



Version 2.0.0.9

# AKIXI SAMPLE REPORTS



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# INTRODUCTION

The purpose of this document is to demonstrate the various report styles and functions across all Akixi service levels - Akixi 1000, 2000 and 3000 - as well as the Akixi mobile application.

Akixi wallboards are available across all service levels and provide a highly visual real-time overview of your team's performance against business KPIs.

# AKIXI REPORT MATRIX

## Report Styles

Please find below a table summarising the different report styles available within the Akixi Service:

			
Historic Call/Contact List	✓	✓	✓
Call/Contact Items By Half Hour Interval*	✓	✓	✓
Call/Contact Items By Day/Week/Month	✓	✓	✓
Call/Contact Items By Telephone No/ID	✓	✓	✓
Dashboard View	✓	✓	✓
Unreturned Lost Calls*	✓	✓	✓
Extension List*	✓	✓	✓
Trunk Interface List	✓	✓	✓
Call/Contact Items By DDI/ID	✓	✓	✓
Active Call/Contact List	✓	✓	✓
Wallboard*	✓	✓	✓
External Content (Via URL)	✓	✓	✓
Hunt Group List*		✓	✓
ACD Agent List*		✓	✓
ACD/DND Activity Log		✓	✓
ACD N/A Code Usage		✓	✓
Call/Contact Items By Account Code		✓	✓



Reports marked with (\*) are available on the Akixi mobile application.

Omnichannel statistics are only available with the Akixi 3000 license level.

The BLF Extension List, BLF ACD Agent List and Historic Call List can be viewed in BLF view via an Akixi Presence licensed account.



# HISTORIC CALL/CONTACT LIST



See the details of every monitored contact item and search for specific records by criteria

S	STARTED (DIST)	RING (DIST)	TALK TIME	SEG	DEV (CLG)	TELNO (CLG)	DEV (CLD)	TELNO (CLD)	DEV (OFF)	DEV NAME (OFF)	ANS	TYPE
✓	24/09/2019 23:58:22	00:00:18	00:01:24	1/1	[Trunk]	03670877853	404	01234567404	110	Joshua Goldman	Yes	Ext/In
✓	24/09/2019 23:58:46	00:00:42	00:00:42	2/2	[Trunk]	08813931787	405	01234567405	123	Samuel Day	Yes	Ext/In
✓	24/09/2019 23:57:10	00:00:42	00:02:48	1/1	[Trunk]	00101453314	120	01234567120	120	Lucy Scott	Yes	Ext/In
📞	25/09/2019 00:00:22	00:00:24	00:00:00	1	[Trunk]	03654507241	407	01234567407	110	Joshua Goldman	No	Ext/In
📞	25/09/2019 00:00:46	00:00:24	00:00:00	1	[Trunk]	04909726010	011111111	01201111111	120	Lucy Scott	No	Ext/In
📞	25/09/2019 00:01:10	00:00:24	00:00:00	1	[Trunk]	09435519618	410	01234567410	123	Samuel Day	No	Ext/In
✓	24/09/2019 23:57:58	00:00:42	00:02:54	2/2	[Trunk]	01182840408	011111111	01201111111	124	Daisy Mills	Yes	Ext/In
✓	25/09/2019 00:00:22	00:00:30	00:01:06	2/2	[Trunk]	03654507241	407	01234567407	114	Daniel Kent	Yes	Ext/In
📞	25/09/2019 00:01:34	00:00:24	00:00:00	1	[Trunk]	00069757562	Test Group	[Non DD]	129	Freya Wates	No	Ext/In
📞	25/09/2019 00:01:34	00:00:30	00:00:00	2/2	[Trunk]	00069757562	Test Group	[Non DD]	104	Grace Jelly	No	Ext/In
📞	25/09/2019 00:01:58	00:00:24	00:00:00	1	[Trunk]	06239332856	411	[Non DD]	124	Daisy Mills	No	Ext/In
✓	25/09/2019 00:01:58	00:00:30	00:00:06	2/2	[Trunk]	06239332856	411	[Non DD]	123	Samuel Day	Yes	Ext/In
✓	25/09/2019 00:02:22	00:00:24	00:00:00	1	[Trunk]	06458909641	402	[Non DD]	122	Millie Chatsfield	No	Ext/In
✓	25/09/2019 00:01:10	00:00:48	00:01:06	2/2	[Trunk]	09435519618	410	01234567410	120	Lucy Scott	Yes	Ext/In
📞	25/09/2019 00:02:46	00:00:24	00:00:00	1	[Trunk]	05609472015	403	01234567403	105	Thomas Wiles	No	Ext/In
📞	25/09/2019 00:03:10	00:00:00	00:00:00	1/1	[Trunk]	08701515161	411	[Non DD]	119	Charlotte Sparrow	No	Ext/In
✓	24/09/2019 23:59:58	00:00:06	00:03:12	1/1	[Trunk]	08701515161	405	[Non DD]	126	Poppy DeSanto	Yes	Ext/In
✓	25/09/2019 00:02:22	00:00:42	00:00:12	2/2	[Trunk]	06458909641	402	[Non DD]	129	Freya Wates	Yes	Ext/In
📞	25/09/2019 00:03:34	00:00:24	00:00:00	1	[Trunk]	03654507241	407	01234567407	114	Daniel Kent	No	Ext/In
✓	25/09/2019 00:00:46	00:00:48	00:02:42	2/2	[Trunk]	04909726010	011111111	01201111111	110	Joshua Goldman	Yes	Ext/In
📞	25/09/2019 00:03:58	00:00:24	00:00:00	1	[Trunk]	08813931787	409	01234567409	106	Harry Newman	No	Ext/In
📞	25/09/2019 00:04:22	00:00:24	00:00:00	1	[Trunk]	06867016864	407	01234567407	123	Samuel Day	No	Ext/In
📞	25/09/2019 00:04:22	00:00:30	00:00:00	2/2	[Trunk]	06867016864	407	01234567407	106	Harry Newman	No	Ext/In
📞	25/09/2019 00:04:46	00:00:24	00:00:00	1/1	[Trunk]	06458909641	410	01234567410	110	Joshua Goldman	No	Ext/In
📞	25/09/2019 00:05:10	00:00:06	00:00:00	1/1	[Trunk]	09435519618	405	01234567405	123	Samuel Day	No	Ext/In
✓	25/09/2019 00:02:46	00:00:30	00:02:06	2/2	[Trunk]	05609472015	403	01234567403	122	Millie Chatsfield	Yes	Ext/In
✓	25/09/2019 00:03:58	00:00:36	00:01:06	2/2	[Trunk]	08813931787	409	01234567409	126	Poppy DeSanto	Yes	Ext/In
📞	25/09/2019 00:03:34	00:00:42	00:01:42	2/2	[Trunk]	03654507241	407	01234567407	120	Lucy Scott	Yes	Ext/In

A call/contact record can have one or more segments (e.g. call transferred, call diverted, etc.). This report style generates a historic list of all those segments that have ended.

**Tip**  
When this report is set against the 'Real-Time' date/time option, completed segments are automatically appended to the end of the report.

