

Virtual Office



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Contents

Overview	5
Features	5
What is New?	6
<i>Scheduled Reports</i>	6
<i>Visual Presentation of Call Activity for Extensions Summary</i>	6
<i>Quick Filters in Call Detail Report</i>	9
<i>Highlights from Previous Release</i>	9
Login	10
Know the Interface	11
Define Settings	11
Get Call Metrics	15
<i>Company Summary</i>	17
<i>Download and Export a Report</i>	20
<i>Extensions Summary</i>	20
Filter Data	23
<i>Call Detail Record</i>	31
<i>Active Calls</i>	34
<i>Unreturned Calls</i>	36
<i>Calls by DID</i>	39
Schedule Reports	40
Features	40
<i>How do I schedule a report?</i>	41
<i>How do I edit a report?</i>	42
<i>How do I download a scheduled report?</i>	42
<i>How do I archive a scheduled report query?</i>	43
Get Call Quality Detail	44
<i>Call Quality Trend</i>	45
Voice Quality Score	45
<i>Call Quality Detail</i>	46
Get Device Status	47
Get Queue Metrics	48
<i>Queue Dashboard</i>	48
<i>Queue Lists</i>	50
<i>Queue Detail</i>	52
<i>Queue Call Data</i>	53
Get Ring Group Call Data	55
Get Employee Status	58
Configuring Privileges for Dashboards	59

Overview

8x8 Virtual Office phone system now offers extensive historical and real-time data that helps company executives and managers to understand the overall system usage and call quality performance.

Virtual Office Analytics is a robust suite of web-based tools that provide enterprise-level analytics and democratization of information that can be used to make highly informed business decisions. This suite of services deliver easy to use, customizable and rapid insights into the historical and real-time information associated with all extensions and devices in an organization's Virtual Office phone system. Granular details are available from a highly scalable data platform and can be viewed in a graphical or tabular format on any device. Many reports are also exportable into Excel or CSV for further evaluation and archiving.

Features

- Access user-friendly dashboards with company-wide, department, or extension user-level call metrics at the fingertips.
- Get vital canned and ad-hoc reports on desktop as well as mobile devices.
- Apply custom filters and extract desired data.
- Export report data to CSV or Excel for further evaluation and archiving.
- Offer workgroup managers the ability to monitor call traffic and adjust work force.
- Allow managers to monitor agents' performance.
- Retrieve call quality trends and call quality detail information.
- Get individual end-point device status around the globe in real time and take corrective measures in the event of disasters.

What is New?

In this release 1.1, Virtual Office Analytics offers the following enhancements:

Scheduled Reports

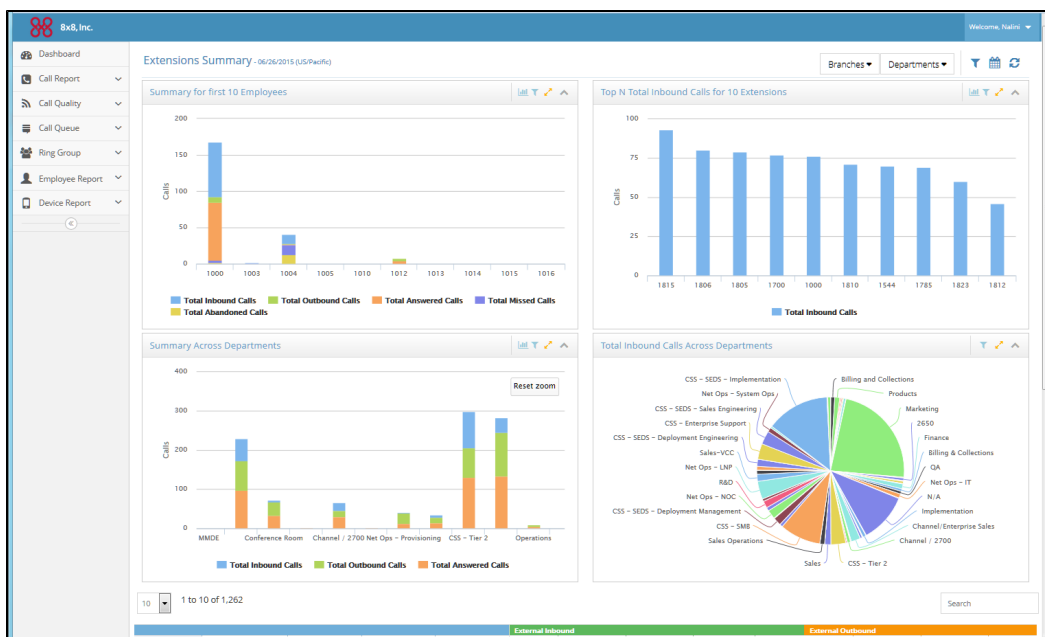
You can now schedule reports and receive links to the scheduled reports via email. Scheduling is now available for

- Company Summary report
- Extension Summary report
- Call Record Details report

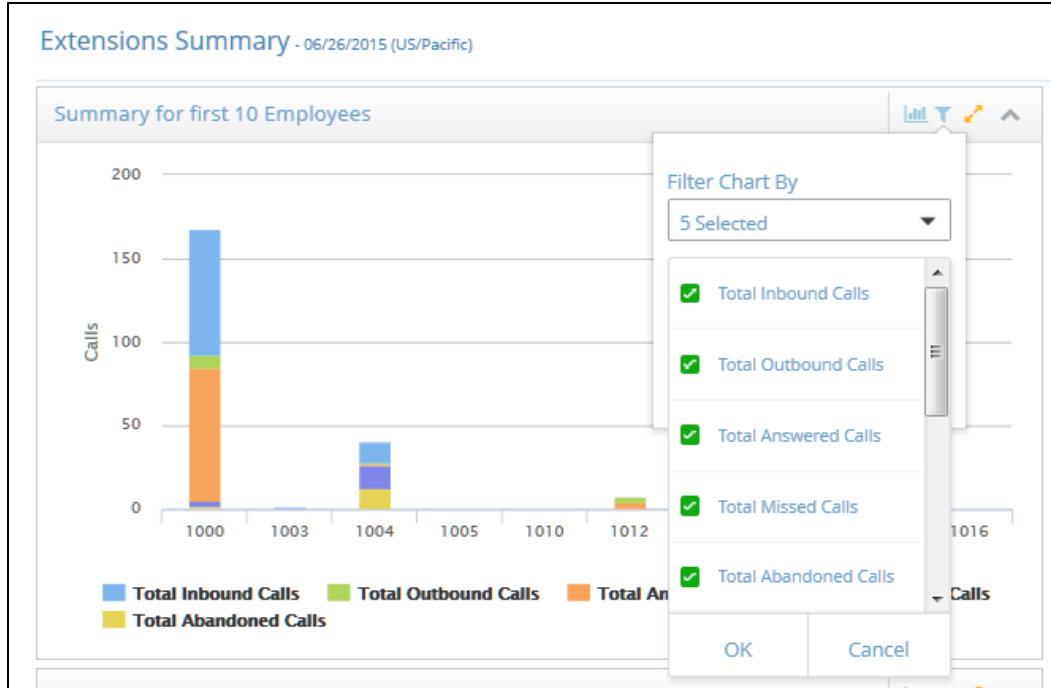
For details on scheduling reports, [click here](#).

Visual Presentation of Call Activity for Extensions Summary

In Extension Summary report, we have introduced four charts.

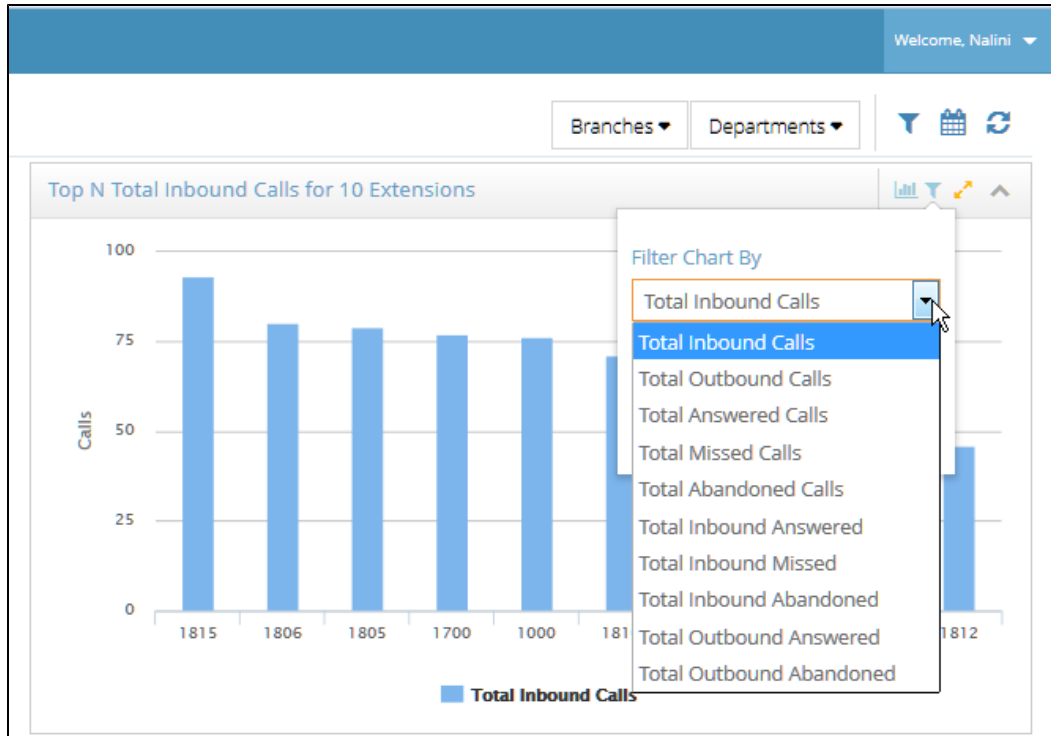


- **Summary for first 'n' employees:** You can select the number of extensions under the selected branch(es) and department(s) and view the summary of extension call activity for selected metrics (total inbound, total outbound, total missed, total abandoned and total answered).

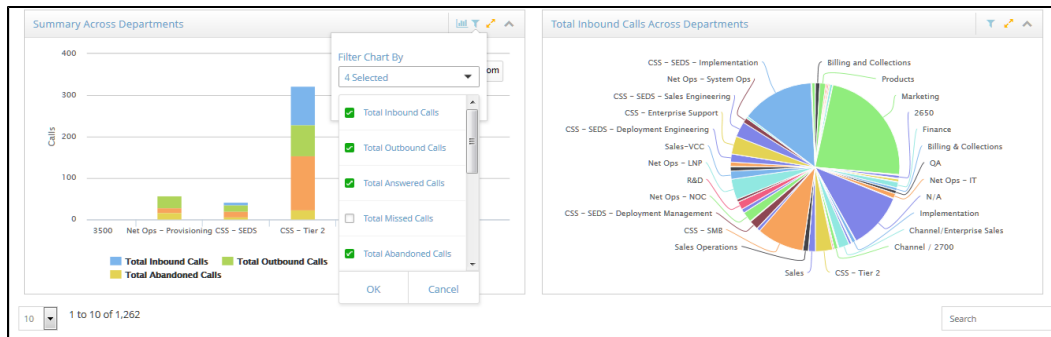


- **Top “N” <selected metric> for ‘n’ extensions** : In this chart, you can select a metric such as Total Inbound Answered and view the extensions which answered most inbound calls in the time frame selected. The stats are displayed in sorted descending order by extension. Example: Sales manager can now identify his star performers by looking at the extension that answered the most

inbound calls.



