CALL REPORTING

REPORT STYLES 101

MOMENTUM

POWERED BY **AKIXI**

CALL REPORTING **LITE**

(Historical Reporting)
Default Reporting Styles Included at This Service Level:

Calls by 1/2 Hour Interval

This report style is useful for viewing general call trends over different times of the day in ½ hour increments. LITE permits use for historical reporting. The call statistics display as a list of ½ hour intervals that exist within the date/time duration defined for the report. If multiple days are defined, a single ½ hour interval is displayed to represent all calls occurring within that specific interval on the days included. Data sorting is configurable.

Calls by 1/2 Hour + Day

This report style is useful for comparing the call traffic occurring in ½ hour periods across completely different days. LITE permits use for historical reporting. The call statistics display as a list of ½ hour intervals that exist within the date/time duration defined for the report. If multiple days are defined, a single ½ hour interval is displayed to represent all calls occurring within that specific interval on the days included. Data sorting is configurable

Calls by Day

This report style provides call statistics listed in daily intervals for the date/time duration defined for the report. LITE permits use for historical reporting. This report can be run against any historical date/time range option. Data sorting is configurable.

Calls by Day of Week

This report style provides call statistics within the starting and ending duration that the corresponding report is run against.
LITE permits use for historical reporting only, and it can be run against any historical date/time range option, however it is generally not particularly useful to run it for the "Today" or "Yesterday" duration options, as the corresponding report will then only show statistics for the particular day. Data sorting is configurable.

Calls by Week

This report style generates call statistics listed in weekly intervals for the date/time duration defined for the report. LITE permits users to use this for historical reporting. Data sorting is configurable.

Calls By Month

This report style lists call statistics by monthly intervals within the date/time range defined for the report. LITE permits use for historical reporting. This report can be run against any date/time range, however, reports run across long intervals may take several minutes to return results depending on the amount of call traffic generated on the telephone system within that period. Data sorting is configurable.

Calls By Tel No

This report style displays call statistics by the telephone numbers of the originating (calling) and receiving (called) parties. LITE permits use for historical reporting. How the corresponding report actually groups and collates statistics by telephone number is specifically affected by the value of the Call Type / Direction settings defined for the report. Data sorting is configurable.

Dashboard

View multiple reports on one screen. There is no limit on the number of dashboard views that can be created.

Historic Call List

This report style is useful for reviewing the full history of call activity. It generates a list of historical call records including the call segments. The list may display one or more entries for the same underlying call to include each segment of the call as they were transferred or diverted between different locations in the telephone system. This report can be run against any historical date/time range.

Trunk Interface List

This report style offers call statistics as a list of the application's configured trunk device and trunk gateway devices. LITE permits use for historical reporting. Data sorting is configurable.

External Content

(Via URL) This reporting option allows LITE users to include external content (using a configured URL for a publicly available web site) in reporting data. LITE permits use for historical reporting. Manual refresh to update external content data is required. (Note: Use with caution to mitigate security risks.)

CALL REPORTING **PLUS**

(Historical and Live Reporting)
Default Reporting Styles Included at This Service Level:

Calls by 1/2 Hour Interval*	Calls by 1/2 Hour + Day*
Calls by Day*	Calls by Day of Week*
Calls By Month*	Calls by Week*
Dashboard	Calls By Tel No*
Historic Call List**	Trunk Interface List*
External Content	

* For PLUS: Enhanced with Real-time/Active call reporting settings that include dynamic row highlighting for currently Alerting or Answered calls.

** For PLUS: Enhanced with Real-time/Active date/time settings, and when used, automatically appends newly ended segments of active calls to the end of the generated report output as the segments terminate on the telephone system.

AND

Desktop Wallboard

This report style provides an extremely useful LIVE summary of overall business or call center performance. Real-time statistics are displayed in large individual tiles, where each statistic can have a specifically configured Alarm, and almost all numeric statistics can be configured to be displayed as dashboard instrument graphics. This report style is often used to display continuously updating data on a large screen to show key call handing metrics to phone users, team leaders, and managers.

Active Call List

This report style is used in conjunction with the "Real-Time" date/time option ONLY. The generated report content provides a live list of the active calls on the telephone system, with dynamic row highlighting when an active call is currently alerting a device, is answered, or queueing at a hunt group. Data sorting is configurable.

