



REDCENTRIC UNITY CALL REPORTING USER GUIDE

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UNITY CALL REPORTING APPLICATION USER GUIDE

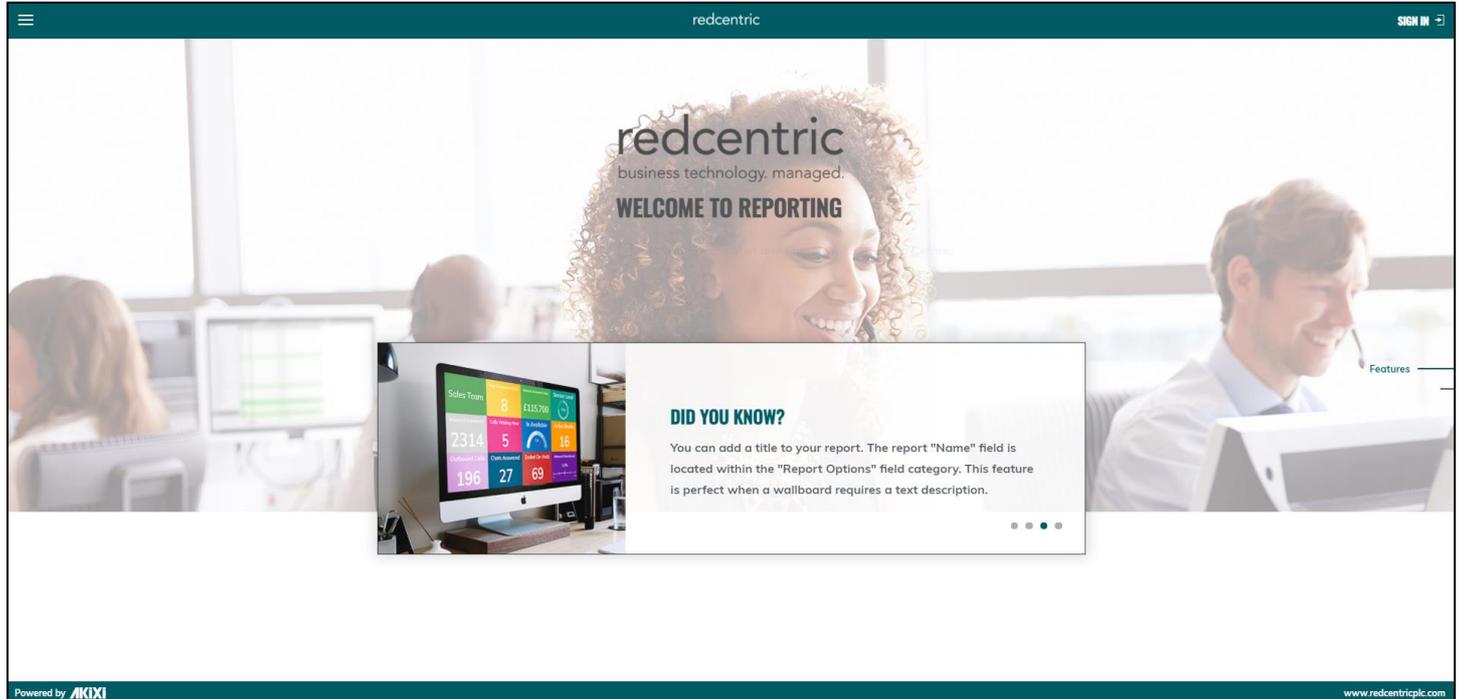
Welcome to the Unity Call Reporting Application User Guide. This guide will help you understand how to access reporting through default templates, customise reports, set schedules, alerts and filter reports to give information relevant to you and edit and remove fields from standard reports.

LOGGING INTO THE REPORTING PORTAL FOR UNITY CALL REPORTING

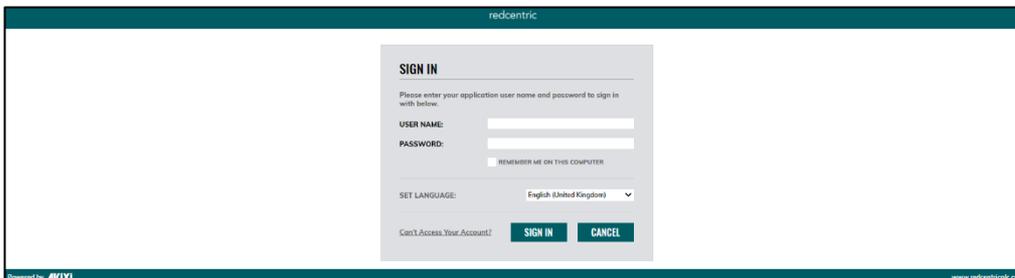
To log into the reporting portal please enter the below URL into your internet browser:

<https://reporting.redcentricplc.com>

This will open the welcome page (shown below). Please click on **sign in** at the top right to sign into the application:



Once you've clicked on **sign in** you'll be asked for the username and password – please use the username and password you have been provided.



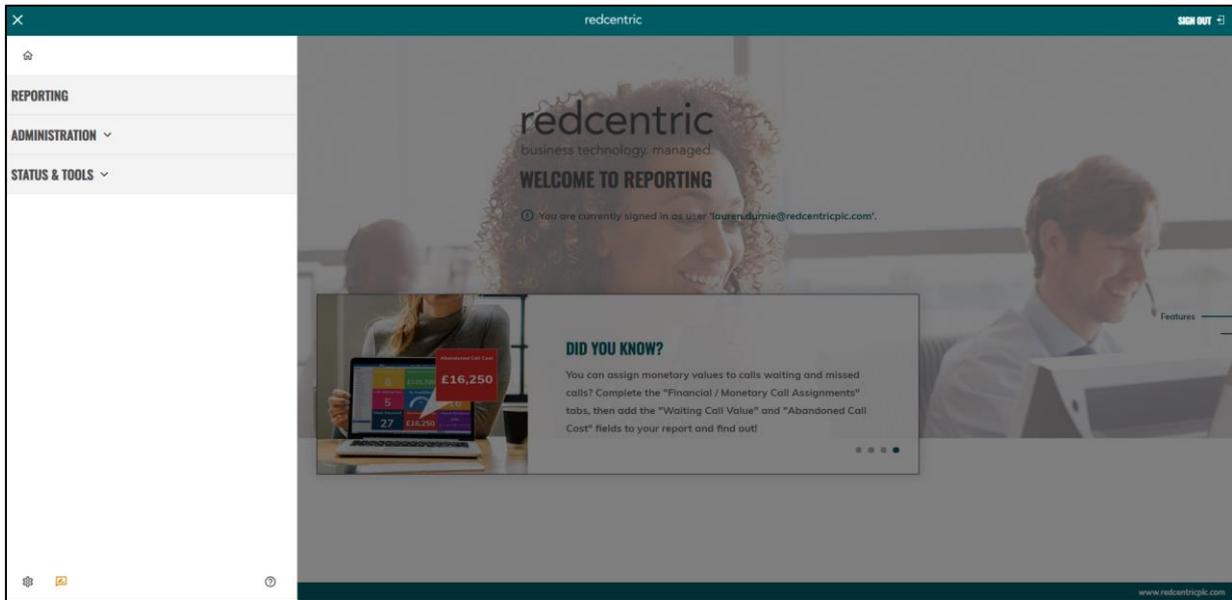
At first login you will be requested to accept the Akixi terms of service and also to change your password – please ensure this is changed to a secure password (a password strength guide is provided as you type your chosen password)

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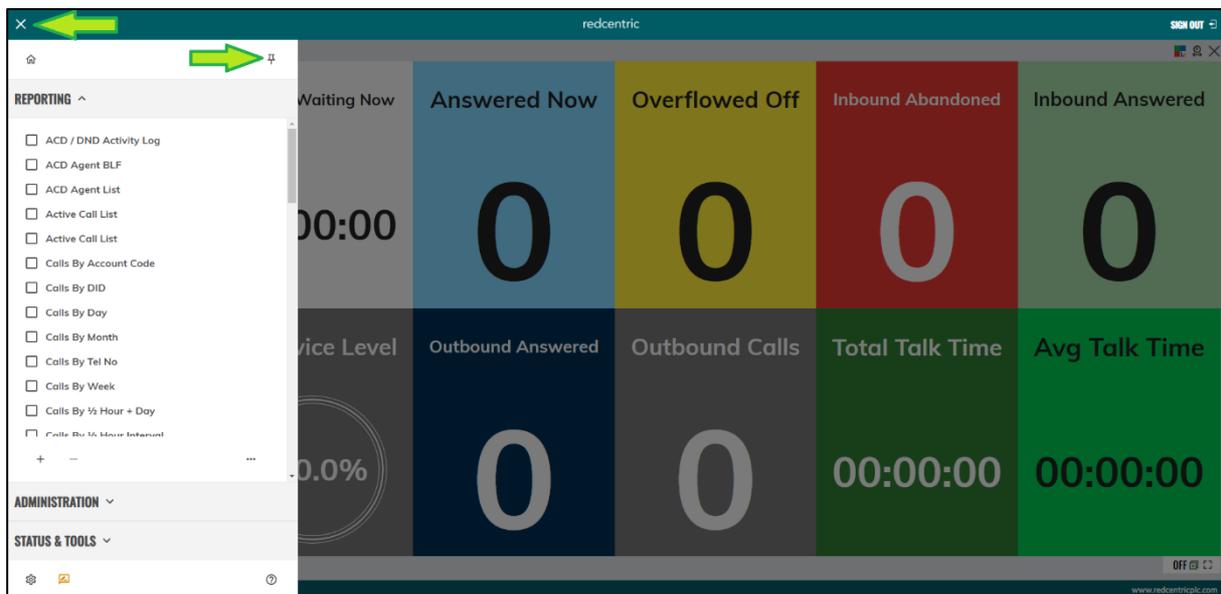
UNITY CALL REPORTING MAIN MENU

Once logged in you will see the welcome screen once again, where you will click on the 3 white lines at the top left corner (referred to for this rest of this guide as **Main Menu**) to display your options. All users will see **Reporting** as an option, and if you have been given administrator access you may also see **Administration** and **Status & Tools** (n.b. this guide does not detail anything on Administration).

