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1 Introduction

Before you begin

You must be able to access the Administrator Portal: <https://portal.popp.com/bg>

The Administrator Portal is supported on the latest versions of all major browsers and operating systems, including IE8, Firefox, Google Chrome and Safari. Your computer should be running either Windows 2000 or later, or Mac OS X 10.6 (Snow Leopard) or later.

To Access Call Reports

- Log in to the Administrator Portal
- From the Home screen, click on **Call Reports** to open the **Summary** screen that displays statistics for your business group
- Click on the **Reports** tab to manage or add reports or click on the **Download Logs** tab to download a CSV file of all calls

2 Summary

The **Summary** tab displays statistics on calls, average call duration, and average alerting duration:

Home

Groups

- *** Hunt Groups (MLHGs)
- *** Call Pickup Groups
- Supervisor Dashboard

All Lines

- Users
- Attendants
- Group Access
- Phones

Services

- Departments
- *** Short Codes
- Extensions
- Call Reports**
- Music on Hold
- Misc. Settings
- Help
- Send Feedback

Call Reports

Summary
Reports
Download Logs

5053324 - HIPPS Summary

Calls

61
238
349
19
514

Average call duration

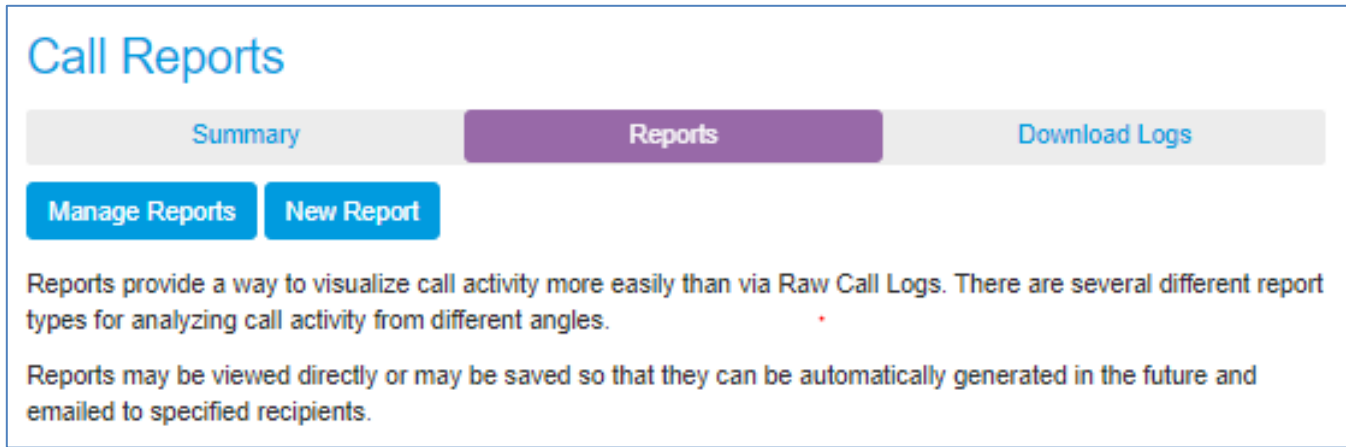
2:25
1:08
2:19

Average alerting duration

0:04

3 Reports

The **Reports** tab is used to manage and add new reports:



The screenshot shows the 'Call Reports' interface. At the top, there is a navigation bar with three tabs: 'Summary', 'Reports', and 'Download Logs'. The 'Reports' tab is currently selected and highlighted in purple. Below the navigation bar, there are two buttons: 'Manage Reports' and 'New Report'. Below the buttons, there is a paragraph of text: 'Reports provide a way to visualize call activity more easily than via Raw Call Logs. There are several different report types for analyzing call activity from different angles.' followed by a red asterisk. Below that, another paragraph of text: 'Reports may be viewed directly or may be saved so that they can be automatically generated in the future and emailed to specified recipients.'

