**123 telecom**
CONNECTING BUSINESS

NGPBX
Advanced Analytics
and Call Recording

Home Page Overview

Advanced Analytics provides authorised users with a powerful real-time reporting tool that is both easy to use and flexible.

Customers with *Call Recording* enabled can use the powerful Advanced Analytics search filters to locate, play and download call recordings, whilst customers with *MEET Video Conference Rooms* can see when meetings took place, who attended and how much time each participant spent unmuted, screen sharing and with their camera on.
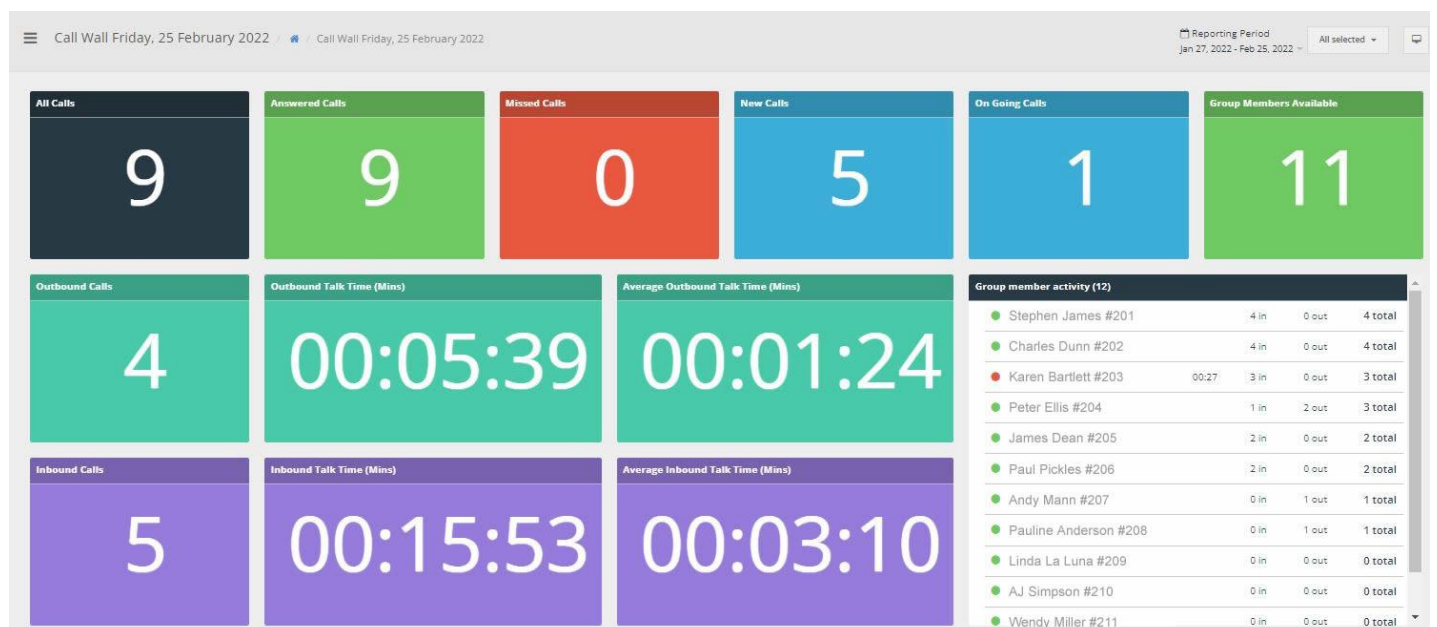
There are Five Graphical Views available: ALL CALLS; CALL HANDLING; TALK TIME; IN vs OUT; NEW CALLERS.
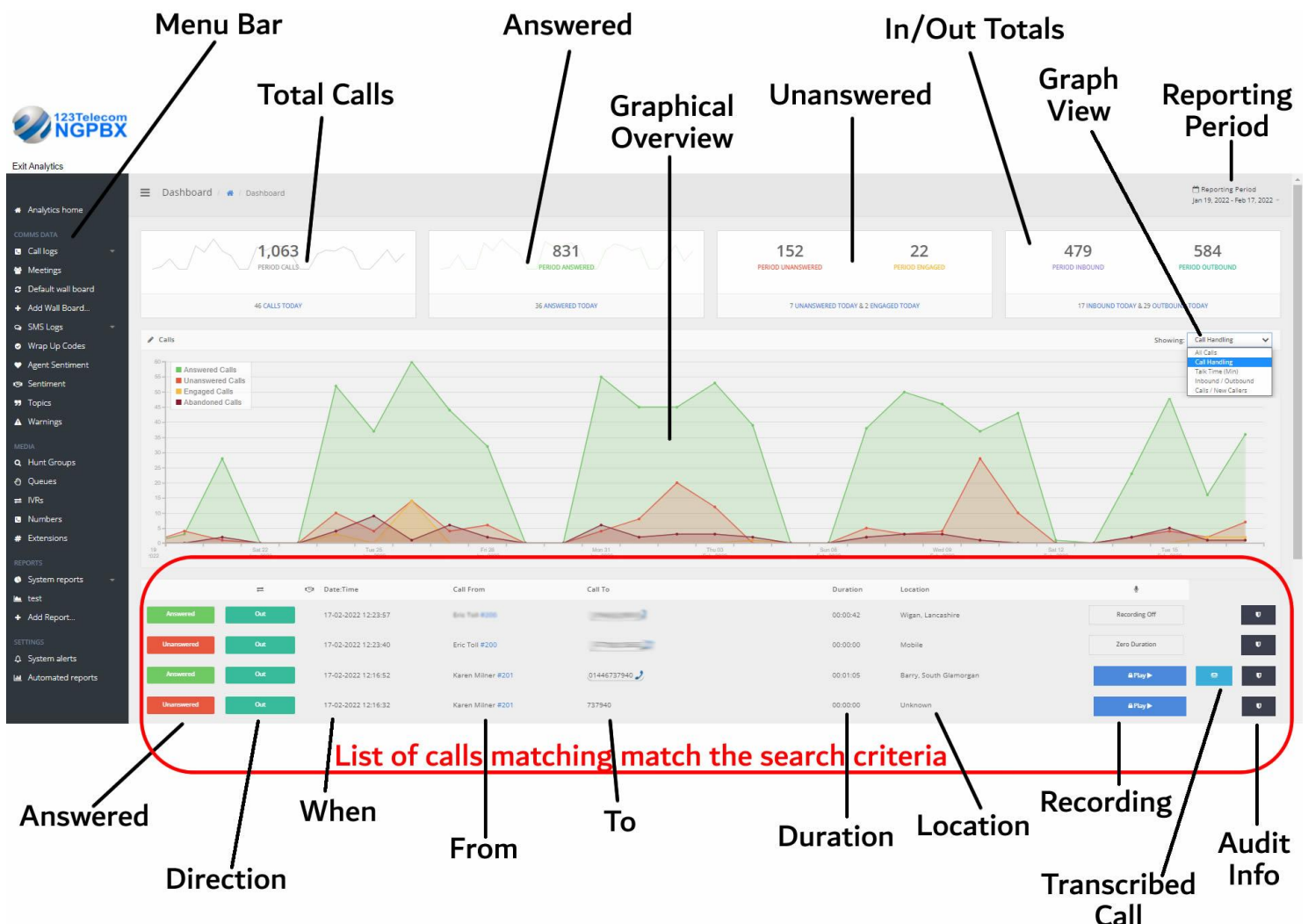
Menu Bar Options

