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Akixi 1000 , the Dashboard On Your Business

If you believe that by measuring it, you can manage it, the Akixi 1000 Business Dashboard will help you manage your telephony resources and usage, very cost effectively.

Comprehensive reports allow you to scrutinise and analyse your customer & supplier contact and staff historically and in Real Time.

Historical Call List

“Where can I see details of each call made or received and search for specific calls by criteria?”

S	Started (Dist)	Seg	Dev (Clg)	TelNo (Clg)	Dev (Cld)	TelNo (Cld)	Dev (Off)	Dev Name (Off)	Agt (Off)	Agt Name (Off)	Ring Time	Talk Time	Ans	Ans At	Type	Dev (Last)	TelNo (To)
✓	17/01/2011 08:58:05	1/1	[Trunk]	03549621017	400	01234567400	127	Joseph Riley	511	Jason Bental	00:00:24	00:00:06	Yes	08:58:29	Ext/In		
✗	17/01/2011 08:58:29	1/1	[Trunk]	02017934172	400	01234567400	104	Grace Jelly	521	ACD Agent 521	00:00:12	00:00:00	No		Ext/In		
✓	17/01/2011 08:55:28	2/2	[Trunk]	01706730252	405	01234567405	128	Phoebe Janes	510	Jennifer Burley	00:00:36	00:02:43	Yes	08:56:04	Ext/In	405	
✗	17/01/2011 08:59:05	1	[Trunk]	07674548148	409	01234567409	114	Daniel Kent	504	Fay McCline	00:00:25	00:00:00	No		Ext/In		122
✓	17/01/2011 08:57:05	1/1	[Trunk]	01911887222	402	01234567402	126	Poppy DeSanto	517	John Bennet	00:00:18	00:02:13	Yes	08:57:23	Ext/In		
✗	17/01/2011 08:59:05	2/2	[Trunk]	07674548148	409	01234567409	122	Millie Chatsfield	524	ACD Agent 524	00:00:31	00:00:00	No		Ext/In	409	
✓	17/01/2011 08:56:28	2/2	[Trunk]	00720698453	401	01234567401	101	Ruby Wagner	520	ACD Agent 520	00:00:43	00:02:31	Yes	08:57:11	Ext/In	401	
✗	17/01/2011 08:59:30	1	[Trunk]	03749025596	407	01234567407	115	James King	506	Christine Jones	00:00:24	00:00:00	No		Ext/In		127
✗	17/01/2011 08:59:48	1	[Trunk]	09193557880	402	01234567402	101	Ruby Wagner	520	ACD Agent 520	00:00:24	00:00:00	No		Ext/In		113
✗	17/01/2011 09:00:06	1	[Trunk]	04360780349	402	01234567402	115	James King	506	Christine Jones	00:00:24	00:00:00	No		Ext/In		114
✓	17/01/2011 08:57:29	1/1	[Trunk]	07674548148	110	01234567110	110	Joshua Goldman			00:00:24	00:02:37	Yes	08:57:53	Ext/In		
✓	17/01/2011 08:59:48	2/2	[Trunk]	09193557880	402	01234567402	113	Charlie Green	502	Bob Conway	00:00:48	00:00:06	Yes	09:00:36	Ext/In	402	
✗	17/01/2011 09:00:30	1	[Trunk]	06353449298	408	01234567408	103	Emily Banks	508	Henry Simpson	00:00:24	00:00:00	No		Ext/In		113
✗	17/01/2011 09:00:48	1	[Trunk]	01706730252	403	[Non DDI]	107	Jessica Bowles	522	ACD Agent 522	00:00:24	00:00:00	No		Ext/In		122
✓	17/01/2011 08:58:47	1/1	[Trunk]	01816997399	406	01234567406	120	Lucy Scott	516	Lee Browing	00:00:12	00:02:13	Yes	08:58:59	Ext/In		
✓	17/01/2011 08:57:47	1/1	[Trunk]	06353449298	400	01234567400	105	Thomas Wiles	523	ACD Agent 523	00:00:18	00:03:20	Yes	08:58:05	Ext/In		
✗	17/01/2011 09:01:25	1/1	[Trunk]	01816997399	400	01234567400	104	Grace Jelly	521	ACD Agent 521	00:00:06	00:00:00	No		Ext/In		
✗	17/01/2011 09:01:06	1	[Trunk]	03624682559	408	01234567408	126	Poppy DeSanto	517	John Bennet	00:00:25	00:00:00	No		Ext/In		128
✓	17/01/2011 09:01:06	2/2	[Trunk]	03624682559	408	01234567408	128	Phoebe Janes	510	Jennifer Burley	00:00:37	00:00:06	Yes	09:01:43	Ext/In	408	
✓	17/01/2011 09:00:48	2/2	[Trunk]	01706730252	403	[Non DDI]	122	Millie Chatsfield	524	ACD Agent 524	00:00:43	00:00:24	Yes	09:01:31	Ext/In	403	
✓	17/01/2011 08:59:30	2/2	[Trunk]	03749025596	407	01234567407	127	Joseph Riley	511	Jason Bental	00:00:42	00:01:43	Yes	09:00:12	Ext/In	407	
✓	17/01/2011 09:00:30	2/2	[Trunk]	06353449298	408	01234567408	113	Charlie Green	502	Bob Conway	00:00:36	00:01:07	Yes	09:01:06	Ext/In	408	
✗	17/01/2011 09:02:25	1	[Trunk]	03624682559	407	01234567407	104	Grace Jelly	521	ACD Agent 521	00:00:24	00:00:00	No		Ext/In		122
✗	17/01/2011 09:02:49	1	[Trunk]	06353449298	406	01234567406	107	Jessica Bowles	522	ACD Agent 522	00:00:24	00:00:00	No		Ext/In		126
✓	17/01/2011 09:00:06	2/2	[Trunk]	04360780349	402	01234567402	114	Daniel Kent	504	Fay McCline	00:00:42	00:03:02	Yes	09:00:48	Ext/In	402	
✓	17/01/2011 09:02:49	2/2	[Trunk]	06353449298	406	01234567406	126	Poppy DeSanto	517	John Bennet	00:00:36	00:00:31	Yes	09:03:25	Ext/In	406	
✓	17/01/2011 09:01:49	1/1	[Trunk]	07674548148	402	[Non DDI]	115	James King	506	Christine Jones	00:00:12	00:02:07	Yes	09:02:01	Ext/In		
✗	17/01/2011 09:03:50	1	[Trunk]	00501687355	406	[Non DDI]	104	Grace Jelly	521	ACD Agent 521	00:00:24	00:00:00	No		Ext/In		113
✗	17/01/2011 09:04:50	1/1	[Trunk]	06353449298	405	01234567405	101	Ruby Wagner	520	ACD Agent 520	00:00:06	00:00:00	No		Ext/In		
✓	17/01/2011 09:02:07	1/1	[Trunk]	05080736364	112	01234567112	112	Mia James			00:00:42	00:02:19	Yes	09:02:49	Ext/In		
✗	17/01/2011 09:05:08	1	[Trunk]	06789697237	401	01234567401	104	Grace Jelly	521	ACD Agent 521	00:00:24	00:00:00	No		Ext/In		108
✓	17/01/2011 09:05:08	2/2	[Trunk]	06789697237	401	01234567401	108	Chloe Day	505	Jack Myras	00:00:30	00:00:06	Yes	09:05:38	Ext/In	401	
✓	17/01/2011 09:02:25	2/2	[Trunk]	03624682559	407	01234567407	122	Millie Chatsfield	524	ACD Agent 524	00:00:42	00:03:02	Yes	09:03:07	Ext/In	407	
✗	17/01/2011 09:05:50	1/1	[Trunk]	05768921505	408	01234567408	115	James King	506	Christine Jones	00:00:25	00:00:00	No		Ext/In		
✓	17/01/2011 09:03:25	1/1	[Trunk]	01093816680	409	01234567409	120	Lucy Scott	516	Lee Browing	00:00:06	00:03:02	Yes	09:03:31	Ext/In		
✗	17/01/2011 09:06:09	1	[Trunk]	06353449298	400	01234567400	126	Poppy DeSanto	517	John Bennet	00:00:24	00:00:00	No		Ext/In		122
✗	17/01/2011 09:06:27	1	[Trunk]	03549621017	409	01234567409	115	James King	506	Christine Jones	00:00:24	00:00:00	No		Ext/In		104
✓	17/01/2011 09:05:26	1/1	[Trunk]	07244759180	401	01234567401	101	Ruby Wagner	520	ACD Agent 520	00:00:18	00:01:19	Yes	09:05:44	Ext/In		
✓	17/01/2011 09:03:07	1/1	[Trunk]	06353449298	409	[Non DDI]	128	Phoebe Janes	510	Jennifer Burley	00:00:06	00:03:50	Yes	09:03:13	Ext/In		
✗	17/01/2011 09:06:45	1	[Trunk]	01093816680	407	01234567407	105	Thomas Wiles	523	ACD Agent 523	00:00:24	00:00:00	No		Ext/In		116
✓	17/01/2011 09:03:50	2/2	[Trunk]	00501687355	406	[Non DDI]	113	Charlie Green	502	Bob Conway	00:00:30	00:02:49	Yes	09:04:20	Ext/In	406	

This report style generates a historic list of call records for call segments that have already ended. The list may display one or more entries for the same underlying call, for each segment of the call that was transferred or diverted between different locations in the telephone system.

