

12 Viewing Business Group Call Analytics

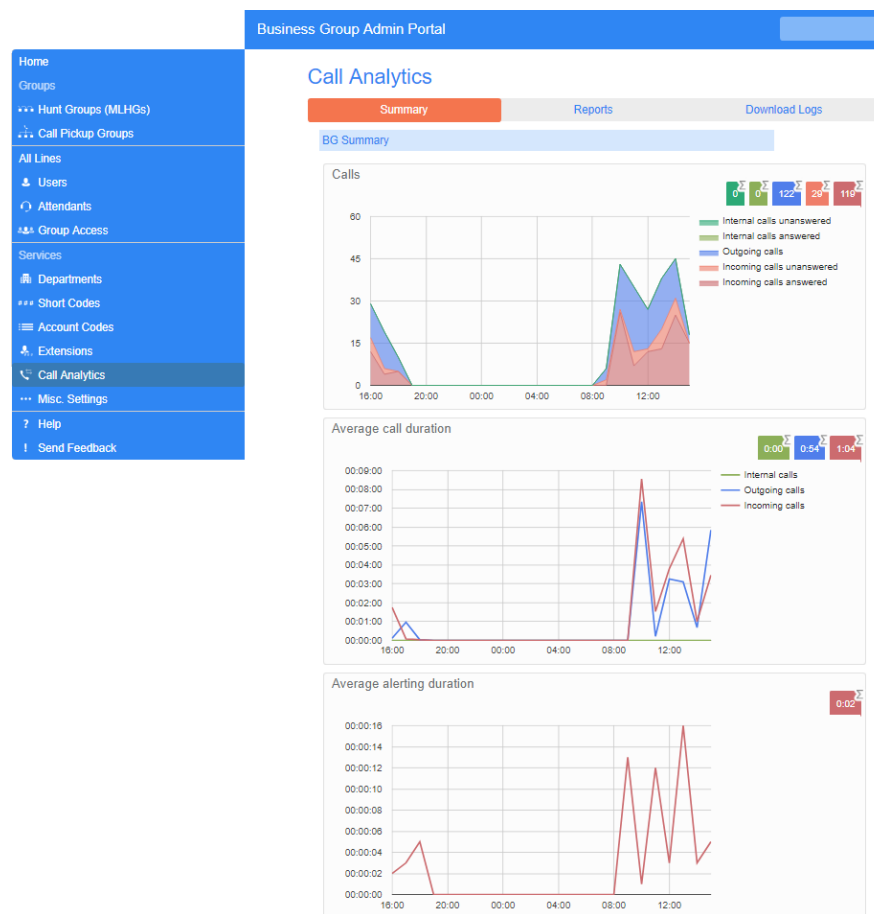
If you have the appropriate permissions, you can see the Call Analytics option on the BG Admin Home page and left-hand menu.

- If your permissions allow you to generate reports, you will see both the reports described in 12.1, Call Analytics Reports, and the raw call logs described in 12.2, Business Group Call Logs.
- If your permissions only allow you to download call logs, clicking the Call Analytics option will only display the raw call logs described in 12.2, Business Group Call Logs.

12.1 Call Analytics Reports

When you click the Call Analytics menu option, you will see a **Summary** screen showing reports on calls, average call duration, and average alerting duration for the Department or Business Group that you administer.

Figure 48: Call Analytics Summary page



From this page

- click the **Reports** tab to download reports, as described in 12.1.1, Creating Call Analytics reports.
- click the **Download Logs** tab to download the raw calls logs described in 12.2, Business Group Call Logs.

12.1.1 Creating Call Analytics reports

When you click the **Reports** tab, you will see the following screen.

Figure 49: New Report screen

Call Analytics

Summary Reports Download Logs

Manage Reports New Report

Reports provide a way to visualize call activity more easily than via Raw Call Logs. There are several different report types for analyzing call activity from different angles.

Reports may be viewed directly or may be saved so that they can be automatically generated in the future and emailed to specified recipients.

To create a report, click **New Report**.

- If you have permission to schedule reports as well as create them, you will see the **Manage Reports** button described in 12.1.2, Manage scheduled reports.

This launches the following screen, where you can enter the details for your report.

