

Inbound Live Call Queues

Call Queues

- ☆ Sales Brisbane Standard

8 Available
0 In Call
0 Ringing
- ☆ Sales Melbourne Standard

9 Available
0 In Call
0 Ringing
- ☆ Sales Sydney Standard

10 Available
0 In Call
0 Ringing
- ☆ Service Delivery Standard

10 Available
0 In Call
0 Ringing
- ☆ Generl Tech Support Standard

4 Available
0 In Call
0 Ringing

Sales
Mon, 7 Dec 2020

0

Total

0

Abandoned in queue

0

Timed Out / Exits

00:00:00

Avg. Wait Time

00:00:00

Avg. Talk Time

Agents Status

Name	Extension	Talking To	Time In Call (hh:mm:ss)	Call Status
Sean	314			Available
Patrick	501			Available
Monique	502			Available
Paul	503			Available
Bob	504			Available
Stephanie	505			Available
Robert	574			Available

Calls In Queue

Start Time	Caller ID	Waiting Time

- Call queues panel will display "In Queue" when the agent is In Call and have some customers waiting in the queue:

Calls In Queue

Start Time	Caller ID	Waiting Time
09:48	042 [redacted]	00:00:28

Live Dashboard – KPI Matrix - Select Your Own Measurement Criteria

Add New Widget

Call Queue
Displays the time users are on calls and shows how many users are in-call/available.

Top Users By Call Count
Displays the top users by the number of calls made / received.

Top Users By Inbound Calls
Displays the top users by total incoming calls received.

Top Users By Outbound Calls
Displays the top users by total outgoing calls made.

Top Users By Total Call Duration
Displays users by total time spent on calls.

Top Users By Average Call Duration
Displays the top users by average time spent on calls.

Day Night Status
Displays the current work period and status.

Call Queue Members
Displays a list of staff members assigned to the call queue.

Busiest Numbers
Displays the most active numbers.

Longest Time To Answer
Displays the phone numbers with the longest average time to answer calls.

Shortest Time To Answer
Displays the numbers with the shortest average time to answer calls.

Inbound Call Number Details
Displays the number details for inbound calls.

Inbound Call Answering Performance
Displays how many calls were answered by a user.

Calls answered per minute
Displays how many calls were answered per minute.

TOP USERS BY TOTAL CALL DURATION

J	315	Bob Smith	00:37:43
F	310	Rick Stuart	00:22:22
B	324	Patrick	00:08:18
M	314	Danny Settle	00:08:08
A	349	Simon	00:08:01

TOP USERS BY CALL COUNT

EH	Ezmae Howard	5s
EH	Elliott Hanson	10s
ZT	Zavier Travis	15s
FA	Falak Armitage	20s
JC	Jaheim Christian	25s

TOP USERS BY TOTAL CALL DURATION

MK	Milles Krefztzis (310)	5s
FM	Fariha Mayo (311)	10s
SN	Solomon Norris (312)	15s
LC	Leyla Chamberlain (313)	20s
AP	Koby Pacheco (314)	25s

TOP USERS BY AVERAGE CALL DURATION

LF	Leona Franklin	5s
EW	Elly Whitehouse	10s
AB	Abbi Bartlett	15s
SM	Scarlet Murillo	20s
BB	Bo Burrows	25s

TOP USERS BY INBOUND CALLS

CH	Coco Hudson	5s
SS	Shayla Searle	10s
LJ	Lindsay Johnston	15s
JT	Jordyn Thatcher	20s
EA	Emmeline Amin	25s

MEMBERS QUEUE

101	Tracey Sellers	105	Robert Smith
131	Elliott Hanson	124	Zane Burrows

TOP USERS BY CALL COUNT

KG	Keeleigh Greene	5s
ZS	Zhane Sheridan	10s
RH	Rachelle Hatfield	15s
AR	Alys Rivers	20s
CN	Carlie Nielsen	25s

CURRENT PERIOD
Day
9am - 5pm

AVERAGE TIME TO ANSWER
10s Main in Dial (Sales)

