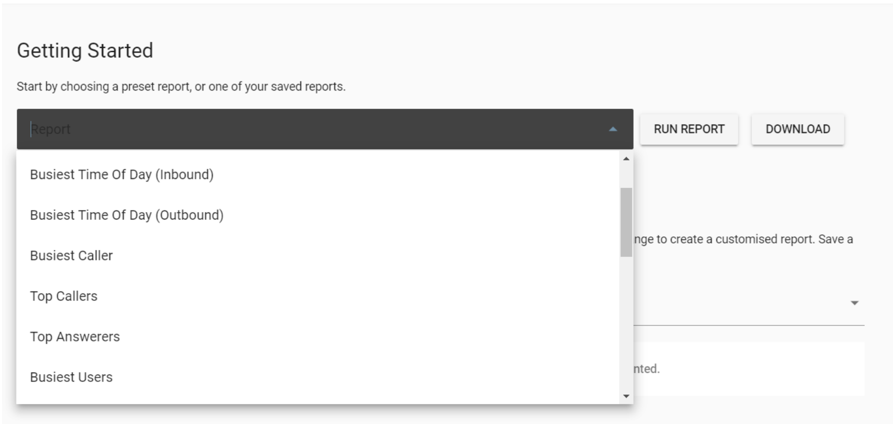
VTSL
Hosted Communications

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 selelct 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

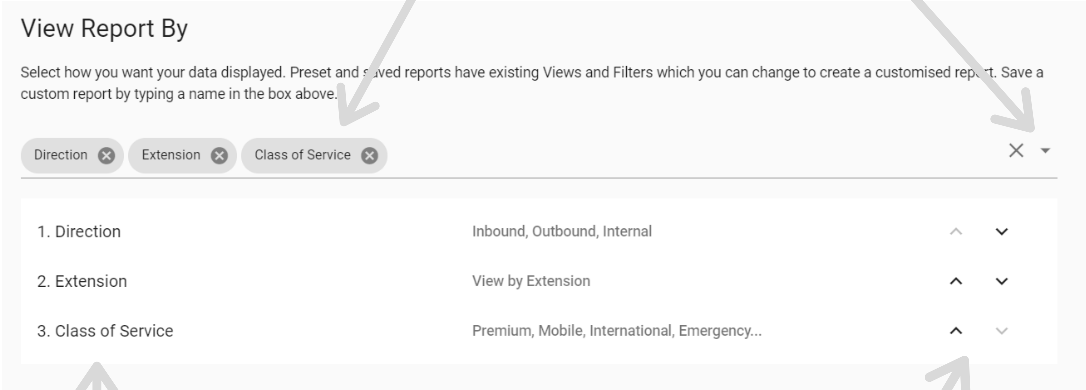
Busiest Users: See who is on the phone the most

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.



