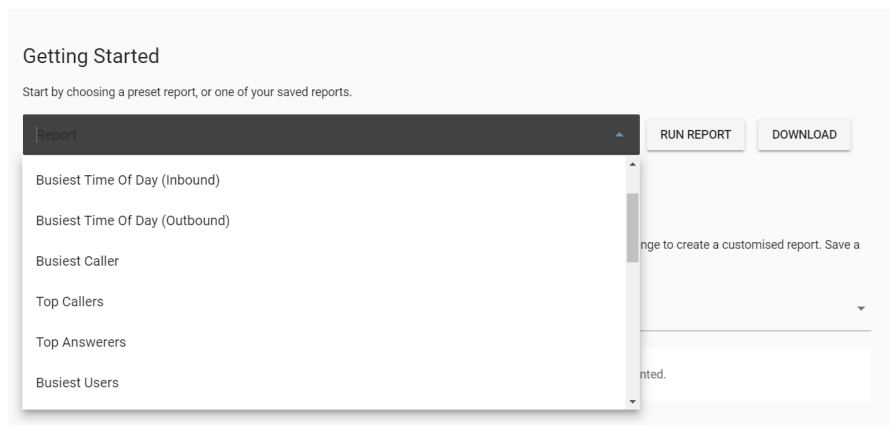


# ANALYTICS

A powerful tool for viewing call data that allows you to run, save, download and schedule unique reports

## TO START

Note: Data is updated every 5 minutes.



To start, select the PRESET REPORT from the drop down that most closely matches the data you would like to see. Scroll down to select one of your SAVED REPORTS.

Press RUN REPORT. You can also DOWNLOAD the report.

You will see that the Views and Filters are automatically populated with the views and filters necessary for the report you have chosen to run.

## REPORT DESCRIPTIONS

**Missed Calls:** View missed calls by user, time of day, number of missed calls and more

**Busiest Time of Day (Inbound):** See when your organisation, or a particular user / call group, is getting the most calls

**Busiest Time of Day (Outbound):** See when your organisation, or a particular user, is making the most calls

**Busiest Caller:** See who makes the most calls

**Top Callers:** See who your top callers are

**Top Answerers:** See who is answering the phone the most

**Busiest Users:** See who is on the phone the most

**User Activity Report:** See activity data and call history for your users



# VIEWS

Here you will see the views that have been selected. Note that you can select more than one view. Press the 'x' to remove a view.

Click the arrow to select views from the drop down menu.

The screenshot shows a 'View Report By' section with a header and a sub-header: 'Select how you want your data displayed. Preset and saved reports have existing Views and Filters which you can change to create a customised report. Save a custom report by typing a name in the box above.' Below this, there are three selected views: 'Direction', 'Extension', and 'Class of Service', each with an 'x' icon to remove it. To the right of these is a dropdown arrow. Below the selected views is a list of available views with up and down arrows for reordering:

View Name	Options	Order
1. Direction	Inbound, Outbound, Internal	^ v
2. Extension	View by Extension	^ v
3. Class of Service	Premium, Mobile, International, Emergency...	^ v

Each selected view will appear here, numbered in the order that the view is applied. If you add a view that is 'impossible' (for example viewing missed calls by 1. Extension and 2. Call Group), then the report simply will not change even though you have added an additional view.

Change the order of views by using the up and down arrows.

## VIEW DESCRIPTIONS

**Direction:** View by direction—inbound, internal or outbound

**Answer:** View by answered, or not answered calls

**Extension:** View by extensions

**Auto Attendant:** View by auto attendants

**Call Group:** View by call groups

**Class of Service:** Premium, international, etc.

**Termination:** View by how the call was ended

**Hour of Day:** View by hour of the day

**Day:** View by day

**Day of Week:** View by day of the week

**Week:** View by week

**Month:** View by month

**User:** View by user



## FILTERS

Filters allow you to refine your data and see exactly what you want to. Click the '+' symbol to add filters, and 'x' to remove a filter. Turn metrics 'on' or 'off' by using the slider. Blue is 'on'. Click REFRESH REPORT when you are finished adjusting your filters.

