



Evolve Reports for Broadworks

User's Manual v02.2025.1

EVOLVE IP, LLC

Evolve Reports for Broadworks

User's Manual v02.2025.1

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Getting Started

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Introduction

Thank you for becoming a user of Evolve Reports for Broadworks. This document is intended to guide you through the available prepopulated reports and assist with learning how to use reports.

Summary of Changes

Existing Customer Disclaimer

For existing customers that deployed the Evolve Call Center prior to June 2013, Evolve IP has deployed a new reporting engine that replaces the existing reporting platform (sometimes referred to as CCRS). The data collection method utilized by CCRS created some known data inconsistencies that have been eliminated.

About This Document

This guide describes canned report templates available on Evolve IP in Release 20.0 as part of the Enhanced Call Center Reporting feature.

Audience

This document is intended for Evolve IP administrators and call center agents and supervisors who generate and view Call Center Reports.

This document may also be used as reference information by Evolve IP administrators who configure Enhanced Call Center Reporting for their administrative entities

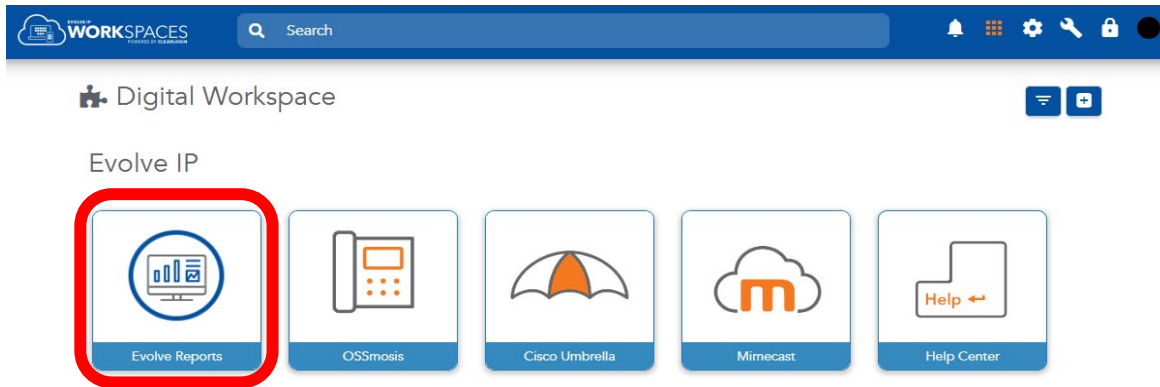
Additional Resources

For information on generating on-demand reports and scheduling reports from a Call Center client, see the *Evolved Call Center Supervisor Web-Client User Guide*.

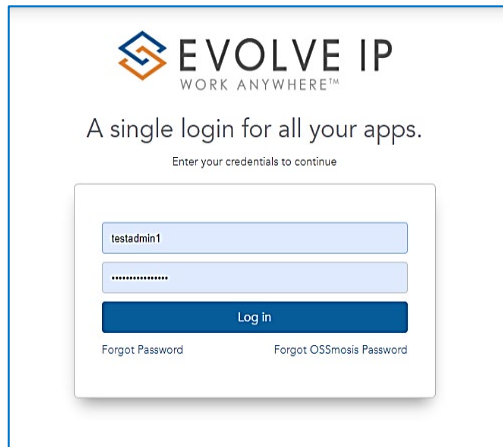
Access

ClearLogin

The Evolve Reports for Broadworks app can be accessed through the *ClearLogin* dashboard. Locate, and click on the [**Evolve Reports for Broadworks**] icon on the digital workspace (*shown below*).



You will then be prompted to login to OSSmosis (*shown below*).



Overview

Evolve IP Enhanced Call Center Reporting feature allows users to generate enhanced reports and schedule reports to be run in the future. It provides a set of canned report templates and allows administrators to define customized templates.

NOTE: Agents can only request reports about themselves.

The report template defines the layout and to some extent the contents of a report. When requesting a report, the user first selects a template, enters some input parameters, and then runs or schedules a report.

The input parameters include information such as the reporting period and the list of agents or call centers for which the report is requested. In addition, certain reports require you to provide performance parameters that are used to make report calculations. The performance parameters you need to provide when requesting a report are listed in each report template section. The list of performance parameters used in canned templates is included in section [Performance Parameters](#).

This document describes the canned report templates available from Evolve IP as part of the Enhanced Call Center Reporting feature.

- Section [Canned Report Layout](#) describes the general layout of a report generated using a canned template.

NOTE: The report templates that are available to you depends on your system configuration.

Report Types

Reports templates are divided into two categories: Agent and Call Center.

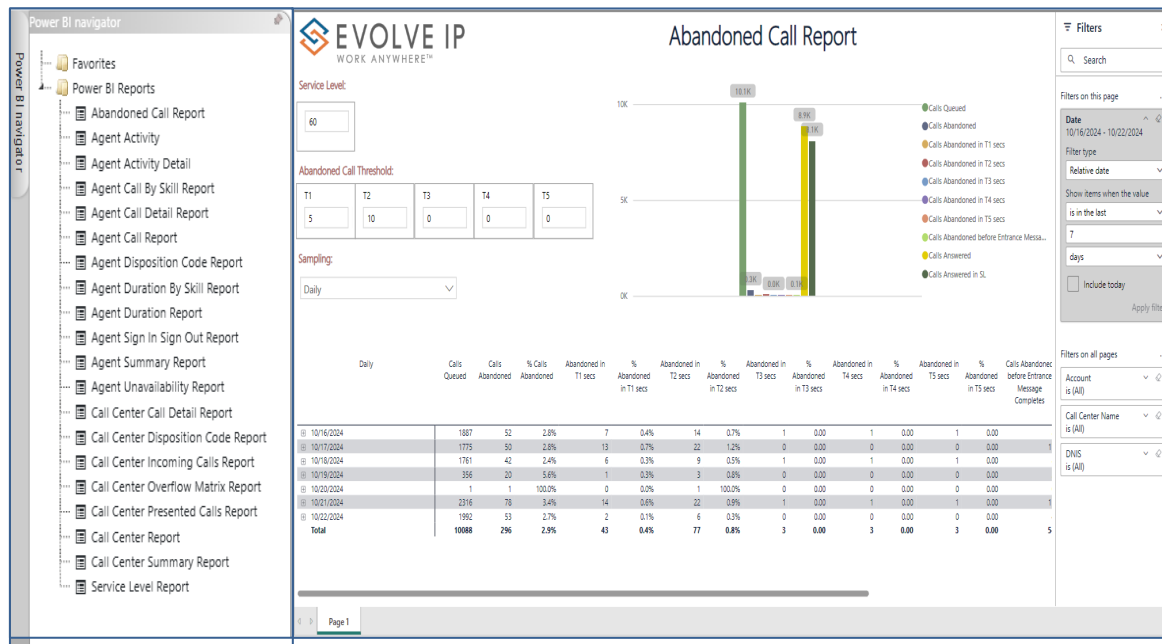
- Agent Report templates allow you to generate reports containing statistical information about one or more agents.
- Call Center Report templates allow you to generate reports that include statistics related to one or more call centers or one or more Dialed Number Identification Services (DNISs) for a selected call center.

In addition, reports can be real-time or historical and they can be interval-based or not interval-based.

- A real-time report includes statistics for a period that has a start date and time, but no end date and time.
- A historical report includes statistics for a specified time-period in the past.
- A real-time report template can be used to generate both real-time and historical reports.
- A historical report template can only be used to generate historical reports.
- An interval-based report template is a template that is used to generate reports that include interval statistics.

Canned Report Layout

The report template defines the layout and to a certain extent the contents of a report. Canned reports follow a common presentation pattern that is illustrated in the below figure.



A report contains a navigator, a body section, and a filter section.

- The body section consists of the following elements:
 - Title - This is the title of the report.
 - Pie chart
 - Bar chart
 - Line chart
 - Matrix
 - Table

Note that pie charts are not displayed if the report does not contain data for the requested time frame. Unless otherwise specified, bar charts, line charts, and tables are always displayed; however, they may be empty. For interval-based reports, rows that do not have data to display are not shown on the report.

- The filter section is made up of one or more of the following elements:
 - Search
 - Date
 - Account
 - Call Center Name
 - DNIS

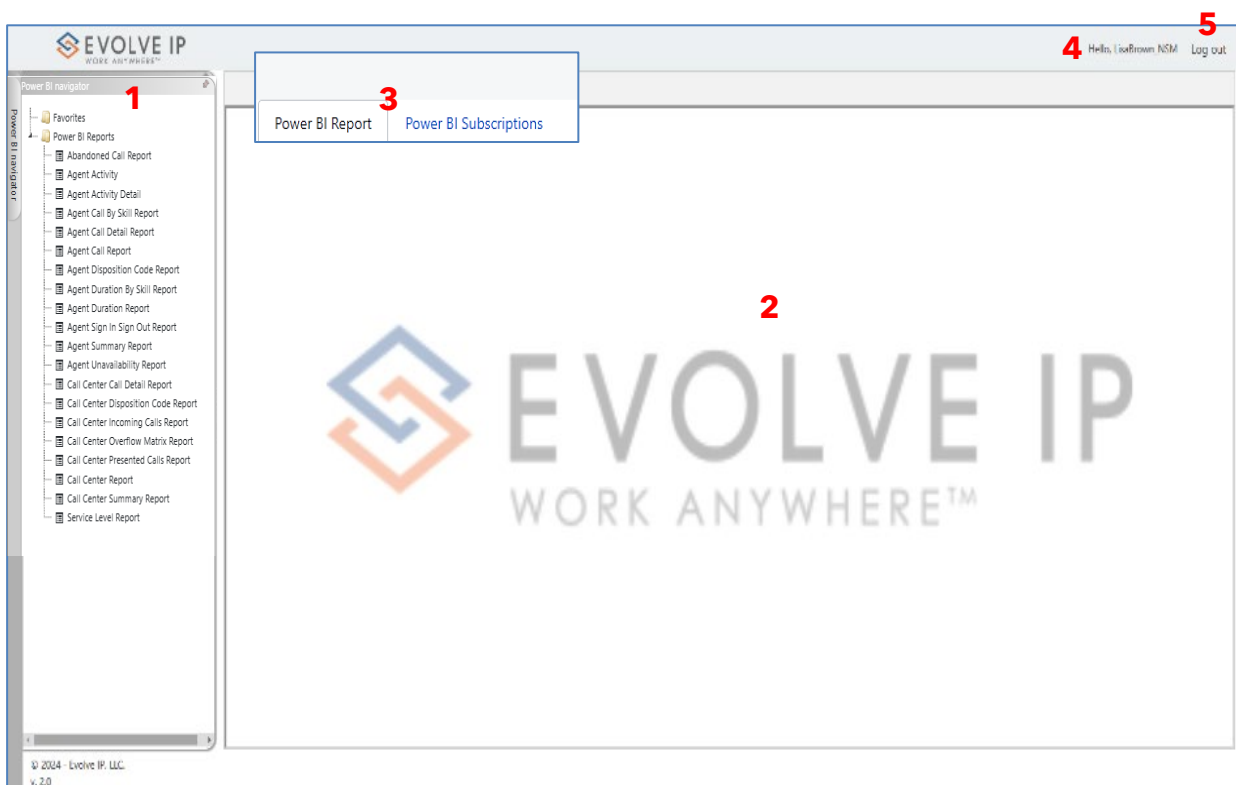
Although most canned reports may be printed on A4 paper in landscape mode, you may need to use legal size paper and/or enable the fit to page option for reports that have tables that have a large number of columns.

Main Screen

Window Elements

Once you have logged into the Reports app, the main screen will be shown. This window is divided into two sections, report list navigation¹ (a menu that lists the available canned reports), splash screen / detail view² (the splash screen is shown only when you first login to reports; the detail view will show the details of the selected report once selected from the navigation menu). Upon choosing a report, there will be two tabs³ shown in which to switch between the report types. This screen also shows the *user* that is logged in⁴; and a *Log Out*⁵ option, which will exit the application. See *Ex. 1* below.

Ex. 1



View Report Options

On the right side panel of the main screen click on a report name, the report details will be displayed to the left of the main screen. By *default* you are viewing the **BI Report** options for the selected report name.

Using the Reports Navigator

The Power BI Navigator lists all of the canned Evolve Reports for Broadworks. There are two (2) categories from which to select a report, **Favorites** and **Power BI Reports**. Click on a report name to view it's details. Use the *Filters* to modify what is shown in the *Detail View*. Using the filters you can sort the data, or customize the report view. Additionally, you can use the mouse pointer to show screen tips. The use of the right mouse click will popup data options. **NOTE:** if you click in an area and [*No available actions*] are shown, there is nothing to display in this area.

Report Favorites

Favorites is user managed. You can customize your Favorites with a right-click on a report name to add as a *Favorite*. You will have the option to [Add]¹, the report will be moved under the "*Favorites*" list. To move a report from the Favorites list, follow the same procedure to [Remove]² a report to the "*Power BI Reports*" list.

Power BI Canned Reports

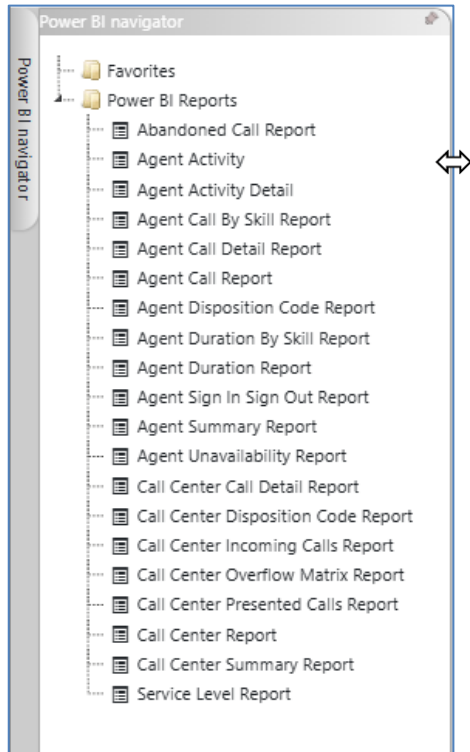
Basic Functions and Features

There are three parts to the reports window:

1. Page Navigation
2. Page Detail View
3. Page Filters

Page Navigation

The navigation pane lists the available reports from which to view the details, or export the data to save as a file.

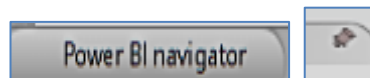


To resize the **[Navigation List]** press and hold your mouse pointer on the edge of the frame, a double arrow ⇔ will appear (*shown above*), drag your mouse in the direction you want to resize the frame.

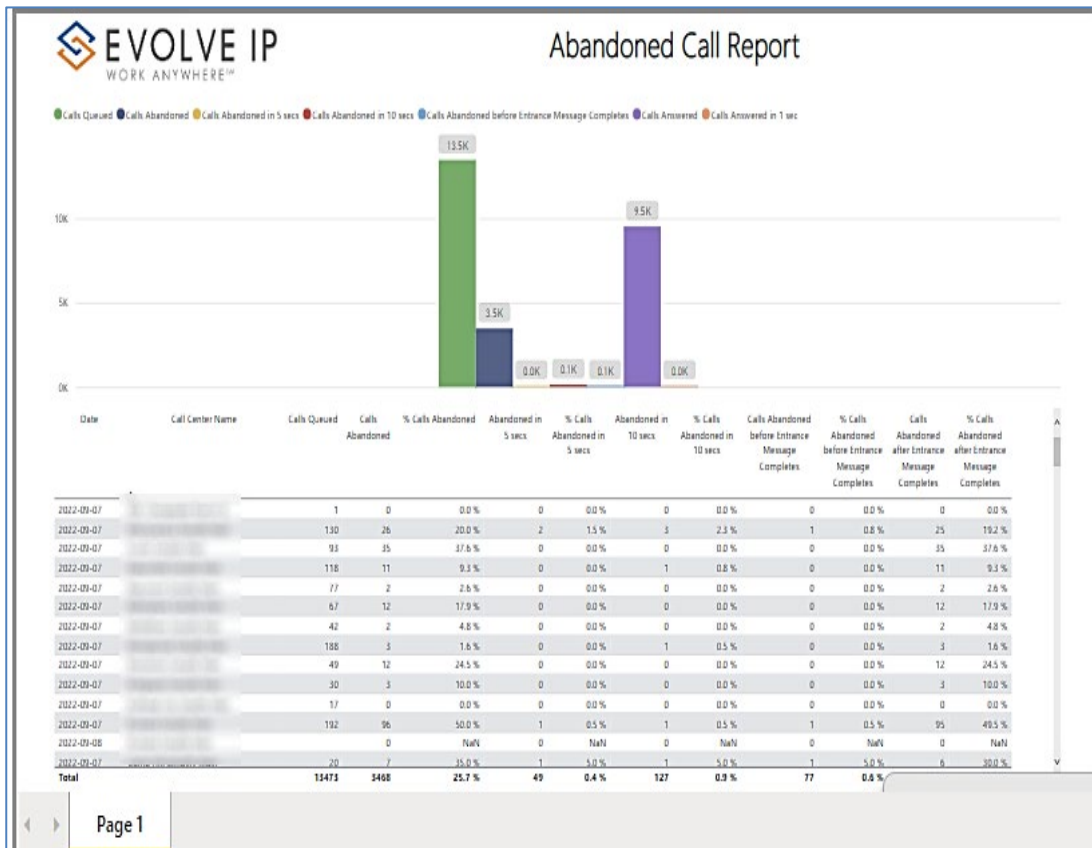
To hide the **[Navigation List]**, click on the pushpin icon.



To show the **[Navigation List]**, click on the *Power BI Navigator* tab. To lock the **Navigation List** back into place, click on the pushpin icon.



Page Detail View



The below setting allows you to provide up to five service levels, used to perform service-level calculations for each call center or DNIS per interval service level threshold. Each service-level threshold can be set to "1" through "7200" seconds.

Service levels are a function of the number of answered calls: A call is said to be within the service level if it is answered within the provided threshold value in seconds. The default Service Level value is 60 seconds as shown in the screen shot.

Abandoned Call Threshold defaults are;

T1 = 5 seconds

T2 = 10 Seconds

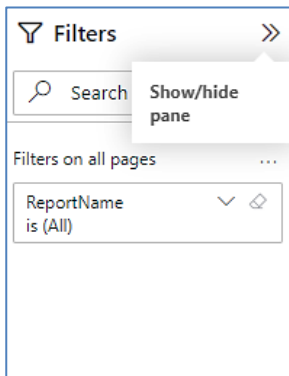
T3, T4, T5 are available as needed.

Service Level: <input type="text" value="60"/>					Sampling: <ul style="list-style-type: none"> <input type="radio"/> 15 Minutes <input type="radio"/> 30 Minutes <input type="radio"/> Hourly <input checked="" type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly 										
Abandoned Call Threshold: <table border="1" style="width: 100%; text-align: center;"> <tr> <td>T1</td> <td>T2</td> <td>T3</td> <td>T4</td> <td>T5</td> </tr> <tr> <td><input type="text" value="5"/></td> <td><input type="text" value="10"/></td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> </table>						T1	T2	T3	T4	T5	<input type="text" value="5"/>	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
T1	T2	T3	T4	T5											
<input type="text" value="5"/>	<input type="text" value="10"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>											
Sampling: <input type="text" value="Daily"/>															

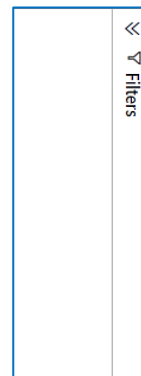
Page Filters

Filters are available throughout each report. The basic report filters are enabled and expanded by default in the app window (shown in Ex. 2). To collapse the filter pane, click on the double arrow in the top right corner of the filter box. See Ex. 3 the Filters box is collapsed, allowing more viewing space for report details.

Ex. 2

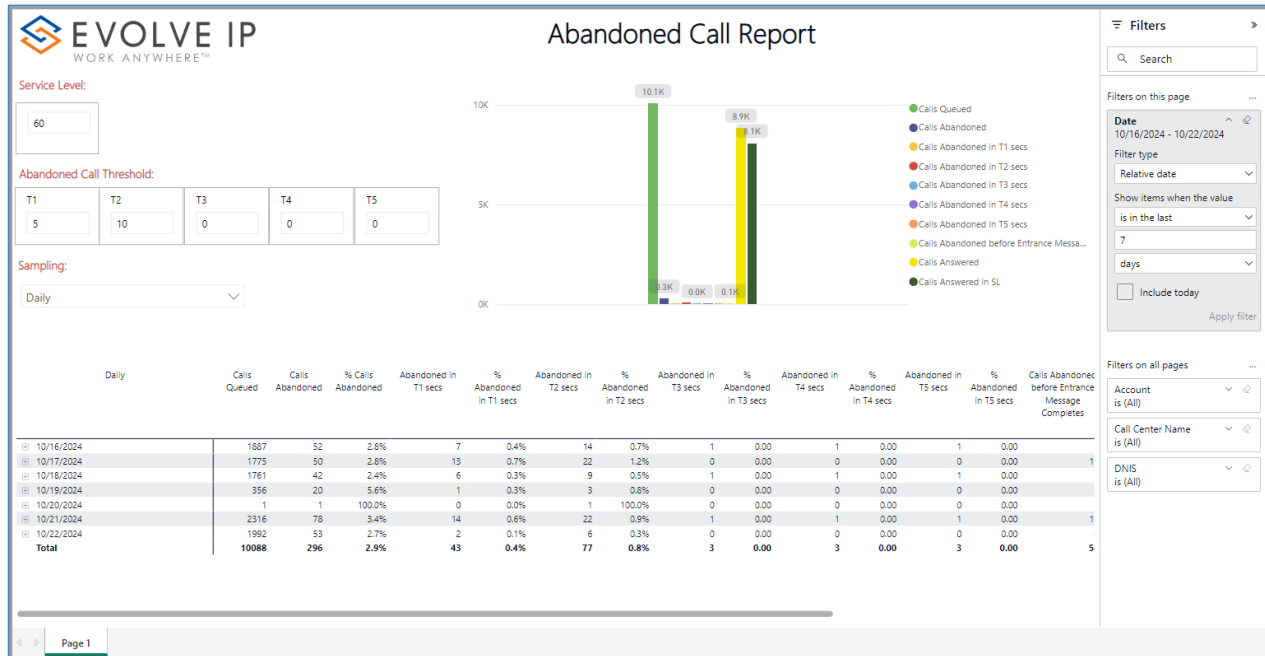


Ex. 3



Abandoned Call Report

When clicking on the **Abandoned Call Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

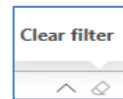


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name - basic Call Center data can be viewed by name, or advanced filtering by value(s).

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date
9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

2

days

Include today

Apply filter

Include today, enabled (*default*)

Date
9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

2

days

Include today

Apply filter

Include today, disabled

Date
9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

is in the last
is in this
is in the next

Include today

Apply filter

Show item value (by Range)

Date
9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

2

days

Include today

Apply filter

By Duration

Date
9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

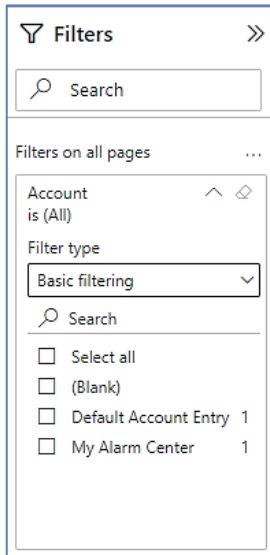
2

days

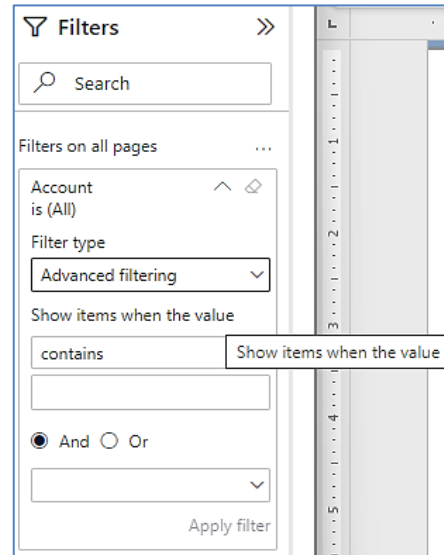
days
weeks
calendar weeks
months
calendar months
years
calendar years

By Period

ACCOUNT FILTERS

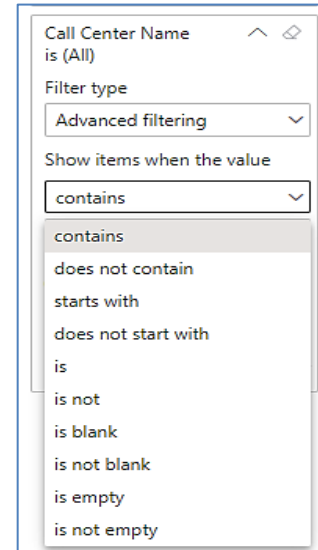
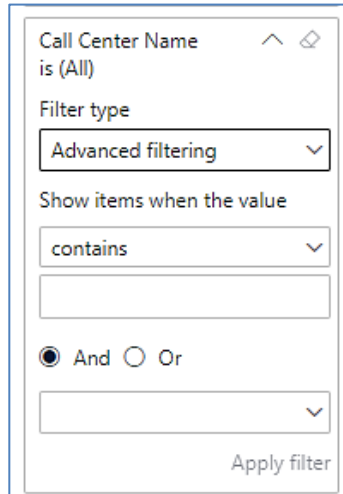
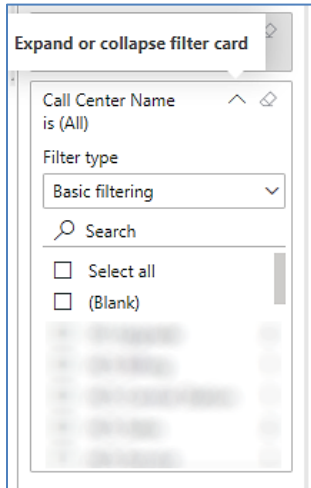


Basic Filtering (default)



Advanced Filtering

CALL CENTER NAME FILTERS



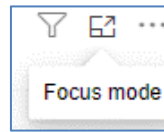
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

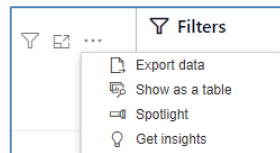
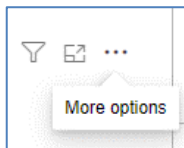
VISUAL FILTERS



Abandoned	Failed	Abandoned %	Failed %	Abandoned + Failed %	Message	Message %	Abandoned + Message %	Abandoned + Failed + Message %
12	14	41%	0	41%	0	0%	0	41%
142	101	27%	101	24%	151	15%	0	24%
21	0	100%	0	100%	0	0%	0	100%
14	0	100%	0	100%	0	0%	0	100%
20	1	100%	0	100%	1	5%	0	105%
40	1	11%	0	11%	0	0%	0	11%
102	1	100%	1	101%	0	0%	0	101%
100	1	100%	0	100%	0	0%	0	100%
40	7	41%	1	42%	7	17%	0	59%
102	102	100%	0	100%	0	0%	0	100%
40	7	100%	1	101%	0	0%	0	101%
142	101	27%	101	24%	151	15%	0	24%
Total	18	24%	0	24%	40	48%	0	72%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

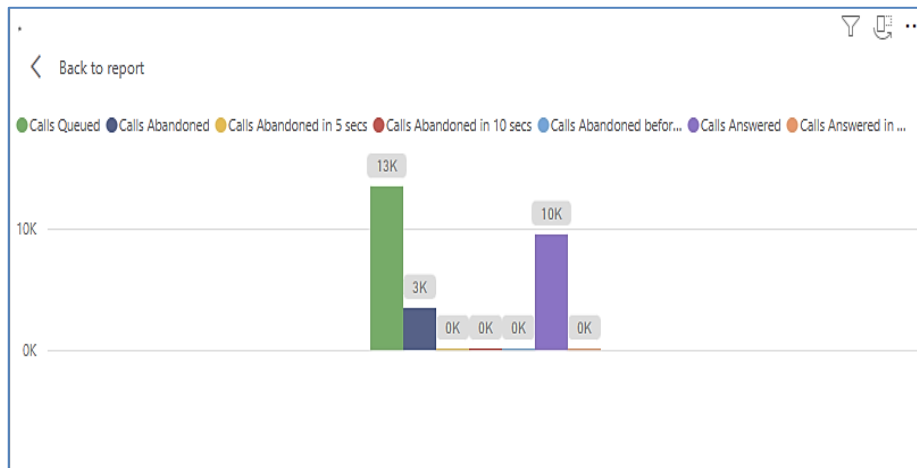
The report author turned off this option

.xlsx (Excel 150,000-row max)

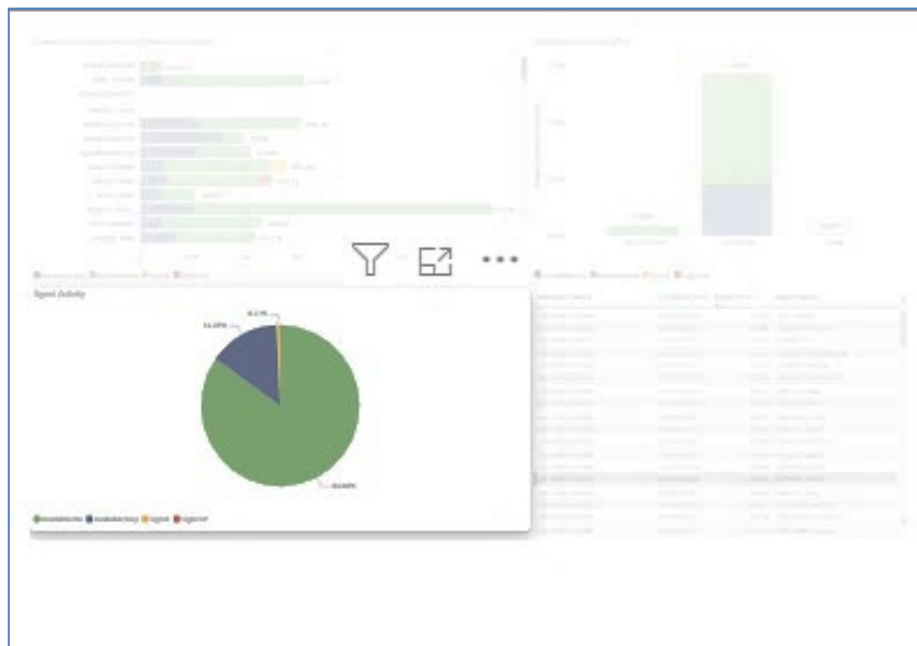
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

- Show as a table

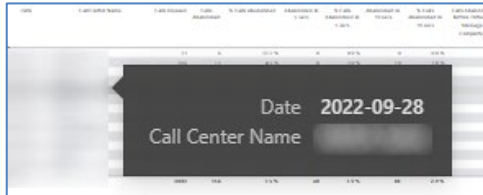
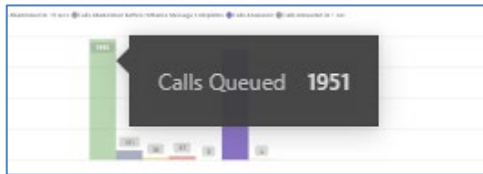


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

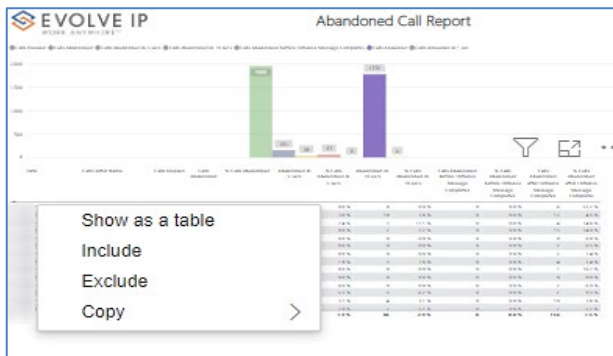
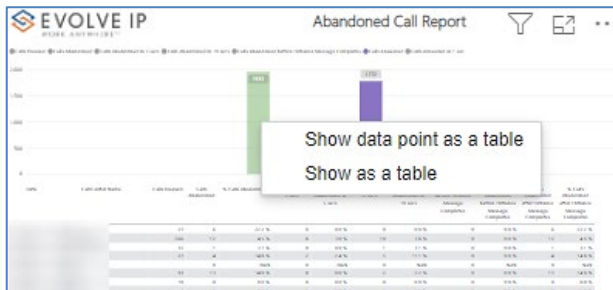


*Get Insights - this feature will become available in a future release.

SCREEN TIPS

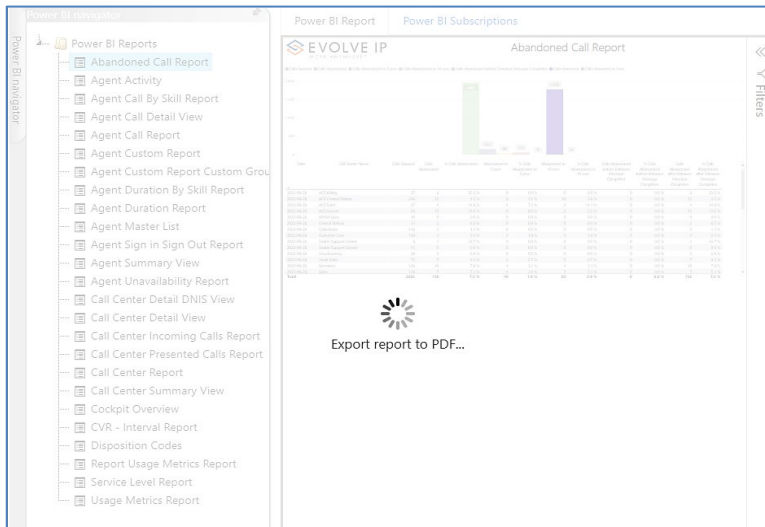
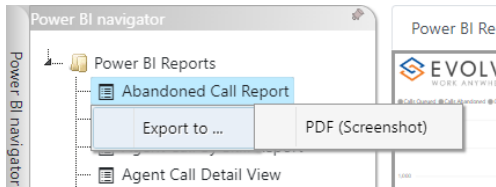


RIGHT-CLICK DATA OPTIONS

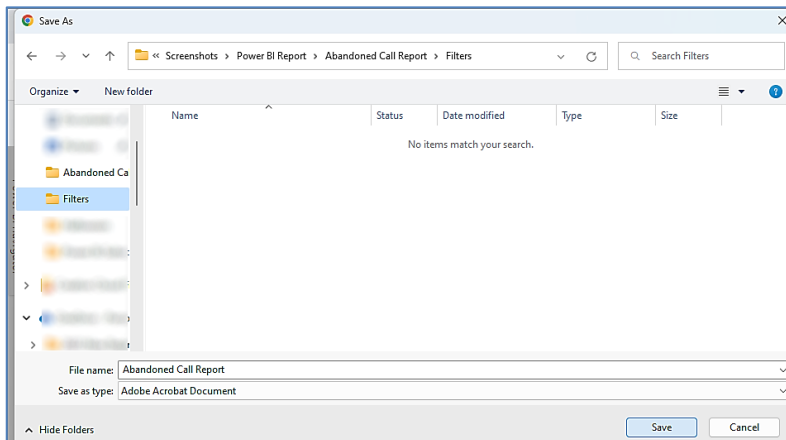




Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.