Available Reports

The following report types are available for the Business Group:

- Account Statistics
- Call Duration Summary
- Call Log
- Frequent Caller Summary
- Frequently Called Summary
- Long Ringing Time
- Missed Calls Detail
- Missed Calls Summary
- Short Calls
- Top Talkers
- Traffic by Day
- Traffic by Hour
- Unreturned Calls Detail
- User Statistics

3.1 Create New Report

To create a report, click on New Report to launch a new window to create the report:

- Administrators can only view information for the business group/departments they manage (and any of their sub-departments)
- You can schedule a report to be automatically generated at a point in the future. This can be a one-off report covering a pre-defined time period, or a recurring report that is generated on a daily or weekly basis. Reports are sent as PDF files to one or more e-mail addresses of your choosing.
- Only business group administrators can generate reports, but reports can be e-mailed to any recipients entered by the administrator when creating the report

Reports for business group '0003029 POPP Showroom HIPPS v2'

Send Feedback
Save
Cancel

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Schedule:

Send to:

Data range

Period: -

Start of day: :

End of day: :

M
T
W
T
F
S
S

- The Call Log report shows details for all calls.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 18 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- All times are in (GMT-6:00) America/Central.

Update Report

- Enter report details:
 - **Report Title** – enter a title for this report
 - If you are also a Hosted Call Center (HCC) Supervisor, you will see **ACD** (HCC) and **BG** (Business Group) radio buttons below the Report Title box. Select **BG** to generate a business group report.
 - **Report Type** – select the type of report from the drop-down. See **Call Activity Report Types** section below for details.
 - **Department** – select the department for which you want to generate the report
 - Optional fields:
 - **Line Filter** (optional) – to filter the report to only contain information for a specific line, enter the line number
 - **Account Code** (optional) – to filter the report to only contain information for a specific account code, enter the account code
- Note:**
- If you enter both a Department and a Line, and the line is not in that department, the report will include calls between that line and anyone in the department.
 - If you enter both a Department and an Account Code, the report will include all calls from that department using the account code (e.g., if an account code relates to a specific customer, you can use the Account Code filter to generate a report that will collate all outgoing calls from different lines to that customer)

- Enter **Data range** to set the dates and times (working hours) the report should include:
 - **Period** – enter/select start and end date
 - **Start of day** – use the drop-down to select the required time period (e.g., 8 am)
 - **End of day** – use the drop-down to select the required time period (e.g., 5 pm)
 - **Days of the week** – click on the icons for the days of the week to include/exclude those days from the report
- Note:**
 - If you want the report to cover less than a whole day, use the **Start of day/End of day** drop-downs to select the required time period
- Click **Update Report** to display the report on the screen
- **Schedule** – select one:
 - **One Off** - generate report one time
 - **Daily** – generate report once daily
 - **Weekly** – generate report once per week on the specified date selected in the “Due” field
- **Send to** - enter the e-mail address(es) of people who should receive a copy of the report via e-mail each time it's generated
- Click **Save** to save this report and launch the **Report Schedule Manager** in a new window or click **Cancel** to cancel

3.2 Manage Scheduled Reports

To manage scheduled reports, click on **Manage Reports** to launch the **Report Schedule Manager** in a new window. This screen displays details of the reports you currently have scheduled.

Report Schedule Manager

Send Feedback
Add a new report

Welcome 'Showroom 4',
Your scheduled reports are listed below. Schedule a new report with the button in the top right.

Account Stats No filters - Account Statistics	Scheduled: One Off Period: 09/07/2018 - 09/07/2018	Edit Delete Clone
Call Duration Department [Customer Service] - Call Log	Scheduled: Weekly Next due: Sun 09/09/2018	Edit Delete Clone
Call Duration No filters - Call Duration Summary	Scheduled: Daily Next due: Today	Edit Delete Clone

- Click **Edit** alongside a report to make any changes to report details
- Click **Delete** to delete a report
- Click **Clone** to create another report of this type using the same parameters as this one. The report will be created with the appropriate fields already filled in.
- You can also add a new report from this screen by clicking on **Add a new report** at the top of the screen

Note:
There is a maximum of 50 scheduled reports per business group. If this limit has been reached, the option to add a scheduled report will be grayed out and you will need to delete one or more existing scheduled reports before you can add a new one.

3.3 Report Types

You can select from the following report types in the **Report Type** drop-down list when creating a new report.