- Summary across Departments:** You can select multiple departments and see a summary chart that compares selected metrics (total inbound, total outbound, total missed, total abandoned and total answered) across departments.



- Total <selected metric> across departments :** In this chart you can compare the selected metric across departments.

Quick Filters in Call Detail Report

- In Call Detail Records report, you can quickly filter and get down to the data of interest.
- Example: You can look into the 'dial-in number' and filter the incoming calls that got transferred into Auto Attendant and eventually got answered.

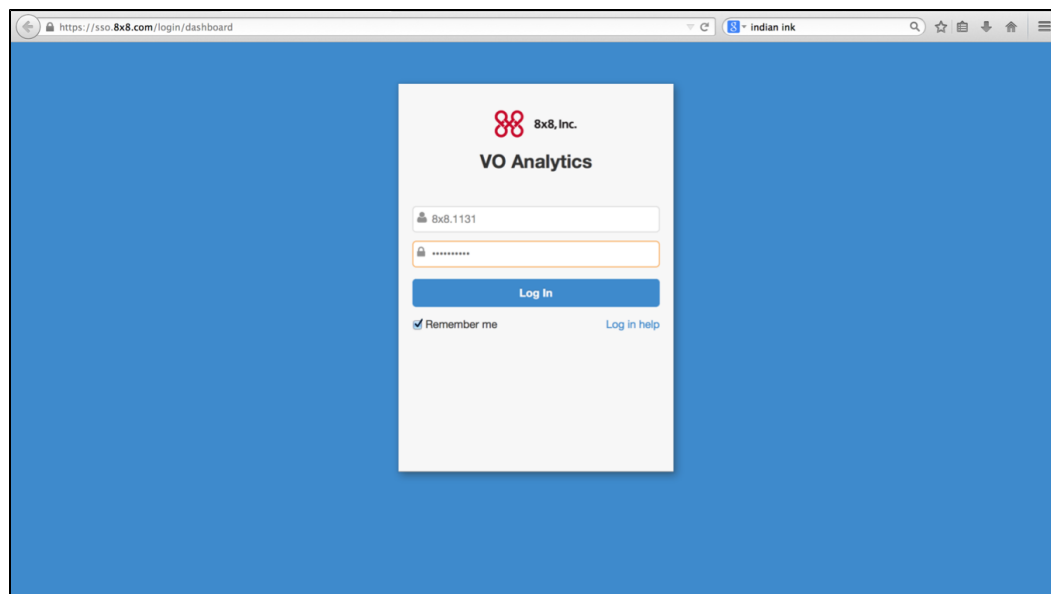
Call ID	Log ID	Start Time	Answer Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Cause	Parent Call ID
1435300799314		06/30/2015 00:01:08	06/30/2015 00:01:08	06/30/2015 00:01:21	00:00:13	+1 (888) 896-8733	18888988733	445	N/A	AutoAttendant	Incoming	Transfer	N/A
1435300803650		06/30/2015 01:20:09	06/30/2015 01:20:09	06/30/2015 01:20:21	00:00:12	N/A	N/A	445	N/A	AutoAttendant	Incoming	Transfer	N/A
1435300805212		06/30/2015 02:22:17	06/30/2015 02:22:17	06/30/2015 02:22:45	00:00:28	+1 (888) 617-0776	800 Service	445	N/A	AutoAttendant	Incoming	Transfer	N/A
1435300805212		06/30/2015 02:22:45	06/30/2015 02:22:46	06/30/2015 02:23:39	00:00:53	+1 (888) 617-0776	800 Service	445	N/A	AutoAttendant	Incoming	Normal	N/A
1435300805219		06/30/2015 02:23:34	06/30/2015 02:23:34	06/30/2015 02:23:57	00:00:23	+1 (360) 783-6871	Travis Bishop	445	N/A	AutoAttendant	Incoming	Normal	N/A

Highlights from Previous Release

- **Trending charts for Company Summary report:** For Company Summary report, you can track call activity trends for that day, the day before, last 7 days, last 30 days or for a custom date range.
- **Enhanced filtering abilities for Extension Summary report:** You can filter data by date range and branch office or department.
- **Ability to set time zone**
- **Enhanced metrics in extension summary report:** Total Inbound and Total Outbound metrics provide separate stats for internal (extension to extension) and external calls.
- **Enhanced searching and filtering ability in employee status report:** You can search by first name, last name, and filter by a specific alphabet.
- **Ability to select US or UK date format for reports**

Login

1. To log in to Virtual Office Analytics, navigate to <https://sso.8x8.com/login/dashboard>.
2. At the prompt, enter your Virtual Office user credentials.



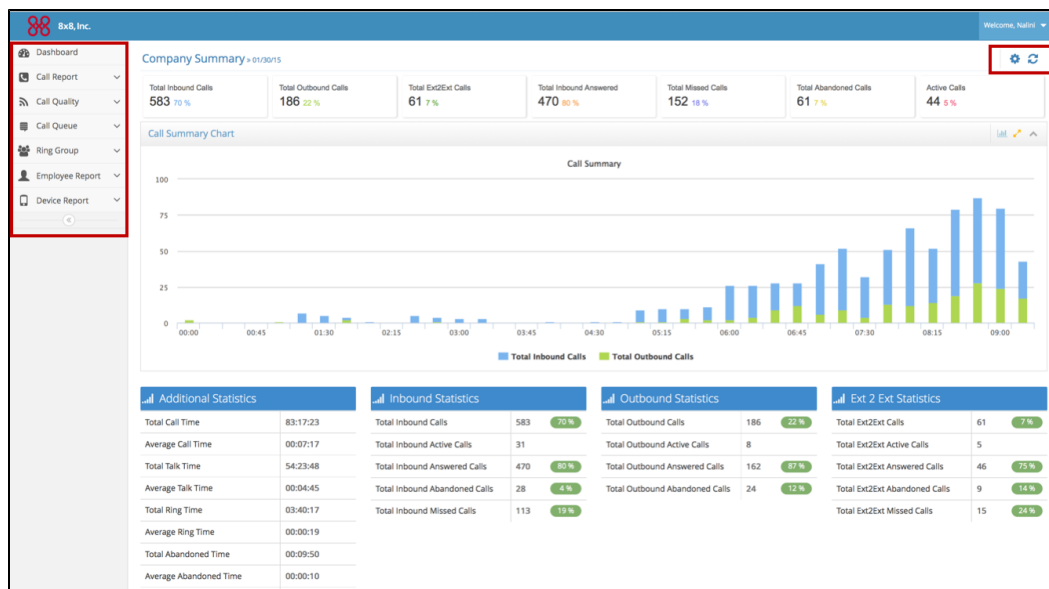
3. The Virtual Office Dashboard launches.




Note: Based on the type of 8x8 Virtual Office Analytics subscription, the corresponding dashboard launches.

Know the Interface

When Virtual Office Dashboard launches, it lands on the following page:



- Use the navigation icons on the left, to access the desired dashboards and reports. The dashboard menu is tailored to the Analytics package your company subscribes to. 8x8, Inc. currently offers:
 - Essentials: Offers detailed reporting on all extensions in your organization including active calls, abandoned calls, talk time, ring time, call detail records and more.
 - Supervisor: provides a real-time view of all call activity in any selected call queue or ring group in Virtual Office.
 - Service Quality: Offers information to help you manage and monitor call quality and the status of all your 8x8 endpoints in real-time.
- The  link on the right hand side offers options to select call metrics and/or date range.

Define Settings

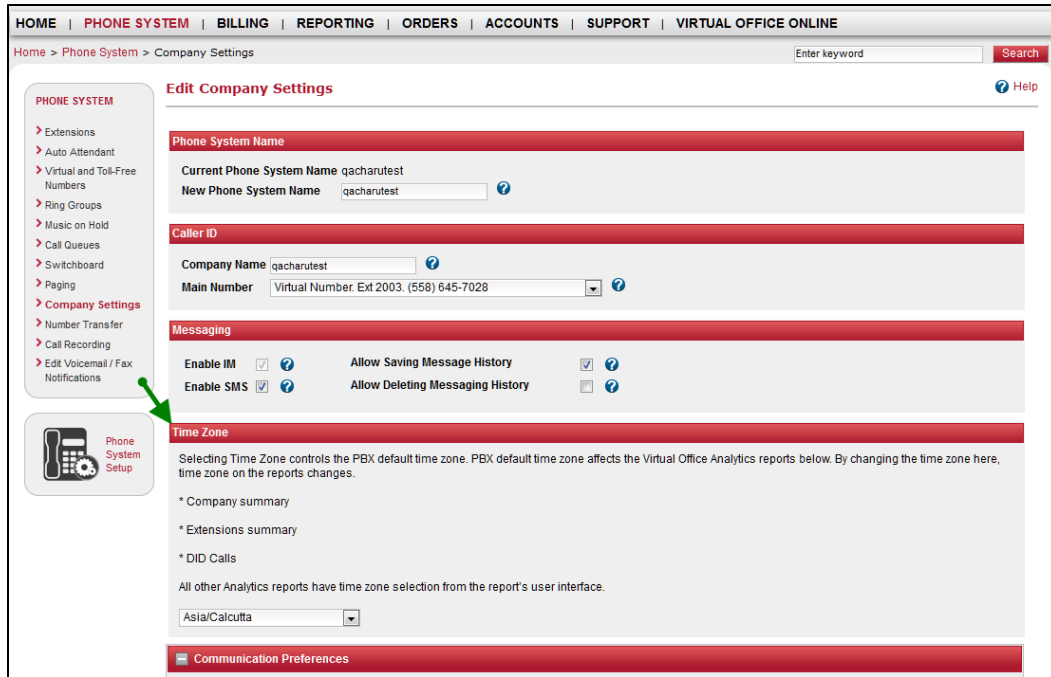
You can customize the Virtual Office Analytics dashboard to suit your needs. Whether it is changing time zone of the reports or filtering metrics or filtering data by time period, Virtual Office Analytics offers you the flexibility to tailor your reports.

Set up Time Zone

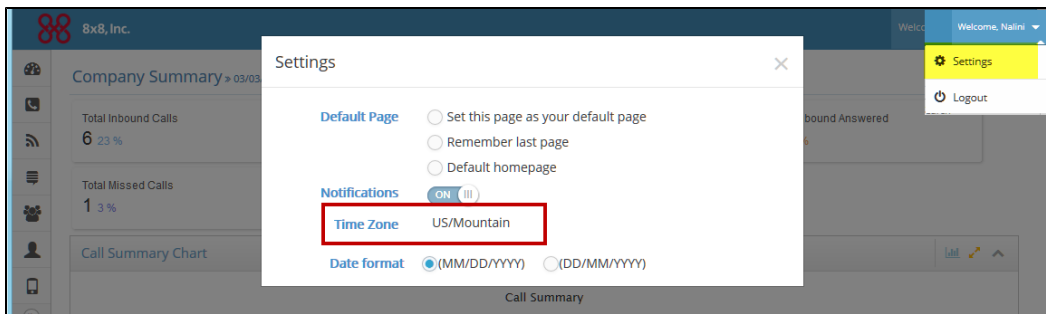
By default, the time zone of your reports are set to the default time zone of your PBX. This is controlled in

Company Settings in Account Manager. Your phone system administrator can change the time zone in Account Manager for the following reports.