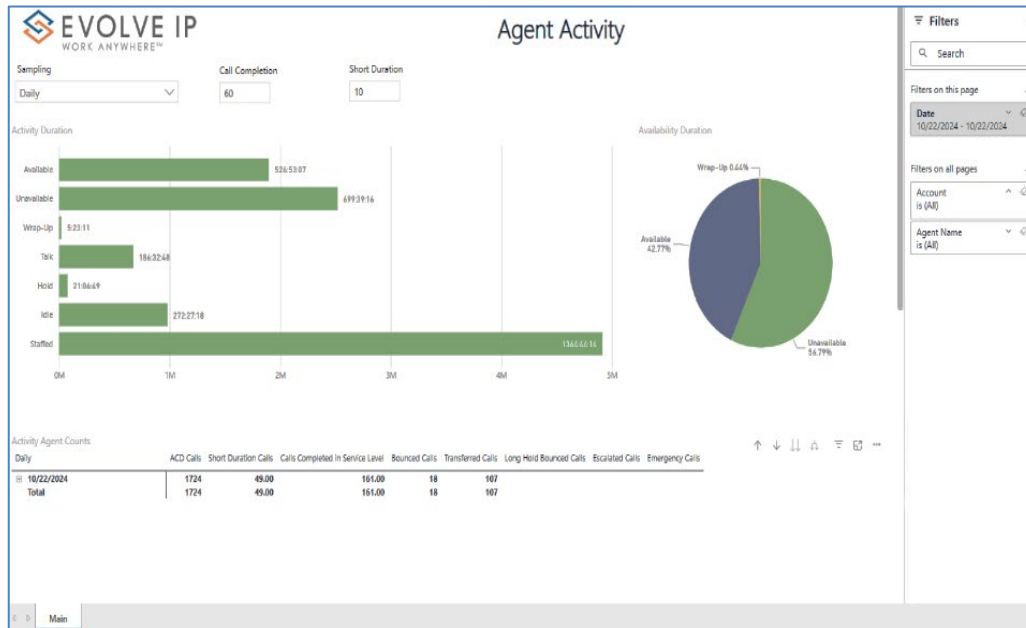


Save the file or change the location where to save the file.



Agent Activity

When clicking on the **Agent Activity** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

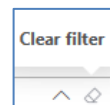


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name
- Activity Details
- Day of Week
- Hour of Day

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

is in the last

is in this

is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

days

weeks

calendar weeks

months

calendar months

years

calendar years

By Period

ACCOUNT FILTERS

The screenshot shows the 'Filters' panel for Account filters. It includes a search bar, a section for 'Filters on all pages', and a filter for 'Account is (All)'. The 'Filter type' is set to 'Basic filtering'. Below this, there is a search bar and a list of checkboxes for filtering options: 'Select all', '(Blank)', 'Default Account Entry 1', and 'My Alarm Center 1'.

Basic Filtering (*default*)

The screenshot shows the 'Filters' panel for Account filters in Advanced filtering mode. It includes a search bar, a section for 'Filters on all pages', and a filter for 'Account is (All)'. The 'Filter type' is set to 'Advanced filtering'. Below this, there is a search bar, a dropdown menu for 'Show items when the value' (set to 'contains'), a text input field, and radio buttons for 'And' (selected) and 'Or'. There is also a dropdown menu and an 'Apply filter' button.

Advanced Filtering

AGENT NAME FILTERS

The screenshot shows the 'Filters' panel for Agent Name filters. It includes a search bar, a section for 'Filters on all pages', and a filter for 'Agent Name is (All)'. The 'Filter type' is set to 'Basic filtering'. Below this, there is a search bar and a list of checkboxes for filtering options: 'Select all', '(Blank)', '05, Training 1', '1, Dispatch 1', '1, Guest 1', '1, Lobby 1', and '1. Spare 3'.

The screenshot shows the 'Filters' panel for Agent Name filters in Advanced filtering mode. It includes a search bar, a section for 'Filters on all pages', and a filter for 'Agent Name is (All)'. The 'Filter type' is set to 'Advanced filtering'. Below this, there is a search bar, a dropdown menu for 'Show items when the value' (set to 'contains'), a text input field, and radio buttons for 'And' (selected) and 'Or'. There is also a dropdown menu and an 'Apply filter' button.

ACTIVITY DETAIL FILTERS

Activity Detail ^ ◇
is AvailableBusy, AvailableIdle,...

Filter type
Basic filtering

Search

- Select all
- AvailableBusy 4622
- AvailableIdle 5193
- SignIn 272
- SignOut 90
- Unavailable 1033
- Wraoup 1881

Activity Detail ^ ◇
is AvailableBusy or is Available...

Filter type
Advanced filtering

Show items when the value
is

AvailableBusy

And Or

is

AvailableIdle

And Or

is

SignIn

And Or

is

SignOut

Apply filter

DAY OF WEEK FILTERS

Day of Week ^ ◇
is (All)

Filter type
Basic filtering

Search

- Select all
- (Blank)
- SUNDAY 1253
- MONDAY 1253
- TUESDAY 1252
- WEDNESDAY 1252
- THURSDAY 1252

Day of Week ^ ◇
is (All)

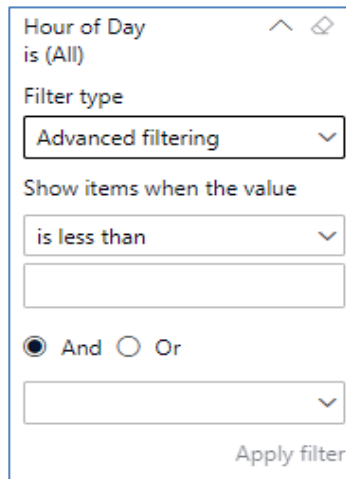
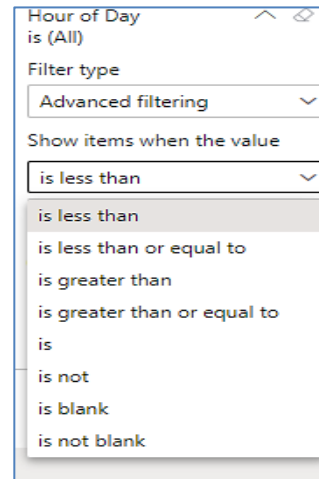
Filter type
Advanced filtering

Show items when the value
contains

And Or

Apply filter

HOUR OF DAY FILTERS

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

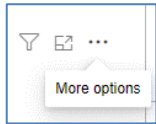
VISUAL FILTERS



Customer_UID	Agent_UID	Call_UID	Call_Start_Time	Call_End_Time	Call_Duration	Call_Status	Call_Type	Call_Reason	Call_Reason_Text
10	10	10	10	10	10	10	10	10	10
11	11	11	11	11	11	11	11	11	11
12	12	12	12	12	12	12	12	12	12
13	13	13	13	13	13	13	13	13	13
14	14	14	14	14	14	14	14	14	14
15	15	15	15	15	15	15	15	15	15
16	16	16	16	16	16	16	16	16	16
17	17	17	17	17	17	17	17	17	17
18	18	18	18	18	18	18	18	18	18
19	19	19	19	19	19	19	19	19	19
20	20	20	20	20	20	20	20	20	20
21	21	21	21	21	21	21	21	21	21
22	22	22	22	22	22	22	22	22	22
23	23	23	23	23	23	23	23	23	23
24	24	24	24	24	24	24	24	24	24
25	25	25	25	25	25	25	25	25	25
26	26	26	26	26	26	26	26	26	26
27	27	27	27	27	27	27	27	27	27
28	28	28	28	28	28	28	28	28	28
29	29	29	29	29	29	29	29	29	29
30	30	30	30	30	30	30	30	30	30

- Export data
- Show as a table
- Spotlight
- Get insights
- Sort descending
- Sort ascending
- Sort by

SECONDARY FILTERS



- Export data
- Show as a table
- Spotlight
- Get insights

- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

ⓘ This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

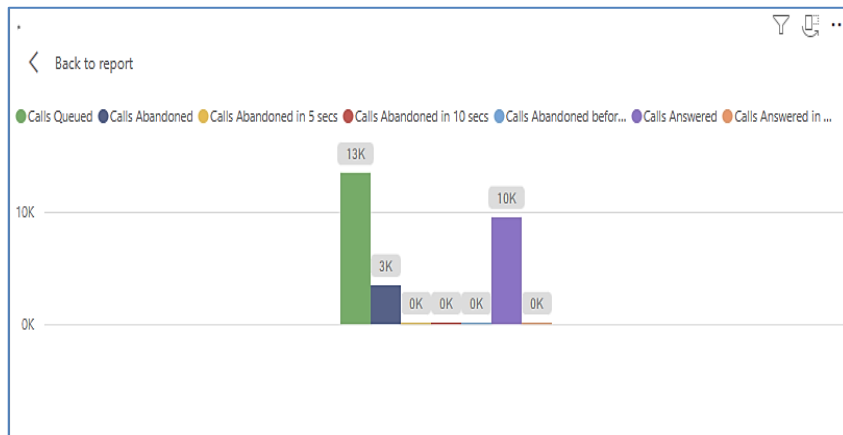
ⓘ The report author turned off this option

.xlsx (Excel 150,000-row max)

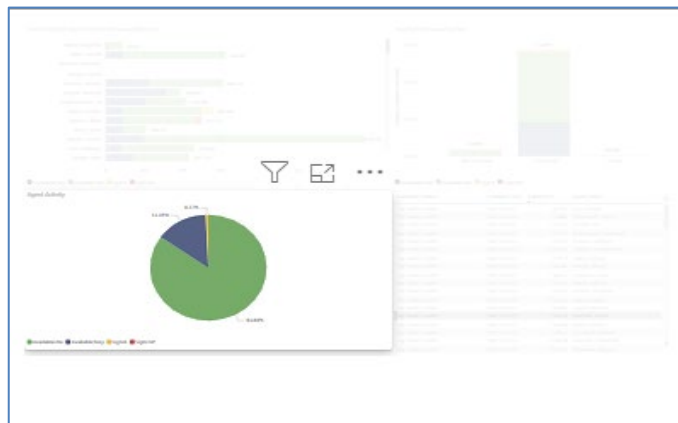
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

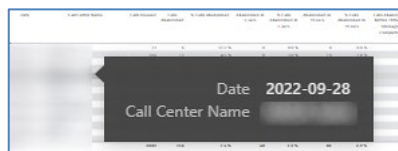
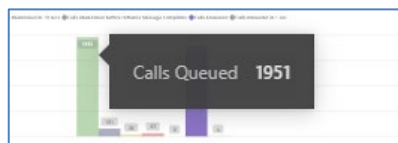
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

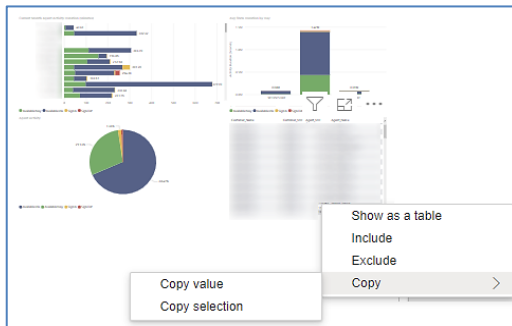
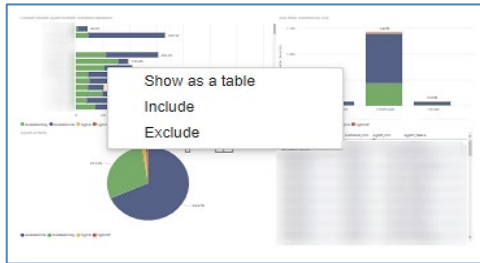


SCREEN TIPS

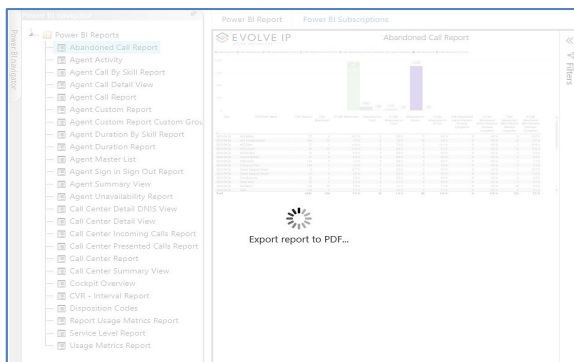
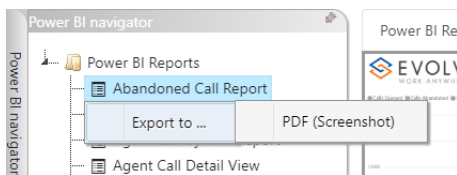




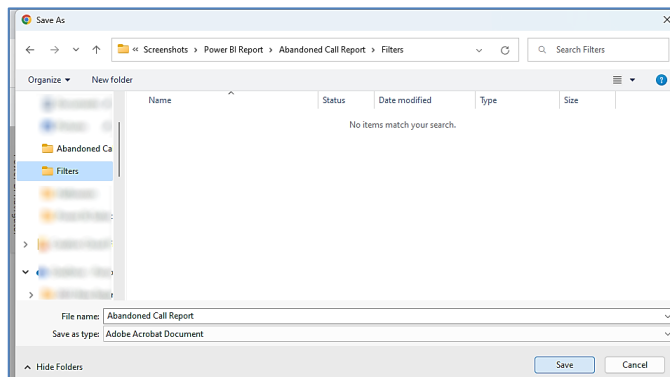
RIGHT-CLICK DATA OPTIONS



Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.

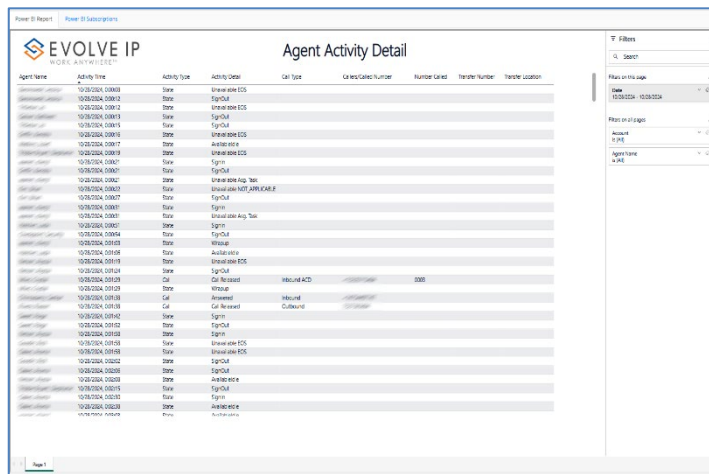


Save the file or change the location where to save the file.



Agent Activity Details

When clicking on the **Agent Activity Details Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

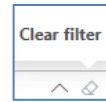


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<<] to show/hide field option(s).

The data can be filtered by:

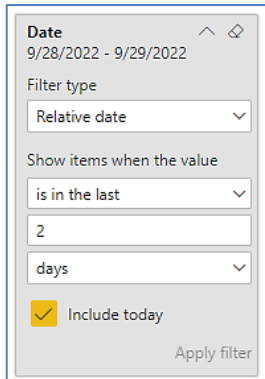
- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the **[Clear Filter]** icon

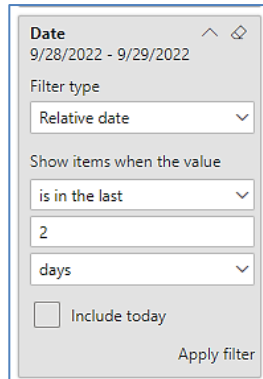


Report Filters

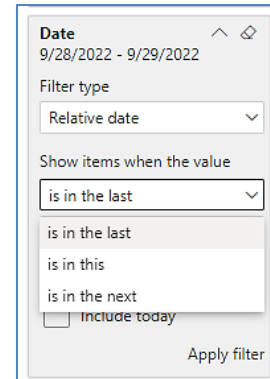
DATE FILTERS



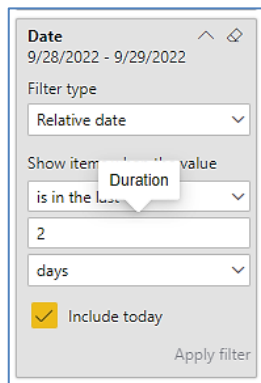
Include today, enabled (*default*)



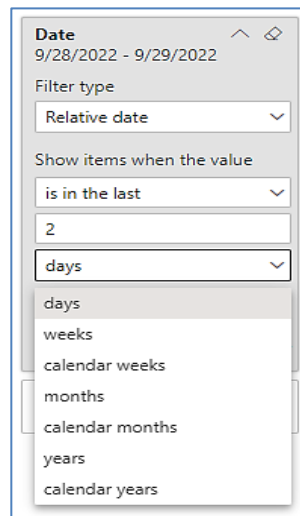
Include today, disabled



Show item value (by Range)

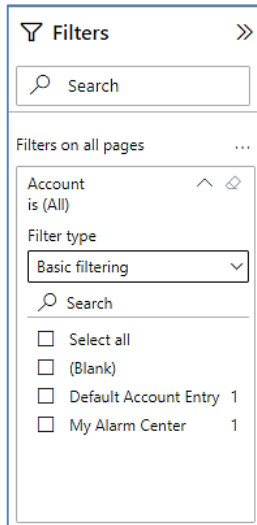


By Duration

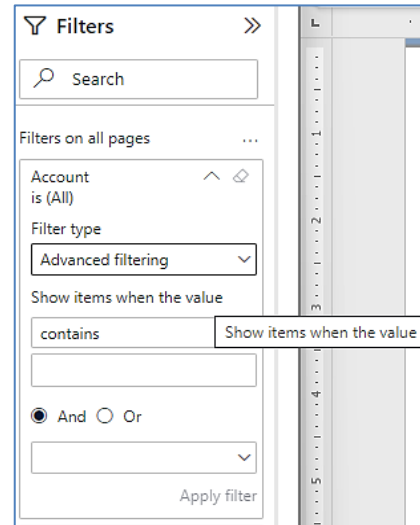


By Period

ACCOUNT FILTERS

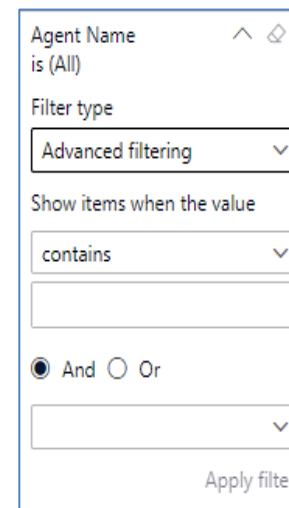
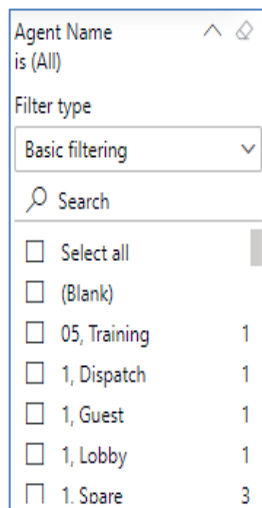


Basic Filtering (*default*)



Advanced Filtering

AGENT NAME FILTERS



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

VISUAL FILTERS

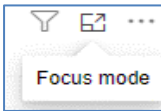


Abandoned Call Report

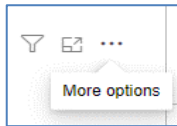
Filters and slicers affecting this visual

Date
9/29/2022 - 9/30/2022

Area	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Area 1	10	40%	0	0%	0	0%	0	0%	0	0%
Area 2	20	20%	10	40%	10	20%	0	0%	0	0%
Area 3	0	0%	0	0%	0	0%	0	0%	0	0%
Area 4	0	0%	0	0%	0	0%	0	0%	0	0%
Area 5	0	0%	0	0%	0	0%	0	0%	0	0%
Area 6	0	0%	0	0%	0	0%	0	0%	0	0%
Area 7	0	0%	0	0%	0	0%	0	0%	0	0%
Area 8	0	0%	0	0%	0	0%	0	0%	0	0%
Area 9	0	0%	0	0%	0	0%	0	0%	0	0%
Area 10	0	0%	0	0%	0	0%	0	0%	0	0%
Area 11	0	0%	0	0%	0	0%	0	0%	0	0%
Area 12	0	0%	0	0%	0	0%	0	0%	0	0%
Area 13	0	0%	0	0%	0	0%	0	0%	0	0%
Area 14	0	0%	0	0%	0	0%	0	0%	0	0%
Area 15	0	0%	0	0%	0	0%	0	0%	0	0%
Area 16	0	0%	0	0%	0	0%	0	0%	0	0%
Area 17	0	0%	0	0%	0	0%	0	0%	0	0%
Area 18	0	0%	0	0%	0	0%	0	0%	0	0%
Area 19	0	0%	0	0%	0	0%	0	0%	0	0%
Area 20	0	0%	0	0%	0	0%	0	0%	0	0%
Area 21	0	0%	0	0%	0	0%	0	0%	0	0%
Area 22	0	0%	0	0%	0	0%	0	0%	0	0%
Area 23	0	0%	0	0%	0	0%	0	0%	0	0%
Area 24	0	0%	0	0%	0	0%	0	0%	0	0%
Area 25	0	0%	0	0%	0	0%	0	0%	0	0%
Area 26	0	0%	0	0%	0	0%	0	0%	0	0%
Area 27	0	0%	0	0%	0	0%	0	0%	0	0%
Area 28	0	0%	0	0%	0	0%	0	0%	0	0%
Area 29	0	0%	0	0%	0	0%	0	0%	0	0%
Area 30	0	0%	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



Filters

- Export data
- Show as a table
- Spotlight
- Get insights

- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

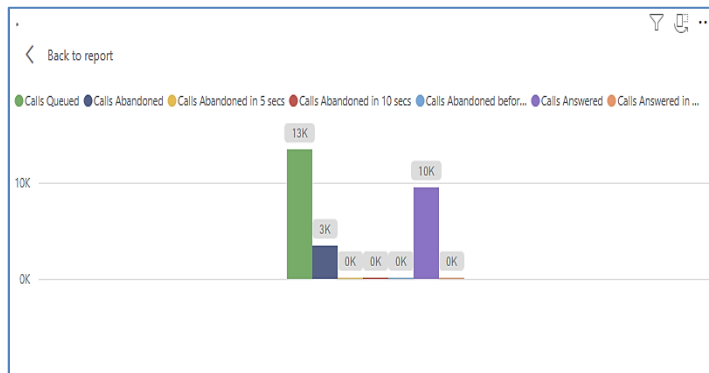
The report author turned off this option

.xlsx (Excel 150,000-row max)

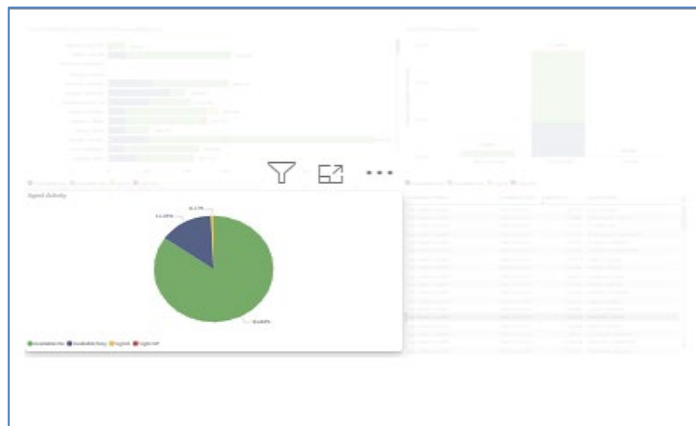
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

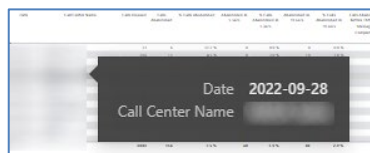
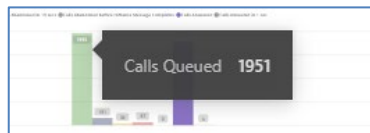
- Show as a table

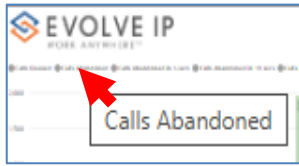


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

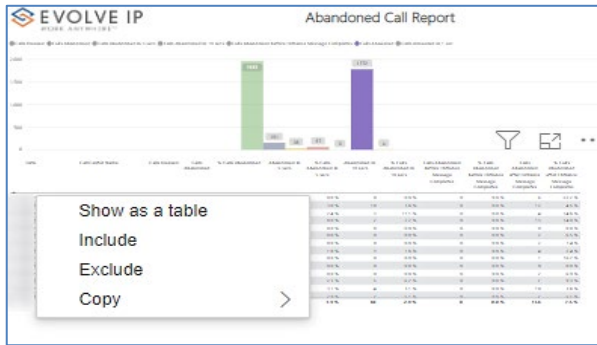
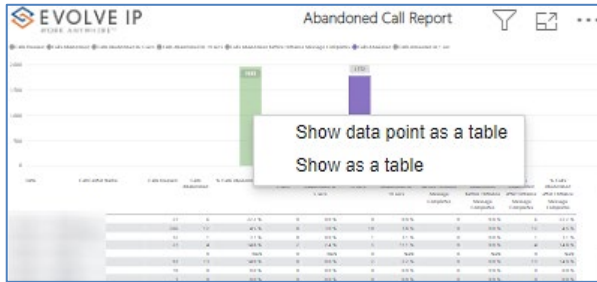


SCREEN TIPS

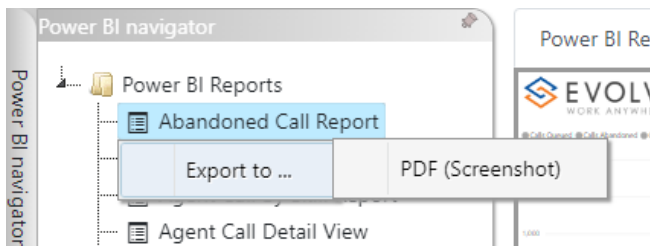




- Right-click data options

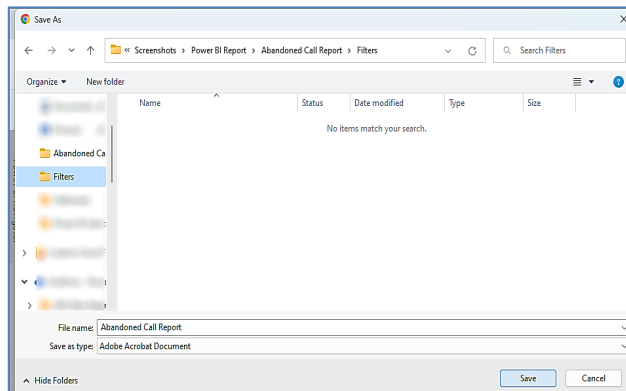


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



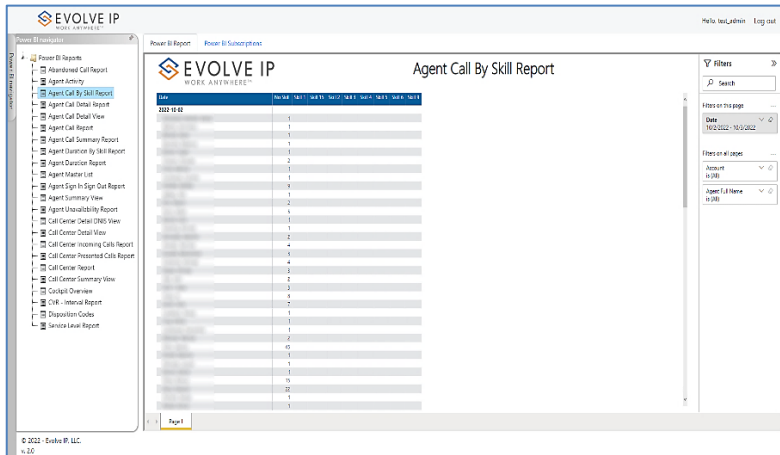


Save the file or change the location where to save the file.



Agent Call By Skill Report

When clicking on the **Agent Call By Skill Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

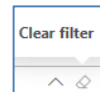


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

is in the last

is in this

is in the next

Include today

Apply filter

Show item value (by Range)

The screenshot shows a filter configuration panel for the 'Date' field. The date range is '9/28/2022 - 9/29/2022'. The filter type is 'Relative date'. The 'Show items when the value' dropdown is set to 'is in the last', with a callout box labeled 'Duration' pointing to it. The value '2' is entered in the text box, and the unit is 'days'. The 'Include today' checkbox is checked. An 'Apply filter' button is at the bottom right.

By Duration

The screenshot shows the same filter configuration panel as above, but the 'Show items when the value' dropdown is open, showing a list of options: 'is in the last', 'days', 'weeks', 'calendar weeks', 'months', 'calendar months', 'years', and 'calendar years'. The 'is in the last' option is currently selected.

By Period

ACCOUNT FILTERS

The screenshot shows the 'Filters' panel with a search bar. Under 'Filters on all pages', the 'Account' filter is expanded. The filter type is 'Basic filtering'. Below the search bar, there are four checkboxes: 'Select all', '(Blank)', 'Default Account Entry 1', and 'My Alarm Center 1'. An 'Apply filter' button is at the bottom right.

Basic Filtering (default)

The screenshot shows the 'Filters' panel with the 'Account' filter expanded. The filter type is 'Advanced filtering'. The 'Show items when the value' dropdown is set to 'contains'. Below it, there is a text input field and a dropdown menu. The 'And' radio button is selected. An 'Apply filter' button is at the bottom right.

Advanced Filtering

AGENT FULL NAME FILTERS

Filter type	Count
Select all	
(Blank)	
05, Training	1
1, Dispatch	1
1, Guest	1
1, Lobby	1
1, Spare	3

Filter type: Advanced filtering

Show items when the value: contains

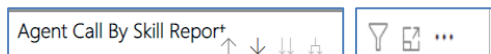
And Or

Apply filter

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

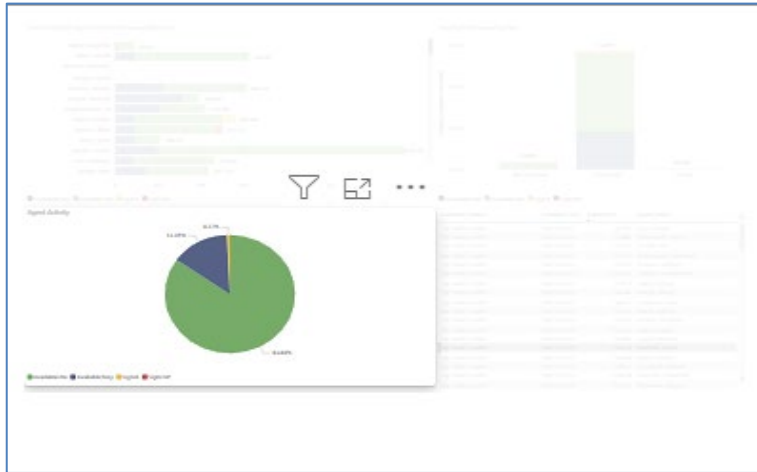
VISUAL FILTERS



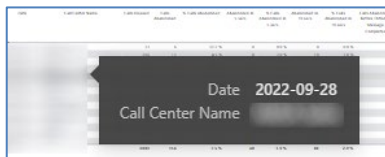
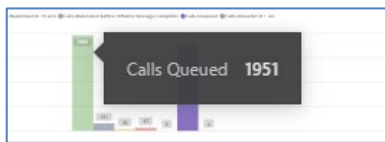
SECONDARY FILTERS



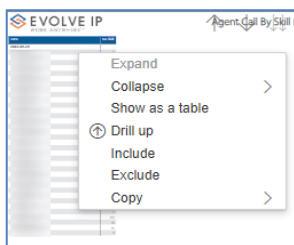
- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

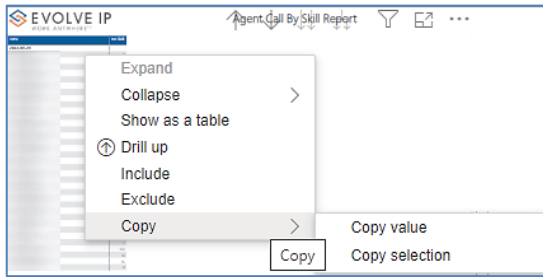
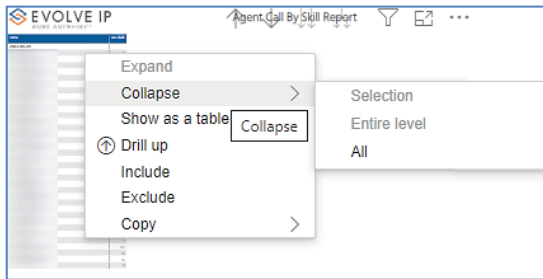


SCREEN TIPS

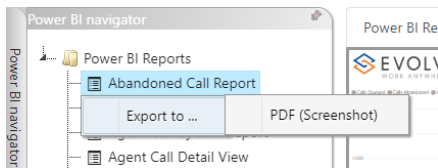


RIGHT-CLICK DATA OPTIONS

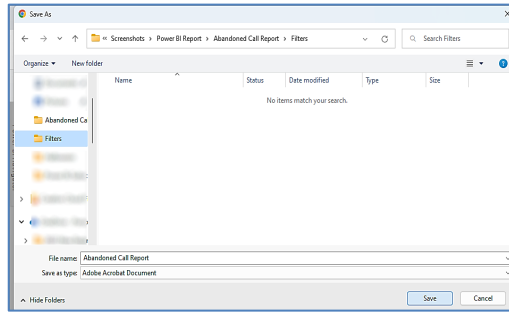




Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.