Account Statistics

This report shows outbound call statistics for the specified Department, ordered by account codes. You can use this report to identify the usage of the account codes configured in your department.

Account Statistics							
Account Code	Direction	Total calls	Answered calls	Unanswered calls	Average alerting time	Total call duration	Average call duration
0	outbound	240	240 (100%)	0 (0%)	0:04	18:00	0:04
1	outbound	120	120 (100%)	0 (0%)	0:05	6:00	0:03
2	outbound	240	120 (50%)	120 (50%)	0:01	5:00	0:01
3	outbound	60	60 (100%)	0 (0%)	0:10	9:00	0:09
4	outbound	240	240 (100%)	0 (0%)	0:06	11:00	0:02
5	outbound	60	60 (100%)	0 (0%)	0:08	11:00	0:11
6	outbound	360	360 (100%)	0 (0%)	0:02	15:00	0:02
7	outbound	120	120 (100%)	0 (0%)	0:00	6:00	0:03
8	outbound	120	60 (50%)	60 (50%)	0:15	3:00	0:01
9	outbound	180	180 (100%)	0 (0%)	0:00	3:18:00	1:06

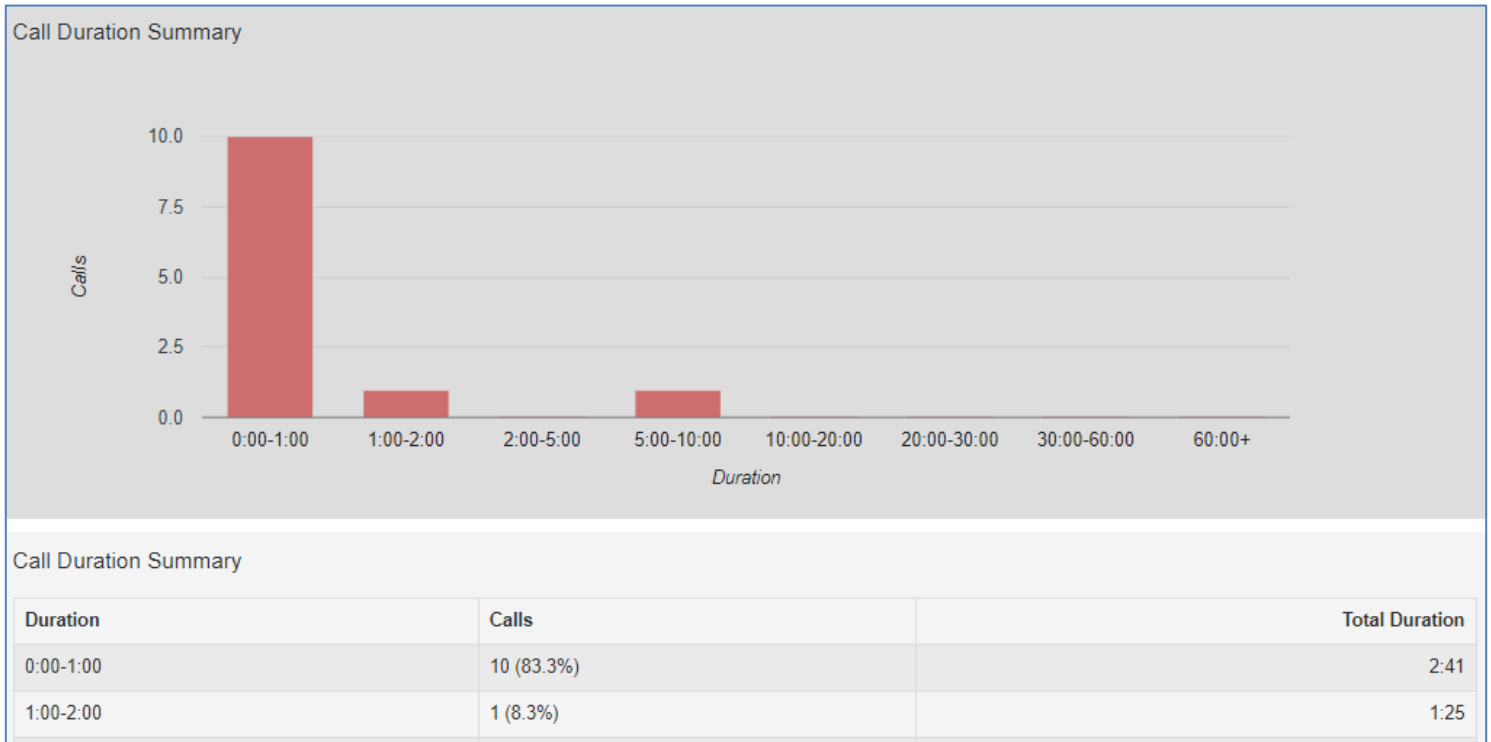
Account Statistics report sample

This table provides the following information for each account code for the specified period:

- **Account Code** – The account code used to make the calls
- **Direction** – This will always be an outbound call as account codes are not used on incoming calls
- **Total calls** – The total number of calls made using this account code
- **Answered calls** – The total number of calls made using this account code that were answered. This is also expressed as a percentage of the total number of calls made during the specified time period.
- **Unanswered calls** – The total number of calls made using this account code that were unanswered. This is also expressed as a percentage of the total number of calls made during the specified time period.
- **Average alerting time** – The average time before a call was answered
- **Total call duration** – The total length of calls made using this account code
- **Average call duration** – The average duration of a call made using this account code

Call Duration Summary

This report shows the length of incoming and outgoing calls during a specified time period.



Call Duration Summary report sample

The graph shows:

- **Number of answered calls** that fell into each duration range during the specified time period

The table presents:

- **Number of answered calls** that fell into each duration range during the specified time period
- **Total duration of all calls** in each duration range

Call Log

The Call Log report provides a detailed overview of call activity for your Department. When viewing this report on the screen, click on a phone number or account code to filter the report by that number.

The information is presented as a table with a row for each call.

Call Log							
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
09/07/2018 7:13:18 am	outbound	7632337688		6517897688	0:00	7:29	
09/07/2018 7:15:12 am	inbound	7632388818		7632337688	0:12	0:26	
09/07/2018 7:20:51 am	outbound	7632337688		7637977906	0:00	0:38	

Call Log report sample

