

Call Statistics and Reporting for nCloud Connect

Netcarrier has introduced a new suite of reporting features to the nCloud Connect platform as of Summer 2023.

These reports are found on the new 'Call Statistics' page found under the 'Reports' tab on the admin portal side menu and include the following:

- Call Direction report
- Call History report
- Call Status report
- Auto Attendant report
- Ring Group report

To run any given report, simply select the type of report from the dropdown menu, enter your search parameters, and press the 'Search' button.

Exports

Once a report has been run, the results can be exported as well. Export formats differ between the various reports and will be noted in the report detail below. To export a report, press the 'Export' button that appears on the right side above the report data. Exports may take a moment to complete and their status can be tracked from the 'Export List' button. Once complete, the file will be available to download from the Export List along with other recently run reports.

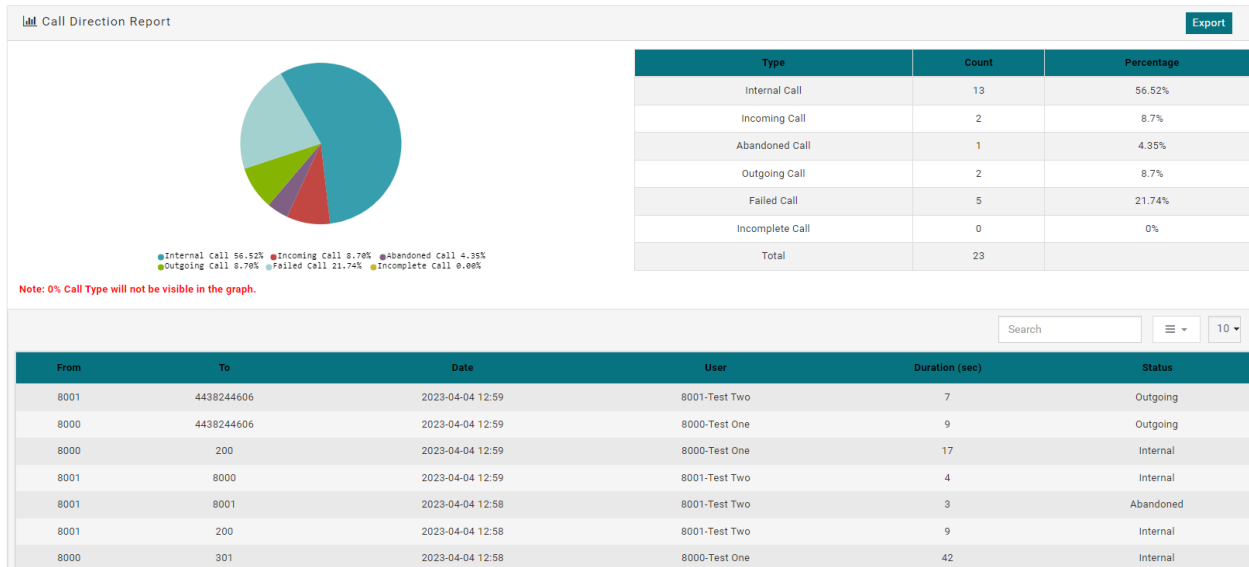
Scheduling Reports

All 5 report types can be scheduled to be run and emailed on a daily, weekly, or monthly basis. To schedule a report, press the 'Schedule Report' button on the top right and fill out the fields accordingly:

- Name
- Status – only active reports will be run and sent out
- Day – This is where the reporting interval is set.
 - For a daily report, select 'Everyday'
 - For a weekly report, select one of the named days of the week to have the weekly report run and sent on that day.
 - For a monthly report, select 'Monthly'
- Report Type
- Schedule emails – This is where to enter any email addresses the report should be sent to when complete

A notification with a download link will be emailed to the designated email addresses when a scheduled report completes.

Call Direction Report



This report breaks down call volume by direction and status. Calls are categorized into the following categories:

- Internal calls
- Incoming calls
- Abandoned calls
- Outgoing calls
- Failed calls
- Incomplete calls

Search parameters can filter results by **Date/Time**, by one or more **Users**, or by **User Group**.

Results are displayed as a pie chart, a table, and call by call table that includes callers and destinations, timestamps, call duration, and the classification of the call from the above list.

Exports are available in .PDF or .CSV formats.