The screenshot shows the 'Filters' panel with three active filters: Date Filter, Direction Filter, and Answer Filter. Annotations include: 'Filter description.' pointing to the filter descriptions; 'Remove a filter.' pointing to the 'x' icons; and 'Add new filters.' pointing to the '+' button. The Date Filter is set to '7 previous days to include'. The Direction Filter has 'Inbound' and 'Not Answered' selected. The Answer Filter has 'Not Answered' selected. Buttons for 'REFRESH REPORT' and 'DOWNLOAD' are at the bottom.

## SAVING A REPORT

To save a report after you have selected the Views & Filters you want, simply type a name for that report in the Getting Started drop down box. Press the save button to save it. It will now appear in that drop down menu for future use.

The screenshot shows the 'Getting Started' configuration screen. A text input field contains 'Name your report'. To the right are 'RUN REPORT' and 'DOWNLOAD' buttons. Below the input field is a dropdown menu with 'Unsaved Report: Name your report' selected. A 'SAVE' button with a lock icon is circled in red.

*Note that you can save modified Preset reports, or you can save a report you created from scratch.*

### Top Tips

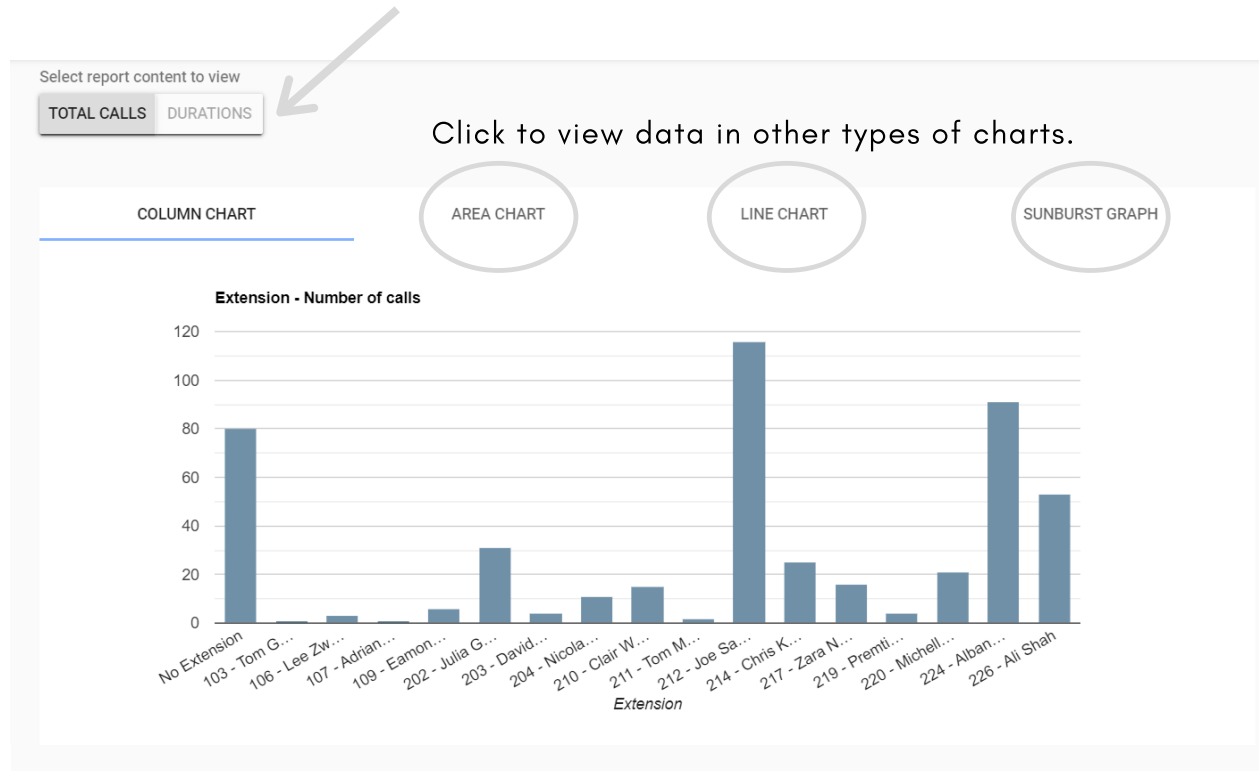
Filtering by call group does not report on the members of the call group but on the call group itself.