To access reporting click on **Reporting** on the main screen.



When you first select **Reporting**, you'll be greeted with the Desktop Wallboard report (one of the real time reports available) and if you open the Main Menu there is a list of already configured reports available to you:

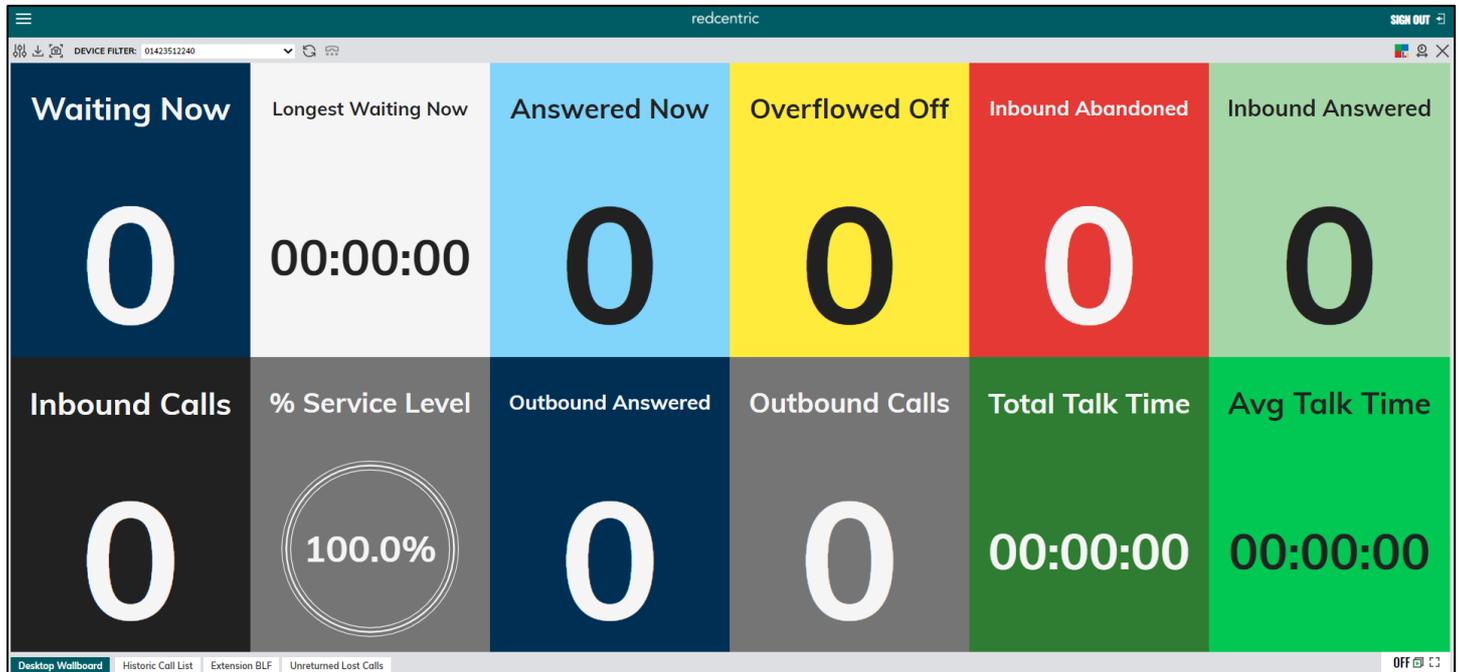


You can close this menu to return to your selected report by click the cross. You can also pin this menu so that it is always open, by clicking on the drawing pin icon. 

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REPORTS

Under **Reports** by default is a list of 20 reports which can be selected. To open a report so that it appears to the right on the main screen simply click on the report to select it, the report will then open. In the example below we have chosen to open Historic Call List, Extension BLF and Unreturned Lost Calls in addition to the Desktop Wallboard. These reports are now open hence the tabs along the bottom showing these reports next to the **Desktop Wallboard**:



Note: the reports you will have access to will depend upon the licence level you are assigned. In all the examples in this guide the Application User has access to 2000 level reporting.

There are three icons at the bottom of the **Reports** list as follows:

+ Add Report - Delete Report ... Modify/Copy Report

Add Report is available all the time and is used to add a new report based on a template report.

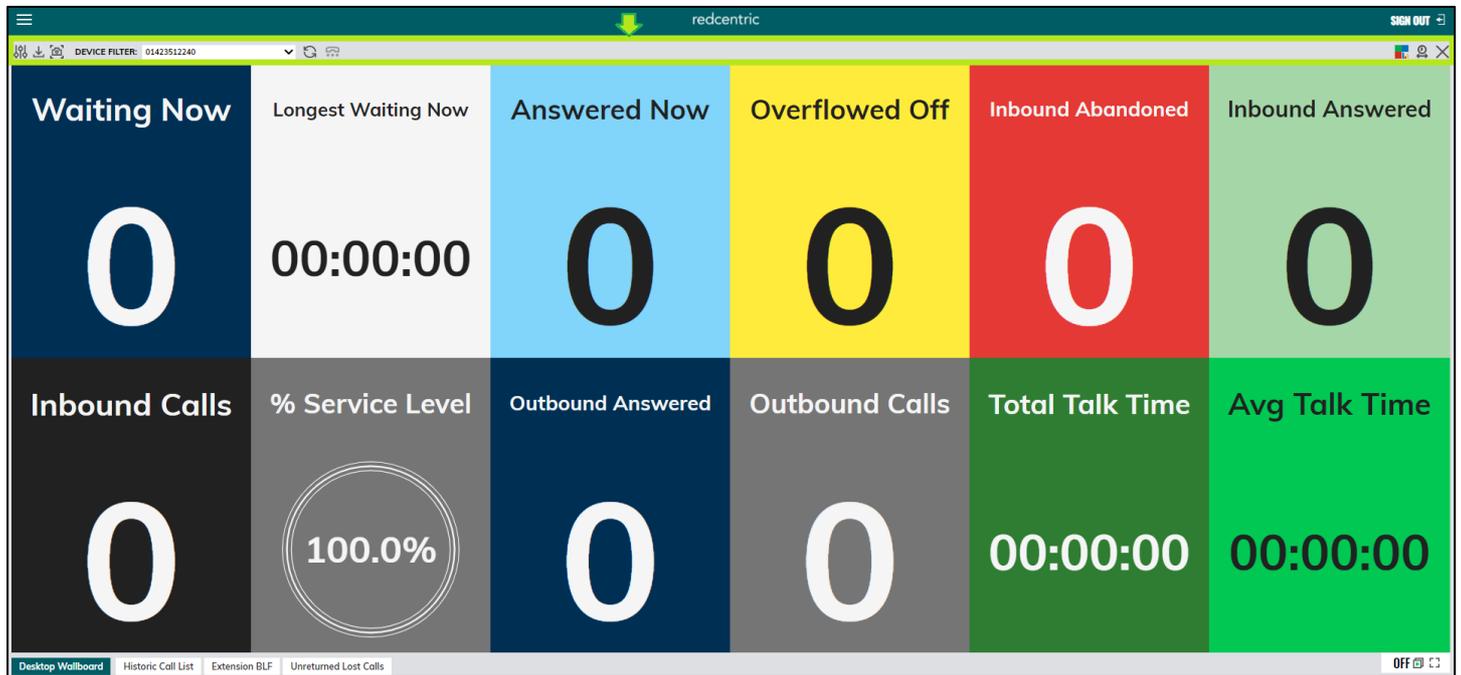
Delete Report – this is only available when at least one report is selected from the list of Reports and should be used with caution. Once a report is deleted it cannot be restored and you will need to create the report again from scratch. Be sure you never want to use a report again before deleting it.

Modify/Copy Report – this allows you to modify all aspects of a given report, more detail on modifying reports is contained further in this guide. This also allows you to create an exact copy of the selected report(s). Please note that at least one report must be selected by ticking the box next to the report name, otherwise this option will be greyed out.

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REPORTS MENU BAR

Regardless of the report that you have open the same menu bar will always be available (as shown below):



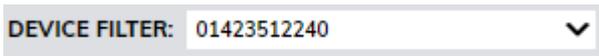
The reports menu bar contains the following options indicated by the icons as shown below:

 **Modify Report**, this will open the modify menu for the report you are currently looking at, this is the same modify menu as described in **Reports** – more detail on modifying reports is detailed further in this guide.

 This option will allow you to generate a printable version of the report you currently have on screen. The report can be in one of the following formats: PDF, RTF (Rich Text Format), CSV (comma-separated values) or HTML.

Note: printable versions may differ in their appearance to an on-screen report.

 This option will take a snapshot of the report's content data and open this in a new browser window or tab.

 **DEVICE FILTER:** 01423512240  This option allows you to quick filter the report you're looking at by device. You can select more than one device to view the report for a selection of devices.

 This refreshes the report with any newly selected filters from the device list, and with newly captured call data if the report is not a live report.

 **ZOOM LEVEL:** 100%  This will allow you to zoom in on the currently displayed report (not available on Desktop Wallboard reports).

 If using the Desktop Wallboard, this icon lets you choose between displaying the tiles in a grid (default), columns, rows or a

 If viewing any other report, this allows you to choose between a detailed table view (default on most reports), Busy Lamp (BLF) view in horizontal (default on BLF), BLF in vertical or chart view.

