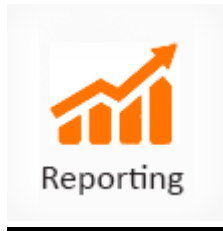



Reporting



The reporting module is where reports about the calls, queues, users, campaigns, etc. of the client can be accessed. Through this module, reports can be filtered, viewed, and exported.

Functions of Keys in Reports:

		
<p>Button used to apply filtering on behalf of the agent, queue name, start and end times in the report.</p>	<p>Both of these buttons are used to export the report in .CSV format.</p>	<p>Button used to refresh the report table.</p>

Types of Reports:

1. Queue
2. Hunt Group
3. Agent
4. Call
5. Chat
6. Campaign
7. Interactive Voice Response
8. Reviews
9. Satisfaction Survey
10. Integrations
11. Platform
12. Beta

Queue Reports

Under this report title in the manual; Queue Performance Daily, Queue Performance Daily Export, Queue Performance Hourly, and Chat Queue Performance are included.

Queue Performance Daily

Call information about the selected queue on the specified dates is accessed here. If the queue is not selected, a report is received on all queues created on the tenant. Filtered report results can be downloaded in .CSV format.

Note: You cannot filter intervals longer than one month!

Queue

Inbound_Q
+3

Start Date

08/04/2020

Finish Date

06/05/2020

Duration Unit


Second

Cumulative

Show

Queue	Date	Calls	Short Calls	Answered	Answer Rate ↓	Answered in SL
Total		3	1	2	66,67	1
Inbound_Q	2020-04-13	2	0	2	100,00	1
Inbound_Q	2020-04-22	1	1	0	0,00	0
Outbound_Q	2020-04-08	0	0	0	0,00	0
KarimSayani	2020-04-09	0	0	0	0,00	0
Outbound_Q	2020-04-09	0	0	0	0,00	0
Outbound_Q	2020-04-10	0	0	0	0,00	0



Queue Performance Daily Export

Call information about the selected queue on the specified dates is exported here. Filtered report results can be downloaded in .CSV format by clicking on the  download button.

Filtered report results can be deleted by clicking on the  delete button.

Queue Start Date Finish Date Duration Unit Export ↻

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
@callcenterstudio.com	QueuePerformanceReport__2020-02-01 00:00:00_2020-05-06 00:00:00	2020-05-06 11:05:41.097807	✓	 

Rows per page: 50 1-1 of 1 < >

Queue Performance Hourly

Hourly call information and SL / SL2 / AR percentages related to the selected queue are accessed. Optionally, it can be downloaded in .CSV format.

report page

Queue: **Inbound Q** +1 Start Date: 04/02/2020 End Date: 06/05/2020 Start Time: **Show**

Date	Hour	Inbound	Answered	Short	Abandoned ⁺	SL	SL2	AR	Hold	ATT
	Total	42	22	10	20	86.36363636363636	59.375	68.75	1	12.95
2020-03-04	12:00-13:00	6	2	0	4	100	33.33333333333333	33.33333333333333	0	1
2020-02-11	11:00-12:00	2	0	1	2	0	0	0	0	NaN
2020-02-21	17:00-18:00	2	0	2	2	0	0	0	0	NaN
2020-03-04	11:00-12:00	9	7	2	2	100	100	100	0	0.71
2020-03-04	13:00-14:00	3	1	0	2	0	0	33.33333333333333	1	47
2020-03-04	14:00-15:00	3	1	2	2	0	0	100	0	43
2020-02-11	20:00-21:00	1	0	0	1	0	0	0	0	NaN
2020-02-21	15:00-16:00	1	0	0	1	0	0	0	0	NaN
2020-02-21	18:00-19:00	1	0	0	1	0	0	0	0	NaN
2020-02-25	18:00-19:00	1	0	1	1	0	0	0	0	NaN
2020-02-26	16:00-17:00	5	4	1	1	100	100	100	0	25
2020-04-22	13:00-14:00	1	0	1	1	0	0	0	0	NaN
2020-02-04	00:00-01:00	0	0	0	0	0	0	0	0	NaN
2020-02-04	01:00-02:00	0	0	0	0	0	0	0	0	NaN
2020-02-04	02:00-03:00	0	0	0	0	0	0	0	0	NaN
2020-02-04	03:00-04:00	0	0	0	0	0	0	0	0	NaN

Rows per page: 50 1-50 of 2233

Chat Queue Performance

Chat performance information and answering percentages related to the selected queue are accessed here. It can be downloaded in .CSV format.

report page

Queue report not found.

Queue	Date	Number of Chats	Answered Chats	Rejected Chats	Abandon	Answer Rate	Answer Speed	Answered in SL	SL	Total chatting	Average Chatting
Sorry, no matching records found											

Rows per page: 50 0-0 of 0

Hunt Group Reports

Call results of Ip Phone users included in Hunt groups are accessed. For the Hunt group, the report can be filtered by selecting the start and end time. It can be downloaded in .CSV format.

report page

Hunt Group Name	Date	Calls	Answered	Missed
Sorry, no matching records found				

Agent Reports

Reports under the title of Agent:

1. Agent Performance Report
2. Agent Performance By Queue
3. Team Performance
4. Agent Status Detail
5. Queue Membership
6. User List

Agent Performance Report

In the Agent Performance report, the performance report of the selected Agent can be accessed. Information such as how many answered calls or outgoing calls can be accessed here. It can be downloaded in .CSV format.