COMMS DATA

Menu Item	Description
Call logs	Call Logs
Meetings	MEET Video Call Rooms History
Default wall board	The Default Wall Board Dispplay
+ Add Wall Board...	Create a Custom Wall Board
SMS Logs	SMS Messages Sent/Recieved by Native Mobile SIM extensions
Wrap Up Codes	Call Outcome rated by agent (Enhanced-Call-Centre option)
Agent Sentiment	Calls Sentiment rated by agent (Enhanced-Call-Centre option)
Sentiment	Call Sentiment rated by voice tone analysis (Transcribe option)
Topics	Manage Topic Word Detection & Tags (Transcribe option)
Warnings	Calls with Profanity, Negative Rated or possible PCI Breech (Transcribe option)

Call logs
- All Calls
- Ongoing Calls

SMS Logs
- All SMS
- Find SMS

MEDIA

Menu Item	Description
Hunt Groups	Hunt Group Usage Analytics
Queues	Queue Usage Analytics
IVRs	IVR Usage Analytics
Numbers	Company Phone Number & Extension (Hidden Number) Usage
Extensions	Extension Usage Analytics

REPORTS

Menu Item	Description
System reports	Six Default Reports
test	A Custom Reported
+ Add Report...	Create More Custom Reports

System reports
- Service by number
- Service by extension
- Service by day
- Service by hour
- Period comparison
- Hour & Day Talk Report

SETTINGS

Menu Item	Description
System alerts	Create an Event Alert to send an automated Email
Automated reports	Schedule the Automated Repeated Sending of any Report

Default Wall Board

Call Wall Friday, 25 February 2022 / Call Wall Friday, 25 February 2022

Reporting Period Jan 27, 2022 - Feb 25, 2022 — All selected ▾

All Calls	Answered Calls	Missed Calls	New Calls	On Going Calls	Group Members Available
9	9	0	5	1	11

Outbound Calls	Outbound Talk Time (Mins)	Average Outbound Talk Time (Mins)
4	00:05:39	00:01:24

Inbound Calls	Inbound Talk Time (Mins)	Average Inbound Talk Time (Mins)
5	00:15:53	00:03:10

Group member activity (12)

Name	Time	In	Out	Total
Stephen James #201		4 in	0 out	4 total
Charles Dunn #202		4 in	0 out	4 total
Karen Bartlett #203	00:27	3 in	0 out	3 total
Peter Ellis #204		1 in	2 out	3 total
James Dean #205		2 in	0 out	2 total
Paul Pickles #206		2 in	0 out	2 total
Andy Mann #207		0 in	1 out	1 total
Pauline Anderson #208		0 in	1 out	1 total
Linda La Luna #209		0 in	0 out	0 total
AJ Simpson #210		0 in	0 out	0 total
Wendy Miller #211		0 in	0 out	0 total

Real-Time Call Inclusion & Search Filters

Having selected a data set, EG "All Calls", "Answered", "Unanswered", "Engaged", "Inbound" or "Outbound", you can search and filter the data further by using the Filter Calls menu (below) which will appear on the right of your screen.

