

CALL REPORTING FOR HOSTED CALL CENTER

“Deliver superb customer service with optimal resource efficiencies”

If your company provides small support-based call center support or if you are a full featured, high volume call center with complex systems, call intelligence and reporting is critical to the operations of your business.

PressONE’s Call Reporting service will provide your company with always-on web interface and access to call intelligence. Our cloud-based solution is affordable, user-friendly and accessible from anywhere at anytime.

Depending on your business requirements, PressONE has two different reporting levels in which to choose:

Standard Level	
Feature	Description
Endpoint Stats	Information on every user to be monitored (non-ACD)
Supervisor for Standard Stats	“Login” user with access to standard reporting (non-ACD)

ACD Level (includes Standard Level features)	
Feature	Description
Call Center Agent Stats	Any member of a queue (on top of endpoint stats)
Supervisor for ACD Stats	“Login” user with access to standard reporting as well as specific reporting for Hunt Groups, Queues & Agents

BENEFITS AT A GLANCE

- No software to buy or maintain
- No additional PCs to purchase
- Minimal connection costs
- Fast set-up with minimal technical requirements
- Pay-as-you-go
- Multi-site reporting is standard in the service
- Built-in disaster recovery
- Works on Mac, PC, Linux & Mobiles
- Real time and historical reports with beginning to end customer and internal call tracking

(sample calls by Agent)

ABOUT PRESSONE

PressONE, headquartered in Long Island City, NY, is a premier provider of voice and data solutions for businesses of all sizes. As a facilities-based managed solutions provider, some of the premier services provided by PressONE include Hosted Communications such as VoIP and faxing, SIP Trunking, Hosted Call Center and other network services. The company is privately-held by AMP Networks. For more information, visit www.pressone.net.

CALL REPORTING FEATURES

The PressONE call reporting feature has numerous statistics in the basic package. For even more detailed information, upgrade to our Premium or Commercial packages. Below is a detailed list of reporting statistics included in each package.

Service Plan Color Legend:

All Plans	Standard	Premium	Commerical
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Call Reporting Statistics List

Statistic Available For Report Style?	Desktop Wallboard	Extension List	ACD Agent List	Hunt Group List	Unreturned Lost Calls	Historic Call List	Calls By DDI	Calls By Tel No	Call By 1/2 Hour	Calls By Day	Calls By Week	Calls By Month	ACD Activity Log	Calls By Account Code	Active Call List	Trunk Interface List		
Cumulative Call Statistics																		
Calls In	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls In Answered	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls In Abandoned	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Out	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Out Answered	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Out Unanswered (Calls Failed)	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Overflowed Off	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Overflowed In	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Advanced	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Avg Waiting Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Avg Answer Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Avg Abandon Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Avg Out Ring Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Longest Waiting	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Total Ring Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Total Talk Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Avg Talk Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Total Call Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Avg Call Time	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Service Level %	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Trunk-Trunk Calls ^{3.c.m}	✓	x	x	x	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		

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Real Time Call Statistics																		
Calls Waiting	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Out Alerting	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls In Progress	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Longest Waiting Now	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Active	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Calls Out Alerting	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Trunk-Trunk Active ^{3,c,m}	✓	x	x	x	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Trunk-Trunk Active Talk Time ^{3,c,m}	✓	x	x	x	x	x	✓	✓	✓	✓	✓	✓	x	✓	x	✓		
Real-Time ACD Statistics																		
Current Time On Duty	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x		
Total Time On Duty	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In Status	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x		
Agents Logged In	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Agents Available	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Agents Busy	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Agents Not Available ³	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Agents Alerting	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Agents DND ^{1,2,4}	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Agents Wrap-Up ²	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Cumulative ACD Statistics																		
Logged In At	x	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
Logged Out At	x	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x		
First Log In	x	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Last Log Out	x	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In Available	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In Busy	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In Not Available ³	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In Alerting	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In DND ^{1,2,4}	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Time In Wrap-Up ²	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		