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This option allows you to change the time on the report from real time to a historical report schedule based on one of the following: today, yesterday, this week, last week, this month, last month or select a specific date/time range. If you select the latter a screen will open as below asking you to select from the date/time schedule:

The screenshot shows a 'DATE/TIME' selection window. On the left, there is a list of radio buttons for 'REAL-TIME (NOW)', 'TODAY', 'YESTERDAY', 'THIS WEEK', 'LAST WEEK', 'THIS MONTH', 'LAST MONTH', and 'SPECIFY RANGE...'. The 'SPECIFY RANGE...' option is selected. To the right, there are two main sections: 'CUSTOM DATE/TIME RANGE' and 'DAY & TIME RANGE OPTIONS (HISTORIC ONLY)'. The 'CUSTOM DATE/TIME RANGE' section has a 'BETWEEN DATE/TIME:' label followed by two date pickers: 'AUG 01, 2020 00:00:00' and 'OCT 07, 2020 23:59:59', separated by an 'AND' label. The 'DAY & TIME RANGE OPTIONS (HISTORIC ONLY)' section has a 'FOR DAYS OF WEEK:' label followed by checkboxes for 'MON', 'TUE', 'WED', 'THU', 'FRI', 'SAT', and 'SUN', with '(NON-DAILY DURATIONS ONLY)' in parentheses. Below this is a 'BETWEEN TIMES:' label followed by two time pickers: '00:00:00' and '23:59:59', separated by an 'AND' label. A 'RESET TIMES...' button is located at the bottom right of the 'DAY & TIME RANGE OPTIONS' section.



This will close the report you are viewing, removing it from the tabs displayed along the bottom of the window. It will only close the report and will not delete it. If you wish to open it again, you can select it from the **Reports** menu.



This icon is found on the bottom right of the screen, and is used to display the report you are currently view in full screen mode. Once enabled, you can press escape to exit this mode.

TRANSITIONING CONTROL

All reports can be set up as a screen-show using the **Transitioning** option. The transition control is located in the bottom right of the screen, as shown below:

OFF  Transitioning turned off.

5S  Transitioning turned on with countdown timer to next slide.

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REAL TIME REPORTS

In order to view real time reports you must have at least a Unity Call Reporting 1000 licence. The 1000 licence is the minimum; the 2000 licence gives you access to more features. Where a specific report or option is only available in 2000, 'unlicensed' will appear in brackets next to the report style or option if they are not available to you.

MODIFYING REAL TIME REPORTS

Before we look at any of the real time reports we'll first look at the modify options available for all real time reports:

To modify a report click on the modify button either on the **Reports** menu or on the menu bar.

A screen similar to the below will open with options down the left of the window. In the example below we are looking at the **Desktop Wallboard** modify options, however most of the options available are the same across all reports.

Tip: clicking on help will open the online guide which will give you more detail and help on the relevant section you're looking at.

Click **OK** at the bottom to activate the changes or cancel to cancel any changes within the modify options.

The first tab **Report** is where you choose the style of the report (this will determine the content available and how that content is displayed), you can also change the name of the report to a more meaningful name if desired. In addition, you can add a note which can be displayed as a field later on in the modify options and also create and assign reports to existing folders or add a new one.

Report > display options lets you change how the report is displayed – it performs the same function as the  or  icon depending on the report selected.

The final option under **Report** is to change the date/time schedule from the options given. This performs the same function as selecting  on the menu bar.

UNITY CALL REPORTING APPLICATION USER GUIDE

FILTER

MODIFY REPORT

SCOPE FILTERING

Telephone Server: 10000-Harrogate Training

Partition(s): Harrogate Training Demo

LOCATIONAL FILTERING

Telephone No(s): [Any]

Device(s): [Any]

ACD Agent(s): [Any]

Location To/From: [Any Call To/From These Locations]

MISCELLANEOUS FILTERING

Channel Type(s): [Any Channel]

Call Type / Direction: [Any Call Type]

Treat Conference Call As External:

Answer Type: [Any Answer Type]

CLI / CallerID Received: [Any]

DDI Digits: [Any]

Account Code(s): [Any]

Call Identifier (Telephony Platform): [Any]

HELP? OK CANCEL

The second tab **Filter** allows you to filter the information reported upon from three types.

Scope Filtering allows you to choose from the telephone server (it is more than likely the default is the only telephone server available) and from the partition to view the report on.

Locational filtering allows you to choose from the telephone number or numbers (free text field) to be reported on, the device and agent (choose from drop down menu), and whether call is to or from this location or both. The defaults are Any for all these options.

Miscellaneous filtering allows you to choose the call type, direction, answer type, CLI/CallerID and DDI digits (specifying a DDI) from the drop-down menu. Account codes are supported but are required to be setup on the telephone platform first and only applicable to Type 2000 reporting licences. The default for all these is Any.

OTHER

MODIFY REPORT

CALL MOVEMENT FILTERING

Tel No(s) Moved To: [Any]

Device(s) Moved From: [Any]

ACD Agent(s) Moved From: [Any]

Call Segment Number: [Any]

Call Segment Start Reason: [Any]

Call Segment End Reason: [Any]

Call Segment Chain ID (Application call ID): [Any]

DURATION FILTERING (HISTORIC ONLY)

Ring Time (Distribution): [Any]

Ring Time (Segment): [Any]

Call Talk Time: [Any]

Total Call Time: [Any]

Call Held Time: [Any]

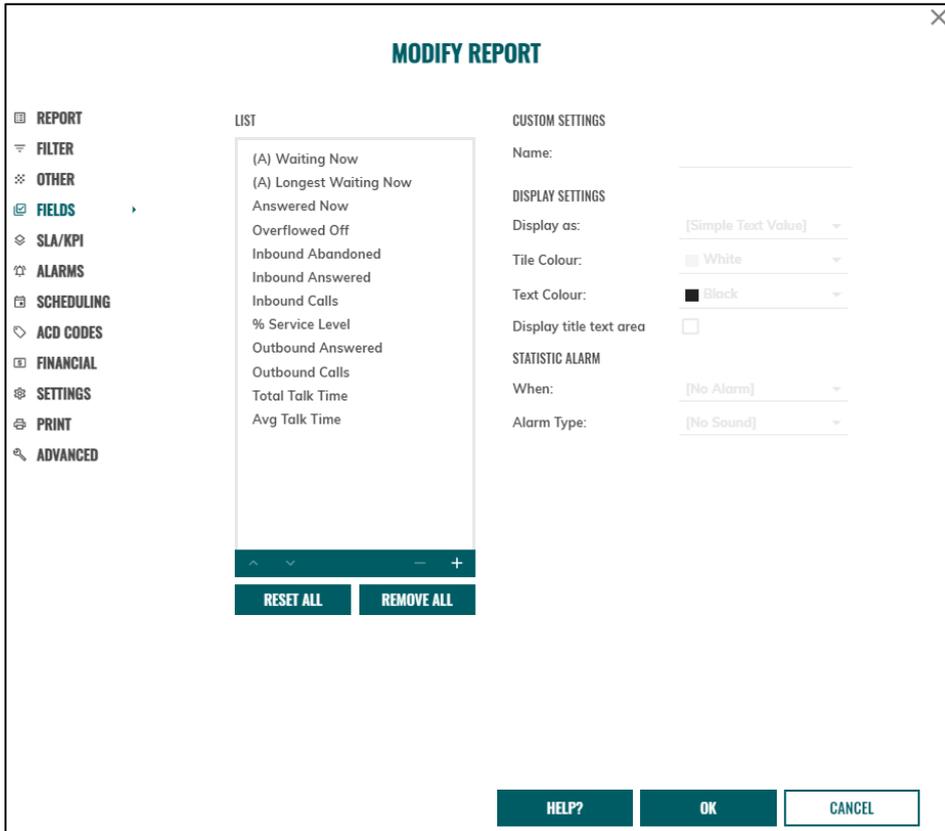
HELP? OK CANCEL

Other allows you to specify in detail exact call movement filtering including where calls were specifically transferred and redirected or forwarded and reasons for this. It is unlikely that you will look at call movement filtering for a real time report as it is really there for detailed historic reporting.

Duration filtering is only available in historic reports, it will be looked at in more detail under historic reporting.

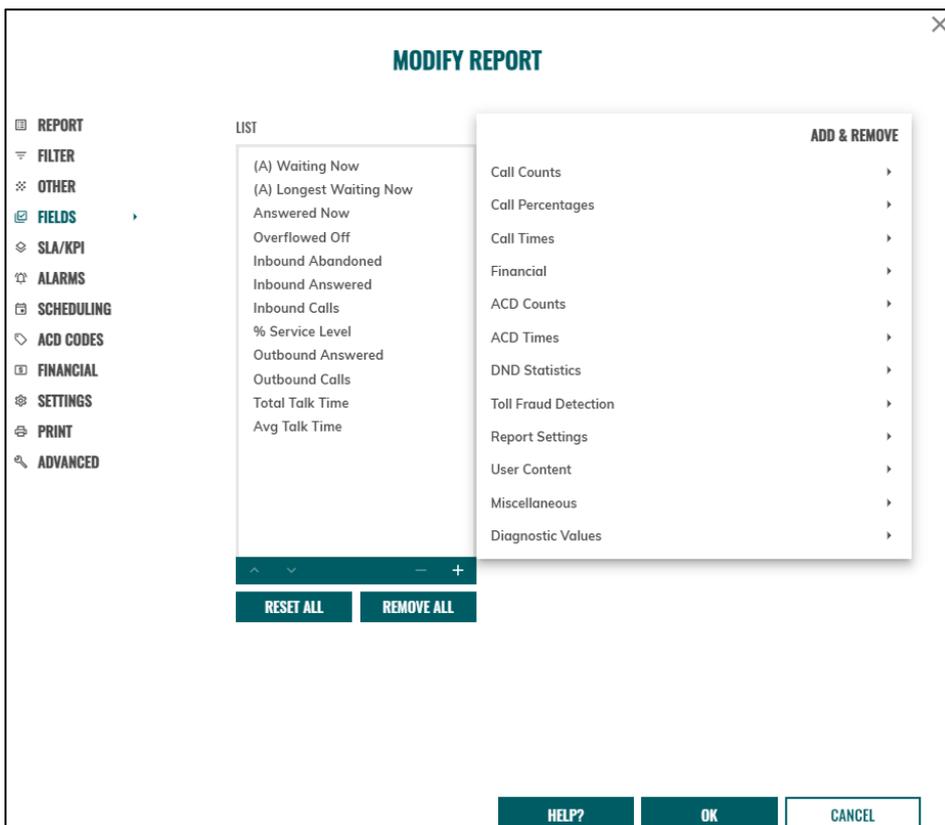
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FIELDS



The next tab Fields is perhaps the most important of all the tabs. It allows you to select from a very comprehensive list the fields you can report on for the specific report (fields available to report on will differ depending on the report). Click the + sign to choose the fields to add to the report that are available. You can also select a field and then hit the – sign to remove it from the report.