The screenshot shows a web interface for generating an Agent Performance Report. At the top, there are several input fields: 'Agent' (dropdown menu with 'John Smith' selected), 'Start Date' (text input with '01/05/2017'), 'Finish Date' (text input with '06/05/2020'), and 'Duration Unit' (dropdown menu with 'Minute' selected). A 'Cumulative' checkbox is present, and a purple 'Show' button is to the right. Below these fields, a message reads 'Please select a date after 2017-06-23'. The main area is a table with the following headers: 'Agent Email', 'Agent Name', 'Agent Custom ID', 'Date', 'Total Calls', 'Total Talk Time', 'Total Avg Talk Time', 'Total Local Release', 'Answered', 'Inbound Talk Time', and 'Inbound Avg Talk Time'. The table body is currently empty. At the bottom right, there is a pagination control showing 'Rows per page: 50' and '0-0 of 0'.

Topics in the Report:

Agent Email	Agent's email
Agent Name	Agent's name
Agent Custom Id	Agent's Custom Id
Date	The date the call arrived
Total Calls	Total number of incoming + outgoing calls
Total Talk Time	Total talking times of incoming + outgoing calls
Total Avg Talk Time	Total incoming + outgoing call average talk times
Total Local Release	Total number of calls terminated by the agent
Answered	Total number of calls answered by the agent
Inbound Talk Time	Total talking time of incoming calls

Inbound Avg Talk Time	Total of average talking times of incoming calls
Inbound Local Release	Sum of incoming calls terminated by the agent
Abandon Calls	Unanswered calls
Outbound Attempts	Total number of failed outgoing calls
Outbound Calls	Total number of outgoing calls
Outbound Talk Time	Total talking time of outgoing calls
Outbound Avg Talk Time	Total average talking times of outgoing calls
Outbound Local Release	Sum of outgoing calls terminated by the agent
Available	Total time that the agent remains in AVAILABLE status
Ringling	Total time that the agent remains in RINGING status
Dialing	Total time that the agent remains in DIALING status
Talking	Total time that the agent remains in TALKING status
Chat	Total time that the agent remains in CHAT status
After Call Work	Total time that the agent remains in ACW status
Wrap Up	Total time that the agent remains in WRAP UP status
Break	Total time that the agent remains in BREAK status
Lunch	Total time that the agent remains in LUNCH status
Meeting	Total time that the agent remains in MEETING status
Training	Total time that the agent remains in TRAINING status

Outbound	Total time that the agent remains in OUTBOUND status
Back Office	Total time that the agent remains in BACK OFFICE status
Total Duration	Sum of the time spent in statuses (including custom statuses)
Holds	The number of times the call is put on hold.
Hold Duration	Total time elapsed when the call was put on hold
First Login	Date/time when the agent entered the system for the first time during the day
Last Logout	Date/time when the agent exited the system for the last time during the day
Number of Logout	Total number of times the agent exited from the system during the day
Production	Under the Status tab in the Administrator section, when creating a status the “Productive” status can be checked. When checked, the time that the agent was in this status will be displayed here.
Break Lunch	Total time in break + lunch status
Other	Other information if available
Training Meeting	Total time in Training + Meeting statuses
Special Status	Total time in Special status
Answered Speed	The time that the Agent spent answering the call

Agent performance by queue

These are the reports that show the call details and agents' status regarding the queue of incoming and outgoing calls. The report can be filtered according to the agent and the date. Also, it can be downloaded in .CSV format.

Note: Descriptions of the fields in the report are the same as the Agent Performance report, only the Agent Special ID field is not added in this report, and the Queue field is added.

report page

Agent
Test

Queue

Start Date
01/01/2019

Finish Date
06/05/2020

Cumulative

Show

Agent	Custom ID	Date	Queue	Total Calls	Total Talk Time	Total Avg Talk Time	Total Local Release	Inbound	Inbound Talk Time	Inbound Avg Talk Time	Inbound
Test		2020-04-03	KarimSayani	7	171,00	24,43	4	0	0,00	0,00	0
Test		2020-04-07		0	0,00	0,00	0	0	0,00	0,00	0
Test		2020-04-09	KarimSayani	2	279,00	139,50	3	0	0,00	0,00	0
Test		2020-04-10	Outbound_Q	1	43,00	43,00	4	0	0,00	0,00	0
Test		2020-04-10	KarimSayani	0	0,00	0,00	1	0	0,00	0,00	0
Test		2020-04-13		0	0,00	0,00	0	0	0,00	0,00	0
Total				10	493,00	49,30	12	0	0,00	0,00	0

Rows per page: 50 1-7 of 7

Team Performance Report

Call information of agents in a specific team, and status details of the agents in the team can be accessed. It can be downloaded in .CSV format, which can be filtered by team name and date.