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Avg Time In Available	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Avg Time In Busy	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Avg Time In Not Available ³	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Avg Time In Alerting	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Avg Time In DND ^{1,2,4}	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Avg Time In Wrap-Up ²	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	x	x	x	x		
Call/Device Properties																		
Status (Icon)	x	✓	✓	✓	✓	✓	x	x	x	x	x	x	✓	x	✓	x		
Status (Description)	x	✓	✓	✓	✓	✓	x	x	x	x	x	x	✓	x	✓	x		
Active Call Tel No	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x		
Active Call Account Code ^{1,2,i,j}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x		
Active Call Direction	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x		
Active Call Ring Time	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x		
Active Call Talk Time ^m	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x		
Active Call Time	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x		
Device	x	✓	✓	✓	x	x	x	x	x	x	x	x	✓	x	x	x		
ACD Agent	x	✓	✓	x	x	x	x	x	x	x	x	x	✓	x	x	x		
ACD Status Change Time	x	✓	✓	x	x	x	x	x	x	x	x	x	✓	x	x	x		
ACD Hunt Group(s) ¹	x	✓	✓	x	x	x	x	x	x	x	x	x	✓	x	x	x		
ACD Sign In Count	x	✓	✓	✓	x	x	x	x	x	x	x	x	✓	x	x	x		
Partition Identifier	x	✓	✓	✓	✓	✓	x	x	x	x	x	x	✓	x	✓	✓		
Partition Name	x	✓	✓	✓	✓	✓	x	x	x	x	x	x	✓	x	✓	✓		
System Number	x	✓	✓	✓	✓	✓	x	x	x	x	x	x	✓	x	✓	✓		
System Name	x	✓	✓	✓	✓	✓	x	x	x	x	x	x	✓	x	✓	✓		
Answered? ^m	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Call Type	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Call Segment Number	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Segment Start Reason	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Segment End Reason	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Distribution Start Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Segment Start Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		

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Answer Time ^m	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	✓	x		
End Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Account Code ^{1,2,i,j}	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Calling	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Called	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Offered	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Segment Start Reason	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Segment End Reason	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Distribution Start Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Segment Start Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Answer Time ^m	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	✓	x		
End Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Account Code ^{1,2,i,j}	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Calling	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Called	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Offered	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Device Moved From	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Tel No Calling	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Tel No Called	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Tel No Moved To	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Agent Calling	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Agent Called	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Agent Offered	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Agent Moved From	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Ring Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Talk Time	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	✓	x		
Call Time	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Held Time	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	✓	x		
DDI Digits ^a	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
DNIS Description	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
Diagnostic Values																		
CallID (Application)	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		
CallID (System)	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x		

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ID (App Instance)	x	x	x	x	✓	✓	x	x	x	x	x	x	✓	x	x	x			
ID (Database)	x	x	x	x	✓	✓	x	x	x	x	x	x	✓	x	x	x			
ID (Time Sync)	x	x	x	x	✓	✓	x	x	x	x	x	x	✓	x	x	x			
Segment Flags (Bits)	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x			
Segment Flags (Hex)	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x			
Segment Flags (Num)	x	x	x	x	✓	✓	x	x	x	x	x	x	x	x	✓	x			
User's Endpoint Call Control (Real-Time Reports Only)																			
Make Call To ^d	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Inquiry Transfer To ^d	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Complete Transfer ⁿ	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Hold Current Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Retrieve Held Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Answer Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Clear Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Report Row Call Control (Real-Time Reports Only)																			
Call Now ^d	x	✓	✓	x	✓	x	x	x	x	x	x	x	x	x	x	x			
Inquiry Transfer ^d	x	✓	✓	x	✓	x	x	x	x	x	x	x	x	x	x	x			
Complete Transfer ⁿ	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			
Steal This Call ^b	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Send Call To... ^b	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Silent Monitor ^{d,e,f}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Forced Intrude ^{1,d,g,h}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Record Call ^{1,3,4}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Register Callback ^{3,4}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Answer Call	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Clear Call	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	✓	x			
Set Available ¹	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			
Set Wrap-Up ^{2,1}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			
Set "Not Available" ^{3,1}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			
Set ACD-DND ^{1,2,4}	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			
Sign-In ^k	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			
Sign-Out ^k	x	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x			