The table provides the following information for each call:

- **Date** – The date and time at which the call was initiated
- **Direction** – Whether this was an incoming, outgoing or internal call
- **Source** – The number of the calling party
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- **Destination** – The number of the party that received the call
- **Alerting Time** – How long in seconds before the call was answered
- **Duration** – The duration of the call
- **Account code** – The account code used (if applicable)

Note: Calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call:

- **Call Waiting**
- **Call Pickup**
- **Call Hold**
- **3-Way Calling**
- For some types of call transfer (e.g., call is transferred by a business group line into an MLHG), the initial leg of the call will be reported separately

Frequent Caller Summary

This report shows the phone numbers of callers who made the most incoming calls.

Frequent Caller Summary					
Caller Ranking	Source	Calls Received	Calls Abandoned	Total Alerting Time	Total Duration
1	7632388818	4	0	0:42	0:43
2	7637977900	1	0	0:00	0:04

Frequent Caller Summary report sample

The table presents the following information for the selected time period:

- **Caller ranking** – The ranking for this caller, based on the number of calls received from them during the specified time period
- **Source** – The number of the calling party
- **Calls Received** – The number of calls received from this caller over the time period
- **Calls Abandoned** – The number of calls that were abandoned by this caller before they were answered
- **Total queuing time** – The total amount of time this caller had to wait before their call was answered by an Agent (if applicable)
- **Total duration** - The total duration of all incoming calls received from this caller

Frequently Called Summary

This report is very similar to the Frequent Caller Summary but this report is grouped and ranked using the target phone number rather than the source phone number.

Frequently Called Summary					
Ranking	Target	Calls Received	Calls Abandoned	Total Alerting Time	Total Duration
1	6517897677	2	0	0:30	0:10
2	7632337688	1	0	0:12	0:26
3	7632337694	1	0	0:00	0:07

Frequently Called Summary report sample

The table presents the following information for the selected time period:

- **Ranking** – The ranking for this caller, based on the number of calls received from them during the specified time period
- **Target** – The number of the called party
- **Calls Received** – The number of calls received by this phone number over the time period
- **Calls Abandoned** – The number of calls that were abandoned by the user of this phone number without being answered
- **Total alerting time** – The total amount of time before calls to this phone number were answered
- **Total duration** – The total duration of all incoming calls received by the phone number

Long Ringing Time

This report contains any incoming calls that rang for longer than 30 seconds.