Filter Calls

** Only Applicable For Enhanced-Call-Centre Customers

Field	Description
Telephone number	The digits entered can appear ANYWHERE in the number
Callers location	Text search of Location column - E.G. "Cardiff"
Country — All countries	Drop down list of all countries
# Your reference	Search Tags added by agent**
Call notes contain..	Search Notes added by agent**
Number description contain..	Search by Number Description added by agent**
Call Direction — Any call direction	All, Inbound or Outbound
Search Call Result — All call results	All, Answered, Missed, Unanswered, Engaged or Abandoned
Wrap Up Code — All Codes	Search Calls with specific Outcome added by agent**
Agent Sentiment — All Sentiments	Search Calls with specific Sentiment added by agent**
Extensions — All Extensions	Search calls to/from a specific extension
Search Group — All Groups	Search calls to a specific extension hunt group
Include Internal Calls	Include/Exclude Internal calls
Just new calls	Find "First Time Callers" (inbound)
Search over all time	Search Entire Call History (rather than current period)
PCI Secure Calls — PCI secure calls	Search calls with possible PCI breach
Call Insights — Call transcribed	Search calls which have been Transcribed to text
Calls Between Times — Start time..	Start Time of call search window
End time..	End Time of call search window
Call Length — 00:00:00 — 04:00:00	Call Duration Filtering

Search   Clear filter

Call Data Export to Microsoft Excel

Having used the "Filter Calls" menu to drill down to exactly which calls you are interested in, the data can be exported to a Microsoft EXCEL .XLSX file using the "Download Calls" Button.
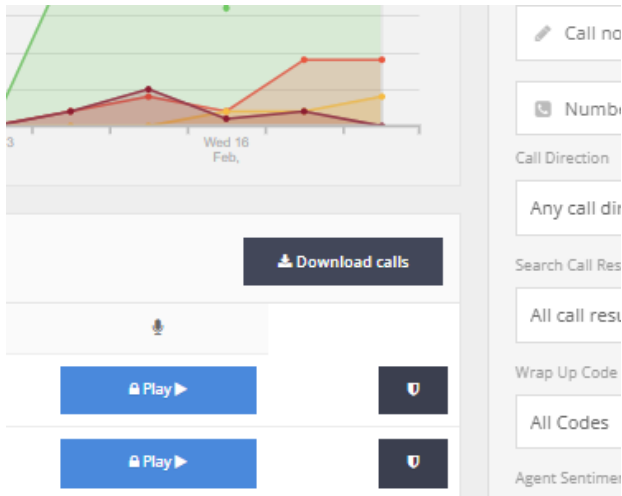
The resulting .XLSX file includes some summary records at the top, followed by all the data records.

Reports

There are six system reports as standard, plus you have the ability to easily design and create your own custom reports. The standard reports are: Number; Extension; Day ; Hour; Period Comparison; Hour & Day Talk Time.

Report output can be viewed on your screen with either 15,30,60 or ALL lines displayed (per page).

Furthermore, Report output can be filtered by the key" and then printed or exported to a Microsoft Excel .XLSX file.

Report by Number

Call Statistics for all Inbound and Outbound Numbers – with Number and Date filters.

To view more details of any particular number, simply use the Number filter to obtain call outcome statistics.
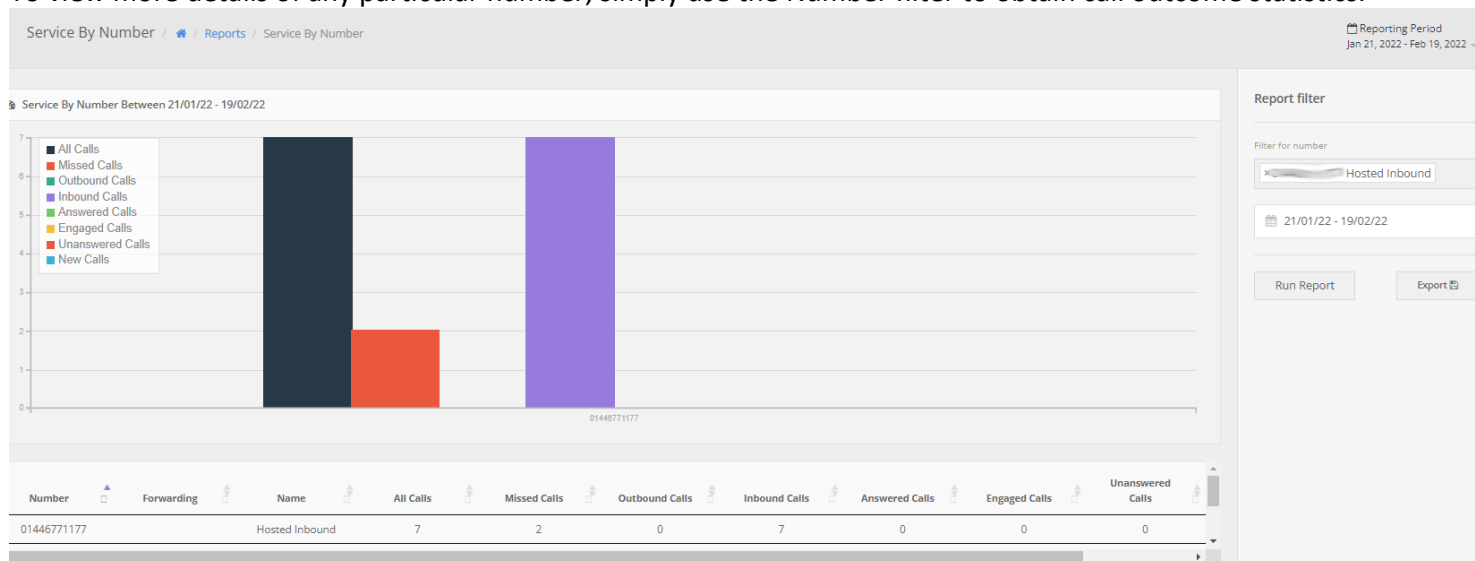
Report by Extension