CALL REPORTING FEATURES

Special Notes & Exceptions

No	Description
1	Not supported on the Siemens HiPath 3000 & OpenScape Office range of telephone systems.
2	Not supported on the Panasonic NCP/TDA range of telephone systems.
3	Not supported on the BroadSoft M6 telephony platform.
4	Not supported on the BroadSoft BroadWorks telephony platform.
a	"Call no" associated with first device (virtual station) routed-to is captured as DDI digits on the Siemens HiPath 3000 & OpenScape Office range of telephone systems.
b	Not supported for answered calls on the Panasonic NCP/TDA range of telephone systems.
c	Not supported for IP-trunk to IP-trunk calls on the Siemens HiPath 3000 telephone system.
d	Note that when using the BroadSoft BroadWorks platform, a temporary Click-To-Dial announcement call will be made to your currently configured endpoint location, which must be manually answered first in order to perform the requested call control action. However if you are using a Polycom endpoint configured for use <u>without</u> the Shared Call Appearance feature, then the requested call control action is performed directly.
e	On the BroadSoft M6 telephone server platform, a silent monitor operation can only be successfully performed when your extension has been configured as a supervisor on the telephony platform itself to allow silent monitoring of calls at the designated target device using feature code sequence "*51", without also requiring a challenge password to be entered.
f	When using the BroadSoft BroadWorks platform, a silent monitor operation can only be successfully performed when your extension has been configured on the telephony platform as a supervisor of a call centre group using a Standard or Premium license, and also configured to allow silent monitoring of calls at the designated target device. Your extension account on the BroadWorks platform must also be assigned a Premium Call Centre license as well as configured with the "Call Centre Monitoring" service enabled, and the target device must also not be configured with the Barge-in Exempt service.
g	On the BroadSoft M6 telephone server platform, a "Forced Intrude" operation can only be successfully performed when your extension has been configured as a supervisor on the telephony platform itself to allow silent monitoring of calls at the designated target device using feature code sequence "*53", without also requiring a challenge password to be entered.
h	When using the BroadSoft BroadWorks platform, a "Forced Intrude" operation can only be successfully performed when your extension has been configured on the telephony platform as a supervisor of a call centre group using a Standard or Premium license, and also configured to allow barging-in on calls at the designated target device. Your extension account on the BroadWorks platform must also be assigned a Premium Call Centre license as well as configured with the "Directed Call Pickup with Barge-in" service enabled, and the target device must also not be configured with the Barge-in Exempt service.
i	On the BroadSoft M6 telephone server platform, billing codes are captured by the application as account codes when entered in over active calls - However, this only works when the platform is configured to allow billing codes to be specified by endpoint users pressing the Transfer button, dialling feature code sequence "*02" followed by the specified billing code, and then completed by dialling "#". Additionally, billing codes entered directly using an endpoint's "Billing" button are not captured. Note that the application doesn't capture forced account or authorisation codes permanently configured against endpoint users. Also, only the last entered billing code is captured on any particular call segment.
j	On the BroadSoft BroadWorks telephone server platform, call disposition codes are captured by the application as account codes when entered in over answered ACD calls using the BroadWorks Call Centre Agent application. Additionally, normal account codes are also captured but only when endpoint users press the Transfer button on an active call, dial feature code "*71" followed immediately by the specified account code, before going off-hook and optionally completing dialling by pressing "#". Note that only the last entered call disposition or account code is actually captured on any particular call segment. Call disposition codes are also only supported for agents & ACD groups, which are both using the Premium Call Centre license.
k	BroadSoft BroadWorks telephone server platform Release 17sp4 or higher is required.
l	On the BroadSoft BroadWorks platform, it isn't possible to specifically set an agent's ACD state unless the corresponding agent is configured for use with the Standard or Premium Call Centre license.