Call Reporting

There are 2 types of Call reporting available, Basic Call Reporting and Enhanced Call Reporting. Basic Call Reporting: This offers the Administrator to download call logs as raw CSV data Enhanced Call Reporting: This offers the Administrator, a Call Summary in the form of graphs, and the ability to create different types of scheduled call reports and have them sent automatically by email. This enhanced service is in addition to the raw CSV data offered by Basic Call Reporting.

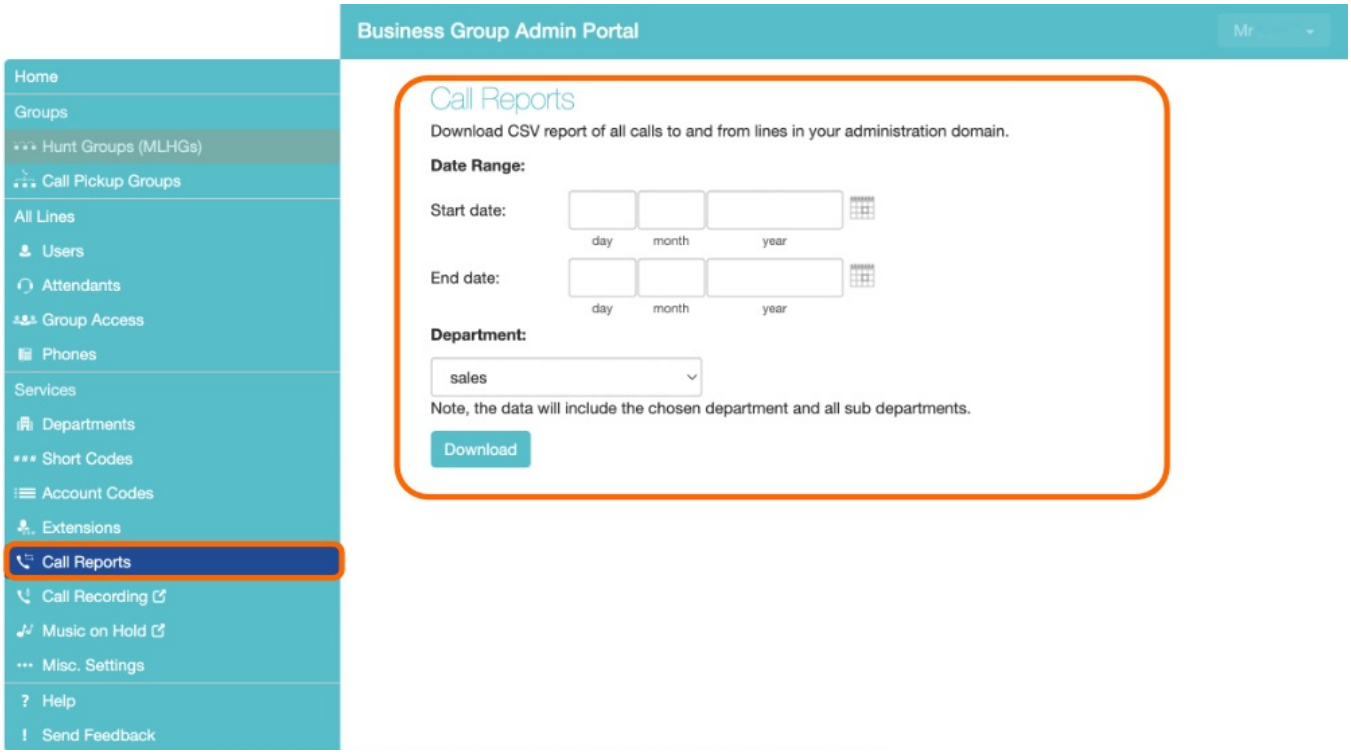
- Basic Call Reporting
- Enhanced Call Reporting

Basic Call Reporting

INFO: Basic Call Reporting offers the raw calls in CSV format containing details of all calls made (up to 1 mo time) to and from the lines within your Business Group. This includes calls to MLHGs within the Business Grou department. The reports can be filtered by date and department.