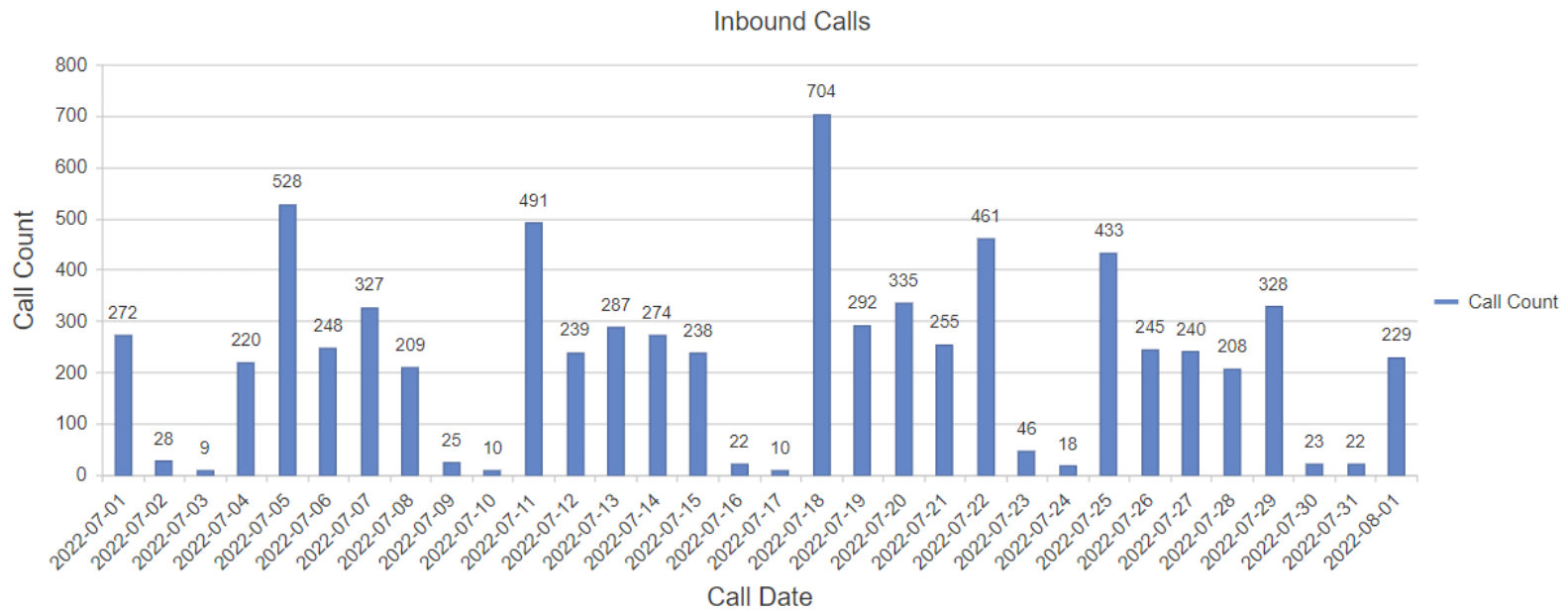
QUEUE SUPPORT

1	Less than 1 minute	2	More than 1 minute
3	More than 2 minutes	1	More than 5 minutes

Your KPI Dashboard may look something like this.

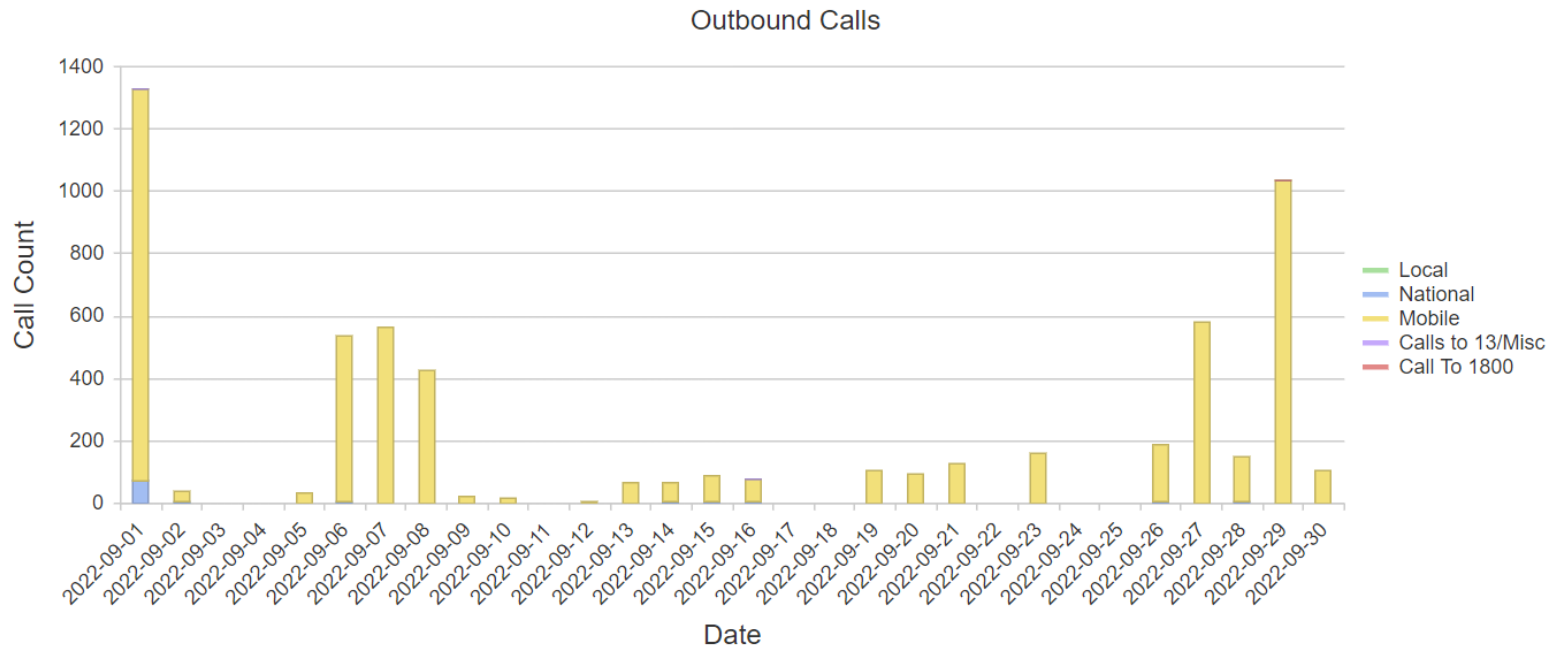
On-Demand Inbound Call Report

Start Date: 2022-07-01 [calendar] [refresh] End Date: 2022-08-01 [calendar] [refresh] Phone Numbers: ALL [dropdown] [Update]