Note: The descriptions of the fields in the report are the same as the Agent Performance report. The only difference is the Team name has been added to the report.

report page

Teams
gamze

Start Date
01/12/2018

Finish Date
06/05/2020

Duration Unit

Cumulative

Show

O	Available	Ringing	Dialing	Talking	Chat	After Call Work	Wrap up	Break	Lunch	Meeting	Training	Outbound
	1791,00	0,00	0,00	0,00	0	0,00	0,00	0,00	0,00	0,00	0,00	0
	8128,00	0,00	0,00	0,00	0	7,00	0,00	10,00	5,00	0,00	8,00	0
	238,00	0,00	10,00	0,00	0	0,00	0,00	0,00	0,00	13,00	0,00	0
	10157,00	0,00	10,00	0,00	0	7,00	0,00	10,00	5,00	13,00	8,00	0

Agent Status Detail

Agent Status Detail reports the status of the agents, the time/date intervals they change their status, and the time they stay in a call status are displayed in detail here. Filtering can be done according to the agent, team, or date. To view the report, it must be downloaded in .CSV format.

report page

Agent Team Start Date Finish Date [Export](#)

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 12:08:43.348381	✓	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 12:08:27.566720	✓	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 12:05:16.818142	✓	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 12:04:59.349202	✓	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 12:04:38.123920	✓	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 12:00:15.679518	✓	Download
gamze.sanal@alo-tech.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:59:07.717536	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:54:01.576508	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:47:10.794912	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__	2019-12-25 11:46:57.012452	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:37:34.029031	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:32:47.711173	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:32:05.150064	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:31:16.769205	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:28:00.322659	✓	Download
gamze.sanal@callcenterstudio.com	AgentStatus__2019-12-23 00:00:00_2019-12-24 23:59:59	2019-12-25 11:26:47.388435	✓	Download

Rows per page: 50 1-24 of 24

An example of the report is shown below:

Agent	Statuses	Date	Duration
John Smith	available	26.11.2015 10:09	3
John Smith	aftercallwork	26.11.2015 10:09	2
John Smith	available	26.11.2015 10:09	25
John Smith	ringing	26.11.2015 10:09	4
John Smith	talking	26.11.2015 10:10	14
John Smith	wrapup	26.11.2015 10:10	6
John Smith	available	26.11.2015 10:10	15
Matt Christina	aftercallwork	26.11.2015 10:10	9

John Smith	available	26.11.2015 10:10	6
John Smith	ringing	26.11.2015 10:11	25
John Smith	talking	26.11.2015 10:11	9
John Smith	available	26.11.2015 10:11	2
John Smith	ringing	26.11.2015 10:11	7

Queue Membership

The included user information in queues, the current status of users, and the priority values of a queue can be seen here. If desired, the report can be downloaded in .CSV format.

report page

Queue
Outbound_Q

Show

Agent Name	Agent Custom Id	Queue Name	Status	Last Status	Priority
Test		Outbound_Q	logoff	2020-04-13 14:59:39	100
Şefika Korkmaz		Outbound_Q	available	2020-04-15 14:45:53	100
Gökçe Karaduman		Outbound_Q	logoff	2019-11-25 15:45:16	100
Sinem Demirbilek		Outbound_Q	logoff	2020-04-10 15:41:30	100
AA Test User		Outbound_Q	logoff	2019-11-01 12:06:37	100
Fatih Ç. Koç		Outbound_Q	lunch	2020-04-14 17:18:47	100
AA Test User2		Outbound_Q	logoff	2019-08-06 16:15:53	100
Umut Ç. Turhan		Outbound_Q	logoff	2020-05-05 16:53:09	100
Cemal Yılmaz		Outbound_Q	logoff	2020-05-04 17:36:41	100
Reda Amharech		Outbound_Q	logoff	2020-04-30 22:00:17	100
Abdullah Kevser		Outbound_Q	logoff	2020-04-02 21:23:38	80

Rows per page: 50 1-11 of 11

User List

All users registered in the tenant and their authority status are listed. It can be downloaded in .CSV format.

report page

Show

Username	Name	Station Number	Custom ID	Admin	Agent	Team Leader	Reporting	Active
abdullah.kevser@callcenterstudio.com	Abdullah Kevser	859580		✓	✓	✓	✓	✓
cemal.yilmaz@callcenterstudio.com	Cemal Yılmaz	810520		✓	✓	✓	✓	✓
fatih.koc@callcenterstudio.com	Fatih Ç. Koç	323033		✓	✓	✓	✓	✓
gokce.karaduman@alo-tech.com	Gökçe Karaduman	869667		✓	✓	✓	✓	✓
matt.christina@callcenterstudio.com	Matthew Christina	546726		✓	✓	✓	✓	✓
mert.agacbicer@alo-tech.com	Mert Ağaçıçer	251465		✓	✓	✓	✓	✓
reda.amharech@callcenterstudio.com	Reda Amharech	103909		✓	✓	✓	✓	✓
sefika.korkmaz@alo-tech.com	Şefika Korkmaz	481744		✓	✓	✓	✓	✓
sinem.demirbilek@alo-tech.com	Sinem Demirbilek	None		✓	✓	✓	✓	✓
test.user2@callcenterstudio.com	AA Test User2	497223		✓	✓	✓	✓	✓
test.user@callcenterstudio.com	AA Test User	497320		✓	✓	✓	✓	✓
test@callcenterstudio.com	Test	483047		✓	✓	✓	✓	✓
umut.turhan@callcenterstudio.com	Umut Ç. Turhan	769497		✓	✓	✓	✓	✓