You are also able to move fields up and down the list the change the order in which they appear in your report. Select the field you wish to move and then click the ^ or v symbols.

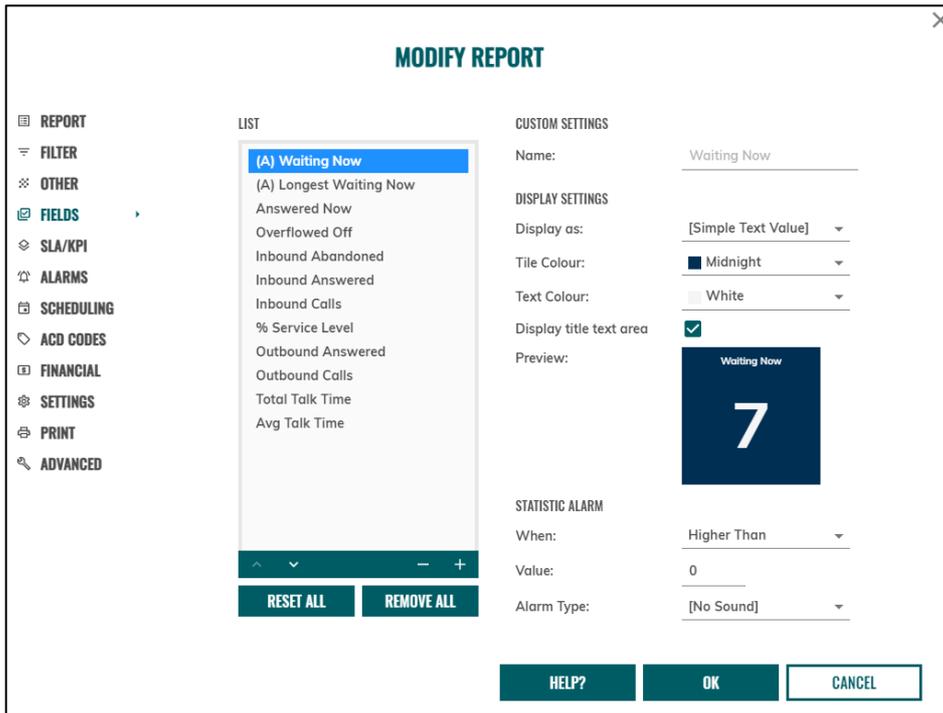


Choose from the list fields for that section, you can choose from call counts, call percentages, call times, ACD counts (2000 only) and ACD times (2000 only). In addition, you can choose from three further sections Toll Fraud Detection (used to investigate security breaches), Report Settings (this is where you can show the name of the report and the note you may have setup in the report) and Miscellaneous which allows you to add time and date information.

In addition, on all reports except the Desktop Wallboard there is a field for status related – this allows you to add extra fields for such data as reason for a call ended, or in ACD reports device status. The exact fields that can be reported on will vary by report.

Tip: there is a very comprehensive user guide available in the help menu with your reporting portal – this details what every field is and what it performs. This guide does not go into that level of detail. Click the Help button at the bottom of any screen or the Help option as shown in the screen to the left.

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In addition to the fields, if you have the Desktop Wallboard report selected you can also change the display settings (as shown below). This will allow you to change how the tile is displayed whether it be a simple text value or a graphic dial and also the colour of the tile and text.

There is also an option to display title text area or not. If this is not selected, you will only see the statistic for that tile and not what that statistic represents.

In addition to real time reports there is an option for a **Statistic Alarm**. This allows you to set an alarm based on a threshold for that particular field (note some fields do not support alarms). You can choose the threshold to be higher than, higher/equal, lower than, lower/equal, between, equal or not equal or not between (see screenshot to the left). The alarm will simply make the tile or field flash on the board if that threshold is breached.

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SLA/KPI (ONLY AVAILABLE IN CERTAIN REPORTS)

MODIFY REPORT

- REPORT
- FILTER
- OTHER
- FIELDS
- SLA/KPI**
- ALARMS
- SCHEDULING
- ACD CODES
- FINANCIAL
- SETTINGS
- PRINT
- ADVANCED

SERVICE LEVEL SETTINGS

You can adjust the following settings to specifically control how the current report calculates the "% Service Level" statistic when it is supported by the chosen report style and is also selected for display.

Calls Should Be Answered Within: s

Ignore Quick Abandoned Calls Within: s

Ignore Overflowed Calls Within: s

UNRETURNED CALLS

You can choose whether calls ended on-hold are considered as abandoned in "Unreturned Lost Calls" reports as well as the "Unreturned Calls" statistic.

Include Ended On-Hold:

TALK TIME

You can choose whether the call talk time related statistics should exclude the held time of the call from the calculation logic.

Exclude Held Time:

INBOUND STATISTIC SETTINGS

You can adjust the following settings to specifically control how the current report calculates all other inbound call related statistics. Short abandoned and/or overflowed calls are also immediately excluded from historic call list and unreturned lost call reports.

Ignore Quick Abandoned Calls Within: s

Ignore Overflowed Calls Within: s

ANSWER PERFORMANCE

You can also specifically adjust the target answer duration threshold(s), which are used by the seven "Answered <= Xs" style inbound answer performance statistic variants.

Target 1: s Target 2: s Target 3: s

Target 4: s Target 5: s Target 6: s

RESET ANSWER TARGETS

HELP? **OK** **CANCEL**

SLA/KPI allows you to specify how inbound call statistics are calculated. There are several different settings here which will filter of certain calls from being included if they do not meet certain criteria, for example you can set that unanswered calls that only rang a couple of seconds before disconnecting should not be counted towards a user's abandoned calls statistic.

You can also set certain service levels that you expect from users answering calls, for example you can decide that all incoming calls should be answered within 10 seconds. This will then be reflected in the report with a percentage of incoming calls answered withing this threshold.

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ALARMS

MODIFY REPORT

- REPORT
- FILTER
- OTHER
- FIELDS
- SLA/KPI
- ALARMS**
- SCHEDULING
- ACD CODES
- FINANCIAL
- SETTINGS
- PRINT
- ADVANCED

CALL STATE THRESHOLDS
You can activate alarms when inbound calls alert for too long.

On Inbound Alerting Over: 15s

ALARM ACTIONS
When alarms are activated, the corresponding report row and/or statistics will flash. Below you can choose additional actions that occur for the currently active report when one of its alarms first starts being triggered.

Play Sound (Requires Local Media Player):

Active Window (Single Tabbed IE/Firefox Browsers Only):

HELP? OK CANCEL

In **Alarms** you can set an alarm for inbound calls that alert for longer than the specified time (the default is 15 seconds). You can also select to play sound when an alarm is raised, though this requires a media player plug-in be installed on your browser.

SCHEDULING

MODIFY REPORT

- REPORT
- FILTER
- OTHER
- FIELDS
- SLA/KPI
- ALARMS
- SCHEDULING**
- ACD CODES
- FINANCIAL
- SETTINGS
- PRINT
- ADVANCED

REPORT SCHEDULING
Schedule This Report: Daily

TIME OPTIONS
Run Report On Days: Mon, Tue, Wed, Thu, Fri
Run At Time (Approx): 21:00

FORMAT
Target Report Format: PDF Document
Use Language: English (United Kingdom)
Paper Size: A4 (210mm x 297mm)

ADVANCED
Automatically Calculate Duration When Scheduling Report:
Bundle All Email Attachments Inside A Zip File:
Run And Collate With Similar Periodic Report Schedules:

HELP? OK CANCEL

Note: the default value is not scheduled (except for calls by day) and you need to select one of the drop downs under schedule this report to allow further options to be selected.

Note: you can only schedule one report run per report. If you wish to set more than one schedule against a report, you will need to create or open another instance of that report to do this.

Scheduling is where you can schedule reports to run at a set time and date on a once, hourly, daily, weekly, or monthly basis.

Time Options – this allows you to choose on what days and at what time the report is run.

Format allows you to choose the format the report will be sent as, choose from PDF (default), RTF or CSV, the language of the report (default is English (UK) and paper size (default is A4).

The **Advanced** menu allows you to select from whether to automatically calculate the duration when running the report schedule. If this is ticked it will calculate a working day as 9-5 and produce the report accordingly. Additionally it lets you choose if you want to bundle all reports into a zip file for emailing and if you wish to run and collate with similar periodic report schedules (within 5 minutes of each other).

Tip: once a report is scheduled a new schedule status tab will appear under the report options when modify report is selected for that particular report.

UNITY CALL REPORTING APPLICATION USER GUIDE

ACD CODES

MODIFY REPORT

REPORT

ACD CODES

ACD NOT-AVAILABLE TIME STATISTIC VARIANTS

You can individually specify the ACD Not-Available reason code used for calculating each of the 10 different statistic variants of total & average Not-Available ACD status time. Select the 10 codes below that ACD status time statistics will be individually measured for:

Not-Available Code 01: _____

Not-Available Code 02: _____

Not-Available Code 03: _____

Not-Available Code 04: _____

Not-Available Code 05: _____

Not-Available Code 06: _____

Not-Available Code 07: _____

Not-Available Code 08: _____

Not-Available Code 09: _____

Not-Available Code 10: _____

Use Code Description In ACD N-A Code Related Stats:

RESET CODES

If there are ACD Not-Available reason codes currently configured within your telephony environment and the first 10 of these are different from the current setting values shown above, then you can click the following button to default the setting values using the first ten detected codes.

RESET CODES

HELP? **OK** **CANCEL**

You can individually specify the ACD Not-Available reason codes used for calculating up to 10 different statistic variants of total and average Not Available ACD status time.

Note: the codes are taken from those set up on the Unity IP Telephony platform and cannot be set on the reporting portal itself.