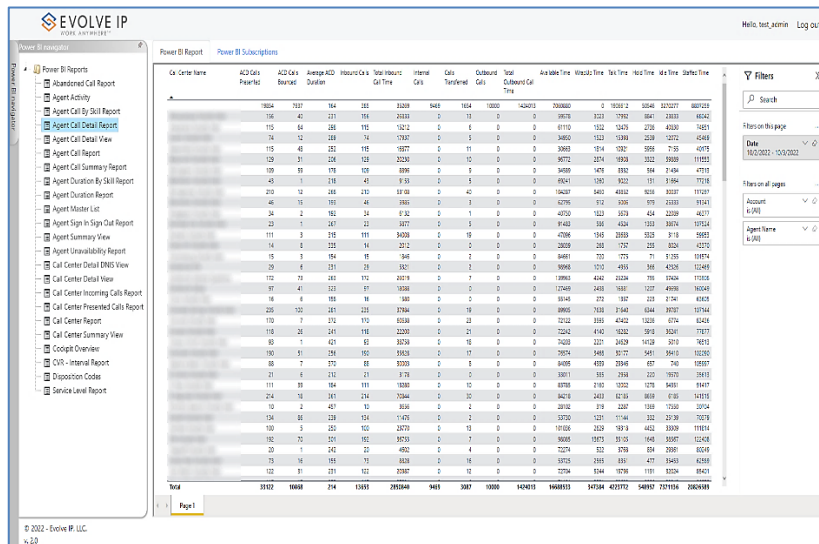


Save the file or change the location where to save the file.



Agent Call Detail Report

When clicking on the **Agent Call Detail Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the **Clear Filter** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

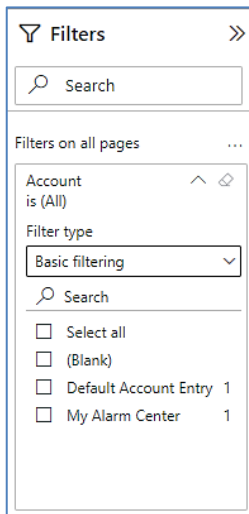
Filter type: Relative date

Show items when the value is in the last 2 days

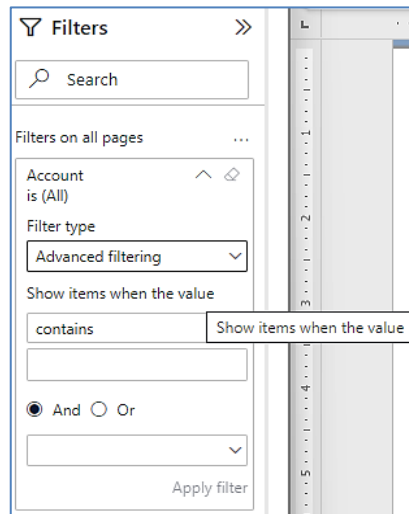
- days
- weeks
- calendar weeks
- months
- calendar months
- years
- calendar years

By Period

ACCOUNT FILTERS

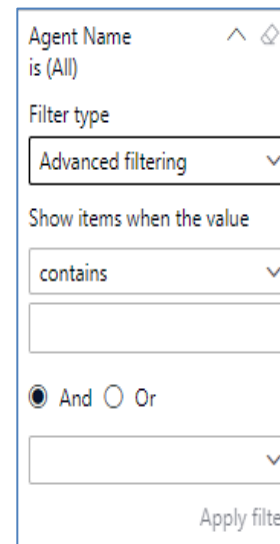
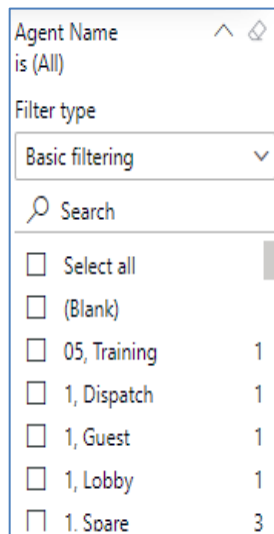


Basic Filtering (default)



Advanced Filtering

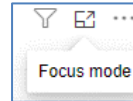
AGENT NAME FILTERS



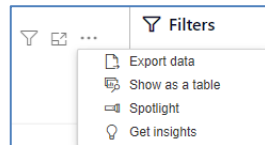
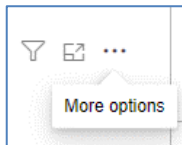
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

VISUAL FILTERS

SECONDARY FILTERS



- Export data

Export data ✕

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

ⓘ This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

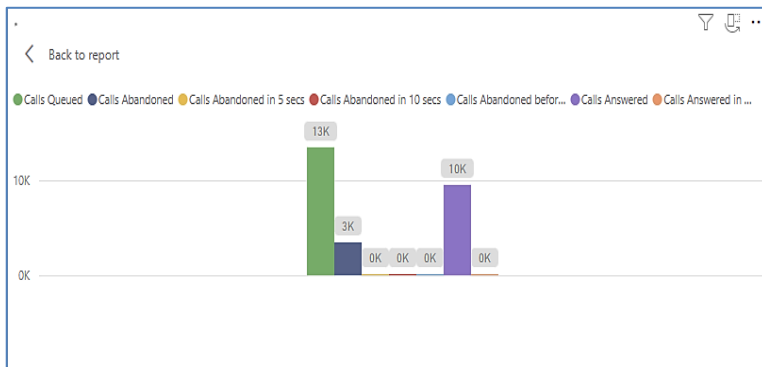
ⓘ The report author turned off this option

.xlsx (Excel 150,000-row max)

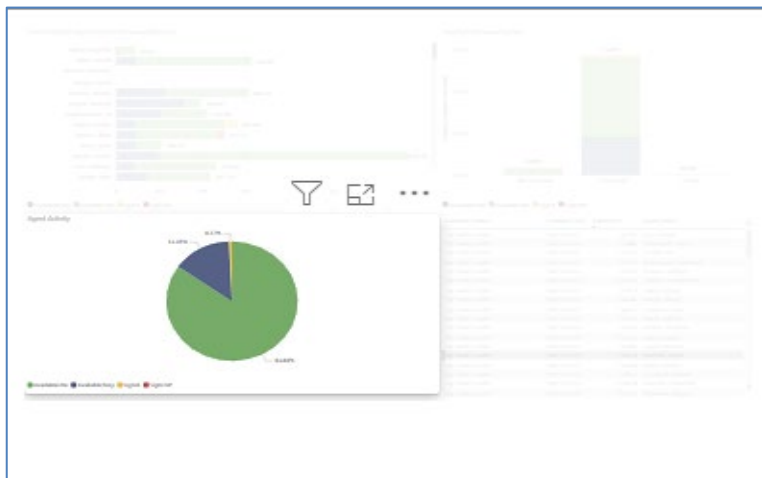
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

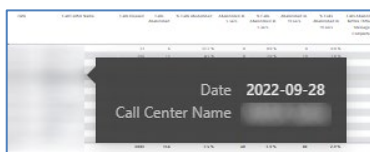
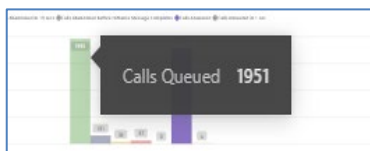
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

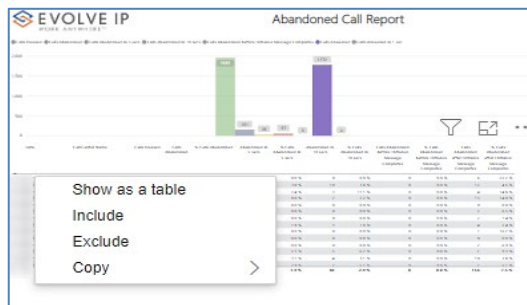
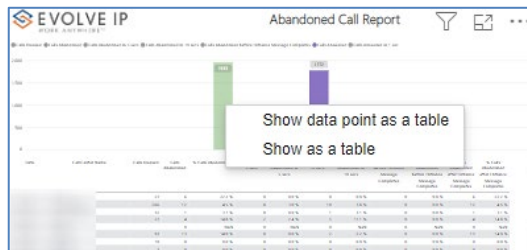


SCREEN TIPS

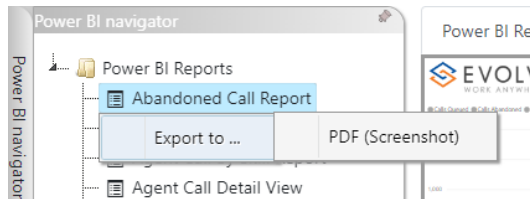


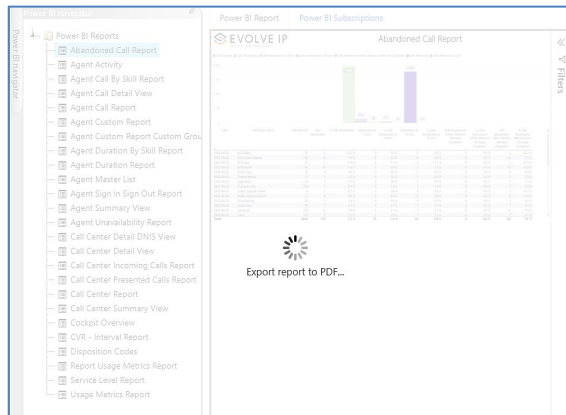


- Right-click data options

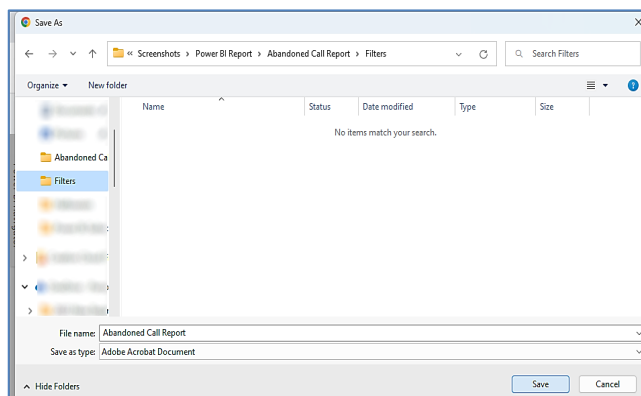


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



•

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

i This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

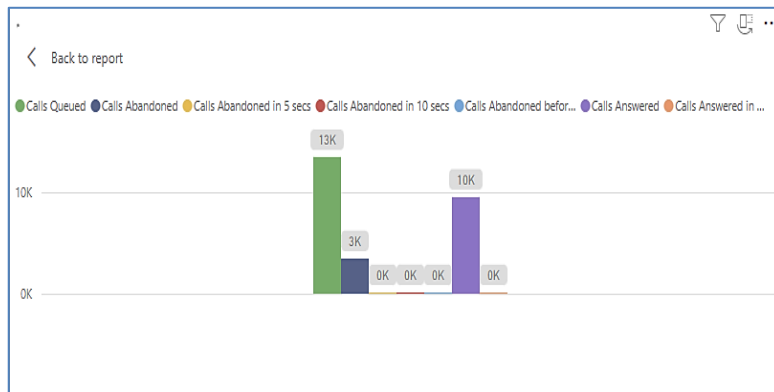
i The report author turned off this option

.xlsx (Excel 150,000-row max)

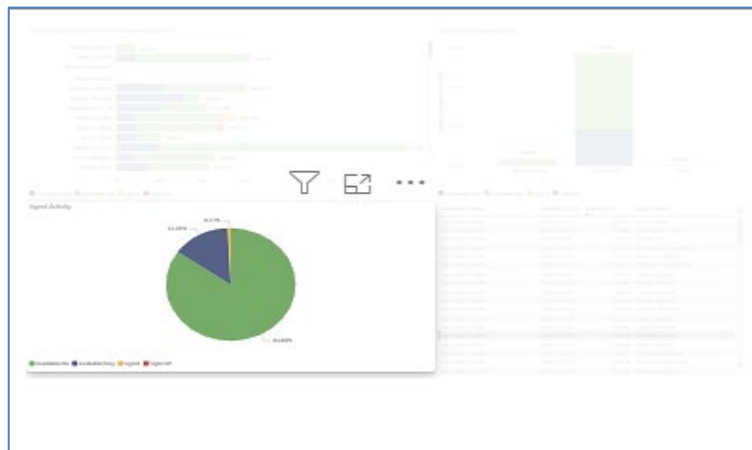
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



Agent Call Report

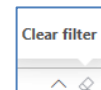
When clicking on the **Agent Call Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

is in the last

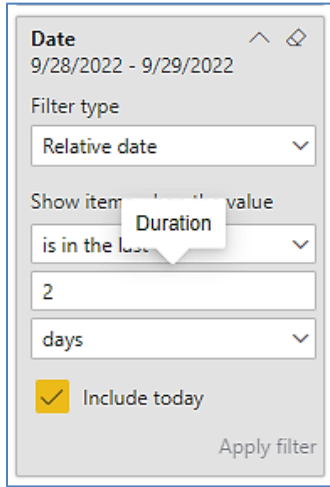
is in this

is in the next

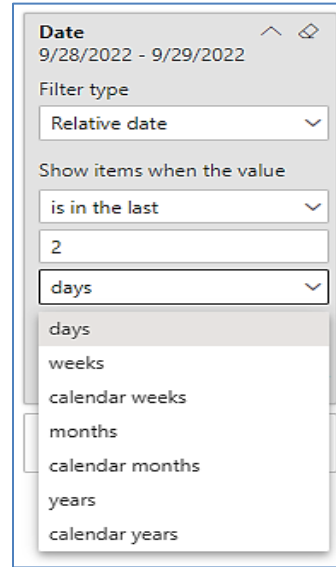
Include today

Apply filter

Show item value (by Range)

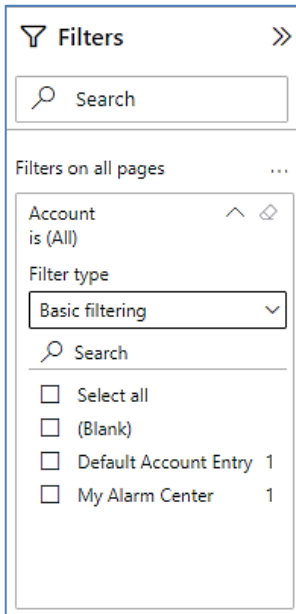


By Duration

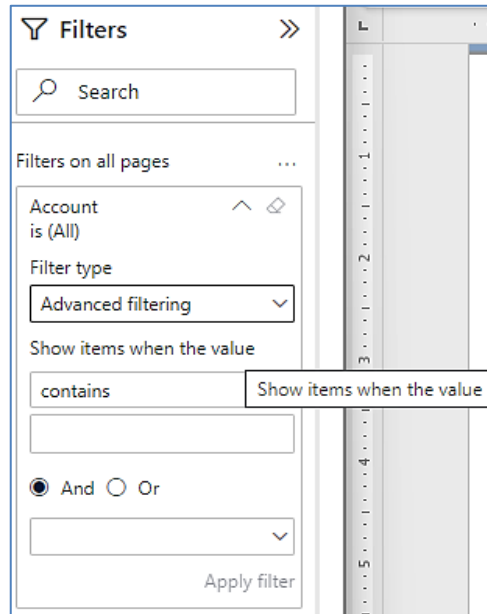


By Period

ACCOUNT FILTERS



Basic Filtering (default)



Advanced Filtering

AGENT FULL NAME FILTERS

Agent Full Name ^ ◇
is (All)

Filter type
Basic filtering v

<input type="checkbox"/>	Select all	
<input type="checkbox"/>	(Blank)	
<input type="checkbox"/>	05, Training	1
<input type="checkbox"/>	1, Dispatch	1
<input type="checkbox"/>	1, Guest	1
<input type="checkbox"/>	1, Lobby	1
<input type="checkbox"/>	1, Spare	3

Agent Full Name ^ ◇
is (All)

Filter type
Advanced filtering v

Show items when the value
contains v

And Or

v

Apply filter

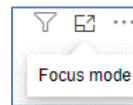
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

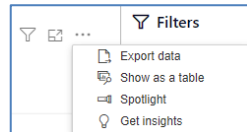
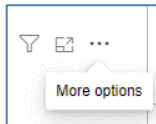
VISUAL FILTERS



Area	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Area 1	10	41%	0	0%	0	0%	0	0%
Area 2	10	41%	0	0%	0	0%	0	0%
Area 3	0	0%	0	0%	0	0%	0	0%
Area 4	0	0%	0	0%	0	0%	0	0%
Area 5	0	0%	0	0%	0	0%	0	0%
Area 6	0	0%	0	0%	0	0%	0	0%
Area 7	0	0%	0	0%	0	0%	0	0%
Area 8	0	0%	0	0%	0	0%	0	0%
Area 9	0	0%	0	0%	0	0%	0	0%
Area 10	0	0%	0	0%	0	0%	0	0%
Area 11	0	0%	0	0%	0	0%	0	0%
Area 12	0	0%	0	0%	0	0%	0	0%
Area 13	0	0%	0	0%	0	0%	0	0%
Area 14	0	0%	0	0%	0	0%	0	0%
Area 15	0	0%	0	0%	0	0%	0	0%
Area 16	0	0%	0	0%	0	0%	0	0%
Area 17	0	0%	0	0%	0	0%	0	0%
Area 18	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

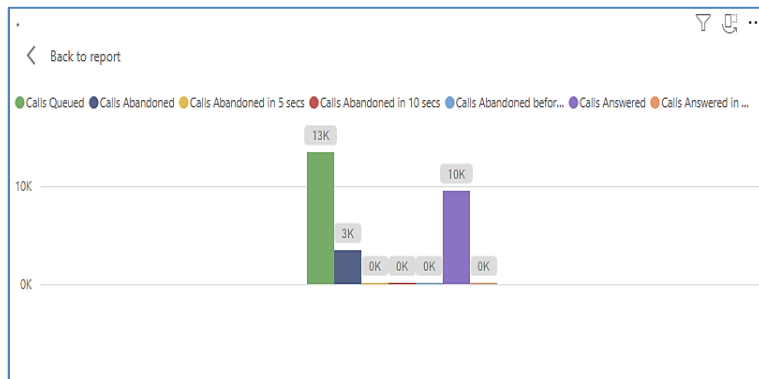
The report author turned off this option

.xlsx (Excel 150,000-row max)

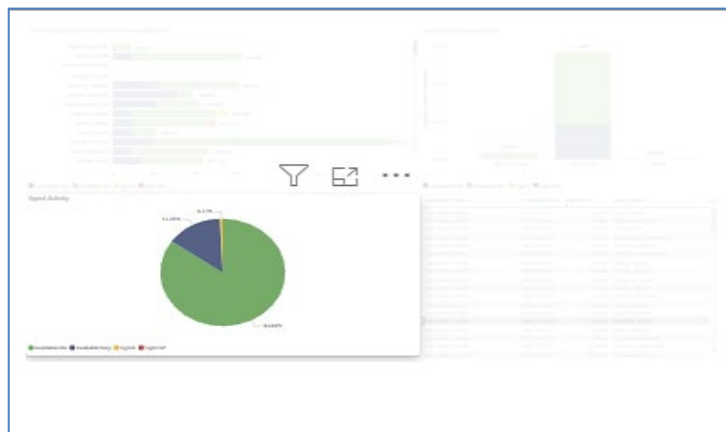
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

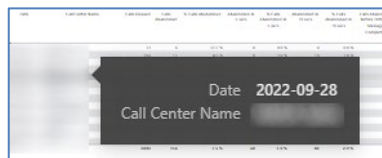
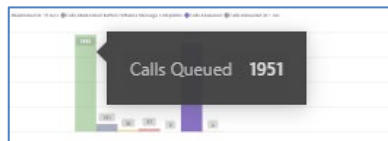
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

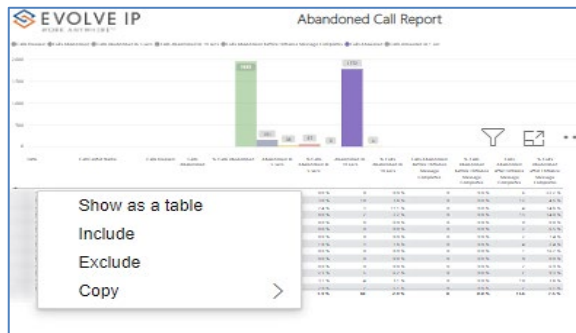
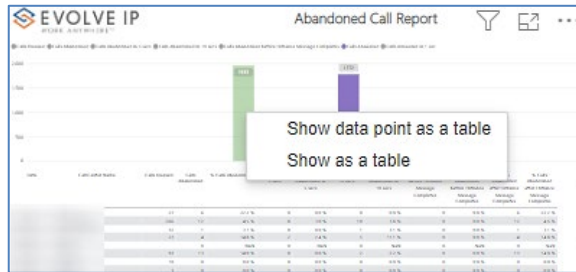


SCREEN TIPS

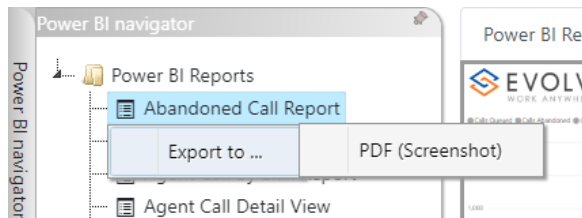




- Right-click data options

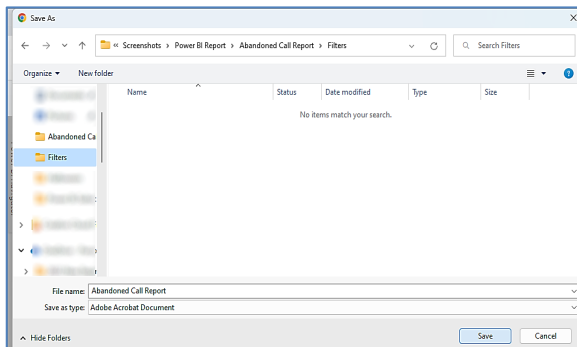


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



Agent Disposition Code Report

When clicking on the **Agent Call Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

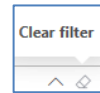


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date ^ ◇
9/28/2022 - 9/29/2022

Filter type
Relative date ▾

Show items when the value
is in the last ▾

2

days ▾

Include today

Apply filter

Include today, enabled (*default*)

Date ^ ◇
9/28/2022 - 9/29/2022

Filter type
Relative date ▾

Show items when the value
is in the last ▾

2

days ▾

Include today

Apply filter

Include today, disabled

Date ^ ◇
9/28/2022 - 9/29/2022

Filter type
Relative date ▾

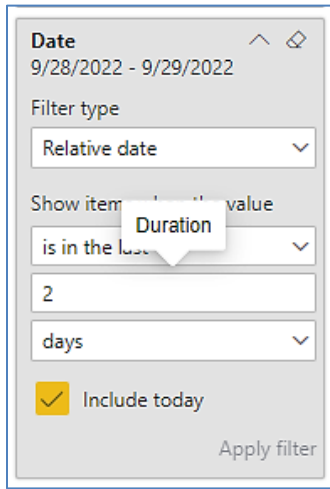
Show items when the value
is in the last ▾

is in the last
is in this
is in the next

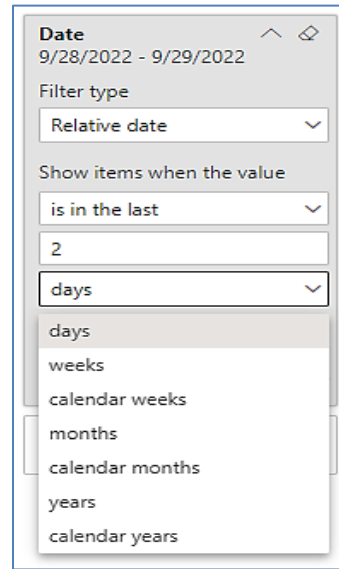
Include today

Apply filter

Show item value (by Range)

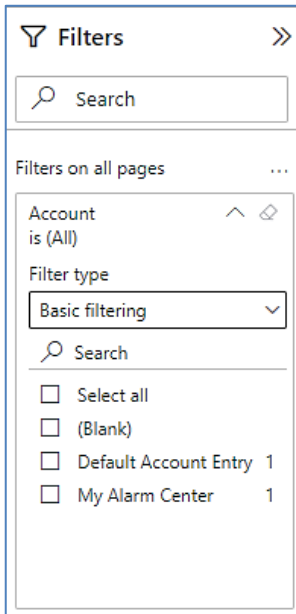


By Duration

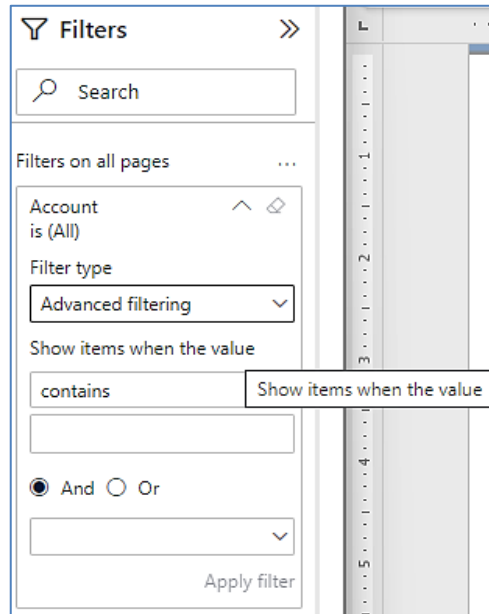


By Period

ACCOUNT FILTERS



Basic Filtering (default)



Advanced Filtering

AGENT FULL NAME FILTERS

Agent Full Name ^ ◇
is (All)

Filter type
Basic filtering v

<input type="checkbox"/>	Select all	
<input type="checkbox"/>	(Blank)	
<input type="checkbox"/>	05, Training	1
<input type="checkbox"/>	1, Dispatch	1
<input type="checkbox"/>	1, Guest	1
<input type="checkbox"/>	1, Lobby	1
<input type="checkbox"/>	1, Spare	3

Agent Full Name ^ ◇
is (All)

Filter type
Advanced filtering v

Show items when the value
contains v

And Or

v

Apply filter

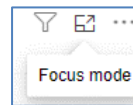
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

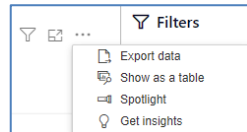
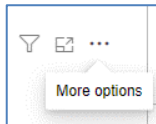
VISUAL FILTERS



Area	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Area 1	10	41%	0	0%	0	0%	0	0%
Area 2	10	41%	0	0%	0	0%	0	0%
Area 3	0	0%	0	0%	0	0%	0	0%
Area 4	0	0%	0	0%	0	0%	0	0%
Area 5	0	0%	0	0%	0	0%	0	0%
Area 6	0	0%	0	0%	0	0%	0	0%
Area 7	0	0%	0	0%	0	0%	0	0%
Area 8	0	0%	0	0%	0	0%	0	0%
Area 9	0	0%	0	0%	0	0%	0	0%
Area 10	0	0%	0	0%	0	0%	0	0%
Area 11	0	0%	0	0%	0	0%	0	0%
Area 12	0	0%	0	0%	0	0%	0	0%
Area 13	0	0%	0	0%	0	0%	0	0%
Area 14	0	0%	0	0%	0	0%	0	0%
Area 15	0	0%	0	0%	0	0%	0	0%
Area 16	0	0%	0	0%	0	0%	0	0%
Area 17	0	0%	0	0%	0	0%	0	0%
Area 18	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

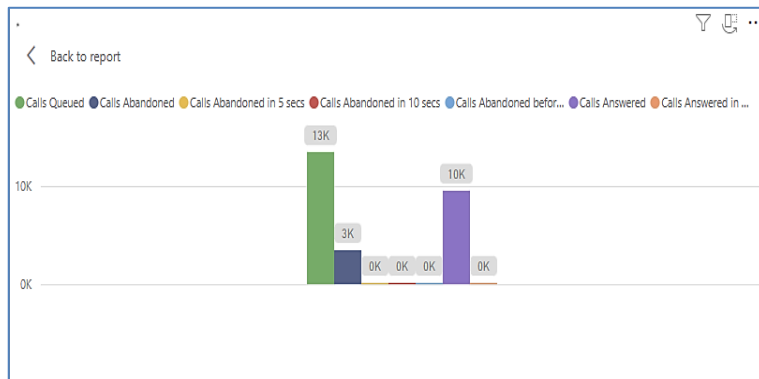
The report author turned off this option

.xlsx (Excel 150,000-row max)

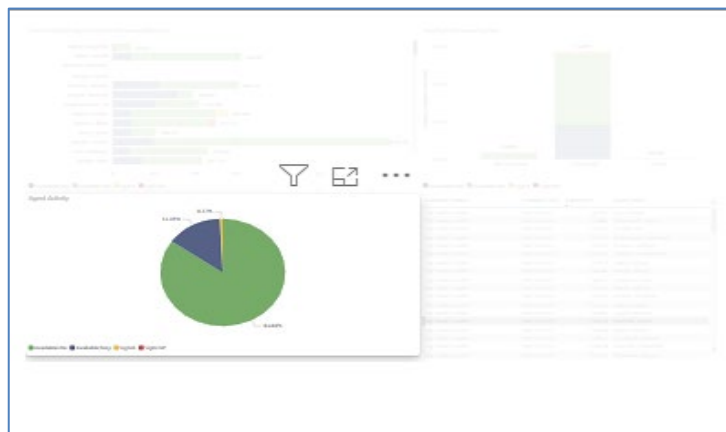
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

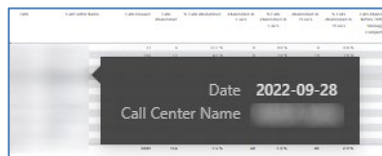
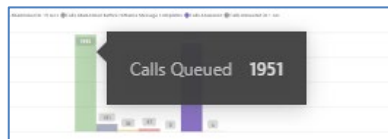
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

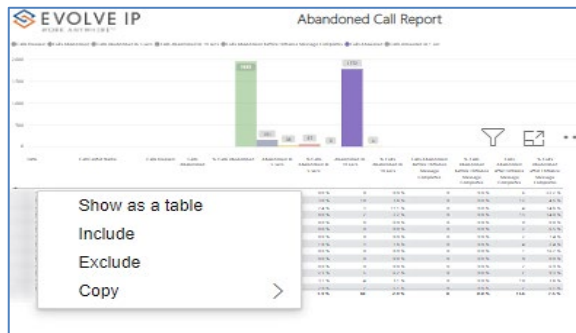
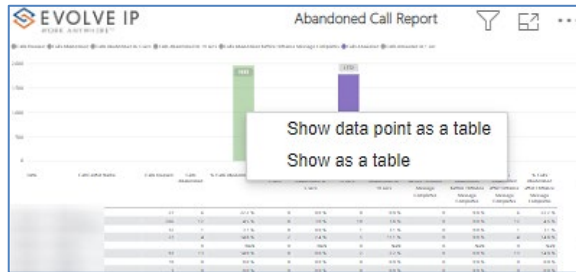


SCREEN TIPS

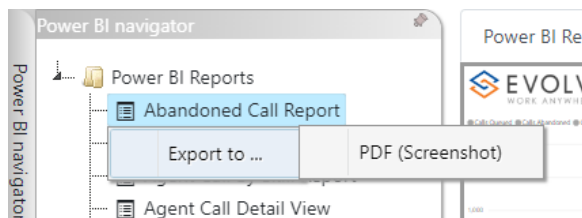




- Right-click data options

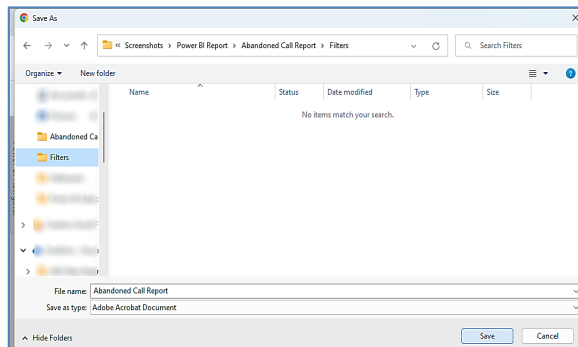


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



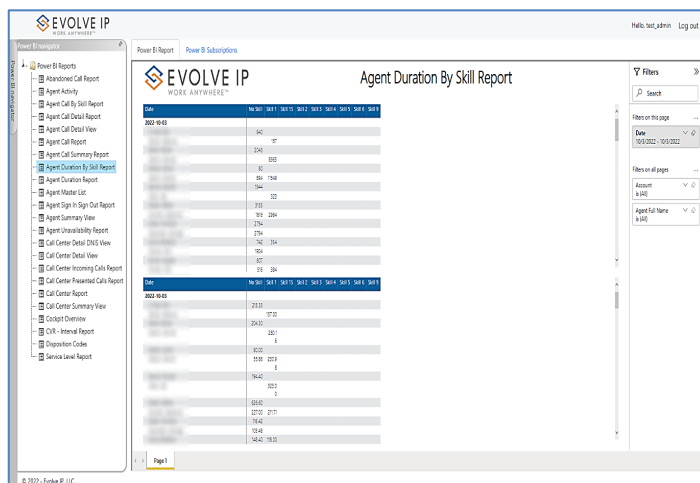


Save the file or change the location where to save the file.



