

BroadWorks Call Center Reports Training

Introduction

The BroadWorks Call Center Reports tool is launched from the Supervisor application. Supervisors can run historical, real-time, and scheduled reports on their agents and queues.

A screenshot of the BroadWorks Call Center Reports interface. The interface is titled "Report" and "Call Center". It contains several input fields and buttons. The "Report Type" dropdown is set to "Historical". The "Start Date" is set to "01/01/2018" and the "End Date" is set to "01/01/2018". The "Start Time" is set to "00:00:00" and the "End Time" is set to "23:59:59". The "Queue" dropdown is set to "All Queues". The "Agent" dropdown is set to "All Agents". The "Report Period" dropdown is set to "Daily". The "Report Format" dropdown is set to "HTML". The "Report" button is visible at the bottom.

Agent Activity Report - Multiple Agents - Daily
Start Time: 01/01/2018 12:00:00 AM
Time Zone: GMT-04:00 (EST) Eastern Time
Date Rec: 01/01/2018 02:00 PM

Documentation

[BroadWorks Reports - Quick Reference Guide](#)

[BroadWorks Reports - User Guide](#)

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We will respond within 24 hours on normal business days.