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

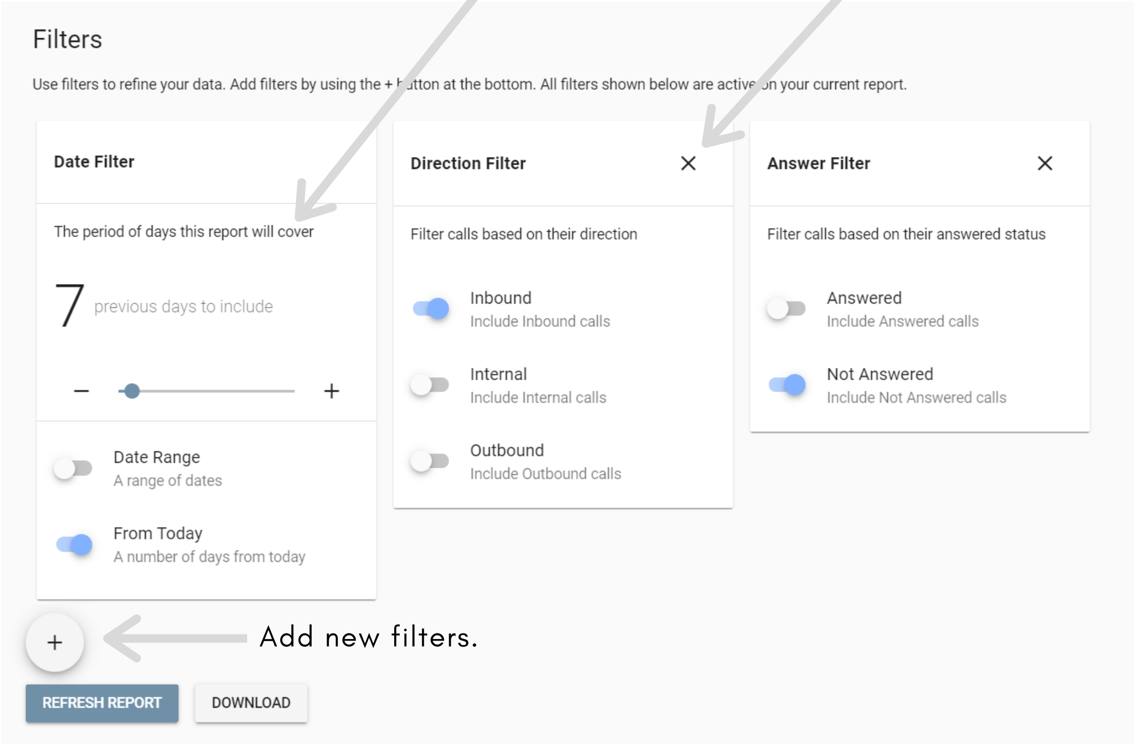
Month: View by month

User: View by user

FILTERS

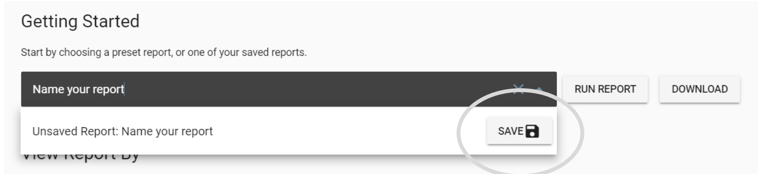
Filters allow you to refine your data and see exactly what you want to. Click the '+' symbol to add filters, and 'x' to remove a filter. Turn metrics 'on' or off' by using the slider. Blue is 'on'. Click REFRESH REPORT when you are finished adjusting your filters.

Filter description. Remove a filter.



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.



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

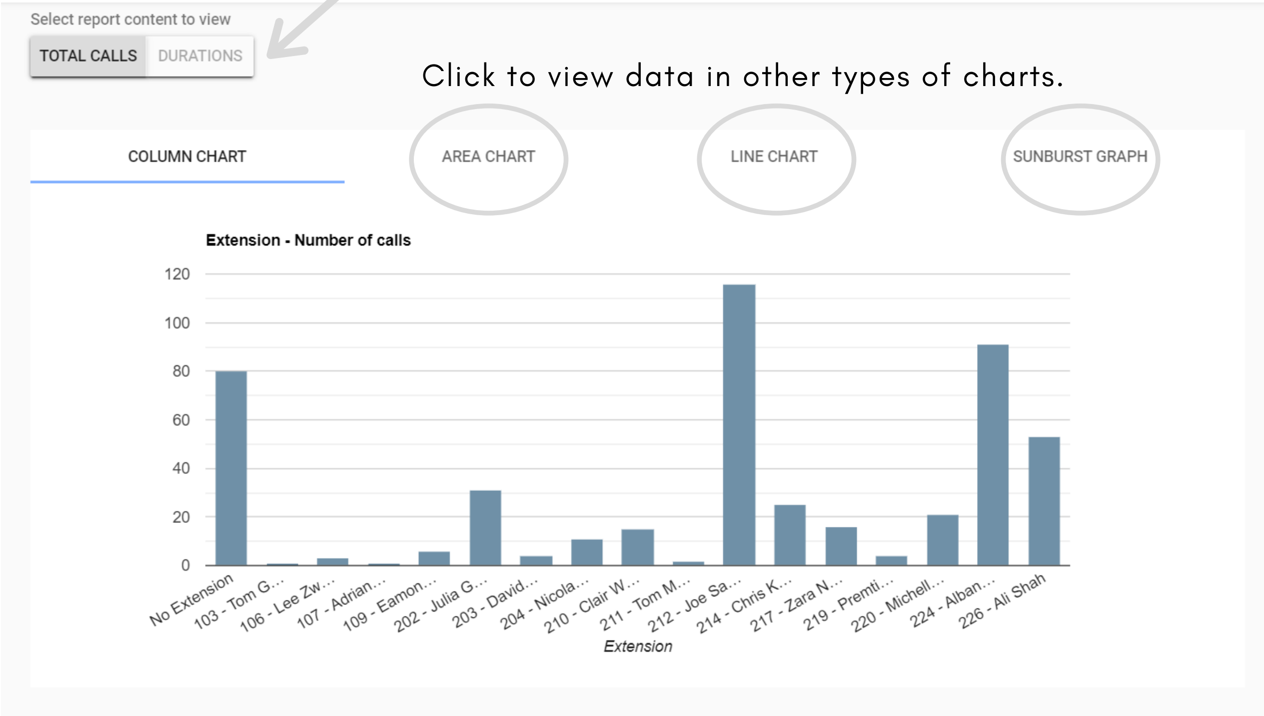
Top Tips

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

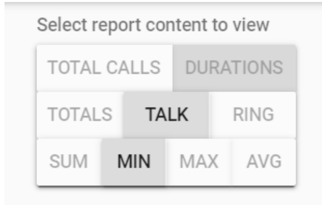
If you want to run a report on certain extensions, select 'Extension Filter' in the filters and select the extensions of the users you wish to see.