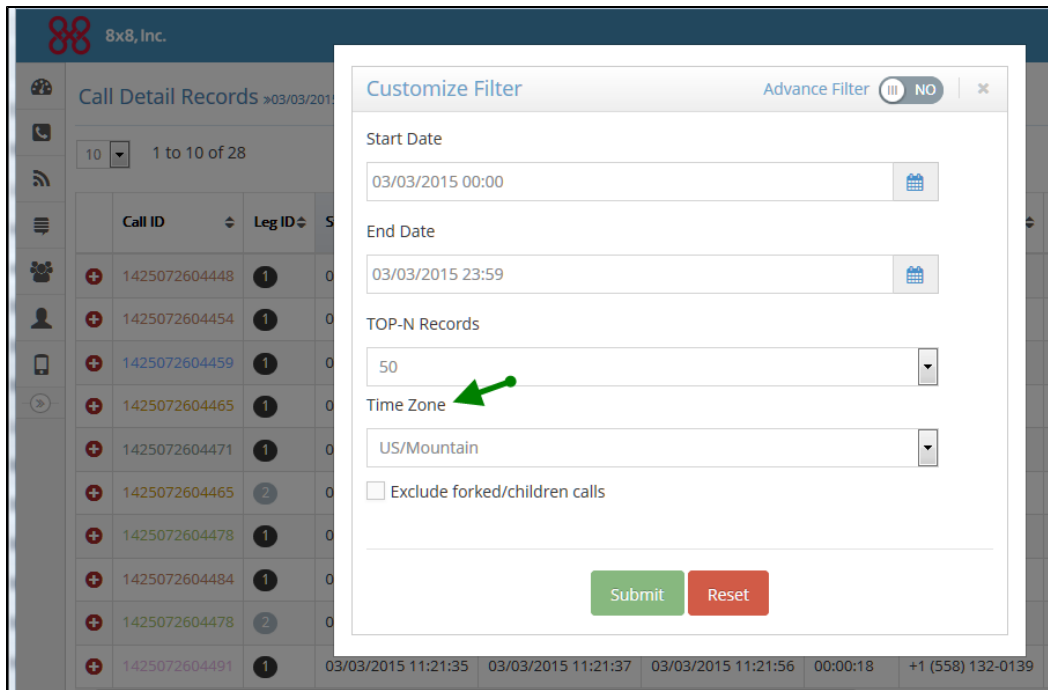
- Company summary
- Extensions summary
- DID Calls



To look at the time zone settings in Virtual Office Analytics, go to Settings.

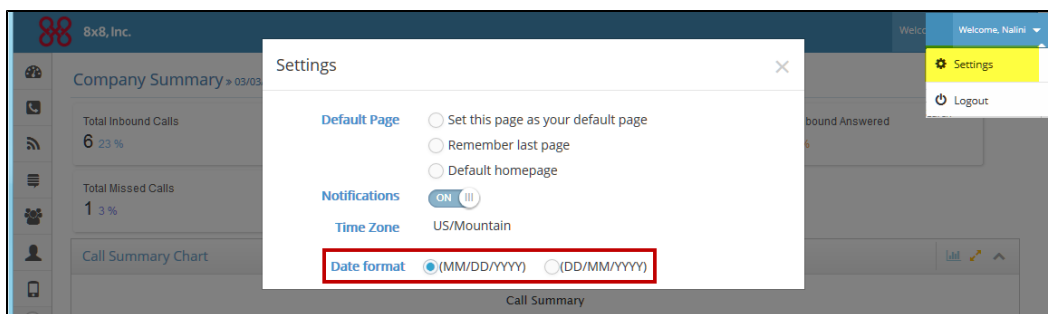


All other reports inherit time zone settings from Account Manager. But, you have the flexibility to change the time zone from the report settings.




Set up Date Format

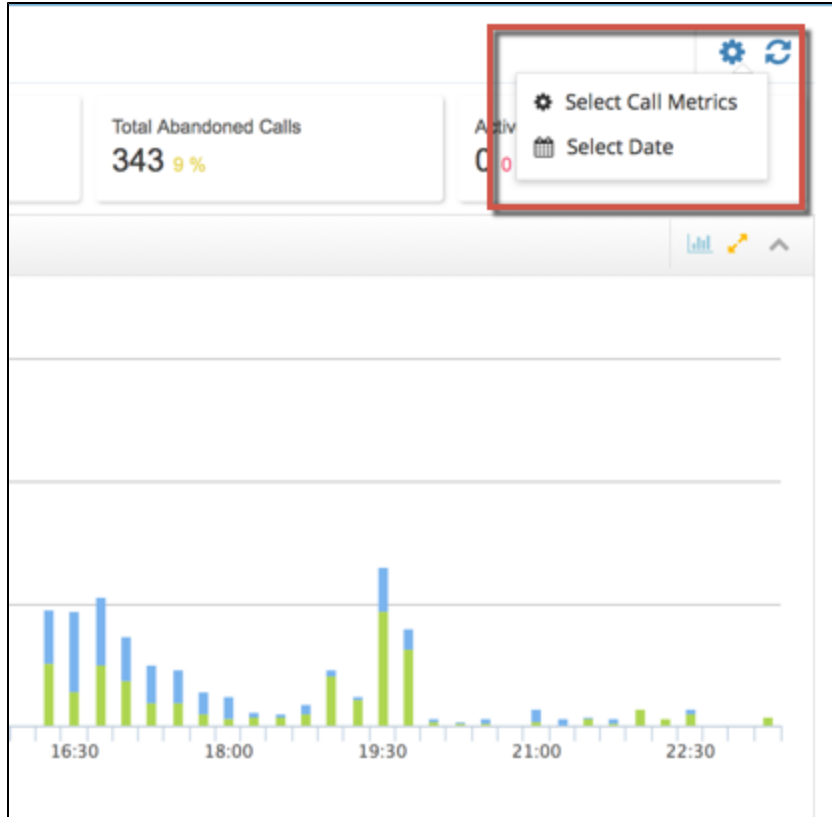
You can set up US or UK date format for all your reports. To change the current settings, go to Settings.



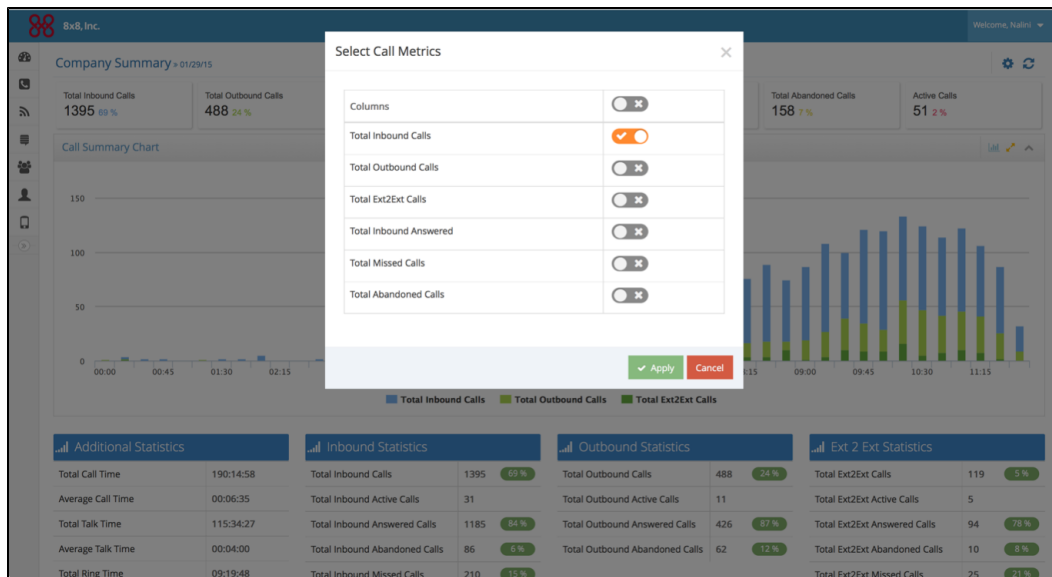
Customize Viewable Data

You can customize the data you wish to view for each report. To access all the fields, go to Settings for each report and select the desired fields.

1. Click the  icon.
2. From the drop-down menu, click **Select Call Metrics**.




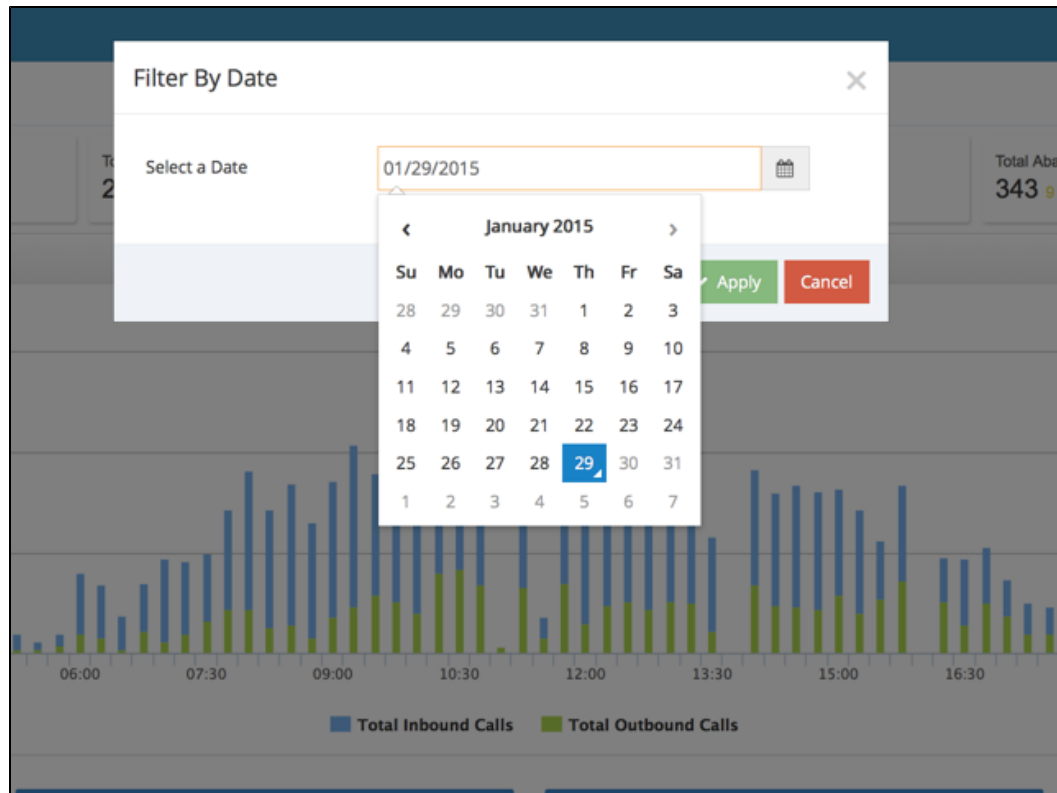
A list of available call metrics is displayed.