To access Call Reports you will first need first need to be **Admin** to log onto the **CommPortal BG Admin** interface https://commportal.connectbetter.net/bg

Once logged in, from the left hand menu click on **Call Reports**. This will display a page similar to the following:

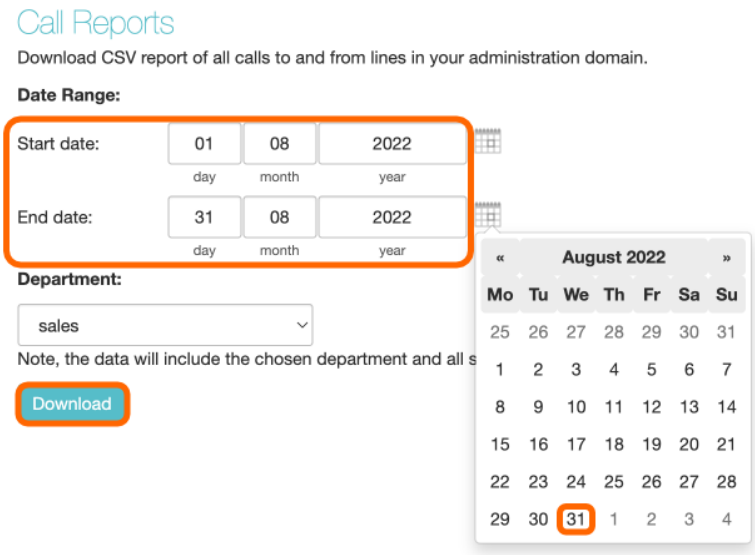


On this screen, the BG Admin can

- Request a report in CSV format containing the logs of all calls made (up to a month at a time) to and from lines within their administration domain (whole business group or department and sub-departments), including calls to MLHGs within the Business Group or department
- Filter call logs specifying a date range, and/or by department if the Business Group has them.
  Error messages are displayed if any of these filters are set to incorrect values. The CommPortal will validate these filters once the Download button is clicked, and then display a dialog box while the report downloads. The BG Admin cannot access the main page or navigate to another page during this process, although they can cancel the operation.
- You can then import these call logs into other programs, for example Microsoft Excel, for analysis and further processing. When using Microsoft Excel, you should use the Import Data menu option and change the data format of all telephone number columns to text to ensure that the telephone numbers in the call logs are displayed correctly.

To download call logs:

Choose a date that is no longer than one calendar month or 30 days if spanning 2 months.



You can also select a **Department** if applicable. Click on **Download** to save the CSV file to your computer.

Exported CSV Format:

The CSV file will be labeled as **bgcalllogs.csv** Each call log is represented as a line in the exported CSV file. Each line shows the fields in the order listed below. When the field is not applicable, it will be empty in the CSV report. Field headings are as noted below:

- **Date**: This is the date when the call was initiated, converted to the Business Group administrator's local timezone. Its format is either dd/MM/yyyy.
- **Time**: This is the time when the call was initiated, converted to the Business Group administrator's local timezone. Its format is HH:MM:SS (24h format).
- Call Type: This is one of "Originating", "Terminating" or "Intra BG".
- **Calling Number**: The calling party number, without any formatting.
- **Calling Extension**: The extension number of the calling party. This is only applicable when the calling party is a Business Group line with an extension configured.
- **Calling Department**: The full name of the department of the line that originates the call (i.e. including hierarchy, using a '/' delimiter). This is only applicable when the calling party is a Business Group line that is a member of one department. This means that if the line is not assigned to any department or if the Business Group does not support departments, this field will be empty.
- **Called Number**: The called party number, without any formatting.
- **Called Extension**: The extension number of the called party. This is only applicable when the called party is a Business Group line with an extension configured.
- **Called Department**: The full name of the department of the line that receives the call (i.e. including hierarchy, using a '/' delimiter). This is only applicable when the called party is a Business Group line that is a member of one department. This means that if the line is not assigned to any department or if the Business Group does not support departments, this field will be empty.
- **Call Connected**: Whether the call has been successfully connected. One of 'Yes' and 'No'.
- **Duration**: This is the total time the call was connected (if it was successfully connected or zero otherwise). The format is HH:MM:SS.
- **Queuing Time**: This is the time elapsed since the call was initiated until it was successfully connected (if successfully connected, otherwise this will be empty). The output format is HH:MM:SS. A call is considered successfully connected when it is connected to a Business Group line. Alternatively if the call never connects, then the call connect time is when the caller begins to hear Music on Hold (if available).
- **Account Code**: The account code (with any entered leading zeroes), if applicable, without any formatting.
- **Carrier Code**: The carrier selected for the call (with any entered leading zeroes), if applicable, without any formatting.

Enhanced Call Reporting

> **INFO:** If you only see the **Basic Call Reports** page **Enhanced Call Reporting** may not be configured for y account. Please contact you service provider for further information.