The reporting style can be run against any date/time option. However, when the style is run for the "Real-Time" date/time option, newly ending segments of active calls are automatically appended to the end of the generated report output as they terminate on the telephone system.

Unreturned Lost Calls

“How can I recover potential lost revenue and improve service by returning abandoned calls?”

S	Started (Dist)	Seg	TelNo (Clg)	Dev (Clid)	TelNo (Clid)	Dev (Off)	Dev Name (Off)	Agt (Off)	Agt Name (Off)	Ring Time	Returned At	Dev (Clg)	Type	Dev (Last)
✓	17/01/2011 20:13:27	1/1	01093816680	405	01234567405	103	Emily Banks	517	John Bennet	00:00:24	17/01/2011 20:28:16	[Trunk]	Ext/In	
✓	17/01/2011 20:14:27	1/1	03549621017	122	01234567122	122	Millie Chatsfield	523	ACD Agent 523	00:00:25	17/01/2011 20:34:25	[Trunk]	Ext/In	
✓	17/01/2011 20:20:06	2/2	00501687355	405	01234567405	122	Millie Chatsfield	523	ACD Agent 523	00:00:48	17/01/2011 20:24:02	[Trunk]	Ext/In	405
✓	17/01/2011 20:24:08	1/1	01093816680	405	01234567405	102	Oliver Smythe	522	ACD Agent 522	00:00:19	17/01/2011 20:28:16	[Trunk]	Ext/In	
✗	17/01/2011 20:26:27	1/1	07464443961	405	01234567405	128	Phoebe Janes	516	Lee Browning	00:00:25		[Trunk]	Ext/In	
✓	17/01/2011 20:27:10	1/1	06789697237	407	01234567407	126	Poppy DeSanto	518	Daniel Webb	00:00:06	17/01/2011 20:43:05	[Trunk]	Ext/In	
✓	17/01/2011 20:30:29	1/1	00501687355	400	01234567400	127	Joseph Riley	501	Tim Raddliff	00:00:12	17/01/2011 20:32:54	[Trunk]	Ext/In	
✓	17/01/2011 20:30:47	1/1	02017934172	404	01234567404	127	Joseph Riley	501	Tim Raddliff	00:00:25	17/01/2011 20:32:00	[Trunk]	Ext/In	
✗	17/01/2011 20:33:06	1/1	03749025596	115	01234567115	115	James King			00:00:25		[Trunk]	Ext/In	
✗	Call Now	1	04360780349	401	01234567401	128	Phoebe Janes	516	Lee Browning	00:00:00		[Trunk]	Ext/In	
✗	Steal This Call	1	03749025596	401	01234567401	122	Millie Chatsfield	523	ACD Agent 523	00:00:25		[Trunk]	Ext/In	
	Send Call To...													
	Advanced													

This report style generates a list of external inbound abandoned calls where a valid calling telephone number was received from the network provider by the telephone system. Abandoned calls where a subsequent return call to the outside party has been successfully made, or where the external party has then called in again and been successfully answered, are removed from the generated list automatically.

The report style is most useful when run for the "Real-Time" date/time option as the abandoned call list is immediately updated, either when a new abandoned call is generated on the telephone system, or when a successful return call is made to a previously abandoned caller.

When run for the "Real-Time" duration option, the report style supports row highlighting to depict whether abandoned calls have been returned.

Extension List

“How can I see who has been making and receiving calls and how efficient they have been?”

S	Device	Description	In	In Ans	Out	Out Ans	Adv	OvrFd Off	Tot Tlk	Avg Tlk	Avg Wait	Avg Out Rg	Tot Rng	Calls	Tel No	Dir	UnAns Time	Talk Time
100	Jack Burns		107	63	45	31	23	0	01:27:44	00:01:23	00:00:17	00:00:00	00:31:09	1	09193557880	In	00:00:24	00:01:43
101	Ruby Wagner		64	54	7	6	7	0	01:41:46	00:01:53	00:00:18	00:00:00	00:19:20	0				
102	Oliver Smythe		96	55	16	16	31	0	01:24:02	00:01:31	00:00:16	00:00:00	00:26:15	0				
103	Emily Banks		48	27	0	0	9	0	00:49:00	00:01:48	00:00:16	00:00:00	00:13:18	0				
104	Grace Jelly		75	47	17	8	21	0	01:05:57	00:01:24	00:00:18	00:00:00	00:22:45	1	01159378160	In	00:00:06	00:01:00
105	Thomas Wiles		66	43	4	2	14	0	01:24:42	00:01:58	00:00:17	00:00:00	00:19:11	0				
106	Harry Newman		98	57	0	0	23	0	01:39:53	00:01:45	00:00:17	00:00:00	00:28:40	0				
107	Jessica Bowles		121	77	0	0	35	0	01:58:09	00:01:32	00:00:17	00:00:00	00:36:04	1	06789697237	In	00:00:24	
108	Chloe Day		121	75	7	7	33	0	02:00:04	00:01:36	00:00:16	00:00:00	00:33:05	0				
109	Lily Wild		113	73	0	0	30	0	01:55:11	00:01:34	00:00:17	00:00:00	00:32:47	0				
110	Joshua Goldman		108	71	2	2	27	0	02:07:55	00:01:48	00:00:15	00:00:00	00:28:34	0				
111	Evie Lopez		27	15	48	47	9	0	00:21:57	00:01:27	00:00:20	00:00:00	00:09:03	0				
112	Mia James		119	74	1	0	32	0	02:10:33	00:01:45	00:00:18	00:00:00	00:36:34	0				
113	Charlie Green		59	39	57	34	15	0	01:08:02	00:01:44	00:00:24	00:00:00	00:24:06	0				
114	Daniel Kent		87	55	0	0	21	0	01:29:23	00:01:37	00:00:17	00:00:00	00:25:16	0				
115	James King		129	78	5	3	39	0	02:26:26	00:01:52	00:00:18	00:00:00	00:39:18	1	01911887222	In	00:00:06	
116	William Bowman		118	69	0	0	24	0	01:51:16	00:01:36	00:00:16	00:00:00	00:31:29	0				
117	Ella FitsWilliam		120	73	22	17	38	0	01:57:58	00:01:36	00:00:18	00:00:00	00:36:16	0				
118	Alfie Patel		30	20	0	0	6	0	00:31:47	00:01:35	00:00:17	00:00:00	00:08:58	1	02017934172	In	00:00:25	00:01:18
119	Charlotte Sparrow		91	64	0	0	19	0	01:48:18	00:01:41	00:00:16	00:00:00	00:24:27	0				
	Call Now		85	57	4	3	21	0	01:32:58	00:01:37	00:00:18	00:00:00	00:25:41	0				
	Steal This Call		95	61	0	0	25	0	01:51:14	00:01:49	00:00:16	00:00:00	00:26:41	0				
	Send Call To...		113	72	17	16	27	0	01:39:08	00:01:22	00:00:17	00:00:00	00:33:16	0				
	Monitor		106	71	7	4	23	0	02:10:42	00:01:50	00:00:16	00:00:00	00:29:41	0				
	Set Available		61	41	1	0	16	0	01:16:15	00:01:51	00:00:15	00:00:00	00:16:04	1	09193557880	In	00:00:12	00:00:36
	Set Wrap-Up		78	53	8	5	14	0	01:22:54	00:01:33	00:00:15	00:00:00	00:20:04	0				
	Set "Not Available"		94	61	18	16	23	0	01:36:47	00:01:35	00:00:18	00:00:00	00:29:12	0				
	Set ACD-DND		73	44	0	0	19	0	01:16:40	00:01:44	00:00:18	00:00:00	00:22:25	0				
	Sign In...		73	47	1	1	20	0	01:26:44	00:01:50	00:00:17	00:00:00	00:21:49	0				
	Sign Out...		88	44	10	7	32	0	01:10:53	00:01:36	00:00:19	00:00:00	00:28:46	0				
	Advanced		2663	1680	0	0	676	0	46:44:18	00:01:40	00:00:17	00:00:00	13:00:14					

This report style shows a list of all internal devices in a table excluding trunk & hunt group devices. Call statistics are displayed against each item.