3. Select the desired metrics and click **Apply**.
4. The dashboard refreshes to display the selected metrics.

Filter Data By Date

1. Click the  icon.
2. From the drop-down menu, click **Select Date**.



3. From the calendar, select a desired date.
4. Click **Apply**.
5. The dashboard refreshes to display the metrics for the selected date.

Get Call Metrics



Note: Available for Virtual Office Analytics Essentials users only.

Get an overview of call activities for the company and extensions. Moreover, access call details records for simple point-to-point as well as complex multi-legged calls. The following call reports are available out of the box.

- [Company Summary](#)
- [Extensions Summary](#)
- [Call Detail Records](#)
- [Active Calls](#)
- [Unreturned Calls](#)
- [Calls by DID](#)

Glossary - General Definitions Used in This Document

Term	Definition
AA	Auto Attendant is an automated receptionist service that directs callers to the desired destination.
Abandoned call	An incoming call abandoned by the caller before being answered live. It excludes calls answered by voicemail.
ACD	Automatic Call Distribution
Active Call	A call currently in progress.
Answered call	An incoming call answered live (excludes incoming calls answered by auto attendant, ring group, call queue and calls that reach voicemail) or any outgoing call that is connected.
CDR	Call Detail Record
CQ	Call Queue
CRM	Customer Relationship Management
DID	Direct Inward Dialing
DID Call	All incoming calls to DIDs including DIDs leading to auto attendants, call queues, ring groups, and direct to end users. Includes all missed calls. It excludes Ext2Ext calls.
DND	Do Not Disturb
Ext2Ext Call	A call between two extensions within the PBX.
LRA	Last Redirected Address
Missed call	A call that was not answered live but reached voicemail or abandoned.
MOS	Mean Opinion Score
PBX	Private Branch Exchange—a private telephone network used within a company.


RG	Ring Group
RTP	Real-time Transport Protocol
SIP	Session Initiation Protocol—a telecommunication protocol for signaling and controlling multimedia communication sessions.
Unreturned call	An incoming call that entered the PBX and reached voicemail but was not returned by any extension within the PBX.
VM	Voicemail

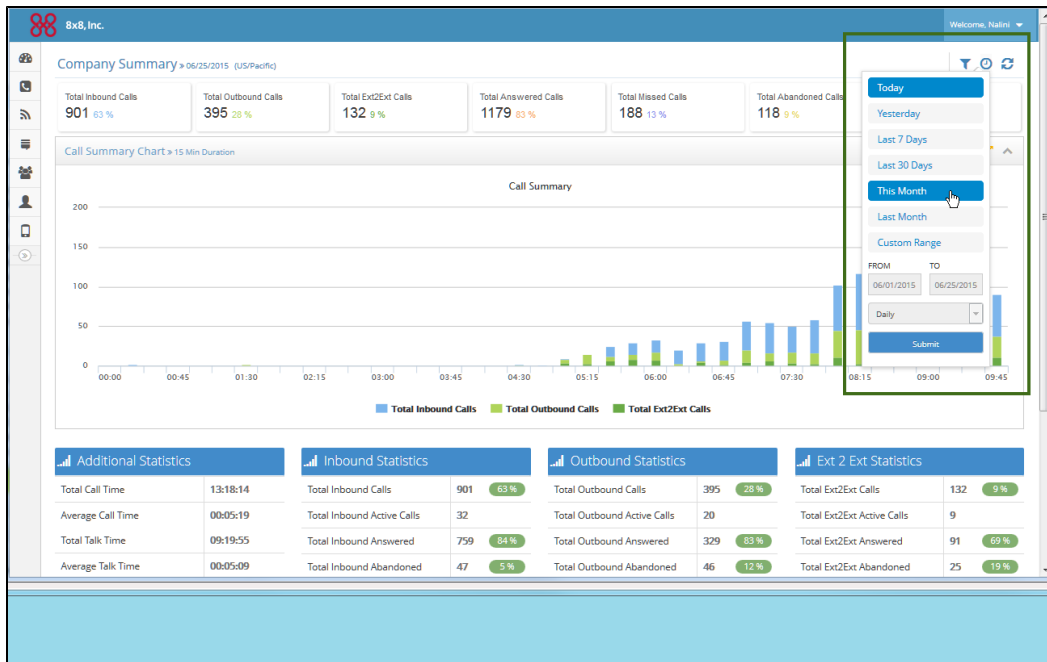
Company Summary

The Company Summary dashboard provides a high-level overview of usage of your business phone system. Using these metrics, you can analyze the inbound and outbound traffic pattern and adjust your business hours to serve your customers. Click on any metric listed on the dashboard to view a graph chart.



The default view provides data from the beginning of the day (12 am) to the time you generate the report. You can track call activity trends for that day, the day before, last 7 days, last 30 days, or for a custom date range.

To select the desired time period, click  and select an option from the drop down menu.



Glossary - Call Summary Chart

CALL SUMMARY REPORT: These stats are at the PBX level of hierarchy for a given day. By default, the report extracts data from the beginning of the day.

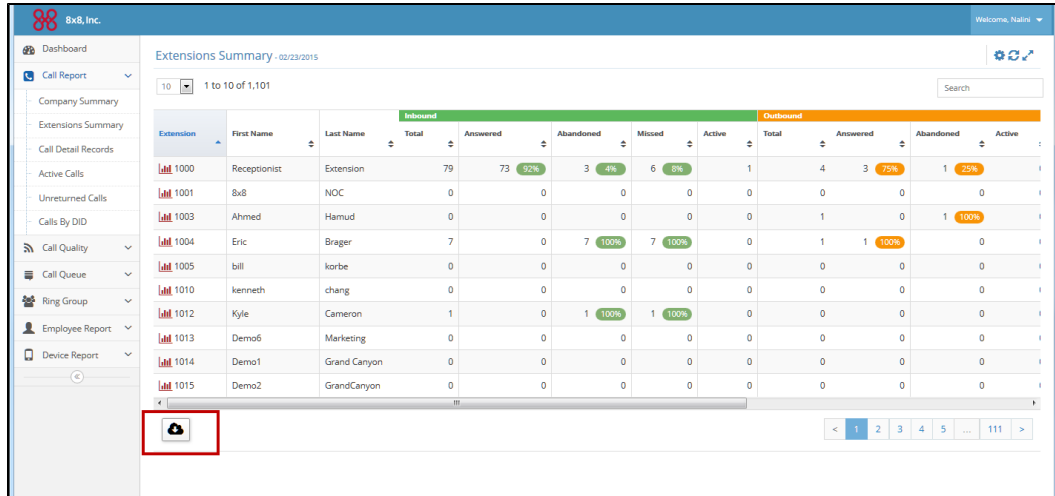
Column	Description
Total Inbound Calls	Total number of incoming calls received by the PBX from outside.
Total Outbound Calls	Total number of outgoing calls from the PBX to the outside.
Total Ext2Ext Calls	Total number of calls dialed within the PBX from one extension number to another extension number.
Total Inbound Answered	Number of incoming calls answered live (excludes calls answered by auto attendant, ring group, call queue and calls that reach voicemail). It excludes Ext2Ext calls.
Total Missed Calls	Number of calls that were not answered live (calls that reached voicemail plus calls that were abandoned). It excludes Ext 2 Ext calls.
Total Abandoned Calls	Number of calls abandoned by the callers before being answered by a live person or before reaching voicemail (missed calls minus calls that reached voicemail). It excludes Ext2Ext calls.
Active Calls	Number of calls currently in progress at the time of this report. This excludes Ext 2 Ext calls.
Additional Statistics (Includes Ext2Ext Activity)	
Total Call Time	Cumulative duration of all successful calls both Ext2Ext and external (i.e. dialing + ringing + all call handling time).
Average Call Time	Average length of a call.
Total Talk Time	Cumulative duration of the talk time of all successful calls. It includes Ext2Ext calls.
Average Talk Time	Average length of a call talk time.
Total Ring Time	Cumulative duration of the ringing time for all calls. It includes Ext2Ext calls.
Average Ring Time	Average duration of ringing time for a call. It includes Ext2Ext calls.
Total Abandoned Time	Cumulative duration of all abandoned calls (all calls where CALLER ends the call before being answered). It includes Ext2Ext activity and calls answered by auto attendant but abandoned while waiting in call

Column	Description
	queue.
Average Abandoned Time	Average length of calls that are abandoned. It includes Ext2Ext calls.
Total Voicemail Calls	Total number of incoming calls that reached voicemail.
Inbound Statistics (Excludes Ext2Ext Activity)	
Total Inbound Calls	Total number of calls received by the PBX from outside.
Total Inbound Active Calls	Total number of inbound calls in progress at the time of this report.
Total Inbound Answered Calls	Total number of incoming calls answered live. It excludes those answered by voicemail or by an auto attendant.
Total Inbound Abandoned Calls	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail.
Total Inbound Missed Calls	Total number of calls that were not answered live (calls that reached voicemail plus calls that were abandoned).
Outbound Statistics (Excludes Ext2Ext Activity)	
Total Outbound Calls	Total number of outgoing calls from the PBX to the outside.
Total Outbound Active Calls	Number of outbound calls in progress at the time of this report.
Total Outbound Answered Calls	Number of outbound calls that were connected. It includes all calls answered live or by auto attendant or calls that reached voicemail.
Total Outbound Abandoned Calls	Number of outbound calls abandoned before being answered by the destination party.
Ext2Ext Statistics	
Total Ext2Ext Calls	Total number of calls dialed within a PBX from one extension to another extension.
Total Ext2Ext Active Calls	Number of extension to extension calls in progress at the time of this report.
Total Ext2Ext Answered Calls	Number of calls between extensions that were answered by a live person. It excludes calls answered by voicemail or auto attendant.
Total Ext2Ext Abandoned Calls	Number of calls between extensions that are abandoned by the caller before being answered.
Total Ext2Ext Missed Calls	Number of calls between extensions that went unanswered (either abandoned or answered by voicemail).

Download and Export a Report

You can download a report in CSV and Excel formats.