Rows per page: 50 * 1-13 of 13 < >

Call Reports

Reports under the title of Call:


1. Call Detail
2. Call Transfer
3. General Call Traffic



4. Abandoned Calls from
Queues

5. Voicemail & Callback
Request Calls

Call Detail Report

1. The report includes detailed information on all calls. Filtering can be done according to queue, Agent name, Start, and End time.

2. If voice recordings are requested to appear in the report, With Voice  option should be selected.

3. It is optional to name the report, and the report can be downloaded in an .CSV format without any name. Filtered report results can be downloaded in .CSV format by clicking on the, , download button. Filtered report results can be deleted by clicking on the, , delete button.



Topics in the Report explained in the Manual:

Call ID	The ID of the call
Call Unique ID	Unique ID of the call
Channel	The channel from which the call came and exited
Queued	If the call took place in a queue, “1” will be displayed. If the call did not take place in the queue, “0” will be displayed.
Answered	If the call is answered, “1” will be displayed. If the call was not answered, “0” will be displayed.
Answered By	Agent who answered the call.
Assigned	If the call was assigned to an agent, “1” will be displayed. If the call was not assigned to an agent, “0” will be displayed.
Abandoned	If the call was abandoned, “1” will be displayed. If the call was not abandoned, “0” will be displayed.
Dequeue	-
Call Date	The date and time when the call entered the system.
Queue Date	The date and time when the call was queued.
Connection Date	The date and time when the call was connected to the customer representative.
Hang Up Date	The date and time when the call was closed.
Wait Duration	The wait duration the call
Call Duration	The duration of the call
Hold	The number of times the call was placed on hold
Hold Duration	The length of time that the call was on hold
Service Level	If the call was answered within the service level, “1” will be displayed. If the call was not answered within the service level “0” will be displayed.
Short Call	If the call was closed within the short call duration set time, “1” will be displayed. If the call was not closed within the short call duration set time,

	“0” will be displayed.
Caller ID	Phone number of the caller
Called Number	The phone number of the person called
Call Direction	The incoming call is called “Inbound,” The outgoing call is specified as “Outbound.”
Queue	Indicates which queue the incoming or outgoing call came or exited from.
Agent	Agent’s name
Agent Custom Id	Agent’s Custom Id
Local Release	If the agent closed the call "1" will be displayed. If the customer closed, the call “0” will be displayed.
Voice Recording	If there is a voice recording for the call, "1" will be displayed. If the voice recording is not logged or if it is not present, "0" will be displayed.
Custom Variables	Call variables defined in the IVR
Source Tenant	Tenant's detailed report of the call
ACD Date	The delivery date of the call
ACD First Queue	Queue where the call was first sent.
Last Attendant Step	The menu step where the call was ended.
Tags	Tags assigned to the call
Transfer Tenant	Tenant sending the call by internal transfer or virtual number
Transfer Tenant Agent	The agent who made the transfer.
Disposition	Automatic result codes are written about the status of the call (Chanunavail, cancel, answer, busy)
IVR Elapsed Time	Total time in IVR

Call Transfer

Information regarding transfers can be found here. It can be filtered using the agent and transfer type. Filtered report results can be downloaded in .CSV format by clicking on the

 download button. Filtered report results can be deleted by clicking on the  delete button.

Active Call Key	The key number of the call
Transfer Date	Date of the transferred call
Custom ID	Agent's Custom ID
Transferor	The transferor of the call
Transferee	The transferee of the call
Transfer Type	Type of the Transfer
Initial Queue	The initial call queue
Last Agent	Last agent on the call

General Call Traffic

The information of the Executive Summary Report sent to the users according to the Daily, Weekly, and Monthly options are available via email. (Identification is made from User Notification Settings.)

Start Date
2018/07/02

Finish Date
2020/05/08

Show



Date	Incoming Calls	Answered Incoming Calls	Incoming Call Duration	Missed Calls	Outgoing Attempts	Outgoing Calls
2020-01-27	2	1	102	1	81	48
2020-01-21	7	0	41	1	49	29
2020-01-30	1	1	23	0	36	25
2020-02-03	0	0	0	0	31	19
2020-01-20	0	0	0	0	38	30
2020-04-22	1	0	6	1	12	3
2020-01-29	1	0	3	1	27	19
2020-02-04	0	0	0	0	33	22
2020-01-23	3	0	5	1	27	15
2020-02-06	3	0	2	0	36	21
2019-12-19	15	0	1173	2	17	9

Rows per page: 50 ▾ 1-50 of 276 < >

Abandoned Calls from Queues

Lists of abandoned calls in queues are displayed in detail here. Filtering can be done by number and queue. To view the report, it must be downloaded in .CSV format. Filtered report results can be downloaded in .CSV format by clicking on the download button. Filtered report results can be deleted by clicking on the delete button.