# CALL/CONTACT ITEMS BY HALF HOUR INTERVAL



## Understand how busy you are at different times of the day

INTERVAL ▲	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RNG (OUT)	TOT TLK	AVG TLK
00:00:00 - 00:29:59	22	53	75	0	0	00:01:36	00:00:27	00:00:29	00:00:22	5.3%	00:00:00	01:24:48	00:01:36
00:30:00 - 00:59:59	12	63	75	0	0	00:01:24	00:00:23	00:00:24	00:00:20	10.7%	00:00:00	01:42:55	00:01:38
01:00:00 - 01:29:59	16	59	75	0	0	00:00:48	00:00:23	00:00:23	00:00:22	18.7%	00:00:00	01:40:48	00:01:42
01:30:00 - 01:59:59	9	65	74	0	0	00:01:48	00:00:26	00:00:25	00:00:30	16.2%	00:00:00	01:31:56	00:01:24
02:00:00 - 02:29:59	15	61	76	0	0	00:02:36	00:00:25	00:00:21	00:00:40	13.2%	00:00:00	01:49:48	00:01:48
02:30:00 - 02:59:59	16	59	75	0	0	00:01:48	00:00:25	00:00:24	00:00:29	14.7%	00:00:00	01:24:54	00:01:26
03:00:00 - 03:29:59	15	60	75	0	0	00:02:24	00:00:28	00:00:25	00:00:38	14.7%	00:00:00	01:39:35	00:01:39
03:30:00 - 03:59:59	9	66	75	0	0	00:02:18	00:00:26	00:00:24	00:00:46	20.0%	00:00:00	01:43:54	00:01:34
04:00:00 - 04:29:59	8	67	75	0	0	00:02:48	00:00:26	00:00:23	00:00:51	14.7%	00:00:00	01:50:51	00:01:39
04:30:00 - 04:59:59	9	66	75	0	0	00:00:48	00:00:22	00:00:23	00:00:16	16.0%	00:00:00	01:37:23	00:01:28
05:00:00 - 05:29:59	11	66	77	2	2	00:02:36	00:00:25	00:00:22	00:00:41	14.3%	00:00:24	02:03:01	00:01:48
05:30:00 - 05:59:59	12	63	75	0	0	00:01:54	00:00:25	00:00:23	00:00:32	14.7%	00:00:00	01:46:20	00:01:41
06:00:00 - 06:29:59	14	61	75	0	0	00:00:48	00:00:26	00:00:27	00:00:22	9.3%	00:00:00	01:30:13	00:01:28
06:30:00 - 06:59:59	12	63	75	0	0	00:02:36	00:00:27	00:00:26	00:00:35	10.7%	00:00:00	01:32:37	00:01:28
07:00:00 - 07:29:59	11	63	74	0	0	00:02:18	00:00:31	00:00:29	00:00:37	8.1%	00:00:00	01:45:56	00:01:40
07:30:00 - 07:59:59	11	65	76	0	0	00:01:42	00:00:25	00:00:25	00:00:28	7.9%	00:00:00	01:47:36	00:01:39
08:00:00 - 08:29:59	14	61	75	0	0	00:02:36	00:00:30	00:00:25	00:00:53	13.3%	00:00:00	01:33:14	00:01:31
08:30:00 - 08:59:59	11	64	75	0	0	00:01:12	00:00:25	00:00:24	00:00:30	12.0%	00:00:00	01:32:00	00:01:26
09:00:00 - 09:29:59	15	60	75	0	0	00:02:42	00:00:29	00:00:22	00:00:54	14.7%	00:00:00	01:31:34	00:01:31
09:30:00 - 09:59:59	15	60	75	0	0	00:02:24	00:00:24	00:00:23	00:00:28	13.3%	00:00:00	01:28:54	00:01:28
10:00:00 - 10:29:59	14	61	75	0	0	00:01:48	00:00:24	00:00:23	00:00:27	14.7%	00:00:00	01:45:08	00:01:43
10:30:00 - 10:59:59	12	63	75	0	0	00:01:24	00:00:22	00:00:22	00:00:22	14.7%	00:00:00	01:35:03	00:01:30
11:00:00 - 11:29:59	12	32	44	0	0	00:02:24	00:00:27	00:00:26	00:00:31	13.6%	00:00:00	00:48:43	00:01:31
	295	1401	1696	2	2	00:02:48	00:00:26	00:00:24	00:00:32	13.3%	00:00:24	37:07:11	00:01:35

This report style shows call and contact information in half hour intervals, according to the defined start/end period of the report.

When viewed in real time, the current half-hour interval will display 'dynamic row highlighting', showing any calls/contacts in progress.



### Tip

This is useful when viewing general call trends over the different times of the day across an entire reporting period.

# CALL/CONTACT ITEMS BY DAY/WEEK/MONTH



## Compare statistics over different days/weeks in a given period

INTERVAL ▲	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RNG (OUT)	TOT TLK	AVG TLK
16/09/2019	602	2998	3600	0	0	00:03:00	00:00:26	00:00:24	00:00:34	14.3%	00:00:00	78:58:33	00:01:34
17/09/2019	621	2979	3600	0	0	00:03:01	00:00:25	00:00:24	00:00:29	15.6%	00:00:00	78:09:39	00:01:34
18/09/2019	610	2990	3600	0	0	00:03:00	00:00:26	00:00:24	00:00:34	14.2%	00:00:00	79:06:55	00:01:35
19/09/2019	674	2915	3589	0	0	00:03:01	00:00:26	00:00:24	00:00:35	13.8%	00:00:00	76:43:54	00:01:34
20/09/2019	664	2934	3598	0	0	00:03:00	00:00:26	00:00:24	00:00:33	13.2%	00:00:00	76:44:43	00:01:34
21/09/2019	632	2966	3598	0	0	00:03:00	00:00:26	00:00:24	00:00:34	13.9%	00:00:00	78:25:23	00:01:35
22/09/2019	634	2964	3598	0	0	00:03:00	00:00:25	00:00:24	00:00:31	14.2%	00:00:00	80:55:08	00:01:38
	4437	20746	25183	0	0	00:03:01	00:00:26	00:00:24	00:00:33	14.2%	00:00:00	549:04:15	00:01:35

INTERVAL ▲	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RNG (OUT)	TOT TLK	AVG TLK
07/2019	19435	92439	111874	0	0	00:03:01	00:00:25	00:00:24	00:00:31	13.9%	00:00:00	2439:43:10	00:01:35
08/2019	19445	92094	111539	0	0	00:03:01	00:00:25	00:00:24	00:00:32	13.9%	00:00:00	2442:44:17	00:01:35
09/2019	15347	72696	88043	2	2	00:03:01	00:00:26	00:00:24	00:00:32	14.1%	00:00:24	1922:13:35	00:01:35
	54227	257229	311456	2	2	00:03:01	00:00:25	00:00:24	00:00:32	14.0%	00:00:24	6804:41:02	00:01:35

INTERVAL ▲	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RNG (OUT)	TOT TLK	AVG TLK
26/08/2019 To 01/09/2019	614	2984	3598	0	0	00:03:00	00:00:25	00:00:24	00:00:30	13.8%	00:00:00	78:22:06	00:01:34
02/09/2019 To 08/09/2019	4333	20845	25178	0	0	00:03:01	00:00:26	00:00:24	00:00:33	13.7%	00:00:00	551:31:15	00:01:35
09/09/2019 To 15/09/2019	4406	20769	25175	0	0	00:03:00	00:00:25	00:00:24	00:00:32	14.2%	00:00:00	549:58:43	00:01:35
16/09/2019 To 22/09/2019	4437	20746	25183	0	0	00:03:01	00:00:26	00:00:24	00:00:33	14.2%	00:00:00	549:04:15	00:01:35
23/09/2019 To 29/09/2019	1557	7349	8906	2	2	00:03:00	00:00:25	00:00:24	00:00:32	14.5%	00:00:24	193:14:22	00:01:34
	15347	72693	88040	2	2	00:03:01	00:00:26	00:00:24	00:00:32	14.1%	00:00:24	1922:10:41	00:01:35

This report style shows call/contact information by day/week/month intervals, according to the defined start/end period of the report. The report can be run against any date/time option.