Figure 50: Creating a report

Reports for business group 'PRD 11100 FLIMS BG'

Send Feedback Save Cancel

Report Title: September Call Report

Report Type: Call Log

Department: Accounts

Line Filter:

Account Code:

Schedule: One Off

Send to:

Data range

Period: 09/04/2017 - 09/18/2017

Start of day: 00 : 00

End of day: 24 : 00

M T W T F S S

- The Call Log report shows details for all calls.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 36 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled one-off reports may take up to 30 minutes to produce.
- All times are in (GMT+0.00) Europe/London.

Update Report

- Enter a title for your report in the **Report Title** box.
- If you are also an ACD Supervisor, you will see ACD and BG radio buttons below the Report Title box. Select **BG** to generate a Business Group report.
- Use the **Report Type** drop-down to select the type of report – see 12.1.3, Call Activity Report types for details of the information included in each report.
- Use the **Department** drop-down to select the Department for which you want to generate the report.
- If you want to filter the report to only contain information for a specific line or account code, add the details to the **Line** and **Account Code** boxes.
 - If you enter both a Department and a Line, and the Line is not in that Department, the report will include calls between that line and anyone in the Department.
 - If you enter both a Department and an Account Code, the report will include all calls from that Department using that Account Code. For example, if an Account Code relates to a single customer, you can use the Account Code filter to generate a report that will collate all outgoing calls from different lines to that customer.
- Use the **Data range** box on the top right of the screen to set the dates and times that the report should cover.
 - The **Data range** box will display the dates in the format used for the CommPortal interface. If you want the report to cover less than a whole day, use the dropdowns alongside Start of Day and End of Day to select the required time period.
 - Click on the icons for the days of the week to include/exclude those days from the report.
- Click **Update Report**

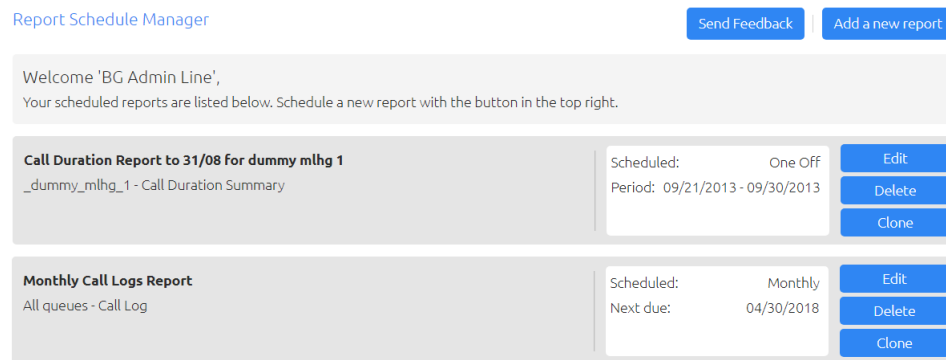
The report is then displayed on screen.

If you also have permission to schedule reports, you will see the following additional options on Figure 50: Creating a report.

- Use the **Schedule** drop-down to select whether the report should be a one-off or a scheduled report.
- Use the **Send to** box to enter the email address(es) of people who should receive a copy of the report when it's generated.

12.1.2 Manage scheduled reports

If you have permission to schedule reports, you can click the **Manage Reports** button shown in Figure 49: New Report screen to launch the **Report Schedule Manager** screen where you can see details of the reports you have currently scheduled.

Figure 51: Report Schedule Manager screen

- Click **Edit** alongside a report if you want to make any changes – this will launch the screen shown in Figure 50: Creating a report, with all the fields for this report filled in with their current values.
- Click **Delete** if you no longer want to schedule this report.
- Click **Clone** to create another report of this type that uses the same parameters as this one. The report will be created with the appropriate fields already filled in.
- From this page, you can also click **Add a new report** to launch the screen shown in Figure 50: Creating a report.
- You can also use the **Send Feedback** button to launch the pop-up described in 3.3.1, Send Feedback.

12.1.3 Call Activity Report types

You can select from the following Call Activity reports when using the Report Type dropdown in Figure 50: Creating a report, although note that some are available only if you have the Premium ACD feature.

Account Statistics

This report shows outbound call statistics for the specified Department, ordered by account codes. You can use this report to identify the usage of the Account Codes configured in your department.