Long Ringing Time						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
08/25/2018 3:48:56 pm	inbound	6052168856		7632337680	0:41	0:03
08/31/2018 3:21:08 pm	inbound	6516470017		6127670593	0:59	unconnected

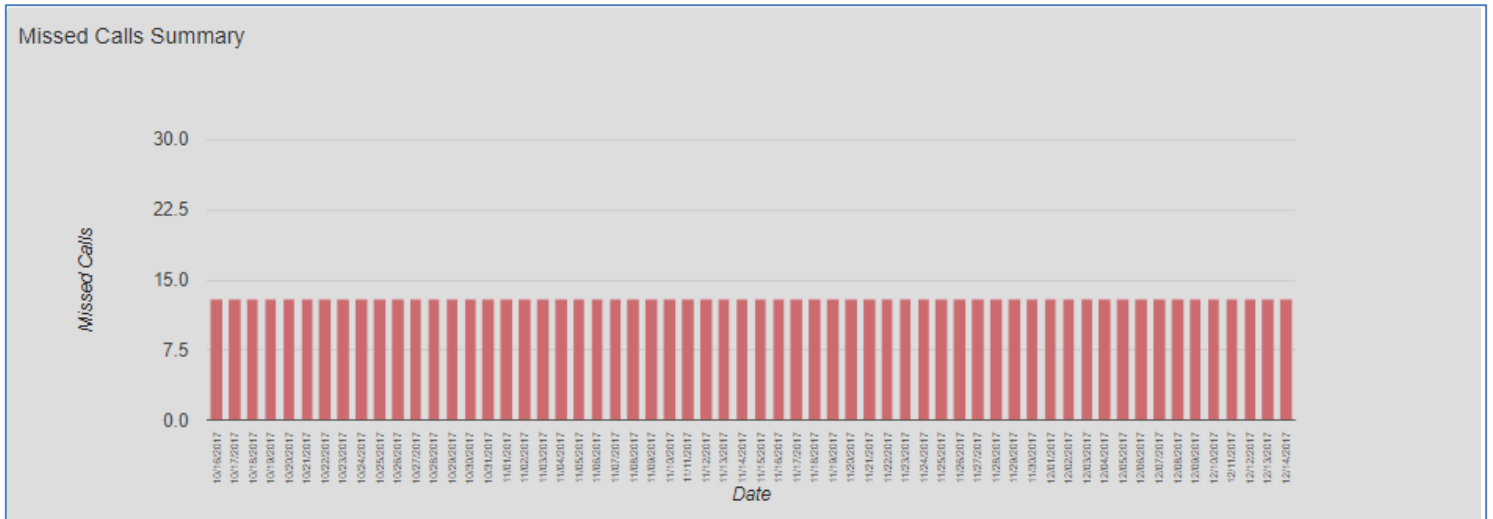
Long Ringing Time report sample

The table presents the following information for the selected time period:

- **Date** – The date and time when the call was received or made
- **Direction** – Whether this was an incoming or outgoing call
- **Source** – The phone number of the call
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination
- **Destination** – The number of the party that received the call
- **Alerting Time** – How long in seconds before the call was answered
- **Duration** – The duration of the call, or Unconnected if the caller rang off before the call was answered

Missed Calls Summary

This report shows a high level summary of incoming calls that were not connected. Note that any calls answered by an automaton, for example voicemail or an auto attendant, count as being connected.



Missed Calls Summary

Date	Missed Calls
10/16/2017	13
10/17/2017	13
10/18/2017	13
10/19/2017	13
10/20/2017	13

Missed Calls Summary report sample

This report shows a graph and a table, both showing:

- **Date**
- **Missed calls** – Total number of missed calls on that date

Missed Calls Detail

This report shows details of incoming calls that were not connected.