- Export chart to PDF
- Schedule this report
- Summary CSV
- Detailed CSV

On-Demand Outbound Call Report



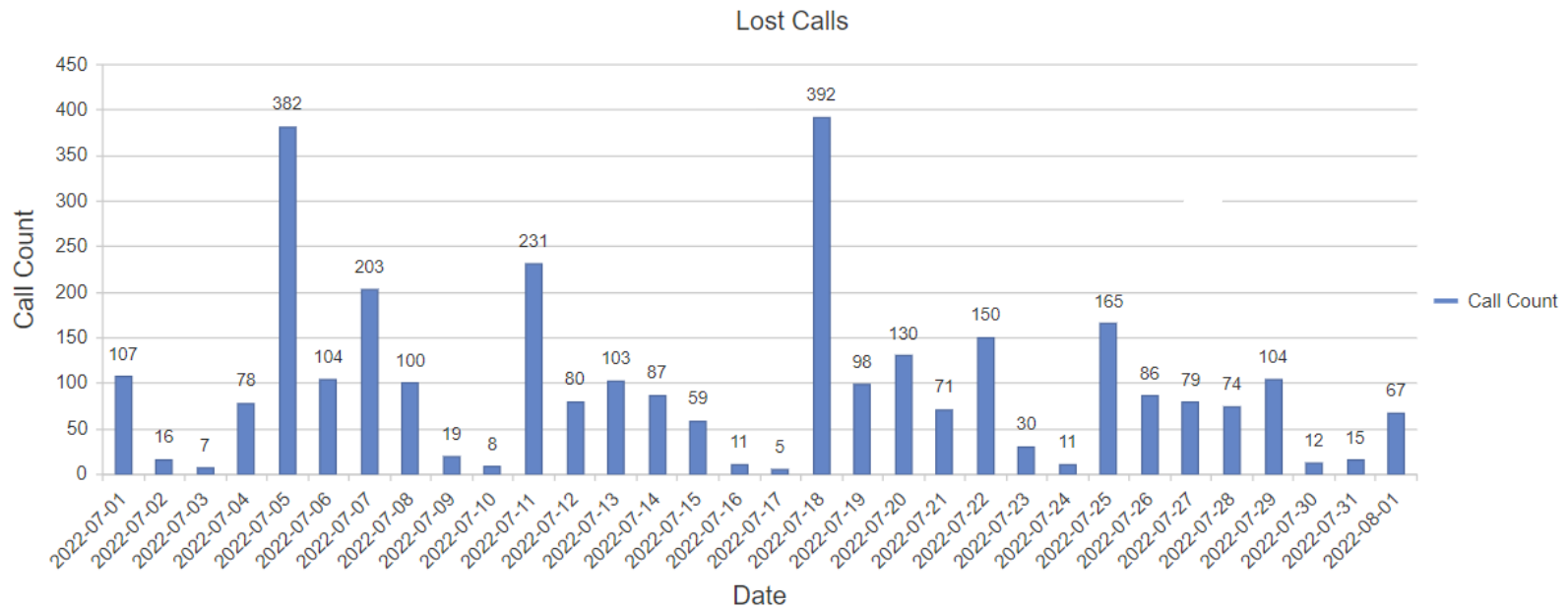
[Export chart to PDF](#)

[Schedule this report](#)

[Download CSV](#)

On-Demand Abandoned Calls (Lost Calls) Report

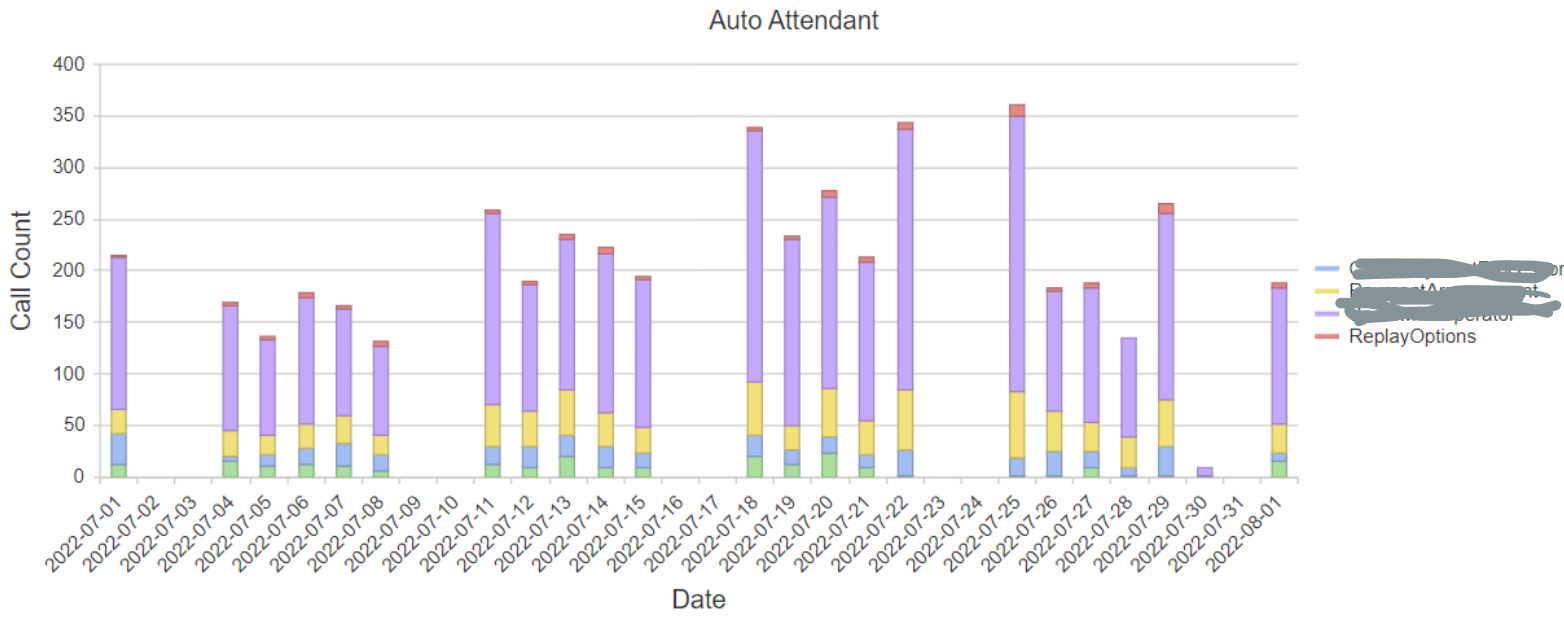
Start Date: 2022-07-01
 End Date: 2022-08-01
 Phone Numbers: ALL
 Include calls that went to Voicemail [Update](#)