1. Scroll down on any report view.



Extension	First Name	Last Name	Inbound				Outbound			
			Total	Answered	Abandoned	Missed	Total	Answered	Abandoned	Active
1000	Receptionist	Extension	79	73 92%	3 4%	6 8%	1	4 3 75%	1 25%	
1001	8x8	NOC	0	0	0	0	0	0	0	
1003	Ahmed	Hamud	0	0	0	0	1	0	1 100%	
1004	Eric	Brager	7	0 7 100%	7 100%	0	1 1 100%	0	0	
1005	bill	korbe	0	0	0	0	0	0	0	
1010	kenneth	chang	0	0	0	0	0	0	0	
1012	Kyle	Cameron	1	0 1 100%	1 100%	0	0	0	0	
1013	Demo6	Marketing	0	0	0	0	0	0	0	
1014	Demo1	Grand Canyon	0	0	0	0	0	0	0	
1015	Demo2	GrandCanyon	0	0	0	0	0	0	0	

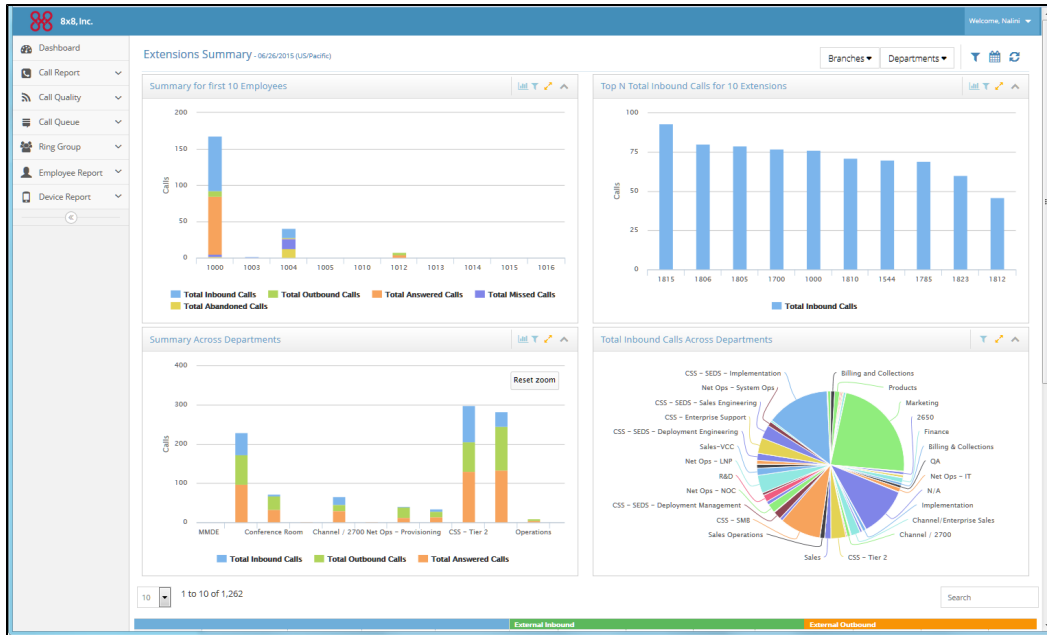
2. Click  and select a desirable format.

Extensions Summary

This report provides a detailed summary of call activity for any extension in the PBX. Using this report, you can track the number of answered, abandoned, and missed calls for each extension in the PBX, You can also monitor the call traffic for each extension and supervise employee productivity. Learn the extension that received the highest number of calls or the extension that placed the highest number of outbound calls.

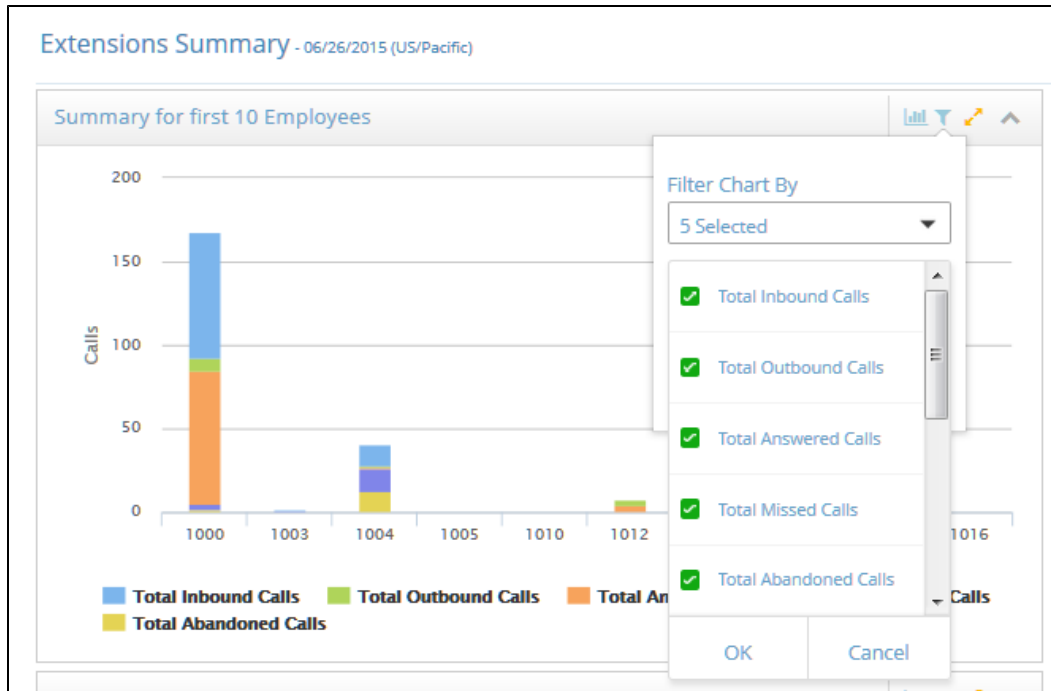
In Extension Summary report, you can get data in tabular format as well as look at the visual charts for a

quick analysis.



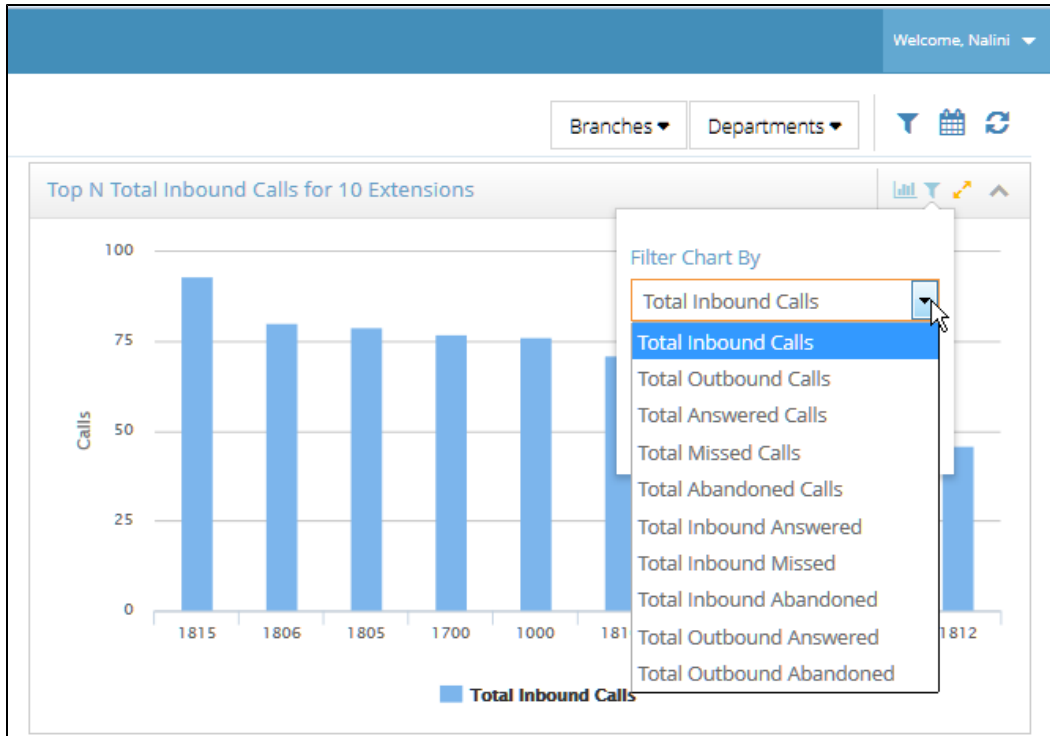
The following four charts in Extensions Summary provide a quick look at the call activity of an extension to a department.

- Summary for first 'n' employees:** You can select the number of extensions under the selected branch(es) and department(s) and view the summary of extension call activity for selected metrics (total inbound, total outbound, total missed, total abandoned and total answered).

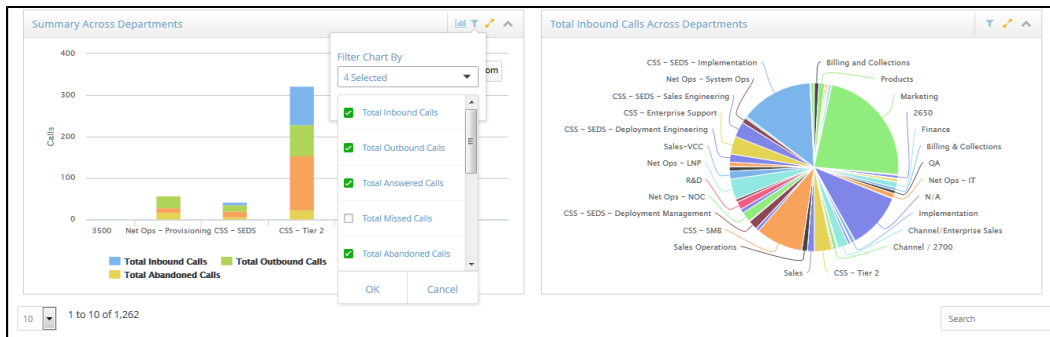


- **Top “N” <selected metric> for ‘n’ extensions** : In this chart, you can select a metric such as Total Inbound Answered and view the extensions which answered most inbound calls in the time frame selected. The stats are displayed in sorted descending order by extension. Example: Sales manager can now identify his star performers by looking at the extension that answered the most

inbound calls.



- Summary across Departments:** You can select multiple departments and see a summary chart that compares selected metrics (total inbound, total outbound, total missed, total abandoned and total answered) across departments.



- Total <selected metric> across departments :** In this chart you can compare the selected metric across departments.


Filter Data

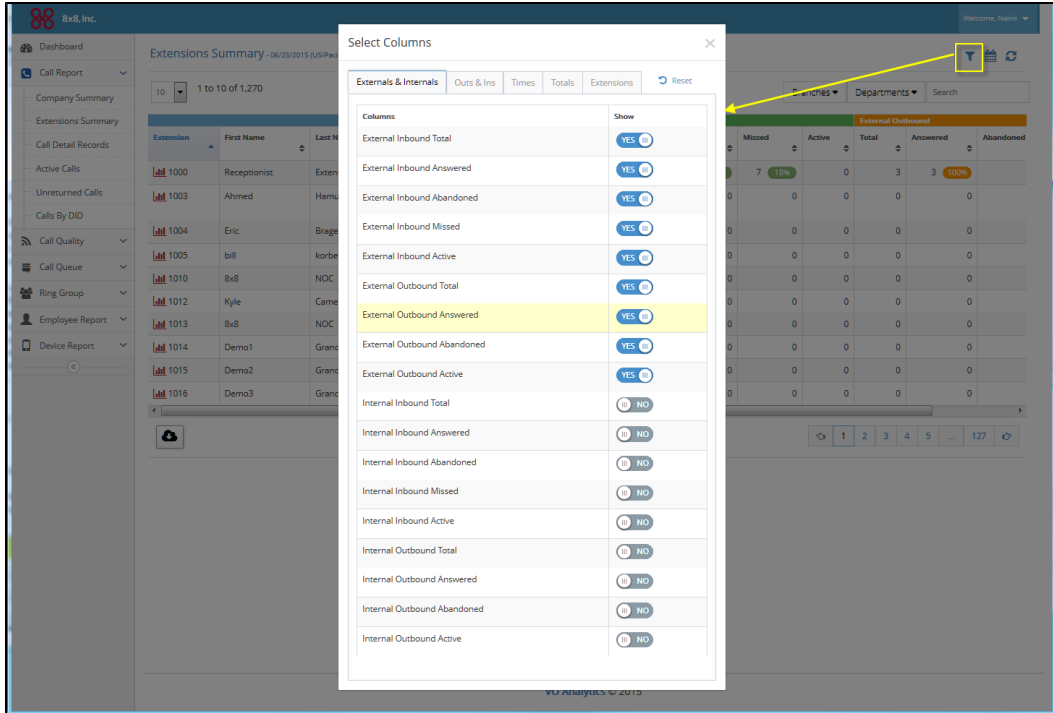
You can filter and customize the report to extract the data you need. You can:

Filter data by date range

The extension summary report can be customized to extract data for a specific day, week, month, or year.