FINANCIAL

MODIFY REPORT

FINANCIAL

MONETARY CALL ASSIGNMENTS

You can control how financial/monetary call statistics are calculated by assigning estimated sales order or monetary values to successful inbound & outbound calls, as well as specifying a call strike rate as the number of calls per sale/order.

INBOUND CALLS

Average Order Value: £250.00 Strike Rate (Calls Per Order): 5

OUTBOUND CALLS

Average Order Value: £250.00 Strike Rate (Calls Per Order): 5

CURRENCY DISPLAY FORMAT

Symbol: £ - British Pound Sterling Pattern: a##.##0.00

Grouping Separator: ,(Comma) Decimal Separator: . (Full-Stop)

PREVIEW
£10,000.21

HELP? **OK** **CANCEL**

The **Financial** tab allows you to report certain fields including inbound answered calls, outbound answered calls and inbound abandoned calls as a financial figure.

Inbound Calls allows you to modify the average value of a call and the strike rate (the number of calls equal to the value).

Outbound Calls allows you to do the same, but for outbound call values and strike rate.

Currency Display Format allows you to change the currency type between different world currencies including British Pound Sterling, Euro and US Dollar. The pattern allows you to change the way the financial figure is displayed on the report.

Note: the figures in this section are estimates set by the user and in no way relate to actual financial data for a single business site or entire business enterprise

UNITY CALL REPORTING APPLICATION USER GUIDE

SETTINGS

The screenshot shows the 'MODIFY REPORT' dialog box with the 'AUTOMATIC REPORT DISPLAY SWITCHING' section selected. The left sidebar contains a menu with options: REPORT, FILTER, OTHER, FIELDS, SLA/KPI, ALARMS, SCHEDULING, ACD CODES, FINANCIAL, SETTINGS (highlighted), PRINT, and ADVANCED. The main content area has the following settings:

- AUTOMATIC REPORT DISPLAY SWITCHING**
- Include In Report Transitioning Display Sequence:
- Report Display Interval Time: 5s

At the bottom of the dialog are three buttons: HELP?, OK, and CANCEL.

If displaying reports on a wallboard or similar screen where they are just to be reviewed rather than interrogated, you can set reports to transition from one to another.

The Settings allow you to choose whether a report is included in the transition or excluded, and if it is included how long that report is shown in an interval of seconds.

Tip: where a report may contain confidential or compromising information which you do not want to be shared it should not be included in the transitioning display sequence.

PRINT

The screenshot shows the 'MODIFY REPORT' dialog box with the 'PRINT OUTPUT OPTIONS' section selected. The left sidebar contains a menu with options: REPORT, FILTER, OTHER, FIELDS, SLA/KPI, ALARMS, SCHEDULING, ACD CODES, FINANCIAL, SETTINGS, PRINT (highlighted), and ADVANCED. The main content area has the following settings:

- PRINT OUTPUT OPTIONS**
- You can choose whether printable output for reports includes a summary header showing information for the corresponding report, as well as whether both the tabulated report row content and/or a chart representation is displayed.
- Printable Output Includes: Tabulated Data + Chart (If Available) Show Summary Header:
- You can select if a header and/or footer row is shown for the tabulated data of printable and/or exported report output, in addition to choosing whether report content data rows are actually included.
- Show Header Row: Show Footer Row: Show Content Rows: Show Spacer Row(s):

At the bottom of the dialog are three buttons: HELP?, OK, and CANCEL.

The **Print** menu allows you to choose how the report you are currently modifying is displayed if printed. You can choose to see tabulated data, tabulated data + chart (always), tabulated data + chart (if available) or just chart. You can also choose whether to show the header row, footer row, content rows or spacer rows as well as the summary header.

Tip: the print option selected also determines how the report is displayed when emailed under a schedule.

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ADVANCED

MODIFY REPORT

- REPORT
- FILTER
- OTHER
- FIELDS
- SLA/KPI
- ALARMS
- SCHEDULING
- ACD CODES
- FINANCIAL
- SETTINGS
- PRINT
- ADVANCED

DEVICE FILTERING

When filtering by hunt group device(s) in the Filter tab for certain report styles, you can specify whether calls involving the specified group's member extensions and/or ACD agents are also included. You can also choose whether ACD statistics are only calculated for agents specifically signed-into the corresponding group(s).

Include Calls For Group Device Members:

Calculate ACD Stats Only For Agents Signed Into The Specified Group(s):

STATISTIC CALCULATIONS

You can choose whether calls are considered as overflowed or abandoned when the application deliberately terminates their modelling for calls moved to unmonitored or unknown device locations.

Consider Calls Moved To Unresolved Devices As Overflowed:

CONTENT RESTRICTION

For environments with a large number of devices and/or ACD agents, you can increase the maximum number of items displayed, although this can potentially decrease browser performance.

Maximum Filter List Limit:

CSV EXPORT FORMAT

You can adjust how percent, date/time, & duration statistic values are generated within CSV exported reports.

Output For Percent, Date/Time & Duration Fields:

AUDIT

Warning: Only turn on the following setting when asked to by a member of your application administration or support team.

Enable Report Request Audit Output:

HELP? OK CANCEL

Advanced gives you access to options which can affect reports greatly and/or browser performance should be used with caution.

Device Filtering (2000 only) – this only affects specific ACD or hunt group reports. This setting allows you to choose when reporting on ACDs whether to include calls for group device members as well as calls directly into an ACD (if ticked) or not (if unticked) and also whether to base ACD stats only on Agents signed into the specific group(s) (if ticked) or not (if unticked).

Statistic Calculations – this allows you to choose whether a call that moves to an unresolved (unmonitored) device is classed as abandoned (unticked) or overflowed (ticked). An unmonitored device is usually seen as a device within the same group or enterprise which is not licensed with a Unity Call Reporting user licence. If set as abandoned these calls can appear in the unreturned lost calls report.

Content Restriction – by default Unity Call Reporting will only on screen or in a printable or emailed report show the first 150 lines of data (maximum row display limit) – this can be changed and increased but can affect browser performance. The maximum filter limit determines how many devices can be seen when either quick filtering or filtering within a report, this can be changed to ensure all devices within a partition can be individually selected. Depending on the report the maximum filter list and maximum row display limit may be modified.

CSV Export format – this allows you to set the output for percent, date/time and duration fields, the drop down gives you the values you can choose for this.

Audit – this should only be selected if asked by a member of your or Redcentric's application support team. Do not activate this option without authorisation as it can severely affect browser performance.

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REAL TIME REPORT – UNRETURNED LOST CALLS

S	STARTED (DIST)	RING (DIST)	ENDED	SEG	TELNO (CLG)	DEV (CLD)	TELNO (CLD)	DEV (OFF)	DEV NAME (OFF)	RETURNED AT	TYPE	DEV (LAST)
✓	03/05/2021 16:39:30	00:00:24	16:39:54	1/1	09155790127	407	[Non DID]	127	Oscar Higareda	03/05/2021 17:26:12	Ext/In	
✓	03/05/2021 16:41:06	00:02:54	16:44:00	1/1	09155790127	115	01234567115	115	Ryan O'Rourke	03/05/2021 17:26:12	Ext/In	
✓	03/05/2021 16:59:01	00:00:12	16:59:13	1/1	04273332227		[Non DID]	101	Abigail Longstaff	03/05/2021 17:16:30	Ext/In	
✓	03/05/2021 17:05:53	00:01:54	17:07:47	1/1	05883079777	100	01234567100	100	Lewis Stone	03/05/2021 17:17:00	Ext/In	
✓	03/05/2021 17:11:05	00:00:18	17:11:23	1/1	00161920102	402	01234567402	127	Oscar Higareda	03/05/2021 17:18:36	Ext/In	
✓	03/05/2021 17:11:53	00:00:12	17:12:05	1/1	02292440424	404	01234567404	115	Ryan O'Rourke	03/05/2021 17:23:48	Ext/In	
✓	03/05/2021 17:12:41	00:00:18	17:12:59	1/1	00161920102	403	[Non DID]	115	Ryan O'Rourke	03/05/2021 17:18:36	Ext/In	
✗	03/05/2021 17:15:06	00:00:12	17:15:18	1/1	00969274222	403	01234567403	116	Liam Dixon		Ext/In	
✓	03/05/2021 17:14:42	00:00:54	17:15:36	1/1	08129427181	106	01234567106	106	Holly Jason	03/05/2021 17:19:24	Ext/In	
✓	03/05/2021 17:20:18	00:00:00	17:20:18	1/1	03195987900	402	01234567402	103	Megan Jones	03/05/2021 17:23:30	Ext/In	
✓	03/05/2021 17:21:30	00:00:12	17:21:42	1/1	04006564246		[Non DID]	102	Erion West	03/05/2021 17:26:30	Ext/In	
✓	03/05/2021 17:25:06	00:00:00	17:25:06	1/1	04800689436	408	01234567408	116	Liam Dixon	03/05/2021 17:25:06	Ext/In	
✓	03/05/2021 17:27:54	00:00:18	17:28:12	1/1	08129427181	108	01234567108	108	Dylan Michaels	03/05/2021 17:35:36	Ext/In	
✗	03/05/2021 17:31:06	00:00:30	17:31:36	2/2	02292440424	408	[Non DID]	101	Abigail Longstaff		Ext/In	408
✓	03/05/2021 17:32:42	00:00:30	17:33:12	1/1	09335012875	115	01234567115	115	Ryan O'Rourke	03/05/2021 17:39:12	Ext/In	
✓	03/05/2021 17:33:30	00:00:12	17:33:42	1/1	09335012875	407	01234567407	116	Liam Dixon	03/05/2021 17:39:12	Ext/In	
✗	03/05/2021 17:39:54	00:00:06	17:40:00	1/1	09155790127	404	01234567404	128	Alan Fulbrook		Ext/In	

The **Unreturned Lost Calls** report allows you to see abandoned call detail in real time – meaning when an abandoned call comes in you can actually see the detail of that caller including their number (if not withheld or unavailable) and act upon it. What is more, you can then call the caller back and if you do so or if they call back later and the call is connected, the call in the list becomes green, signifying that it has been returned. Returned calls will disappear after a 15 minute period approximately when another abandoned call appears in the list.

