platforms, these statistics can instead be used to show a Department value that can be manually specified for each device or agent within the administration area of the application.