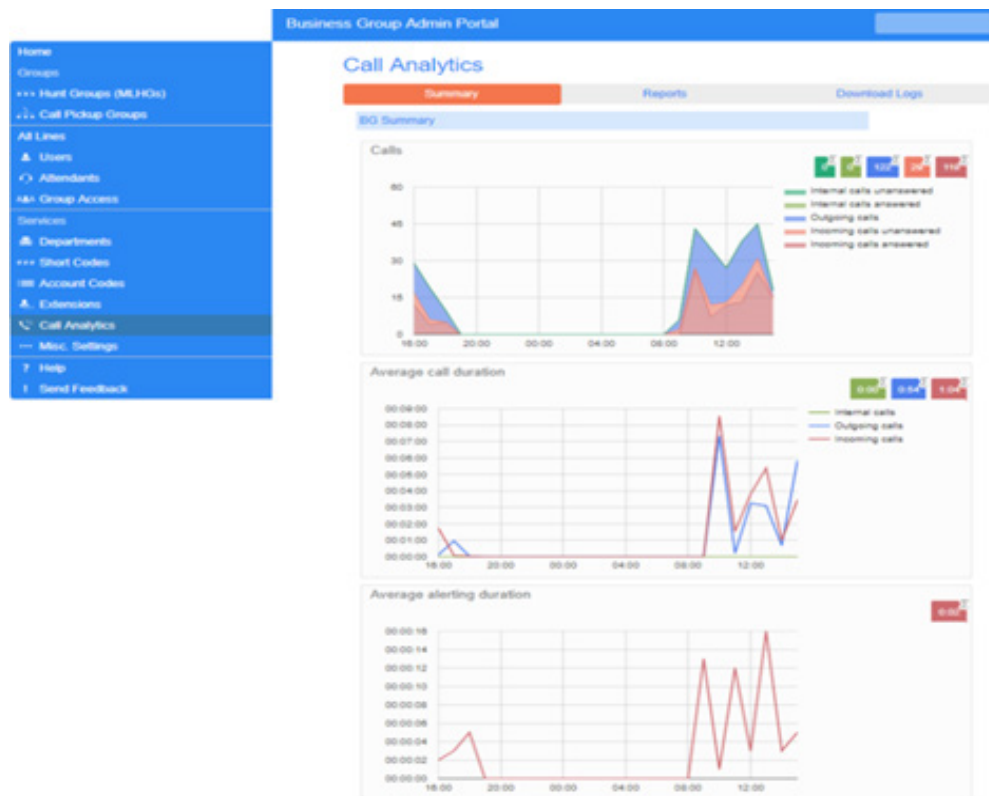




Business Group- Call Analytics

Call Analytics are available using the “**Call Analytics**” tab on the left-hand menu in the Business Group Admin CommPortal. This replaces the “**Call Logs**” option in previous versions of CommPortal.

Business Group Admins who are able to access “**Call Analytics**” reports see the “**Summary**” dashboard when they click on the “**Call Analytics**” tab.



On this screen, the BG Admin can;

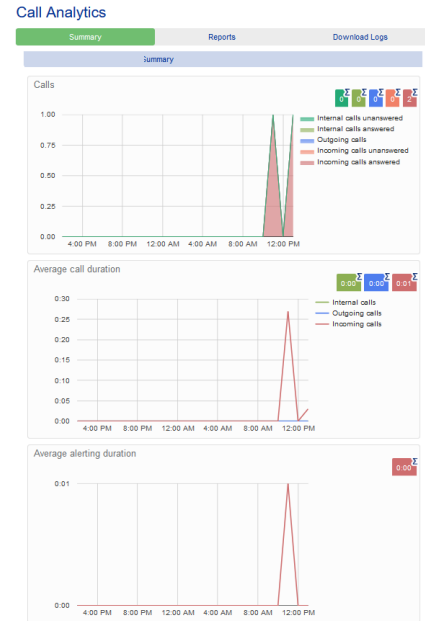
1. View **Summary** graphs
2. View and add **Reports**
3. **Download Logs**



Business Group- Call Analytics Reports

View **Summary** graphs of the most recent call activity for calls, average call duration and average alerting duration for the Business Group or Department they administer.

Note that BG Admins who are root administrators in Business Groups configured to support more than 10,000 lines will not see the summary graphs on this screen.



Call Analytics

Summary Reports Download Logs

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.

Click the **Reports** tab to add new reports or view those that have already been scheduled, as described below.

Use the **Download Logs** tabs to access raw call log data in PDF format.

Call Analytics

Summary Reports Download Logs

Download CSV report of all calls to and from lines in your administration domain.