Call Statistics for all Extensions – With Extension and Date filters.

Extension	Groups	All Calls	Missed Calls	Outbound Calls	Inbound Calls	Answered Calls	Engaged Calls	Unanswered Calls	New Calls
200	*No Groups*	244	46	162	82	198	0	46	111
201	*No Groups*	39	3	32	7	36	0	3	27
202	*No Groups*	105	17	41	64	88	0	17	66
203	*No Groups*	632	116	315	317	516	26	90	408
204	*No Groups*	235	6	57	178	229	0	6	198
250	*No Groups*	41	14	27	14	27	0	14	11
251	*No Groups*	4	0	4	0	4	0	0	3

To view more details of any particular extension, simply use the Extension filter to obtain call outcome statistics.

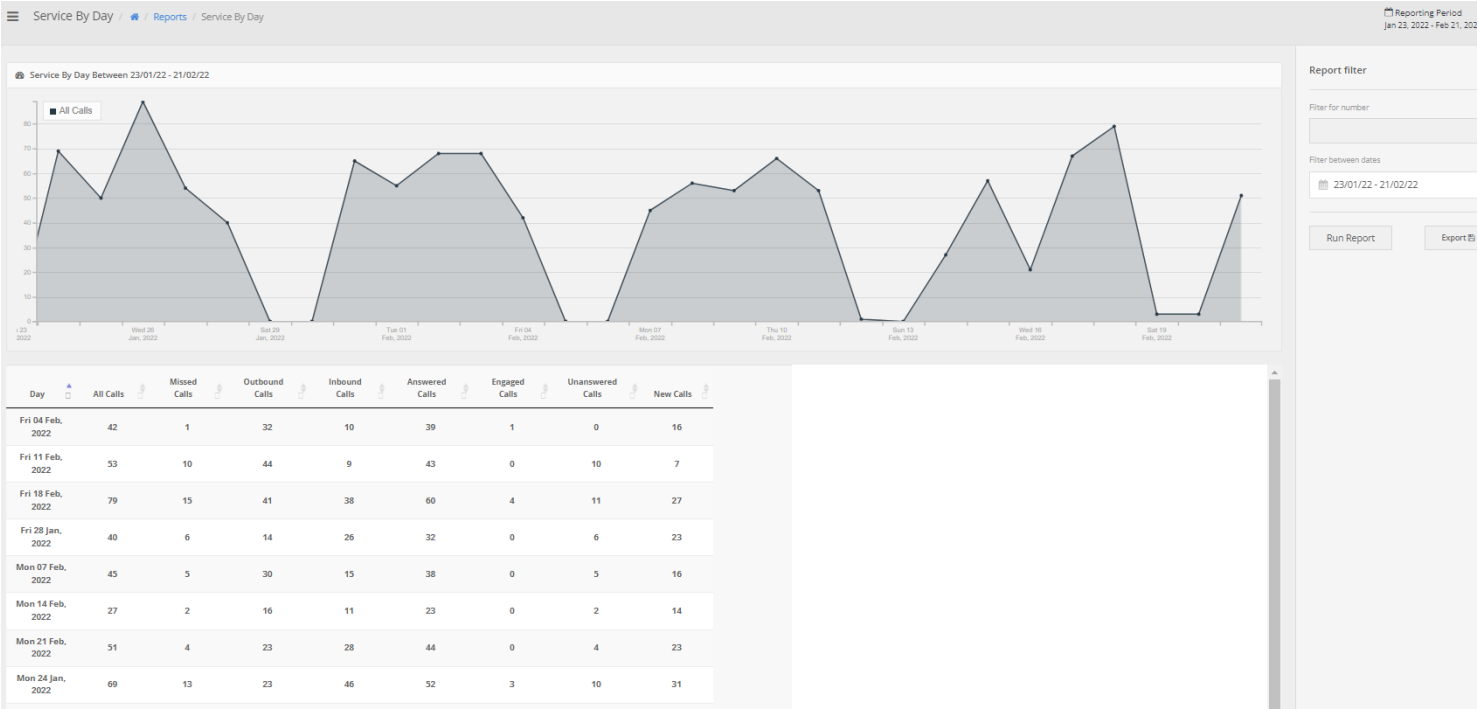| Extension	Groups	All Calls	Missed Calls	Outbound Calls	Inbound Calls	Answered Calls	Engaged Calls	Unanswered Calls	New Calls
203	*No Groups*	632	116	315	317	516	26	90	408