Agent Duration By Skill Report

When clicking on the **Agent Duration By Skill Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

is in the last

is in this

is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

days

weeks

calendar weeks

months

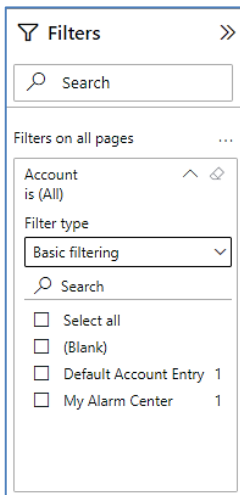
calendar months

years

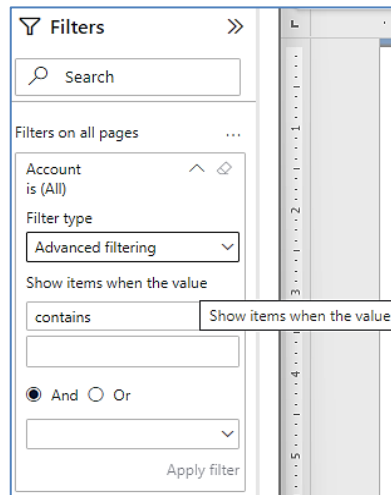
calendar years

By Period

ACCOUNT FILTERS

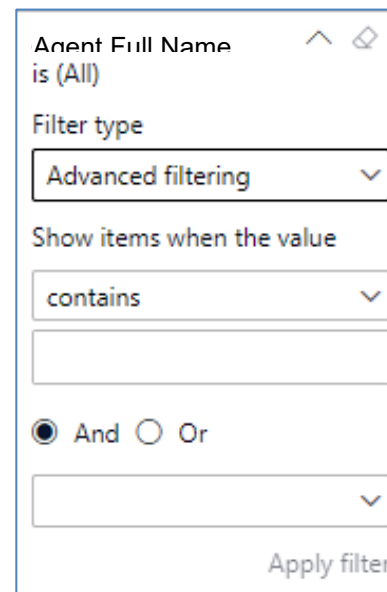
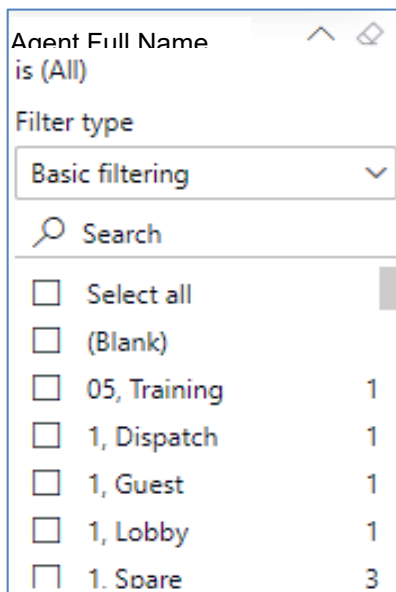


Basic Filtering (default)



Advanced Filtering

AGENT FULL NAME FILTERS



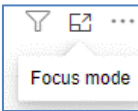
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

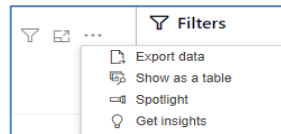
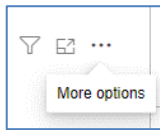
VISUAL FILTERS



Abandoned	Success	Transfer	Hold	Queue	Wait	Transfer	Queue	Wait	Transfer	Queue	Wait	Transfer	Queue	Wait
10	10	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
20	20	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
30	30	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
40	40	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
50	50	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
60	60	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
70	70	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
80	80	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
90	90	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
100	100	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
110	110	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
120	120	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
130	130	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
140	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
150	150	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
160	160	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
170	170	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
180	180	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
190	190	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
200	200	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
210	210	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
220	220	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
230	230	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
240	240	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
250	250	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
260	260	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
270	270	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
280	280	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
290	290	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
300	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

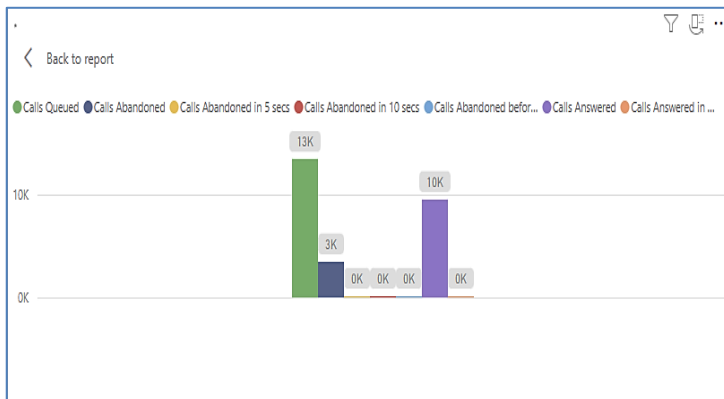
The report author turned off this option

.xlsx (Excel 150,000-row max)

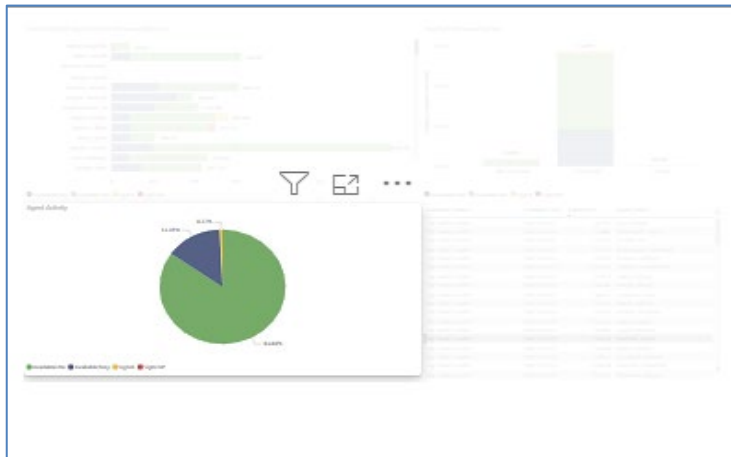
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

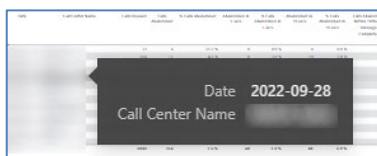
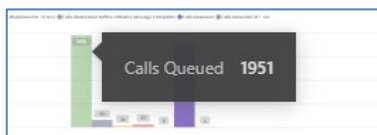
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

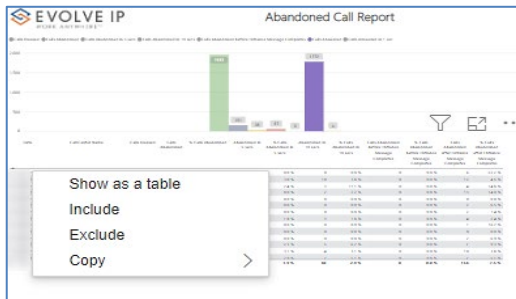
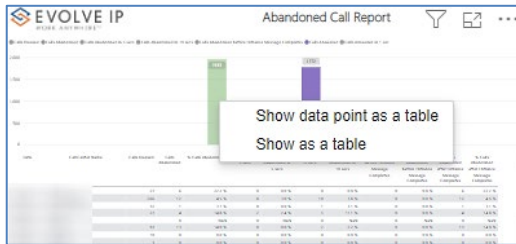


SCREEN TIPS

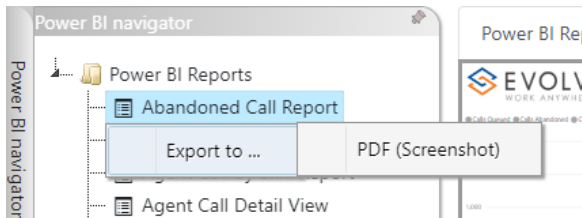


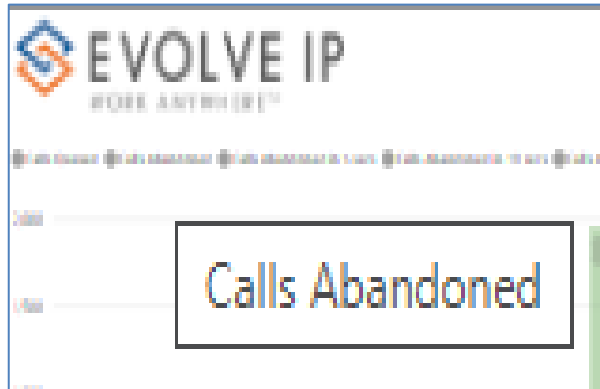


- Right-click data options

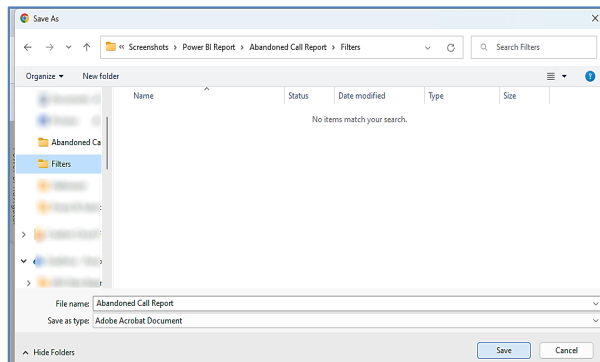


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



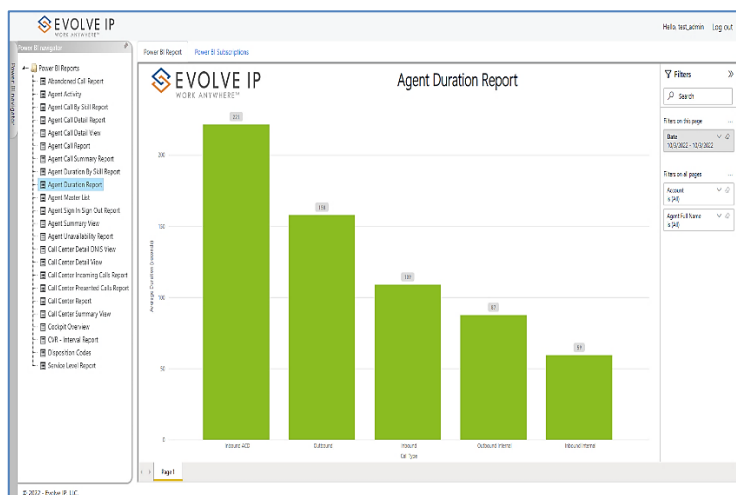


Save the file or change the location where to save the file.



Agent Duration Report

When clicking on the **Agent Duration Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

is in the last

is in this

is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

Duration

2

days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

clays

weeks

calendar weeks

months

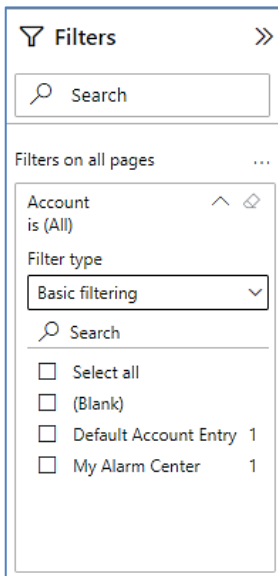
calendar months

years

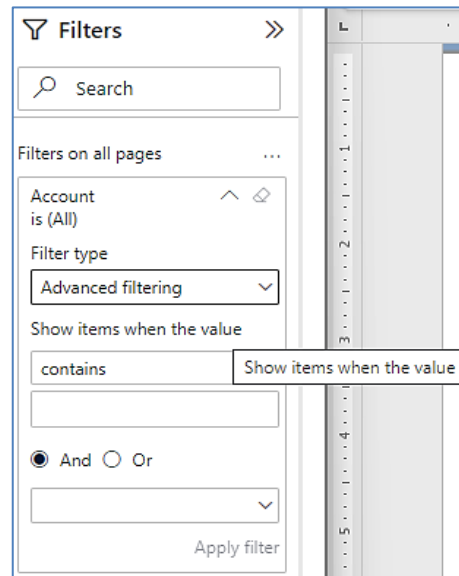
calendar years

By Period

ACCOUNT FILTERS

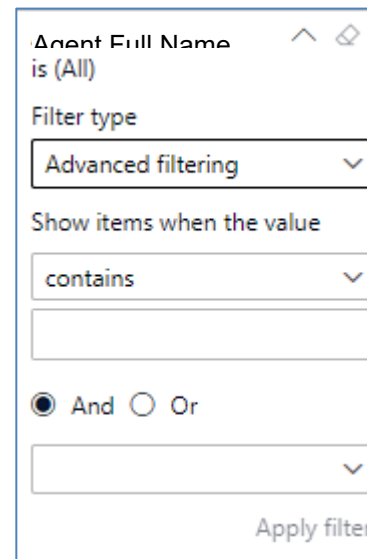
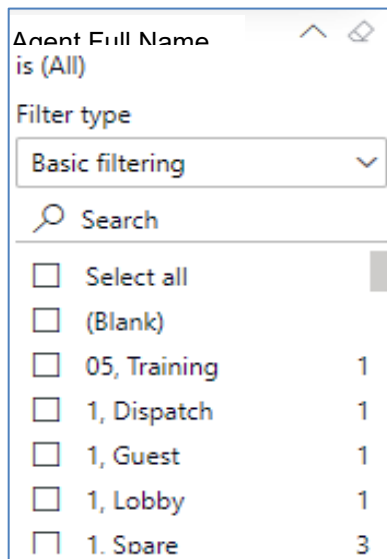


Basic Filtering (default)



Advanced Filtering

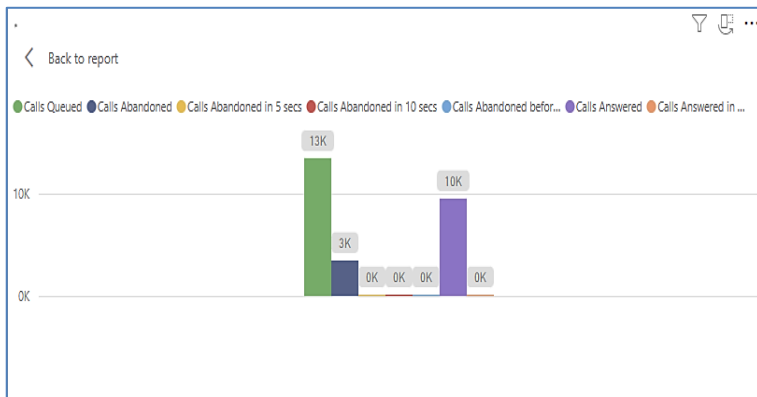
AGENT FULL NAME FILTERS



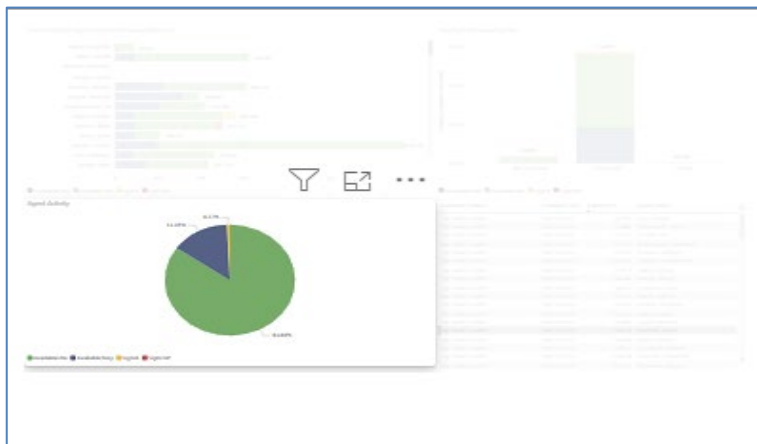
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

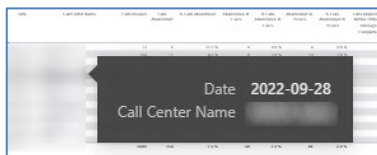
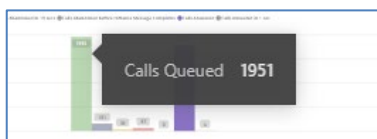
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

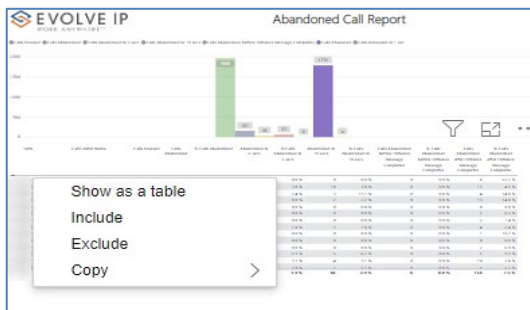
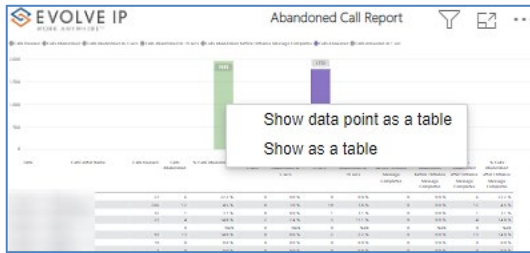


SCREEN TIPS

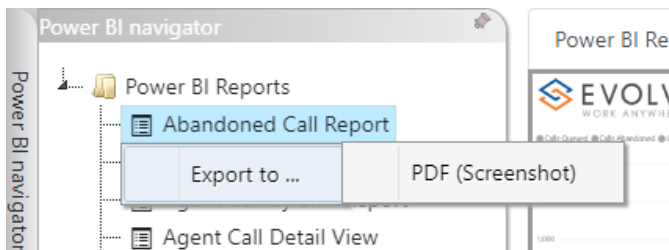




- Right-click data options

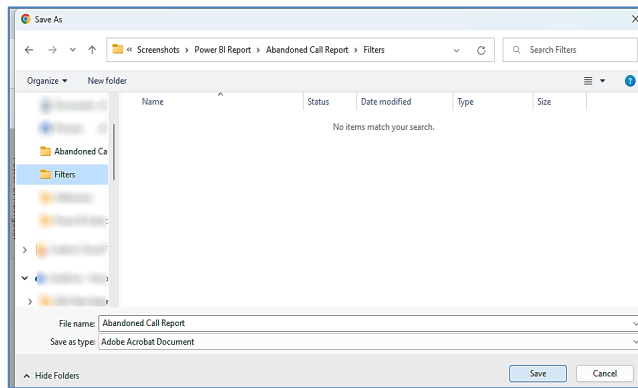


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



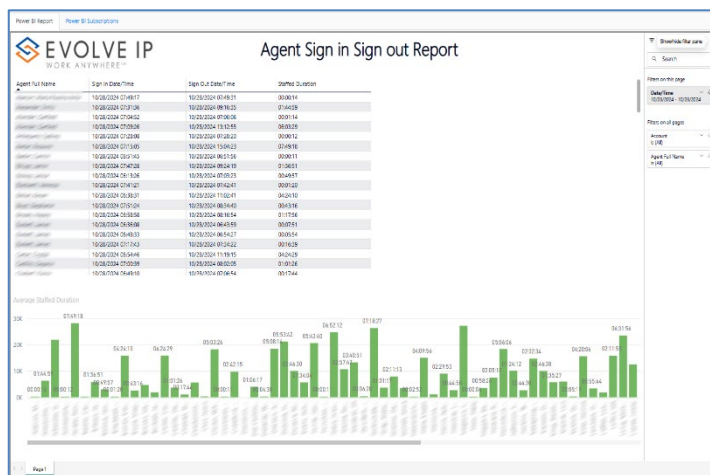


Save the file or change the location where to save the file.



Agent Sign In and Sign Out Report

When clicking on the **Agent Sign In and Sign Out Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

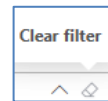


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

is in the last
is in this
is in the next
 Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

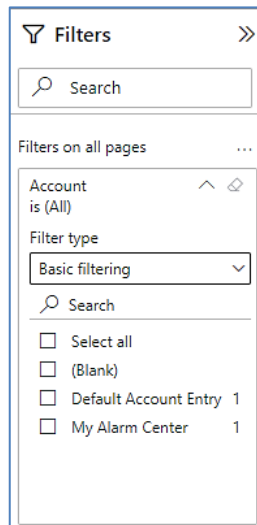
Filter type: Relative date

Show items when the value is in the last 2 days

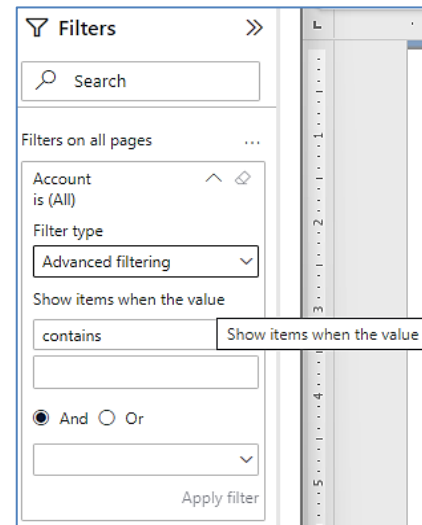
days
weeks
calendar weeks
months
calendar months
years
calendar years

By Period

ACCOUNT FILTERS

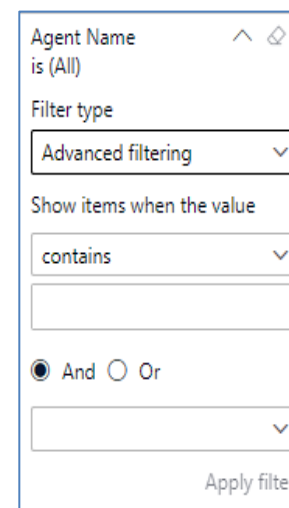
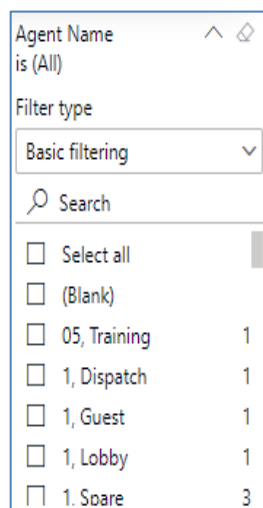


Basic Filtering (*default*)



Advanced Filtering

AGENT NAME FILTERS



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

VISUAL FILTERS

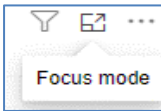


Abandoned Call Report

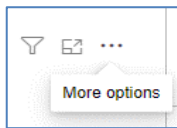
Filters and slicers affecting this visual

Date
9/29/2022 - 9/30/2022

Area	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Area 1	10	40%	0	0%	0	0%	0	0%	0	0%
Area 2	20	20%	10	40%	10	20%	0	0%	0	0%
Area 3	0	0%	0	0%	0	0%	0	0%	0	0%
Area 4	0	0%	0	0%	0	0%	0	0%	0	0%
Area 5	0	0%	0	0%	0	0%	0	0%	0	0%
Area 6	0	0%	0	0%	0	0%	0	0%	0	0%
Area 7	0	0%	0	0%	0	0%	0	0%	0	0%
Area 8	0	0%	0	0%	0	0%	0	0%	0	0%
Area 9	0	0%	0	0%	0	0%	0	0%	0	0%
Area 10	0	0%	0	0%	0	0%	0	0%	0	0%
Area 11	0	0%	0	0%	0	0%	0	0%	0	0%
Area 12	0	0%	0	0%	0	0%	0	0%	0	0%
Area 13	0	0%	0	0%	0	0%	0	0%	0	0%
Area 14	0	0%	0	0%	0	0%	0	0%	0	0%
Area 15	0	0%	0	0%	0	0%	0	0%	0	0%
Area 16	0	0%	0	0%	0	0%	0	0%	0	0%
Area 17	0	0%	0	0%	0	0%	0	0%	0	0%
Area 18	0	0%	0	0%	0	0%	0	0%	0	0%
Area 19	0	0%	0	0%	0	0%	0	0%	0	0%
Area 20	0	0%	0	0%	0	0%	0	0%	0	0%
Area 21	0	0%	0	0%	0	0%	0	0%	0	0%
Area 22	0	0%	0	0%	0	0%	0	0%	0	0%
Area 23	0	0%	0	0%	0	0%	0	0%	0	0%
Area 24	0	0%	0	0%	0	0%	0	0%	0	0%
Area 25	0	0%	0	0%	0	0%	0	0%	0	0%
Area 26	0	0%	0	0%	0	0%	0	0%	0	0%
Area 27	0	0%	0	0%	0	0%	0	0%	0	0%
Area 28	0	0%	0	0%	0	0%	0	0%	0	0%
Area 29	0	0%	0	0%	0	0%	0	0%	0	0%
Area 30	0	0%	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



Filters

- Export data
- Show as a table
- Spotlight
- Get insights

- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

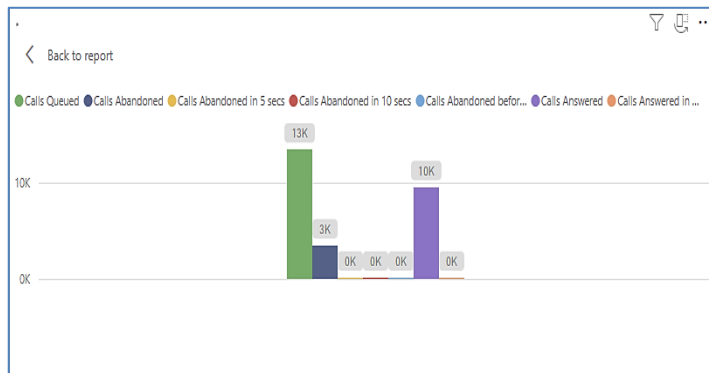
The report author turned off this option

.xlsx (Excel 150,000-row max)

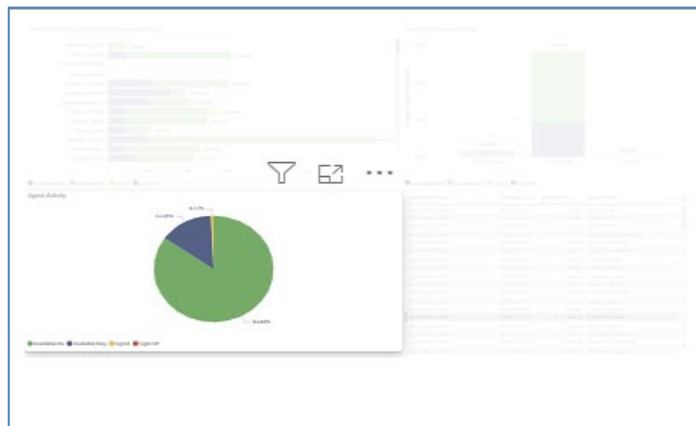
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

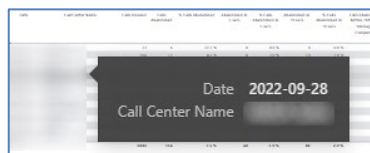
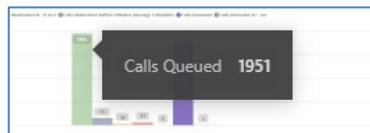
- Show as a table

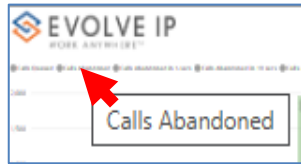


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

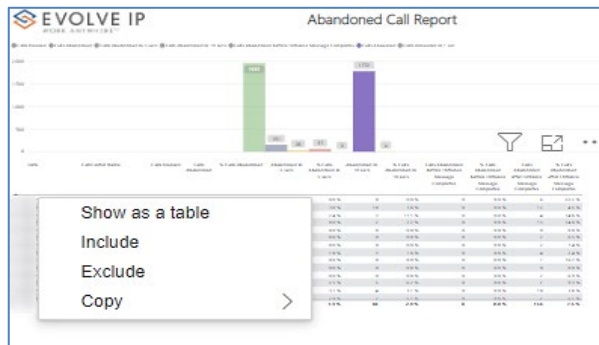
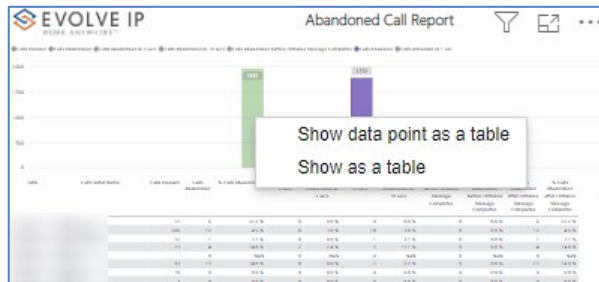


SCREEN TIPS

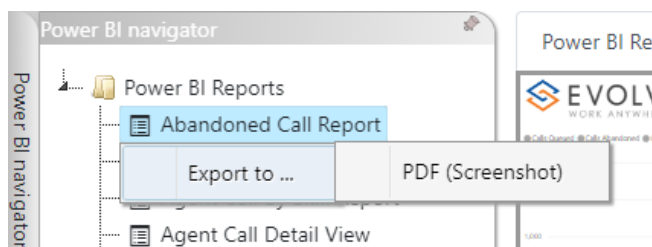




- Right-click data options

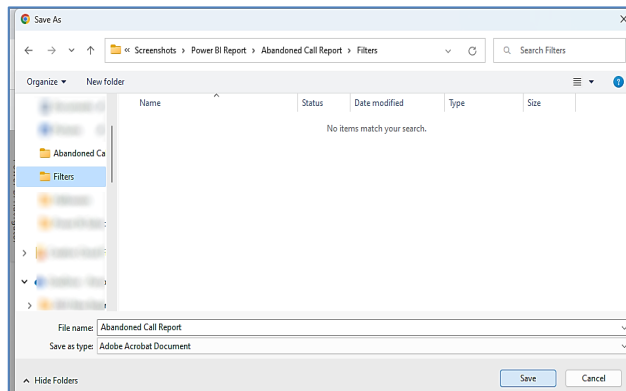


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



Agent Summary Report

When clicking on the **Agent Summary Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

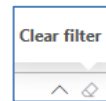
Agents	Abandoned Calls	Handled Calls	Transfered Calls	Queue Calls	Parked Calls	Solved Calls	Total Calls
80.11%	2	3	0	3	2	2	10
19.89%	12	65	5	54	55	8	195
35.24%	4	24	0	19	1	1	49
22066	3	7	2	7	1	3	23
10827	11	75	14	67	42	28	238
3071	31	55	1	18	45	1	151
Total	1827	2385	187	2384	1932	379	7697

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

is in the last
is in this
is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Duration

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

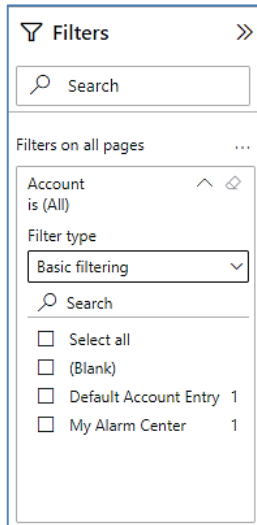
Filter type: Relative date

Show items when the value is in the last 2 days

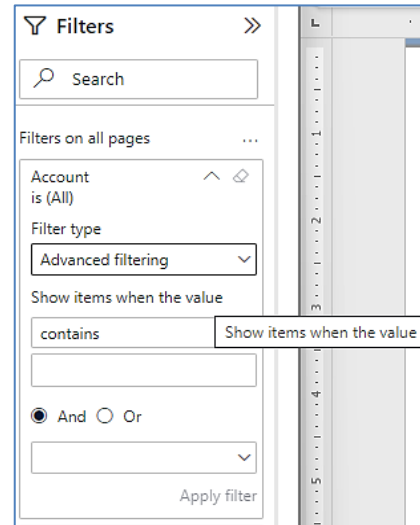
days
weeks
calendar weeks
months
calendar months
years
calendar years

By Period

ACCOUNT FILTERS

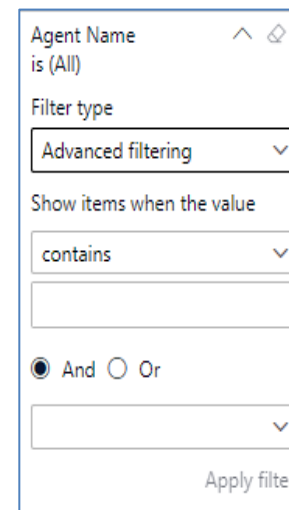
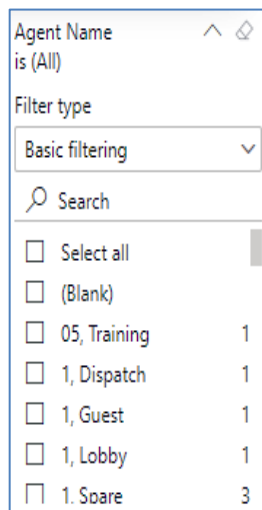


Basic Filtering (default)



Advanced Filtering

AGENT NAME FILTERS



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

VISUAL FILTERS

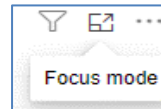


EVOLVE IP Abandoned Call Report

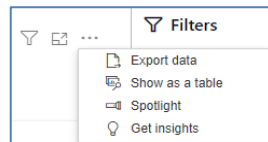
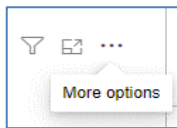
Filters and slicers affecting this visual

Date
9/29/2022 - 9/30/2022

Category	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
...