- [Export chart to PDF](#)
- [Schedule this report](#)
- [Summary CSV](#)
- [Detailed CSV](#)

On-Demand Auto Attendant (IVR) Report – prompts pressed

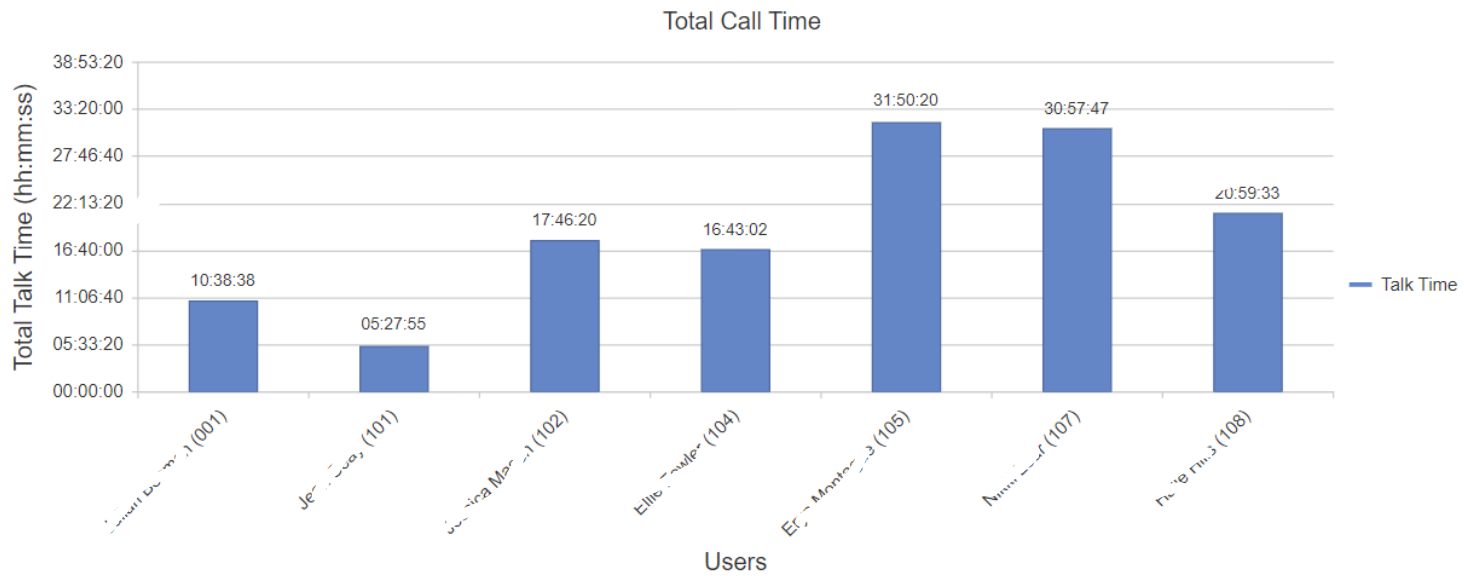
Start Date:
 End Date:
 IVR:



On-Demand User Reports

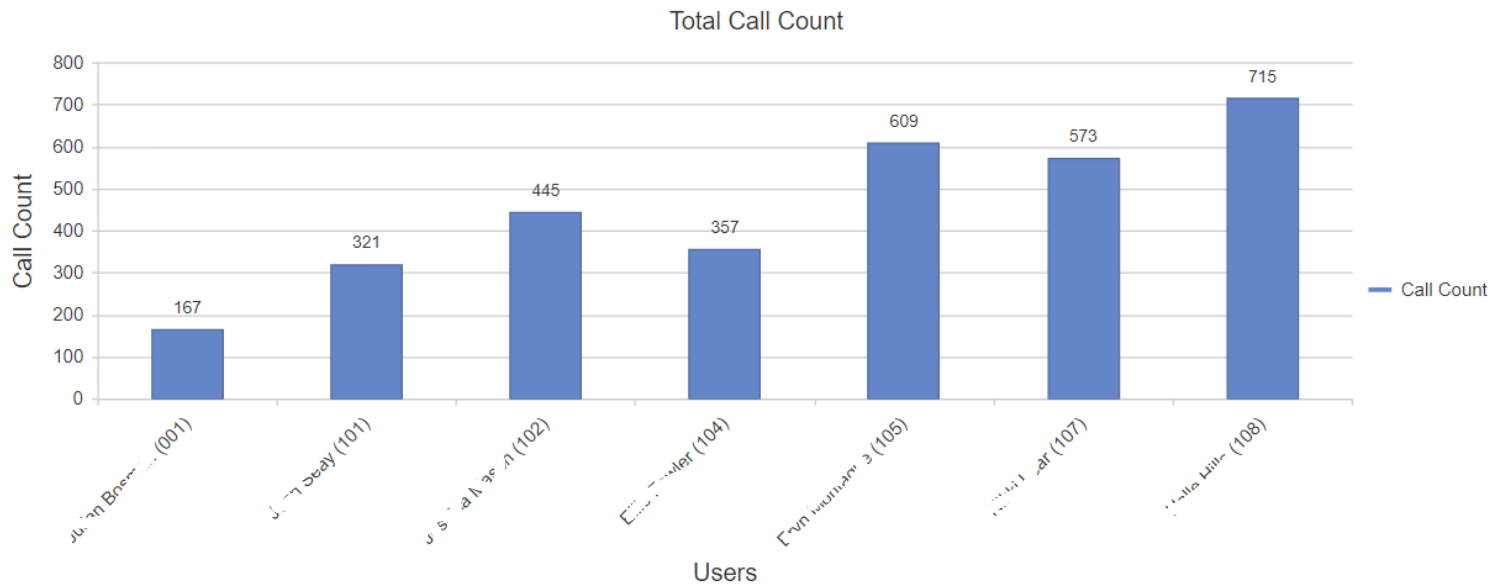
Start Date: 2022-07-...
 End Date: 2022-07-...
 Direction: A
 Offices: All Offices
 Sort: Default
 Limit: A