Auto Attendant Report

Auto Attendant Report Export

#	AA Name	Opt0	Opt1	Opt2	Opt3	Opt4	Opt5	Opt6	Opt7	Opt8	Opt9	Opt*	Opt#	Total Calls
+	Bb	0	0	0	0	0	0	0	0	0	0	0	0	0
+	Aa	0	0	0	0	0	0	0	0	0	0	0	0	0
+	SubAATest	1(33%)	2(67%)	0	0	0	0	0	0	0	0	0	0	3
	Test1	0	0	0	0	0	0	0	0	0	0	0	0	0
-	AAtoRG	0	2(67%)	1(33%)	0	0	0	0	0	0	0	0	0	3
	English	0	1(50%)	0	1(50%)	0	0	0	0	0	0	0	0	2
	Total Options	1	5	1	1	0	0	0	0	0	0	0	0	8

This report tracks how many times different options on a given auto attendant are selected by callers.

Search parameters can filter results by **Date/Time** or by **Auto Attendant**.

Results are displayed in a table showing call counts by option as well as a percentage of total call volume to that AA. Results are expandable to show similar statistics for AA Submenus as well.

Exports are available in .PDF format only.

Call History Report.

Call History Report Export

Search ☰ 10

From	To	Call Ended Range	User	Duration (sec)	Status
8001	4438244606	2023-04-04 12:59	8001-Test Two	7	Completed
8000	4438244606	2023-04-04 12:59	8000-Test One	9	Completed
8000	200	2023-04-04 12:59	8000-Test One	17	Completed
8001	8000	2023-04-04 12:59	8001-Test Two	4	Completed
8001	8001	2023-04-04 12:58	8001-Test Two	3	Abandoned
8001	200	2023-04-04 12:58	8001-Test Two	9	Completed
8000	301	2023-04-04 12:58	8000-Test One	42	Completed
8000	200	2023-04-04 12:55	8000-Test One	15	Completed
8000	8001	2023-04-04 12:34	8000-Test One	6	Completed
8001	8000	2023-04-04 12:34	8001-Test Two	6	Completed

This report is a slimmed down CDR report that shows calls on the server with a select amount of information including:

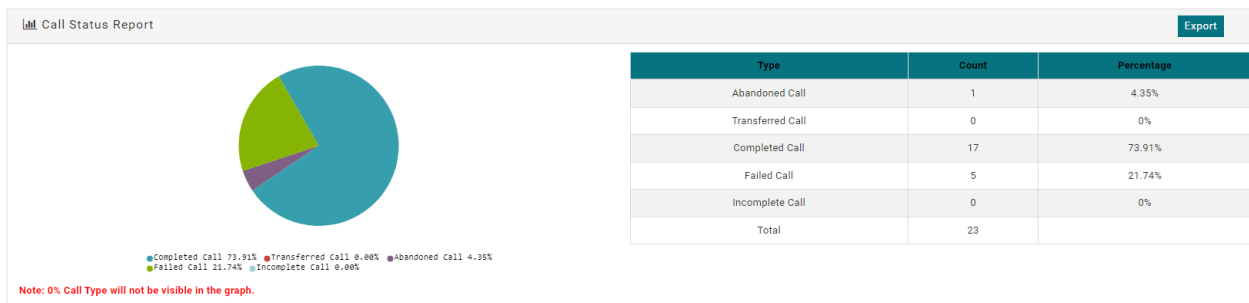
- From/To
- Call ended
- User
- Call duration
- Call status

Search parameters can filter results by **Date/Time**, by one or more **Users**, or by **User Group**.

Results are displayed as a table.

Exports are available in .CSV format only.

Call Status Report



This report breaks down calls by status, which in this context means a description of how the call ended. It classifies calls into the following categories:

- Abandoned calls

- Transferred calls
- Completed calls
- Failed calls
- Incomplete calls

Search parameters can filter results by **Date/Time**, by one or more **Users**, or by **User Group**.

Results are displayed as a pie chart and a table.

Exports are available in .PDF format only.

Ring Group Report

Aggregate Data			
Answered Calls : 831 Total Calls : 1077	Abandoned Calls : 120	Fallback Calls Answered : 58	Fallback Calls Abandoned : 68

This report tracks call volume statistics specifically for Ring Groups. It provides call counts within the following categories:

- Total Calls
- Answered Calls
- Abandoned Calls
- Fallback Calls Answered
- Fallback Calls Abandoned

Search parameters can filter results by **Date/Time** and by **Ring Group**

Results are displayed as a table. If data for more than one Ring Group is included in the search, results broken down by ring group will be displayed as a table as well.

Exports are available in .CSV format only.

If you have any further questions, concerns, or issues using the new Call Statistics reports please reach out to our Tech Support team at support@corp.netcarrier.com or by phone at 877-255-7733