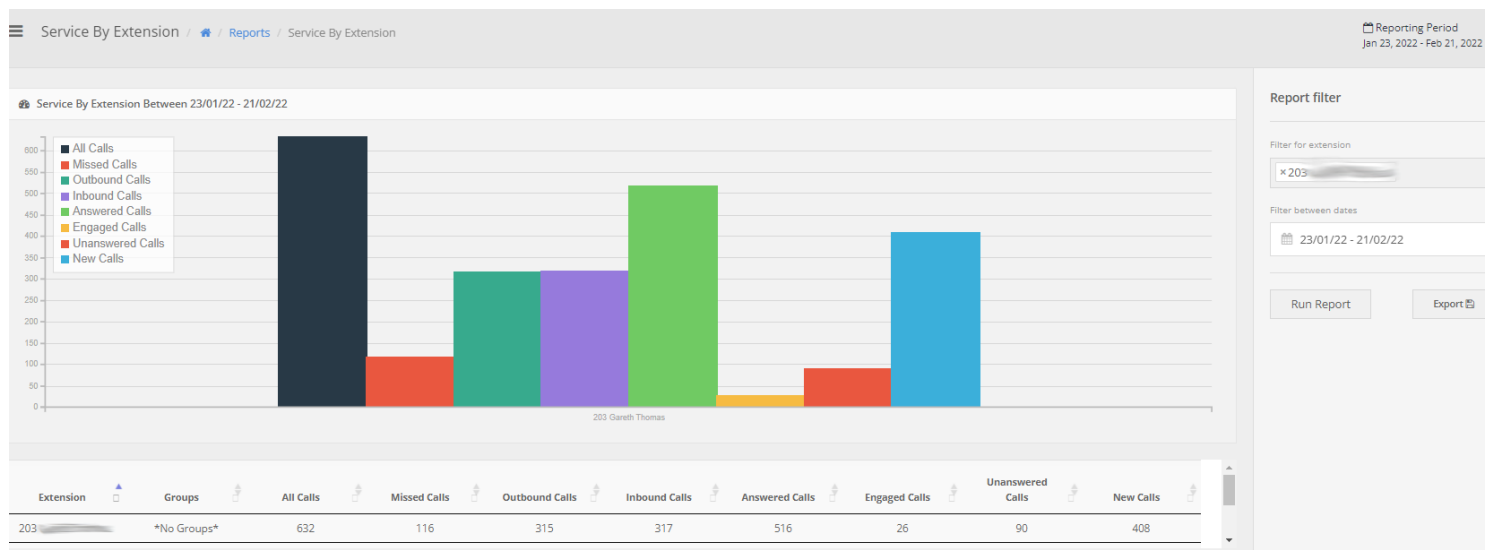
Report by Day

Compare call volumes on a like-for-like Day of the Week basis over the specified period.

The number filter extracts the data for Inbound and Outbound calls for just that number.

Day	All Calls	Missed Calls	Outbound Calls	Inbound Calls	Answered Calls	Engaged Calls	Unanswered Calls	New Calls
Fri 04 Feb, 2022	42	1	32	10	39	1	0	16
Fri 11 Feb, 2022	53	10	44	9	43	0	10	7
Fri 18 Feb, 2022	79	15	41	38	60	4	11	27
Fri 28 Jan, 2022	40	6	14	26	32	0	6	23
Mon 07 Feb, 2022	45	5	30	15	38	0	5	16
Mon 14 Feb, 2022	27	2	16	11	23	0	2	14
Mon 21 Feb, 2022	51	4	23	28	44	0	4	23
Mon 24 Jan, 2022	69	13	23	46	52	3	10	31

Report by Hour

Total Number of calls Hour-by-Hour for the Reporting Period.

The number filter extracts the data for Inbound and Outbound calls for just that number.