Figure 52: Account Statistics report

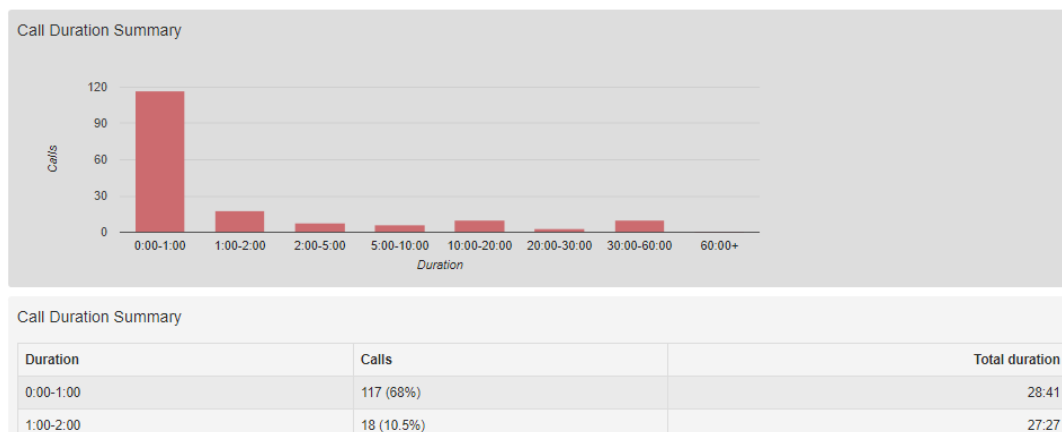
Account Statistics							
Account Code	Direction	Total calls	Answered calls	Unanswered calls	Average alerting time	Total call duration	Average call duration
0	outbound	240	240 (100%)	0 (0%)	0:04	18:00	0:04
1	outbound	120	120 (100%)	0 (0%)	0:05	6:00	0:03
2	outbound	240	120 (50%)	120 (50%)	0:01	5:00	0:01
3	outbound	60	60 (100%)	0 (0%)	0:10	9:00	0:09
4	outbound	240	240 (100%)	0 (0%)	0:06	11:00	0:02
5	outbound	60	60 (100%)	0 (0%)	0:08	11:00	0:11
6	outbound	360	360 (100%)	0 (0%)	0:02	15:00	0:02
7	outbound	120	120 (100%)	0 (0%)	0:00	6:00	0:03
8	outbound	120	60 (50%)	60 (50%)	0:15	3:00	0:01
9	outbound	180	180 (100%)	0 (0%)	0:00	3:18:00	1:06

The table provides the following information for each Account Code for the specified period.

- **Account Code** – The Account Code used to make the calls.
- **Direction** – This will always be an outbound call as Account Codes are not used on incoming calls.
- **Total calls** – The total number of calls made using this Account Code.
- **Answered calls** – The total number of calls made using this Account Code that were answered. This is also expressed as a percentage of the total number of calls made during the specified time period.
- **Unanswered calls** – The total number of calls made using this Account Code that were unanswered. This is also expressed as a percentage of the total number of calls made during the specified time period.
- **Average alerting time** – The average time before a call was answered.
- **Total call duration** – The total length of calls made using this Account Code.
- **Average call duration** – The average duration of a call made using this Account Code.

Call Duration Summary

This report shows the length of incoming and outgoing calls during a specified time period.

Figure 53: Call Duration Summary report

The histogram shows how many answered calls fell into each duration range during the specified time period.

The table presents the same information, along with the total duration of all calls in each duration range.

Call Log

The Call Log report provides a detailed overview of call activity for your Department. If you are looking at this report on the CommPortal BG Admin UI, you can click on DN's and Account Codes to filter the report by that DN or Account Code.

The information is presented as a table with a row for each call.

Figure 54: Call Log report

Call Log

Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
10/27/2017 09:20:59	outbound	01438200041		01438210000	0:03	unconnected	
10/27/2017 09:23:22	inbound	Number withheld		01438200041	0:01	unconnected	
10/27/2017 09:23:30	inbound	Number withheld		01438200041	0:01	unconnected	

The table provides the following information for each call.

- **Date** – The date and time at which the call was initiated.
- **Direction** – Whether this was an incoming, outgoing or internal call.
- **Source** – The number of the calling party.
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- **Destination** – The number of the party that received the call.
- **Alerting Time** – How long in seconds before the call was answered.

- **Duration** – The duration of the call.
- **Account code** – The account code used (if applicable).