When run against the "Real-Time" date/time option, this report type also supports dynamic row highlighting based on the corresponding device's call state:

Trunk Interface List

“How efficiently are our lines being used, are we over or under equipped?”

Device	Description	Waiting	Lng Wait	Out Alrt	Ans Now	Active	In	In Ans	Out	Out Ans	Out Fail	Tot Tlk	Avg Tlk	Avg Wait	Avg Out Rg	Max Wait	Tot Rng
7801	ISDN 30	1	00:00:00	0	0	1	57	35	28	28	0	01:23:03	00:01:19	00:00:03	00:00:14	00:01:48	00:09:55
7802	ISDN 30	0	00:00:00	0	1	1	13	9	18	14	4	00:15:37	00:00:40	00:00:04	00:00:11	00:00:31	00:04:25
7803	ISDN 30	0	00:00:00	0	0	0	31	21	34	26	8	01:25:33	00:01:49	00:00:02	00:00:17	00:00:15	00:10:47
7804	ISDN 30	0	00:00:00	0	1	1	15	13	19	18	1	01:24:56	00:02:44	00:00:01	00:00:15	00:00:10	00:05:17
7805	ISDN 30	0	00:00:00	0	0	0	20	10	21	14	7	00:27:50	00:01:09	00:00:02	00:00:17	00:00:14	00:06:56
7806	ISDN 30	0	00:00:00	0	0	0	15	11	15	12	3	00:50:39	00:02:12	00:00:01	00:00:14	00:00:08	00:03:54
7807	ISDN 30	0	00:00:00	0	0	0	13	8	13	9	4	00:21:44	00:01:16	00:00:02	00:00:08	00:00:15	00:02:25
7808	ISDN 30	0	00:00:00	0	0	0	10	4	6	4	2	00:10:44	00:01:20	00:00:01	00:00:20	00:00:10	00:02:21
7809	ISDN 30	0	00:00:00	0	0	0	5	3	5	3	2	00:06:09	00:01:01	00:00:00	00:00:09	00:00:01	00:00:48
7810	ISDN 30	0	00:00:00	0	0	0	1	1	0	0	0	00:00:11	00:00:11	00:00:09	00:00:00	00:00:09	00:00:09
##701	ISDN 2	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
##702	ISDN 2	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
##754	SIP Trunks	0	00:00:00	0	0	0	0	0	8	6	2	00:00:00	00:00:00	00:00:00	00:00:17	00:00:15	00:03:52
##755	SIP Trunks	0	00:00:00	0	0	0	0	0	7	6	1	00:00:00	00:00:00	00:00:00	00:00:08	00:00:25	00:01:49
##756	SIP Trunks	0	00:00:00	0	0	0	0	0	4	4	0	00:00:00	00:00:00	00:00:00	00:00:09	00:00:14	00:01:49
##757	SIP Trunks	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
##758	SIP Trunks	0	00:00:00	0	0	0	0	0	2	1	1	00:00:00	00:00:00	00:00:00	00:00:33	00:00:02	00:00:02
##759	SIP Trunks	0	00:00:00	0	0	0	0	0	1	1	0	00:00:00	00:00:00	00:00:00	00:00:09	00:00:02	00:00:02
##760	SIP Trunks	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
##761	SIP Trunks	0	00:00:00	0	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		1	00:00:00	0	2	3	180	115	181	146	35	06:26:26	00:01:35	00:00:02	00:00:14	00:01:48	00:46:57

This report style displays a list of the application's configured trunk device & trunk gateway devices with call statistics shown against each item.

Dynamic row highlighting is supported for real-time variants of the report, based on whether calls originating on the corresponding trunk are currently alerting or answered.

Calls By Telephone Number

“Show me which numbers call us and we call most frequently?”

Tel No	In	In Ans	Out	Out Ans	Out Fail	Tot Tlk	Avg Tlk	Avg Wait	Avg Ans	Avg Abnd	Avg Out Rg	Max Wait	Tot Rng
[No CLI Or Digits]	5	5	0	0	0	00:10:32	00:02:06	00:00:07	00:00:07	00:00:00	00:00:00	00:00:28	00:00:38
0125305232	0	0	1	1	0	00:01:35	00:01:35	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:00:10
0125305233	0	0	1	1	0	00:00:25	00:00:25	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00	00:00:14
0142304204	2	2	0	0	0	00:01:08	00:00:34	00:00:04	00:00:04	00:00:00	00:00:00	00:00:08	00:00:09
01513064057	0	0	1	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:06
01513064058	0	0	1	1	0	00:00:29	00:00:29	00:00:00	00:00:00	00:00:00	00:00:22	00:00:00	00:00:22
01513064060	0	0	1	1	0	00:01:42	00:01:42	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	00:00:07
01513064074	0	0	1	1	0	00:02:17	00:02:17	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:06
01513064072	0	0	1	1	0	00:02:08	00:02:08	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00	00:00:12
01513064079	0	0	1	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00	00:00:09
01533064213	1	1	1	1	0	00:04:45	00:02:22	00:00:02	00:00:02	00:00:00	00:00:15	00:00:02	00:00:17
01613074000	0	0	1	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:16	00:00:00	00:01:16
01613074044	0	0	1	1	0	00:00:56	00:00:56	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:06
01613020800	0	0	1	1	0	00:00:31	00:00:31	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:00:11
01613095000	0	0	1	1	0	00:02:37	00:02:37	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00	00:00:10
01613021767	3	3	0	0	0	00:02:09	00:00:43	00:00:02	00:00:02	00:00:00	00:00:00	00:00:06	00:00:06
01613061406	0	0	2	2	0	00:02:16	00:01:08	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00	00:00:27
01613051410	4	2	0	0	0	00:00:58	00:00:29	00:00:05	00:00:01	00:00:01	00:00:00	00:00:16	00:00:20
01623072194	0	0	1	1	0	00:01:23	00:01:23	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00	00:00:11
01773057300	0	0	1	1	0	00:06:17	00:06:17	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00	00:00:13
01923010000	0	0	1	1	0	00:00:21	00:00:21	00:00:00	00:00:00	00:00:00	00:00:19	00:00:00	00:00:19
01923030414	0	0	1	1	0	00:00:37	00:00:37	00:00:00	00:00:00	00:00:00	00:00:15	00:00:00	00:00:15
01923054405	0	0	1	1	0	00:01:35	00:01:35	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00	00:00:17
01973004000	0	0	1	1	0	00:01:03	00:01:03	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00	00:00:14
01973006716	0	0	2	1	1	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	00:00:12
07813030000	3	2	0	0	0	00:16:22	00:08:11	00:00:03	00:00:01	00:00:00	00:00:00	00:00:09	00:00:11
07823021715	0	0	1	1	0	00:00:35	00:00:35	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00	00:00:17
07900030705	0	0	1	1	0	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:18	00:00:00	00:00:18
07973030000	1	1	0	0	0	00:09:55	00:09:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08443030300	0	0	1	1	0	00:01:05	00:01:05	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00	00:00:02
08443001500	0	0	1	1	0	00:00:46	00:00:46	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	00:00:07
01513008070	0	0	1	0	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	00:00:08
	19	16	28	23	5	01:14:42	00:01:54	00:00:04	00:00:03	00:00:01	00:00:13	00:00:28	00:07:50

This report style displays a list of the outside telephone numbers that external calls have either originated from or been made to. Call statistics are displayed against each item.

Dynamic row highlighting is supported for real-time variants of the report, based on whether calls from/to the corresponding telephone number are currently alerting or answered.

Calls By DDI

“Can we tell how effectively we are handling Direct Dial services and/or advertising campaigns?”