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

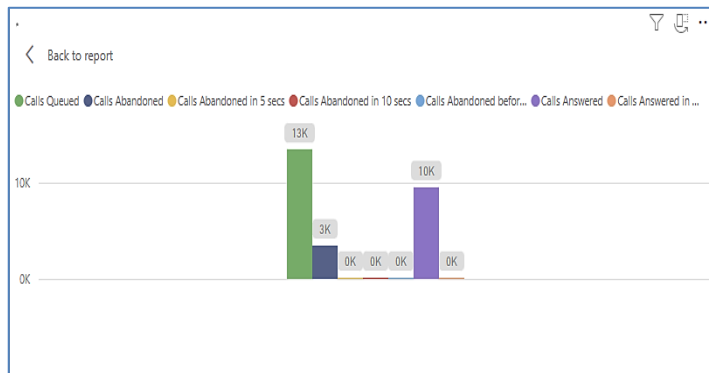
The report author turned off this option

.xlsx (Excel 150,000-row max)

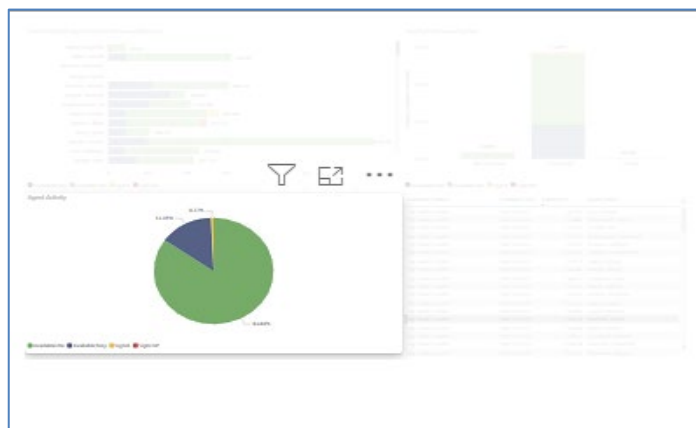
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

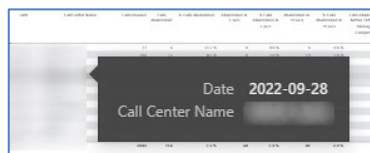
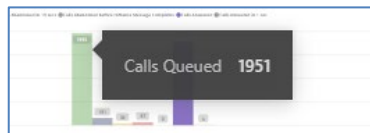
- Show as a table

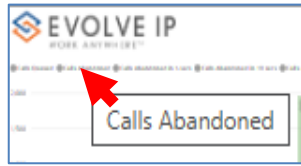


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

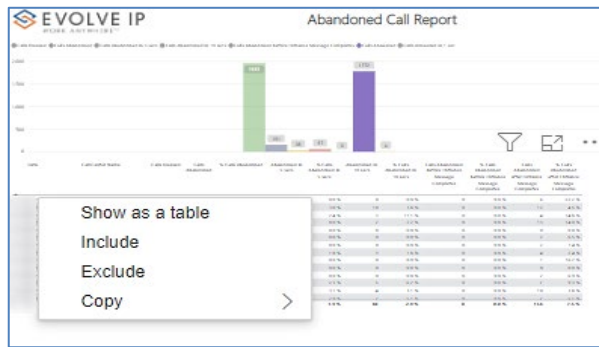
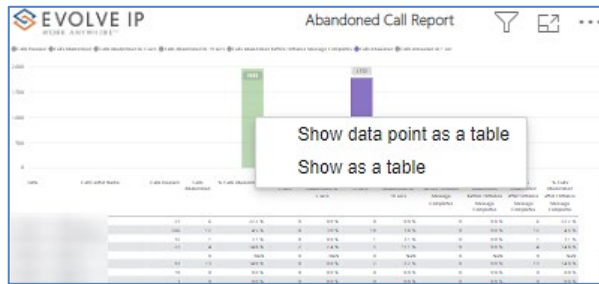


SCREEN TIPS

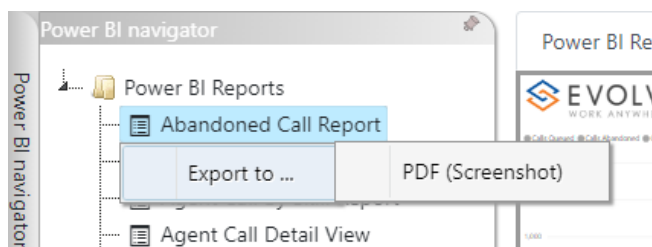




- Right-click data options

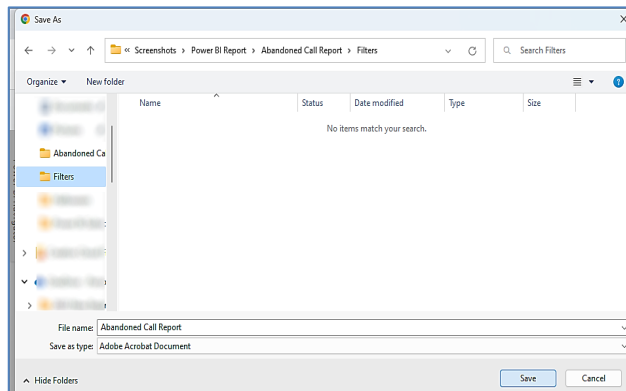


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



Agent Unavailability Report

When clicking on the **Agent Unavailability Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

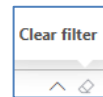


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

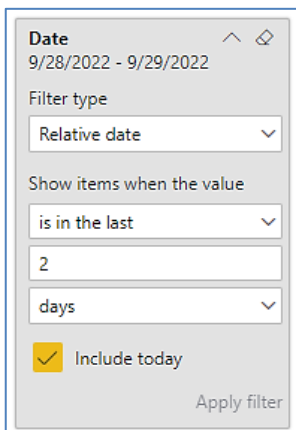
- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the **[Clear Filter]** icon

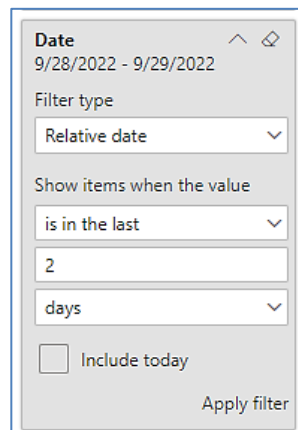


Report Filters

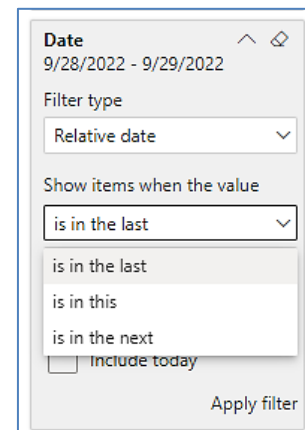
DATE FILTERS



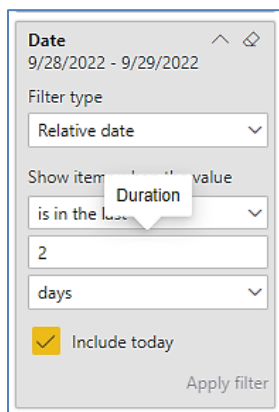
Include today, enabled (*default*)



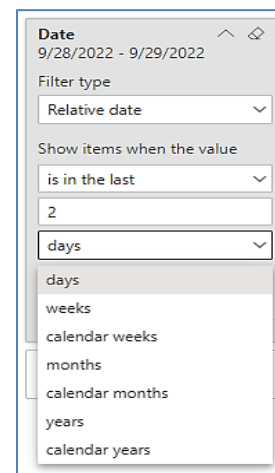
Include today, disabled



Show item value (by Range)

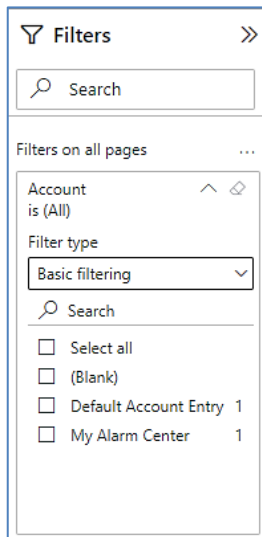


By Duration

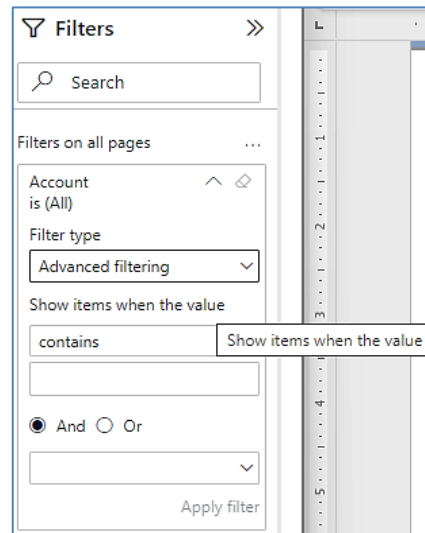


By Period

ACCOUNT FILTERS

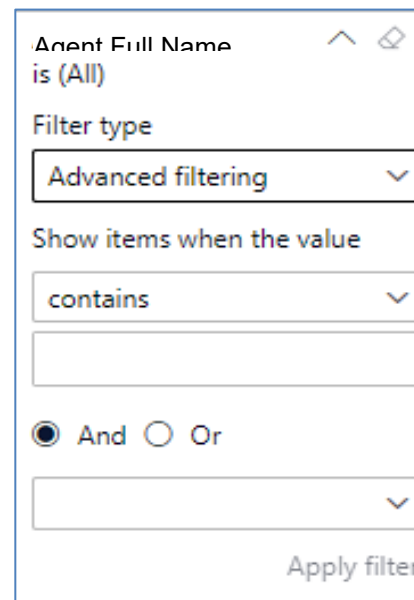
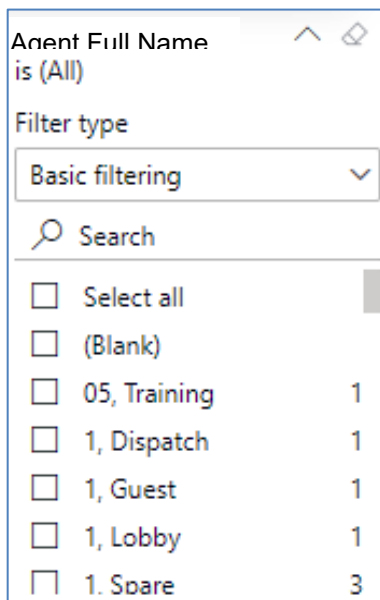


Basic Filtering (default)



Advanced Filtering

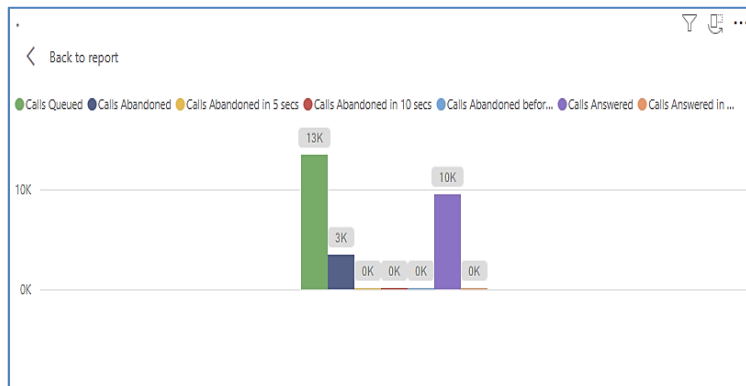
AGENT FULL NAME FILTERS



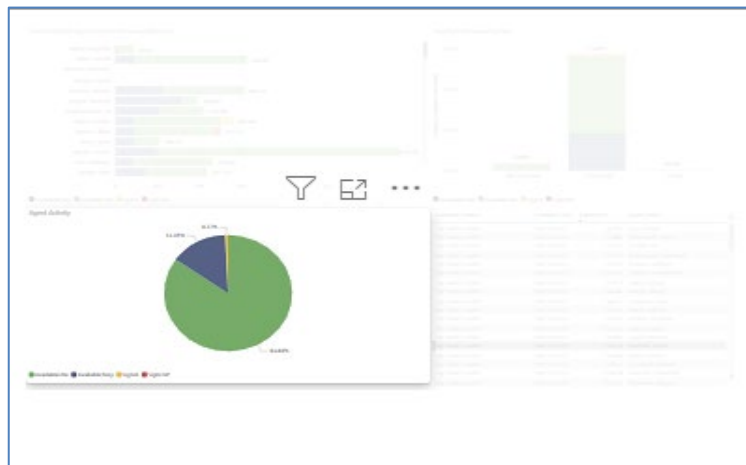
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

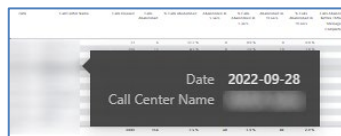
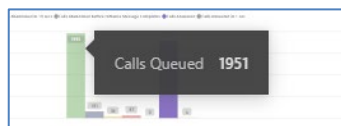
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

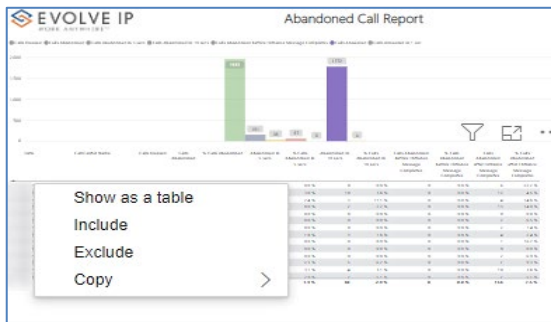
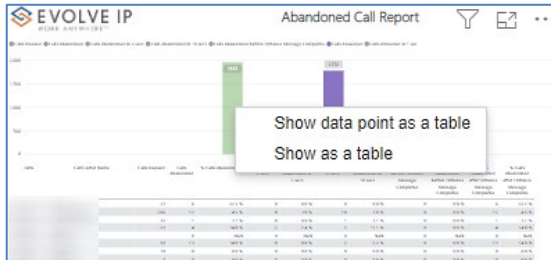


SCREEN TIPS

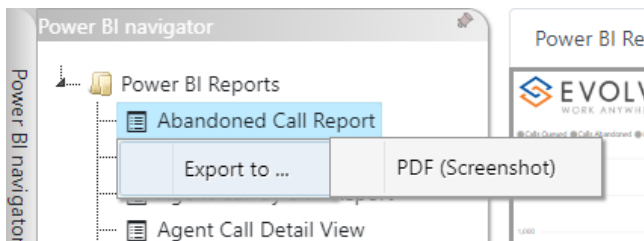


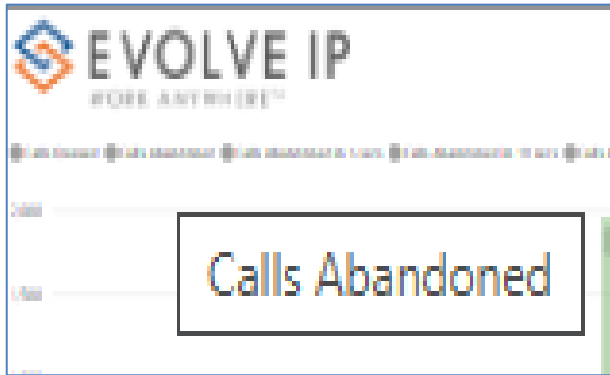


- Right-click data options

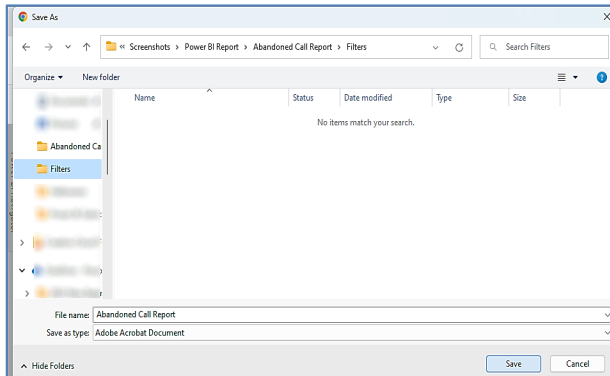


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



Call Center Call Detail Report

When clicking on the **Call Center Call Detail Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

Start Time	View Start Date	Date	Call Center Name	Call Start Time	Call Answer Time	Call End Time	Caller's Number	Agent Name	Agent's Number/Extension	Number Called	Pin Up Applied	Call ID
10/28/2024 00:04	10/27/24	10/28/24	10/28/24	10/28/2024 00:04:38	10/28/2024 00:05:18	10/28/2024 00:05:38	10/28/2024 000438	Anna	10/28/2024 001524	10/28/2024 000438		10/28/2024 000438
10/28/2024 00:06	10/27/24	10/28/24	10/28/24	10/28/2024 00:06:16	10/28/2024 00:06:56	10/28/2024 00:06:56	10/28/2024 000616	Over	10/28/2024 001524	10/28/2024 000616		10/28/2024 000616
10/28/2024 00:08	10/27/24	10/28/24	10/28/24	10/28/2024 00:08:19	10/28/2024 00:08:59	10/28/2024 00:08:59	10/28/2024 000819	Anna	10/28/2024 001524	10/28/2024 000819		10/28/2024 000819
10/28/2024 00:10	10/27/24	10/28/24	10/28/24	10/28/2024 00:10:28	10/28/2024 00:10:28	10/28/2024 00:10:28	10/28/2024 001028	Anna	10/28/2024 001524	10/28/2024 001028		10/28/2024 001028
10/28/2024 00:12	10/27/24	10/28/24	10/28/24	10/28/2024 00:12:13	10/28/2024 00:12:53	10/28/2024 00:12:53	10/28/2024 001213	Anna	10/28/2024 001524	10/28/2024 001213		10/28/2024 001213
10/28/2024 00:14	10/27/24	10/28/24	10/28/24	10/28/2024 00:14:27	10/28/2024 00:15:07	10/28/2024 00:15:07	10/28/2024 001427	Anna	10/28/2024 001524	10/28/2024 001427		10/28/2024 001427
10/28/2024 00:16	10/27/24	10/28/24	10/28/24	10/28/2024 00:16:16	10/28/2024 00:16:56	10/28/2024 00:16:56	10/28/2024 001616	Anna	10/28/2024 001524	10/28/2024 001616		10/28/2024 001616
10/28/2024 00:18	10/27/24	10/28/24	10/28/24	10/28/2024 00:18:14	10/28/2024 00:18:54	10/28/2024 00:18:54	10/28/2024 001814	Anna	10/28/2024 001524	10/28/2024 001814		10/28/2024 001814
10/28/2024 00:20	10/27/24	10/28/24	10/28/24	10/28/2024 00:20:12	10/28/2024 00:20:52	10/28/2024 00:20:52	10/28/2024 002012	Anna	10/28/2024 001524	10/28/2024 002012		10/28/2024 002012
10/28/2024 00:22	10/27/24	10/28/24	10/28/24	10/28/2024 00:22:13	10/28/2024 00:22:53	10/28/2024 00:22:53	10/28/2024 002213	Anna	10/28/2024 001524	10/28/2024 002213		10/28/2024 002213
10/28/2024 00:24	10/27/24	10/28/24	10/28/24	10/28/2024 00:24:14	10/28/2024 00:24:54	10/28/2024 00:24:54	10/28/2024 002414	Anna	10/28/2024 001524	10/28/2024 002414		10/28/2024 002414
10/28/2024 00:26	10/27/24	10/28/24	10/28/24	10/28/2024 00:26:16	10/28/2024 00:26:56	10/28/2024 00:26:56	10/28/2024 002616	Anna	10/28/2024 001524	10/28/2024 002616		10/28/2024 002616
10/28/2024 00:28	10/27/24	10/28/24	10/28/24	10/28/2024 00:28:17	10/28/2024 00:28:57	10/28/2024 00:28:57	10/28/2024 002817	Anna	10/28/2024 001524	10/28/2024 002817		10/28/2024 002817
10/28/2024 00:30	10/27/24	10/28/24	10/28/24	10/28/2024 00:30:27	10/28/2024 00:31:07	10/28/2024 00:31:07	10/28/2024 003027	Anna	10/28/2024 001524	10/28/2024 003027		10/28/2024 003027
10/28/2024 00:32	10/27/24	10/28/24	10/28/24	10/28/2024 00:32:22	10/28/2024 00:33:02	10/28/2024 00:33:02	10/28/2024 003222	Anna	10/28/2024 001524	10/28/2024 003222		10/28/2024 003222
10/28/2024 00:34	10/27/24	10/28/24	10/28/24	10/28/2024 00:34:18	10/28/2024 00:34:58	10/28/2024 00:34:58	10/28/2024 003418	Anna	10/28/2024 001524	10/28/2024 003418		10/28/2024 003418
10/28/2024 00:36	10/27/24	10/28/24	10/28/24	10/28/2024 00:36:23	10/28/2024 00:37:03	10/28/2024 00:37:03	10/28/2024 003623	Anna	10/28/2024 001524	10/28/2024 003623		10/28/2024 003623
10/28/2024 00:38	10/27/24	10/28/24	10/28/24	10/28/2024 00:38:14	10/28/2024 00:38:54	10/28/2024 00:38:54	10/28/2024 003814	Anna	10/28/2024 001524	10/28/2024 003814		10/28/2024 003814
10/28/2024 00:40	10/27/24	10/28/24	10/28/24	10/28/2024 00:40:28	10/28/2024 00:41:08	10/28/2024 00:41:08	10/28/2024 004028	Anna	10/28/2024 001524	10/28/2024 004028		10/28/2024 004028
10/28/2024 00:42	10/27/24	10/28/24	10/28/24	10/28/2024 00:42:48	10/28/2024 00:43:28	10/28/2024 00:43:28	10/28/2024 004248	Anna	10/28/2024 001524	10/28/2024 004248		10/28/2024 004248
10/28/2024 00:44	10/27/24	10/28/24	10/28/24	10/28/2024 00:44:36	10/28/2024 00:45:16	10/28/2024 00:45:16	10/28/2024 004436	Anna	10/28/2024 001524	10/28/2024 004436		10/28/2024 004436
10/28/2024 00:46	10/27/24	10/28/24	10/28/24	10/28/2024 00:46:52	10/28/2024 00:47:32	10/28/2024 00:47:32	10/28/2024 004652	Anna	10/28/2024 001524	10/28/2024 004652		10/28/2024 004652
10/28/2024 00:48	10/27/24	10/28/24	10/28/24	10/28/2024 00:48:18	10/28/2024 00:48:58	10/28/2024 00:48:58	10/28/2024 004818	Anna	10/28/2024 001524	10/28/2024 004818		10/28/2024 004818
10/28/2024 00:50	10/27/24	10/28/24	10/28/24	10/28/2024 00:50:14	10/28/2024 00:50:54	10/28/2024 00:50:54	10/28/2024 005014	Anna	10/28/2024 001524	10/28/2024 005014		10/28/2024 005014
10/28/2024 00:52	10/27/24	10/28/24	10/28/24	10/28/2024 00:52:28	10/28/2024 00:53:08	10/28/2024 00:53:08	10/28/2024 005228	Anna	10/28/2024 001524	10/28/2024 005228		10/28/2024 005228
10/28/2024 00:54	10/27/24	10/28/24	10/28/24	10/28/2024 00:54:18	10/28/2024 00:54:58	10/28/2024 00:54:58	10/28/2024 005418	Anna	10/28/2024 001524	10/28/2024 005418		10/28/2024 005418
10/28/2024 00:56	10/27/24	10/28/24	10/28/24	10/28/2024 00:56:13	10/28/2024 00:56:53	10/28/2024 00:56:53	10/28/2024 005613	Anna	10/28/2024 001524	10/28/2024 005613		10/28/2024 005613
10/28/2024 00:58	10/27/24	10/28/24	10/28/24	10/28/2024 00:58:14	10/28/2024 00:58:54	10/28/2024 00:58:54	10/28/2024 005814	Anna	10/28/2024 001524	10/28/2024 005814		10/28/2024 005814
10/28/2024 01:00	10/27/24	10/28/24	10/28/24	10/28/2024 01:00:28	10/28/2024 01:01:08	10/28/2024 01:01:08	10/28/2024 010028	Anna	10/28/2024 001524	10/28/2024 010028		10/28/2024 010028
10/28/2024 01:02	10/27/24	10/28/24	10/28/24	10/28/2024 01:02:18	10/28/2024 01:02:58	10/28/2024 01:02:58	10/28/2024 010218	Anna	10/28/2024 001524	10/28/2024 010218		10/28/2024 010218
10/28/2024 01:04	10/27/24	10/28/24	10/28/24	10/28/2024 01:04:13	10/28/2024 01:04:53	10/28/2024 01:04:53	10/28/2024 010413	Anna	10/28/2024 001524	10/28/2024 010413		10/28/2024 010413
10/28/2024 01:06	10/27/24	10/28/24	10/28/24	10/28/2024 01:06:23	10/28/2024 01:07:03	10/28/2024 01:07:03	10/28/2024 010623	Anna	10/28/2024 001524	10/28/2024 010623		10/28/2024 010623
10/28/2024 01:08	10/27/24	10/28/24	10/28/24	10/28/2024 01:08:18	10/28/2024 01:08:58	10/28/2024 01:08:58	10/28/2024 010818	Anna	10/28/2024 001524	10/28/2024 010818		10/28/2024 010818
10/28/2024 01:10	10/27/24	10/28/24	10/28/24	10/28/2024 01:10:13	10/28/2024 01:10:53	10/28/2024 01:10:53	10/28/2024 011013	Anna	10/28/2024 001524	10/28/2024 011013		10/28/2024 011013
10/28/2024 01:12	10/27/24	10/28/24	10/28/24	10/28/2024 01:12:11	10/28/2024 01:12:51	10/28/2024 01:12:51	10/28/2024 011211	Anna	10/28/2024 001524	10/28/2024 011211		10/28/2024 011211
10/28/2024 01:14	10/27/24	10/28/24	10/28/24	10/28/2024 01:14:23	10/28/2024 01:15:03	10/28/2024 01:15:03	10/28/2024 011423	Anna	10/28/2024 001524	10/28/2024 011423		10/28/2024 011423
10/28/2024 01:16	10/27/24	10/28/24	10/28/24	10/28/2024 01:16:18	10/28/2024 01:16:58	10/28/2024 01:16:58	10/28/2024 011618	Anna	10/28/2024 001524	10/28/2024 011618		10/28/2024 011618
10/28/2024 01:18	10/27/24	10/28/24	10/28/24	10/28/2024 01:18:24	10/28/2024 01:19:04	10/28/2024 01:19:04	10/28/2024 011824	Anna	10/28/2024 001524	10/28/2024 011824		10/28/2024 011824
10/28/2024 01:20	10/27/24	10/28/24	10/28/24	10/28/2024 01:20:31	10/28/2024 01:21:11	10/28/2024 01:21:11	10/28/2024 012031	Anna	10/28/2024 001524	10/28/2024 012031		10/28/2024 012031
10/28/2024 01:22	10/27/24	10/28/24	10/28/24	10/28/2024 01:22:46	10/28/2024 01:23:26	10/28/2024 01:23:26	10/28/2024 012246	Anna	10/28/2024 001524	10/28/2024 012246		10/28/2024 012246
10/28/2024 01:24	10/27/24	10/28/24	10/28/24	10/28/2024 01:24:51	10/28/2024 01:25:31	10/28/2024 01:25:31	10/28/2024 012451	Anna	10/28/2024 001524	10/28/2024 012451		10/28/2024 012451
10/28/2024 01:26	10/27/24	10/28/24	10/28/24	10/28/2024 01:26:56	10/28/2024 01:27:36	10/28/2024 01:27:36	10/28/2024 012656	Anna	10/28/2024 001524	10/28/2024 012656		10/28/2024 012656
10/28/2024 01:28	10/27/24	10/28/24	10/28/24	10/28/2024 01:28:51	10/28/2024 01:29:31	10/28/2024 01:29:31	10/28/2024 012851	Anna	10/28/2024 001524	10/28/2024 012851		10/28/2024 012851
10/28/2024 01:30	10/27/24	10/28/24	10/28/24	10/28/2024 01:30:56	10/28/2024 01:31:36	10/28/2024 01:31:36	10/28/2024 013056	Anna	10/28/2024 001524	10/28/2024 013056		10/28/2024 013056
10/28/2024 01:32	10/27/24	10/28/24	10/28/24	10/28/2024 01:32:51	10/28/2024 01:33:31	10/28/2024 01:33:31	10/28/2024 013251	Anna	10/28/2024 001524	10/28/2024 013251		10/28/2024 013251
10/28/2024 01:34	10/27/24	10/28/24	10/28/24	10/28/2024 01:34:56	10/28/2024 01:35:36	10/28/2024 01:35:36	10/28/2024 013456	Anna	10/28/2024 001524	10/28/2024 013456		10/28/2024 013456
10/28/2024 01:36	10/27/24	10/28/24	10/28/24	10/28/2024 01:36:51	10/28/2024 01:37:31	10/28/2024 01:37:31	10/28/2024 013651	Anna	10/28/2024 001524	10/28/2024 013651		10/28/2024 013651
10/28/2024 01:38	10/											

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name
- DNIS Name

The filter data can be cleared using the [**Clear Filter**] icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

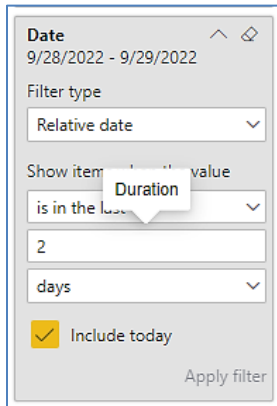
is in this

is in the next

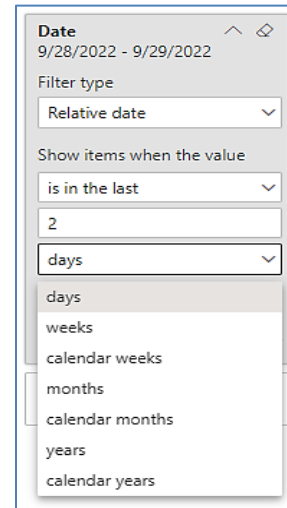
Include today

Apply filter

Show item value (by Range)

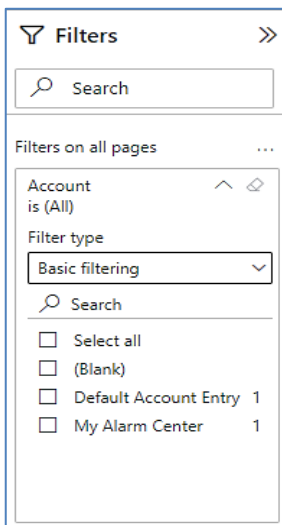


By Duration

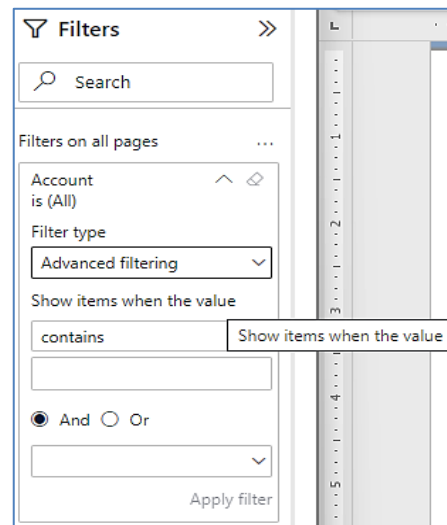


By Period

ACCOUNT FILTERS

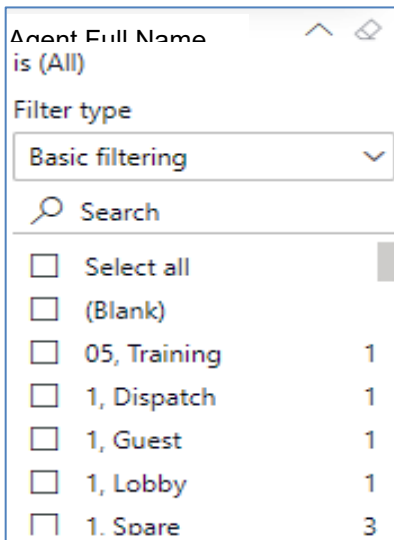


Basic Filtering (default)



Advanced Filtering

AGENT FULL NAME FILTERS

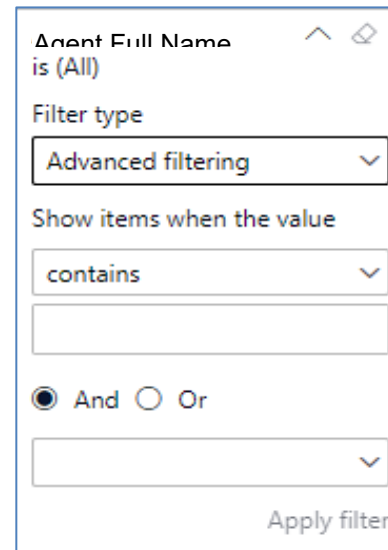


Agent Full Name is (All)

Filter type: Basic filtering

Search

- Select all
- (Blank)
- 05, Training 1
- 1, Dispatch 1
- 1, Guest 1
- 1, Lobby 1
- 1. Spare 3



Agent Full Name is (All)

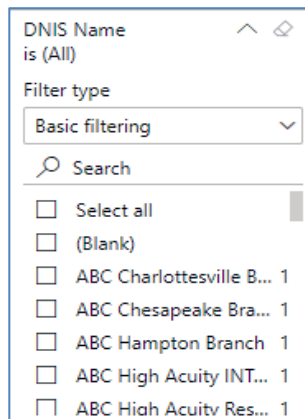
Filter type: Advanced filtering

Show items when the value: contains

And Or

Apply filter

DNIS NAME FILTERS



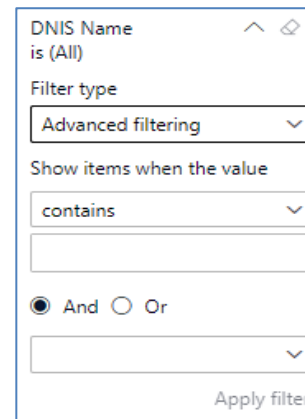
DNIS Name is (All)

Filter type: Basic filtering

Search

- Select all
- (Blank)
- ABC Charlottesville B... 1
- ABC Chesapeake Bra... 1
- ABC Hampton Branch 1
- ABC High Acuity INT... 1
- ABC High Acuity Res... 1

Basic Filtering (default)



DNIS Name is (All)

Filter type: Advanced filtering

Show items when the value: contains

And Or

Apply filter

Advanced Filtering

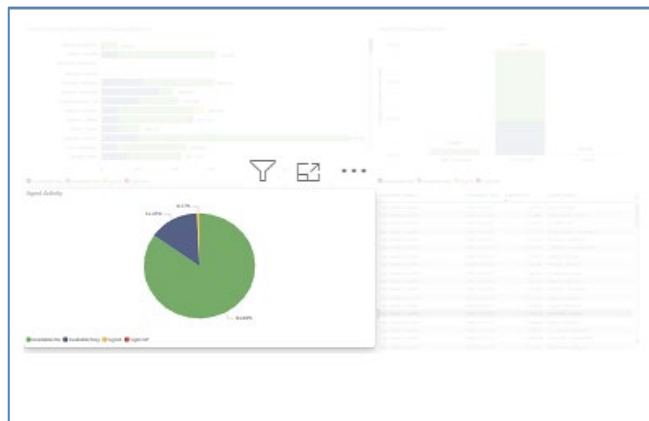
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

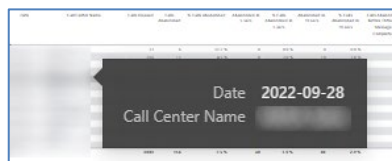
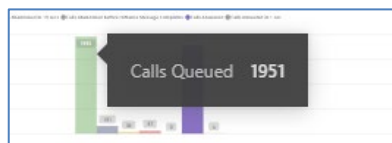
- Show as a table

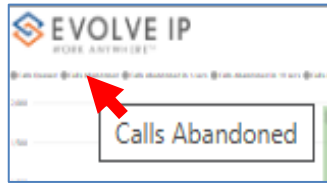


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

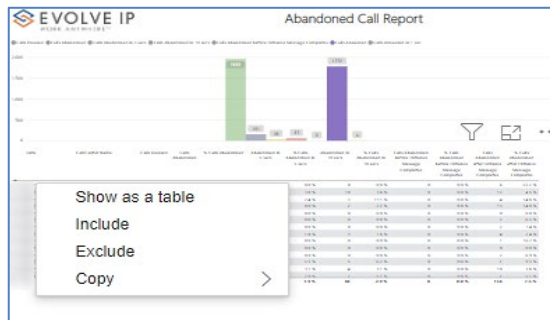
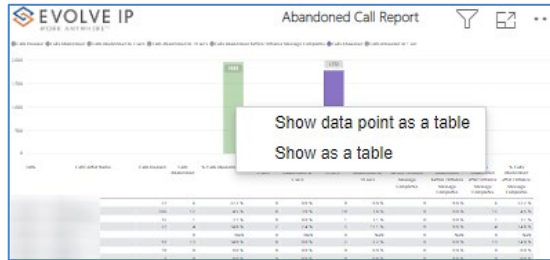


SCREEN TIPS

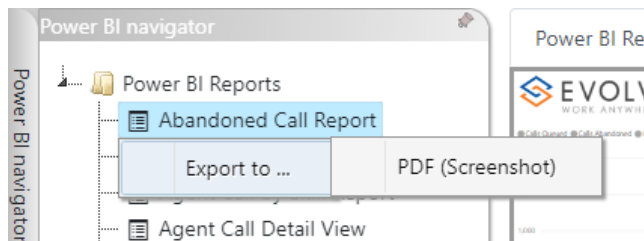


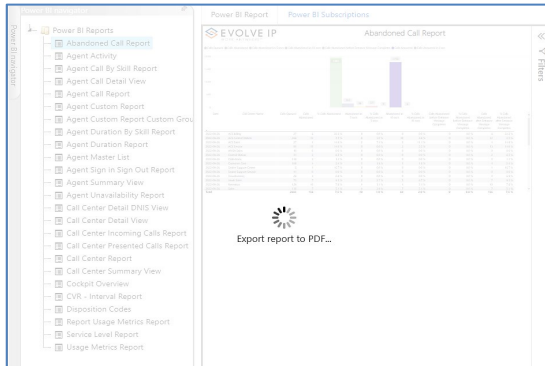


- Right-click data options

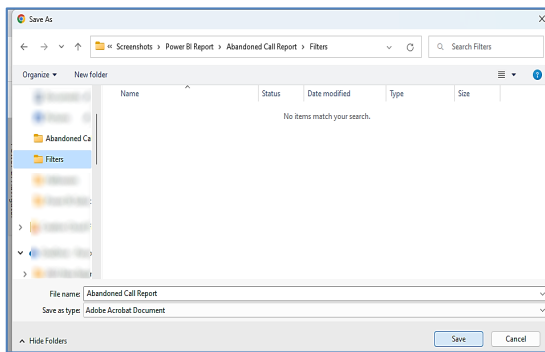


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



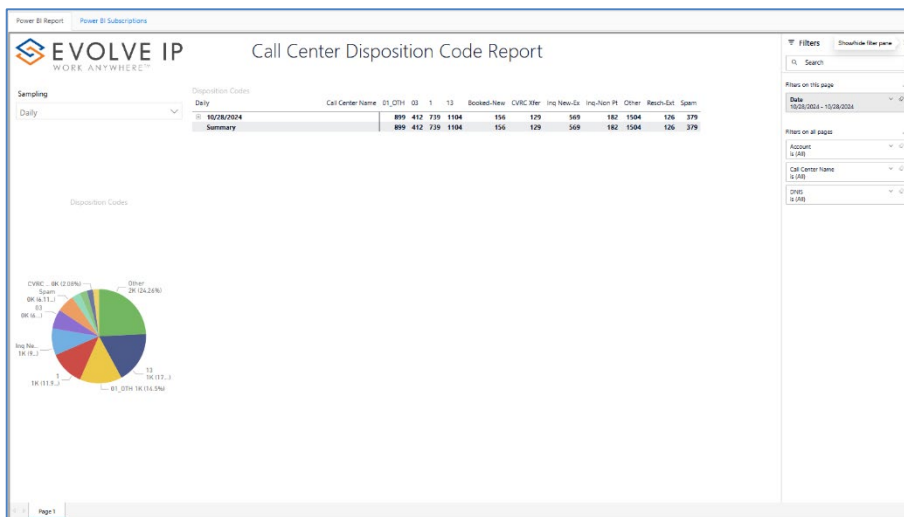


Save the file or change the location where to save the file.