### Tip

We recommend not running this report against the 'Real-Time' setting, as the report would only display statistics for the current day.



### Tip

Reports that are run across weekly/monthly intervals may take several minutes to complete due to the amount of call traffic previously generated on the telephone system within that period.

# CALL/CONTACT ITEMS BY TELEPHONE NO/ID



View the numbers or IDs of those who contact you most frequently

TELNO/CONTACTID ▲	CALLS IN ANS	CALLS IN	EMAILS IN ANS	MAX CONCR EM...	CALL AVG TLK	AVG CALL WAIT	AVG EMAIL ANS	AVG EMAIL WAIT
01149054038	1	1	0	0	00:01:06	00:00:30	00:00:00	00:00:00
01197853687	2	2	0	0	00:02:36	00:00:12	00:00:00	00:00:00
01320697892	2	2	0	0	00:00:22	00:00:24	00:00:00	00:00:00
01948512095	1	1	0	0	00:01:48	00:00:12	00:00:00	00:00:00
02157731939	1	1	0	0	00:02:36	00:00:36	00:00:00	00:00:00
02402281886	1	1	0	0	00:00:12	00:00:24	00:00:00	00:00:00
03619111357	1	1	0	0	00:00:06	00:00:24	00:00:00	00:00:00
04050504072	1	1	0	0	00:01:12	00:00:30	00:00:00	00:00:00
04409631183	2	2	0	0	00:01:24	00:00:18	00:00:00	00:00:00
04770108327	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
04830129515	2	2	0	0	00:01:57	00:00:06	00:00:00	00:00:00
04897769167	2	2	0	0	00:01:00	00:00:24	00:00:00	00:00:00
05017716580	1	1	0	0	00:00:36	00:00:12	00:00:00	00:00:00
05447713614	3	4	0	0	00:02:00	00:00:36	00:00:00	00:00:00
05493171873	1	1	0	0	00:00:06	00:00:48	00:00:00	00:00:00
05636061496	0	1	0	0	00:00:00	00:00:06	00:00:00	00:00:00
05999303948	4	4	0	0	00:01:04	00:00:24	00:00:00	00:00:00
06291772299	1	1	0	0	00:03:12	00:00:30	00:00:00	00:00:00
07486677497	1	1	0	0	00:02:30	00:01:06	00:00:00	00:00:00
08298161707	1	1	0	0	00:01:30	00:00:18	00:00:00	00:00:00
08479590628	0	1	0	0	00:00:00	00:00:06	00:00:00	00:00:00
09373213167	1	1	0	0	00:02:54	00:00:24	00:00:00	00:00:00
09384676750	2	2	0	0	00:02:36	00:00:27	00:00:00	00:00:00
ada.rigby@mail25.com	0	0	2	1	00:00:00	00:00:00	00:04:41	00:03:43
noel.dyer@xyz-mail.com	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
rory.goodwin@mail25.com	0	0	3	1	00:00:00	00:00:00	00:07:09	00:03:46
erika.bloom@frostmail.com	0	0	1	1	00:00:00	00:00:00	00:09:38	00:05:30
simon.prosser@xyz-mail.com	0	0	2	1	00:00:00	00:00:00	00:05:30	00:01:06
adriana.naylor@hypernet.com	0	0	1	1	00:00:00	00:00:00	00:08:32	00:03:02
isabella.lynn@frostmail.com	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
zahrah.pace@superdomain.com	0	0	3	1	00:00:00	00:00:00	00:08:48	00:05:08
andy.hart700@superdomain.com	0	0	1	1	00:00:00	00:00:00	00:04:24	00:00:49
libby.barber23@frostmail.com	0	0	1	1	00:00:00	00:00:00	00:07:26	00:04:57
pascal.enriquez@hypernet.com	0	0	3	1	00:00:00	00:00:00	00:09:21	00:04:24
travis.riddle45@hypernet.com	0	0	1	1	00:00:00	00:00:00	00:01:40	00:00:50
hazel.clay@acme-logistics.com	0	0	1	1	00:00:00	00:00:00	00:09:22	00:03:35
helen.schroeder76@xyz-mail.com	0	0	1	1	00:00:00	00:00:00	00:10:11	00:04:58
tabitha.morrow@superdomain.com	0	0	1	1	00:00:00	00:00:00	00:09:37	00:03:34
russell.vickers@superdomain.com	0	0	2	1	00:00:00	00:00:00	00:08:57	00:04:24
lenny.galloway@acme-logistics.com	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	31	34	23	2	00:01:32	00:00:24	00:07:36	00:03:43


This report type displays a list of external numbers/IDs that external interactions have either originated from or have been made to.

When viewed in real time, 'dynamic row highlighting' shows any calls/contacts in progress.

# DASHBOARD VIEW



View multiple reports on a single display



Main Office

Active Calls  
**2**

Emails Now  
**4**

Inbound Calls  
**746**

% Calls Service Level  
78.4%

Longest Email Now  
**00:08:51**

Max Concurrent Emails  
**12**

Abandoned Call Cost  
**£6,100.00**

Avg Call Time  
00:01:44

In Available  
**4**

% Inbound Calls Abandoned  
**16.4%**

% Calls Ended On-Hold  
**4.2%**

Total Calls Answered Value  
**£31,200.00**

Unreturned Calls  
**1**

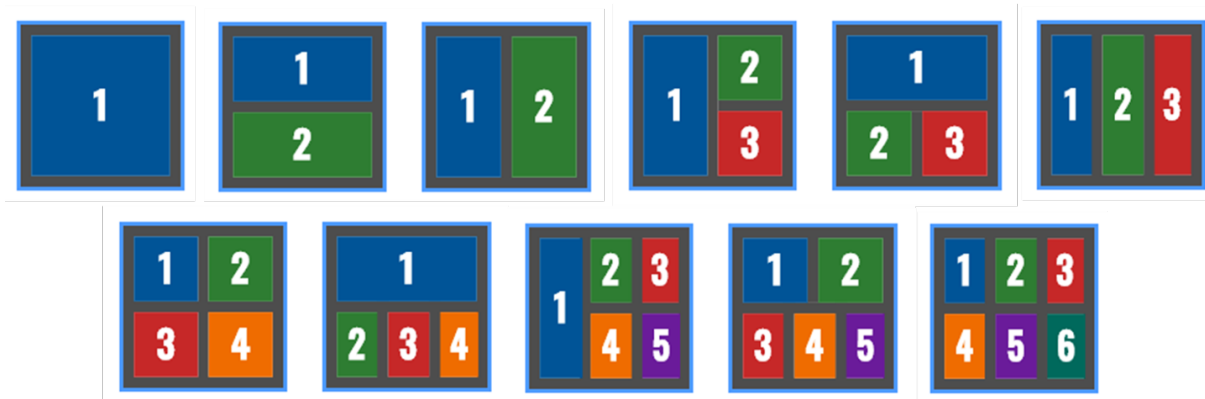
In DND On  
**2**

S	DESCRIPTION	TOT ON DUTY	ACTIVE CALLS	CALLS IN ANS	EMAILS IN ANS	UNRTNRD CALLS
Thomas Jackson	06:00:06	0	26	31	4	
Pauline Trimby	03:55:16	0	23	15	4	
Tim Radcliff	03:29:15	0	23	14	1	
Justin Evans	04:56:53	0	35	22	2	
Bob Conway	03:57:19	0	18	22	7	
Jackie Watts	06:27:09	0	36	40	0	
Sonya Collins	04:34:25	0	19	27	3	
Simon Charter	06:21:27	0	38	30	7	
Fay McCline	06:45:49	0	27	30	6	
Dana West	03:40:46	0	14	21	4	
Jack Myras	05:17:42	0	25	22	1	
Lorna Jones	01:12:54	0	5	8	3	
			289	282	6	

**SOUTH OFFICE CALLS BY ½ HOUR**

There is no limit to the quantity of dashboard views that can be created, so supervisors could create a specific dashboard for every team, or create multiple dashboards illustrating different KPIs.