Date Range:

Start date: month day year

End date: month day year

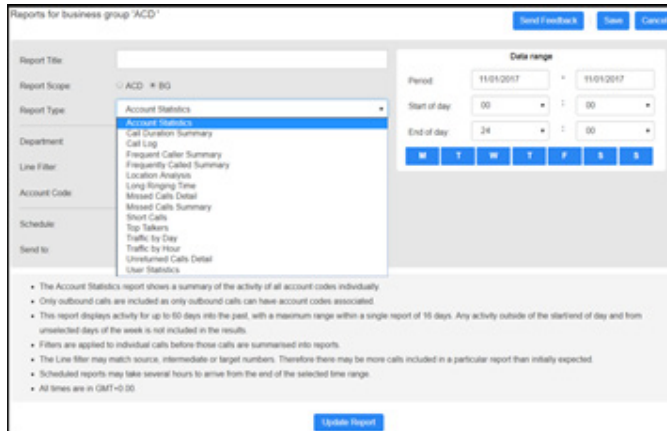
Department:

Note, the data will include the chosen department and all sub departments.



Business Group- Call Analytics Reports

On the 'Reports' screen, a BG Admin can create new reports that they can view in the CommPortal and, if given permission, schedule reports that will be emailed to specific recipients once generated.



Account Statistics - outbound call statistics, shown by account codes

Call Duration Summary - the length of incoming and outgoing calls

Call Log - detailed overview of call activity, where DNs and Account codes are links when viewed in the CommPortal BG Admin UI to filter the report by that DN or Account code

Frequent Caller Summary - the DNs of callers who made the most incoming calls

Frequently Called Summary - similar to Frequent Caller Summary, but grouped and ranked using the target DN rather than the source DN

Missed Calls Summary - shows a high level summary of incoming calls that were not connected (calls answered by an automaton, for example voicemail or an auto attendant count as connected)

Long Alerting - any incoming calls that rang for longer than a configured threshold

Missed Calls Detail - shows all incoming calls that were not connected (calls answered by an automaton, for example voicemail or an auto attendant count as connected)

Short Calls - answered incoming calls that were shorter than 5 seconds, for example to indicate when a caller was connected to an auto attendant or a voicemail service and hung up without taking any further action

Top Talkers - call data for BG lines including total and answered calls and data on call duration, ordered by total call duration

Traffic by Day - call data arranged by day

Traffic by Hour - call data arranged by hour

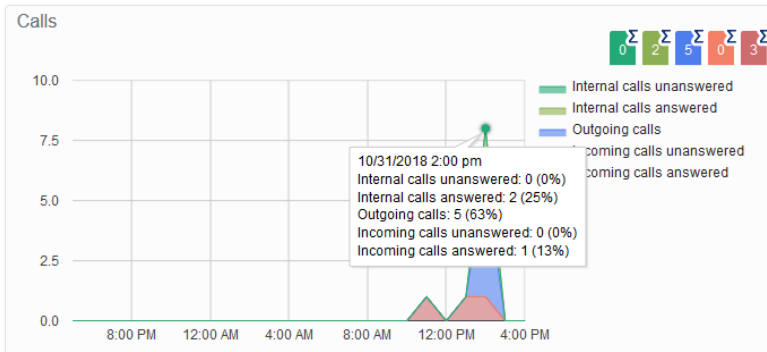
Unreturned Calls Detail - the same as Missed Calls Detail but minus any calls that were subsequently connected during the period of the report

User Statistics - data on calls and call duration by Business Group line.



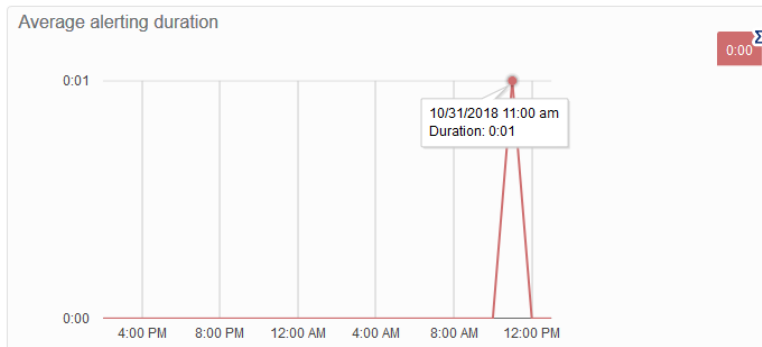
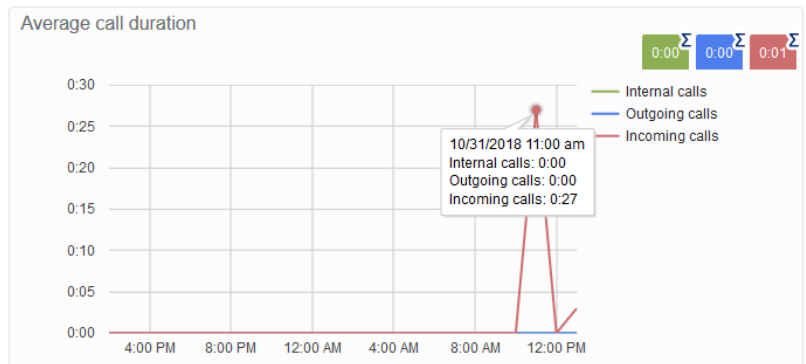
Business Group- Call Analytics Reports

Example of Reports



Calls

Average Call Duration



Average Alerting Duration