DDI Digits	In	In Ans	In Abnd	OvrFd Off	Max Wait	Avg Wait	Avg Ans	Avg Abnd	% Svc	Tot Tlk	Avg Tlk	Tot Rng
[In Non-DDI Calls]	8	8	0	0	00:00:08	00:00:01	00:00:01	00:00:00	100.0%	00:09:40	00:01:12	00:00:14
01234567100	6	6	0	0	00:00:07	00:00:07	00:00:07	00:00:00	100.0%	00:05:14	00:00:52	00:00:42
01234567101	4	2	1	1	00:00:11	00:00:02	00:00:05	00:00:00	25.0%	00:00:53	00:00:26	00:00:11
01234567102	1	1	0	0	00:00:03	00:00:03	00:00:03	00:00:00	100.0%	00:01:03	00:01:03	00:00:03
01234567103	1	1	0	0	00:00:01	00:00:01	00:00:01	00:00:00	100.0%	00:00:54	00:00:54	00:00:01
01234567104	5	3	0	2	00:00:07	00:00:02	00:00:00	00:00:00	60.0%	00:03:19	00:01:06	00:00:11
01234567105	1	0	1	0	00:00:05	00:00:05	00:00:00	00:00:05	0.0%	00:00:00	00:00:00	00:00:05
01234567106	5	3	0	2	00:00:21	00:00:08	00:00:00	00:00:00	60.0%	00:02:45	00:00:55	00:00:43
01234567107	9	8	0	1	00:00:22	00:00:05	00:00:03	00:00:00	88.9%	00:21:58	00:02:44	00:00:47
01234567108	3	3	0	0	00:00:10	00:00:05	00:00:05	00:00:00	100.0%	00:04:37	00:01:32	00:00:17
01234567109	6	5	0	1	00:00:08	00:00:02	00:00:01	00:00:00	83.3%	00:11:21	00:02:16	00:00:17
01234567110	14	9	0	5	00:00:21	00:00:10	00:00:06	00:00:00	35.7%	00:07:45	00:00:51	00:02:33
01234567111	5	4	1	0	00:00:02	00:00:01	00:00:01	00:00:01	80.0%	00:05:59	00:01:29	00:00:06
01234567112	28	17	1	10	00:00:17	00:00:05	00:00:02	00:00:15	57.1%	00:24:20	00:01:25	00:02:27
01234567113	32	21	7	4	00:00:35	00:00:06	00:00:05	00:00:02	56.3%	00:38:17	00:01:49	00:03:31
01234567114	27	23	1	3	00:00:16	00:00:04	00:00:03	00:00:09	81.5%	00:40:40	00:01:46	00:02:07
01234567115	11	9	0	2	00:00:16	00:00:04	00:00:03	00:00:00	72.7%	01:14:08	00:08:14	00:00:53
01234567116	14	10	4	0	00:00:14	00:00:06	00:00:09	00:00:00	57.1%	00:41:02	00:04:06	00:01:32
01234567117	6	5	1	0	00:00:08	00:00:02	00:00:03	00:00:01	83.3%	00:07:21	00:01:28	00:00:17
01234567118	5	2	3	0	00:00:34	00:00:12	00:00:02	00:00:20	40.0%	00:00:40	00:00:20	00:01:04
01234567119	9	7	0	2	00:00:16	00:00:04	00:00:02	00:00:00	77.8%	00:14:10	00:02:01	00:00:39
01234567120	3	2	0	1	00:00:12	00:00:06	00:00:03	00:00:00	66.7%	00:02:34	00:01:17	00:00:18
01234567121	22	16	4	2	00:00:28	00:00:03	00:00:03	00:00:00	68.2%	00:36:45	00:02:17	00:01:25
01234567122	16	11	5	0	00:00:05	00:00:02	00:00:02	00:00:03	68.8%	00:16:18	00:01:28	00:00:41
01234567123	3	1	1	1	00:00:45	00:00:20	00:00:00	00:00:45	33.3%	00:00:05	00:00:05	00:01:01
01234567124	3	3	0	0	00:00:13	00:00:06	00:00:06	00:00:00	66.7%	00:01:05	00:00:21	00:00:18
01234567125	2	0	2	0	00:00:15	00:00:12	00:00:00	00:00:12	0.0%	00:00:00	00:00:00	00:00:24
01234567126	3	3	0	0	00:00:12	00:00:05	00:00:05	00:00:00	66.7%	00:04:39	00:01:33	00:00:16
01234567127	1	0	1	0	00:00:14	00:00:14	00:00:00	00:00:14	0.0%	00:00:00	00:00:00	00:00:14
01234567128	1	1	0	0	00:00:03	00:00:03	00:00:03	00:00:00	100.0%	00:01:49	00:01:49	00:00:03
01234567129	415	402	8	5	00:01:01	00:00:03	00:00:03	00:00:14	90.1%	06:35:40	00:00:59	00:25:58
01234567400	30	29	1	0	00:00:53	00:00:04	00:00:04	00:00:06	90.0%	01:02:37	00:02:09	00:02:15
01234567401	19	19	0	0	00:00:01	00:00:00	00:00:00	00:00:00	100.0%	00:06:11	00:00:19	00:00:12
	718	634	42	42	00:01:01	00:00:04	00:00:03	00:00:07	81.9%	14:03:49	00:01:19	00:51:45

Numbers Obscured Intentionally

This report style displays a list of the telephone numbers that external callers have dialled in order to actually call devices or groups on the telephone system. Call statistics are displayed against each item.

Telephone numbers are only shown for inbound trunk line calls where the network provider provided inbound DDI digit information to the telephone system for the corresponding call so that it could be routed accordingly. Dynamic row highlighting is supported for real-time variants of the report, based on whether DDI calls made via the corresponding telephone number are currently alerting or answered.

Calls By Half Hour Interval

“Show me how busy we are at different times of the day?”