Call Center Disposition Codes Report

When clicking on the **Call Center Disposition Codes Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

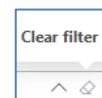


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

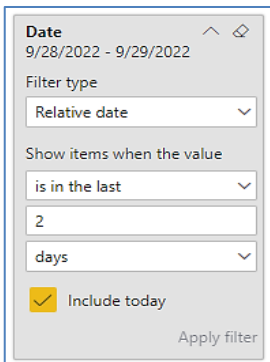
- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name
- DNIS

The filter data can be cleared using the [Clear Filter] icon

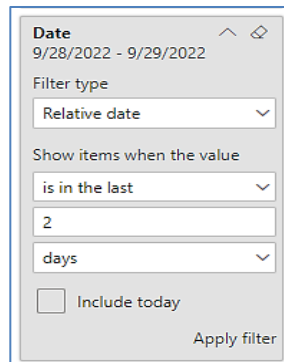


Report Filters

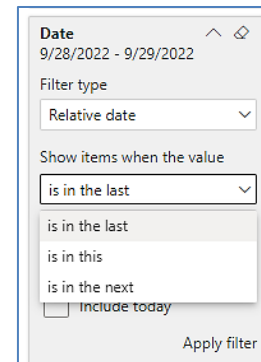
DATE FILTERS



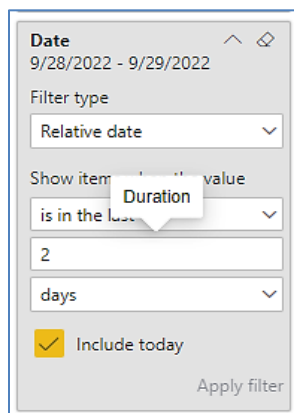
Include today, enabled (*default*)



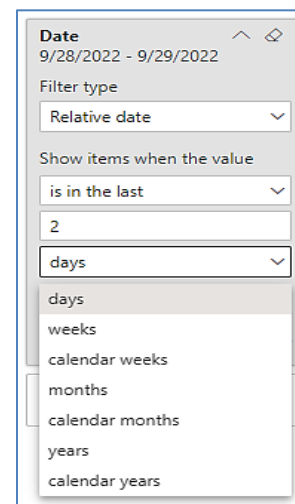
Include today, disabled



Show item value (by Range)

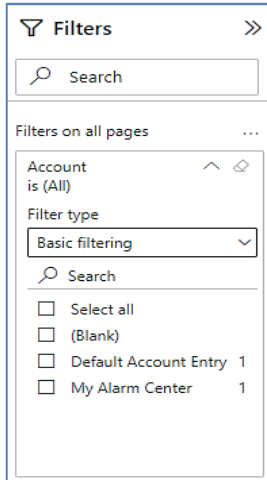


By Duration

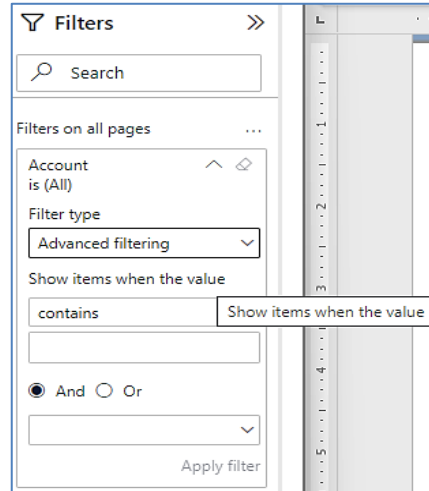


By Period

ACCOUNT FILTERS

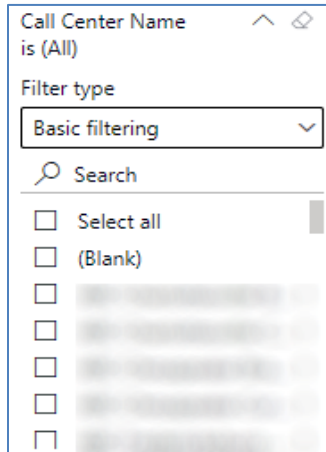


Basic Filtering (default)

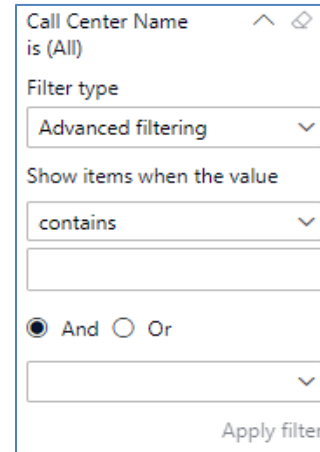


Advanced Filtering

CALL CENTER NAME FILTERS

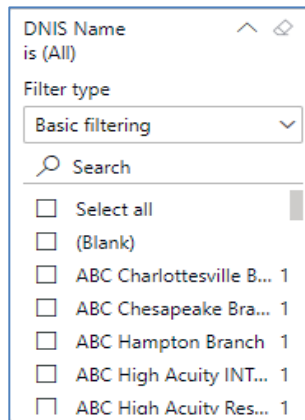


Basic Filtering (default)



Advanced Filtering

DNIS NAME FILTERS



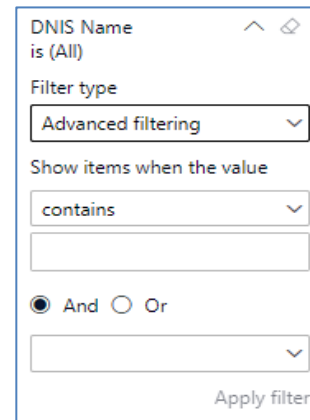
DNIS Name
is (All)

Filter type
Basic filtering

Search

- Select all
- (Blank)
- ABC Charlottesville B... 1
- ABC Chesapeake Bra... 1
- ABC Hampton Branch 1
- ABC High Acuity INT... 1
- ABC High Acuity Res... 1

Basic Filtering (*default*)



DNIS Name
is (All)

Filter type
Advanced filtering

Show items when the value
contains

And Or

Apply filter

Advanced Filtering

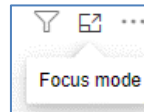
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

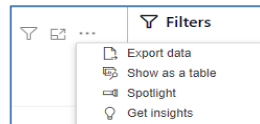
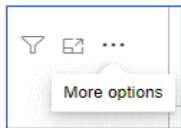
VISUAL FILTERS



Agent	Abandoned	Abandoned %	Answered	Answered %	Hold	Hold %	Missed	Missed %	Transfer	Transfer %	Transfer %	Transfer %	Transfer %	Transfer %
10	10	41.5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
20	10	27.5%	0	0%	10	10%	0	0%	0	0%	0	0%	0	0%
30	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
40	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
50	1	11.1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
60	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
70	1	47.5%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
80	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
90	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
100	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
110	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
120	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
130	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
140	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
150	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
160	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
170	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
180	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
190	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
200	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

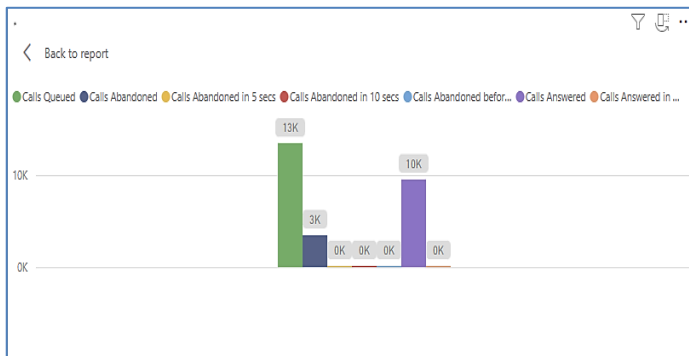
The report author turned off this option

.xlsx (Excel 150,000-row max)

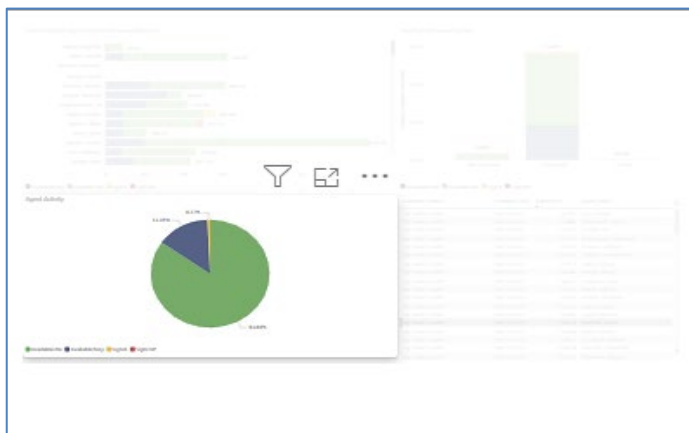
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

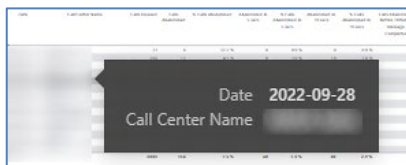
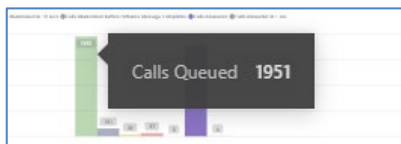
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

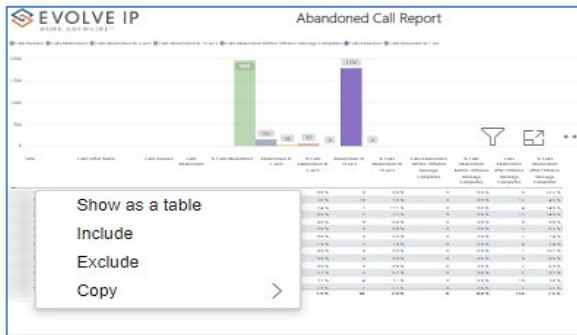
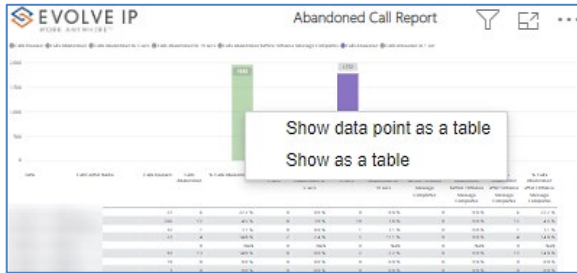


SCREEN TIPS

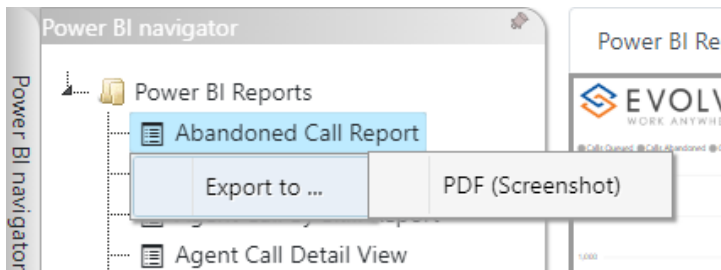


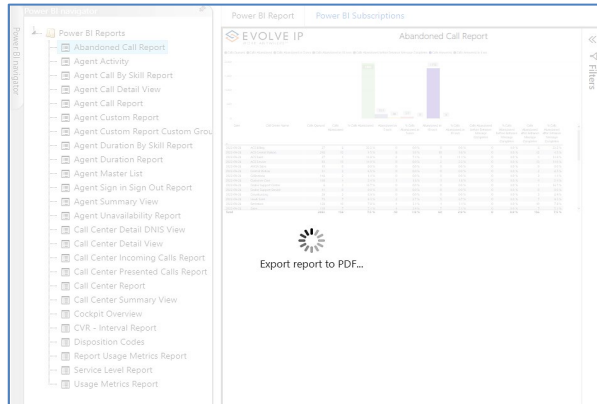


- Right-click data options

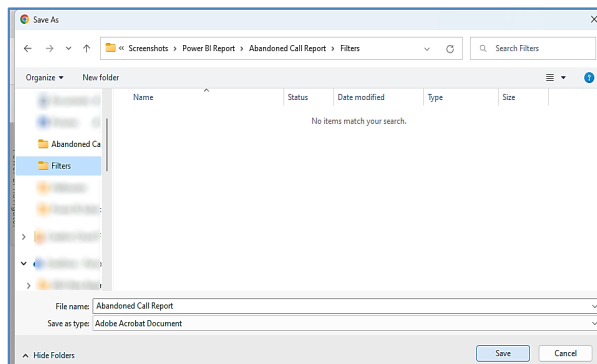


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



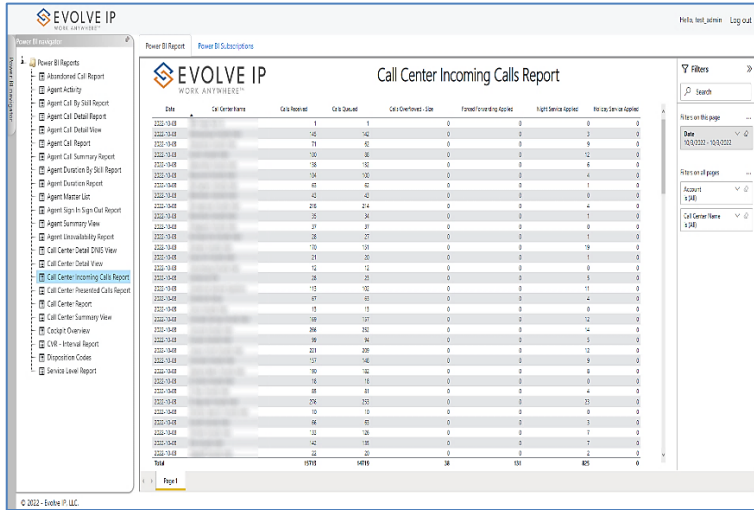


Save the file or change the location where to save the file.



Call Center Incoming Calls Report

When clicking on the **Call Center Incoming Calls Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

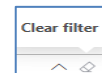


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

2

days

Include today

Apply filter

Date 9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

2

days

Include today

Apply filter

Date 9/28/2022 - 9/29/2022

Filter type
Relative date

Show items when the value
is in the last

is in this

is in the next

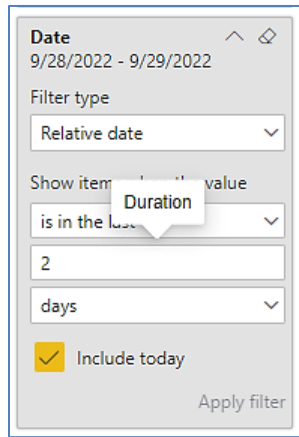
Include today

Apply filter

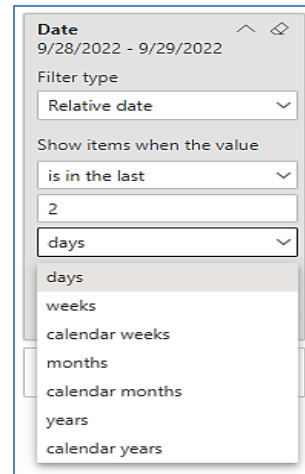
Include today, enabled (*default*)

Include today, disabled

Show item value (by Range)

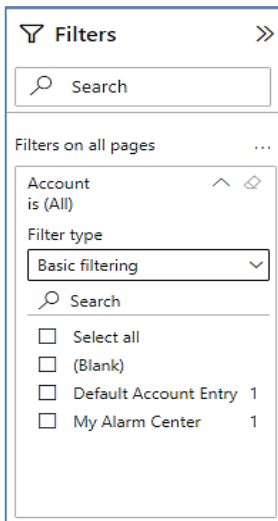


By Duration

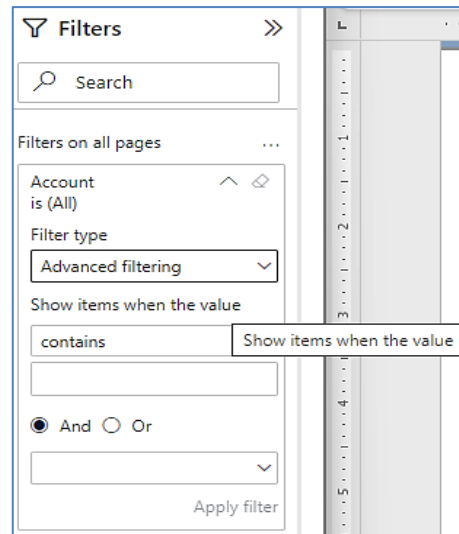


By Period

ACCOUNT FILTERS

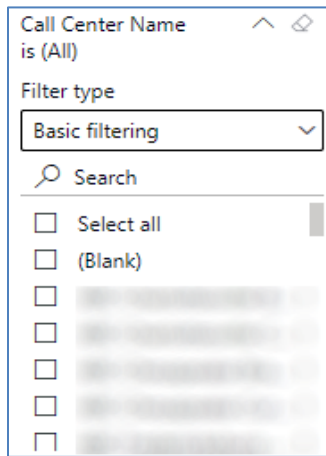


Basic Filtering (*default*)

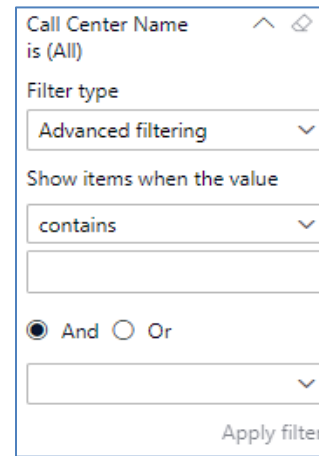


Advanced Filtering

CALL CENTER NAME FILTERS



Basic Filtering (*default*)



Advanced Filtering

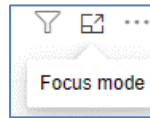
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

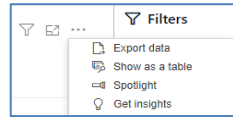
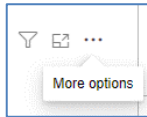
VISUAL FILTERS



Category	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
...



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

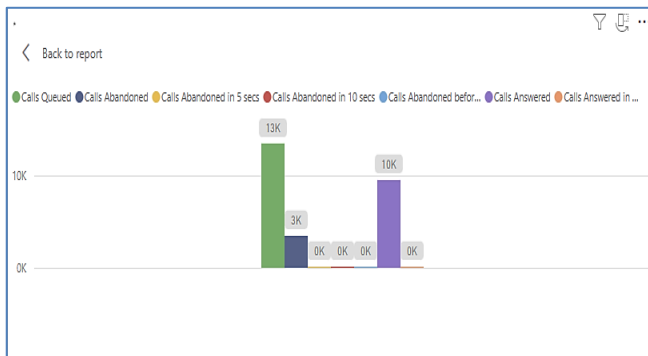
The report author turned off this option

.xlsx (Excel 150,000-row max)

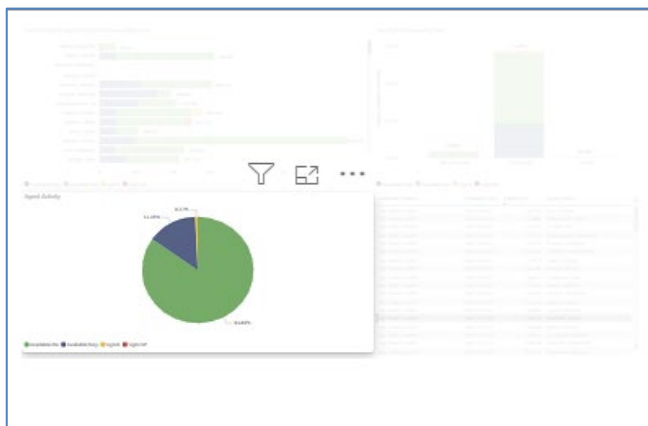
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

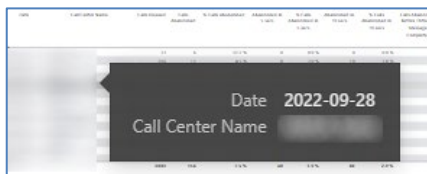
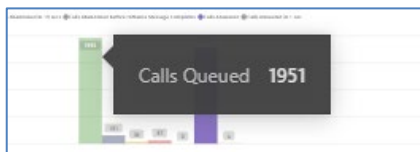
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

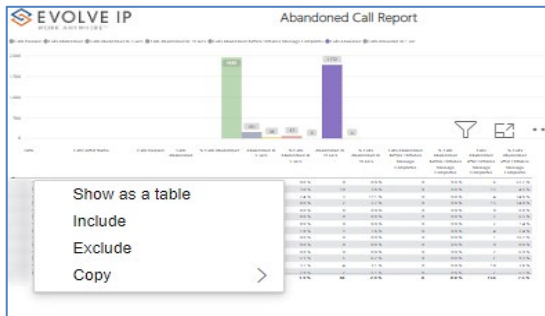
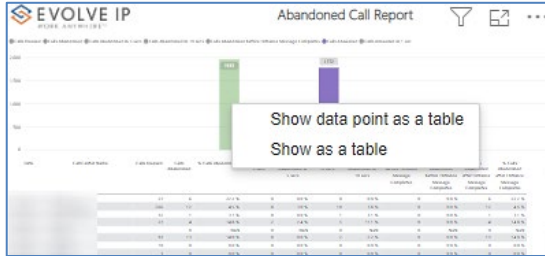


SCREEN TIPS

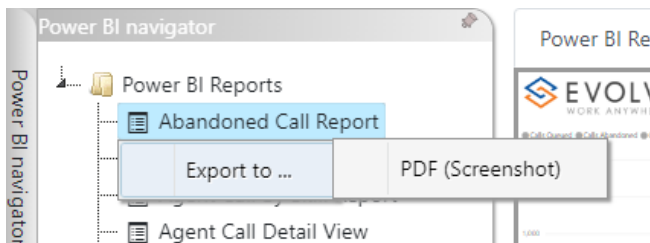


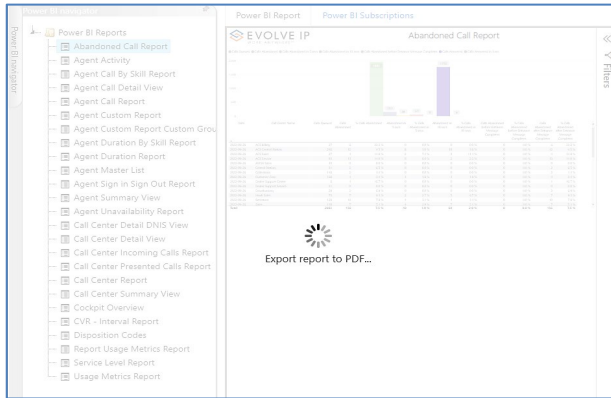


- Right-click data options

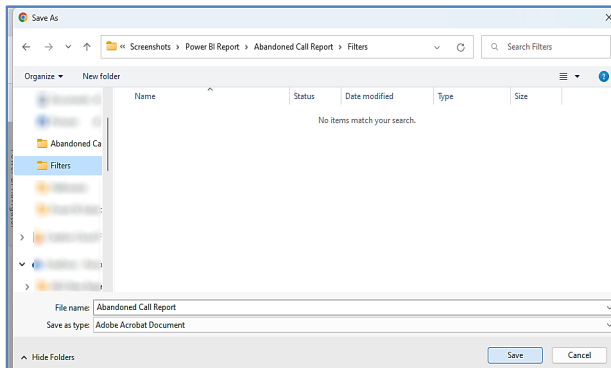


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



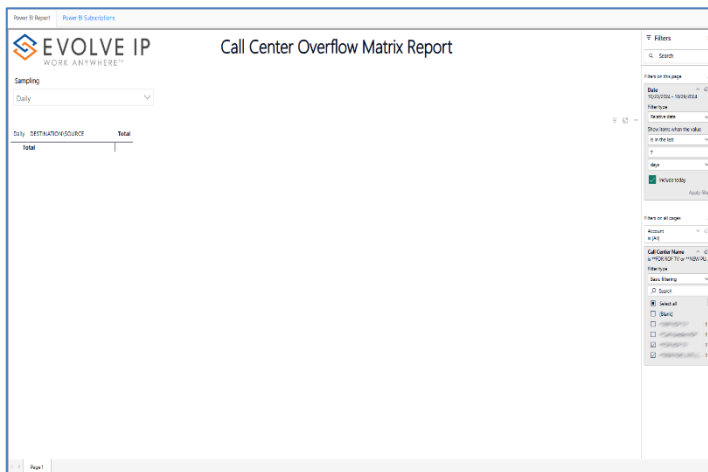


Save the file or change the location where to save the file.



Call Center Overflow Matrix Report

When clicking on the **Call Center Overflow Matrix Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

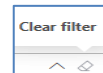


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

is in the last

is in this

is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

days

weeks

calendar weeks

months

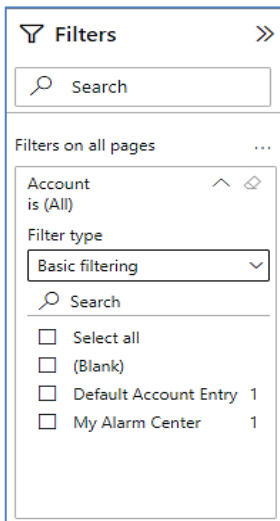
calendar months

years

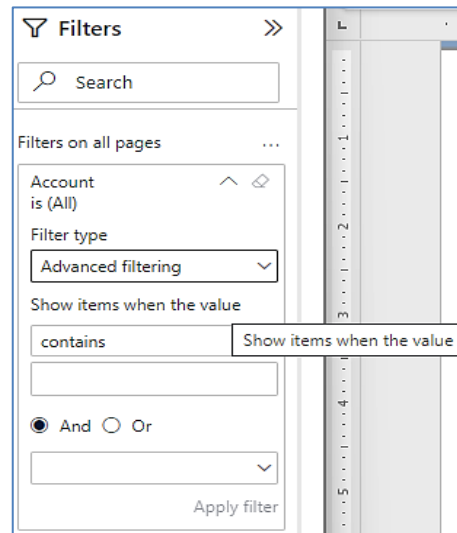
calendar years

By Period

ACCOUNT FILTERS

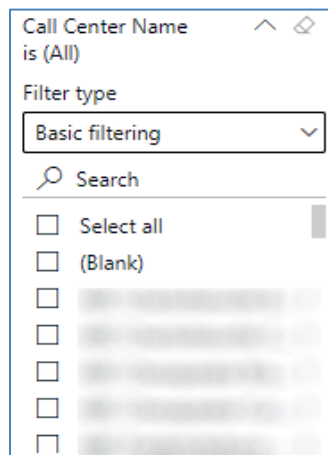


Basic Filtering (*default*)

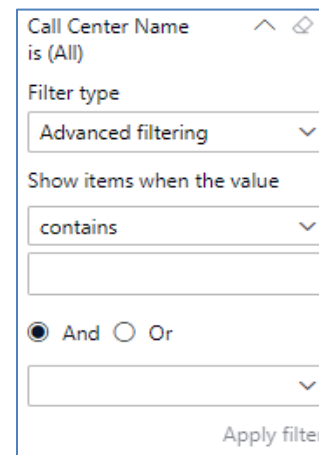


Advanced Filtering

CALL CENTER NAME FILTERS



Basic Filtering (*default*)



Advanced Filtering

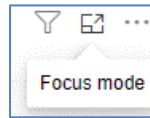
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

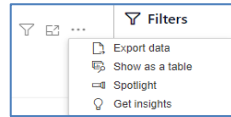
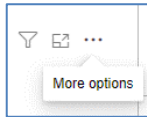
VISUAL FILTERS



Category	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
...