Group by: User Extension



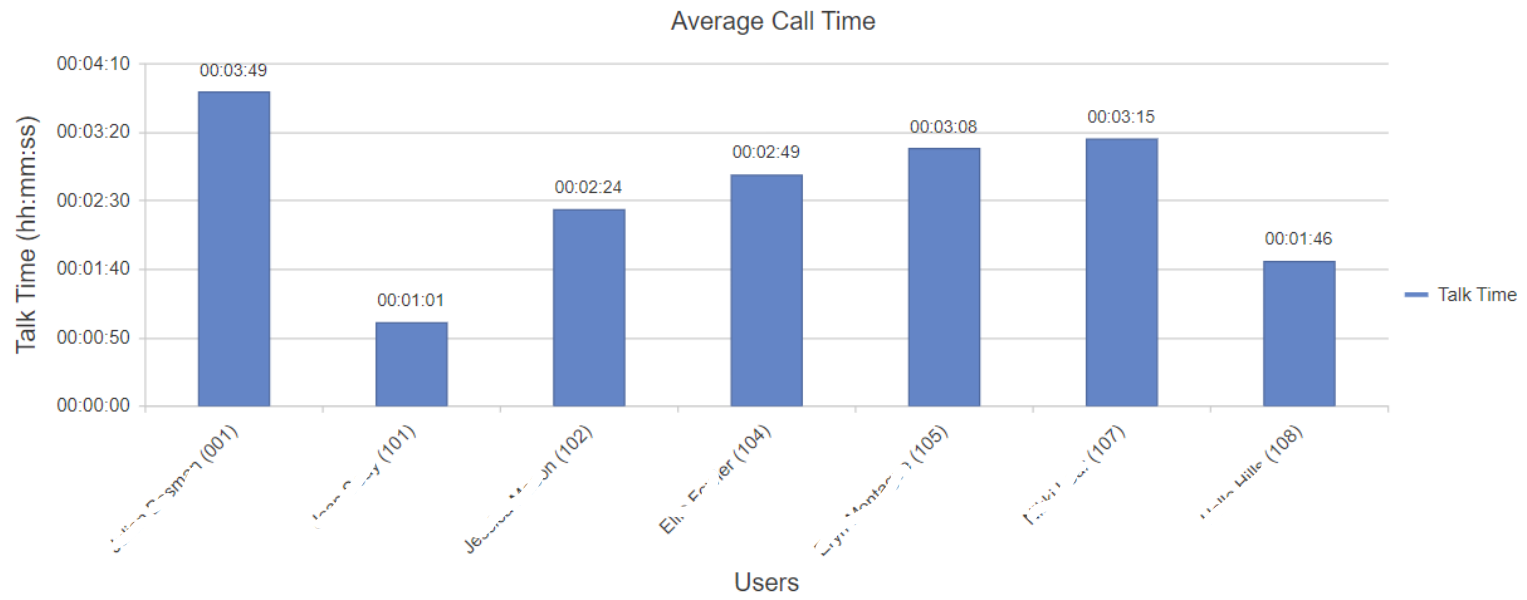
Start Date: 2022-07-...
 End Date: 2022-07-...
 Direction: A ▾
 Offices: All Offices ▾
 Sort: Default ▾
 Limit: A ▾ Update

Group by: User Extension

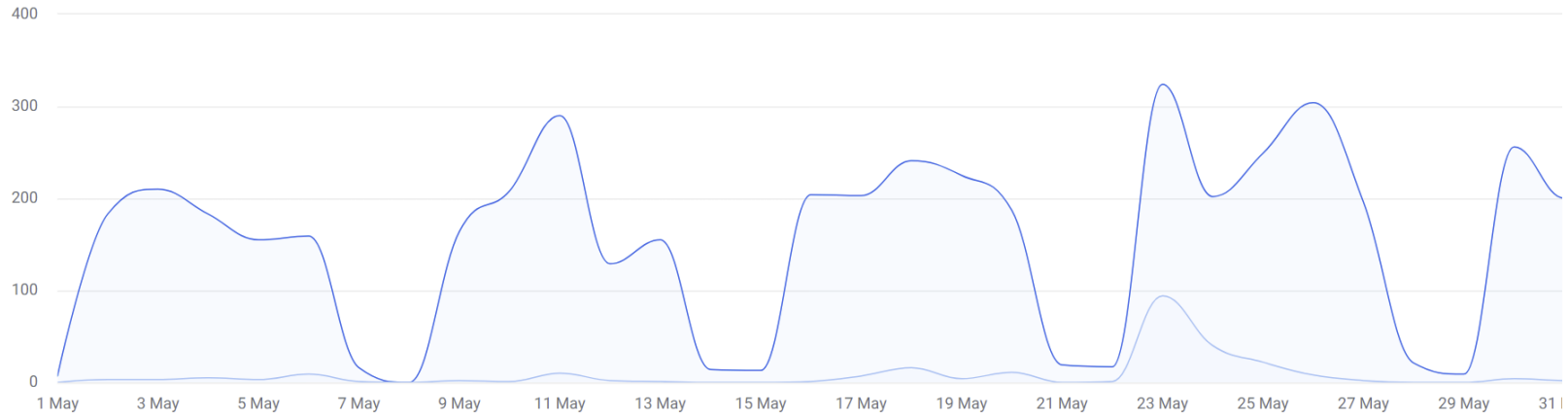


Start Date: 2022-07-...
 End Date: 2022-07-...
 Direction: A
 Offices: All Offices
 Sort: Default
 Limit: A

