

Reports

This tab provides various detailed reports and statistics. Reports can be generated per month or for a specific time period.

There are three types of reports:

- Details: Detailed reports on calls handled by ManagerAssistant Group.
- Call count: Reports
- Call duration: Reports and

Each report can be either displayed in the browser or exported as an Excel file. Additionally, all reports feature a graph view which visualizes the data as a bar chart. Any graph can be downloaded as a PNG image with the Save button in the top-right corner.

Reports that encompass a single group will always list the group manager on top.

Settings Groups VIP List **Reports**

Reports

MA Group

Custom Report

Start Date/Time: 20.08.2024 00:00 End Date/Time: 21.08.2024 00:00 Details Screen Graph Excel **Report**

Reports		Details	Call count	Call duration
August	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
July	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
June	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
May	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
April	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
March	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
February	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
January	2024	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel
December	2023	Screen Graph Excel	Screen Graph Excel	Screen Graph Excel

Reports

4-eyes principle!

User:

Password:

Login Cancel

Accounts with the privilege Reports have direct access to the *Reports* tab. Accounts with the privilege Reports4Eyes can access the tab if a second user with the same privilege provides their credentials (see [Privileges](#)).

To generate a report, set a time range in the Start and End fields, choose the report type from the drop-down menu and how to output the data with the radio buttons, and click the Report button. Alternatively, you can select the report for a specific month from the reports list and clicking the corresponding icon in the row.

After selecting the time range, report type and output type, a pop-up window will appear where the data can be limited to a single group (or with detail reports, to a single group member). A checkbox labeled Outbound calls lets you set whether outbound calls shall be included in the report as well.

Detail reports

These reports provide detailed information about calls which are handled by ManagerAssistant Group. They contain the following information:

Date/Time	The date and time the call was made.
Caller	The caller's number and name. If no name is associated with the number, the name reads <i>External</i> .
Called	The number dialed by the caller and the associated name. If no name is associated with the number, the name reads <i>External</i> .
Duration	The duration of the call (including time spent in menu and waiting in queue).

Graph reports

By clicking the *Graph* icon in the *Detail* column, the data will be visualized as bar charts. Two tabs are available: Calls per Hour and Calls per Day of Week. These graphs show how many calls were conducted during the given period, visualizing the amount of call traffic at different times.

Call count reports

These reports provide statistics on the amount of calls conducted by individual group members. They contain the following information:

Number	The number of the member's phone.
Member	The name of the member to whom the phone is assigned.
Missed calls	The amount of calls that were directed to but not answered by the member.
Connected	The amount of calls that were directed to but not answered by the member.
Inbound calls*	The total amount of calls the member received, both missed and connected.
Outbound calls*	The amount of calls the member conducted.
Calls	The total amount of calls the member was involved in. Depending on whether the option Outbound calls was checked, this total includes or excludes any outbound calls.

* This information is only shown if the Outbound calls checkbox is selected before generating the report.

Two graph views available for call count reports:

- Call count for Groups will be shown if *All* is selected in the Group drop-down list before generating the graph. It will show the call counts for every group. Clicking on a group will show the call counts for every member in the group; clicking on the link labeled Back in the top-left corner will return the previous view.
- Call count for Members will be shown if a single Group or Member is selected from the respective drop-down list before generating the graph. It will show the call counts for every individual member.

The call count statistics for an individual group/member will show the following bars:

Connected	All calls that were answered. The number will show either inbound calls or the total of inbound and outbound calls, depending on whether the option Outbound calls is checked before generating the graph.
Missed	All inbound calls that were not answered.
Not connected*	All outbound calls that were not answered. This bar is only shown if the option is checked before generating the graph.

* This bar is only shown if the Outbound calls checkbox is selected before generating the graph.

Call duration time reports

These reports show the time individual members spent in calls. They contain the following information:

Number	The number of the member's phone.
Member	The name of the member to whom the phone is assigned.
Call duration	How much time the member spent in calls during the specified period.
Ø Call duration	How long a call with the member lasted on average (call duration divided by number of calls).
Outbound call duration*	Time spent in outbound calls during the specified period.
Ø Outbound call duration*	Time of an outbound call on average (call duration divided by number of calls).
Inbound call duration*	Time spent in inbound calls during the specified period.
Ø Inbound call duration*	Time of an inbound call on average (call duration divided by number of calls).

* This information is only shown if the Outbound calls checkbox is selected before generating the report.

The graph view shows the total call duration in seconds. If the Outbound calls checkbox is selected, two bars will be shown for inbound and outbound calls.