There are ten different layout options to choose from for dashboard views – see below.



# UNRETURNED LOST CALLS



Recover potential lost revenue and improve customer service by returning missed calls

S	STARTED (DIST)	RING (DIST)	SEG	TELNO (CLG)	TELNO (CLD)	DEV NAME (OFF)	RETURNED AT	TYPE
	26/09/2019 05:35:27	00:00:00	1/1	08479590628	01234567411	Daisy Mills		Ext/In
	26/09/2019 06:07:23	00:00:12	1/1	05229119456	01201111111	Mia James	26/09/2019 06:42:47	Ext/In
	26/09/2019 06:13:47	00:00:48	1/1	05091314734	01234567118	Alfie Patel	26/09/2019 06:45:47	Ext/In
	26/09/2019 06:24:11	00:00:06	1/1	05229119456	01234567110	Joshua Goldman	26/09/2019 06:42:47	Ext/In
	26/09/2019 06:24:35	00:00:24	1/1	02742766851	01234567408	Harry Newman	26/09/2019 06:43:29	Ext/In
	26/09/2019 06:32:59	00:00:18	1/1	08760060695	01201111111	Alfie Patel		Ext/In
	26/09/2019 06:33:23	00:00:24	1/1	05493171873	01234567404	Freya Wates	26/09/2019 06:43:11	Ext/In
	26/09/2019 06:34:35	00:00:24	1/1	07771040905	01234567410	Harry Newman		Ext/In
	26/09/2019 06:36:35	00:00:42	2/2	01551529931	01234567408	Daniel Kent	26/09/2019 06:45:23	Ext/In
	26/09/2019 06:40:35	00:00:12	1/1	05091314734	[Non DDI]	Grace Jelly	26/09/2019 06:45:47	Ext/In
	26/09/2019 06:41:47	00:00:30	2/2	02864619952	01234567403	Freya Wates		Ext/In
	26/09/2019 06:43:47	00:00:24	1/1	05994329610	01234567410	Emily Banks		Ext/In
	26/09/2019 06:48:36	00:00:06	1/1	03729121779	01234567406	Freya Wates		Ext/In
	26/09/2019 06:51:00	00:00:24	1/1	01788359887	01234567406	Alfie Patel		Ext/In

This report type generates a list of external inbound abandoned calls shown in red.

When you return a missed call and that call is successfully answered, or when the external party calls in again and the call is answered, the row shown in red automatically becomes green. Eventually, all green rows will drop off the report.



## Tip

This is most useful when running the 'Real-Time' date/time option. The abandoned call list is immediately updated when a new abandoned call is generated on the telephone system or when a successfully returned call is made to a previously abandoned caller.



# EXTENSION LIST



View the activity and real-time status of your team's extensions

S	DEVICE	DESCRIPTION	ACTIVE CALLS	EMAILS ANS NOW	EMAILS IN ANS	CALLS IN	CALLS IN ANS	CALLS OUT	CALL TOT TLK	TELNO/CONTACTID (REM)	TYPE/DIR
100	Jack Burns		0	0	11	85	57	0	01:23:30		
101	Ruby Wagner		0	1	17	33	24	0	00:31:30	travis.nddie45@hypernet.com	Ext/In (ACD)
102	Oliver Smythe		0	0	13	32	23	0	00:41:49		
103	Emily Banks		0	1	30	44	26	0	00:40:36	helen.schroeder76@xyz-mail.com	Ext/In (ACD)
104	Grace Jelly		0	0	22	50	28	0	00:53:36	tabitha.morrow@superdomain.com	Ext/In (ACD)
105	Thomas Wiles		0	1	13	60	32	0	00:57:14	libby.barber23@frostmail.com	Ext/In (ACD)
106	Harry Newman		1	0	11	72	51	0	01:30:33	08298161707	Ext/In (ACD)
107	Jessica Bowles		0	0	20	50	32	0	00:56:20		
108	Chloe Day		0	0	14	39	24	0	00:34:25		
109	Lily Wild		0	0	15	46	32	0	00:56:14		
110	Joshua Goldman		0	0	12	51	33	0	00:46:06		
111	Evie Lopez		0	0	7	25	10	0	00:15:24	ada.rigby@mail25.com	Ext/In (ACD)
112	Mia James		0	0	2	47	32	0	00:48:13		
113	Charlie Green		0	0	9	22	13	0	00:17:42	simon.prosser@xyz-mail.com	Ext/In (ACD)
114	Daniel Kent		0	0	24	51	26	0	00:48:44		
115	James King		0	0	17	37	24	0	00:33:49		
116	William Bowman		0	0	19	42	28	0	00:42:07	noel.dyer@xyz-mail.com	Ext/In (ACD)
117	Ella FitsWilliam		0	0	10	36	22	0	00:37:31		
118	Alfie Patel		1	0	23	43	25	0	00:41:08	06947408543	Ext/In (ACD)
119	Charlotte Sparrow		0	0	11	57	34	0	00:48:04		
120	Lucy Scott		0	0	38	38	24	0	00:36:08		
121	Summer DuVal		0	1	24	47	35	0	00:53:56	helen.schroeder76@xyz-mail.com	Ext/In (ACD)
122	Millie Chatsfield		0	0	15	41	24	0	00:34:32		
123	Samuel Day		0	0	11	47	24	0	00:34:24		
124	Daisy Mills		1	0	9	44	25	0	00:33:48	07771040905	Ext/In (ACD)
125	George Bailey		0	0	26	60	42	0	01:09:06		
126	Poppy DeSanto		0	0	26	40	22	0	00:32:05		
127	Joseph Riley		0	0	11	48	31	0	00:51:49		
128	Phoebe Jones		0	0	22	46	28	0	00:52:28		
129	Freya Wates		1	0	0	61	36	0	00:59:04	04770108327	Ext/In (ACD)
			4		482	1394	867	0	23:01:55		

The Extension List shows a list of all internal devices in a table excluding trunk and hunt group devices. This report style also supports dynamic row highlighting when running the 'Real-Time' date/time option.

# EXTENSION LIST – BLF



See the status of your colleagues so that you can efficiently manage communications

Alfie Patel	Charlie Green	Charlotte Sparrow	Chloe Day
Daniel Kent	Ella FitsWilliam	Emily Banks	Evie Lopez
George Bailey	Grace Jelly	Harry Newman	Jack Burns
Jessica Bowles	Joseph Riley	Joshua Goldman	Lily Wild
Mia James	Millie Chatsfield	Oliver Smythe	Phoebe Janes
Ruby Wagner	Samuel Day	Summer DuVal	Thomas Wiles

This report style shows a list of all internal devices in a summary icon view. Statistics can be displayed by hovering the mouse over an icon.

Extension BLF also supports dynamic row highlighting and alerts based on the corresponding device's alert statistic state when running the 'Real-Time' date/time option.



# TRUNK INTERFACE LIST



## Determine how efficiently your lines are being used and if you are under/over equipped

Trunk Interface List displays the application's configured trunk device and trunk gateway devices with call statistics shown against each item.

Dynamic row highlighting is supported for 'Real-Time' variants of the report, based on whether calls originating on the corresponding trunk are currently being alerted or answered.

