

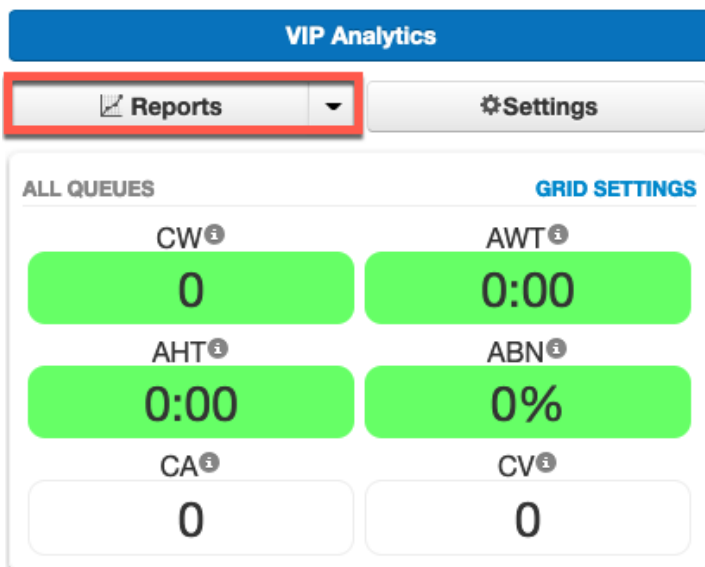
Introduction:

This document contains a brief overview of the VIP Portal Call Center Reporting Options

VIP Call Center gives you the ability to gather data on queues and agents in your Crexendo VIP environment. In addition to the default Call Center Dashboard, supervisors can:

- **Create customized dashboards** with "gauges" that monitor the health of your queues and agents. These gauges come in many shapes and sizes and can be customized with color and alerts thresholds.
- **Generate reports** on the fly or set them to run at certain times. These reports can be displayed, printed, and exported to CSV format for further processing in other applications.

To access the VIP Reporting options, login to the VIP Portal and select **“Call Center.”**



ALL QUEUES		GRID SETTINGS
CW ⓘ	AWT ⓘ	
0	0:00	
AHT ⓘ	ABN ⓘ	
0:00	0%	
CA ⓘ	CV ⓘ	
0	0	

Select **“Reports”** which will open the options for what kind of reports you would like to run.

Call Center Reports Builder:

Call Center / Reports

Queue Stats Agent Stats Agent Availability Dialed Number Stats Abandoned Calls

03/14/2023 12:00 ar to 03/15/2023 11:00 pm

Settings Email Reports

Print Download

Call Volume

Queue	Name	Call Volume	Calls Handled	Service Level
<input type="checkbox"/> 2000	Customer Service Daytime	0	0	0%
<input type="checkbox"/> 2001	Tech Support Daytime	0	0	0%
		0	0	0%

Table Settings

Choose table columns to show:

- Name
- Call Volume (VOL)
- Calls Handled (CH)
- Calls Offered (CO)
- Adjusted Calls Offered (ACO)
- Voicemail (VM)
- Forward (FWD)
- Average Talk Time (ATT)
- Assisted Calls Handled (AST)
- Average ACW Time (ACW)
- Callbacks (CB)
- Average Hold Time (AH)
- Service Level (SL)
- Percent Dial Transfers (DT)
- Abandoned Calls (AC)
- Adjusted Abandoned Calls (AAC)
- Abandon Rate (AR)
- Adjusted Abandon Rate (AAR)
- Average Handle Time (AHT)
- Average Wait Time (AWT)
- SMS Volume (SMS_VOL)
- SMS Average Handle Time (SMS_AHT)

General Settings:

- Hide rows with no data
- Hide totals on table

To create your customized reports:

1. Select which report you would like to run from the tabs above: **Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, and Abandoned Calls**. Each tab creates a different table below with several options already pre-populated.
2. To change the information included in the tables, select **"Table Settings"** on the right side of the screen. From here, you can customize your reports to only include the information that is important to you and your business.

Table Settings

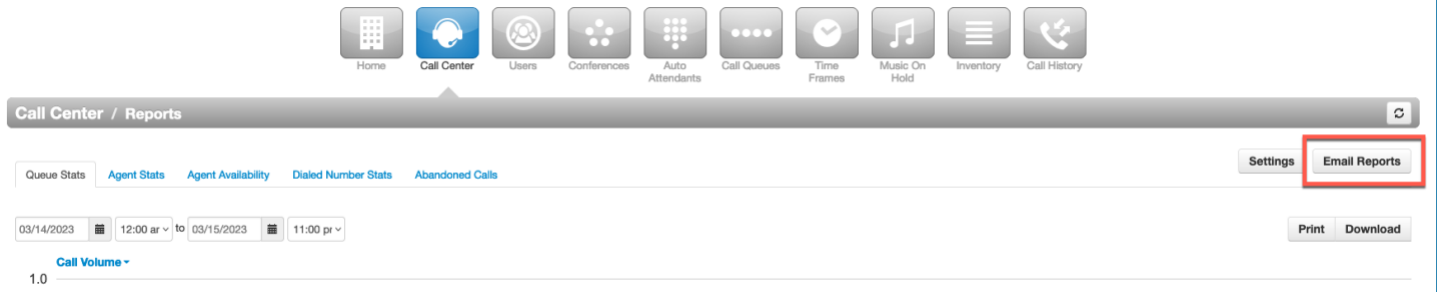
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- SMS Volume (SMS_VOL)
- SMS Average Handle Time (SMS_AHT)

General Settings:

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To export and automate your custom reports:



1. Click the **“Email Reports”** button on the top right side of the screen.
2. In the options, select the **“Type”** and **“Frequency”** of the reports you want to run. Customize the day of the week and time of day for your reports to be run. Once selected, the **“Advanced”** tab will appear.
3. In the **“Advanced”** tab, select the statistics you would like to include in the report. To select multiple statistics, hold *Ctrl/CMD* or *Shift*.
4. If you would like the reports to be sent to multiple people, add the email address below the statistics.
5. Click **“Save”** to generate the automated report.

Email Reports

Basic **Advanced**

Select your report types and the frequency they are sent.

Types Summary
 Call Queue
 Agent
 Dialed Number

Frequency Monthly
 Weekly
 Daily
Reports include data up to the email send time.

Weekly Send Day

Send Time

Email Reports

Basic **Advanced**

Customize your reports and add more recipients.

Statistics for Call Queues
 Call Volume
 Calls Handled
 Calls Assisted
 Calls Offered
 Adjusted Calls Offered
 Voicemail

Statistics for Agents
 Department
 Calls Handled
 Calls Assisted
 Time Talking
 Average Talk Time
 Average Hold Time

Statistics for Dialed Numbers
 Call Volume
 Calls Handled
 Calls Assisted
 Calls Offered
 Adjusted Calls Offered
 Voicemail
Hold Ctr/CMD or Shift to select multiple.

Extra Email Addresses

Attach CSV data to Email

(NOTE: The Call Queue reporting only reports on call center activity and NOT user activity. Example: If a user makes an outbound call that is not through the call center, it will not be reported in Call Center Reports. You would need to use Call History Reporting to include that call.)