

Advanced Statistics

Web-based, detailed statistics on incoming and outgoing call traffic. Created reports can be exported and scheduled for recurring mailings.

Specification of the Service

The service includes powerful, customized reports:

- Incoming / outgoing traffic
- Reporting per user/department or manual grouping of numbers
- Possibility to export data to Excel, text file etc.
- Call specifications
- Scheduled reports via email

Initial report variables:



Incoming

- Internal
- External
- Calls from queues
- Answered
- Missed



Outbound

- No response
- Rejected
- Busy
- Quick hang up
- Redirected
- Not available
- Other reason



Incoming Call Duration

- Total
- Average
- Median



Outgoing calls

- Answered
- Missed



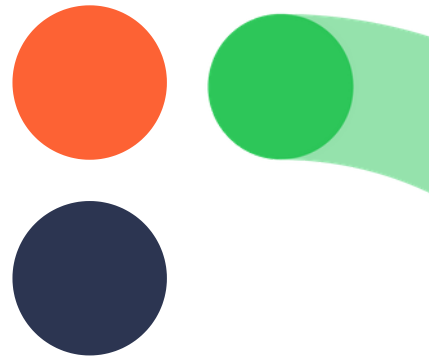
Outgoing Call Duration

- Total
- Average
- Median



Incoming Call Duration

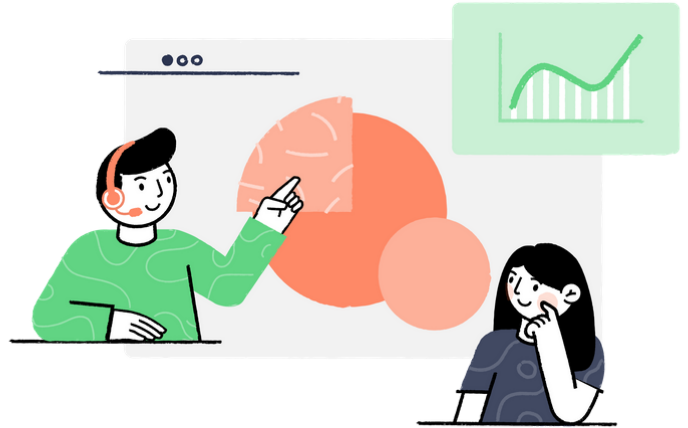
- Distribution
- Time





Prerequisites for the service

PBX service in Telavox or Flow.



Scope of delivery

The service is considered delivered when the Customer is activated in telavox.reports.com and an administrator has been sent an onboarding mail.

Cost

The service is charged per organization and the payment model looks as follows:

0-299 Users:	Advanced statistics sub 300
300-999 Users	Advanced statistics sub 1000
1000+ Users	Advanced statistics 1000+