DEVICE ▲	DESCRIPTION	CALLS IN ANS	CALLS IN	CALLS OUT FAIL	CALLS OUT ANS	CALLS OUT	CALL TOT TLK
7901	ISDN	22	25	5	6	11	03:42:51
7902	ISDN	56	61	2	6	8	06:12:02
7903	ISDN	18	18	1	20	21	01:47:54
		96	104	0	0	0	156:47:54

# CONTACT ITEMS BY DDI/ID



Assess how effectively you are handling direct dial services and advertising campaigns

DDI DIGITS/CONTACT IDS	DNIS	CALLS IN	CALLS IN ANS	CALLS IN ABND	MAX CALL WAIT	CALL TOT RNG	EMAILS IN ANS	MAX CONCR EM...	% CALLS SVC
[In Non-DDI Calls]		19	13	6	00:00:42	00:08:24	0	0	5.3%
121212	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	6	1	100.0%
01234567101	DDI/DID: Ruby Wagner	2	1	1	00:02:48	00:03:24	0	0	0.0%
01234567104	DDI/DID: Grace Jelly	7	6	1	00:02:36	00:05:54	0	0	0.0%
01234567108	DDI/DID: Chloe Day	10	8	2	00:02:00	00:05:32	0	0	10.0%
01234567110	DDI/DID: Joshua Goldman	6	3	3	00:01:24	00:04:30	0	0	0.0%
01234567400	DDI/DID: Reception Operators	5	5	0	00:00:42	00:02:24	0	0	0.0%
01234567401	DDI/DID: Administration	8	7	1	00:00:42	00:02:30	0	0	12.5%
01234567402	DDI/DID: Customer Services (Oth...	6	4	2	00:00:30	00:01:24	0	0	16.7%
01234567403	DDI/DID: Customer Services (Veh...	10	7	3	00:00:42	00:04:06	0	0	0.0%
01234567404	DDI/DID: Customer Services (Ho...	10	8	2	00:00:42	00:04:24	0	0	0.0%
01234567405	DDI/DID: Customer Services (Hol)	6	4	2	00:00:48	00:02:12	0	0	16.7%
01234567406	DDI/DID: Claims (Other)	8	7	1	00:00:43	00:04:01	0	0	0.0%
01234567407	DDI/DID: Claims (Vehicles)	4	3	1	00:00:30	00:01:18	0	0	0.0%
01234567408	DDI/DID: Claims (Home)	4	4	0	00:00:36	00:01:36	0	0	0.0%
01234567409	DDI/DID: Claims (Hol)	6	5	1	00:00:42	00:02:00	0	0	0.0%
01234567410	[No DNIS Entry Defined]	6	6	0	00:00:42	00:02:18	0	0	50.0%
01234567411	[No DNIS Entry Defined]	9	9	0	00:00:48	00:03:30	0	0	33.3%
01234567412	[No DNIS Entry Defined]	5	5	0	00:00:36	00:01:36	0	0	20.0%
0Test Group	[No DNIS Entry Defined]	7	7	0	00:00:42	00:02:06	0	0	28.6%
1009 - Claims (Hol)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
1008 - Claims (Home)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
1001 - Administration	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
1006 - Claims (Other)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
1007 - Claims (Vehicles)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
1000 - Reception Operators	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
reception@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	6	1	100.0%
claims.home@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	10	2	100.0%
1005 - Customer Services (Hol)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
claims.other@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	6	2	100.0%
1004 - Customer Services (Home)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
1002 - Customer Services (Other)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
administration@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	6	2	100.0%
claims.holiday@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	5	1	100.0%
claims.vehicles@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	9	3	100.0%
1003 - Customer Services (Vehicles)	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	0	0	100.0%
custservices.home@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	7	1	100.0%
custservices.other@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	10	2	100.0%
custservices.holiday@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	4	1	100.0%
custservices.vehicles@acmeinsurance.com	[No DNIS Entry Defined]	0	0	0	00:00:00	00:00:00	4	1	100.0%
		138	112	26	00:02:48	01:03:09	73	4	10.1%

This report type displays a list of destinations that external users have contacted.

When viewed in real time, 'dynamic row highlighting' shows any calls/contacts in progress.

# ACTIVE CALL/CONTACT LIST



## Monitor activity that is occurring now

S	STARTED (DIST)	RING/QUELING (DIST)	TALK/HANDLING TIME	SEG	DEV (CLG)	TELNO/CONTACTID (CLG)	TELNO/CONTACTID (CLD)	DEV NAME (OFF)	ANS
✉	26/09/2019 07:32:12	00:06:04	00:05:50	1/1	[Email]	malcolm.palmer@mail25.com	custservices.other@acmeinsurance.com	Joseph Riley	Yes
💬	26/09/2019 07:36:20	00:00:32	00:07:14	1/1	[Chat]	dillon.calhoun@mail25.com	1006 - Claims (Other)	Alfie Patel	Yes
✉	26/09/2019 07:37:10	00:06:19	00:00:37	1/1	[Email]	noel.dyer@xyz-mail.com	claims.holiday@acmeinsurance.com	Ella FitsWilliam	Yes
💬	26/09/2019 07:37:55	00:00:42	00:05:29	1/1	[Chat]	malcolm.palmer@mail25.com	1006 - Claims (Other)	Grace Jelly	Yes
✉	26/09/2019 07:37:59	00:04:57	00:01:10	1/1	[Email]	hazel.clay@acme-logistics.com	administration@acmeinsurance.com	Millie Chatsfield	Yes
💬	26/09/2019 07:38:37	00:00:42	00:04:47	1/1	[Chat]	libby.barber23@frostmail.com	1002 - Customer Services (Other)	Grace Jelly	Yes
💬	26/09/2019 07:39:29	00:00:42	00:03:55	1/1	[Chat]	libby.barber23@frostmail.com	1007 - Claims (Vehicles)	Alfie Patel	Yes
✉	26/09/2019 07:39:38	00:02:12	00:02:16	1/1	[Email]	travis.riddle45@hypernet.com	administration@acmeinsurance.com	Grace Jelly	Yes
💬	26/09/2019 07:40:11	00:00:42	00:03:13	1/1	[Chat]	lenny.galloway@acme-logistics.com	1008 - Claims (Home)	William Bowman	Yes
✉	26/09/2019 07:40:28	00:03:38		1/1	[Email]	isabella.lynn@frostmail.com	custservices.other@acmeinsurance.com		No
✉	26/09/2019 07:41:17	00:02:49		1/1	[Email]	travis.riddle45@hypernet.com	121212		No
🔄	26/09/2019 07:41:28	00:00:06	00:02:32	1/1	[Trunk]	01551529931	01234567107	Jessica Bowles	Yes
🔄	26/09/2019 07:41:52	00:00:48	00:01:26	2/2	[Trunk]	09340619651	[Non DDI]	Charlotte Sparrow	Yes
💬	26/09/2019 07:41:56	00:00:42	00:01:28	1/1	[Chat]	andy.hart700@superdomain.com	1007 - Claims (Vehicles)	Lucy Scott	Yes
✉	26/09/2019 07:42:07	00:01:39	00:00:20	1/1	[Email]	travis.riddle45@hypernet.com	reception@acmeinsurance.com	William Bowman	Yes
💬	26/09/2019 07:42:38	00:01:03	00:00:25	1/1	[Chat]	pascal.enriquez@hypernet.com	1007 - Claims (Vehicles)	Alfie Patel	Yes
✉	26/09/2019 07:42:56	00:01:10		1/1	[Email]	rory.goodwin@mail25.com	121212		No
🔄	26/09/2019 07:43:04	00:00:48	00:00:14	2/2	[Trunk]	04830129515	01234567404	Thomas Wiles	Yes
🔄	26/09/2019 07:43:28	00:00:18	00:00:20	1/1	[Trunk]	05994329610	[Non DDI]	Summer DuVal	Yes
💬	26/09/2019 07:43:31	00:00:35		1/1	[Chat]	hazel.clay@acme-logistics.com	1009 - Claims (Hol)		No
✉	26/09/2019 07:43:46	00:00:20		1/1	[Email]	zahrah.pace@superdomain.com	claims.holiday@acmeinsurance.com		No
🔄	26/09/2019 07:43:52	00:00:14		1/1	[Trunk]	04830129515	01234567400	Phoebe Janes	No

The report content generated displays a live list of all active interactions, and displays dynamic row highlighting to show the corresponding contact's current status.