The screenshot shows a web interface for reporting. At the top, there are search filters: 'Number', 'Start Date' (01/01/2019), 'Finish Date' (08/05/2020), and 'Queue'. There are also 'My Reports' and 'Export' buttons. Below the filters, a message states: 'You can find the previously prepared reports in the list below.' The main area contains a table with the following data:



Report Creator	File Name	Date Created	Completed	Download
fatih.koc@callcenterstudio.com	abandon_calls_2019-01-01 00:00:00_2020-05-08 23:59:59	2020-05-08 12:01:05.670595	✓	 

At the bottom right of the table, there is a pagination control: 'Rows per page: 50' and '1-1 of 1'.

Voicemail & Callback Request Calls

Lists the calls that arise from requests of voicemails or callbacks are displayed in detail here.

Filtering can be done by number and status. To view the report, it must be downloaded in .CSV format. Filtered report results can be downloaded in .CSV format by clicking on the

 download button. Filtered report results can be deleted by clicking on the  delete button.

My Reports

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
fatih.koc@callcenterstudio.com	callback_request_2019-04-09 00:00:00_2020-05-08 23:59:59	2020-05-08 13:17:55.585929	✓	
fatih.koc@callcenterstudio.com	callback_request_2018-01-01 00:00:00_2020-05-08 23:59:59	2020-05-08 12:00:44.216074	✓	

Rows per page: 50 1-2 of 2 < >

Chat Reports

To view the details, they must be downloaded in .CSV format. Filtered report results can be downloaded in .CSV format by clicking on the download button. Filtered report results can be deleted by clicking on the delete button.

Chat Details Report

Example of the report is shown below:



Parking Date

My Reports

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
sophie@callcenter.com	ChatDetail_2019-03-04 00:00:00_2019-07-16 23:59:59	2019-07-17 02:41:04.184876	✓	
sophie@callcenter.com	ChatDetail_2019-07-17 00:00:00_2019-07-17 23:59:59	2019-07-17 02:40:32.172746	✓	

The screenshot shows a web interface for generating and viewing reports. At the top, there are several filters: Queue (Inbound_Q), Agent, Start Date (02/10/2017), Finish Date (08/05/2020), Parking Date, and My Reports. There are also 'Export' and 'Refresh' buttons. Below the filters, a message states: 'You can find the previously prepared reports in the list below.' The main area contains a table with the following data:

Report Creator	File Name	Date Created	Completed	Download
fath.koc@callcenterstudio.com	ChatDetail_2017-10-02 00:00:00_2020-05-08 23:59:59	2020-05-08 13:33:17.621656	✓	 

At the bottom right of the table, there is a pagination control: 'Rows per page: 50' and '1-1 of 1'.

Campaign Reports

Reports under the title of Campaign:

1. Call History
2. Finish Codes
3. Last Finish Code

Call History

Reports show campaign searches, call information, custom fields, notes, planned visit dates (redial date), and scripter results. It can be filtered by the Start-End Date, -loaded list (data), Agent, and campaign name. The report must be downloaded in .CSV format to be displayed.

Filtered report results can be downloaded in .CSV format by clicking on the  download

button. Filtered report results can be deleted by clicking on the  delete button.

Export
↻

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
fath.koc@callcenterstudio.com	CampaignCallHistory_2019-05-01 00:00:00_2020-05-08 23:59:59	2020-05-08 13:41:38.560487	✓	↓ ✖
fath.koc@callcenterstudio.com	LastReasonCode_2013-09-01 00:00:00_2020-03-30 23:59:59	2020-03-30 14:01:13.344996	✓	↓ ✖
fath.koc@callcenterstudio.com	LastReasonCode_2018-08-26 00:00:00_2020-03-30 23:59:59	2020-03-30 14:00:33.616270	✓	↓ ✖
fath.koc@callcenterstudio.com	CampaignCallHistory_2019-06-30 00:00:00_2020-03-30 23:59:59	2020-03-30 13:39:10.799212	✓	↓ ✖
fath.koc@callcenterstudio.com	CampaignCallHistory_2020-03-01 00:00:00_2020-03-30 23:59:59	2020-03-30 13:33:04.719130	✓	↓ ✖

Rows per page: 50 ▾ 1-5 of 5 < >

Finish Codes

Reports the numbers of the cause-effect codes and result codes of the campaign collectively.

The report can be downloaded in .CSV format.

Show

📄

Campaign	Reason Code	Finish Code	Count
Sorry, no matching records found			

Rows per page: 50 ▾ 0-0 of 0 < >

Last Finish Code

The result code of a number called in the campaign is written in this report. In this report, information such as contact information of the number called, other numbers, and the number of appointments, if the visit was created, can be accessed.