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

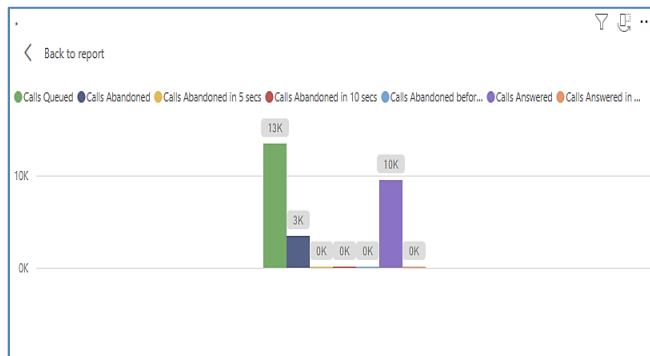
The report author turned off this option

.xlsx (Excel 150,000-row max)

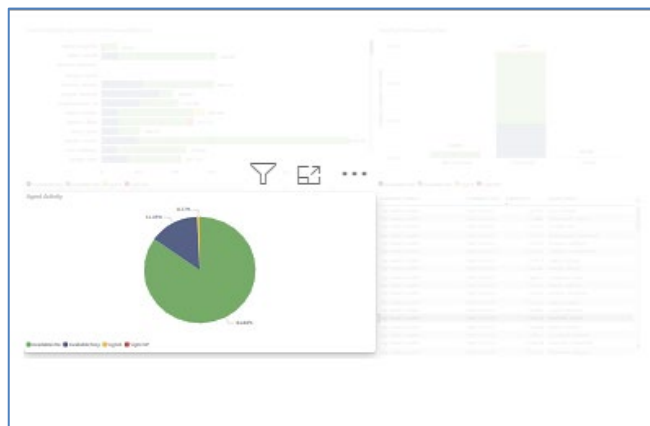
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

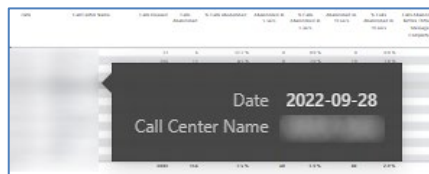
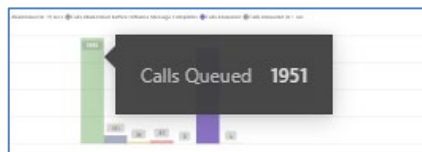
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

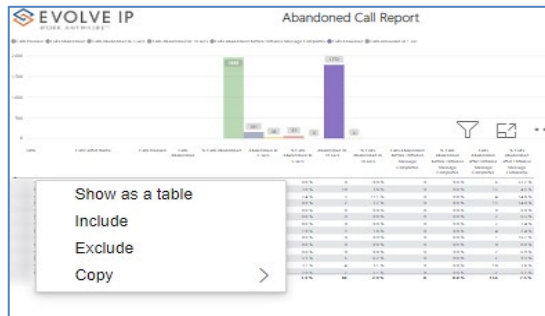
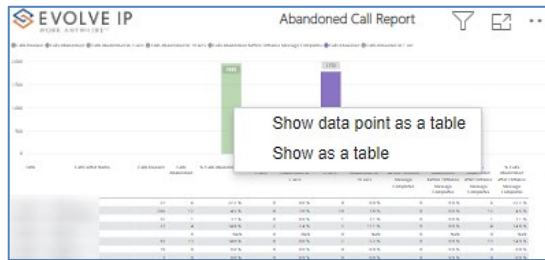


SCREEN TIPS

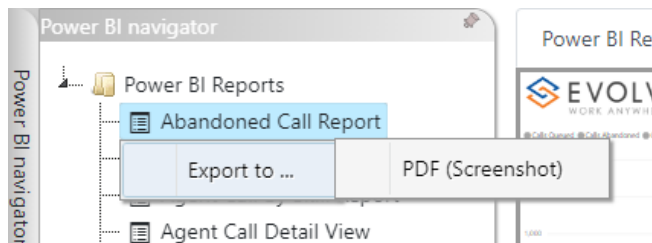


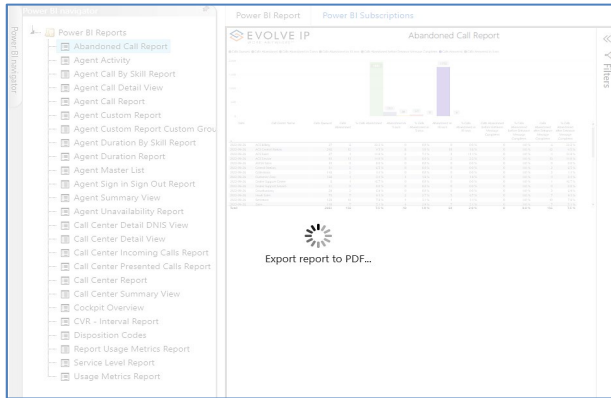


- Right-click data options

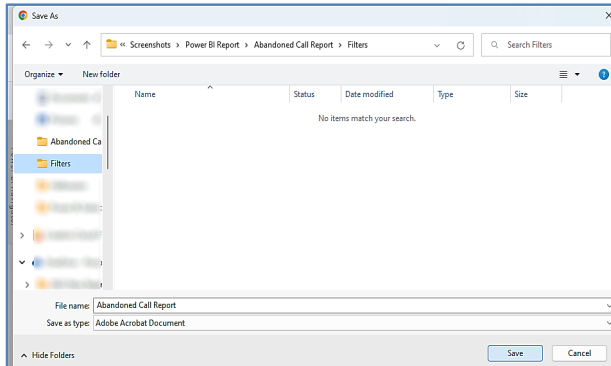


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



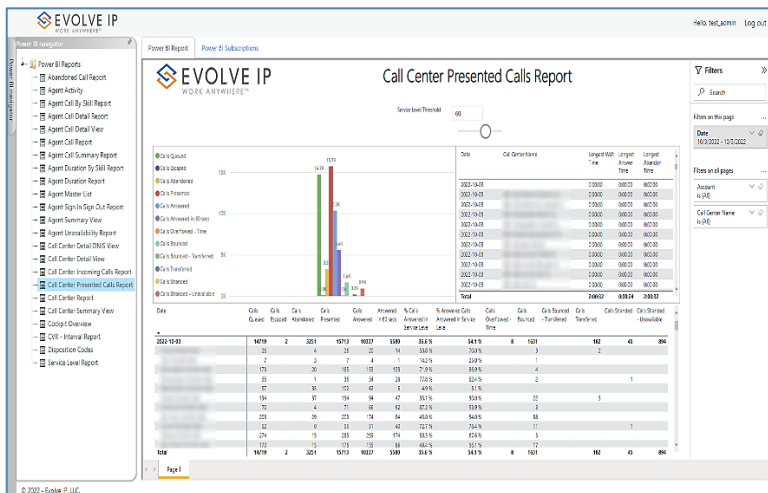


Save the file or change the location where to save the file.



Call Center Presented Calls Report

When clicking on the **Call Center Presented Calls Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

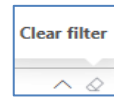


Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

is in the last
is in this
is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value is in the last 2 days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

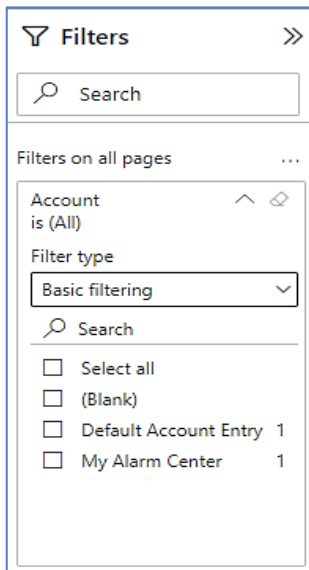
Filter type: Relative date

Show items when the value is in the last 2 days

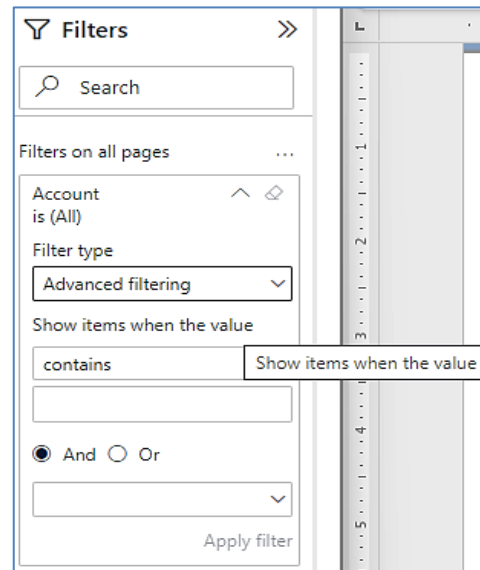
days
weeks
calendar weeks
months
calendar months
years
calendar years

By Period

ACCOUNT FILTERS

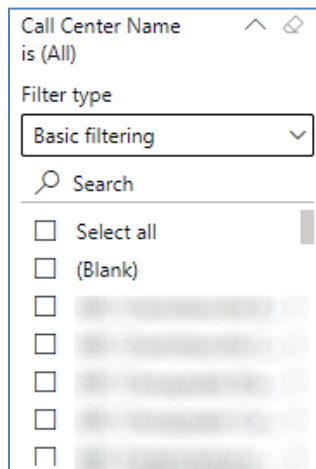


Basic Filtering (*default*)

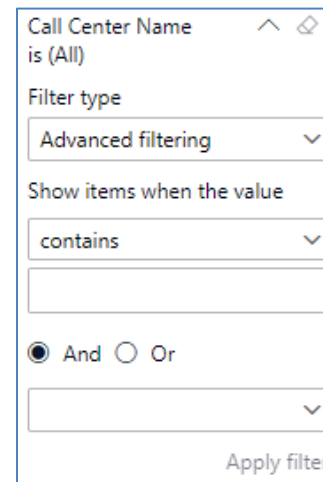


Advanced Filtering

CALL CENTER NAME FILTERS



Basic Filtering (*default*)

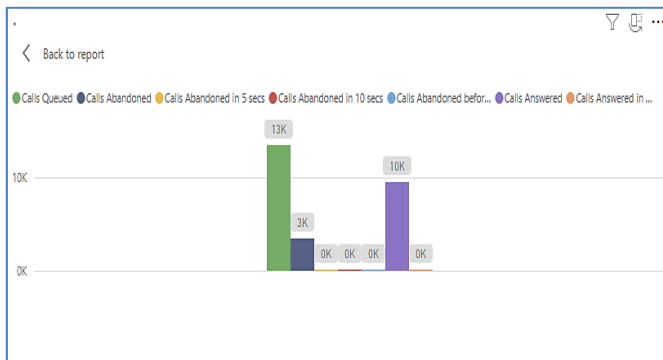


Advanced Filtering

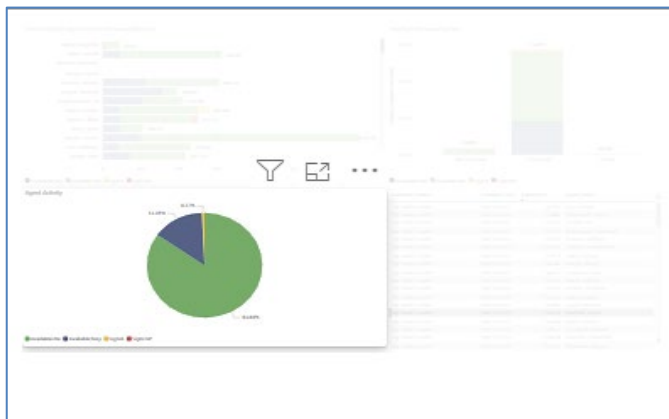
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

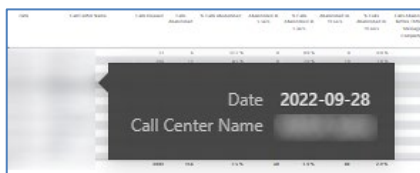
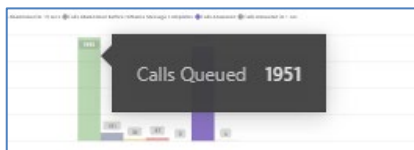
- Show as a table

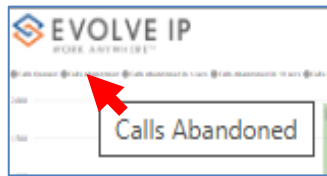


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

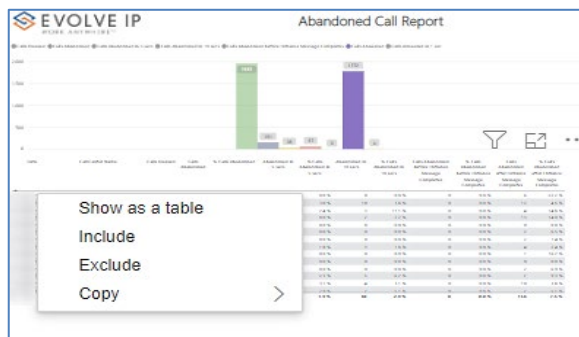
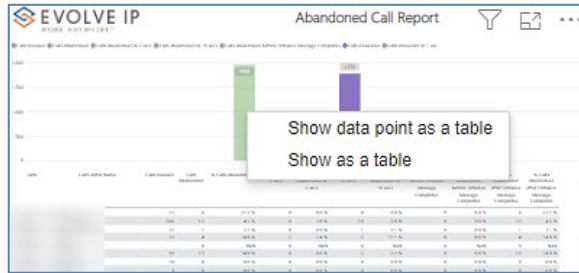


SCREEN TIPS

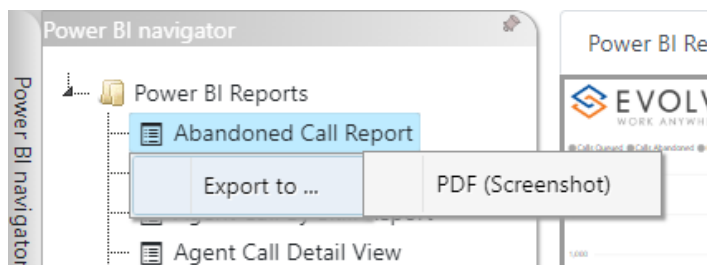


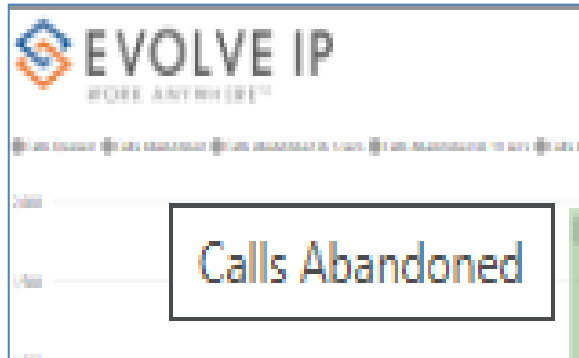


- Right-click data options

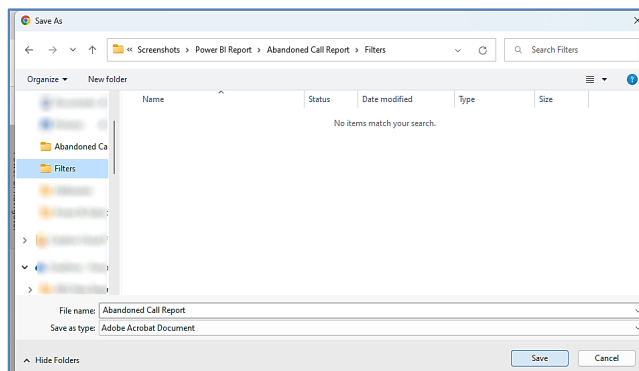


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



Call Center Report

When clicking on the **Call Center Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (shown below).

The screenshot displays the 'Call Center Report' dashboard. It features a navigation sidebar on the left, a main content area with a bar chart and a data table, and a filters panel on the right. The bar chart shows metrics for 'Calls Answered', 'Calls Abandoned', and 'Calls in Queue'. The data table below provides a detailed breakdown of call statistics.

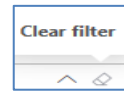
Date	Call Center Name	Calls Queued	Calls Escaped	Calls Answered	Calls Reported	Calls Answered in 1 sec	% Calls answered in 1 sec	% Reported Calls Answered	Calls Out of Service	Calls Reported - Reported	Calls Reported - Unreported	Calls Reported - Unreported
2022-10-01		1	0	1	1	2	100%	100%	0	0	0	1
2022-10-02		142	24	145	136	1	97%	68%	25			1
2022-10-03		62	9	71	51	1	95%	68%	29			2
2022-10-04		81	24	105	42	1	95%	68%	1			1
2022-10-05		152	45	159	47	1	95%	68%	25			1
2022-10-06		100	2	104	96	1	95%	68%	24			1
2022-10-07		63	12	63	59	1	95%	68%	25			1
2022-10-08		43	0	43	42	1	95%	68%	1			1
2022-10-09		214	11	210	196	1	95%	68%	7			5
2022-10-10		24	3	25	21	1	95%	68%	7			1
2022-10-11		37	3	37	35	1	95%	68%	2			2
2022-10-12		27	3	28	25	1	95%	68%	1			1
2022-10-13		101	42	119	66	1	95%	68%	3			3
2022-10-14		102	10	111	6	1	95%	68%	1			4
2022-10-15		12	0	12	12	1	95%	68%	3			3
Total		1479	2	1551	1219	1037	92%	62%	8	103	102	45

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value: is in the last
2 days
 Include today
Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value: is in the last
2 days
 Include today
Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value: is in the last
is in the last
is in this
is in the next
 Include today
Apply filter

Show item value (by Range)

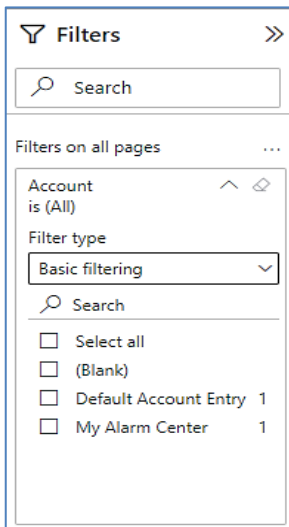
Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value: is in the last
2 days
 Include today
Apply filter

By Duration

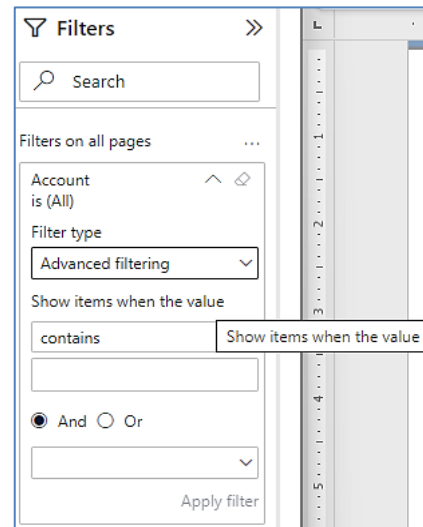
Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value: is in the last
2 days
days
weeks
calendar weeks
months
calendar months
years
calendar years

By Period

ACCOUNT FILTERS

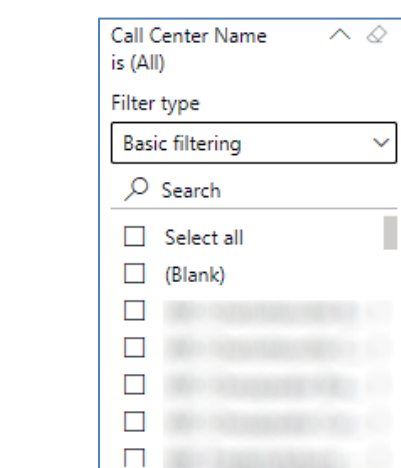


Basic Filtering (*default*)

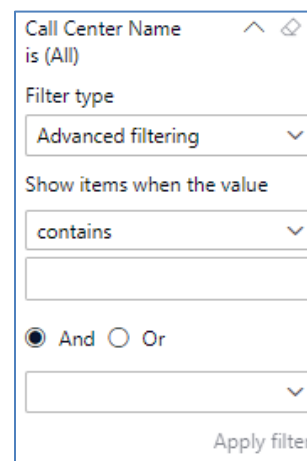


Advanced Filtering

CALL CENTER NAME FILTERS



Basic Filtering (*default*)



Advanced Filtering

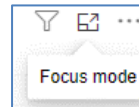
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

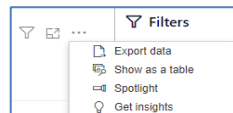
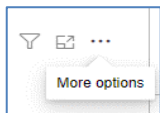
VISUAL FILTERS



AGENT	CALLS	ABANDONED	PERCENT	PERCENT	PERCENT	PERCENT	PERCENT	PERCENT	PERCENT	PERCENT
101	74	415%	0	0%	0	0%	0	0%	0	0%
102	20	11%	0	0%	0	0%	0	0%	0	0%
103	0	0%	0	0%	0	0%	0	0%	0	0%
104	0	0%	0	0%	0	0%	0	0%	0	0%
105	0	0%	0	0%	0	0%	0	0%	0	0%
106	0	0%	0	0%	0	0%	0	0%	0	0%
107	0	0%	0	0%	0	0%	0	0%	0	0%
108	0	0%	0	0%	0	0%	0	0%	0	0%
109	0	0%	0	0%	0	0%	0	0%	0	0%
110	0	0%	0	0%	0	0%	0	0%	0	0%
111	0	0%	0	0%	0	0%	0	0%	0	0%
112	0	0%	0	0%	0	0%	0	0%	0	0%
113	0	0%	0	0%	0	0%	0	0%	0	0%
114	0	0%	0	0%	0	0%	0	0%	0	0%
115	0	0%	0	0%	0	0%	0	0%	0	0%
116	0	0%	0	0%	0	0%	0	0%	0	0%
117	0	0%	0	0%	0	0%	0	0%	0	0%
118	0	0%	0	0%	0	0%	0	0%	0	0%
119	0	0%	0	0%	0	0%	0	0%	0	0%
120	0	0%	0	0%	0	0%	0	0%	0	0%
121	0	0%	0	0%	0	0%	0	0%	0	0%
122	0	0%	0	0%	0	0%	0	0%	0	0%
123	0	0%	0	0%	0	0%	0	0%	0	0%
124	0	0%	0	0%	0	0%	0	0%	0	0%
125	0	0%	0	0%	0	0%	0	0%	0	0%
126	0	0%	0	0%	0	0%	0	0%	0	0%
127	0	0%	0	0%	0	0%	0	0%	0	0%
128	0	0%	0	0%	0	0%	0	0%	0	0%
129	0	0%	0	0%	0	0%	0	0%	0	0%
130	0	0%	0	0%	0	0%	0	0%	0	0%
131	0	0%	0	0%	0	0%	0	0%	0	0%
132	0	0%	0	0%	0	0%	0	0%	0	0%
133	0	0%	0	0%	0	0%	0	0%	0	0%
134	0	0%	0	0%	0	0%	0	0%	0	0%
135	0	0%	0	0%	0	0%	0	0%	0	0%
136	0	0%	0	0%	0	0%	0	0%	0	0%
137	0	0%	0	0%	0	0%	0	0%	0	0%
138	0	0%	0	0%	0	0%	0	0%	0	0%
139	0	0%	0	0%	0	0%	0	0%	0	0%
140	0	0%	0	0%	0	0%	0	0%	0	0%
141	0	0%	0	0%	0	0%	0	0%	0	0%
142	0	0%	0	0%	0	0%	0	0%	0	0%
143	0	0%	0	0%	0	0%	0	0%	0	0%
144	0	0%	0	0%	0	0%	0	0%	0	0%
145	0	0%	0	0%	0	0%	0	0%	0	0%
146	0	0%	0	0%	0	0%	0	0%	0	0%
147	0	0%	0	0%	0	0%	0	0%	0	0%
148	0	0%	0	0%	0	0%	0	0%	0	0%
149	0	0%	0	0%	0	0%	0	0%	0	0%
150	0	0%	0	0%	0	0%	0	0%	0	0%
151	0	0%	0	0%	0	0%	0	0%	0	0%
152	0	0%	0	0%	0	0%	0	0%	0	0%
153	0	0%	0	0%	0	0%	0	0%	0	0%
154	0	0%	0	0%	0	0%	0	0%	0	0%
155	0	0%	0	0%	0	0%	0	0%	0	0%
156	0	0%	0	0%	0	0%	0	0%	0	0%
157	0	0%	0	0%	0	0%	0	0%	0	0%
158	0	0%	0	0%	0	0%	0	0%	0	0%
159	0	0%	0	0%	0	0%	0	0%	0	0%
160	0	0%	0	0%	0	0%	0	0%	0	0%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

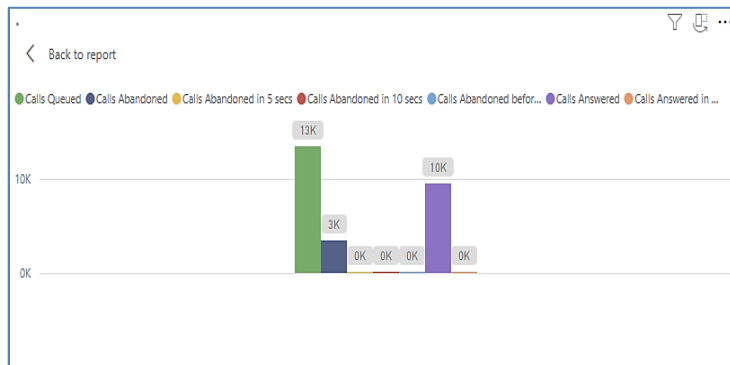
The report author turned off this option

.xlsx (Excel 150,000-row max)

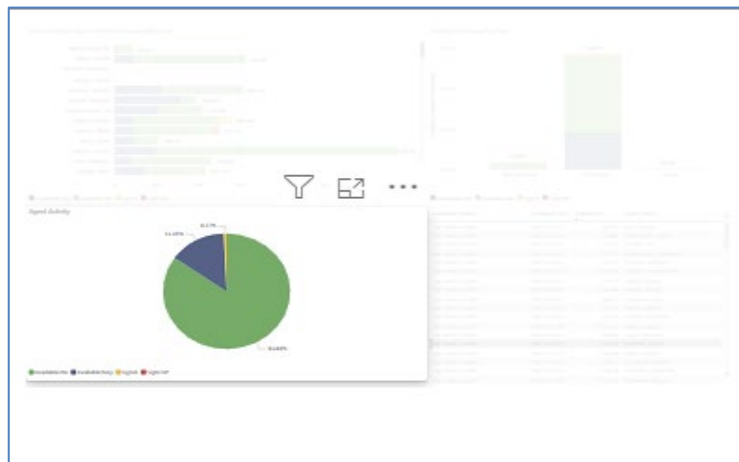
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

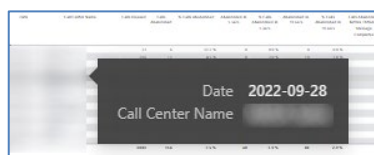
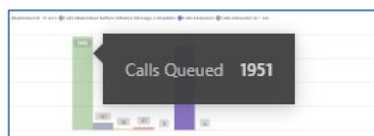
- Show as a table

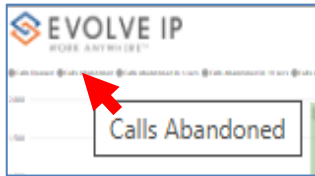


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

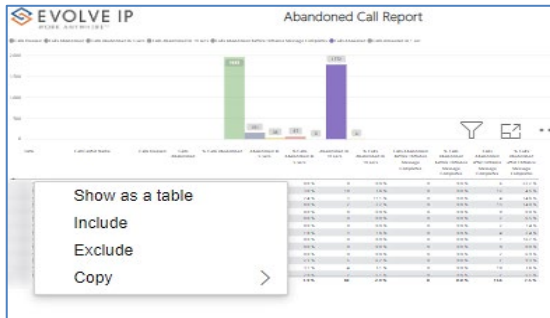
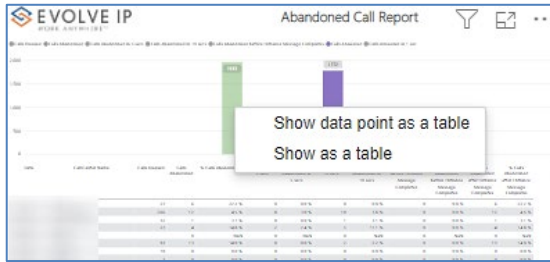


SCREEN TIPS

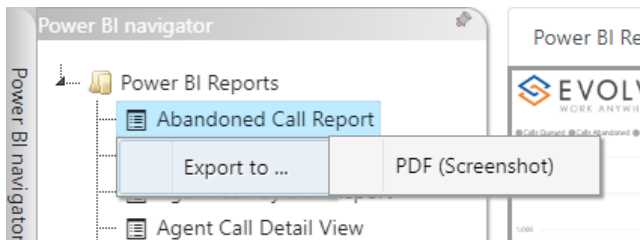




- Right-click data options

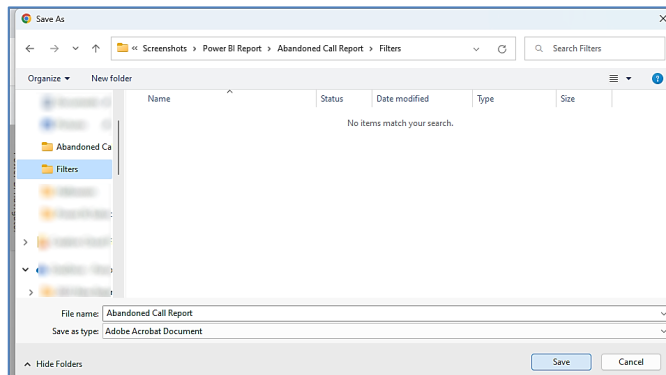


Right clicking on any report on the Navigation list will give you the option to export the report to a PDF file.





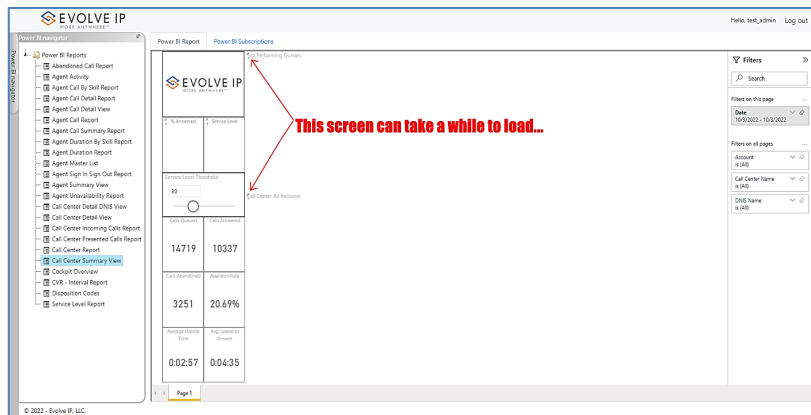
Save the file or change the location where to save the file.

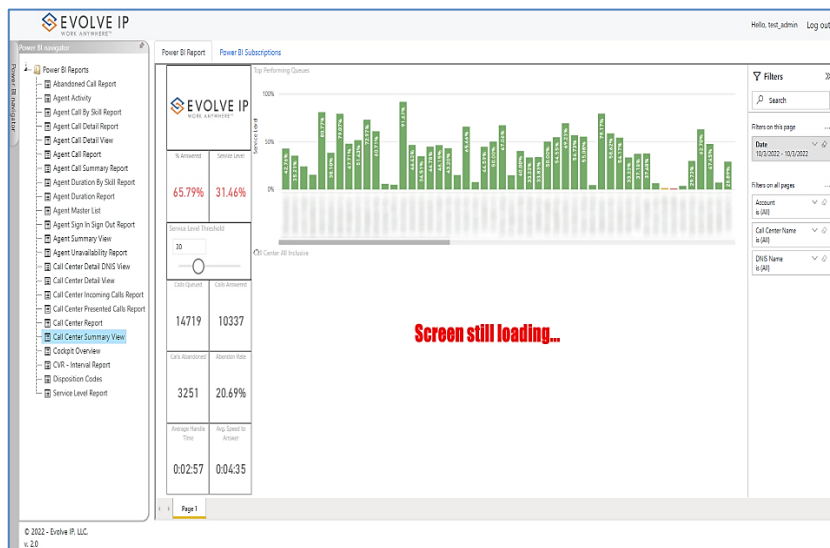
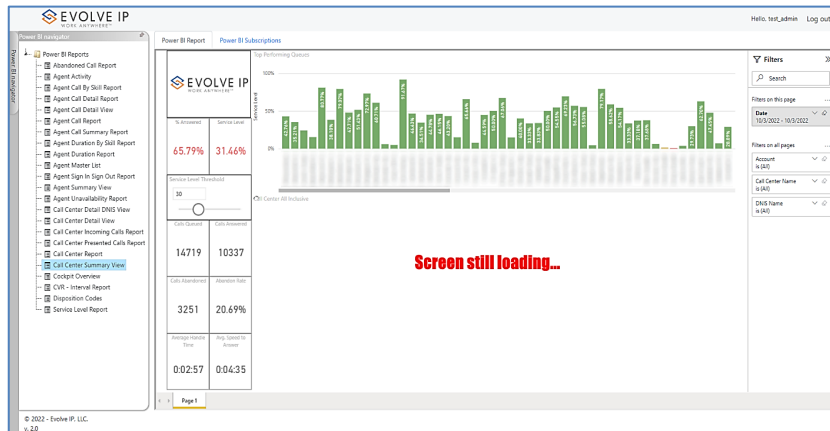


Call Center Summary View

When clicking on the **Call Center Summary View Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

PLEASE NOTE: Depending on the report date, this screen can take up to 2 minutes to load; and maybe even time-out (*details below if load time-out*).

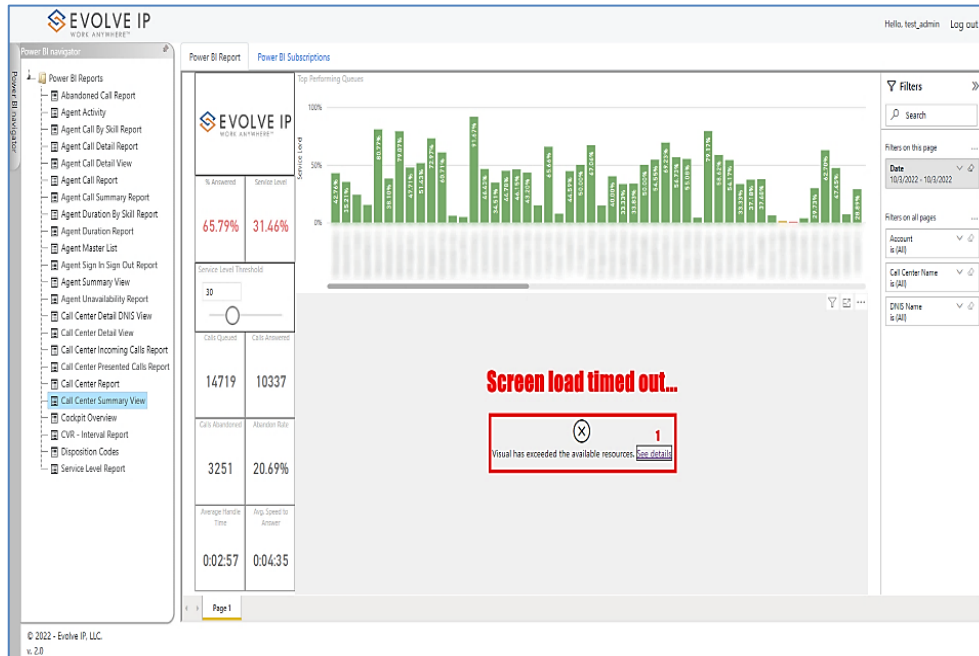




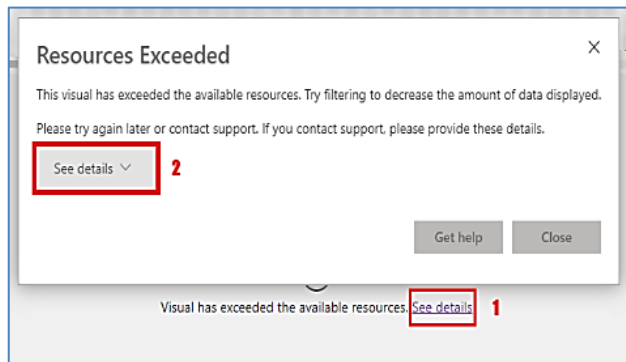
What Happens If My Report Load, Time Out?

If the report does not load and message "Visual has exceeded the available resources" is shown.

- Click on **[See details]**¹ (shown in the below image).



- After you click on **See details** in step 1; the **[Resources Exceeded]** message box will open (shown in the below image) with additional options.



- Click on **[See details]²** - this will display the full details of the Resources Exceeded output message (shown in the below image).

Resources Exceeded
3
×

This visual has exceeded the available resources. Try filtering to decrease the amount of data displayed.

Please try again later or contact support. If you contact support, please provide these details.