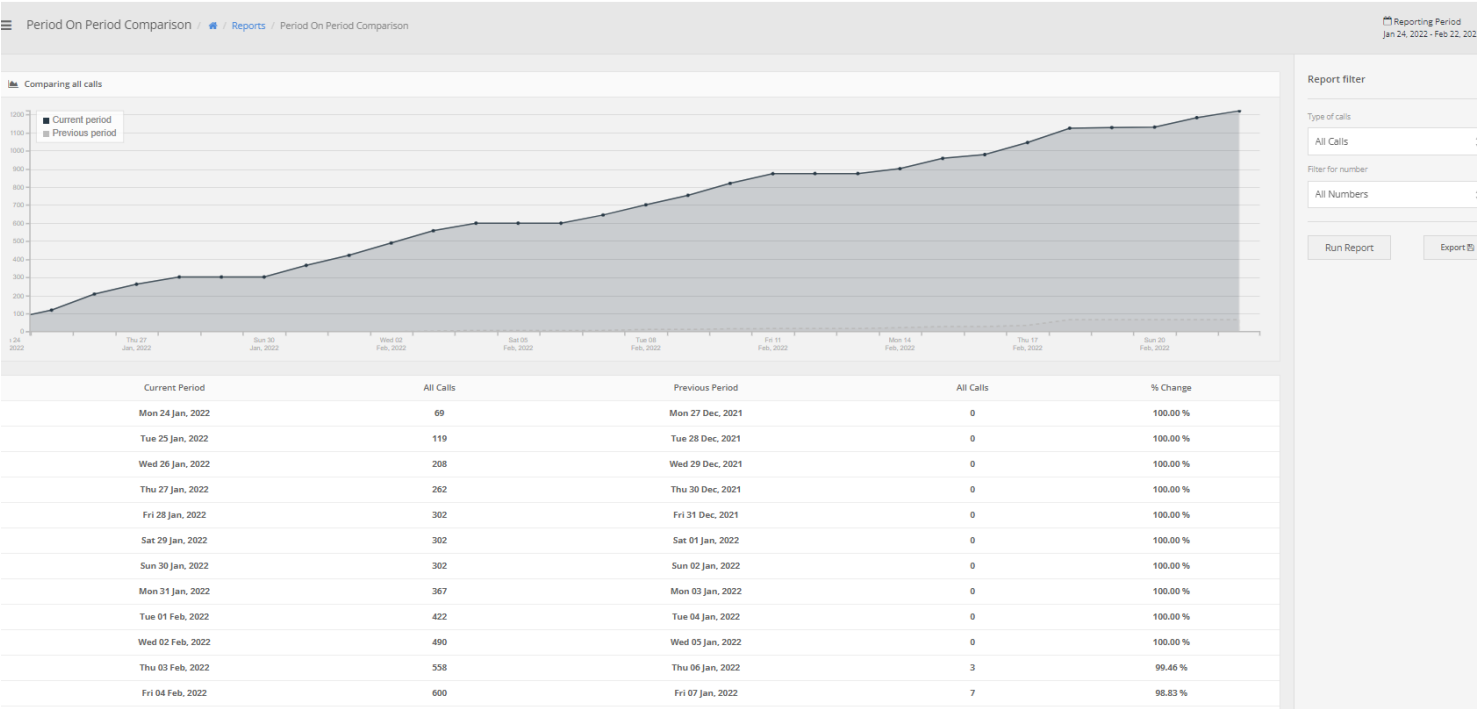| Hour of the day	All Calls	Missed Calls	Outbound Calls	Inbound Calls	Answered Calls	Engaged Calls	Unanswered Calls	New Calls
00:00 - 01:00	0	0	0	0	0	0	0	0
01:00 - 02:00	0	0	0	0	0	0	0	0
02:00 - 03:00	0	0	0	0	0	0	0	0
03:00 - 04:00	0	0	0	0	0	0	0	0
04:00 - 05:00	0	0	0	0	0	0	0	0
05:00 - 06:00	0	0	0	0	0	0	0	0
06:00 - 07:00	0	0	0	0	0	0	0	0
07:00 - 08:00	0	0	0	0	0	0	0	0
08:00 - 09:00	30	0	11	0	29	0	0	8
09:00 - 10:00	125	0	51	4	101	1	18	47
10:00 - 11:00	181	1	79	3	140	0	25	44
11:00 - 12:00	209	5	122	9	145	19	32	43
12:00 - 13:00	127	1	71	3	101	3	17	44
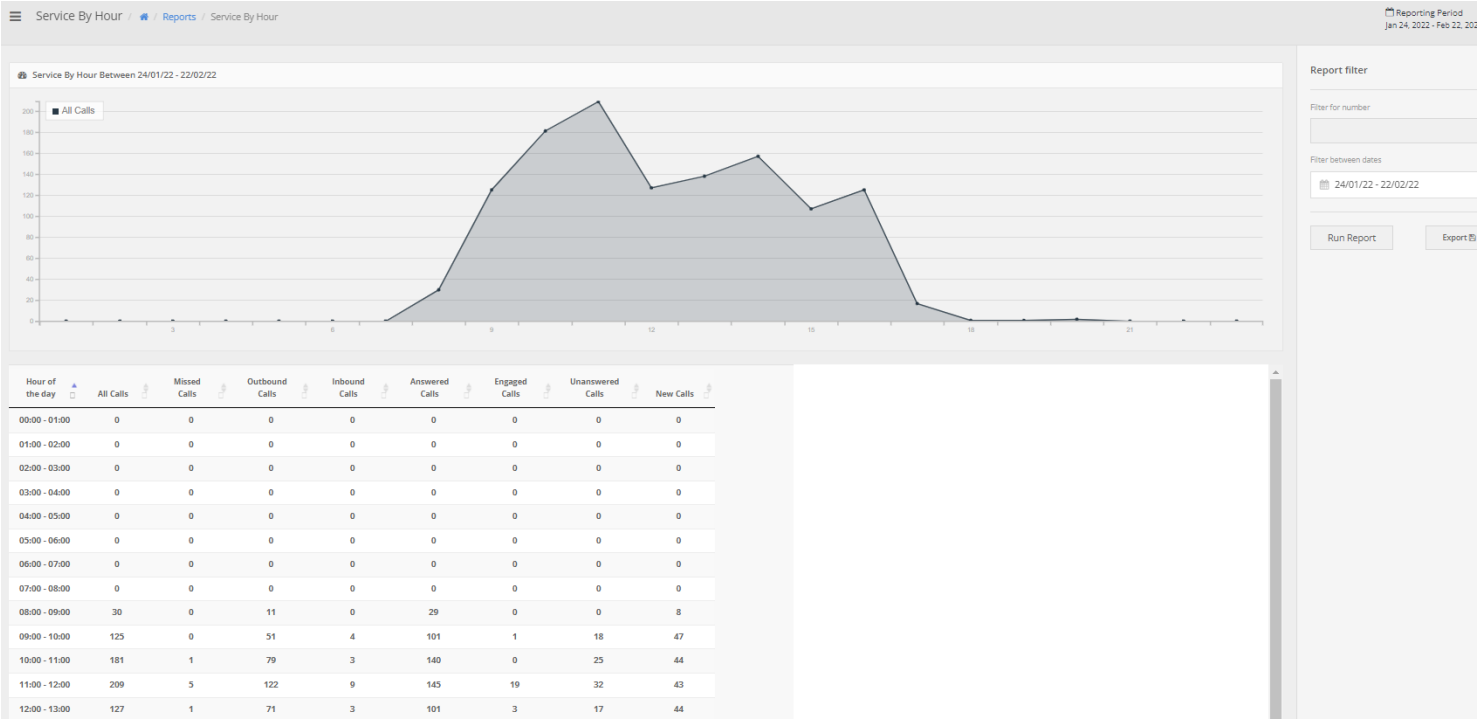
Report by Period Comparison