To access Call Reports you will first need first need to be **Admin** to log onto the **CommPortal BG Admin** interface https://commportal.connectbetter.net/bg

Once logged in, from the left hand menu click on **Call Reports**. This will display a page similar to the following:



The Call Reports page has 3 sections:

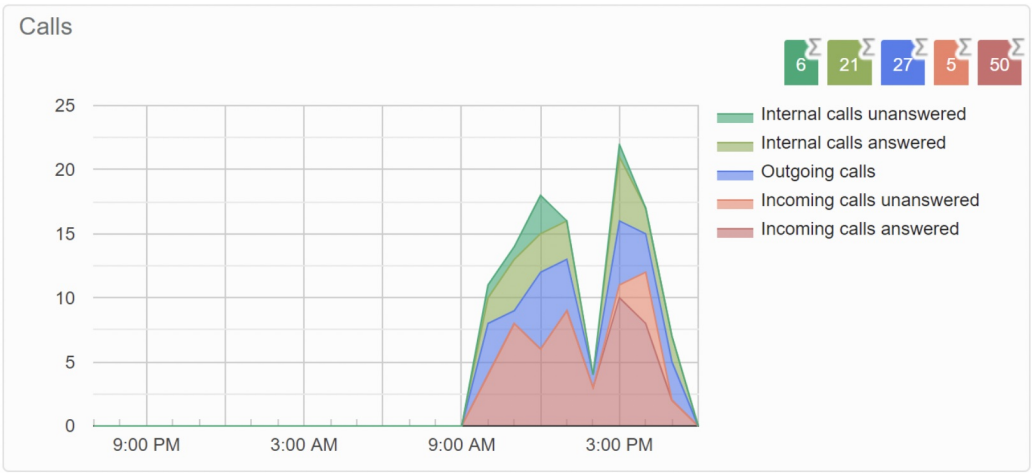
- **Summary:** This will display the following graphs Calls, Average Call Duration and Average Alerting Duration.
- **Reports:** From here you will be able to create and schedule custom reports
- **Download Logs:** This will allow you to download the raw call logs in csv format.

Call Reports: Summary

This page shows the following 3 graphs based on your calls. **Calls, Average Call Duration and Average Alerting Duration.**

Calls:

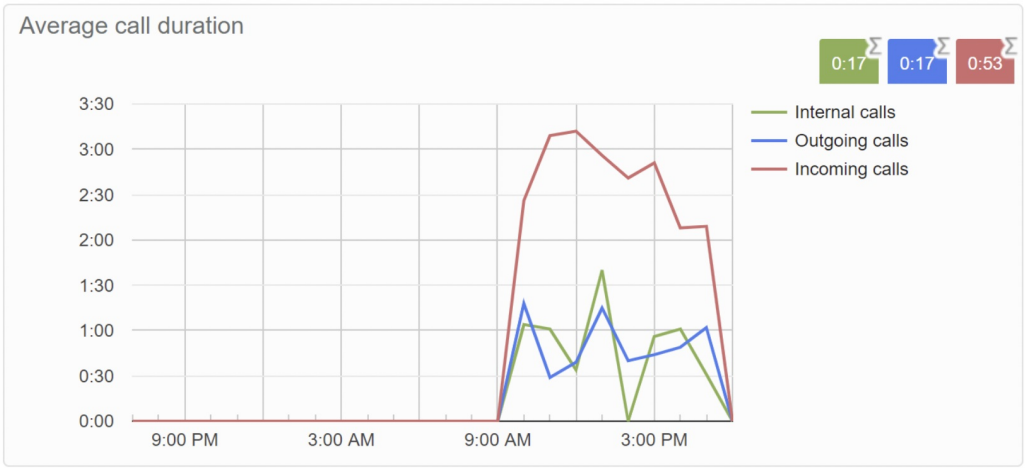
This shows the number of incoming, internal and outgoing calls.



In this example we can see the distribution of calls throughout the working day, with a dip around lunchtime. There is a spike in unanswered incoming calls mid afternoon that should be investigated as these could result in lost business.