Like any report the unreturned lost calls report can be modified, however this needs to be done carefully so as not to lose fields of important data.

UNITY CALL REPORTING APPLICATION USER GUIDE

ACD AGENT REPORT (2000 LEVEL ONLY)

The screenshot displays the 'redcentric' ACD Agent Report interface. At the top, there are navigation icons, a 'SIGN OUT' button, and a 'DEVICE FILTER: [Any]' dropdown. Below this is a 'ZOOM LEVEL: Auto%' dropdown and several utility icons. The main area is a table with columns for Agent ID, Description, Active status, and various call statistics (ADV, IN ANS, IN, OUT ANS, OUT, ACD STATE, IN STATE FOR, ON DUTY FOR, DEV AT, TOT TLK, AVG TLK, TOT ON DUTY, TELNO (REM), and TYPE DIR). The table lists agents from 501 to 529, including names like Justin Evans, Jackie Watts, Simon Charter, Dana West, Lorna Jones, Steven Toomey, Linda Hobbs, Kate White, Doug Barber, Judy Simmonds, Jane Woodley, John May, Hamilton Smith, Colin Nield, Jim Stenning, Lynn Hooper, Karen Jence, ACD Agent 518, Tanya Hays, ACD Agent 520, ACD Agent 521, ACD Agent 522, ACD Agent 523, ACD Agent 524, ACD Agent 525, ACD Agent 526, ACD Agent 527, ACD Agent 528, and ACD Agent 529. A summary row at the bottom shows totals: 916 ADV, 2019 IN ANS, 3417 IN, 0 OUT ANS, 0 OUT, 53:21:09 TOT TLK, and 00:01:35 AVG TLK. At the very bottom, there are navigation tabs for Desktop Wallboard, Historic Call List, Extension BLF, Unreturned Lost Calls, ACD Agent List, and ACD Agent List (selected), along with an 'OFF' button and the AKIXI logo.

S	AGENT	INT AGT ID	DESCRIPTION	ACTIVE	ADV	IN ANS	IN	OUT ANS	OUT	ACD STATE	IN STATE FOR	ON DUTY FOR	DEV AT	TOT TLK	AVG TLK	TOT ON DUTY	TELNO (REM)	TYPE DIR
500	Pauline Trimby			1	21	49	88	0	0	Alert/O	00:00:10	01:38:45	106	01:18:39	00:01:36	14:22:22	00969274222	Ext/In (Grp)
501	Justin Evans			0	17	37	62	0	0	S/Out	00:08:58	00:00:00		00:52:22	00:01:24	10:38:20		
502	Jackie Watts			0	22	39	74	0	0	Busy/A	00:00:42	00:33:29	122	01:01:54	00:01:35	09:37:51	isabella.lynn@frost...	Ext/In (ACD)
503	Simon Charter			0	24	61	102	0	0	Busy/A	00:00:09	01:30:38	123	01:32:42	00:01:31	12:30:46	zahrah.pace@supa...	Ext/In (ACD)
504	Dana West			0	30	75	119	0	0	Avail	00:01:22	01:15:17	101	01:58:06	00:01:34	12:48:01		
505	Lorna Jones			0	26	52	88	0	0	S/Out	00:30:59	00:00:00		01:19:24	00:01:31	11:46:01		
506	Steven Toomey			0	27	63	105	0	0	Avail	00:00:09	02:01:39	100	01:36:20	00:01:31	12:19:47		
507	Linda Hobbs			0	25	40	83	0	0	Busy/A	00:02:04	01:54:15	107	01:07:17	00:01:40	13:01:58	sabah.santos@xyz...	Ext/In (ACD)
508	Kate White			0	20	48	82	0	0	Busy/A	00:05:55	04:32:04	118	01:22:49	00:01:43	12:51:50	zahrah.pace@supa...	Ext/In (ACD)
509	Doug Barber			0	19	44	76	0	0	S/Out	00:12:22	00:00:00		00:54:49	00:01:14	09:36:47		
510	Judy Simmonds			0	17	53	91	0	0	S/Out	00:23:22	00:00:00		01:16:46	00:01:26	13:37:34		
511	Jane Woodley			0	24	67	104	0	0	Busy/A	00:00:25	00:05:46	125	02:00:25	00:01:47	14:22:50	ada.rigby@mail25...	Ext/In (ACD)
512	John May			0	32	50	94	0	0	Busy/A	00:01:15	03:36:40	111	01:18:32	00:01:34	14:12:10	helen.schroeder76...	Ext/In (ACD)
513	Hamilton Smith			0	17	41	67	0	0	Busy/A	00:01:25	00:29:40	126	01:12:17	00:01:45	10:38:46	sabah.santos@xyz...	Ext/In (ACD)
514	Colin Nield			0	18	68	100	0	0	S/Out	00:05:52	00:00:00		02:02:00	00:01:47	13:15:13		
515	Jim Stenning			0	40	64	120	0	0	Busy/A	00:03:10	00:08:58	129	01:40:58	00:01:34	13:36:26	pascal.enriquez@h...	Ext/In (ACD)
516	Lynn Hooper			0	33	66	116	0	0	Busy/A	00:00:58	03:31:04	120	01:43:30	00:01:34	14:50:55	adriana.naylor@hy...	Ext/In (ACD)
517	Karen Jence			0	17	52	88	0	0	S/Out	00:29:52	00:00:00		01:14:34	00:01:26	11:46:50		
518	ACD Agent 518			0	34	86	138	0	0	ACD-DND	00:00:04	01:26:44	128	02:08:54	00:01:29	06:41:12		
519	Tanya Hays			0	21	46	73	0	0	Avail	00:00:16	00:25:16	108	01:17:06	00:01:40	08:58:58		
520	ACD Agent 520			0	44	99	166	0	0	S/Out	02:24:42	00:00:00		02:15:35	00:01:22	08:07:53		
521	ACD Agent 521			0	36	120	177	0	0	Avail	00:00:16	00:15:22	113	03:12:38	00:01:36	09:42:16		
522	ACD Agent 522			0	19	38	62	0	0	Avail	00:01:34	00:29:52	116	01:03:31	00:01:40	03:16:31		
523	ACD Agent 523			0	59	109	191	0	0	S/Out	01:22:26	00:00:00		02:56:03	00:01:36	09:10:33		
524	ACD Agent 524			0	70	117	218	0	0	S/Out	00:33:29	00:00:00		03:16:04	00:01:40	10:12:59		
525	ACD Agent 525			0	51	113	193	0	0	Avail	00:01:16	00:13:22	121	03:06:04	00:01:38	09:13:57		
526	ACD Agent 526			0	24	39	68	0	0	S/Out	03:06:26	00:00:00		00:58:57	00:01:30	03:24:12		
527	ACD Agent 527			0	34	80	134	0	0	S/Out	00:21:46	00:00:00		02:29:30	00:01:52	06:47:50		
528	ACD Agent 528			1	54	108	184	0	0	Alert/A	00:00:10	00:12:22	102	02:45:46	00:01:32	09:17:59	05247073650	Ext/In (ACD)
529	ACD Agent 529			0	41	95	154	0	0	S/Out	01:01:10	00:00:00		02:17:37	00:01:26	08:17:17		
					916	2019	3417	0	0					53:21:09	00:01:35			

The **ACD Agent** reports give you real time information about your agents (requires ACD licence per agent) for your call centres.

This report can give you information on such statistics such as how many calls a specific agent answered, their ACD state, how long they have been in that state for and total time on duty. Like any other report more fields can be added, or fields removed as well as alarms set, and the report filtered to specific agents. See Modifying a Real Time Report section for more details.

However, as well as giving real time static information, you can also change some actions for users.

If you have an end user device which is monitored on Unity Call Reporting within this report you will be able to sign in or out agents, set them to available or not available, set the agent to wrap-up and in some cases silent monitor the agent. **

There are other actions which can be performed if an agent's phone is ringing – you can pick-up the call or send the call to another agent (see screenshot overleaf).

If agents use hot desks to sign in you can also associate an agent to a device. If the agent has a permanent device, they will be assigned to this by default.

**depending on call centre licence level.

UNITY CALL REPORTING APPLICATION USER GUIDE

ACD AGENT REPORT BLF (2000 LEVEL ONLY)

The screenshot shows the redcentric interface for the ACD Agent Report BLF. The main display area contains a grid of agent status cards for extensions 500 through 529. Each card shows the extension number and a color-coded status icon. A tooltip for agent 521 is open, displaying a table of statistics.

Statistic	Value
ACD State Icon	
ACD Agent ID	521
Internal ACD Agent ID	521
ACD Agent Name	ACD Agent 521
Active Calls	0
Advanced Calls	36
Inbound Answered	122
Inbound Calls	179
Outbound Answered	0
Outbound Calls	0
ACD State Description	Avail
Time In State For	00:01:34
Time On Duty (Current)	00:21:28
Device ID At	113
Total Talk Time	03:13:50
Avg Talk Time	00:01:35
Time On Duty (Total)	09:48:22
Call's Telephone No (Remote)	
Call's Type/Direction	

The interface includes a navigation bar at the bottom with tabs for Desktop Wallboard, Historic Call List, Extension BLF, Unreturned Lost Calls, ACD Agent List, and ACD Agent List (selected). The bottom status bar shows "Powered by AKIXI" and "www.redcentricplc.com".

Essentially this is the **ACD Agent List** displayed as a BLF view rather than a detailed list view. It allows you – as a supervisor – to quickly see the status of agents. The colour of the BLF will determine the status of the agent, and hovering your mouse over an agent will give information on that agent depending on the fields chosen to report on.

Instead of opening the additional **ACD Agent BLF** report open your **ACD Agent List** report from **My Reports** (if you don't already have it open) and change it to a BLF view using the modify reporting options.

There is also an **Extension List BLF** report available, again this is simply the **Extension List** converted to a BLF view.