Like-For-Like comparison of This Month vs Last Month, with smart day of week adjustment, so that First Monday of this month is compared with First Monday of last month etc.

The Call Type filter adjusts the totals from "All Calls" to just "Answered", "Unanswered", "Engaged", "New Callers", "Inbound" or "Outbound".

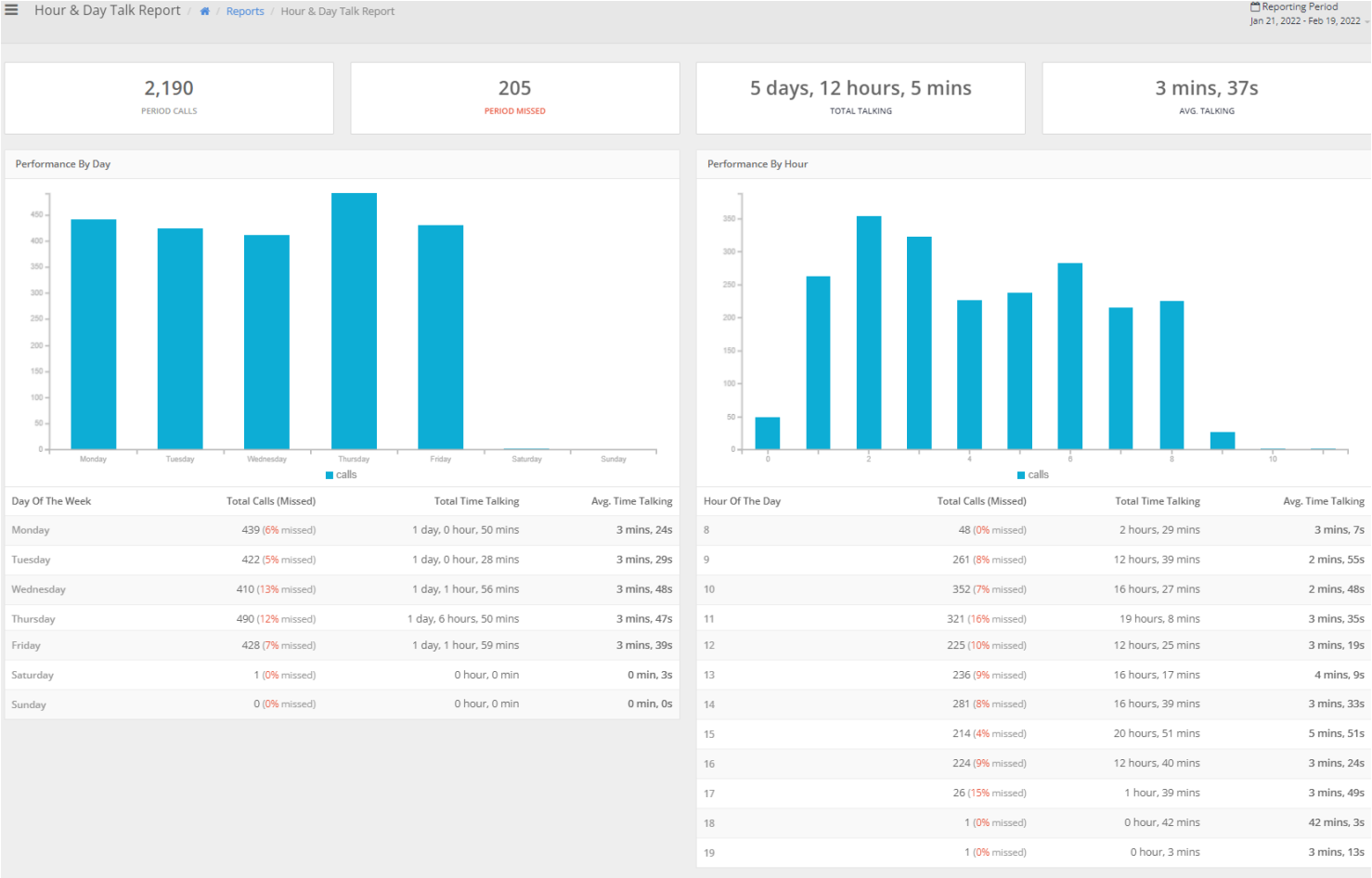The Call Type filter can also change the totals displayed to "Talk Time" (in minutes).