Group by: User Extension



1300 Number Live Dashboard



On-Demand Call Handling Report - Month

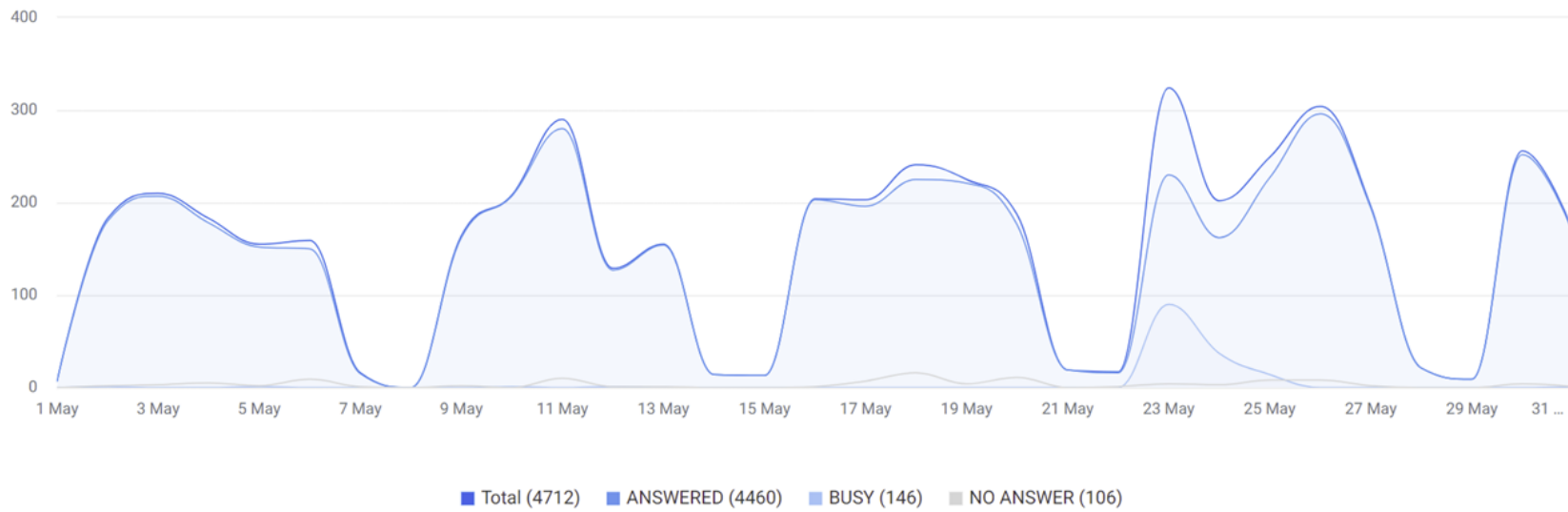


Select a Date Range

01-05-2022 - 31-05-2022

Reports

- All Calls
- Dynamic Calls
- Static Calls
- Call Handling**
- Web Sessions
- Location
- Number
- Timing



Call Status

Choose option

Calls

Unique Callers

ANSWERED

-

4460 (94.7%)

2320 (96.3%)

BUSY

-

146 (3.1%)

42 (1.7%)

NO ANSWER

-

106 (2.2%)

48 (2.0%)

On-Demand Call Handling – Day or Week

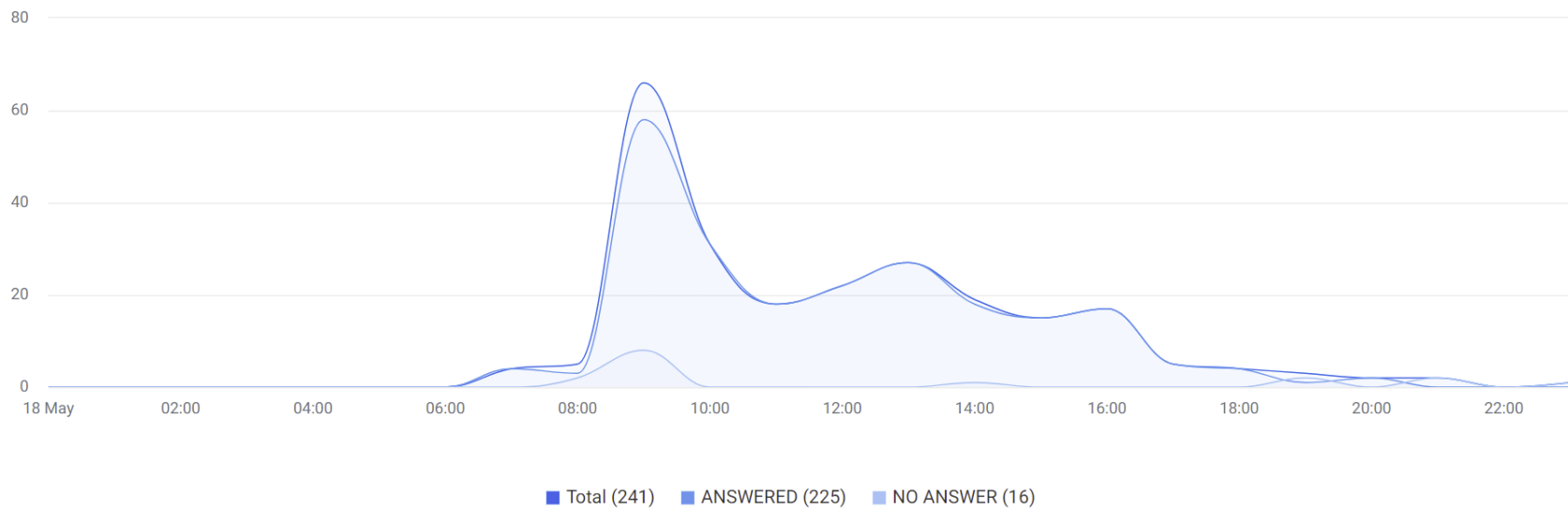


Select a Date Range

18-05-2022 - 18-05-2022

Reports

- All Calls
- Dynamic Calls
- Static Calls
- Call Handling**
- Web Sessions
- Location
- Number
- Timing



