

Analytics Reporting

Customize a report

1. Select a report template
2. Select **Customize**
3. Name the report
4. Select report date range and granularity
5. Select a **Timezone** (if more than one configured)
6. Select data to include
7. Select **Metrics**
8. Set **Filters**
9. Select **Preview**
10. Select **Save**

Queue Interactions / Summary

Queue Interactions Summary Template

Sep 8, 2019 - Sep 14, 2019 America/Los_Angeles -

Report generated on Sep 16, 2019 15:12

Time	Media	Channel	Queue	Entered	Accepted	Accept
Sep 12, 2019 02:45 - 03...	Phone	442039607581	UK Sales	1	1	0
Sep 12, 2019 03:00 - 03...	Phone	442039607581	UK Sales	2	2	0
Sep 12, 2019 03:00 - 03...	Phone	442039607581	UK Service	1	0	0
Sep 12, 2019 03:15 - 03...	Phone	442039607581	UK Sales	2	2	0

Queue Interactions Summary Template

Sep 8, 2019 - Sep 14, 2019 America/Los_Angeles -

Cancel Save

Report configuration

* Include
Media & Channel & Queue

* Metrics
Accepted, Average Handling Time, A...

Filters

Media
Phone

Channels
Filtering not available

Queues
UK Sales, UK Service, US Sales

Preview

Time	Media	Channel	Queue
Sep 12, 2019 02:45 - 03...	Phone	442039607581	UK Sales
Sep 12, 2019 03:00 - 03...	Phone	442039607581	UK Sales
Sep 12, 2019 03:00 - 03...	Phone	442039607581	UK Service
Sep 12, 2019 03:15 - 03...	Phone	442039607581	UK Sales
Sep 12, 2019 03:45 - 04...	Phone	442039607581	UK Sales
Sep 12, 2019 05:00 - 05...	Phone	442039607581	UK Service
Sep 12, 2019 05:15 - 05...	Phone	442039607581	UK Service
Sep 12, 2019 07:45 - 08...	Phone	16692449456	US Sales
Sep 12, 2019 08:30 - 08...	Phone	16692449456	US Sales
Sep 12, 2019 08:45 - 09...	Phone	16692449456	US Sales

Access Custom Reports

1. Click **Custom Reports** in the navigation pane
2. Find the desired report in the table or use **Search**
3. Click on the report to open

Custom Reports

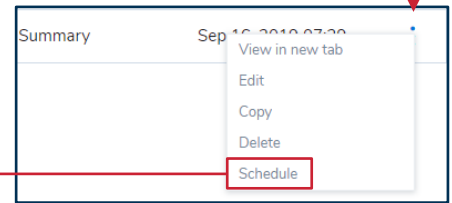
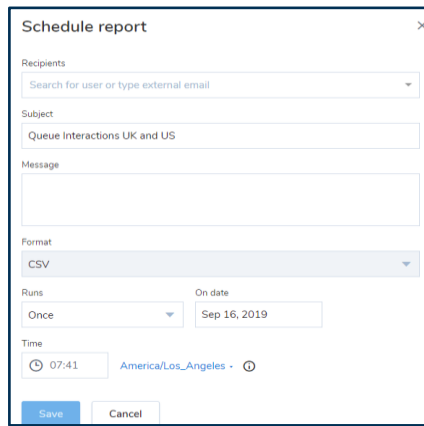
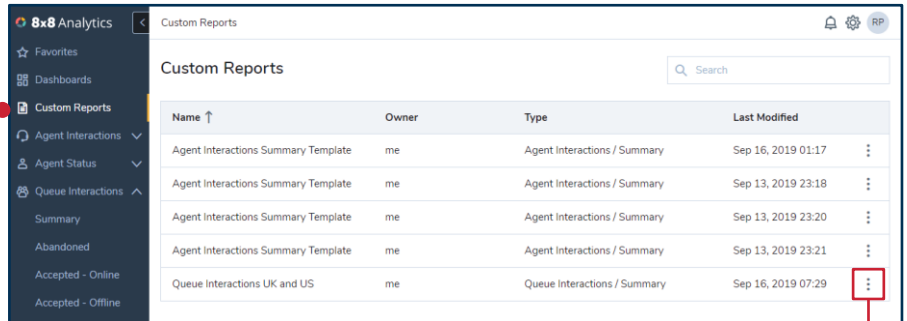
Search

Name ↑	Owner	Type	Last Modified
Agent Interactions Summary Template	me	Agent Interactions / Summary	Sep 16, 2019 01:17
Agent Interactions Summary Template	me	Agent Interactions / Summary	Sep 13, 2019 23:18
Agent Interactions Summary Template	me	Agent Interactions / Summary	Sep 13, 2019 23:20
Agent Interactions Summary Template	me	Agent Interactions / Summary	Sep 13, 2019 23:21
Queue Interactions UK and US	me	Queue Interactions / Summary	Sep 16, 2019 07:29

Analytics Reporting

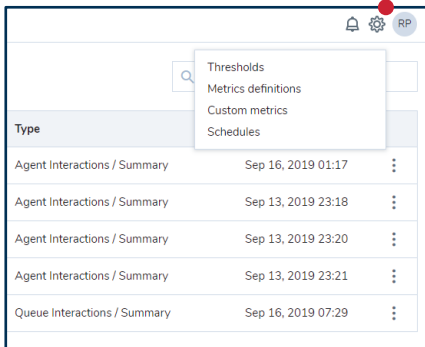
Schedule a report

1. Click **Custom Reports** in the navigation pane
2. Click **ellipsis** next to report to be scheduled
3. Click **Schedule**
4. Enter **Recipient, Subject, Message** and Schedule settings
5. Click **Save**



Access Schedules

1. Click the **Settings** icon
2. Click **Schedules**



Edit a Schedule

1. In the Schedules area, click the **ellipsis** next to the schedule to edit
2. Click **Edit**
3. Amend the details as required. Click **Save**