Interval	In	In Ans	In Abnd	Out	Out Ans	OvrFd In	OvrFd Off	Max Wait	Avg Wait	Avg Ans	Avg Abnd	% Svc	Avg Out Ra	Tot Tlk	Avg Tlk	Tot On Duty	Available	Busy	N/A	Alerting	DND	W/U
05:00:00 - 05:29:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	04:30:00	04:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
05:30:00 - 05:59:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	04:30:00	04:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
06:00:00 - 06:29:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	04:59:54	04:59:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
06:30:00 - 06:59:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	05:21:43	05:21:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
07:00:00 - 07:29:59	1	1	0	1	1	0	0	00:00:04	00:00:04	00:00:04	00:00:00	100.0%	00:00:04	00:01:02	00:00:31	05:30:00	05:29:25	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
07:30:00 - 07:59:59	6	4	0	1	1	2	2	00:00:21	00:00:07	00:00:02	00:00:00	66.7%	00:00:14	00:02:45	00:00:33	07:11:58	07:11:23	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
08:00:00 - 08:29:59	13	8	3	30	17	2	2	00:00:15	00:00:05	00:00:04	00:00:08	53.8%	00:00:11	00:28:59	00:01:09	08:39:24	08:29:31	00:09:53	00:00:00	00:00:00	00:00:00	00:00:00
08:30:00 - 08:59:59	52	40	5	71	56	7	7	00:00:33	00:00:03	00:00:02	00:00:12	76.9%	00:00:11	01:32:15	00:00:57	12:30:59	12:14:19	00:16:40	00:00:00	00:00:00	00:00:00	00:00:00
09:00:00 - 09:29:59	104	81	15	98	82	8	8	00:00:24	00:00:03	00:00:03	00:00:03	73.1%	00:00:12	05:34:08	00:02:02	17:41:50	15:24:03	02:08:26	00:00:00	00:00:00	00:00:00	00:09:21
09:30:00 - 09:59:59	197	150	24	181	151	23	23	00:00:35	00:00:03	00:00:02	00:00:01	73.6%	00:00:11	07:25:29	00:01:28	19:37:52	16:24:27	02:57:20	00:00:00	00:00:00	00:00:00	00:16:05
10:00:00 - 10:29:59	150	116	20	155	128	14	14	00:00:41	00:00:03	00:00:02	00:00:03	75.3%	00:00:11	05:50:21	00:01:26	21:19:07	18:17:32	02:50:08	00:00:00	00:00:00	00:00:00	00:11:27
10:30:00 - 10:59:59	164	122	25	157	129	15	17	00:01:48	00:00:04	00:00:03	00:00:02	71.3%	00:00:12	06:01:27	00:01:26	22:37:16	19:04:47	03:18:41	00:00:00	00:00:00	00:00:00	00:13:48
11:00:00 - 11:29:59	134	114	13	135	109	7	7	00:00:31	00:00:04	00:00:04	00:00:04	76.9%	00:00:12	05:05:38	00:01:22	24:00:10	20:23:09	03:21:25	00:00:00	00:00:00	00:00:00	00:15:36
11:30:00 - 11:59:59	129	105	14	156	131	10	10	00:00:22	00:00:03	00:00:03	00:00:04	76.7%	00:00:12	05:06:47	00:01:17	21:10:12	17:57:00	03:01:56	00:00:00	00:00:00	00:00:00	00:11:16
12:00:00 - 12:29:59	96	69	16	82	66	10	11	00:00:28	00:00:04	00:00:03	00:00:03	67.7%	00:00:13	02:54:12	00:01:17	14:31:19	12:26:04	01:56:15	00:00:00	00:00:00	00:00:00	00:09:00
12:30:00 - 12:59:59	69	53	7	50	41	8	9	00:00:27	00:00:04	00:00:03	00:00:08	69.6%	00:00:11	03:00:12	00:01:55	08:49:05	07:43:00	01:02:50	00:00:00	00:00:00	00:00:00	00:03:15
13:00:00 - 13:29:59	73	57	9	38	35	7	7	00:00:41	00:00:04	00:00:02	00:00:12	74.0%	00:00:12	02:20:19	00:01:31	07:36:48	06:46:18	00:46:32	00:00:00	00:00:00	00:00:00	00:03:58
13:30:00 - 13:59:59	76	71	2	89	83	3	3	00:00:53	00:00:04	00:00:04	00:00:01	85.5%	00:00:11	03:18:55	00:01:17	11:35:19	10:00:29	01:27:58	00:00:00	00:00:00	00:00:00	00:06:52
14:00:00 - 14:29:59	107	96	4	112	93	7	7	00:00:32	00:00:04	00:00:03	00:00:13	82.2%	00:00:13	06:56:07	00:02:12	17:07:46	14:28:31	02:26:25	00:00:00	00:00:00	00:00:00	00:12:50
14:30:00 - 14:59:59	101	82	13	121	95	6	6	00:00:29	00:00:04	00:00:03	00:00:10	75.2%	00:00:12	09:11:42	00:03:07	17:40:35	13:58:45	03:29:43	00:00:00	00:00:00	00:00:00	00:12:07
15:00:00 - 15:29:59	127	100	22	144	118	5	5	00:00:31	00:00:04	00:00:03	00:00:03	74.8%	00:00:12	04:31:49	00:01:14	17:53:09	14:35:28	03:06:44	00:00:00	00:00:00	00:00:00	00:10:57
15:30:00 - 15:59:59	122	105	10	100	85	7	7	00:00:31	00:00:04	00:00:03	00:00:08	81.1%	00:00:11	05:16:21	00:01:39	17:53:58	14:53:07	02:51:42	00:00:00	00:00:00	00:00:00	00:09:09
16:00:00 - 16:29:59	103	88	8	98	89	7	7	00:00:33	00:00:03	00:00:03	00:00:05	80.6%	00:00:10	05:34:19	00:01:53	17:36:41	15:21:29	02:03:47	00:00:00	00:00:00	00:00:00	00:11:25
16:30:00 - 16:59:59	87	77	6	66	53	4	4	00:00:26	00:00:04	00:00:03	00:00:05	78.2%	00:00:14	03:22:14	00:01:33	17:17:38	13:56:34	02:46:59	00:23:58	00:00:00	00:00:00	00:10:07
17:00:00 - 17:29:59	23	19	2	15	12	2	2	00:00:21	00:00:04	00:00:03	00:00:00	78.3%	00:00:14	01:32:39	00:02:59	12:19:06	10:57:01	00:58:28	00:23:07	00:00:00	00:00:00	00:00:30
17:30:00 - 17:59:59	11	4	4	4	3	3	3	00:01:01	00:00:18	00:00:00	00:00:40	36.4%	00:00:06	00:02:45	00:00:23	05:37:38	05:29:34	00:01:56	00:06:08	00:00:00	00:00:00	00:00:00
18:00:00 - 18:29:59	2	2	0	0	0	0	0	00:00:01	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:15	00:00:07	05:30:00	05:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
18:30:00 - 18:59:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	05:30:00	05:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:00:00 - 19:29:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	05:30:00	05:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
19:30:00 - 19:59:59	1	0	1	0	0	0	0	00:00:01	00:00:01	00:00:00	00:00:01	0.0%	00:00:00	00:00:00	00:00:00	05:30:00	05:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
20:00:00 - 20:29:59	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	05:30:00	05:30:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	1948	1564	223	1904	1578	157	161	00:01:48	00:00:04	00:00:03	00:00:05	75.5%	00:00:12	85:10:40	00:01:37		410:26:51	41:04:58	00:53:13	00:00:00	00:00:00	02:47:43

This report style displays a list of ½ hour intervals that exist within the starting & ending duration that the corresponding report is run against. When the report is being run across multiple days, only a single ½ hour interval is displayed to represent all calls occurring within that specific interval for any day included within the specified date/time range. Call statistics are displayed against each item.

This report style is useful when viewing general call trends over the different times of the day across an entire reporting period.

Dynamic row highlighting is supported for the last rows displayed against real-time variants of the report, based on whether active calls which started in those ½ hour intervals are currently alerting or answered.

Calls By Day/Week

“Can I compare call statistics over different days/weeks in a period?”

Interval	In	In Ans	In Abnd	Out	Out Ans	OvrFd In	OvrFd Off	Max Wait	Avg Wait	Avg Ans	Avg Abnd	% Svc	Avg Out Rg	Tot Tik	Avg Tik	Tot On Duty	Available	Busy	N/A	Alerting	DND	W/U
01/01/2011	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
02/01/2011	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03/01/2011	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04/01/2011	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
05/01/2011	0	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
06/01/2011	47	33	10	43	33	4	4	00:00:53	00:00:05	00:00:04	00:00:08	61.7%	00:00:11	02:33:48	00:02:19	11:24:40	10:31:02	00:51:38	00:00:00	00:00:00	00:00:00	00:02:00
07/01/2011	414	305	65	457	357	44	44	00:02:26	00:00:04	00:00:03	00:00:06	71.3%	00:00:11	17:11:43	00:01:33	103:39:26	93:24:07	09:40:04	00:00:00	00:00:00	00:00:00	00:35:15
08/01/2011	7	6	0	1	1	1	1	00:00:19	00:00:04	00:00:01	00:00:00	85.7%	00:00:00	00:10:08	00:01:26	96:00:00	96:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
09/01/2011	1	0	1	0	0	0	0	00:00:14	00:00:14	00:00:00	00:00:14	0.0%	00:00:00	00:00:00	00:00:00	95:41:37	95:41:37	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/01/2011	553	449	47	488	383	56	57	00:00:38	00:00:03	00:00:03	00:00:04	76.9%	00:00:12	23:25:37	00:01:41	131:42:11	116:37:48	14:15:23	00:00:00	00:00:00	00:00:00	00:49:00
11/01/2011	442	367	44	309	278	31	31	00:01:19	00:00:03	00:00:03	00:00:04	79.2%	00:00:13	16:21:02	00:01:31	97:21:28	86:18:13	10:21:09	00:00:00	00:00:00	00:00:00	00:42:06
12/01/2011	326	231	49	291	235	45	46	00:00:22	00:00:03	00:00:02	00:00:04	67.8%	00:00:12	14:30:45	00:01:52	63:45:34	56:15:12	07:13:04	00:00:00	00:00:00	00:00:00	00:17:18
13/01/2011	375	301	42	334	287	31	32	00:00:47	00:00:04	00:00:03	00:00:05	76.5%	00:00:13	18:18:05	00:01:52	65:44:39	55:36:32	09:38:24	00:00:00	00:00:00	00:00:00	00:29:43
14/01/2011	384	295	37	309	267	52	52	00:00:33	00:00:03	00:00:02	00:00:03	74.7%	00:00:12	16:25:12	00:01:45	51:48:44	44:11:36	07:08:54	00:00:00	00:00:00	00:00:00	00:28:14
15/01/2011	10	7	1	2	2	2	2	00:00:20	00:00:04	00:00:00	00:00:05	70.0%	00:00:00	00:10:23	00:01:09	23:56:44	23:56:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
16/01/2011	5	2	2	0	0	1	1	00:00:16	00:00:03	00:00:00	00:00:00	40.0%	00:00:00	00:00:23	00:00:11	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
17/01/2011	472	358	61	409	331	50	53	00:00:49	00:00:03	00:00:03	00:00:03	72.9%	00:00:11	15:47:45	00:01:22	80:30:22	72:38:52	07:31:34	00:00:00	00:00:00	00:00:00	00:19:56
18/01/2011	426	316	62	424	354	48	48	00:01:48	00:00:03	00:00:02	00:00:02	72.3%	00:00:12	20:46:47	00:01:51	83:36:25	74:41:04	08:26:26	00:00:00	00:00:00	00:00:00	00:28:55
19/01/2011	455	354	64	377	320	36	37	00:00:31	00:00:03	00:00:03	00:00:04	72.3%	00:00:12	20:18:09	00:01:48	92:26:18	80:45:41	10:59:45	00:00:00	00:00:00	00:00:00	00:40:52
20/01/2011	536	437	59	501	419	37	40	00:01:01	00:00:04	00:00:03	00:00:08	75.4%	00:00:10	20:47:44	00:01:27	89:05:55	78:19:04	09:15:15	00:53:13	00:00:00	00:00:00	00:38:23
21/01/2011	384	333	29	424	346	22	22	00:00:53	00:00:04	00:00:03	00:00:07	81.3%	00:00:12	17:46:51	00:01:34	108:50:55	98:25:48	09:41:11	00:00:00	00:00:00	00:00:00	00:43:56
22/01/2011	3	3	0	0	0	0	0	00:00:01	00:00:00	00:00:00	00:00:00	100.0%	00:00:00	00:00:28	00:00:09	24:00:00	24:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
23/01/2011	7	5	0	2	1	2	2	00:00:20	00:00:07	00:00:03	00:00:00	57.1%	00:00:18	00:02:44	00:00:27	23:59:37	23:59:37	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
24/01/2011	152	131	9	206	166	12	12	00:00:35	00:00:03	00:00:03	00:00:05	82.2%	00:00:12	08:08:55	00:01:38	42:37:23	39:11:42	03:09:32	00:00:00	00:00:00	00:00:00	00:16:09
	4999	3933	582	4577	3780	474	484	00:02:26	00:00:03	00:00:03	00:00:04	74.8%	00:00:12	212:46:29	00:01:39		1194:34:36	108:12:19	00:53:13	00:00:00	00:00:00	00:31:47

