

VirtualPBX®

Advanced Call Reports



Save time with customizable reports, scheduled to be delivered directly into your inbox whenever you need.



Get to Know Your Business

The more you know about your business communications the easier it becomes to gain results. With VirtualPBX Advanced Call Reports, you can monitor staff performance and customer experience.

Make it personal, filter reports and display only the data relevant to you. Anywhere, anytime, managers can use historic reports to track staff performance and compare users' productivity.

The Complete Experience

To understand your customers' decisions, you need to understand their complete experience. VirtualPBX segments calls as they pass through announcements and queues, so no call information is lost.

Access a complete breakdown of the call to reveal each customer's experience.

Key Features



Automatic Report Scheduling

Customize and filter reports, then schedule them to be run on a regular basis via email.



ACD & Availability Statistics

Every agent status and availability change is logged so that a complete status breakdown is available for each user.



Advanced Filtering

All call information recorded can be used to filter reports so that only relevant data is displayed. This includes; queues, DIDs, users, route paths and more.



Line Usage

Line usage reports help to track call volumes and identify trends, allowing you to ensure there is enough capacity.



In Depth Call Segmentation

Each call is segmented as it passes through announcements/queues to be offered to users so that no information is lost, giving a complete breakdown of customer experience.



Summary Reports with Extensive Statistics

Analyze call traffic by number, DID, trunk, queue and user, with any of hundreds of summarized statistics to get the information required.



Analyze User Performance

Monitor the performance of staff over time by getting a complete breakdown of the calls they make and receive, the time spent handling them and the time spent unavailable or in wrap up.

Quickly compare users' productivity to identify your star performers and those members of staff that require additional training/monitoring. Conversion or sale rates can also be tracked by using account codes to categorize calls, making it easy to see who the star performers are and who needs additional mentoring or training.



Return Abandoned Calls

Any abandoned call means lost revenue or an unhappy customer. The dedicated 'Unreturned abandoned Call' report can be used to highlight all callers who have yet to speak to anyone in the company, allowing them to be called back.

This improves customer satisfaction levels, helps to maximize sales opportunities and can help to keep staff busy during quiet periods.



Track Service Level Targets

Monitor customer experience by tracking how long callers must wait for their call to be answered and whether they must call back more than once to have their requests handled.

The pre-configured performance reports allow service levels to be tracked over time so patterns can be identified, allowing resources to be adjusted to meet target levels.



Browsers

The website is designed to work on modern browsers. This includes:

- Chrome
- Firefox
- Edge (New Chromium Version)
- Safari

Historical Report Types

The following reports are available to any user that has been given 'Call Analytics/Reporting' access on the system. Each report type is fully customizable with 100s of fields available to choose from including call times, totals, percentages, service levels, call rates and more.

Call List Reports	Description
Call List (Segmented)	A list of calls on the system broken down by the extensions, groups and users involved in the call. Using a segmented call report, a call's route through the communications platform can be traced.
Call List (Non-segmented)	A list of individual calls on the system, including internal and external calls.
Call List (Internal)	A list of internal calls on the system.
Call List (Trunk to Trunk)	A list of trunk to trunk calls on the system.
Abandoned Calls	A list of abandoned calls, calls which were not answered by an extension. This can exclude short calls which have a very short ring duration.
Unreturned Abandoned Calls	A list of abandoned calls which have not been called back or have not subsequently called back in and been answered.

Number-Based Reports	Description
Calls by Phone Number	A breakdown of all calls summarized by the phone number (incoming caller ID or outgoing dialed number).
Calls by Area Code	A breakdown of external calls by the area code (incoming caller id or outgoing dialed number).
Calls by State	A breakdown of external calls by State.
Calls by Country	A breakdown of external calls by Country.
Calls by Type	A breakdown of external calls by type (Local, National, International)
Calls by DID/DNIS	A breakdown of calls summarized by Direct Inward Dial.
Top Dialed Numbers	A breakdown of outgoing calls sorted by occurrence.
Top Received Numbers	A breakdown of incoming calls sorted by occurrence.

Time-Based Reports	Description
Calls by Time	A breakdown of all calls summarized by the time period the call was made. The default time period of 30 minutes can be altered as required.
Calls by Date & Time	A breakdown of all calls summarized by the date and time period the call was made. The default time period of 30 minutes can be altered as required.
Calls By Month	A breakdown of all calls summarized by the month the call was made.
Calls by Week	A breakdown of all calls summarized by the week the call was made.
Calls by Day	A breakdown of all calls summarized by the day the call was made.
Calls by Duration	A breakdown of all calls summarized by the call duration.
Calls by Ring Time	A breakdown of all calls summarized by the ring time.
Calls by Talk Time	A breakdown of all calls summarized by the talk time.
Calls by Hold Time	A breakdown of all calls summarized by the hold time.

User & Device Reports	Description
Calls by User	A breakdown of calls summarized by user.
Transferred Calls by User	A breakdown of transferred calls summarized by user.
Completed Calls by User	A breakdown of completed calls summarized by user.
Trunk Usage	A breakdown of trunk utilization over time.

Queue Reports	Description
Calls by Queue	A breakdown of calls summarized by Queue/Group.
Queue Performance	A breakdown of queue/group performance statistics summarized by Queue/Group.

Performance Reports	Description
Abandoned Call Summary by Day	A breakdown of abandoned calls summarized by day.
Abandoned Call Summary by Half Hour & Day	A breakdown of abandoned calls summarized by day and time.
Service Level by Day	A breakdown of service levels summarized by day.
Service Level by Half Hour	A breakdown of service levels summarized by time.
Service Level by Half Hour & Day	A breakdown of service levels summarized by time and day.

The reports below require the 'Agent User Add-On' license to be applied to Users so that agent status information is tracked by the system.

Agent Reports	Description
Agent Summary	A breakdown of calls summarized by Agent ID.
Completed Calls by Agent	A breakdown of completed calls summarized by Agent.
Transferred Calls by Agent	A breakdown of transferred calls summarized by Agent.
ACD Status Time by Agent	A breakdown of ACD status summarized by Agent ID.
ACD Status Time by Day	A breakdown of ACD status summarized by day.
ACD Status Time Half Hour	A breakdown of ACD status summarized by time.
ACD Status Time Half Hour & Day	A breakdown of ACD status summarized by time and day.