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).

REPORT | CALL HISTORY

Total Calls | Total Ring Time | Min Ring Time | Max Ring Time | Avg Ring Time

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

Rows per page: 5 1-5 of 17

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

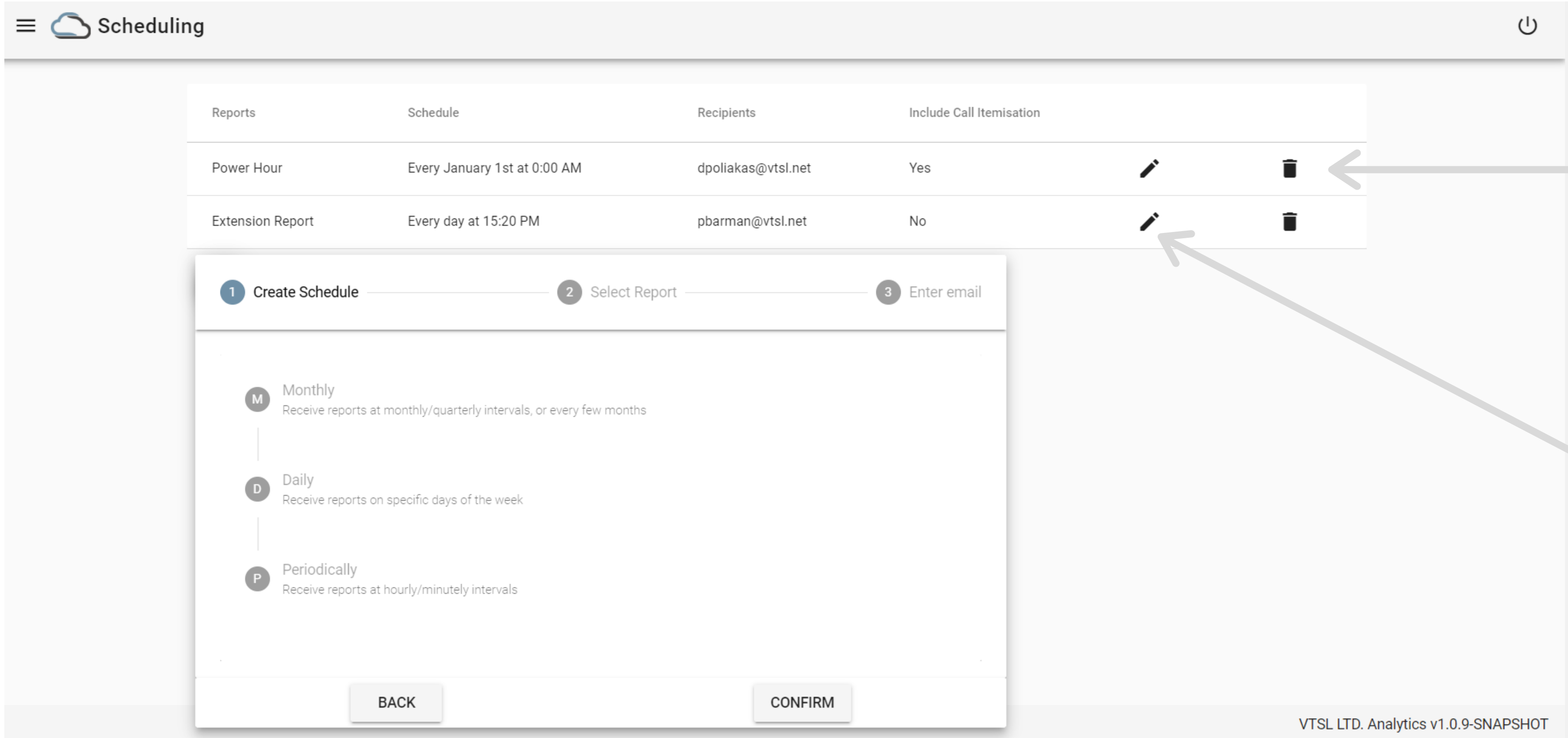
View data in ascending or descending order by clicking the arrow.

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

See pages by using these arrows.

SCHEDULING

Scheduling enables you to recieve 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.*



Remove a scheduled report by clicking the rubbish bin.

Edit scheduled reports by clicking the pen symbol.