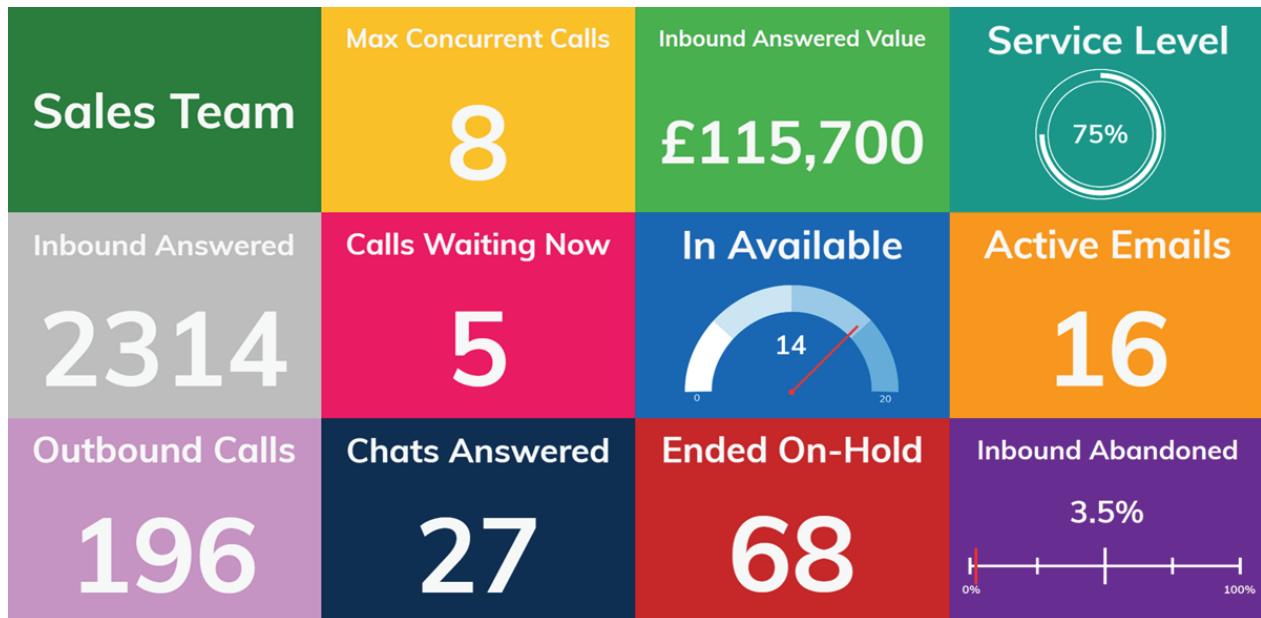
### Tip

This style should be only used in conjunction with the 'Real-Time' date/time option.

# WALLBOARD



Display business KPIs in real time and motivate your teams



The wallboard displays real-time statistics in large individual tiles where each statistic can have a specifically configured alarm.



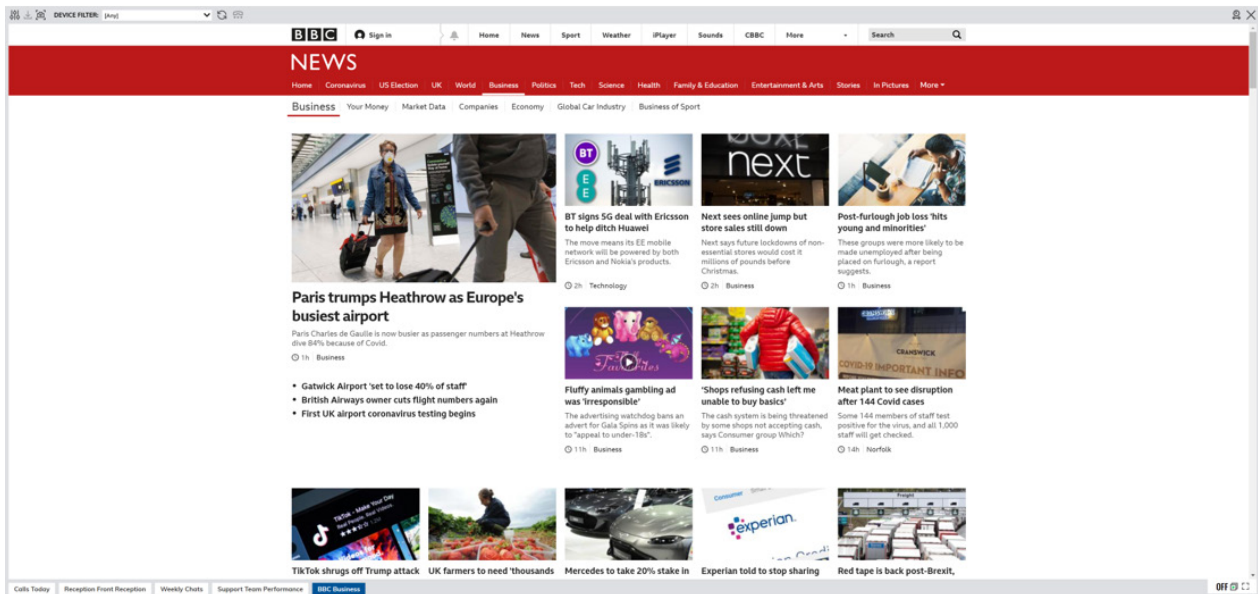
## Tip

The wallboard is useful to show an overall summary of business performance which can be displayed on a large screen, tablet or smartphone to demonstrate key contact handling metrics to telephone users, agents, teams, supervisors and managers.

# EXTERNAL CONTENT (VIA URL)



## Display external content via URL for inclusion in report display transitions



This report style can display external content from a publicly available website published via a URL. This is displayed via a transitional sequence as a slide show. When this report type is run specifically with the 'Real-Time' duration option, the configured web page is continuously refreshed approximately every second.