Click  and select the desired time period.
Filter data by selecting columns

1. Click  icon.
2. From the table, select the desired metrics. The data columns are grouped in to relevant categories for convenience.



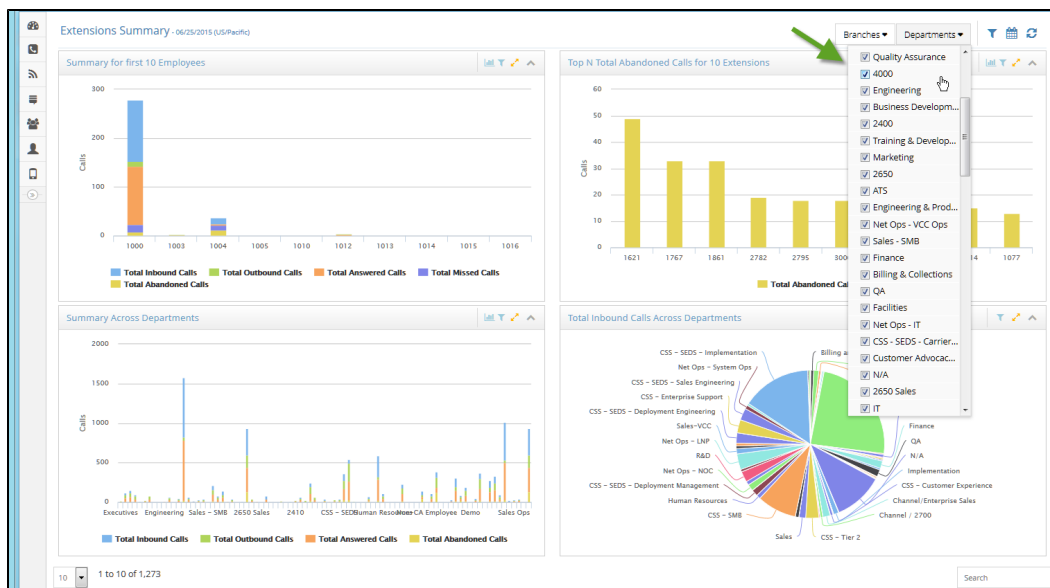
The screenshot displays the 'Select Columns' dialog box in the 8x8 Virtual Office Analytics interface. The dialog is titled 'Select Columns' and has a close button (X) in the top right corner. It features a tabbed interface with 'Externals & Internals' selected. Below the tabs, there is a 'Reset' button. The main area of the dialog is a table with two columns: 'Columns' and 'Show'. The 'Show' column contains toggle switches that can be turned 'ON' (blue) or 'OFF' (grey). The 'External Outbound Answered' row is highlighted in yellow. The background shows the 'Extensions Summary' report with a table of call metrics.


Columns	Show
External Inbound Total	<input checked="" type="checkbox"/>
External Inbound Answered	<input checked="" type="checkbox"/>
External Inbound Abandoned	<input checked="" type="checkbox"/>
External Inbound Missed	<input checked="" type="checkbox"/>
External Inbound Active	<input checked="" type="checkbox"/>
External Outbound Total	<input checked="" type="checkbox"/>
External Outbound Answered	<input checked="" type="checkbox"/>
External Outbound Abandoned	<input checked="" type="checkbox"/>
External Outbound Active	<input checked="" type="checkbox"/>
Internal Inbound Total	<input type="checkbox"/>
Internal Inbound Answered	<input type="checkbox"/>
Internal Inbound Abandoned	<input type="checkbox"/>
Internal Inbound Missed	<input type="checkbox"/>
Internal Inbound Active	<input type="checkbox"/>
Internal Outbound Total	<input type="checkbox"/>
Internal Outbound Answered	<input type="checkbox"/>
Internal Outbound Abandoned	<input type="checkbox"/>
Internal Outbound Active	<input type="checkbox"/>

3. Enable the desired metrics.
4. The report refreshes the view.

Filter data by Branch/Department

1. Click the **Branch** drop down menu and select a desired branch.
2. Further, you can select departments within the branch office.



 **Note:** Filters created on the page will be carried over when user exports the report.

Glossary - Extensions Summary

The metrics for extension call activity is now grouped under:

- **Externals and Internals:** Tracks call activity of extensions with numbers outside of PBX and with other extensions.
- **Outs and Ins:** Cumulative metrics on call activity with external and internal
- **Times:** Tracks metrics on ringing time, abandoned time, or talk time of calls directed to or handled by extensions.
- **Totals:** Track cumulative metrics (inbound and outbound) on the total number of answered, abandoned, missed, and active calls.
- **Extensions:** Access extension details such as extension number, first name, last name, branch and department affiliation of the extension user.

Externals and Internals	Description
Externals: Calls from/to numbers outside the PBX.	
External Inbound Total	Total number of calls received by the extension from outside the

Externals and Internals	
Externals: Calls from/to numbers outside the PBX.	Description
	PBX. Excludes calls from other extensions.
External Inbound Answered	Total number of incoming calls answered live. It excludes calls answered by voicemail or by an auto attendant.
External Inbound Abandoned	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail (i.e. missed calls minus calls that reached voicemail).
External Inbound Missed	Total number of calls that were not answered live (i.e. calls that reached voicemail + calls that were abandoned).
External Inbound Active	Total number of inbound calls in progress at the time of this report. The value is zero, one, or two.
External Outbound Total	Total number calls placed from the extension to the outside.
External Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. It includes calls answered by a live person, auto attendant, voicemail, etc.
External Outbound Abandoned	Total number of outbound calls abandoned by the extension user before being answered by the destination party.
External Outbound Active	Total number of outbound calls in progress from this extension at the time of this report. The value is zero, one, or two.
Internals: Calls from/to extensions within the PBX.	
Internal Inbound Total	Total number of calls received by the extension from within the PBX. Excludes calls received from outside the PBX.
Internal Inbound Answered	Total number of incoming calls answered live. It excludes calls answered by voicemail or by an auto attendant.
Internal Inbound Abandoned	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail (i.e. missed calls minus calls that reached voicemail).
Internal Inbound Missed	Total number of calls that were not answered live (i.e. calls that reached voicemail + calls that were abandoned).
Internal Inbound Active	Total number of inbound calls in progress at the time of this report. The value is zero, one, or two.

Externals and Internals	
Externals: Calls from/to numbers outside the PBX.	Description
Internal Outbound Total	Total number calls placed from the extension to other extensions.
Internal Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. It includes calls answered by a live person, auto attendant, voicemail, etc.
Internal Outbound Abandoned	Total number of calls abandoned by callers before being answered by a live person or before reaching voicemail (i.e. missed calls minus calls that reached voicemail).
Internal Outbound Active	Total number of outbound calls in progress from this extension at the time of this report. The value is zero, one, or two.

Outs & Ins	
Calls from/to numbers outside (External) and within the PBX (Internal).	Description
Inbound Total	Total number of calls (external and internal) received by the extension.
Inbound Answered	Total number of incoming calls (external and internal) answered live by the extension. It excludes calls answered by voicemail or by an auto attendant.
Inbound Abandoned	Total number of calls abandoned by callers before being answered by a live person or before reaching voicemail (i.e. missed calls minus calls that reached voicemail).
Inbound Missed	Total number of calls that were not answered live (i.e. calls that reached voicemail + calls that were abandoned).
Inbound Active	Total number of inbound calls in progress at the time of this report. The value is zero, one, or two.
Outbound Total	Total number calls placed from the extension to the outside.
Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. It includes calls answered by a live person, auto attendant, voicemail, etc.
Outbound Abandoned	Total number of outbound calls abandoned by the extension

Outs & Ins	Description
Calls from/to numbers outside (External) and within the PBX (Internal).	
	user before being answered by the destination party.
Outbound Active	Total number of outbound calls in progress from this extension at the time of this report. The value is zero, one, or two.

Times	Description
Ring Time	Cumulative duration of ringing before answering incoming calls.
Avg Ring Time	Average duration of ringing before answering incoming calls.
Talk Time	Cumulative duration of the talk time of all successful calls from the time of connection to termination (currently includes the hold time).
Avg Talk Time	Average duration of the talk time of all successful calls.
Abandoned Time	Cumulative duration of all abandoned calls to this extension (all calls where caller ends call before being answered). Includes Ext2Ext activity.
Avg Abandoned Time	Average length of calls that are abandoned including Ext2Ext calls.

Totals	Description
Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	
Total Answered	Total number of incoming calls answered live by the extension + Total number of outbound calls dialed from the extension that were answered at the destination It excludes calls answered by voicemail or by an auto attendant.
Total Abandoned	Cumulative total calls abandoned by callers before being answered by the extension user or before reaching voicemail (i.e. missed calls minus calls that reached voicemail) + Total

Totals	Description
Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	
	number of outbound calls abandoned by the extension user before being answered by the destination party.
Total Missed	Total number of inbound calls that were not answered live by the extension(i.e. calls that reached voicemail + calls that were abandoned) + Total number of outbound calls abandoned by the extension user
Total Active	Total number of inbound and outbound calls in progress at the time of this report. The value is zero, one, or two.
Total VM Calls	Total number of incoming calls that reached voicemail.

Extensions	Description
Extension	User extension number.
First Name	First name of the user assigned to the extension.
Last Name	Last name of the user assigned to the extension.
Department	Department that the extension user belongs to.
Branch	Branch office that the extension user belongs to.

Column	Description
Extension	User extension number.
First Name	First name of the user assigned to the extension.
Last Name	Last name of the user assigned to the extension.
Inbound (Includes Ext2Ext Calls)	
Total Inbound	Total number of inbound calls received by the extension. It includes calls from other extensions.
Internal	Total number of call received from other extensions within the PBX.
External	Total number of calls received from outside of the PBX.
Total Inbound Answered	Total number of incoming calls answered live. It excludes calls answered by voicemail or by an auto attendant.

