# Inbound Call Reporting



## Call Reporting

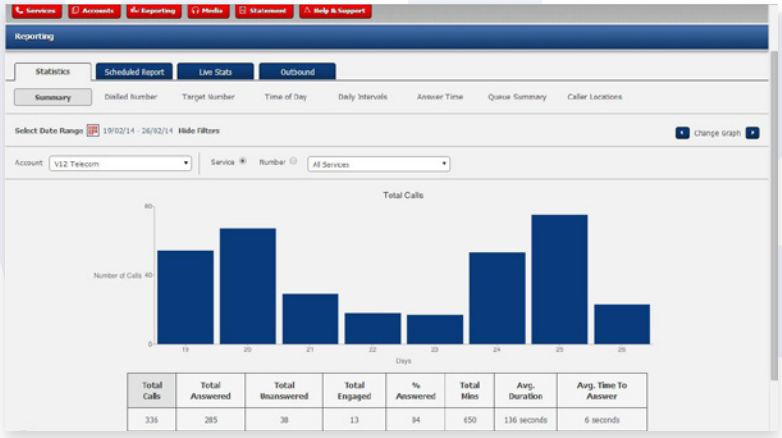
An essential service for maintenance, monitoring and training purposes, Online Call Statistics provide invaluable information detailing everything needed for the efficient management of your inbound traffic. Scheduled reports can be sent by email at daily, weekly or monthly intervals. CSVs may also be downloaded.

## Types of report

**Summary** will display all calls on whichever account you are logged into in a graphical form. The data is broken down as follows:

- Total Calls
- Total Answered
- Total Unanswered
- Total Engaged
- % Answered
- Total Minutes
- Average Duration
- Average Time to Answer

You can also select this Summary on a particular Service or Number, an individual account and a specific date range.

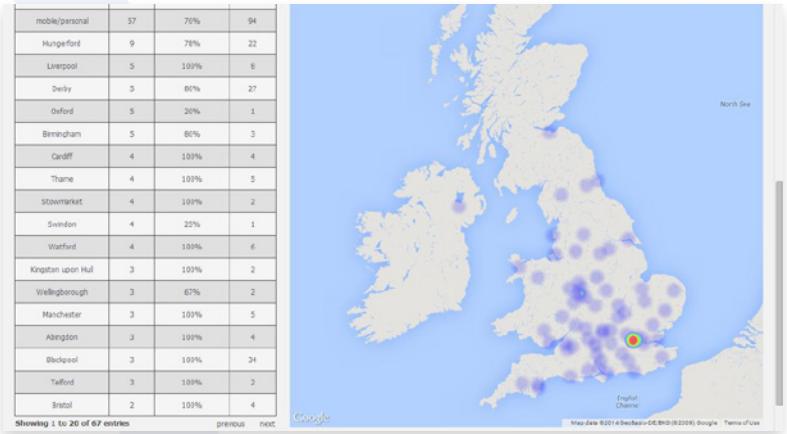



**Dialled Number** will display all the statistics on the dialled numbers in a list and you can also download the information in a pie chart.

**Target Number** will display all the statistics on the target numbers (destination numbers) in the same format as above.

**Time of day/Daily intervals/Queue summary** – Same as above.

**Caller Locations** shows data in a geographical form enabling you to see where most calls orginate from.



| | | | |
|---|---|---|---|
| mobile/personal | 57 | 70% | 94 |
| Hungerford | 9 | 78% | 22 |
| Liverpool | 5 | 100% | 8 |
| Derby | 5 | 80% | 27 |
| Oxford | 5 | 20% | 1 |
| Birmingham | 5 | 80% | 3 |
| Cardiff | 4 | 100% | 4 |
| Thame | 4 | 100% | 5 |
| Stowmarket | 4 | 100% | 2 |
| Swindon | 4 | 25% | 1 |
| Watford | 4 | 100% | 6 |
| Kingston upon Hull | 3 | 100% | 2 |
| Wellingborough | 3 | 67% | 2 |
| Manchester | 3 | 100% | 5 |
| Abingdon | 3 | 100% | 4 |
| Blackpool | 3 | 100% | 34 |
| Telford | 3 | 100% | 3 |
| Bristol | 2 | 100% | 4 |