Missed Calls Detail						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
09/10/2018 10:59:38 am	inbound	7632388818		7632337688	0:05	unconnected

Missed Calls Detail report sample

The table presents the following information for the selected time period:

- **Date** – The date and time when the call was received or made
- **Direction** – Whether this was an incoming or outgoing call
- **Source** – The phone number of the call, if available. Click on the link to filter the report to see all missed calls from this phone number
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination
- **Destination** – The number of the party that received the call
- **Alerting Time** – How long in seconds before the call was answered
- **Duration** – The duration of the call, or Unconnected if the caller rang off before the call was answered

Short Calls

This report shows calls that were answered that were shorter than 5 seconds. This report may indicate when a caller was connected to an auto attendant or voicemail service, but hung up without taking further action.

Short Calls						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
09/07/2018 11:01:44 am	inbound	7637977900		7632337687	0:00	0:04
09/07/2018 11:01:44 am	inbound	7637977900		7637977900	0:01	0:03

Short Calls report sample

The table presents the following information for the selected time period:

- **Date** – The date and time when the call was received or made
- **Direction** – Whether this was an incoming or outgoing call
- **Source** – The phone number of the call, if available. Click on the link to filter the report to see all short calls from this phone number
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination
- **Destination** – The number of the party that received the call
- **Alerting Time** – How long in seconds before the call was answered
- **Duration** – The duration of the call

Top Talkers

This report shows call data for BG lines, including total and answered calls and data on call duration, ordered by total call duration.

Top Talkers								
Rank	Line	Total Calls	Placed Calls	Answered Calls	Min Call Duration	Average Call Duration	Max Call Duration	Total Call Duration
1	7632337688	10	7 (70%)	3 (30%)	0:05	1:08	7:29	11:26
2	7637977900	3	3 (100%)	0 (0%)	0:03	0:03	0:04	0:10
3	7632337694	1	0 (0%)	1 (100%)	0:07	0:07	0:07	0:07
4	7632337687	1	0 (0%)	1 (100%)	0:04	0:04	0:04	0:04

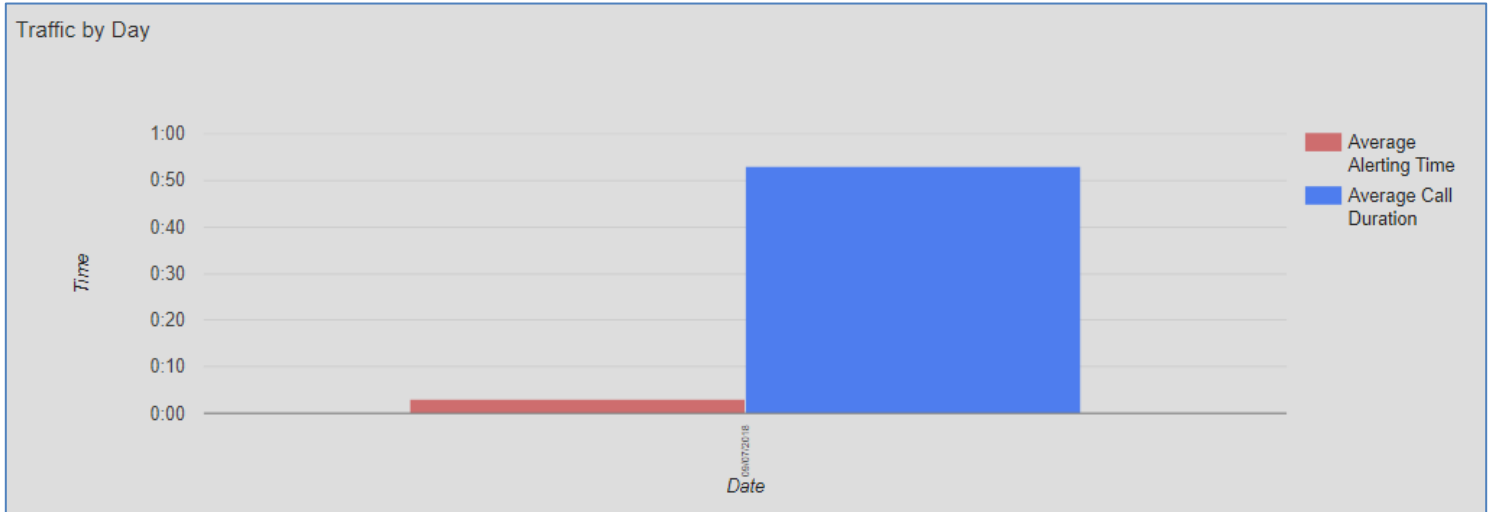
Top Talkers report sample

The table presents the following information for the selected time period:

- **Rank** – The ranking for this phone number, based on the total call duration of calls to this number during the specified time period
- **Line** – The phone number of the line
- **Total Calls** – The total number of calls received by the phone number
- **Placed Calls** – The total number of calls placed by the phone number. This is also shown as a percentage of the number of calls placed by all the lines.
- **Answered Calls** – The total number of calls answered by the phone number. This is also shown as a percentage of the number of calls answered by all the lines.
- **Min call duration** – The shortest call received or made by this phone number
- **Average call duration** – The average length call received or made by this phone number
- **Max call duration** – The longest call received or made by this phone number
- **Total call duration** – The total time that this phone number was in a call over the specified time period

Traffic by Day

This report presents call data arranged by day.



Traffic by Day

Date	Total Calls	Answered Calls	Average Alerting Time	Max Alerting Time	Min Call Duration	Average Call Duration	Max Call Duration	Total Call Duration
09/07/2018	13	13 (100%)	0:03	0:15	0:03	0:53	7:29	11:40

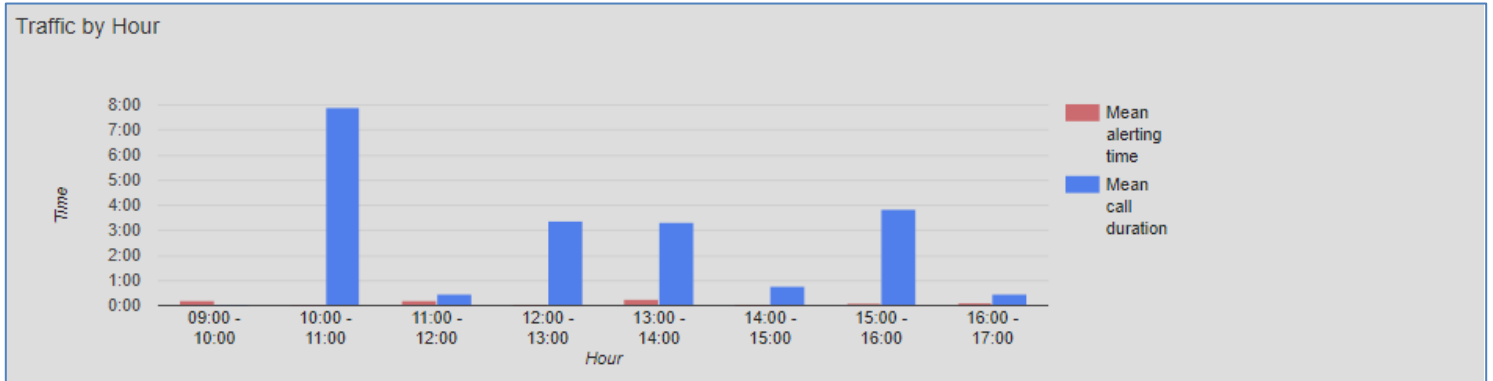
Traffic by Day report sample

The bar chart displays the mean alerting time and mean call duration for each day, and the table provides the following information for each day specified in the report:

- **Date** – The day that this row covers
- **Total calls** – The total number of calls received on that date by the department, line or account code, depending on how the report was filtered
- **Answered calls** – The total number of calls answered on this day
- **Average alerting time** – The average time before calls were answered on this day
- **Max alerting time** – The maximum time that a call rang before it was answered on this day
- **Min call duration** – The shortest call received or made on this day
- **Average call duration** – The average length call received or made on this day
- **Max call duration** – The longest call received or made on this day
- **Total call duration** – The total time spent in calls on this day

Traffic by Hour

This report presents call data arranged by day.