Column	Description
Total Inbound Missed	Total number of calls that were not answered live (i.e. calls that reached voicemail + calls that were abandoned).
Total Inbound Abandoned	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail (i.e. missed calls minus calls that reached voicemail).
Total Inbound Active	Total number of inbound calls in progress at the time of this report. The value is zero, one, or two.
Outbound (Includes Ext 2 Ext Calls)	
Total Outbound	Total number of outgoing calls from the extension to the outside.
Internal	Total number of calls dialed out to extensions within the PBX.
External	Total number of calls dialed to outside of the PBX.
Total Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. It includes calls answered by a live person, auto attendant, voicemail, etc.
Total Outbound Abandoned	Total number of outbound calls abandoned by the extension user before being answered by the destination party.
Total Outbound Active	Total number of outbound calls in progress from this extension at the time of this report. The value is zero, one, or two.
Total Ring Time	Cumulative duration of ringing before answering incoming calls.
Avg Ring Time	Average duration of ringing before answering incoming calls.
Total Talk Time	Cumulative duration of the talk time of all successful calls from the time of connection to termination (currently includes the hold time).
Avg Talk Time	Average duration of the talk time of all successful calls.
Total Abandoned Time	Cumulative duration of all abandoned calls to this extension (all calls where caller ends call before being answered). Includes Ext2Ext activity.
Avg Abandoned Time	Average length of calls that are abandoned including Ext2Ext calls.
Total Active	Total number of calls currently in progress (inbound active + outbound active). The value is zero, one, or two.
Total Answered	Total number of incoming and outgoing answered calls (number of incoming calls answered live, excludes calls answered by voicemail or by an Auto Attendant + Number of outbound calls dialed from the exten-

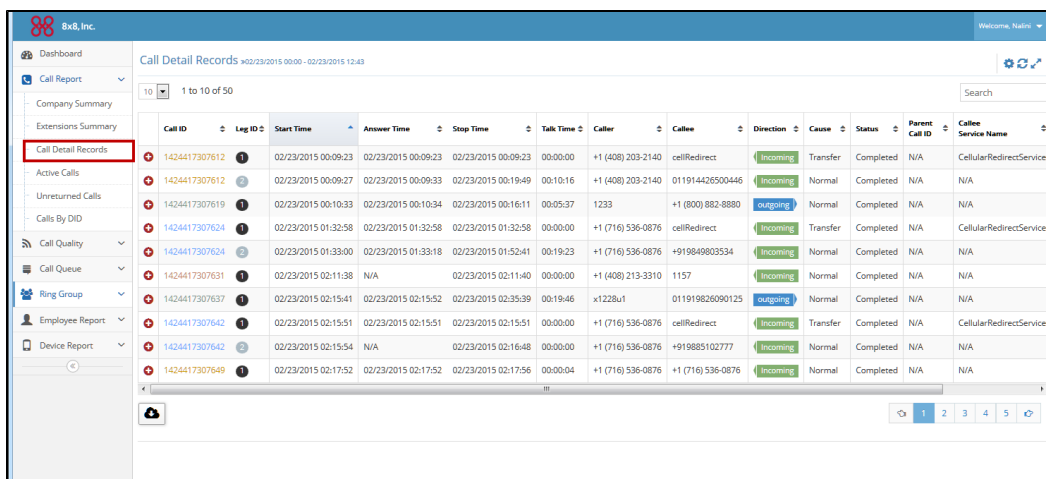
Column	Description
	sion that were connected at the destination).
Total Missed	Total number of incoming calls that were not answered live (calls that reached voicemail + calls that were abandoned).
Total Abandoned	Total number of incoming calls abandoned by callers before being answered by this extension + Number of outbound calls abandoned by the extension before being answered by the destination party.
VM Calls	Total number of incoming calls that reached voicemail.

You can download the report to Excel format.

Call Detail Record

The Call Detail Record provides historical information about all (inbound and outbound) calls processed in the time frame the user selects. This report provides real-time data, post call processing, including missed and abandoned call details to enable and manage a quick call back to insure a lead or customer service opportunity is not missed. The service also provides the caller’s entire journey (i.e. call transfers) throughout the organization to determine any patterns that may need attention. Complex calls are handled as one CDR per call leg.

- Ability to select metrics: Yes
- Ability to customize filter: Yes
- Ability to export: Yes



Glossary - Call Detail Records

Column	Description
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call—a hop number such as 1 for direct, 2 for a forwarded or transferred call for which this record refers to.
Start Time	The time a call starts. Call starts as soon as caller goes off hook to dial.
Answer Time	The time when the call is answered.
Stop Time	The time the first party disconnects the call.
Talk Time	Duration of the live call (Stop Time minus Answer Time) including the hold time.
Caller	The phone number of the caller.
Callee	The phone number of the called party.
Direction	Indicates the direction of the call as incoming or outgoing.
Cause	Reason for a call: Normal, Redirected, Transfer, and Conference.
Status	Indicates the status of a call as In Progress (dialing, talking, redirected) or Completed (ended).
Parent Call ID	Parent call identification number of a complex (transferred, forwarded or conference) call. Searching by a Parent Call ID collects call details of all legs of a complex call.
Transfer To Call ID	Call identification number to which a call is transferred to. If a call is transferred to a 2nd call, it has a different call Id. The 2nd call will have a Transfer To Call Id with the value of 1st call's call Id.
Caller Name	Caller Name of the extension from which the call originated.
Callee Name	Name of the called party if available.
Caller Device ID	The device identifier unique to the device of caller.
Callee Device ID	The device identifier unique to the device of called party if it is available.
Caller Device Model	Device Model used by the caller in this leg of the call.
Callee Device Model	Device Model used by the called party in this leg of the call.
Caller ID	Transmitted caller number and or name.
Missed	Indicates if the call is missed. It includes calls that reached voicemail

Column	Description
	and or abandoned.
Abandoned	Indicates if the call is abandoned by the caller before it is answered or handled in this leg of the call (for this CDR or Call Detail Record).
Answered	Indicates whether the incoming call was answered live (not including those answered by voicemail). It also includes outbound calls that were connected (answered by caller, auto-attendant, voicemail) for this leg of the call. Complex calls are represented by multiple CDRs. Each CDR represents one leg of the call. Answered means something different depending on the leg of the call. An incoming call to an AA is considered answered by the AA in the initial leg. If the call is then redirected from the AA to an extension, it is only considered answered if it is answered live (not if it is answered by voicemail). An outgoing call (outside the PBX) is considered answered in any way (live, AA, CQ, RG, VM, etc.) since the type of answer is not always available.
Caller Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, Click To Dial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Callee Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Last Re-Direct Number	The number of the last party that redirected the call.
Last Re-Direct Type	Indicates whether the call is a normal extension call, directed to a queue, ring group, or etc. Possible values are 1 = Normal Extension, 3 = Ring Group, 4 = Queue, 5 = Virtual Extension, 6 = Media Service (such as Voicemail, Auto Attendant, Master slave), and 7 = Call Park Extension.
Call Time	Total duration of this leg of the call.
Caller Hold Duration	The length of time that caller placed the call on hold.
Callee Hold Duration	The length of time that the called party placed the call on hold (if known).
Callee Disconnect On Hold	Indicates whether the called party disconnected while on hold (True or

Column	Description
	False values).
Caller Disconnect On Hold	Indicates whether the caller disconnected while on hold (True or False values).
PBX ID	Caller's PBX ID.
SIP Call ID	SIP Call ID for this call.

Active Calls

The Active Calls report offers real-time data on calls currently in progress. This includes information such as the caller, called time, the length of the call so far and more. To refresh data, you must click the refresh button on the right hand corner.

Call ID	Leg ID	Start Time	Answer Time	Stop Time	Talk Time	Caller	Callee	Direction	Status	Parent Call ID	Callee Service Name	Last Re-direct Number
1424417323679	1	02/23/2015 11:03:07	02/23/2015 11:03:19	N/A	01:41:59	1272	+1 (925) 289-4801	outgoing	InProgress	N/A	N/A	N/A
1424417323776	1	02/23/2015 11:03:58	02/23/2015 11:03:59	N/A	01:41:20	+1 (866) 208-9369	1711	incoming	InProgress	N/A	N/A	N/A
1424417324442	1	02/23/2015 11:13:04	02/23/2015 11:13:04	N/A	01:32:14	1763	+1 (800) 342-0652	outgoing	InProgress	N/A	N/A	N/A
1424417324545	1	02/23/2015 11:13:58	02/23/2015 11:14:03	N/A	01:31:16	+1 (888) 898-8733	1757	incoming	InProgress	N/A	N/A	N/A
1424417326912	1	02/23/2015 11:54:52	02/23/2015 11:54:52	N/A	00:50:27	1677	+1 (408) 329-9257	outgoing	InProgress	N/A	N/A	N/A
1424417327058	2	02/23/2015 11:56:24	02/23/2015 11:56:24	N/A	00:48:55	+1 (408) 560-2314	1773	incoming	InProgress	N/A	N/A	588
1424417327185	2	02/23/2015 11:57:43	02/23/2015 11:57:43	N/A	00:47:36	+1 (408) 412-5135	1752	incoming	InProgress	N/A	N/A	588
1424417327301	2	02/23/2015 11:59:14	02/23/2015 11:59:14	N/A	00:46:05	+1 (703) 260-7353	1636	incoming	InProgress	N/A	N/A	595
1424417327428	1	02/23/2015 12:00:10	02/23/2015 12:00:19	N/A	00:44:59	+1 (888) 898-8733	1555	incoming	InProgress	N/A	N/A	N/A
1424417327408	2	02/23/2015 12:00:10	02/23/2015 12:00:10	N/A	00:45:08	+1 (408) 560-2314	1422	incoming	InProgress	N/A	N/A	595

Glossary - Active Calls

Active Calls: Tracks metrics for calls in progress at the time of the report.

Column	Description
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call—a hop number such as 1 for direct, 2 for a forwarded or transferred call for which this record refers to.
Start Time	The time a call starts. Call starts as soon as caller goes off hook to dial.
Answer Time	The time when the call is answered.
Stop Time	N/A
Talk Time	Duration of the call so far (refresh the report to update this meas-

Column	Description
	urement to a later time).
Caller	The phone number of the caller.
Callee	The phone number of the called party.
Direction	Indicates the direction of the call as incoming or outgoing.
Status	Indicates the status of a call as In Progress (dialing, talking, or redirected).
Parent Call ID	Applicable only to a complex call.
Transfer To Call ID	Applicable only to a complex call.
Caller Name	Caller name of the extension from which the call originated.
Callee Name	Name of the called party if available.
Caller Device ID	The device identifier unique to the device of caller.
Callee Device ID	The device identifier unique to the device of called party if available.
Caller Device Model	Device Model used by the caller in this leg of the call.
Callee Device Model	Device Model used by the called party in this leg of the call.
Caller ID	Transmitted caller number and or name.
Missed	N/A for Active Calls
Abandoned	N/A for Active Calls
Answered	N/A for Active Calls
Caller Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, Click To Dial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Callee Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Last Re-Direct Number	The number of the last party that redirected the call.
Last Re-Direct Type	Indicates whether the call is a normal extension call, directed to a queue, ring group, or etc. Possible values are 1 = Normal Extension, 3

Column	Description
	= Ring Group, 4 = Queue, 5 = Virtual Extension, 6 = Media Service (such as Voicemail, Auto Attendant, Master slave), and 7 = Call Park Extension.
Call Time	N/A for active calls.
Caller Hold Duration	The length of time that caller placed the call on hold.
Callee Hold Duration	The length of time that called party placed the call on hold (if known).
Callee Disconnect On Hold	Indicates if the called party disconnected while on hold (True or False values).
Caller Disconnect On Hold	Indicates if the caller disconnected while on hold (True or False values).
PBX ID	Caller's PBX ID.
SIP Call ID	SIP Call ID for this call.

- Ability to select metrics: Yes
- Ability to export: Yes

Unreturned Calls

Unreturned calls are missed calls that are not returned from any extension within the PBX. This includes redirected calls that are unreturned by the final destination party. With this report, you can even track if calls from an important customer are not returned in a timely fashion.