UNITY CALL REPORTING APPLICATION USER GUIDE

HISTORIC REPORTS

Historic reporting is available at all levels of Unity Call Reporting, however the fields and types of historic reports are still governed by the site licence assigned. For example you can still only report on agents if you have a 2000 level site licence. However the kind of reporting available is much more detailed and this is perhaps where you would report on 'other' more detailed filters and are also likely to schedule reports. Let's have a look at modifying a historic report.

In the example below we are using the **Historic Call List**, probably the most commonly used historic call report.

HISTORIC CALL LIST

S	STARTED (DIST)	RING (DIST)	TALK TIME	SEG	DEV (CLG)	TELNO (CLG)	DEV (CLD)	TELNO (CLD)	DEV (OFF)	ANS	TYPE
✓	03/04/2021 23:59:50	00:00:24	00:00:00	1	[Trunk]	05267187533	400	01234567400	128	No	Ext/In
✓	03/04/2021 23:59:02	00:00:24	00:01:42	1/1	[Trunk]	05247073650	SIP Trunking Demo	unking Demo	116	Yes	Ext/In
✓	03/05/2021 00:01:02	00:00:24	00:00:00	1	[Trunk]	00161920102	401	01234567401	123	No	Ext/In
✓	03/04/2021 23:58:38	00:00:24	00:02:42	1/1	[Trunk]	04273332227	124	[Non DID]	124	Yes	Ext/In
✓	03/05/2021 00:01:26	00:00:24	00:00:00	1	[Trunk]	05267187533	408	01234567408	116	No	Ext/In
✓	03/04/2021 23:59:50	00:00:30	00:01:42	2/2	[Trunk]	05267187533	400	01234567400	114	Yes	Ext/In
✓	03/05/2021 00:00:14	00:00:12	00:01:42	1/1	[Trunk]	06330344902	401	01234567401	122	Yes	Ext/In
✓	03/04/2021 23:59:26	00:00:36	00:02:12	2/2	[Trunk]	03900698959	SIP Trunking Demo	unking Demo	120	Yes	Ext/In
✓	03/05/2021 00:01:26	00:00:48	00:00:06	2/2	[Trunk]	05267187533	408	01234567408	103	Yes	Ext/In
✓	03/05/2021 00:02:14	00:00:24	00:00:00	1	[Trunk]	02292440424	403	01234567403	123	No	Ext/In
✓	03/05/2021 00:00:38	00:00:12	00:02:00	1/1	[Trunk]	00161920102	407	01234567407	128	Yes	Ext/In
✗	03/05/2021 00:02:14	00:00:42	00:00:00	2/2	[Trunk]	02292440424	403	01234567403	120	No	Ext/In
✓	03/05/2021 00:01:50	00:00:18	00:01:24	1/1	[Trunk]	09335012875	405	[Non DID]	104	Yes	Ext/In
✓	03/05/2021 00:03:26	00:00:06	00:00:06	1/1	[Trunk]	08129427181	115	[Non DID]	115	Yes	Ext/In
✓	03/05/2021 00:01:02	00:00:30	00:02:06	2/2	[Trunk]	00161920102	401	01234567401	101	Yes	Ext/In
✓	03/05/2021 00:03:50	00:00:06	00:00:18	1/1	[Trunk]	05883079777	402	01234567402	103	Yes	Ext/In
✓	03/05/2021 00:04:14	00:00:24	00:00:00	1	[Trunk]	03521187811	403	01234567403	114	No	Ext/In

The Historic Call List potentially lets you see every single call that has come into your partition (or super group if configured accordingly). Like any report you can filter the results to show specific callers, specific calls, specific DDIs called and of course change the time of day when the report is run. There are also a number of fields that can be changed. An example of the historic report is shown above.

UNITY CALL REPORTING APPLICATION USER GUIDE

S	STARTED (DIST)	RING (DIST)	TALK TIME	SEG	DEV (CLG)	TELNO (CLG)	DEV (CLD)	TELNO (CLD)	DEV (OFF)	ANS	TYPE
03/04/2021 23:59:50	00:00:24	00:00:00	00:00:00	1	[Trunk]	05267187533	400	01234567400	128	No	Ext/In
03/04/2021 23:59:02	00:00:24	00:01:42	00:01:42	1/1	[Trunk]	05247073650	SIP Trunking Demo	unking Demo	116	Yes	Ext/In
03/05/2021 00:01:02	00:00:24	00:00:00	00:00:00	1	[Trunk]	00161920102	401	01234567401	123	No	Ext/In
03/04/2021 23:58:38	00:00:24	00:02:42	00:02:42	1/1	[Trunk]	04273332227	124	[Non DID]	124	Yes	Ext/In
03/05/2021 00:01:26	00:00:24	00:00:00	00:00:00	1	[Trunk]	05267187533	408	01234567408	116	No	Ext/In
03/04/2021 23:59:50	00:00:30	00:01:42	00:01:42	2/2	[Trunk]	05267187533	400	01234567400	114	Yes	Ext/In
03/05/2021 00:00:14	00:00:12	00:01:42	00:01:42	1/1	[Trunk]	06330344902	401	01234567401	122	Yes	Ext/In
03/04/2021 23:59:26	00:00:36	00:02:12	00:02:12	2/2	[Trunk]	03900698959	SIP Trunking Demo	unking Demo	120	Yes	Ext/In
03/05/2021 00:01:26	00:00:48	00:00:06	00:00:06	2/2	[Trunk]	05267187533	408	01234567408	103	Yes	Ext/In
03/05/2021 00:02:14	00:00:24	00:00:00	00:00:00	1	[Trunk]	02292440424	403	01234567403	123	No	Ext/In
03/05/2021 00:00:38	00:00:12	00:02:00	00:02:00	1/1	[Trunk]	00161920102	407	01234567407	128	Yes	Ext/In
03/05/2021 00:02:14	00:00:42	00:00:00	00:00:00	2/2	[Trunk]	02292440424	403	01234567403	120	No	Ext/In
03/05/2021 00:01:50	00:00:18	00:01:24	00:01:24	1/1	[Trunk]	09335012875	405	[Non DID]	104	Yes	Ext/In
03/05/2021 00:03:26	00:00:06	00:00:06	00:00:06	1/1	[Trunk]	08129427181	115	[Non DID]	115	Yes	Ext/In
03/05/2021 00:01:02	00:00:30	00:02:06	00:02:06	2/2	[Trunk]	00161920102	401	01234567401	101	Yes	Ext/In
03/05/2021 00:03:50	00:00:06	00:00:18	00:00:18	1/1	[Trunk]	05883079777	402	01234567402	103	Yes	Ext/In
03/05/2021 00:04:14	00:00:24	00:00:00	00:00:00	1	[Trunk]	03521187811	403	01234567403	114	No	Ext/In

The Historic Call List contains a lot of information and some calls may be linked. To determine if calls are indeed linked you can hover your mouse pointer over a line of data, other related lines of data will then be highlighted in blue (as shown above).

CALL SEGMENT DETAILS	
FIELD / STATISTIC	VALUE
CALL DATE/TIME VALUES	
Time Started At (Distribution):	Mar 04, 2021 23:59:50 GMT
Time Started At (Segment):	Mar 05, 2021 00:00:15 GMT
Time Answered At:	Mar 05, 2021 00:00:20 GMT
Time Ended At:	Mar 05, 2021 00:02:02 GMT
DEVICE INFORMATION	
Device ID Calling:	[Trunk] (Common trunk gateway device.)
Device ID Called:	400 (Sales (Europe))
Device ID Offered:	114 (Alexander Steene)
Device ID Moved From:	400 (Sales (Europe))
Internal Device ID Called:	
Internal Device ID Calling:	
Internal Device ID Moved From:	
Internal Device ID Offered:	
CALL TYPE & STATUS	
Answered?:	Yes
Call Type:	External (Inbound)
Channel Type:	Voice Call
Status (Icon):	✓ Answered
Account Code:	
CALL MOVEMENT SCENARIO INFORMATION	
Segment Number:	Segment 2 Of 2
Reason Started:	Hunt Group Advance
Reason Ended:	[Normal Clear]
CallID (Application):	d7907a3f74ad144d-7c3b3ee5:177fe27a08c:60c
CALL DURATION VALUES	

To further investigate linked calls, hover your mouse over the report line, click on your mouse and this will then open the call segment details (as shown above).

UNITY CALL REPORTING APPLICATION USER GUIDE

CALLS BY DAY

The **Calls By Day** is a useful at-a-glance report to see how many calls were received in a single day and how many of those calls were answered or abandoned.

Like any other report you can add or remove fields from the report and filter results to show calls for a specific device or/and agent (2000 only). Below is an example of the **Calls By Day** report:

INTERVAL	OVRFD OFF	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RNG (OUT)	TOT TLK	AVG TLK
03/01/2021	0	617	2983	3600	0	0	00:03:00	00:00:25	00:00:24	00:00:29	13.9%	00:00:00	78:17:54	00:01:34
03/02/2021	0	633	2967	3600	0	0	00:03:00	00:00:25	00:00:24	00:00:31	14.1%	00:00:00	78:01:19	00:01:34
03/03/2021	0	639	2961	3600	0	0	00:03:00	00:00:25	00:00:24	00:00:31	14.9%	00:00:00	79:07:21	00:01:36
03/04/2021	0	625	2975	3600	0	0	00:03:00	00:00:26	00:00:25	00:00:33	13.8%	00:00:00	78:40:11	00:01:35
03/05/2021	0	509	2222	2731	0	0	00:03:00	00:00:26	00:00:24	00:00:32	14.2%	00:00:00	58:33:46	00:01:34
TOTAL	0	3023	14108	17131	0	0	00:03:00	00:00:25	00:00:24	00:00:31	14.2%	00:00:00	372:40:31	00:01:35

CALLS BY DDI

This report is similar to the **Calls By Day** report, but instead of giving you totals by day, it gives you the total of calls by DDI based on a time period given. Any DDI which has received a call within this time will be shown on the report, depending of course on the filters chosen. An example of the report is below:

DDI/DID	Count	Max Wait	Avg Wait	Avg In Ans	Avg Abnd	% SVC	Avg RNG (OUT)	Tot Tlk	Avg Tlk			
DDI/DID: Benjamin Fora	8	7	15	00:03:00	00:00:52	00:00:24	00:01:17	13.3%	00:12:48	00:01:49	00:13:12	
DDI/DID: Hannah Ferrari	9	12	21	00:02:54	00:00:40	00:00:28	00:00:56	14.3%	00:12:31	00:01:02	00:14:07	
DDI/DID: Alexander Steene	5	9	14	00:02:12	00:00:39	00:00:32	00:00:52	14.3%	00:17:04	00:01:53	00:09:18	
DDI/DID: Ryan O'Rourke	8	3	11	00:02:54	00:01:41	00:01:10	00:01:53	0.0%	00:02:42	00:00:54	00:18:36	
DDI/DID: Liam Dixon	3	8	11	00:02:54	00:00:46	00:00:24	00:01:42	0.0%	00:13:43	00:01:42	00:08:27	
DDI/DID: Jake Wilkinson	1	10	11	00:00:48	00:00:24	00:00:26	00:00:06	18.2%	00:16:52	00:01:41	00:04:26	
DDI/DID: Amelia Turner	4	4	8	00:00:54	00:00:26	00:00:25	00:00:27	12.5%	00:02:54	00:00:43	00:03:30	
DDI/DID: Max Norton	6	6	12	00:01:01	00:00:27	00:00:22	00:00:32	8.3%	00:10:24	00:01:44	00:05:27	
DDI/DID: Olivia O'Grady	4	5	9	00:02:30	00:00:54	00:00:40	00:01:10	0.0%	00:07:54	00:01:34	00:08:06	
DDI/DID: Luke Cooley	6	3	9	00:02:36	00:01:11	00:00:39	00:01:27	0.0%	00:05:07	00:01:42	00:10:39	
DDI/DID: Tyler Sword	0	7	7	00:00:42	00:00:24	00:00:24	00:00:00	28.6%	00:09:24	00:01:20	00:02:54	
DDI/DID: Callum McQueen	3	7	10	00:02:30	00:00:54	00:00:38	00:01:32	0.0%	00:09:30	00:01:21	00:09:06	
DDI/DID: Sophie Baxter	2	6	8	00:00:42	00:00:22	00:00:27	00:00:06	0.0%	00:06:10	00:01:01	00:02:57	
DDI/DID: Matthew Biggs	2	3	5	00:02:12	00:00:51	00:00:30	00:01:24	0.0%	00:06:29	00:02:09	00:04:18	
DDI/DID: Jayden Hayhurst	9	8	17	00:02:12	00:00:45	00:00:35	00:00:54	5.9%	00:11:45	00:01:28	00:12:52	
DDI/DID: Oscar Higareda	2	10	12	00:00:42	00:00:25	00:00:26	00:00:21	8.3%	00:18:18	00:01:49	00:05:07	
DDI/DID: Alan Fulbrook	7	5	12	00:02:48	00:01:25	00:00:54	00:01:48	0.0%	00:09:55	00:01:59	00:17:07	
DDI/DID: Tony Verbeten	3	8	11	00:02:12	00:00:33	00:00:24	00:01:00	18.2%	00:13:42	00:01:42	00:06:12	
DDI/DID: Sales (Europe)	16	152	168	00:00:48	00:00:23	00:00:23	00:00:21	13.7%	03:50:50	00:01:31	01:06:22	
DDI/DID: Sales (Asia)	27	157	184	00:00:49	00:00:23	00:00:24	00:00:20	15.2%	04:09:23	00:01:35	01:13:23	
DDI/DID: Sales (Australia)	26	144	170	00:00:53	00:00:22	00:00:22	00:00:17	17.1%	03:53:22	00:01:37	01:02:42	
DDI/DID: Sales (USA)	36	145	181	00:00:48	00:00:22	00:00:22	00:00:19	14.4%	04:06:42	00:01:42	01:06:28	
DDI/DID: Sales (Other Pacific)	31	167	198	00:00:48	00:00:23	00:00:24	00:00:19	14.1%	04:19:16	00:01:33	01:17:46	
DDI/DID: Premier Packages	36	129	165	00:00:48	00:00:22	00:00:23	00:00:21	16.4%	03:24:52	00:01:35	01:03:06	
DDI/DID: Visa Helpline	32	155	187	00:00:48	00:00:23	00:00:24	00:00:18	12.8%	03:56:06	00:01:31	01:12:50	
DDI/DID: Brochures	22	173	195	00:00:48	00:00:24	00:00:24	00:00:22	15.9%	04:38:35	00:01:36	01:19:21	
DDI/DID: Insurance	24	122	146	00:00:48	00:00:22	00:00:24	00:00:16	12.3%	03:18:32	00:01:37	00:55:52	
DDI/DID: Accounts	27	148	175	00:02:30	00:00:23	00:00:24	00:00:19	17.7%	03:48:18	00:01:32	01:09:37	
unking Demo	33	163	196	00:00:48	00:00:22	00:00:23	00:00:16	16.8%	04:31:25	00:01:39	01:13:11	
TOTAL	0	510	2242	2752	00:03:00	00:00:26	00:00:24	00:00:32	14.2%	59:05:10	00:01:34	20:01:24

UNITY CALL REPORTING APPLICATION USER GUIDE

HUNT GROUP LIST/ BLF (2000 ONLY)

Available only to 2000 level application users the **Hunt Group List** allows you to see calls received into your call centres or ACDs – these can also include calls into super groups that have been created depending on partitions. This report allows you to see as much information and filter results and add fields etc. as if you were running a DDI report, but the results are specific to call centres. It's an easy way to get an overview of call centre performance as simple statistics.

DEVICE	DESCRIPTION	OVRFD IN	OVRFD OFF	IN ABND	IN ANS	IN	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	TOT TLK	AVG TLK
400	Sales (Europe)	0	0	23	193	216	00:00:48	00:00:23	00:00:24	00:00:18	12.5%	04:53:30	00:01:31
401	Sales (Asia)	0	0	28	186	214	00:00:49	00:00:24	00:00:24	00:00:20	15.0%	05:07:06	00:01:39
402	Sales (Australia)	0	0	27	173	200	00:00:53	00:00:23	00:00:24	00:00:17	15.5%	04:43:07	00:01:38
403	Sales (USA)	0	0	42	182	224	00:00:48	00:00:22	00:00:22	00:00:18	14.3%	05:02:38	00:01:39
404	Sales (Other Pacific)	0	0	37	188	225	00:00:48	00:00:23	00:00:24	00:00:19	14.7%	04:51:21	00:01:32
405	Premier Packages	0	0	40	161	201	00:00:48	00:00:22	00:00:22	00:00:21	18.9%	04:12:22	00:01:34
406	Visa Helpline	0	0	37	181	218	00:00:48	00:00:23	00:00:24	00:00:17	12.8%	04:34:12	00:01:30
407	Brochures	0	0	32	208	240	00:00:48	00:00:24	00:00:24	00:00:23	15.8%	05:30:49	00:01:35
408	Insurance	0	0	29	160	189	00:00:48	00:00:23	00:00:24	00:00:16	12.7%	04:17:12	00:01:36
409	Accounts	0	0	32	179	211	00:02:30	00:00:23	00:00:24	00:00:18	17.5%	04:38:02	00:01:33
SIP Trunking Demo	SIP Trunking Demo	0	0	40	190	230	00:00:48	00:00:22	00:00:23	00:00:17	15.7%	05:13:02	00:01:38
		0	0	367	2001	2368	00:02:30	00:00:23	00:00:24	00:00:19	15.0%	53:03:21	00:01:35

Desktop Wallboard | Historic Call List | Extension BLF | Unreturned Lost Calls | ACD Agent List | **Hunt Group List** | OFF

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The report can also be run as (or changed to) a BLF, useful for at-a-glance tracking of your call centres.

UNITY CALL REPORTING APPLICATION USER GUIDE

CUSTOM REPORTS

To start your custom report click on **+** in the **Reporting** menu to add a new report, this will open the add new report window (as below):

The screenshot shows the 'ADD NEW REPORT' dialog box. On the left is a sidebar menu with the following items: REPORT (selected), FILTER, OTHER, FIELDS, SLA/KPI, ALARMS, SCHEDULING, ACD CODES, FINANCIAL, SETTINGS, PRINT, and ADVANCED. The main content area is titled 'ADD NEW REPORT' and is divided into several sections:

- REPORT OPTIONS:** Style: Desktop Wallboard (dropdown), Name: Desktop Wallboard (text input), Folder: (dropdown), Note: (text input).
- DISPLAY OPTIONS:** Displayed As: Grid (dropdown).
- DATE / TIME:** Radio buttons for Real-time (Now) (selected), Today, Yesterday, This week, Last week, This month, Last month, and Custom...
- TIME RANGE:** Between: 00:00 (text input), And: 23:59 (text input).

At the bottom of the dialog are three buttons: 'HELP?', 'OK', and 'CANCEL'.

As soon as this window opens you should see that this menu is familiar – that’s because it is basically the same as the modify report window except you are starting a report from scratch rather than modifying an existing one. You first need to choose a style for your report and then give it a name, depending on the report template you choose the fields will be populated with defaults.

USEFUL TIPS

Please follow these helpful tips when either creating or modifying a report to ensure your data is accurate to what you wish to display:

- Always ensure reports are filtered only to display data for users/services relevant to that report.
- Never modify the answer type if you wish to report on all calls, regardless of the report type.
- Try setting basic fields and understanding that data before looking at more complex data.
- An inbound call is made up of a sub total of number of calls answered + number of calls abandoned + number of calls overflowed.
- Use caution when trying to match data totals between reports, the number of calls will differ between certain reports (for example ACD Agent list and Calls by Day).
- Changing the inbound statistic setting can have a dramatic affect on call stats, ensure these are only set to relevant levels.
- The Historic Report is the one report which will give you detailed information into why a certain event occurred, all other reports only provide summary data.

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