@COM Reporting

Measuring is knowing. **In order to improve their operational processes and increase profitability, organisations must be able to access up-to-date business data at any moment. @COM Reporting facilitates the fast compilation of organisation-wide reports which, after analysis, can help you maximise your potential.**

What is it?

The @COM Reporting application creates graphic and non-graphic reports which can be directly downloaded or periodically mailed to users.

Several reports can be created:
- ACD Agent reporting
- ACD Group reporting
- Call reports of outgoing calls (CDR)
- Call reports of calls from and to extensions (CDR)
- Raw data ACD & CDR reporting, for the compilation of own reports
- Own 'custom' reporting

ACD reporting provides you with detailed reports on the statistics of ACD agents and ACD queues with the associated incoming and outgoing calls.

Reports produced by Call reports (CDR) can be used to study statistics of incoming and outgoing traffic.
If the standard ACD and CDR reporting are insufficient, you could choose reports which are specially customised for you.

ACD Reporting

All ACD reports can be exported to PDF format, RPT format. This means that you can view them via Adobe Acrobat Reader or Crystal Reports Viewer.

ACD Agent reporting:

- Total number of answered, missed and transferred calls.
- Calls per date, hour or agent
- Login time per agent, per queue
- Calls answered within a certain time by a certain agent
- Reason for ending call. For example, ended by caller, ended by agent, transferred, etc.
- Total, maximum and average call duration per date
- Total, maximum and average queue duration per date

ACD Queue reporting

- Total number of answered, missed and transferred calls.
- Calls per date, hour or queue
- Login time per agent, per period
- Speed of calls being answered
- Reason for ending call. For example, ended by caller, ended by agent, transferred, etc.
- Total, maximum and average call duration per date
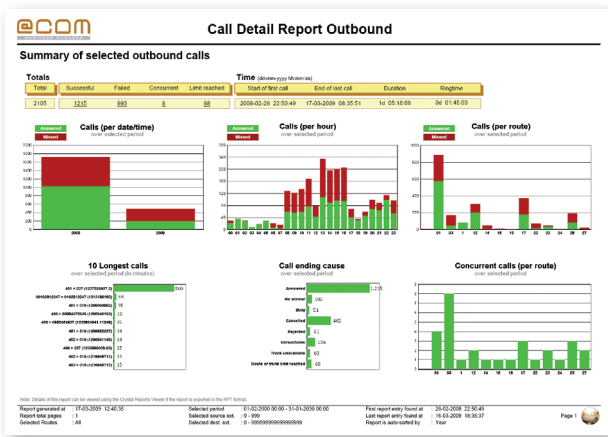- Total, maximum and average queue duration per date

@COM Reporting

@COM CDR Reporting

All CDR reports can be exported to PDF format, RPT format, which means that you can view them via Adobe Acrobat Reader or Crystal Reports Viewer.

CDR Outgoing calls reporting

- Total number of answered, missed and transferred calls
- Average, maximum and total call duration
- Calls per date, hour or per direction/net line
- Top 10 longest calls
- Reason for ending call. For example: answered, missed, engaged, cancelled, unavailable, transferred

CDR from/to Extensions reporting

- Total number of answered, missed and transferred calls
- Average, maximum and total call duration
- Calls per date, hour or per direction/net line
- Type of incoming, outgoing and internal calls per date and hour
- Top 10 longest calls.

@COM Custom reporting

If you need to create reports yourself, you can use the RAW Data ACD & CDR reporting. These contain source data on which the standard reports are also based. You can then compile your own reports via Microsoft Excel, for example.

It is an advantage if you are already familiar with compiling reports in Crystal Reports because @COM reporting is based on Crystal Reports (version XI R2). After a short training, you can modify this with your own copy of Crystal Reports Developer XI r2. (However, you must have successfully completed the management training for the @COM Local Management Tool at advanced level)

Advantages @COM reporting

- Improved operational processes
- Increased profitability
- Always up-to-date insight into business data
- Timely indication of gaps/issues within the organisation