



## General Information

The @COM Reporting application provides graphical and non-graphical reports that can be downloaded on demand or automatically emailed on specific times to certain users. There are three different options of reporting available; ACD Reporting, CDR Reporting or Custom reporting. The ACD Reporting option provides advanced reports for checking your ACD Agents performance and the statistics of the ACD Queues with their inbound calls. The CDR Reporting option allows reporting of calls from and to external and internal numbers. If the standard ACD or CDR reports do not satisfy your needs, custom reports can be created by your vendor according to your specific needs. By using the RAW Data reports it is also possible to create your own reports in for example Microsoft Excel<sup>®</sup>. @COM Reporting is based on Crystal Reports<sup>®</sup>.<sup>(2)</sup>

## ACD Reporting

All ACD reports can be exported in PDF or in the Crystal Reports RPT format, which can be viewed with the Adobe Acrobat Reader<sup>®</sup> or Crystal Reports Viewer<sup>®</sup>. The RPT format also allows viewing the source data on per call bases and in more detail. (This does not apply to RAW Data reports.)

### ACD Agent report

View per agent these items;

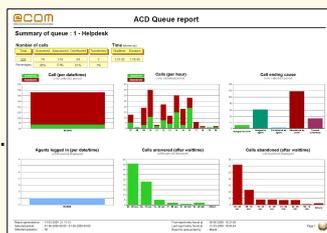
- Total, answered, missed & transferred calls.
- Calls per date
- Calls per hour
- Calls per queue
- Login time per queue
- Calls answered by agent within specific period of time
- Call ending cause; hung up by caller, hung up by agent, transferred or missed by agent.
- Total, maximum and average call duration per date
- Total, maximum and average call waiting time per date
- Summary of all agents



### ACD Queue report

View per queue these items;

- Total, answered, abandoned overflowed & transferred calls.
- Calls per date
- Calls per hour
- Agents logged on per date
- Calls answered after (x) time
- Calls abandoned after (x) time
- Call ending cause; hung up by caller, hung up by agent, transferred or missed by agent.
- Total, maximum and average call duration per date
- Total, maximum and average call waiting time per date
- Summary of all queues



### ACD RAW Data report <sup>(1)</sup>

All data in stored in the database of the system can be exported via the ACD Reporting option in RAW format for use in your own reporting application such as Microsoft Excel<sup>®</sup>.

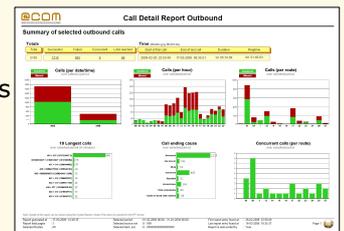
## CDR Reporting

All CDR reports can be exported in PDF or in the Crystal Reports RPT format, which can be viewed with the Adobe Acrobat Reader<sup>®</sup> or Crystal Reports Viewer<sup>®</sup>. The RPT format also allows viewing the source data on per call or extension bases and in more detail. (This does not apply to RAW Data reports.)

### CDR Outbound report

View over a selected period and/or specific phone numbers these items;

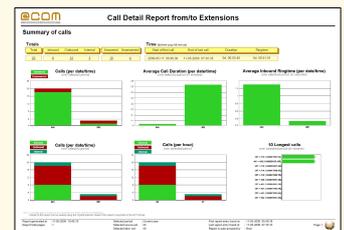
- Total, successful, unanswered & concurrent calls.
- Calls per date
- Calls per hour
- Calls per route / trunk
- Top 10 longest calls
- Call ending cause; answered, no answer, busy, cancelled, rejected, unreachable, forwarded or trunk limit reached.



### CDR Extensions report

View over a selected period and/or specific extensions these items;

- Total, successful, unanswered & concurrent calls.
- Calls per date
- Average call duration
- Average inbound ring time
- Type of calls per date; Inbound, Outbound & Internal
- Type of calls per hour; Inbound, Outbound & Internal
- Top 10 longest calls



### CDR RAW Data report <sup>(1)</sup>

All data in stored in the database of the system can be exported via the ACD Reporting option in RAW format for use in your own reporting application such as Microsoft Excel<sup>®</sup>.

<sup>(1)</sup> Database access is restricted because of stability and security reasons, access to this database in not possible from outside the @COM Business Manager.

<sup>(2)</sup> The @COM Reporting application requires a separately sold "Crystal Reports Developer XI r2" license key in order to run.