Interval	In	In Ans	In Abnd	Out	Out Ans	OvrFd In	OvrFd Off	Max Wait	Avg Wait	Avg Ans	Avg Abnd	% Svc	Avg Out Rg	Tot Tik	Avg Tik	Tot On Duty	Available	Busy	N/A	Alerting	DND	W/U
01/11/2010 To 07/11/2010	4284	1055	1102	2129	171	2098	2127	00:08:41	00:00:16	00:00:49	00:00:04	3.7%	00:00:02	26:09:02	00:01:16	08:14:02	08:14:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08/11/2010 To 14/11/2010	4160	1009	1085	2051	159	2044	2066	00:05:30	00:00:16	00:00:49	00:00:04	4.0%	00:00:02	24:09:16	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
15/11/2010 To 21/11/2010	3831	912	964	1903	182	1929	1955	00:08:24	00:00:18	00:00:59	00:00:06	3.3%	00:00:03	25:31:48	00:01:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
22/11/2010 To 28/11/2010	3798	891	1050	1852	122	1824	1857	00:08:44	00:00:17	00:00:55	00:00:06	4.1%	00:00:02	22:31:03	00:01:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
29/11/2010 To 05/12/2010	4334	924	1233	2162	208	2126	2177	00:07:11	00:00:19	00:01:03	00:00:09	3.2%	00:00:03	25:11:05	00:01:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
06/12/2010 To 12/12/2010	4899	1074	1214	2338	156	2497	2611	00:07:42	00:00:20	00:01:10	00:00:08	2.3%	00:00:02	29:48:33	00:01:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
13/12/2010 To 19/12/2010	4652	1115	1172	2217	166	2319	2365	00:09:36	00:00:18	00:00:56	00:00:06	3.9%	00:00:02	28:26:21	00:01:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
20/12/2010 To 26/12/2010	4299	1026	1127	2179	177	2120	2146	00:08:50	00:00:16	00:00:51	00:00:05	3.6%	00:00:02	26:48:36	00:01:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
27/12/2010 To 02/01/2011	3091	627	1111	1656	72	1338	1353	01:13:42	00:00:17	00:00:52	00:00:06	2.6%	00:00:01	14:27:56	00:01:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
03/01/2011 To 09/01/2011	4351	1018	1113	2114	127	2190	2220	00:08:51	00:00:21	00:01:15	00:00:06	2.0%	00:00:02	26:37:25	00:01:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/01/2011 To 16/01/2011	4664	1161	1093	2198	155	2391	2410	00:08:19	00:00:21	00:01:05	00:00:06	3.1%	00:00:02	29:38:26	00:01:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
17/01/2011 To 23/01/2011	3659	861	999	1810	120	1776	1799	00:08:24	00:00:18	00:00:55	00:00:05	3.1%	00:00:02	21:30:20	00:01:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
24/01/2011 To 30/01/2011	585	178	81	240	19	326	326	00:02:31	00:00:15	00:00:35	00:00:03	3.6%	00:00:02	03:46:10	00:01:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	50607	11851	13344	24849	1834	24978	25412	01:13:42	00:00:18	00:00:58	00:00:06	3.2%	00:00:02	304:36:01	00:01:20		08:14:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

This report style displays a list of weekly intervals that exist within the starting & ending duration that the corresponding report is run against. Call statistics are displayed against each item.

The reporting style can be run against any date/time option, although it is generally not particularly useful to run it for the "Real-Time" duration option, as the corresponding report will then only show statistics for the current day.

Note that reports run across weekly intervals may take several minutes to complete based upon the amount of call traffic previously generated on the telephone system within that period.

Active Call List

“Can I see general activity occurring now?”

S	Started (Dist)	Seg	Dev (Clg)	TelNo (Clg)	Dev (Cld)	TelNo (Cld)	Dev (Off)	Dev Name (Off)	Agt (Off)	Agt Name (Off)	Ring Time	Talk Time	Ans	Ans At	Type	Dev (Last)
	24/01/2011 12:38:50	1/1	[Trunk]	01159378160	403	[Non DDI]	102	Erron West	501	Justin Evans	00:00:12	00:02:55	Yes	12:39:02	Ext/In	
	24/01/2011 12:39:26	2/2	[Trunk]	00501687355	400	01234567400	129	Tony Verbeten	526	ACD Agent 526	00:00:31	00:02:00	Yes	12:39:57	Ext/In	400
	24/01/2011 12:40:09	1/1	[Trunk]	02017934172	408	01234567408	113	Charlie Green	523	ACD Agent 523	00:00:24	00:01:24	Yes	12:40:33	Ext/In	
	24/01/2011 12:40:28	1/1	239	239	7826	01342327473	7826	Trunk 12			00:00:08	00:01:21	Yes	12:40:36	Ext/Out	
	24/01/2011 12:40:45	2/2	[Trunk]	03749025596	402	01234567402	103	Megan Jones	511	Jane Woodley	00:00:30	00:00:42	Yes	12:41:15	Ext/In	402
	24/01/2011 12:40:45	1/1	[Trunk]	06544943078	110	[Non DDI]	110	Joshua Goldman			00:00:48	00:00:24	Yes	12:41:33	Ext/In	
	24/01/2011 12:41:09	1/1	249	249	7825	01462730343	7825	Trunk 8			00:00:48		No		Ext/Out	
	24/01/2011 12:41:09	2/2	[Trunk]	03749025596	403	[Non DDI]	101	Ruby Wagner	520	ACD Agent 520	00:00:30	00:00:18	Yes	12:41:39	Ext/In	403
	24/01/2011 12:41:14	1/1	245	245	7827	02077222000	7827	Trunk 4			00:00:09	00:00:34	Yes	12:41:23	Ext/Out	
	24/01/2011 12:41:27	2/2	[Trunk]	02722127251	404	01234567404	122	Tyler Sword	527	ACD Agent 527	00:00:30		No		Ext/In	404
	24/01/2011 12:41:27	2/2	[Trunk]	00720698453	400	01234567400	123	Samuel Day	511	Jason Bental	00:00:30		No		Ext/In	400
	24/01/2011 12:41:45	1/1	[Trunk]	00518357368	101	01234567101	101	Abigail Longstaff			00:00:06	00:00:06	Yes	12:41:51	Ext/In	
	24/01/2011 12:41:45	1/1	[Trunk]	07464443961	400	01234567400	105	Thomas Wiles	522	ACD Agent 522	00:00:12		No		Ext/In	
	24/01/2011 12:41:49	1/1	7828	02085085888	227	227	227	Trish			00:00:08		No		Ext/In	
	24/01/2011 12:41:55	1/1	224	224		[None]					00:00:02		No		[Init]	

This report style is for use only in conjunction with the "Real-Time" date/time option. The report content generated displays a live list of the active calls on the telephone system. The reporting style shows no information when run against any other date/time option.