Call Status

Calls

Unique Callers

ANSWERED

(not set)

225 (93.4%)

150 (90.4%)

NO ANSWER

(not set)

16 (6.6%)

16 (9.6%)

On-Demand Call Origin - Location

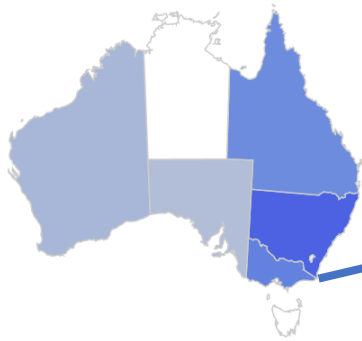
All Calls Dynamic Calls Static Calls Call Handling Web Sessions **Location** Number Timing



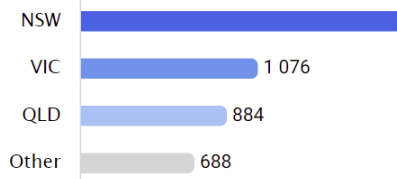
Australia	-	4696 (99.7%)	2400 (99.6%)
China	-	9 (0.2%)	5 (0.2%)
United States	-	4 (0.1%)	2 (0.1%)
United Kingdom	-	1 (0.0%)	1 (0.0%)
Pakistan	-	1 (0.0%)	1 (0.0%)
New Zealand	-	1 (0.0%)	1 (0.0%)

Calls by state

[VIEW](#)



Drill down into a region



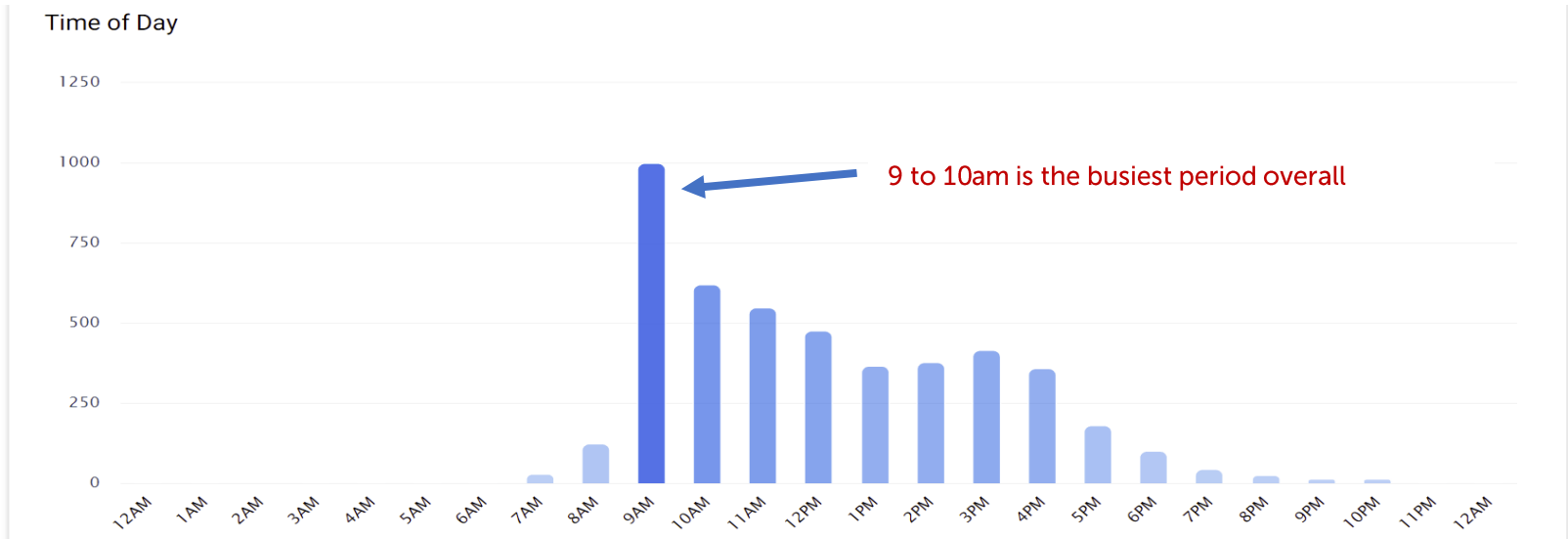
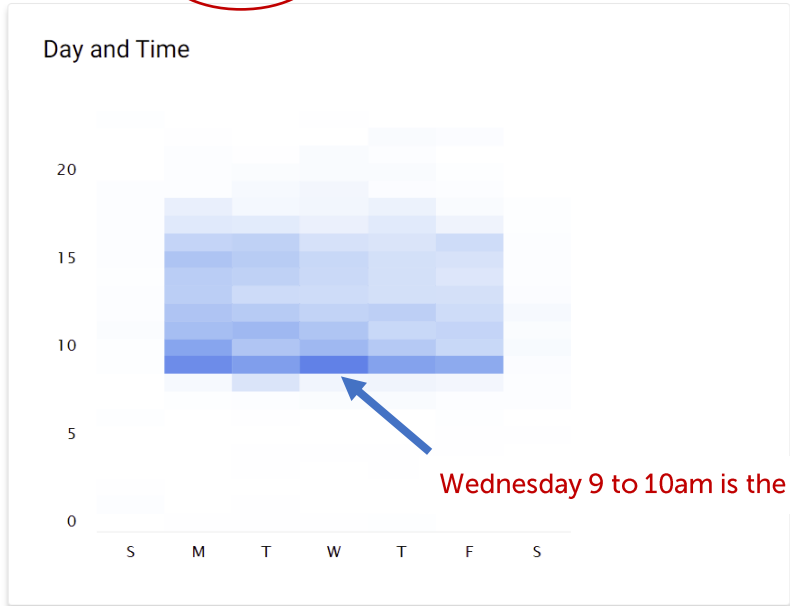
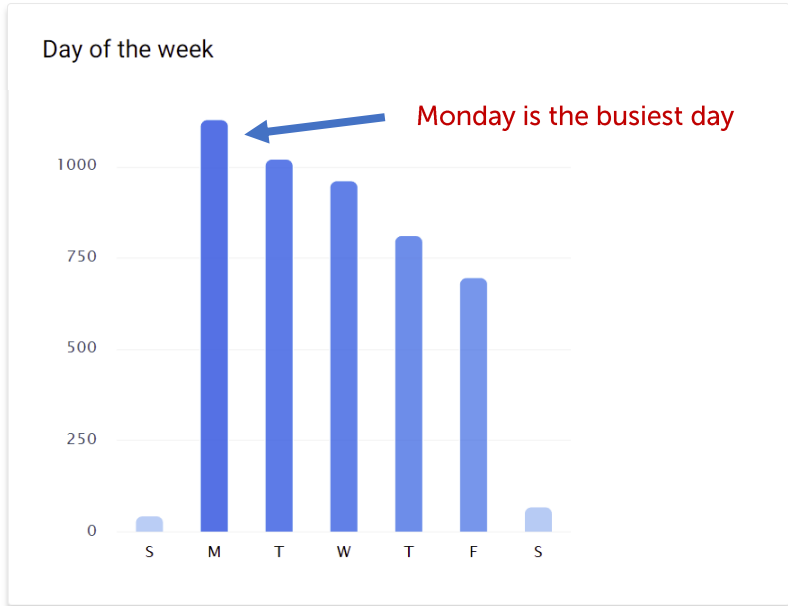
Melbourne	-	805 (17.0%)	432 (17.8%)
Mornington Peninsula	-	70 (1.5%)	37 (1.5%)
Shepparton	-	37 (0.8%)	25 (1.0%)
Geelong	-	36 (0.8%)	22 (0.9%)
Ballarat	-	23 (0.5%)	11 (0.5%)
Morwell	-	17 (0.4%)	9 (0.4%)