Average Call Duration:

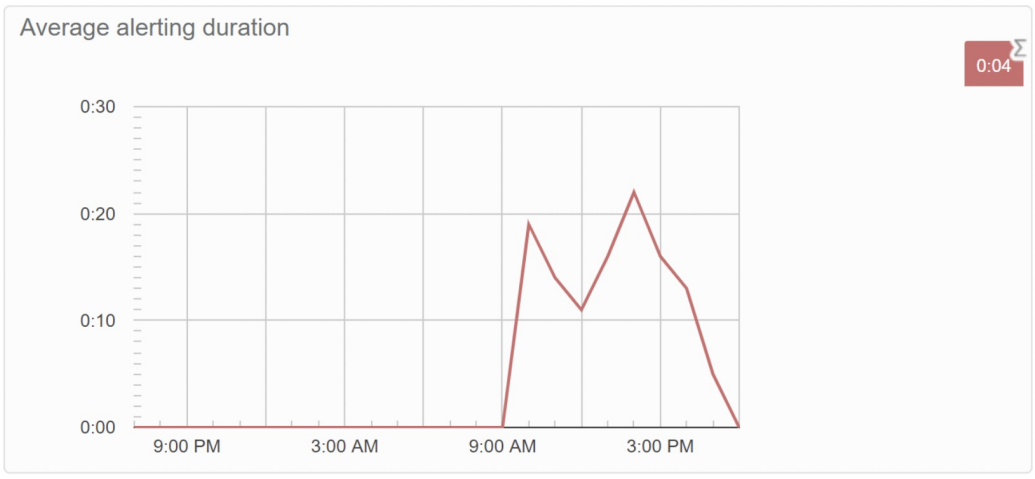
This shows the average call duration for incoming, internal and outgoing calls.



In this example we can see the distribution of call duration throughout the day with incoming calls lasting significantly longer to other calls, but tending to be resolved quicker in the afternoon than in the morning.

Average Alerting Duration:

This shows the average alerting time for incoming calls.



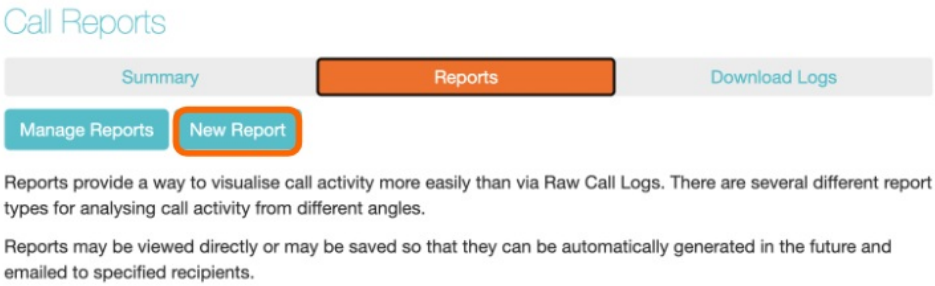
In this example we can see the distribution of alerting duration throughout the day, with callers waiting the longest for their calls to be answered first thing in the morning and in the early afternoon. Callers who wait too long for their calls

to be answered may hang up and this could result in lost business.

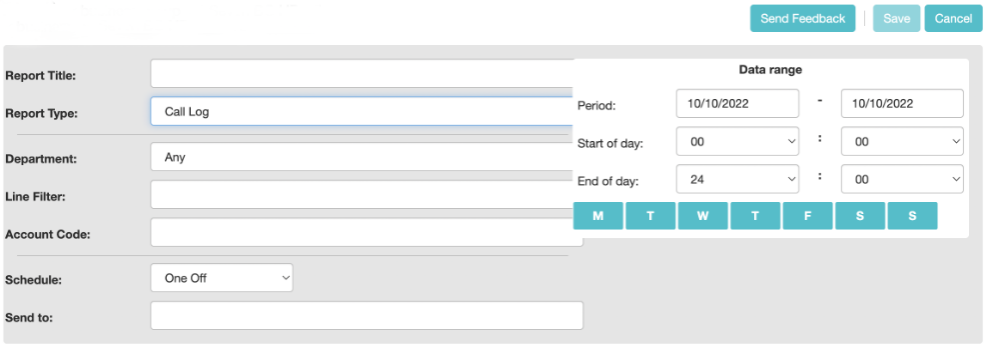
> **INFO: Please note that the graphs are not in real time. These are usually updated hourly.**

Call Reports: Reports

Clicking the Reports tab launches the following screen where **Administrators** can view existing scheduled reports or create new reports.



To create a new report click on **New Report.** This will then display the followings screen.



From here you can create a new report.