Hide details ^

More details The XML for Analysis request timed out before it was completed. Timeout value: 225 sec.

Activity ID cb88684d-8220-449b-932d-92b44d3011df

Correlation ID 45851ddd-3660-8f09-0fb3-e65dd90fc3e

Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848

Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time)

Service version 13.0.19183.51

Client version 2209.4.13431-train

Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net

Activity ID cb88684d-8220-449b-932d-92b44d3011df

Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848

Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time)

Service version 13.0.19183.51

Client version 2209.4.13431-train

Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net

📄 Copy
3a

3b
 Get help

Close

- Click on [**Copy**]^{3a}, this will copy the details of the *Resources Exceeded* message to the "clipboard" (shown in the below image) so that it can be pasted into a message, and sent to a support administrator, or support team.

Resources Exceeded
×

This visual has exceeded the available resources. Try filtering to decrease the amount of data displayed.

Please try again later or contact support. If you contact support, please provide these details.

Hide details ^

More details The XML for Analysis request timed out before it was completed. Timeout value: 225 sec.

Activity ID cb88684d-8220-449b-932d-92b44d3011df

Correlation ID 45851ddd-3660-8f09-0fb3-e65dd90fc3e

Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848

Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time)

Service version 13.0.19183.51

Client version 2209.4.13431-train

Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net

Activity ID cb88684d-8220-449b-932d-92b44d3011df

Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848

Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time)

Service version 13.0.19183.51

Client version 2209.4.13431-train

Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net

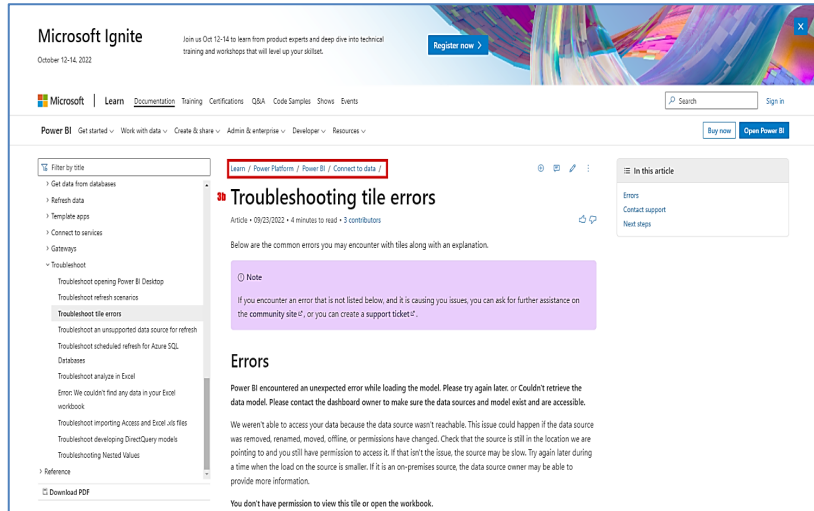
📄 Copy

3a
 Copied to clipboard.

Get help

Close

- **[Get help]^{3a}** - Click [here](#) to learn more about the *Resources Exceeded* message.



Reference page: <https://learn.microsoft.com/en-us/power-bi/connect-data/refresh-troubleshooting-tile-errors>

If you are unsure what steps to take next, click on **[Close]** to close the *Resources Exceeded* message box, and contact your *support administrator*.

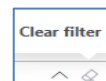
***Once the report data has fully loaded, proceed with the below steps to filter and/or export the report data.**

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow **[>>]** **[<<]** to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name
- DNIS Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

- is in the last
- is in this
- is in the next

Include today

Apply filter

Show item value (by Range)

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

2

days

Include today

Apply filter

By Duration

Date 9/28/2022 - 9/29/2022

Filter type: Relative date

Show items when the value: is in the last

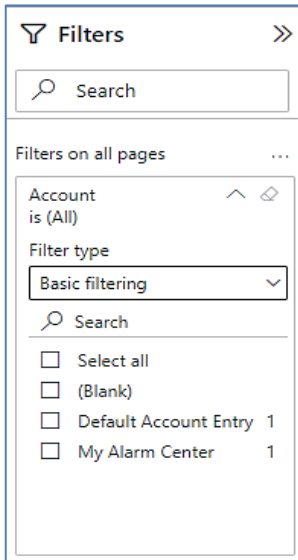
2

days

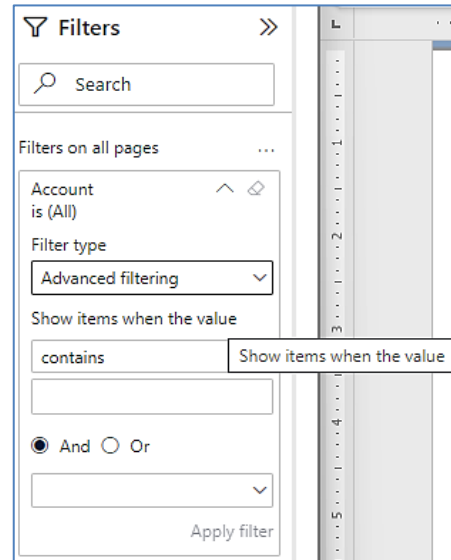
- days
- weeks
- calendar weeks
- months
- calendar months
- years
- calendar years

By Period

ACCOUNT FILTERS

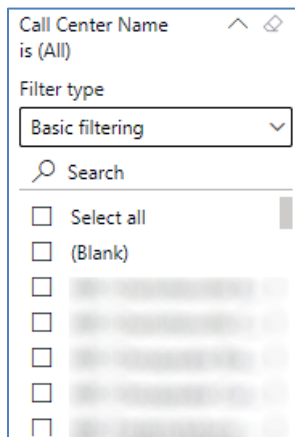


Basic Filtering (*default*)

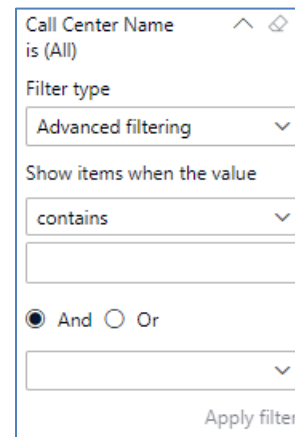


Advanced Filtering

CALL CENTER NAME FILTERS

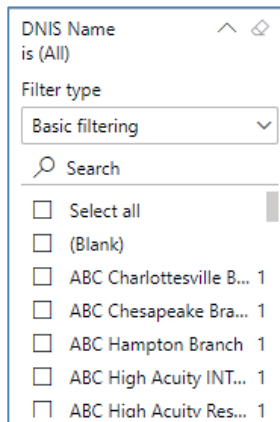


Basic Filtering (*default*)

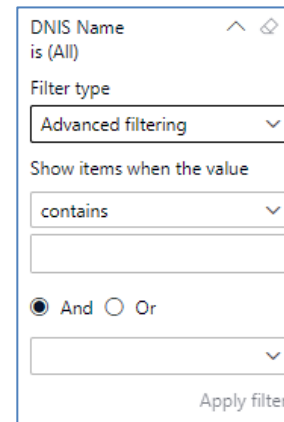


Advanced Filtering

DNIS NAME FILTERS



Basic Filtering (*default*)



Advanced Filtering

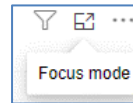
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

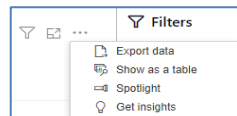
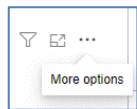
VISUAL FILTERS



Account	Time	Abandoned	Success	Failed	Abandoned	Success	Failed	Abandoned	Success	Failed	Abandoned	Success	Failed	Abandoned	Success	Failed	Abandoned	Success	Failed
101	10	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
102	20	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
103	30	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
104	40	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
105	50	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
106	60	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
107	70	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
108	80	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
109	90	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%
110	100	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%	100%	0	0%



SECONDARY FILTERS



- Export data

Export data

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

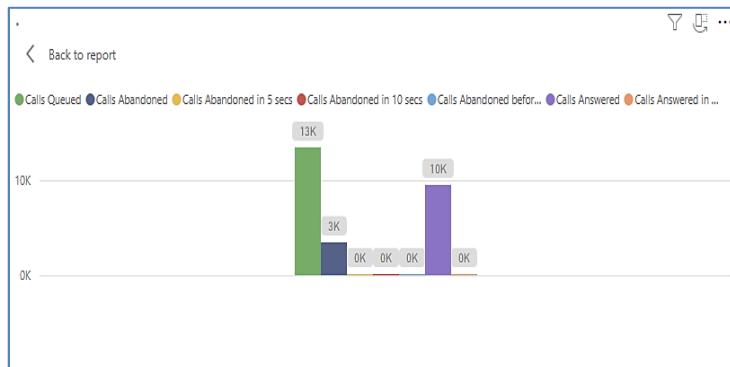
The report author turned off this option

.xlsx (Excel 150,000-row max)

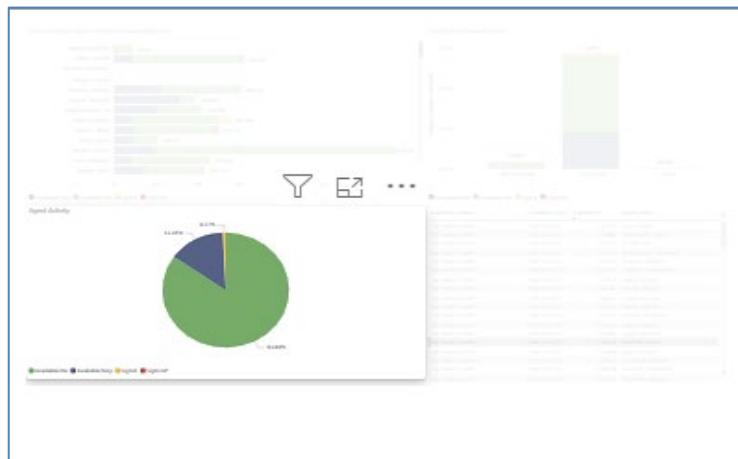
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

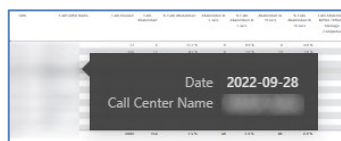
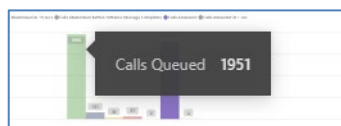
- Show as a table



- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

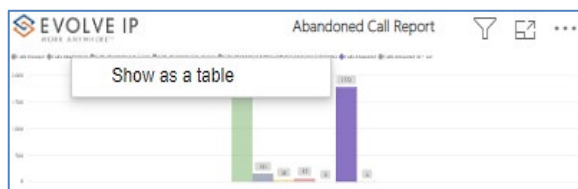
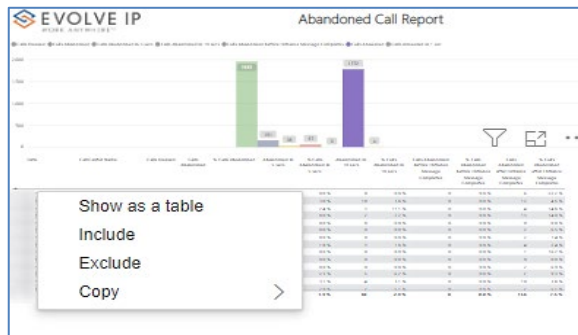
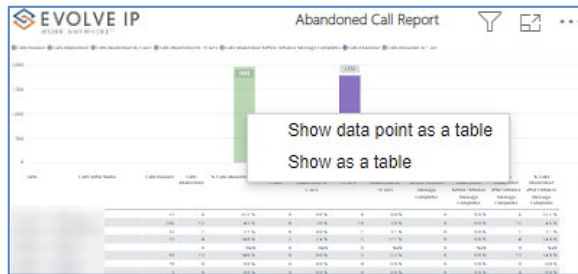


SCREEN TIPS

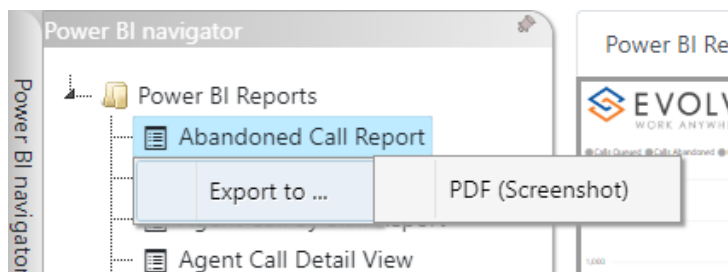




- Right-click data options

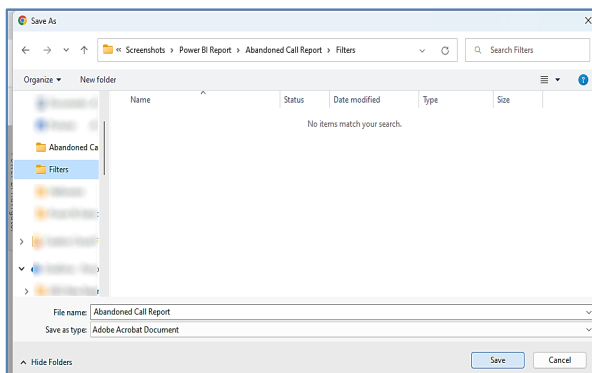


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.



Service Level Report

When clicking on the **Service Level Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

Service Level Report

Service Level Overview

Service Level Average

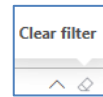
Date	Average Wait Time	Average Speed of Answer	Call Answered within 15 Secs	% Answered	Call Answered within 30 Secs	% Answered
2022-10-01	255.00	3.82	3229	28.5 %	7918	46.8 %
2022-10-02	196.00	3.50	35	2.6 %	31	1.6 %
2022-10-03	102.77	3.50	38	24.1 %	89	57.2 %
2022-10-04	168.00	7.95	18	21.2 %	42	50.0 %
2022-10-05	82.29	3.23	18	12.5 %	28	20.5 %
2022-10-06	30.25	4.40	18	100.0 %	34	248.6 %
2022-10-07	17.72	4.22	27	242.9 %	68	602.5 %
2022-10-08	18.43	7.69	11	17.5 %	23	36.5 %
2022-10-09	28.00	4.93	27	62.5 %	62	91.7 %
2022-10-10	73.20	4.41	61	312.5 %	140	69.3 %
2022-10-11	47.00	5.20	14	42.9 %	38	24.9 %
2022-10-12	47.00	5.13	21	163.1 %	37	28.1 %
2022-10-13	58.00	5.20	18	59.4 %	21	70.0 %
Total	255.00	3.82	3229	28.5 %	7918	46.8 %

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date - dates can be filtered by range, duration, and period
- Account - account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the **[Clear Filter]** icon



Report Filters

DATE FILTERS

Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value is in the last 2 days
 Include today
Apply filter

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value is in the last 2 days
 Include today
Apply filter

Include today, disabled

Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value is in the last
is in the last
is in this
is in the next
 Include today
Apply filter

Show item value (by Range)

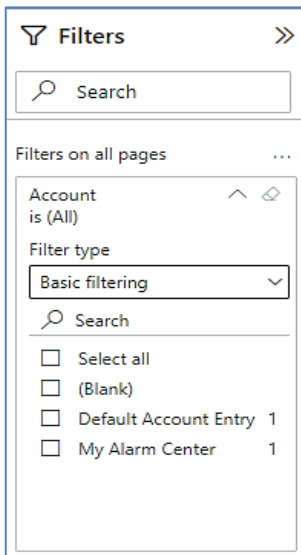
Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value is in the last 2 days
Duration
 Include today
Apply filter

By Duration

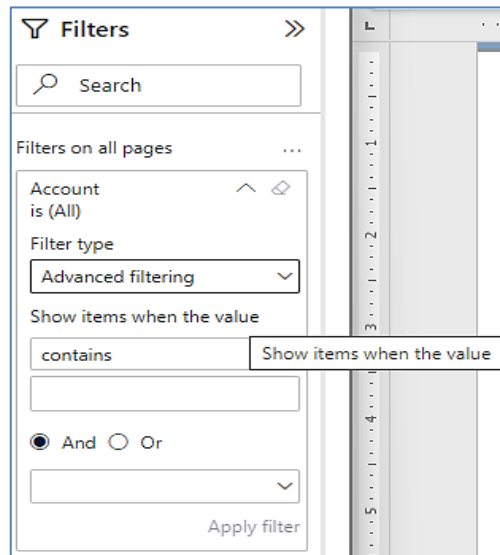
Date 9/28/2022 - 9/29/2022
Filter type: Relative date
Show items when the value is in the last 2 days
days
weeks
calendar weeks
months
calendar months
years
calendar years
Apply filter

By Period

ACCOUNT FILTERS

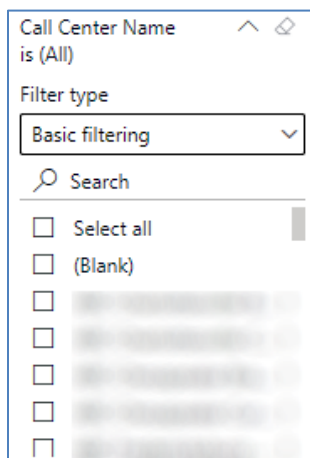


Basic Filtering (*default*)

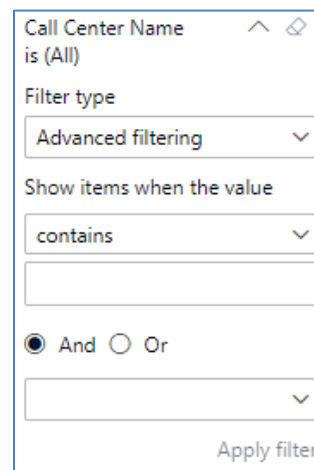


Advanced Filtering

CALL CENTER NAME FILTERS



Basic Filtering (*default*)

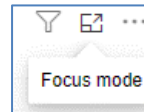


Advanced Filtering

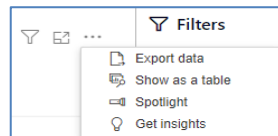
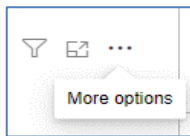
Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

VISUAL FILTERS

SECONDARY FILTERS



- Export data

Export data ✕

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more](#)

Data with current layout

ⓘ This option is only available for table and matrix visuals

Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).

Underlying data

Export the raw data used to calculate the data in your visual.

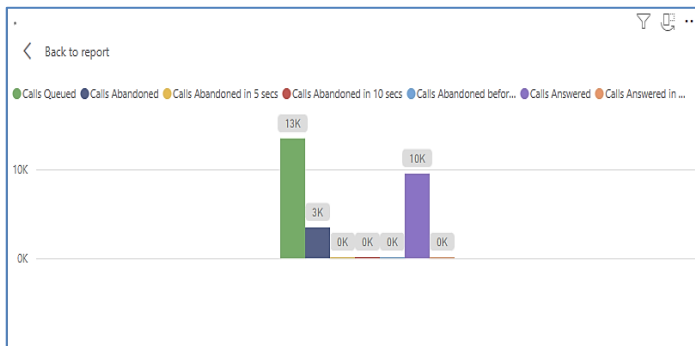
ⓘ The report author turned off this option

.xlsx (Excel 150,000-row max)

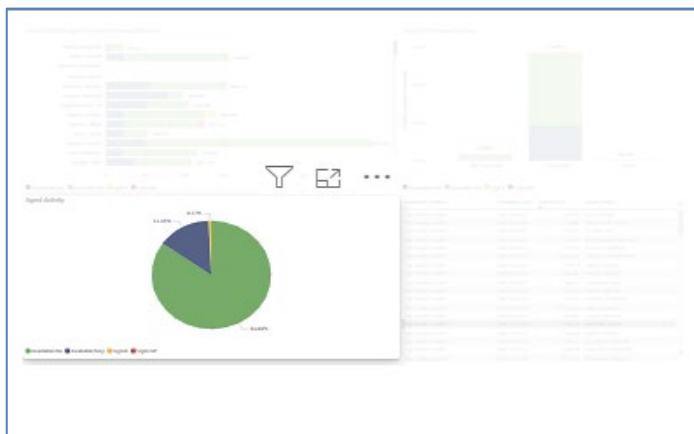
.csv (30,000-row max)

.xlsx (Excel 150,000-row max) ^

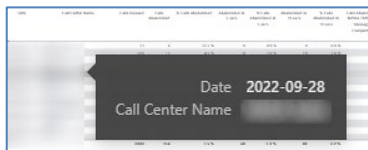
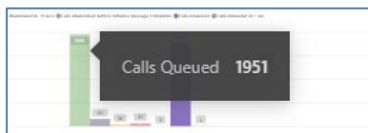
- Show as a table

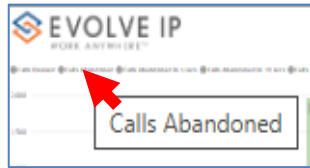


- Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from **[More options]** to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

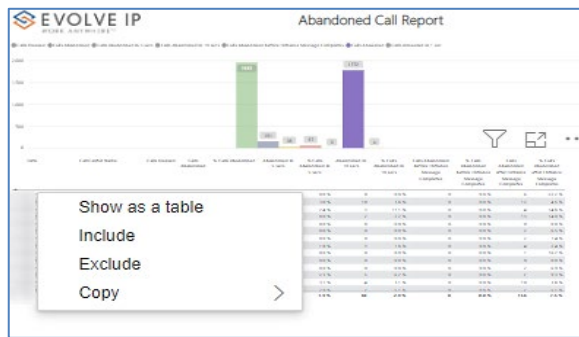
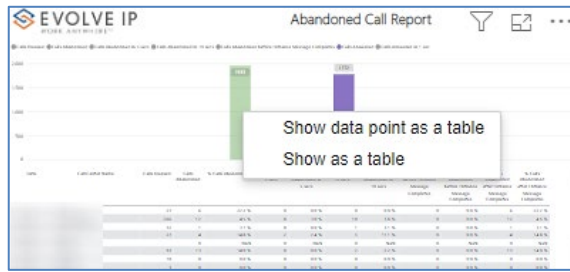


SCREEN TIPS

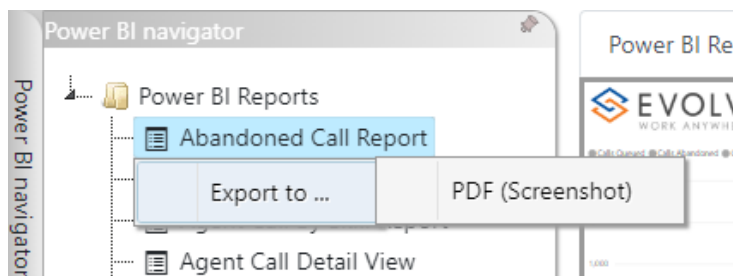




- Right-click data options

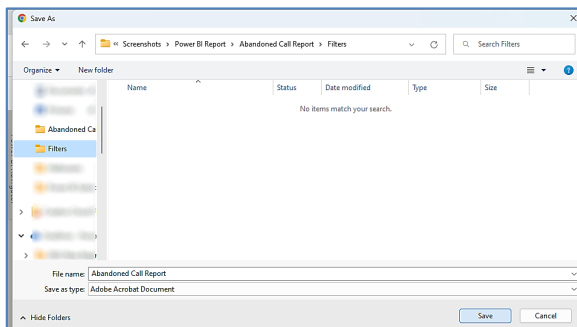


Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





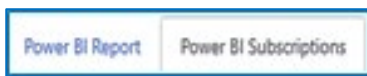
Save the file or change the location where to save the file.



Power BI Subscriptions

This is the **Main Screen** for the Evolve Reports for Broadworks app. The window is divided into two parts Report List Navigation¹ and Detail View²

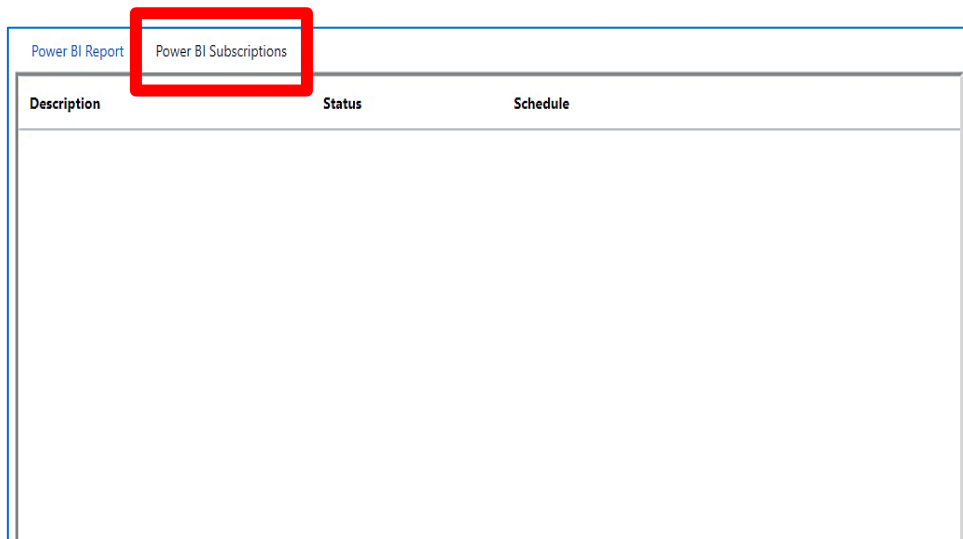
In the *Detail View* section of the window, there are two tabs *Power BI Report* (app default view), and *Power BI Subscription*. When you click on the [**Power BI Subscriptions**] tab, the default view is shown (see image below); **NOTE** the tab color changes from *blue* when Subscriptions is selected.



Report subscriptions are scheduled reporting events. The *default page* view is shown below:

- **Description** - this is the report name, or event name
- **Status** - this shows the subscription status
- **Schedule** - this is the subscription schedule

If there are no report subscription schedules, the view will be blank as shown below.



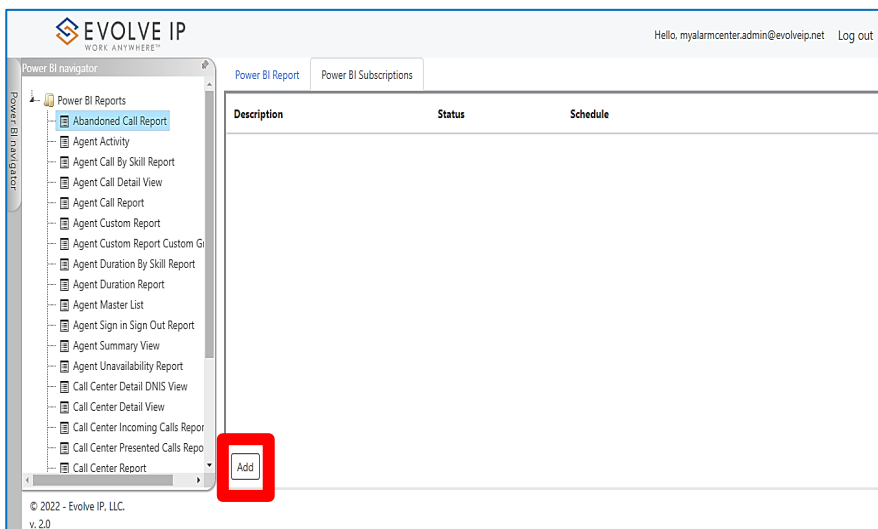
If there are any report schedules, the screen view will be shown as below:

Description	Status	Schedule			
delivery fix test 55	Enabled	Every 1 day(s) at 10:02 AM, (UTC-05:00) Eastern Time (US & Canada), starting 10/06/2022	Run Now	Update	Delete

- **Run Now** - this will run the scheduled task(s); an email will be sent to ALL recipients.
- **Update** - you will be able to edit any settings/parameters for the desired scheduled event.
- **Delete** - this will delete the schedule subscription; you will be asked to confirm.

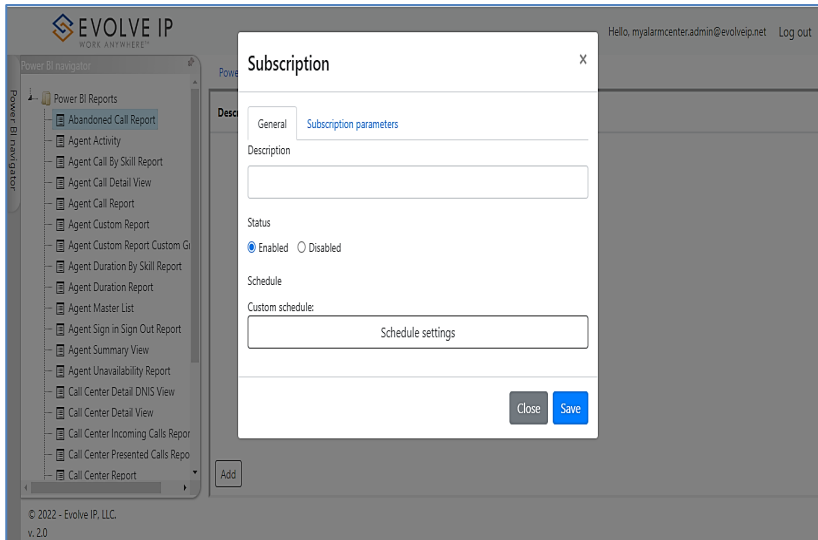
How To Create a Subscription

To create a report subscription, choose the report from the **Navigator** list; click on [**Add**] (see image below).

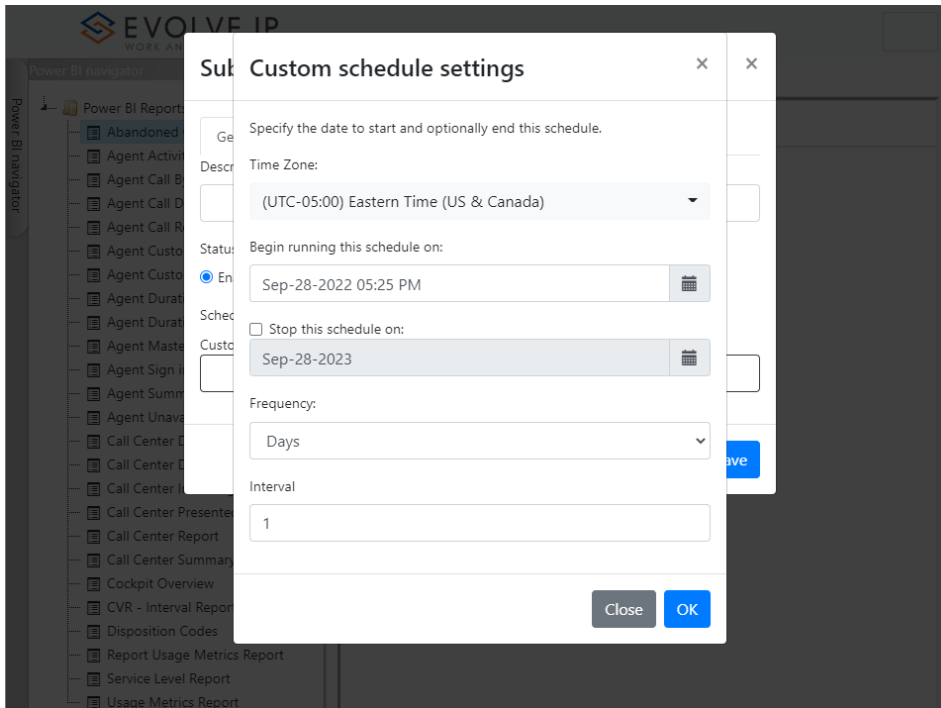


The subscription (**Settings/Parameters**] dialog box will open and display three tabs with available options to create/schedule a report subscription.

General Settings



1. **General: lists** a set of options for saving or disabling a report.
 - a. Description: Type a description for the report.
 - b. Status: Enable or Disable the report subscription. **NOTE:** To disable an existing report subscription, click on Update, click the [**Disable**] option button, then click on [**Save**].
 - c. Schedule Settings: set the below parameters to customize the subscription details
 - i. Time Zone - choose a US time zone
 - ii. Begin this schedule on - use the calendar picker to choose a date/time (*default current date/time*).
 - iii. Stop this schedule on - click this box to set a different end date (*default current date*).
 - iv. Frequency - choose a frequency for the subscription (Minutes, Hours, Days, Weeks, Months, Run one time).
 - v. Interval - set an interval for the subscription. The interval will coincide with the Frequency (i.e. Days, the interval will be each day, etc.).



Click **[OK]** to save settings.

Subscription Parameters

Subscription parameters: These parameters can be configured to **[Email]** a report.

To create an email, click on the **Subscription parameters** tab; the **[Delivery method]** is defaulted to *Email* (see image below). Continue filling in the parameters, i.e. (1) To (2) Cc (3) Bcc *add a comma after each recipient's email address; the **[Report format]** is defaulted to *PDF Screenshot*; the **[Subject]** is defaulted to the report name; and lastly, you can use the **[Email Body Text]** to type any message you wish to send with the report attachment.

Subscription
×

General
Subscription parameters
Report parameters

Delivery method

Email
▼

To

Cc

Bcc

Report format

PDF (Screenshot)
▼

Subject

Agent Call Report

Email Body Text

This is a test...

Close
Save

Report Parameters

NOTE: if you wish to configure [**Report parameters**], DO NOT click on Save when you are finished adding the *Subscription parameters*; click on the [**Report parameters**] tab.

Subscription
×

General
Subscription parameters
Report parameters

Account

Default Account Entry
▼

Period

Yesterday
▼

Agent Name

(All)
▼

Close
Save

1. **Account** - choose an [**Account**] for the report.
2. **Period** - choose a [**Period**] (*range*) for the report.
3. **Agent Name** - choose an [**Agent Name**] for the report; or choose "All" for the report to include all agents.

Click on [**Save**] when you are finished adding the *Report parameters*.

Modifying a Subscription

If you clicked on the *Save* button after you have configured the *Subscription parameters*, your subscription was saved with *default Report parameters*. To view or change the *Report parameters* click on [**Update**] from the Subscriptions main screen. Locate the report you wish to edit, click on **Update** to edit the settings/parameters.

Description	Status	Schedule			
Test Settings and Parameters for Documenting Process	Enabled	Every 1 day(s) at 09:30 PM. (UTC-05:00) Eastern Time (US & Canada), starting 10/13/2022	Run Now	Update	Delete

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EVOLVE IP, LLC

Evolve Reports for Broadworks

User's Manual v02.2025.1