On-Demand Time of Calls Report

Reports

01-05-2022 - 31-05-2022

All Calls Dynamic Calls Static Calls Call Handling Web Sessions Location Number **Timing**

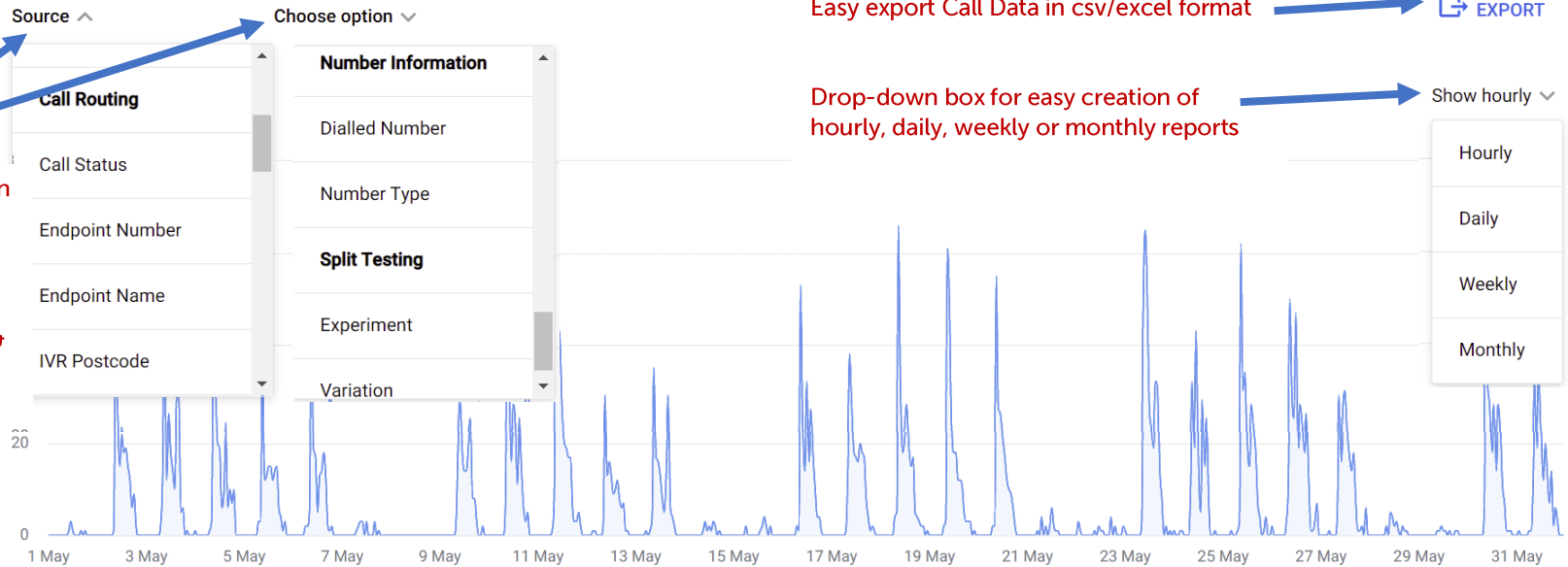


Product & Marketing Analysis

Reports

- All Calls
- Dynamic Calls
- Static Calls
- Call Handling
- Web Sessions
- Location
- Number
- Timing

Measure the success of online Marketing & Customer Service activities with both Static & Dynamic call options - as well as measurement of Web Sessions.



Multiple drop-down boxes to analyse & measure any number of Call Matrices: Product, Customer Service & Marketing

Easy export Call Data in csv/excel format



Drop-down box for easy creation of hourly, daily, weekly or monthly reports

Show hourly

- Hourly
- Daily
- Weekly
- Monthly

Source	Choose option	Calls	Unique Callers
(not set)	-	4743 (100.0%)	2421 (100.0%)

1 Results

Show 1000 per page