- Create a **Report Title** for you report
- Select a **Report Type**, use the drop-down to select the type of report from the following options:
  - **Account Statistics** - outbound call statistics, shown by account codes
  - **Call Duration Summary** - shows the length of incoming and outgoing calls
  - **Call Log** - detailed overview of calls, where DNs and Account codes (if applicable) are links when viewed in the CommPortal BG Admin Portal to filter the report by that DN or Account code
  - **Frequent Caller Summary** - the DNs of callers who made the most incoming calls
  - **Frequently Called Summary** - similar to Frequent Caller Summary, but grouped and ranked using the target DN rather than the source DN
  - **Long Ringing Time** - contains any incoming calls that rang for longer than a configured threshold
  - **Missed Calls Summary** - shows a high level summary of incoming calls that were not connected (calls answered by an automaton, for example voicemail or an auto attendant count as connected)
  - **Missed Calls Detail** - shows all incoming calls that were not connected (calls answered by an automaton, for example voicemail or an auto attendant count as connected)
  - **Short Calls** - shows answered incoming calls that were shorter than a customisable threshold, set by default to 5 seconds, for example to indicate when a caller was connected to an auto attendant or a voicemail service and hung up without taking any further action
  - **Top Talkers** - call data for Subscriber lines including total and answered calls and data on call duration, ordered by total call duration
  - **Traffic by Day** - call data arranged by day
  - **Traffic by Hour** - call data arranged by hour
  - **Unreturned Calls Detail** - this is the same as Missed Calls Detail but minus any calls that were subsequently connected during the period of the report
  - **User Statistics** - data on calls and call duration by Business Group line
- Add additional filters the data by **Department**, **Line**, or **Account Code**

- If using a Line filter, the full DN must be used
- If you enter both a **Department** and a **Line**, and the **Line** is not in that **Department**, then this will match calls between that Line and anyone in the **Department**
- If you enter both a **Department** and an **Account Code**, this will match all calls from that **Department** using that **Account Code** - if the **Account Code** relates to a single customer, then this report would collate all outgoing calls from different lines to that customer.

- Select a **Date Range** for your report. Please note you can go back as far as **60 days**.

You can schedule the report as one of the following **One Off, Daily, Weekly or Monthly** enter a valid email addresses for recipients who should receive a copy of the report in **pdf** and **csv** format, before pressing the **Update Report** button to schedule the report.

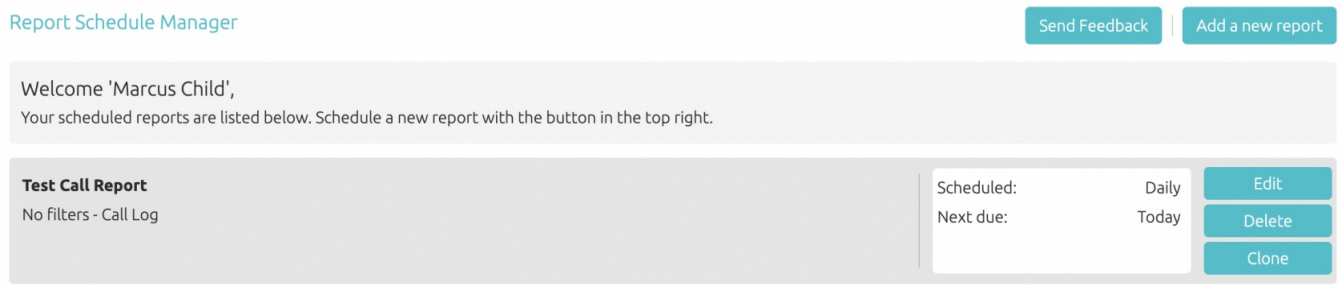
Click on **Update Report** to view you report.

Click **Save** in the right corner, to save the scheduled report and have it emailed. This will take you to **Report Schedule Manager** page.

INFO: Reports are usually emailed within a few hours of the end date and time for that report. If generating a One Off report for dates in the past 60 days this will usually be delivered within the Reports emails will always come from no-reply-user@voicemail.connectbetter.net. Please check or junk folders.

Report Schedule Manager

From **Call Reports**, click on **Reports** and then **Manage Reports.** If you have scheduled reports saved these will displayed here.



From here you will be able to **Edit, Delete or Clone** the report.

Click **Clone** button to create a new report that uses the same parameters and filters as the previous report of that type.

One Off reports will be removed once emailed.

Call Reports: Download Logs

Download Logs is same as **Basic Call Reporting** This offers the raw calls in CSV format containing details of all calls made (up to 1 month at a time) to and from the lines within your **Business Group**.