# HUNT GROUP LIST



## Illustrate how effectively each hunt group is managing its calls

S	DEVICE	DESCRIPTION	CALLS WAITING	LONG CALL WAIT	CALLS IN	CALLS IN ANS	CALLS IN ABND	MAX CALL WAIT	AVG CALL IN ANS	AVG CALL ABND	CALL TOT TLK	% CALLS SVC
g	400	Reception Operators	0	00:00:00	74	66	8	00:00:48	00:00:25	00:00:16	01:35:18	9.5%
g	401	Administration	0	00:00:00	66	57	9	00:00:48	00:00:24	00:00:22	01:34:12	10.6%
g	402	Customer Services (Other)	0	00:00:00	60	45	15	00:00:48	00:00:25	00:00:20	01:11:42	13.3%
g	403	Customer Services (Vehicles)	0	00:00:00	71	60	11	00:00:54	00:00:26	00:00:18	01:30:08	9.9%
g	404	Customer Services (Home)	0	00:00:00	75	64	11	00:00:48	00:00:26	00:00:19	01:55:58	6.7%
g	405	Customer Services (Hol)	0	00:00:00	61	52	9	00:02:48	00:00:22	00:00:33	01:24:30	18.0%
g	406	Claims (Other)	0	00:00:00	74	61	13	00:00:48	00:00:26	00:00:17	01:42:43	9.5%
g	407	Claims (Vehicles)	0	00:00:00	53	46	7	00:00:42	00:00:18	00:00:19	01:17:03	20.8%
g	408	Claims (Home)	0	00:00:00	72	63	9	00:00:48	00:00:26	00:00:20	01:50:55	11.1%
g	409	Claims (Hol)	0	00:00:00	70	60	10	00:00:48	00:00:25	00:00:16	01:39:20	14.3%
g	410	Sales (E-Mail)	1	00:00:19	59	52	7	00:00:48	00:00:21	00:00:29	01:26:29	22.0%
g	411	Sales (Chat)	0	00:00:00	76	71	5	00:00:48	00:00:24	00:00:18	01:51:53	9.2%
g	412	Sales (Calls)	0	00:00:00	74	65	9	00:01:12	00:00:20	00:00:27	01:39:34	18.9%
g	01111111	Device 01111111	0	00:00:00	70	56	14	00:00:48	00:00:22	00:00:19	01:15:57	18.6%
g	Test Group	Device Test Group	0	00:00:00	66	52	14	00:00:48	00:00:20	00:00:24	01:24:26	21.2%
			1	00:00:19	1021	870	151	00:02:48	00:00:23	00:00:21	23:20:08	13.9%

This report style displays statistics against groups.

When viewed in real time, 'dynamic row highlighting' shows any group calls/contacts in progress.

# ACD AGENT LIST



## View the performance and status of your agents

S	AGENT ▲	INT AGT ID	DESCRIPTION	ACTIVE	ADV	IN ANS	IN	ACD STATE	IN STATE FOR	ON DUTY FOR	DEV AT	TOT TLK	AVG TLK	TOT ON DUTY
	500		Thomas Jackson	0	12	34	50	S/Out	00:14:43	00:00:00		01:04:23	00:01:53	02:38:57
	500		Pauline Trimby	0	5	19	25	S/Out	00:57:01	00:00:00		00:29:16	00:01:32	01:30:51
	501		Tim Radcliff	0	6	9	19	S/Out	00:06:34	00:00:00		00:16:18	00:01:48	01:16:02
	501		Justin Evans	0	9	19	30	Avail	00:02:31	00:04:33	102	00:28:51	00:01:31	01:41:16
	502		Bob Conway	0	3	10	13	S/Out	01:18:59	00:00:00		00:14:47	00:01:28	00:52:16
	502		Jackie Watts	1	3	13	17	Busy/O	00:00:35	00:11:10	127	00:14:12	00:01:05	01:07:24
	503		Sonya Collins	0	5	15	21	S/Out	01:39:12	00:00:00		00:24:12	00:01:36	01:06:27
	503		Simon Charter	0	7	23	32	S/Out	01:18:59	00:00:00		00:47:13	00:02:03	01:47:14
	504		Foy McCline	1	8	22	34	Busy/A	00:00:23	00:10:46	116	00:33:25	00:01:31	02:10:14
	504		Dana West	0	7	12	21	Avail	00:01:37	00:11:28	121	00:21:53	00:01:49	01:06:40
	505		Jack Myras	0	11	18	31	Avail	00:00:11	00:11:28	111	00:26:40	00:01:28	01:45:44
	505		Lorna Jones	0	11	19	31	S/Out	01:11:50	00:00:00		00:28:14	00:01:29	01:43:27
	506		Christine Jones	0	3	7	13	S/Out	00:14:43	00:00:00		00:13:38	00:01:56	00:42:04
	506		Steven Toomey	1	12	21	39	Busy/A	00:00:17	00:11:22	129	00:36:49	00:01:45	02:12:18
	507		Simon Polegate	0	5	27	36	ACD-DND	00:01:07	00:11:10	120	00:35:46	00:01:19	02:12:11
	507		Linda Hobbs	0	3	11	16	S/Out	02:00:10	00:00:00		00:17:18	00:01:34	00:54:56
	508		Henry Simpson	0	12	15	30	W/U	00:00:43	00:11:46	106	00:27:24	00:01:49	01:47:46
	508		Kate White	0	2	2	4	S/Out	01:18:59	00:00:00		00:00:28	00:00:14	00:11:04
	509		Jane Hamilton	1	4	20	27	Busy/A	00:01:13	00:11:22	124	00:32:33	00:01:37	01:42:54
	509		Doug Barber	0	12	36	54	S/Out	00:19:11	00:00:00		00:57:10	00:01:35	03:02:56
	510		Jennifer Burley	0	7	19	33	Avail	00:03:19	00:10:40	118	00:29:16	00:01:32	01:56:19
	510		Judy Simmonds	0	3	14	20	S/Out	01:27:15	00:00:00		00:26:56	00:01:55	01:32:06
	511		Jason Bentall	0	7	19	30	S/Out	00:50:55	00:00:00		00:27:56	00:01:28	01:43:03
	511		Jane Woodley	0	4	14	20	Avail	00:00:11	00:11:46	100	00:22:27	00:01:36	01:26:17
	512		Tess Johnson	0	14	24	41	S/Out	00:14:43	00:00:00		00:31:36	00:01:19	02:07:14
	512		John May	0	4	15	19	S/Out	00:40:24	00:00:00		00:21:20	00:01:25	01:14:09
	513		Natalie Sandings	1	4	9	16	Alert/A	00:00:17	00:12:10	113	00:16:15	00:01:48	01:03:06

The ACD Agent List shows a list of all agents with call and omnichannel statistics displayed against each item. When run against the 'Real-Time' date/time option, this style also supports dynamic row highlighting based on the corresponding ACD agent's state. ACD Agent List also has a selection of 'Not Available' codes which provide different tags e.g. On Break, With A Customer, In Meeting, Vacation etc. These codes can be very useful to determine the status of your team.

# ACD AGENT LIST – BLF



Identify available colleagues and manage your communications more effectively

ACD Agent 518	ACD Agent 520	ACD Agent 520
ACD Agent 522	ACD Agent 522	ACD Agent 523
ACD Agent 524	ACD Agent 525	ACD Agent 525
ACD Agent 528	ACD Agent 529	Alan Harvey
Colin Neld	Dana West	Daniel Webb
Hamilton Smith	Henry Simpson	Jack Myras
Jane Woodley	Janice Langley	
John Bennet	John May	
Kate White	Lee Browing	
Lynn Hooper	Natalie Sandings	
Sonya Collins	Steven Toomey	
Tim Radcliff		

Statistic	Value
ACD State Icon	
ACD Agent Name	Henry Simpson
Inbound Calls	73
Outbound Calls	0
ACD State Description	Avail
Time In State For	00:02:37
Time On Duty (Current)	03:24:47
Device ID At	103
Total Call Talk Time	01:09:07
Telephone No / Contact ID (Remote)	
Type/Direction	

ACD Agent BLF shows a list of all ACD agent identities in a summary icon view. Agents' status and statistics can be displayed by hovering the mouse over an icon.

When run against the 'Real-Time' date/time option, this report style also supports dynamic row highlighting.