Calls by DID

This report style generates listed call statistics for the telephone numbers that external callers dialed in order to connect to devices or groups on the telephone system if the inbound trunk line DID digit information was provided to the telephone system by the network provider. Dynamic row highlighting can be displayed for currently Alerting or Answered DID calls in real-time. Note: On Siemens HiPath telephone system platforms, the "Call no" (i.e. the target device routed to for the corresponding DID telephone number) displays rather than the exact digits of the called telephone number itself. Data sorting is configurable.

Extension List

This report style generates a table-style list of call statistics for all internal devices, excluding Trunk and Hunt group devices. Dynamic row highlighting shows individual device call states when run using the "Real-Time" date/time option. Data sorting is configurable.

Unreturned Lost Calls

This report style is most useful for collecting continuously updating real-time data on inbound abandoned call activity. It displays a list of external inbound abandoned calls (where a valid calling telephone number was received from the network provider by the telephone system). Abandoned calls where a subsequent return call to the outside party has been successfully made, or where the external party has then called in again and been successfully answered, are removed from the generated list automatically. Data sorting is configurable.

MOMENTUM

POWERED BY **AKiXi**

CALL REPORTING **PRO**

(Historical and Live Reporting)
Default Reporting Styles Included at This Service Level:

Calls by 1/2 Hour Interval*	Calls by 1/2 Hour + Day*
Calls by Day*	Calls by Day of Week*
Calls By Month*	Calls by Week*
Historic Call List**	Calls By Tel No*
External Content	Dashboard
Active Call List	Desktop Wallboard
Extension List	Calls by DID
Trunk Interface List*	Unreturned Lost Calls

* For PRO: Enhanced with Real-time/Active call reporting settings that include dynamic row highlighting for currently Alerting or Answered calls.

** For PRO: Enhanced with Real-time/Active date/time settings, and when used, automatically appends newly ended segments of active calls to the end of the generated report output as the segments terminate on the telephone system.

AND

ACD Agent List

This report style generates real-time (or historical) call statistics for ACD agents in a table, with dynamic row highlighting for individual device and ACD call status activity when run for "Real-Time" data collection. Data sorting is configurable.

ACD / DND Activity Log

This report style generates a list (historic or real-time) of ACD sign-in, sign-out, and other ACD status change instances and activity performed by ACD agents. The reporting style can be run against any date/time option. And, when the report is run for the "Real-Time" date/time option, newly performed ACD state changes are automatically appended to the end of the generated report output as they occur on the telephone system.

ACD N/A Code Usage

This report style displays listed statistics of ACD NA ("Not-Available") reason code usage activity for ACD agents. Dynamic row highlighting is supported when run for real-time and updates status changes for ACD agents that are currently in the Not-Available ACD state.

Calls By Account Code

This report generates listed statistics on pre-defined "code" usage/activity for calls to/from the telephone system. This is useful for determining how often important "codes" are used. Dynamic row highlighting is supported in Real-time, based on whether calls that have previously had the corresponding account entered in against them are currently Alerting or Answered. Data sorting is configurable. (Note: The "Codes" or data types that may be defined for collection are System-dependent and vary depending on the platform.)

Hunt Group List

This report is useful for reviewing and managing Hunt Group performance. It generates a table listing the call statistics for all included hunt group/ACD devices. The report has two modes of statistics calculation based on whether it is run for *Group Members Not Included* (default - useful when comparing the inbound performance for calls distributed to and/or queued at multiple hunt groups and/or ACD queue devices) or *Group Members Included* (useful when comparing the inbound and outbound performance for teams using individual extensions or ACD agent devices.) Data sorting is configurable.

MOMENTUM

POWERED BY **AKiXi**

CALL REPORTING **PRESENCE**

(Limited Reporting) Default Reporting Styles Included at This Service Level:

ACD Agent List*   Extension List*

Historic Call List**   External Content

* For PRESENCE users: when running the ACD Agent List and Extension List reports using the "Detailed Table View" display mode, all statistic fields that would not otherwise be displayed on-screen using the BLF display mode (usually all fields from column 3 on), will show as "[Unlicensed]", since PRESENCE does not grant access to that data.

** For PRESENCE users: This report displays call activity for the user's associated endpoint location.