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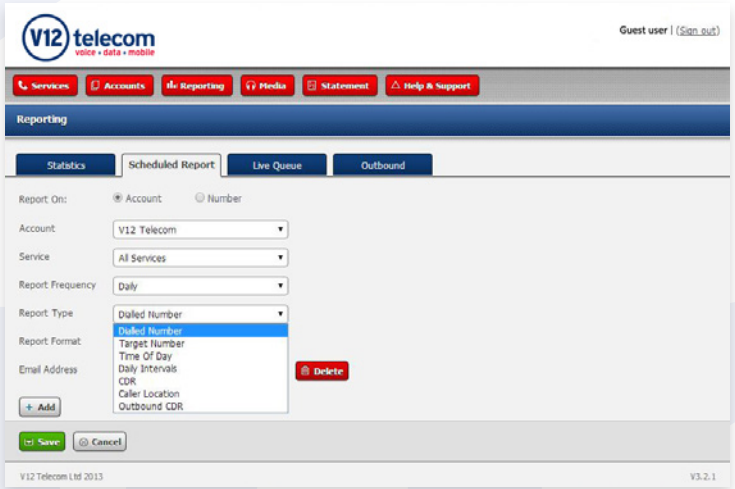
## Scheduled Reports

You can choose whether you want the report on a particular account or a particular number, you can also choose the report type.

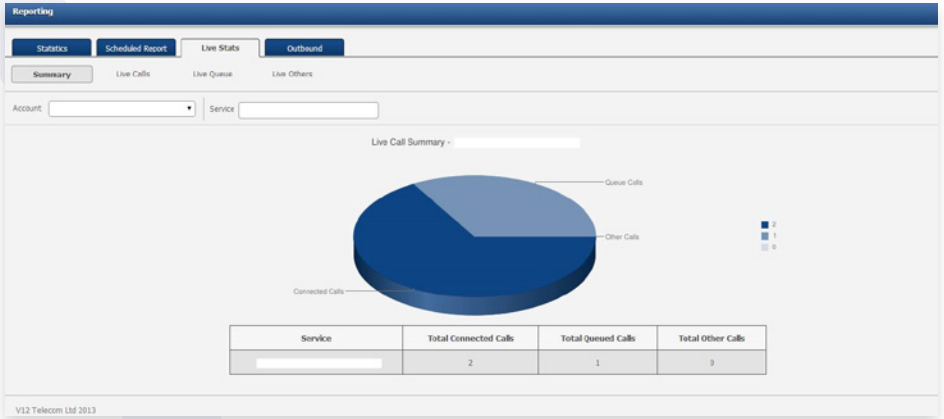


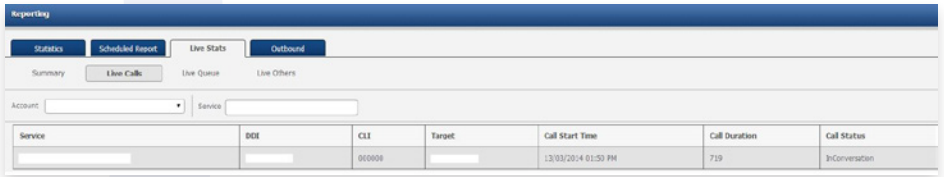

## Live Statistics

All the reports available in the Live Stats section refresh every 18 seconds. These pages do not time out and can easily be placed on a wall board so that all in the office can see the volume of calls currently being received.

We have enhanced our reporting package with the ability to report upon live calls. This includes information on both queued and connected calls and is accessible through the new tab now visible in the reporting section called Live Stats. Simply enter the reporting section of Number Manager and click on the Live Stats tab. Once a service has been selected from the drop down menu it will then be possible to see a dynamic screen which shows live data of calls that are currently in mid flow.

The Summary screen shows a pie chart which clearly demonstrates the number of calls into a particular service and where the calls are at that particular time. You can see from the example screen below that the Live Call Summary will display the amount of calls currently queued, connected or "Other" which includes calls currently ringing out, mid-menu in an IVR or listening to audio messages.

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