Campaign

List

Start Date

Finish Date

Export

↻

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
fath.koc@callcenterstudio.com	CampaignCallHistory_2019-05-01 00:00:00_2020-05-08 23:59:59	2020-05-08 13:41:38.560487	✓	
fath.koc@callcenterstudio.com	LastReasonCode_2013-09-01 00:00:00_2020-03-30 23:59:59	2020-03-30 14:01:13.344996	✓	
fath.koc@callcenterstudio.com	LastReasonCode_2018-08-26 00:00:00_2020-03-30 23:59:59	2020-03-30 14:00:33.616270	✓	
fath.koc@callcenterstudio.com	CampaignCallHistory_2019-06-30 00:00:00_2020-03-30 23:59:59	2020-03-30 13:39:10.799212	✓	
fath.koc@callcenterstudio.com	CampaignCallHistory_2020-03-01 00:00:00_2020-03-30 23:59:59	2020-03-30 13:33:04.719130	✓	

Rows per page: 50 1-5 of 5

Interactive Voice Response Reports

Routing Performance

The Routing Performances in the Welcome menu can be accessed here. These are the reports that have the “Log” option selected when creating IVR steps. It is also the reports of how often IVR steps are taken between the chosen dates and the total waiting times in the steps.

Attendant	Count	Duration
00.Demo_IVR_Root	73	19
01.Welcome	25	23
02.Transfer_Agent	22	91
03.Inbound_Q	68	7
04.alias_transfer	12	22

Review

Reports under the title of Review:



1. Evaluation Summary
2. Evaluation Summary Export
3. Evaluation Detail Export

Evaluation Summary

Agents' calls are evaluated using quality evaluation forms. Evaluation results can be found in this report. It can be filtered by agents, team leaders, and dates. It can be downloaded in .CSV format.

Layout Name	Evaluation Date	Evaluating User	Evaluated User	Queue	Team	Score	Call Type	Caller ID
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Evaluation Summary Export

Evaluation Summary is exported here. Filtered report results can be downloaded in .CSV format by clicking on the  download button. Filtered report results can be deleted by clicking on the  delete button.

Evaluating User Evaluated User Quality Evaluation Layouts Caller With Voice Export

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
fatih.koc@callcenterstudio.com	QualityEvaluationReport_...	2020-05-08 14:08:20.973717	✓	

Rows per page: 50 1-1 of 1 < >

Evaluation Detail Export

Lists of evaluations are displayed in detail here. To view the report, it must be downloaded in .CSV format. Filtered report results can be downloaded in .CSV format by clicking on the download button. Filtered report results can be deleted by clicking on the delete button.

Evaluating User Evaluated User Queue Quality Evaluation Layouts With Voice Export

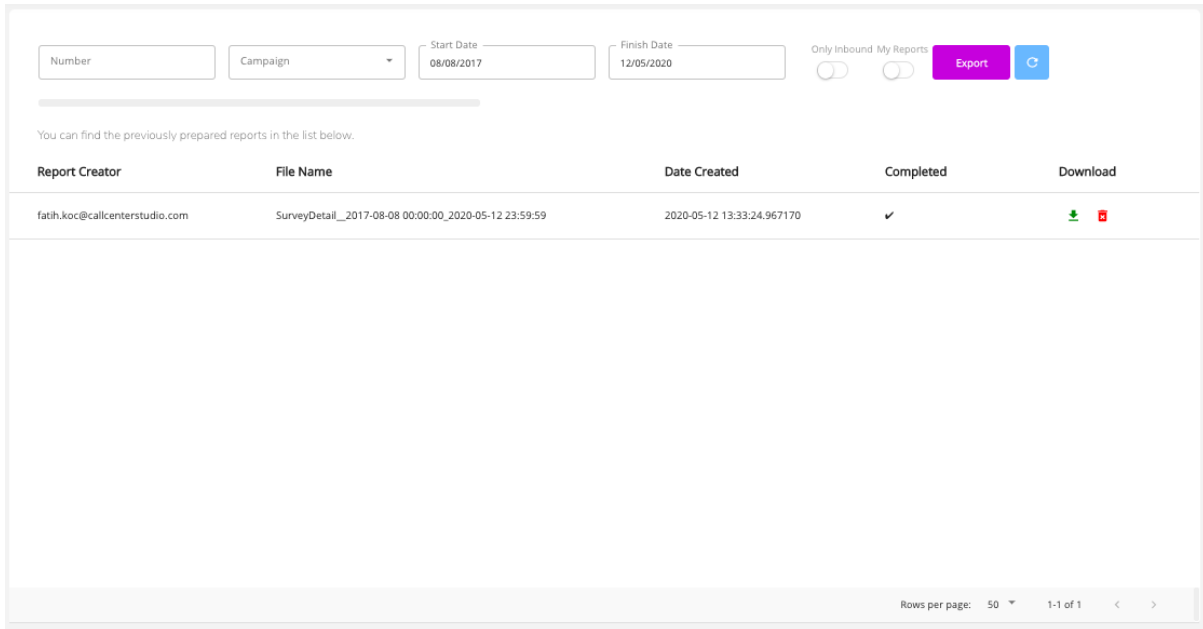
You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
fatih.koc@callcenterstudio.com	QualityEvaluationFormDetail__	2020-05-12 13:30:48.065303	✓	

Rows per page: 50 1-1 of 1 < >



Satisfaction Survey Reports

These are the reports that reach the keying values made by the customers, in response to the satisfaction survey questions defined in the IVR. Reports can be filtered according to start/finish date, phone number, campaign, being inbound or not, and downloaded in .CSV format.