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling
- For some types of call transfer, for example if a call is transferred by a Business Group line into an MLHG, the initial leg of the call will be reported separately.

Frequent Caller Summary

This report shows the DNs of callers who made the most incoming calls.

Frequent Caller Summary					
Caller ranking	Source	Calls Received	Calls Abandoned	Total queuing time	Total duration
1	2345550018	11	3	2.49	0.36
2	2345550999	4	0	0.25	0.00
3	Alexandre Rondon	1	1	0.10	0.00
4	Filipe Castro	1	1	0.10	0.00

The table presents the following information for the selected time period.

- **Caller ranking** – The ranking for this caller, based on the number of calls received from them during the specified time period.
- **Source** – The number of the calling party.
- **Calls Received** – The number of calls received from this caller over the time period.
- **Calls Abandoned** – The number of calls that were abandoned by this caller before they were answered.
- **Total queuing time** – The total amount of time this caller had to wait before their call was answered by an Agent.
- **Total duration** – The total duration of all incoming calls received from this caller.

Frequently Called Summary

This report is very similar to the Frequent Caller Summary but this report is grouped and ranked using the target DN rather than the source DN.

Figure 55: Frequently Called Summary report

Frequently Called Summary					
Ranking	Target	Calls Received	Calls Abandoned	Total alerting time	Total duration
1	01438200037	53	5	1:30	3:57:23
2	01438200035	34	5	2:01	2:34:02
3	01438200000	24	2	2:56	3:40

The table presents the following information for the selected time period.

- **Ranking** – The ranking for this caller, based on the number of calls received from them during the specified time period.
- **Target** – The number of the called party.
- **Calls Received** – The number of calls received by this DN over the time period.
- **Calls Abandoned** – The number of calls that were abandoned by the user of this DN without being answered.
- **Total alerting time** – The total amount of time before calls to this DN were answered.
- **Total duration** – The total duration of all incoming calls received by the DN.

Location Analysis

You will only be able to access the Location Analysis report if this has been explicitly configured by your Service Provider.

This report shows the location of incoming and outgoing calls, based on the DN and location information that has been configured. Your deployment may even have been configured to show these locations on a Google map.

Figure 56: Location Analysis report

Location Analysis							
Location	Direction	Total calls	Answered calls	Unanswered calls	Mean alerting time	Total call duration	Mean call duration
Unknown	inbound	323	238 (73.7%)	85 (26.3%)	0:06	11:40:50	2:10
Unknown	outbound	238	172 (72.3%)	66 (27.7%)	0:07	11:29:50	2:53

The table presents the following information for the selected time period.

- **Location** – The location configured for the report. The locations are set up by your Service Provider using map coordinates, which can range from a very small area to a much wider region.
- **Direction** – Whether the row for this location relates to incoming or outgoing calls.
- **Total calls** – The total number of calls received or made in this location during the specified time period.

- **Answered calls** – The number of calls in this location that were answered during the specified time period. This is also shown as a percentage of the total number of calls received.
- **Unanswered calls** – The number of calls in this location that were not answered during the specified time period. This is also shown as a percentage of the total number of calls received.
- **Mean alerting time** – The average time before a call was answered in this location.
- **Total call duration** – The total length of all calls made or received in this location.
- **Mean call duration** – The average duration of an incoming/outgoing call in this location.

Long Ringing Time

This report contains any incoming calls that rang for longer than a configured threshold. This threshold will have been set by your Service Provider.