# ACD/DND ACTIVITY LOG



View the historic activity of your team members

S	ENTRY TIME	SIGNIN CNT	CHG TIME	AGENT	AGENT NAME	STATE CHG	DND	SUM STATE
	26/09/2019 09:00:01	1	09:00:01	517	John Bennet	Avail	Off	Avail
	26/09/2019 09:00:11	1	09:00:11	509	Jane Hamilton	Avail	Off	Avail
	26/09/2019 09:00:11	1	09:00:11	512	Tess Johnson	Avail	Off	Avail
	26/09/2019 09:00:11	1	09:00:11	517	John Bennet	Alrt(Call)/A	Off	Alert/A
	26/09/2019 09:00:14	1	09:00:14	502	Bob Conway	Busy(Chat)/A	Off	Busy/A
	26/09/2019 09:00:17	1	09:00:17	517	John Bennet	Avail	Off	Avail
	26/09/2019 09:00:29	1	09:00:29	523	ACD Agent 523	Doctor	Off	Doctor
	26/09/2019 09:00:32	1	09:00:32	515	Alan Harvey	Busy(Chat)/A	Off	Busy/A
	26/09/2019 09:00:35	1	09:00:35	517	John Bennet	Alrt(Call)/A	Off	Alert/A
	26/09/2019 09:00:47	1	09:00:47	523	ACD Agent 523	Avail	Off	Avail
	26/09/2019 09:00:47	1	09:00:47	513	Natalie Sandings	Out	Off	Out
	26/09/2019 09:00:53	1	09:00:53	517	John Bennet	Busy(Call)/A	Off	Busy/A
	26/09/2019 09:00:59	1	09:00:59	513	Natalie Sandings	Avail	Off	Avail
	26/09/2019 09:00:59	1	09:00:59	522	ACD Agent 522	Alrt(Call)/A	Off	Alert/A
	26/09/2019 09:01:04	1	09:01:04	519	Janice Langley	ACD-DND	Off	ACD-DND
	26/09/2019 09:01:04	1	09:01:04	519	Janice Langley	DND On	On	ACD-DND
	26/09/2019 09:01:11	1	09:01:11	516	Lee Browing	ChatA	Off	ChatA
	26/09/2019 09:01:17	1	09:01:17	516	Lee Browing	Avail	Off	Avail
	26/09/2019 09:01:17	1	09:01:17	522	ACD Agent 522	Busy(Call)/A	Off	Busy/A
	26/09/2019 09:01:20	1	09:01:20	501	Tim Radcliff	Avail	Off	Avail
	26/09/2019 09:01:23	1	09:01:23	503	Sonya Collins	Avail	Off	Avail
	26/09/2019 09:01:23	1	09:01:23	519	Janice Langley	Avail	On	Avail
	26/09/2019 09:01:23	1	09:01:23	519	Janice Langley	DND Off	Off	Avail
	26/09/2019 09:01:46	1	09:01:46	502	Bob Conway	Avail	Off	Avail
	26/09/2019 09:01:47	1	09:01:47	503	Sonya Collins	Alrt(Call)/A	Off	Alert/A
	26/09/2019 09:01:53	1	09:01:53	518	Daniel Webb	Busy(Multi)/A	Off	Busy/A
	26/09/2019 09:01:56	1	09:01:56	508	Henry Simpson	Avail	Off	Avail
	26/09/2019 09:01:59	1	09:01:59	503	Sonya Collins	Busy(Call)/A	Off	Busy/A
	26/09/2019 09:02:11	0	09:02:11	501	Tim Radcliff	S/Out	Off	S/Out
	26/09/2019 09:02:11	1	09:02:11	507	Simon Polegate	S/In	Off	Avail
	26/09/2019 09:02:23	1	09:02:23	506	Christine Jones	Avail	Off	Avail
	26/09/2019 09:02:26	1	09:02:26	519	Janice Langley	Busy(Email)/A	Off	Busy/A
	26/09/2019 09:02:35	1	09:02:35	502	Bob Conway	Alrt(Call)/A	Off	Alert/A
	26/09/2019 09:02:53	1	09:02:53	502	Bob Conway	Busy(Call)/A	Off	Busy/A
	26/09/2019 09:02:59	1	09:02:59	516	Lee Browing	Alrt(Call)/A	Off	Alert/A
	26/09/2019 09:02:59	1	09:02:59	516	Lee Browing	Busy(Call)/A	Off	Busy/A

This report type allows you to monitor all historic agent activity, including changes to status, group sign-in/sign-out activity, as well as DND (do not disturb) activity for all extensions.

# ACD N/A CODE USAGE



## Assess agents' use of time away from contact handling

N/A CODE ▲	DESCRIPTION	MIN TIME	AVG TIME	MAX TIME	TOT TIME	NOW	HISTORIC
[None Entered]		00:00:06	00:01:03	00:02:36	00:33:50	0	32
Break	On Break	00:00:06	00:01:08	00:04:49	00:22:51	0	20
ChatA	Alternative Chat Handling	00:00:01	00:00:37	00:02:12	00:13:04	0	21
Customer	With Customer	00:00:02	00:01:08	00:06:18	00:18:12	0	16
Doctor	At Doctors	00:00:01	00:01:04	00:02:36	00:21:32	0	20
E-MailA	Alternative E-Mail Handling	00:00:06	00:00:49	00:02:26	00:13:57	0	17
Lunch	Out To Lunch	00:00:03	00:01:21	00:06:13	00:35:25	0	26
Meeting	In Meeting	00:00:06	00:00:43	00:03:24	00:07:53	0	11
Out	Out Of The Office	00:00:05	00:01:12	00:05:22	00:23:04	0	19
SMS	Handling SMS	00:00:03	00:01:12	00:05:42	00:25:30	0	21
Training	Receiving Training	00:00:01	00:00:57	00:02:15	00:21:00	0	22
Trip	On Work Trip	00:00:03	00:01:06	00:03:54	00:23:09	0	21
Vacation	On Vacation	00:00:06	00:01:18	00:07:06	00:29:57	0	23
WrapUpA	Alternative Wrap-Up	00:00:08	00:01:19	00:03:38	00:15:56	0	12
		00:00:01	00:01:05	00:07:06	05:05:20	0	281

This report shows N/A (Not Available) codes and descriptions to show the use of agents' time away from contact handling.

These codes and descriptions are customisable to suit your business.

When viewed in real time, 'dynamic row highlighting' shows any N/A codes currently in use.

 **Note:** Report availability is subject to platform compatibility.

# CALL/CONTACT ITEMS BY ACCOUNT CODE



Use Account Codes to categorise your communications by type

ACC CODE/TAG ▲	DESCRIPTION	CALLS WAITING	EMAILS QUEUING	LNG CALL WAIT	CALLS ANS NOW	ACTIVE CALLS	CALLS IN ANS	CALL TOT TLK	CALL AVG TLK
[None Entered]		2	3	00:02:00	3	5	808	21:44:28	00:01:36
000	No Sale Made	0	0	00:00:00	0	0	37	00:59:12	00:01:36
111	Capital Sale (Credit Card)	0	0	00:00:00	0	0	28	00:52:13	00:01:51
222	Capital Sale (On Account)	0	0	00:00:00	0	0	38	01:06:30	00:01:45
333	Rental Sale	0	0	00:00:00	1	1	33	00:44:54	00:01:21
444	Technical Support Required	0	0	00:00:00	1	1	28	00:46:19	00:01:39
555	Warranty Claim	0	0	00:00:00	0	0	36	00:57:42	00:01:36
666	Return (Wrong Product)	0	0	00:00:00	0	0	29	00:55:49	00:01:55
777	Return (Product Failure)	0	0	00:00:00	0	0	37	00:59:55	00:01:37
888	Wrong Department	0	0	00:00:00	0	0	26	00:44:51	00:01:43
999	Voice Audio Problems	0	0	00:00:00	0	0	37	00:54:18	00:01:28
		2	3	00:02:00	5	7	1137	30:46:11	00:01:37

This report type displays a list of account codes where the corresponding code was specifically entered in against a contact item.

 **Note:** Report availability is subject to platform compatibility.