The report style supports row highlighting to depict the corresponding call's active call status.

Akixi 2000 , when Superlative Service Delivery is Mission Critical

When your mission relies on the delivery of superb customer service with optimal resource efficiencies.

These Contact Centre tools allow you to manage your staff, campaigns and resources very effectively.

Hunt Group List

“Show me how effectively each hunt group is managing calls?”

Device	Description	Waiting	Lng Wait	Ans Now	In	In Ans	In Abnd	OvrFd In	OvrFd Off	Max Wait	Avg Wait	Avg Ans	Avg Abnd	% Svc	Tot Tlk	Avg Tlk	Tot Rng	Signed In
400	Sales (Europe)	0	00:00:00	0	191	168	23	11	2	00:00:49	00:00:24	00:00:24	00:00:18	8.4%	04:24:53	00:01:34	01:16:28	4
400	Reception Operators	0	00:00:00	0	169	147	22	0	6	00:00:49	00:00:24	00:00:25	00:00:17	14.8%	04:13:32	00:01:43	01:07:50	6
401	Sales (Asia)	0	00:00:00	1	189	164	25	0	1	00:00:49	00:00:22	00:00:23	00:00:19	16.4%	04:31:52	00:01:39	01:12:03	2
401	Administration	0	00:00:00	2	208	179	29	11	0	00:00:49	00:00:22	00:00:23	00:00:18	14.4%	04:39:37	00:01:33	01:19:42	3
402	Sales (Australia)	0	00:00:00	0	199	172	27	0	0	00:00:49	00:00:22	00:00:22	00:00:19	18.1%	04:39:26	00:01:37	01:13:07	7
402	Customer Services (Other)	0	00:00:00	3	207	168	39	20	1	00:00:49	00:00:20	00:00:21	00:00:17	17.4%	04:59:52	00:01:47	01:11:08	4
403	Sales (USA)	0	00:00:00	0	195	170	25	8	0	00:00:49	00:00:22	00:00:23	00:00:16	16.9%	04:44:49	00:01:40	01:12:10	5
403	Customer Services (Vehicle)	1	00:00:12	0	208	178	30	0	0	00:01:55	00:00:22	00:00:23	00:00:20	17.8%	05:35:58	00:01:53	01:19:19	5
404	Sales (Other Pacific)	1	00:00:12	0	207	171	36	0	0	00:00:49	00:00:23	00:00:24	00:00:19	14.5%	04:43:47	00:01:39	01:22:41	4
404	Customer Services (Home)	0	00:00:00	0	204	180	24	0	0	00:00:49	00:00:22	00:00:23	00:00:16	14.7%	05:11:23	00:01:43	01:17:07	3
405	Premier Packages	0	00:00:00	0	207	185	22	19	0	00:00:49	00:00:23	00:00:23	00:00:20	15.9%	04:58:00	00:01:36	01:21:17	4
405	Customer Services (Hol)	0	00:00:00	0	193	160	33	0	0	00:00:49	00:00:22	00:00:23	00:00:19	13.5%	04:18:13	00:01:36	01:13:27	5
406	Visa Helpline	0	00:00:00	1	190	164	26	0	19	00:00:48	00:00:22	00:00:23	00:00:17	11.6%	04:36:32	00:01:41	01:12:35	0
406	Claims (Other)	0	00:00:00	0	207	174	33	0	0	00:00:49	00:00:22	00:00:23	00:00:18	15.9%	04:57:41	00:01:42	01:18:53	0
407	Brochures	0	00:00:00	0	219	186	33	15	0	00:00:49	00:00:23	00:00:24	00:00:18	11.4%	05:07:19	00:01:39	01:26:57	0
407	Claims (Vehicles)	0	00:00:00	0	185	158	27	0	8	00:00:49	00:00:22	00:00:22	00:00:18	18.9%	04:42:42	00:01:47	01:08:31	0
408	Insurance	0	00:00:00	0	195	168	27	0	0	00:00:49	00:00:23	00:00:23	00:00:20	15.9%	04:42:08	00:01:40	01:15:23	0
408	Claims (Home)	0	00:00:00	0	203	181	22	3	0	00:00:49	00:00:23	00:00:23	00:00:23	16.3%	04:54:05	00:01:37	01:19:54	0
409	Accounts	0	00:00:00	0	200	170	30	0	2	00:00:49	00:00:23	00:00:24	00:00:18	14.5%	04:22:57	00:01:32	01:18:08	0
409	Claims (Hol)	0	00:00:00	0	191	169	22	0	0	00:00:49	00:00:23	00:00:24	00:00:19	16.2%	04:01:38	00:01:25	01:14:54	0
		2	00:00:12	7	3967	3412	555	87	39	00:01:55	00:00:23	00:00:23	00:00:18	15.2%	94:26:24	00:01:39	25:21:34	

This report style displays a list of all hunt group devices in a table with call statistics shown against each item for inbound calls that have specifically been distributed by each row's hunt group device.

When run for the "Real-Time" date/time option, dynamic row highlighting is supported based on whether calls are currently queuing in, being offered by, or answered within the corresponding hunt group.

ACD AGENT List

“Show me how our agents are performing?”