If you want to run a report on certain extensions, select 'Extension Filter' in the filters and select the extensions of the users you wish to see.

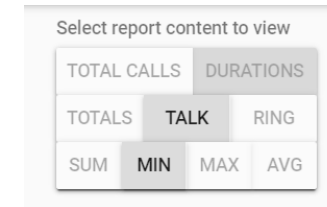


# UNDERSTANDING REPORTS

Here you can switch between different report content. In this example, you can see the total number calls or the total duration of talk time for each extension. Additional options will appear for selections that can be refined. See here >>>



## REPORT CONTENT



**Totals:** The total amount of

**Talk:** Talk time

**Ring:** Time the phone is ringing

**Sum:** Total amount of

**Min:** The shortest

**Max:** The longest

**Avg:** Average



# UNDERSTANDING REPORTS (CONTINUED)

All columns in your chart are shown here. Those that don't fit, can be found by scrolling horizontally. You can have as many or as few columns as you want.

Select REPORT to see report data (totals) or CALL HISTORY to see call lists (individual calls).

The screenshot shows a reporting interface with a table of call data. At the top, there are two tabs: 'REPORT' (selected) and 'CALL HISTORY'. Below the tabs is a horizontal bar with five column selection buttons: 'Total Calls', 'Total Ring Time', 'Min Ring Time', 'Max Ring Time', and 'Avg Ring Time', each with an 'X' icon to remove it. To the right of this bar is a dropdown menu with an 'X' icon. The table below has the following data:

Extension	Total Calls	Total Ring Time	Min Ring Time	Max Ring Time	Avg Ring Time
226 - Ali Shah	53	00:03:53	00:00:02	00:00:13	00:00:04
224 - Alban Scribbins	91	00:00:31	00:00:00	00:00:04	00:00:00
220 - Michelle Elliott	21	00:00:05	00:00:00	00:00:01	00:00:00
219 - Premtim Bllacak	4	00:00:31	00:00:00	00:00:15	00:00:07
217 - Zara Nadeem	16	00:00:04	00:00:00	00:00:01	00:00:00

At the bottom of the table, there is a pagination section: 'Rows per page: 5' (with a dropdown arrow), '1-5 of 17', and two navigation arrows (up and down).

Choose the columns you want displayed by using the arrow. Remove with the x.

View data in ascending or descending order by clicking the arrow.

Select how many rows you would like to view at once.

See pages by using these arrows.



# SCHEDULING

Scheduling enables you to receive reports by email at intervals of your choosing. Scheduling can be found in the main menu of the VTSL portal. Simply click the '+' symbol to set up a scheduled report. You will be asked (1) how often you want to receive the report, (2) which report you would like to see and (3) what your email address is. Press CONFIRM after completing each step. You will see scheduled reports listed on your screen. *Note that you can't schedule preset reports, only saved reports.*

The screenshot displays the 'Scheduling' interface. At the top, there is a header with a menu icon, the word 'Scheduling', and a power icon. Below the header is a table with the following columns: Reports, Schedule, Recipients, and Include Call Itemisation. The table contains two rows of data:

Reports	Schedule	Recipients	Include Call Itemisation		
Power Hour	Every January 1st at 0:00 AM	dpoliakas@vtsl.net	Yes		
Extension Report	Every day at 15:20 PM	pbarman@vtsl.net	No		

Below the table is a modal window titled '1 Create Schedule' with three steps: '1 Create Schedule', '2 Select Report', and '3 Enter email'. The modal shows three options for frequency: 'M Monthly' (Receive reports at monthly/quarterly intervals, or every few months), 'D Daily' (Receive reports on specific days of the week), and 'P Periodically' (Receive reports at hourly/minute intervals). At the bottom of the modal are 'BACK' and 'CONFIRM' buttons. The footer of the interface reads 'VTSL LTD. Analytics v1.0.9-SNAPSHOT'.

Remove a scheduled report by clicking the rubbish bin.

Edit scheduled reports by clicking the pen symbol.