Figure 57: Long Ringing Time report

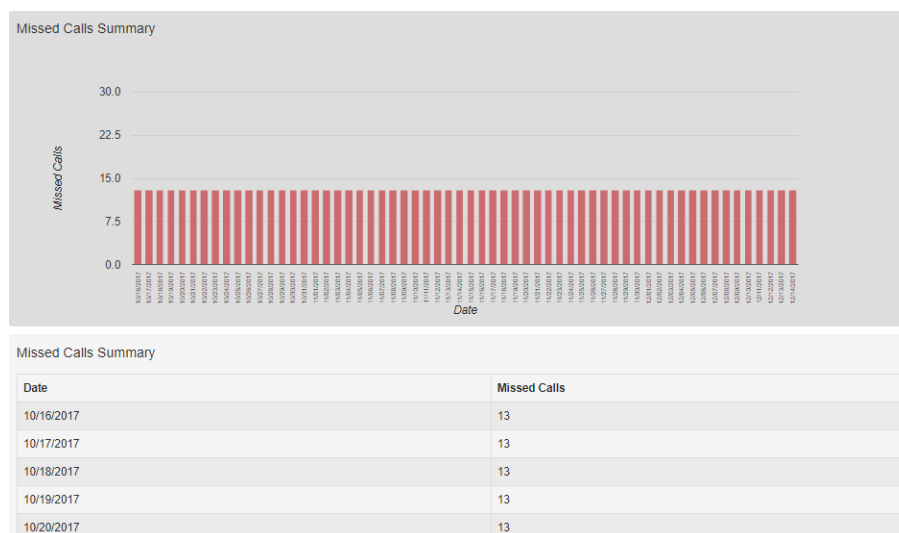
Long Ringing Time						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
10/27/2017 13:11:17	inbound	01438200041		01438200042	1:24	unconnected
10/27/2017 13:13:58	inbound	01438200041		01438200042	0:56	unconnected
10/27/2017 15:37:03	inbound	01438200036	01438200046, 01438200000	01438200000	0:37	0:04
10/27/2017 16:13:42	inbound	01438200036	01438200046, 01438200000	01438200000	0:38	0:06

The table presents the following information for the selected time period.

- **Date** – The date and time when the call was received or made.
- **Direction** – Whether this was an incoming or outgoing call.
- **Source** – The DN of the call.
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination.
- **Destination** – The number of the party that received the call.
- **Alerting Time** – How long in seconds before the call was answered.
- **Duration** – The duration of the call, or Unconnected if the caller rang off before the call was answered.

Missed Calls Summary

This report shows a high level summary of incoming calls that were not connected. Note that any calls answered by an automaton, for example voicemail or an auto attendant, count as being connected.

Figure 58: Missed Call Summary report

This report shows a histogram and a table, both showing the Date and the total number of missed calls on that date.

Missed Calls Detail

This report shows details of incoming calls that were not connected.

Figure 59: Missed Calls Detail

Missed Calls Detail						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
10/27/2017 09:23:22	inbound	Number withheld		01438200041	0:01	unconnected
10/27/2017 09:23:30	inbound	Number withheld		01438200041	0:01	unconnected
10/27/2017 10:41:26	inbound	01438200047		01438200037	0:01	unconnected

The table presents the following information for the selected time period.

- **Date** – The date and time when the call was received or made.
- **Direction** – Whether this was an incoming or outgoing call.
- **Source** – The DN of the call, if available. Click on the link to filter the report to see all missed calls from this DN.
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination.
- **Destination** – The number of the party that received the call.
- **Alerting Time** – How long in seconds before the call was answered.
- **Duration** – The duration of the call, or Unconnected if the caller rang off before the call was answered.

Short Calls

This report shows calls that were answered that were shorter than a threshold configured by your Service Provider. This report may indicate when a caller was connected to an auto attendant or voicemail service, but hung up without taking further action.

Figure 60: Short Calls report

Short Calls						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
10/27/2017 10:26:47	inbound	01438200034		01438200030	0:03	0:03
10/27/2017 10:55:09	inbound	01438200047		01438200037	0:00	0:04
10/27/2017 11:48:09	inbound	01438200035		01438200037	0:00	0:03

The table presents the following information for the selected time period.

- **Date** – The date and time when the call was received or made.
- **Direction** – Whether this was an incoming or outgoing call.
- **Source** – The DN of the call, if available. Click on the link to filter the report to see all short calls from this DN.
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination.
- **Destination** – The number of the party that received the call.
- **Alerting Time** – How long in seconds before the call was answered.
- **Duration** – The duration of the call.

Top Talkers

This report shows call data for BG lines, including total and answered calls and data on call duration, ordered by total call duration.

Figure 61: Top Talkers report

Top Talkers								
Rank	Line	Total calls	Placed calls	Answered calls	Min call duration	Mean call duration	Max call duration	Total call duration
1	01438200037	101	20 (19.8%)	73 (72.3%)	0:00	3:44	36:55	6:17:04
2	01438200035	108	39 (36.1%)	59 (54.6%)	0:00	3:16	43:58	5:53:59
3	01438200046	114	74 (64.9%)	40 (35.1%)	0:00	2:48	43:58	5:20:38

The table presents the following information for the selected time period.