The screenshot displays a web interface for managing reports. At the top, there are several filters: a text input for 'Number', a dropdown for 'Campaign', a date input for 'Start Date' (08/08/2017), and another date input for 'Finish Date' (12/05/2020). To the right of these filters are two toggle switches labeled 'Only Inbound' and 'My Reports', both currently turned off. Next to the toggles are a purple 'Export' button and a blue circular refresh icon.

Below the filters, a message states: "You can find the previously prepared reports in the list below." This is followed by a table with the following structure:

Report Creator	File Name	Date Created	Completed	Download
fatih.koc@callcenterstudio.com	SurveyDetail__2017-08-08 00:00:00_2020-05-12 23:59:59	2020-05-12 13:33:24.967170	✓	 

At the bottom right of the table area, there is a pagination control showing "Rows per page: 50" and "1-1 of 1" with navigation arrows.

Integrations

In this section, there are headings in which connections of different services that the system is integrated can be used. Regarding these integrations, the guidance of the assigned Call Center Studio project manager should be consulted regarding the installation and use.

The screenshot shows a web application interface with a search and filter section at the top. It includes input fields for 'Phone Number', 'Token', 'Start Date' (with a value of 09/11/2016), and 'Finish Date' (with a value of 12/05/2020). A purple 'Show' button is located to the right of these fields. Below the filters is a table with the following columns: Date, Caller ID, Agent, lyzico name, Active call key / Conversation Id, Internal Error, Token, Locale, and Currency. The table body is currently empty. At the bottom right of the table area, there is a pagination control showing 'Rows per page: 50' and '0-0 of 0'.

Platform

All users

All users registered in Tenant regarding related reports are listed here. It can be downloaded in .CSV format.

My Report
Export

You can find the previously prepared reports in the list below.

Report Creator	File Name	Date Created	Completed	Download
fatih.koc@callcenterstudio.com	UserList_Test_2020-05-12_15-26-59	2020-05-12 15:26:59.950438	✓	
simay.guler@alo-tech.com	UserList_2019-12-30_11-23-07	2019-12-30 11:23:07.256086	✓	
gokce.karaduman@hotmail.com	UserList_2019-05-16_12-33-04	2019-05-16 12:33:04.211568	✓	
mesut.oner@alo-tech.com	UserList_2018-07-17_10-36-08	2018-07-17 10:36:08.125020	✓	
gokce.karaduman@alo-tech.com	UserList_2017-11-06_11-01-05	2017-11-06 11:01:05.652490	✓	
gokce.karaduman@alo-tech.com	UserList_tesgt_2017-11-06_11-00-13	2017-11-06 11:00:13.555690	✓	

Rows per page: 50 1-6 of 6

Daily User Status

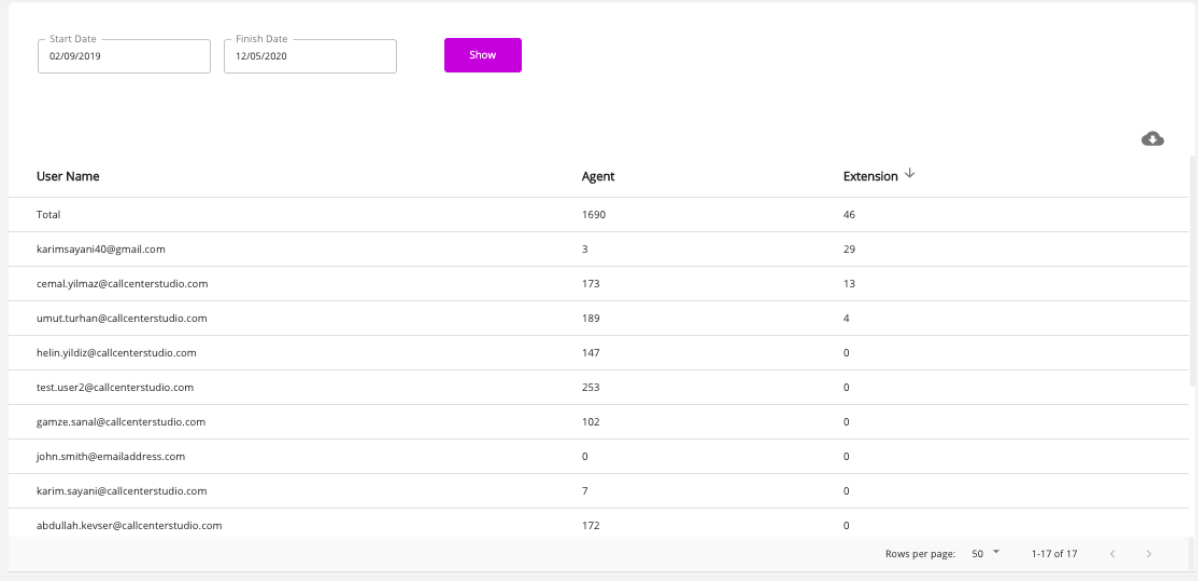
All users who become active on the specified dates are accessed here. It is possible to filter the results based on the type of roles of users. Filtered report results can be downloaded in .CSV format optionally.