S	Agent	Description	In	In Ans	Out	Out Ans	Adv	ACD State	In State For	On Duty For	Tot Tlk	Tot On Duty	Available	Busy	N/A	Alerting	DND	W/U	Tel No	Dir	UnAns Time	Talk Time
500	Thomas Jackson		82	48	0	0	24	S/Out	00:30:12		01:22:05	04:38:39	02:52:53	01:17:22	00:04:03	00:21:01	00:00:00	00:03:20				
501	Tim Radcliff		113	68	0	0	30	S/Out	02:01:59		02:00:00	06:26:36	03:54:23	01:52:39	00:04:25	00:30:00	00:00:00	00:05:09				
502	Bob Conway		93	59	0	0	24	Alert/A	00:00:18	00:30:06	01:43:22	05:39:09	03:42:46	01:26:55	00:02:24	00:23:09	00:00:00	00:03:37	03549621017	In	00:00:18	
503	Sonya Collins		108	73	0	0	29	Avail	00:00:24	00:04:38	01:54:28	06:44:16	04:23:09	01:43:00	00:01:55	00:30:04	00:00:00	00:05:44				
504	Fay McCline		128	68	0	0	41	S/Out	00:03:26		01:58:49	06:53:02	04:23:04	01:48:13	00:02:56	00:33:52	00:00:00	00:04:57				
505	Jack Myras		163	98	0	0	45	S/Out	00:43:45		02:25:41	08:38:04	05:16:56	02:21:03	00:05:00	00:43:01	00:00:00	00:12:04				
506	Christine Jones		128	78	0	0	39	S/Out	00:15:20		02:09:35	08:10:26	05:19:07	02:03:32	00:04:09	00:36:44	00:00:00	00:06:54				
507	Simon Polegate		145	88	0	0	43	Busy/A	00:00:18	01:08:27	02:35:14	09:20:53	06:06:51	02:24:44	00:04:46	00:39:31	00:00:00	00:04:43	04360780349	In	00:00:18	00:00:18
508	Henry Simpson		107	60	0	0	35	Avail	00:00:54	00:35:46	01:37:54	06:06:31	03:55:48	01:30:38	00:03:20	00:30:31	00:00:00	00:05:20				
509	Jane Hamilton		155	95	0	0	37	S/Out	00:55:57		03:00:23	08:43:42	05:08:35	02:41:58	00:04:57	00:41:31	00:00:00	00:06:41				
510	Jennifer Burley		102	55	0	0	34	Avail	00:00:36	00:13:55	01:39:04	05:56:12	03:54:01	01:24:41	00:03:31	00:29:17	00:00:00	00:04:06				
511	Jason Bental		123	72	0	0	39	S/Out	00:13:55		02:05:14	07:43:20	05:08:30	01:55:56	00:05:09	00:31:09	00:00:00	00:02:36				
512	Tess Johnson		156	87	0	0	50	Busy/A	00:00:12	00:37:35	02:20:56	08:06:09	05:03:17	02:09:51	00:03:42	00:41:59	00:00:00	00:07:08	07244759180	In	00:00:23	00:00:12
513	Natalie Sandings		112	71	0	0	29	S/Out	00:20:59		01:56:49	06:04:30	03:37:00	01:49:20	00:03:50	00:29:43	00:00:00	00:04:37				
514	Les Holmes		141	90	0	0	36	W/U	00:00:06	00:54:26	02:38:49	08:08:35	04:53:58	02:29:56	00:03:49	00:35:02	00:00:00	00:05:44				
515	Alan Harvey		153	93	0	0	43	Avail	00:01:30	00:27:09	02:31:38	08:48:10	05:32:50	02:20:46	00:07:08	00:39:59	00:00:00	00:05:57				
516	Lee Browning		71	50	0	0	19	Busy/A	00:00:54	00:03:26	01:35:58	04:22:45	02:32:02	01:23:06	00:02:37	00:20:04	00:00:00	00:04:02	05080736364	In	00:00:24	00:00:54
	Call Now		122	81	0	0	26	Busy/A	00:03:01	00:43:45	02:04:18	07:20:12	04:48:08	01:46:43	00:06:11	00:29:17	00:00:00	00:06:52	09193557880	In	00:00:19	00:03:01
	Steal This Call		84	57	0	0	21	S/Out	01:59:40		01:44:50	05:05:32	03:01:28	01:37:47	00:02:49	00:21:46	00:00:00	00:01:42				
	Send Call To...		139	95	0	0	30	S/Out	00:35:46		02:18:43	07:46:36	04:51:15	02:08:24	00:06:14	00:33:27	00:00:00	00:07:16				
	Monitor		123	80	0	0	26	S/Out	00:41:07		02:22:53	06:48:46	03:49:12	02:15:49	00:08:09	00:31:47	00:00:00	00:03:49				
	Set Available		156	100	0	0	38	Avail	00:04:14	00:20:04	02:46:04	09:10:10	05:43:01	02:32:35	00:04:13	00:39:41	00:00:00	00:06:26				
	Set Wrap-Up		115	79	0	0	18	Avail	00:01:06	00:19:04	02:14:24	07:44:57	05:07:14	01:57:16	00:06:34	00:28:03	00:00:00	00:04:44				
	Set "Not Available"		83	57	0	0	20	S/Out	00:11:30		01:37:05	05:25:57	03:31:21	01:26:55	00:02:02	00:20:54	00:00:00	00:04:45				
	Set ACD-DND		168	109	0	0	40	S/Out	00:04:38		03:21:17	09:27:52	05:31:40	02:58:39	00:08:08	00:40:45	00:00:00	00:08:40				
	Sign In...		109	64	0	0	30	Avail	00:00:24	00:15:44	01:31:21	06:00:18	04:03:09	01:19:47	00:05:36	00:28:01	00:00:00	00:03:21				
	Sign Out...		3179	1975	0	0	846				55:36:54		116:11:38	50:47:35	01:57:37	13:50:18	00:00:00	02:20:14				
	Advanced																					

This report style shows a list of all ACD agents with call statistics displayed against each item.

When run against the "Real-Time" date/time option, this report type also supports dynamic row highlighting based on the corresponding agent's ACD state.

ACD Activity Log

“How can I tell when an agent came on duty or went to lunch?”

S	Entry Time	Chg Time	Device	ACD Agt	Agent Name	State Chg	Sum State	Hunt Group	Group Name	SignIn Cnt
	24/01/2011 08:59:54	08:59:54	111	515	Jim Stenning	Avail	Avail	402	Sales (Australia)	1
	24/01/2011 08:59:54	08:59:54	129	504	Fay McCline	Avail	Avail	401	Administration	1
	24/01/2011 08:59:54	08:59:54	121	501	Tim Radcliff	Alert/A	Alert/A	402	Customer Services (O	1
	24/01/2011 09:00:00	09:00:00	121	501	Tim Radcliff	Busy/A	Busy/A	402	Customer Services (O	1
	24/01/2011 09:00:06	09:00:06	108	508	Kate White	Alert/A	Alert/A	401	Sales (Asia)	1
	24/01/2011 09:00:06	09:00:06	121	501	Tim Radcliff	Avail	Avail	402	Customer Services (O	1
	24/01/2011 09:00:06	09:00:06	119	513	Natalie Sandings	Alert/A	Alert/A	407	Claims (Vehicles)	1
	24/01/2011 09:00:12	09:00:12	101	525	ACD Agent 525	S/Out	S/Out	400	Sales (Europe)	0
	24/01/2011 09:00:18	09:00:18	129	521	ACD Agent 521	W/U	W/U	402	Sales (Australia)	1
	24/01/2011 09:00:24	09:00:24	129	521	ACD Agent 521	Avail	Avail	402	Sales (Australia)	1
	24/01/2011 09:00:24	09:00:24	119	507	Linda Hobbs	S/In	Avail	401	Sales (Asia)	1
	24/01/2011 09:00:24	09:00:24	119	507	Linda Hobbs	Avail	Avail	401	Sales (Asia)	1
	24/01/2011 09:00:30	09:00:30	108	508	Kate White	Avail	Avail	401	Sales (Asia)	1
	24/01/2011 09:00:30	09:00:30	120	500	Pauline Trimby	Alert/A	Alert/A	404	Sales (Other Pacific)	1
	24/01/2011 09:00:30	09:00:30	119	513	Natalie Sandings	Avail	Avail	407	Claims (Vehicles)	1
	24/01/2011 09:00:30	09:00:30	121	501	Tim Radcliff	Alert/A	Alert/A	402	Customer Services (O	1
	24/01/2011 09:00:30	09:00:30	100	512	Tess Johnson	Alert/A	Alert/A	406	Claims (Other)	1
	24/01/2011 09:00:36	09:00:36	114	517	John Bennet	N/A	N/A	407	Claims (Vehicles)	1
	24/01/2011 09:00:42	09:00:42	121	501	Tim Radcliff	Busy/A	Busy/A	402	Customer Services (O	1
	24/01/2011 09:00:48	09:00:48	120	500	Pauline Trimby	Busy/A	Busy/A	404	Sales (Other Pacific)	1
	24/01/2011 09:00:48	09:00:48	128	518	ACD Agent 518	Alert/A	Alert/A	402	Sales (Australia)	1
	24/01/2011 09:00:48	09:00:48	114	517	John Bennet	Avail	Avail	407	Claims (Vehicles)	1
	24/01/2011 09:00:48	09:00:48	126	511	Jason Bental	Alert/A	Alert/A	408	Claims (Home)	1
	24/01/2011 09:00:54	09:00:54	100	512	Tess Johnson	Avail	Avail	406	Claims (Other)	1
	24/01/2011 09:00:54	09:00:54	103	524	ACD Agent 524	Alert/A	Alert/A	408	Claims (Home)	1
	24/01/2011 09:01:00	09:01:00	120	500	Pauline Trimby	N/A	N/A	404	Sales (Other Pacific)	1
	24/01/2011 09:01:00	09:01:00	121	501	Tim Radcliff	Avail	Avail	402	Customer Services (O	1

This report style generates a historic list of ACD sign-in, sign-out, and other ACD status change instances performed by ACD agents. The reporting style can be run against any date/time option. However, when the style is run for the "Real-Time" date/time option, newly performed ACD state changes are automatically appended to the end of the generated report output as they occur on the telephone system.

The report list also contains ACD status entries that are automatically created at the beginning of the day, for every agent that remained signed in at the end of the previous day. These entries are created so that other reports run on the current day are able to determine when these agents were signed in from and calculate ACD statistics for them accordingly.

The starting time of day used is the value set by the administrator user against the partition (tenant) that your particular telephony devices reside within. The default for this starting time of day setting is 12:00am, although you can request your administrator changes it to suit your specific working shift time requirements.

END