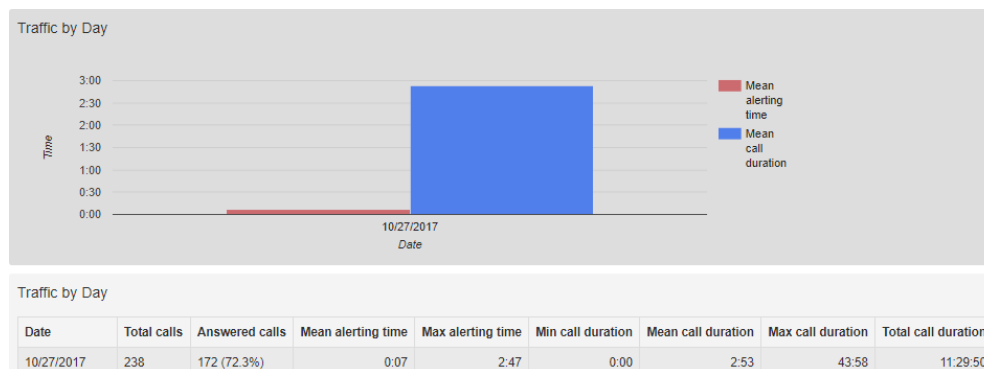
- **Rank** – The ranking for this DN, based on the total call duration of calls to this number during the specified time period.
- **Line** – The DN of the line.
- **Total Calls** – The total number of calls received by the DN.

- **Placed Calls** – The total number of calls placed by the DN. This is also shown as a percentage of the number of calls placed by all the lines.
- **Answered Calls** – The total number of calls answered by the DN. This is also shown as a percentage of the number of calls answered by all the lines.
- **Min call duration** – The shortest call received or made by this DN.
- **Mean call duration** – The average length call received or made by this DN.
- **Max call duration** – The longest call received or made by this DN.
- **Total call duration** – The total time that this DN was in a call over the specified time period.

Traffic by Day

This report presents call data arranged by day.

Figure 62: Traffic by Day



The bar chart displays the mean alerting time and mean call duration for each day, and the table provides the following information for each day specified in the report.

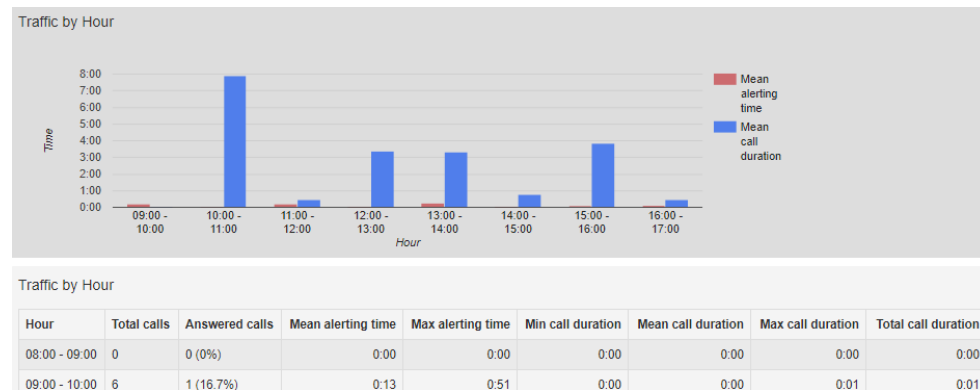
- **Date** – The day that this row covers.
- **Total calls** – The total number of calls received on that date by the department, line or account code, depending on how the report was filtered.
- **Answered calls** – The total number of calls answered on this day.
- **Mean alerting time** – The average time before calls were answered on this day.
- **Max alerting time** – The maximum time that a call rang before it was answered on this day.
- **Min call duration** – The shortest call received or made on this day.
- **Mean call duration** – The average length call received or made on this day.
- **Max call duration** – The longest call received or made on this day.

- **Total call duration** – The total time spent in calls on this day.

Traffic by Hour

This report presents call data arranged by day.

Figure 63: Traffic by Hour



The bar chart displays the mean alerting time and mean call duration for each hour, and the table provides the following information for each day specified in the report.