Traffic by Hour

Hour	Total calls	Answered calls	Mean alerting time	Max alerting time	Min call duration	Mean call duration	Max call duration	Total call duration
08:00 - 09:00	0	0 (0%)	0:00	0:00	0:00	0:00	0:00	0:00
09:00 - 10:00	6	1 (16.7%)	0:13	0:51	0:00	0:00	0:01	0:01

Traffic by Hour report sample

The bar chart displays the mean alerting time and mean call duration for each hour, and the table provides the following information for each day specified in the report:

- **Hour** – The hour that this row covers
- **Total calls** – The total number of calls received during that hour by the department, line or account code, depending on how the report was filtered
- **Answered calls** – The total number of calls answered during that hour
- **Mean alerting time** – The average time before calls were answered during that hour
- **Max alerting time** – The maximum time that a call rang before it was answered during that hour
- **Min call duration** – The shortest call received or made during that hour
- **Mean call duration** – The average length call received or made during that hour
- **Max call duration** – The longest call received or made during that hour
- **Total call duration** – The total time spent in calls during that hour

Unreturned Calls Detail

This report is the same as the Missed Calls Detail report but omits any calls that were subsequently connected during the period of the report.

Unreturned Calls Detail						
Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration
09/10/2018 10:59:38 am	inbound	7632388818		7632337688	0:05	unconnected

Unreturned Calls Detail report sample

The table provides the following information:

- **Date** – The date and time when the call was received or made
- **Direction** – Whether this was an incoming or outgoing call
- **Source** – The phone number of the call, if available. Click on the link to filter the report to see all missed calls from this phone number.
- **Intermediate Destinations** – Any numbers that this call was routed to before reaching its destination
- **Destination** – The number of the party that received the call
- **Alerting Time** – How long in seconds before the call was answered
- **Duration** – The duration of the call, or Unconnected if the caller rang off before the call was answered

User Statistics

This report provides an overview of a range of lines, allowing you to compare the activity of different lines within your business group or Department over a specific time period.

User Statistics							
Line	Direction	Total Calls	Answered Calls	Unanswered Calls	Average Alerting Time	Total Call Duration	Average Call Duration
<u>Test Unassigned</u>	inbound	3	0 (0%)	3 (100%)	0:10	0:00	0:00
<u>Test Unassigned</u>	outbound	0	0 (0%)	0 (0%)	0:00	0:00	0:00
<u>Showroom 1</u>	inbound	21	20 (95.2%)	1 (4.8%)	0:03	7:01	0:20
<u>Showroom 1</u>	outbound	7	3 (42.9%)	4 (57.1%)	0:03	0:44	0:06

User Statistics report sample

The table provides the following information:

- **Line** – The Business Group/Department line
- **Direction** – Whether this was an incoming, outgoing or internal call
- **Total calls** – The number of incoming/outgoing calls involving this line
- **Answered calls** – The number of incoming/outgoing calls involving this line that were answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- **Unanswered calls** – The number of incoming/outgoing calls involving this line that were not answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- **Average alerting time** – The average time before a call was answered
- **Total call duration** – The total duration of all incoming/outgoing calls involving this line
- **Average call duration** – The average duration of an incoming/outgoing call involving this line

4 Call Logs

Export raw call logs in CSV format containing details of all calls made (up to a month at a time) to and from the lines within your administrative domain. This includes calls to MLHGs within the business group or department. The reports can be filtered by date and department.

You can then import these call logs into other programs, such as Microsoft Excel, for analysis and further processing.

Note: When using Microsoft Excel, use the Import Data menu option and change the data format of all telephone number columns to text to ensure that the telephone numbers in the call logs are displayed correctly.

Call Reports Download Logs screen

To download call logs:

- From the Call Reports screen, click on the **Download Logs** tab
- Enter the **start and end dates** in the boxes provided.
 - Start and End dates must be no more than 30 days apart
 - The system will retain up to 120 days of logs
- Use the dropdown to **select the department** for the call logs that you would like to see
- Click the **Download** button. The report will be downloaded on to your computer.

For Additional Training and Support

- Visit www.popp.com or call POPP Communications at 763-797-7900