Show

Logdate	Namespace	Username	Admin	Supervisor	Agent	Reporting	QA	Extension
Sorry, no matching records found								

Billing Summary

All users' billing summaries on the specified dates are shown here. It can also be downloaded in .CSV format optionally.



The screenshot shows a web interface for viewing billing summaries. At the top, there are two date input fields: 'Start Date' with the value '02/09/2019' and 'Finish Date' with the value '12/05/2020'. To the right of these fields is a purple 'Show' button. Below the filters is a table with three columns: 'User Name', 'Agent', and 'Extension'. The table contains 11 rows of data, including a 'Total' row. At the bottom right of the table, there is a pagination control showing 'Rows per page: 50' and '1-17 of 17'.

User Name	Agent	Extension ↓
Total	1690	46
karimsayani40@gmail.com	3	29
cemal.yilmaz@callcenterstudio.com	173	13
umut.turhan@callcenterstudio.com	189	4
helin.yildiz@callcenterstudio.com	147	0
test.user2@callcenterstudio.com	253	0
gamze.sanal@callcenterstudio.com	102	0
john.smith@emailaddress.com	0	0
karim.sayani@callcenterstudio.com	7	0
abdullah.kevsler@callcenterstudio.com	172	0

Beta

Sections that are actively being edited appear here. For example, if a new user is being created it will appear here. This section is used normally by the Call Center Studio Development Team or Assigned Project Manager.

Queue Performance

Beta versions of the reports regarding queue's performances, which are not completed yet, can be seen here. It can be filtered by duration as 15 minutes, 30 minutes, and hourly. It can also be downloaded in .CSV format optionally.

Queue: Emre Demir_ISIMU_KUYRUK | Start Date: 02/07/2018 | Finish Date: 12/05/2020 | Duration Unit: 30 Minutes | Show

Time	Inbound	Answered	Short	Abandon ↓	SL	SL2	AR	Hold	ATT
Total	215	127	44	88	89.76377952755905	66.66666666666666	74.26900584795322	21	55.42
18:00	16	4	10	12	75	50	66	0	16.75
14:00	23	12	5	11	91.66666666666666	61.111111111111114	66	7	128.25
11:00	25	15	2	10	80	52.17391304347826	65	8	15.93
09:30	8	0	5	8	0	0	0	0	NaN
11:30	14	6	5	8	83.33333333333334	55.55555555555556	66	2	59
16:00	17	9	3	8	66.66666666666666	42.857142857142854	64	0	80.22
10:30	12	6	2	6	83.33333333333334	50	60	3	34
14:30	16	10	1	6	100	66.66666666666666	66	1	43
16:30	27	21	4	6	90.47619047619048	82.6086956521739	91	0	40.86
09:00	3	0	2	3	0	0	0	0	NaN
13:30	7	5	0	2	100	71.42857142857143	71	0	64.4

Rows per page: 50 | 1-49 of 49

Rejected Calls on Queue

Beta versions of the reports regarding rejected calls on queues that are not completed can be seen here. It can be filtered by duration as 15 minutes, 30 minutes, and hourly. It can also be downloaded in .CSV format optionally.

Agent: Emre Demir | Start Date: 01/05/2019 | Finish Date: 12/05/2020 | Show

Active Call Key	Caller ID	Called Number	Call Date	Reject Date	User Name	Agent Name	Queue Key
XNOZXjpaGi6bWV0bGvyaS5jb20	05358316162	908505326011	2019-05-09 09:44:55	2019-05-09 09:45:50	emretest@alo-tech.com	Emre Demir	ahRzfm11c3RlcmktaGi6bWV0bGvyaXIScxFUXVidWUYgICA0ckw
XNOZXjpaGi6bWV0bGvyaS5jb20	05358316162	908505326011	2019-05-09 09:44:55	2019-05-09 09:45:39	emretest@alo-tech.com	Emre Demir	ahRzfm11c3RlcmktaGi6bWV0bGvyaXIScxFUXVidWUYgICA0ckw
N0ZXjpaGi6bWV0bGvyaS5jb20	05071220265	908505326011	2019-05-09 09:52:59	2019-05-09 09:54:22	emretest@alo-tech.com	Emre Demir	ahRzfm11c3RlcmktaGi6bWV0bGvyaXIScxFUXVidWUYgICA0ckw

Rows per page: 50 | 1-3 of 3