The Number filter adjusts the totals for just that number.

Current Period	All Calls	Previous Period	All Calls	% Change
Mon 24 Jan, 2022	69	Mon 27 Dec, 2021	0	100.00 %
Tue 25 Jan, 2022	119	Tue 28 Dec, 2021	0	100.00 %
Wed 26 Jan, 2022	208	Wed 29 Dec, 2021	0	100.00 %
Thu 27 Jan, 2022	262	Thu 30 Dec, 2021	0	100.00 %
Fri 28 Jan, 2022	302	Fri 31 Dec, 2021	0	100.00 %
Sat 29 Jan, 2022	302	Sat 01 Jan, 2022	0	100.00 %
Sun 30 Jan, 2022	302	Sun 02 Jan, 2022	0	100.00 %
Mon 31 Jan, 2022	367	Mon 03 Jan, 2022	0	100.00 %
Tue 01 Feb, 2022	422	Tue 04 Jan, 2022	0	100.00 %
Wed 02 Feb, 2022	490	Wed 05 Jan, 2022	0	100.00 %
Thu 03 Feb, 2022	558	Thu 06 Jan, 2022	3	99.46 %
Fri 04 Feb, 2022	600	Fri 07 Jan, 2022	7	98.83 %

Report by Hour and Day Talk Time

This report provides a useful analyse of Talk Time both "By Day" and "By Hour" to help identify busy times where the number of agents may be too many or not enough.

The report also gives an overview of when most "Missed Calls" occur (in red).

	Hour & Day Talk Report / 🏠 / Reports / Hour & Day Talk Report		📅 Reporting Period Jan 21, 2022 - Feb 19, 2022 ▾

2,190 PERIOD CALLS	**205** PERIOD MISSED	**5 days, 12 hours, 5 mins** TOTAL TALKING	**3 mins, 37s** AVG. TALKING

Performance By Day

Performance By Hour

Day Of The Week	Total Calls (Missed)	Total Time Talking	Avg. Time Talking
Monday	439 (6% missed)	1 day, 0 hour, 50 mins	3 mins, 24s
Tuesday	422 (5% missed)	1 day, 0 hour, 28 mins	3 mins, 29s
Wednesday	410 (13% missed)	1 day, 1 hour, 56 mins	3 mins, 48s
Thursday	490 (12% missed)	1 day, 6 hours, 50 mins	3 mins, 47s
Friday	428 (7% missed)	1 day, 1 hour, 59 mins	3 mins, 39s
Saturday	1 (0% missed)	0 hour, 0 min	0 min, 3s
Sunday	0 (0% missed)	0 hour, 0 min	0 min, 0s

Hour Of The Day	Total Calls (Missed)	Total Time Talking	Avg. Time Talking
8	48 (0% missed)	2 hours, 29 mins	3 mins, 7s
9	261 (8% missed)	12 hours, 39 mins	2 mins, 55s
10	352 (7% missed)	16 hours, 27 mins	2 mins, 48s
11	321 (16% missed)	19 hours, 8 mins	3 mins, 35s
12	225 (10% missed)	12 hours, 25 mins	3 mins, 19s
13	236 (9% missed)	16 hours, 17 mins	4 mins, 9s
14	281 (8% missed)	16 hours, 39 mins	3 mins, 33s
15	214 (4% missed)	20 hours, 51 mins	5 mins, 51s
16	224 (9% missed)	12 hours, 40 mins	3 mins, 24s
17	26 (15% missed)	1 hour, 39 mins	3 mins, 49s
18	1 (0% missed)	0 hour, 42 mins	42 mins, 3s
19	1 (0% missed)	0 hour, 3 mins	3 mins, 13s

Creating Custom Reports

Custom reports can be easily created with a number of reporting categories:

The content of your Custom Report is then defined by clicking on any of the 52 available Metrics below:

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