- **Hour** – The hour that this row covers.
- **Total calls** – The total number of calls received during that hour by the department, line or account code, depending on how the report was filtered.
- **Answered calls** – The total number of calls answered during that hour.
- **Mean alerting time** – The average time before calls were answered during that hour.
- **Max alerting time** – The maximum time that a call rang before it was answered during that hour.
- **Min call duration** – The shortest call received or made during that hour.
- **Mean call duration** – The average length call received or made during that hour.
- **Max call duration** – The longest call received or made during that hour.
- **Total call duration** – The total time spent in calls during that hour.

Unreturned Calls Detail

This report is the same as the Missed Calls Detail report but omits any calls that were subsequently connected during the period of the report.

Figure 64: Unreturned Calls Detail

Unreturned Calls Detail						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
10/27/2017 09:23:22	inbound	Number withheld		01438200041	0:01	unconnected
10/27/2017 09:23:30	inbound	Number withheld		01438200041	0:01	unconnected
10/27/2017 09:23:40	inbound	Number withheld		01438200041	0:01	unconnected

The table provides the following information.

- **Date** – The date and time when the call was received or made.
- **Direction** – Whether this was an incoming or outgoing call.
- **Source** – The DN of the call, if available. Click on the link to filter the report to see all missed calls from this DN.
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination.
- **Destination** – The number of the party that received the call.
- **Alerting Time** – How long in seconds before the call was answered.
- **Duration** – The duration of the call, or Unconnected if the caller rang off before the call was answered.

User Statistics

This report provides an overview of a range of lines, allowing you to compare the activity of different lines within your Business Group or Department over a specific time period.

Figure 65: User Statistics report

User Statistics							
Line	Direction	Total calls	Answered calls	Unanswered calls	Mean alerting time	Total call duration	Mean call duration
*88	inbound	6	0 (0%)	6 (100%)	0:06	0:00	0:00
*88	outbound	0	0 (0%)	0 (0%)	0:00	0:00	0:00
01438200000	inbound	47	44 (93.6%)	3 (6.4%)	0:07	7:20	0:09
01438200000	outbound	0	0 (0%)	0 (0%)	0:00	0:00	0:00

The table provides the following information.

- **Line** – The Business Group/Department line.
- **Direction** – Whether this was an incoming, outgoing or internal call.
- **Total calls** – The number of incoming/outgoing calls involving this line.
- **Answered calls** – The number of incoming/outgoing calls involving this line that were answered by the called party. This is also shown as a percentage of the total outgoing calls made.

- **Unanswered calls** – The number of incoming/outgoing calls involving this line that were not answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- **Mean alerting time** – The average time before a call was answered.
- **Total call duration** – The total duration of all incoming/outgoing calls involving this line.
- **Mean call duration** – The average duration of an incoming/outgoing call involving this line.

12.2 Business Group Call Logs

Depending on your permissions, you may be able to export raw call logs in CSV format containing details of all calls made (up to a month at a time) to and from the lines within your administrative domain. . This includes calls to MLHGs within the Business Group or department. The reports can be filtered by date and department.

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:

- From the BG Admin page select the *Call Analytics* link from the left of the page.
 - If you only have permission to access raw call logs, you will see the following screen.
 - If you also have permission to view Call Analytics reports, use the **Download Logs** tab shown on Figure 48: Call Analytics Summary page to access the Call Logs panel.

Figure 66: CommPortal Business Group Admin Call Logs display

The screenshot displays the 'Business Group Admin Portal' interface. On the left is a blue sidebar with navigation options: Home, Groups (with sub-items: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access), Phones, Services (with sub-items: Departments, Short Codes, Account Codes, Extensions), and Call Analytics (highlighted). The top header is blue with 'Business Group Admin Portal' and a user profile 'John Smith'. The main content area is titled 'Call Analytics' and has three tabs: 'Summary', 'Reports', and 'Download Logs' (which is selected). Below the tabs, text reads: 'Download CSV report of all calls to and from lines in your administration domain.' The 'Date Range:' section includes 'Start date:' and 'End date:' labels, each followed by input boxes for month, day, and year, with calendar icons. The 'Department:' section has a dropdown menu currently showing 'Data Connection'. A note states: 'Note, the data will include the chosen department and all sub departments.' At the bottom is a blue 'Download' button.

- Enter the start and end dates in the boxes provided. You can download Call Logs for a time frame of up to 30 days.
- Use the dropdown to select the department for the call logs that you would like to see.
- Click the *Download* button. The report will be downloaded on to your computer.