Call ID	Leg ID	Start Time	Stop Time	Caller	Callee	Cause	Status	Parent Call ID	Transfer To Call ID	Caller Name	Callee Name	Callee Service Name	Last Re-direct Number
1422430585859	1	01/29/2015 02:03:03	01/29/2015 02:03:18	1919059115330	x1679m1	Redirected	Completed	N/A	N/A	N/A	x1679m1	N/A	N/A
1422430585898	1	01/29/2015 04:06:43	01/29/2015 04:06:58	+1 (650) 274-7223	590	Normal	Completed	N/A	N/A	N/A	2021	RingGroupService	2021
1422430585946	1	01/29/2015 04:19:34	01/29/2015 04:19:49	+1 (510) 366-5700	590	Normal	Completed	N/A	N/A	N/A	2021	RingGroupService	2021
1422430586113	1	01/29/2015 05:19:26	01/29/2015 05:19:41	+1 (914) 670-7306	2867	Redirected	Completed	N/A	N/A	System	2867	N/A	N/A
1422430586121	1	01/29/2015 05:19:56	01/29/2015 05:20:11	+1 (914) 670-7306	2867	Redirected	Completed	N/A	N/A	System	2867	N/A	N/A
1422430586272	1	01/29/2015 05:43:34	01/29/2015 05:43:49	+1 (703) 828-9036	590	Normal	Completed	N/A	N/A	Robin Essandoh	2005	RingGroupService	2005
1422430586383	1	01/29/2015 05:50:05	01/29/2015 05:50:07	+1 (512) 637-3152	1573	Normal	Completed	N/A	N/A	N/A	1573	N/A	N/A
1422430586511	1	01/29/2015 06:00:55	01/29/2015 06:01:10	+1 (703) 828-9036	590	Normal	Completed	N/A	N/A	Robin Essandoh	2005	RingGroupService	2005
1422430587039	1	01/29/2015 06:20:04	01/29/2015 06:20:05	N/A	595	Normal	Completed	N/A	N/A	N/A	595	MasterSlaveService	2914
1422430587064	1	01/29/2015 06:20:08	01/29/2015 06:20:23	N/A	595	Normal	Completed	N/A	N/A	N/A	595	MasterSlaveService	2914

Glossary - Unreturned Calls

Unreturned calls are missed incoming calls that are not returned from any extension within the PBX. This includes all redirected calls that are unreturned by the final destination party.

Column	Description
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call—a hop number such as 1 for direct, 2 for a forwarded or transferred call for which this record refers to.
Start Time	The time an incoming call arrived on the PBX.
Stop Time	The time the external caller disconnects the call.
Caller	The phone number of the original (external party) caller. A redirecting party is recorded in the LRA field.
Callee	The phone number of the original called party. If there is a redirection, 2 legs are shown. The redirecting party shows in the 1st leg's callee and in the 2nd leg's LRA field.
Cause	Reason for a call: Normal, Redirected, Ring No Answer, etc.
Status	Indicates status of a call as In Progress (dialing or talking) or completed (ended).
Parent Call ID	Parent call identification number of a complex (transferred, forwarded, or conference) call. Searching by a Parent Call ID collects call details of all legs of a complex call.
Transfer To Call ID	Call Identification number to which a call is transferred to.
Caller Name	The name of the original (external party) caller.
Callee Name	The name of the original called party.
Caller Device ID	The device identifier unique to the device of caller.
Callee Device ID	The device identifier unique to the device of called party.
Caller Device Model	Device model used by the caller in this leg of the call.
Callee Device Model	Device model used by the called party in this leg of the call.
Caller ID	Transmitted caller number and or name.
Missed	Indicates the call is missed (includes calls that reached voicemail and or abandoned).

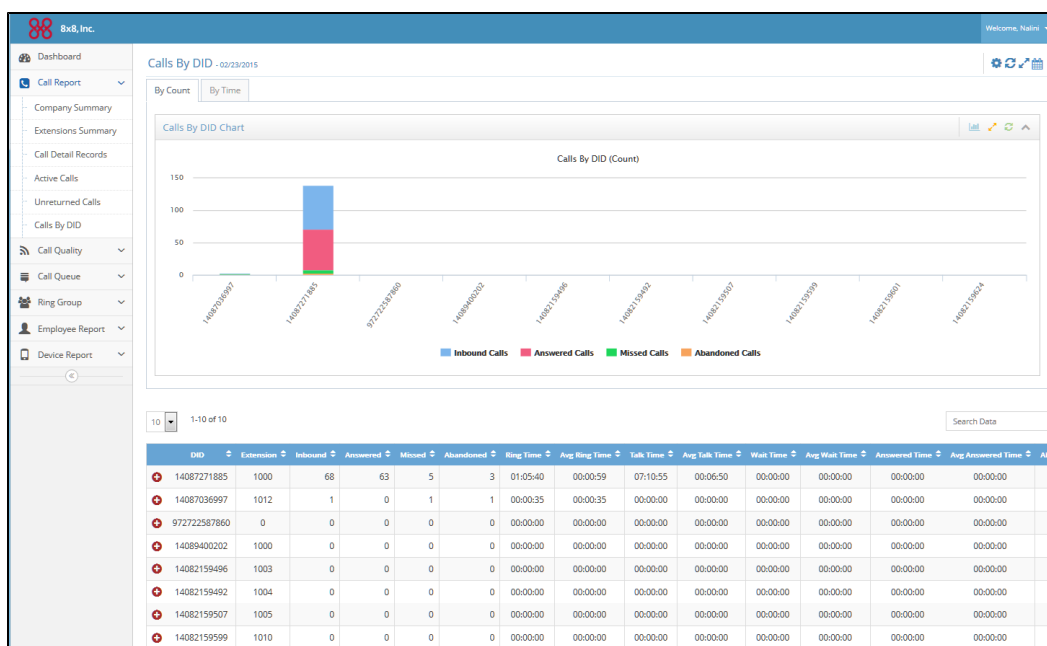
Column	Description
Abandoned	Indicates the call is abandoned by the caller before it is answered or handled in this leg of the call (for this CDR).
Answered	N/A
Caller Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, Click To Dial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Callee Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Last Redirect Number	The number of the last party that redirected the call.
Last Redirect Type	Indicates whether the call is a normal extension call, directed to a queue, ring group, or etc. Possible values are 1 = Normal Extension, 3 = Ring Group, 4 = Queue, 5 = Virtual Extension, 6 = Media Service (such as Voicemail, Auto Attendant, Master slave), and 7 = Call Park Extension.
Call Time	Total duration of this leg of the call.
Caller Hold Duration	N/A for Unreturned Calls.
Callee Hold Duration	N/A for Unreturned Calls.
Caller Disconnect On Hold	N/A for Unreturned Calls.
Callee Disconnect On Hold	N/A for Unreturned Calls.
PBX ID	Caller's PBX ID.
SIP Call ID	SIP Call ID for this call.

- Ability to select metrics: Yes
- Ability to customize filter: Yes
- Ability to export: Yes

Calls by DID

This report tracks incoming call activity to DIDs including DIDs leading to auto attendants, call queues, ring groups, and direct to end Users. This report includes all missed and abandoned calls, but all extension to extensions calls are excluded.

- **By Count:** Track the call activity (number of answered, abandoned, missed, and abandoned calls) for the selected DIDs.



- **By Time:** Track the total time and average time spent (ring time + talk time + wait time + answered + abandoned time) on all inbound calls handled by a DID.

Glossary - DID Calls

This report tracks incoming call activity to DIDs including DIDs leading to auto attendants, call queues, ring groups, and direct to end Users from an external PBX. It includes all missed and abandoned calls. But all extension to extensions calls are excluded.

Column	Description
DID	The DID number.
Extension	Extension number reached by this DID (for example call queue ext #).
Inbound	Number of inbound calls received by the DID.
Answered	Number of incoming calls answered by this DID.
Missed	Number of calls that were not answered live by this DID (calls that reached voicemail + calls that were abandoned).

Column	Description
Abandoned	Number of incoming calls abandoned by callers before being answered by the DID or before reaching voicemail (Missed calls minus calls that reached voicemail).
Ring Time	Cumulative duration of ringing before answering incoming calls.
Avg Ring Time	Average duration of ringing before answering incoming calls.
Talk Time	Cumulative duration of the talk time of all successful calls from the time of connection to termination. It includes time on hold.
Avg Talk Time	Average duration of the talk time of all successful calls.
Wait Time	The waiting time before the call was answered or abandoned. It is applicable to queued calls.
Avg Wait Time	Average duration of the wait time.
Answered Time	The waiting time before a call is answered by a live person. This is applicable only to queued calls.
Avg Answered Time	Average waiting time before a call is answered by a live person. This is applicable only to queued calls.
Abandoned Time	Cumulative duration of all abandoned calls to this DID (all calls where caller ends call before being answered). It includes Ext2Ext activity.
Avg Abandoned Time	The average duration of all abandoned calls to this extension (all calls where caller ends call before being answered). It includes Ext2Ext activity.

Schedule Reports

You can now schedule reports and receive them via email daily, weekly, or monthly. You can now schedule to receive the following reports periodically:

- Company Summary report
- Extension Summary report
- Call Record Details report

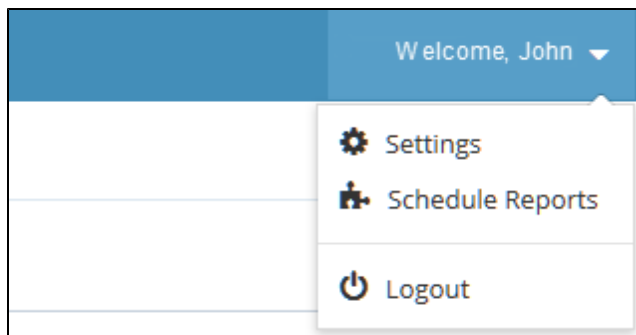
Features

- Ability to schedule periodical reports.
- Ability to aggregate or break down metrics day by day.

- Ability to archive report queries you no longer need.
- Ability to filter call detail reports to track answered, or abandoned, or missed calls.

How do I schedule a report?

1. Log in to Virtual Office Analytics.
2. From the top right hand corner, select Schedule Reports from drop down menu under user name.



3. In the follow-up screen, click **Create a new report**.
4. Enter or select the following information:
 - a. **Name**: Enter a name for the report.
 - b. **Type**: Select a report type from the available options. Currently, you can schedule Company summary, Extension Summary and Call Detail record reports only.
 - c. **Frequency**: Select the frequency at which you wish to schedule the reports. You can select a daily, weekly, or monthly frequency.

Once the reports are saved,:

A daily report is delivered via email the next day.

A weekly report is delivered on Sunday of the following week.

A monthly report is delivered on the 1st day of the following month.

- d. **Frequency Type**: Select Aggregate or Day by Day.
 - **Aggregate**: Consolidates data for weekly or monthly reports.
 - **Day by Day**: Breaks down data day by day in weekly or monthly reports.
- e. **Branch**: Filter data by selecting a branch or desired branches.
- f. **Department**: Select desired departments.



Note: We do not support a query for multiple branches with selective departments currently. You must create a separate report for each branch.

- g. **Direction:** Indicate the direction of calls - Inbound or Outbound. This is applicable to Call Detail report only.
- h. **Call Status:** Select one of the options. This is applicable to Call Detail report only.
 - o **Answered:** Incoming calls answered live.
 - o **Abandoned:** Calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls minus calls that reached voicemail).
 - o **Missed:** Calls that were not answered live (calls that reached voicemail plus calls that were abandoned).
- i. **Email:** Enter one or more email addresses to receive email links for scheduled reports.

5. Click **Submit**.

The report shows up in the list.



Note: If you have already created a query with the same criteria, you will be prevented from creating a duplicate.

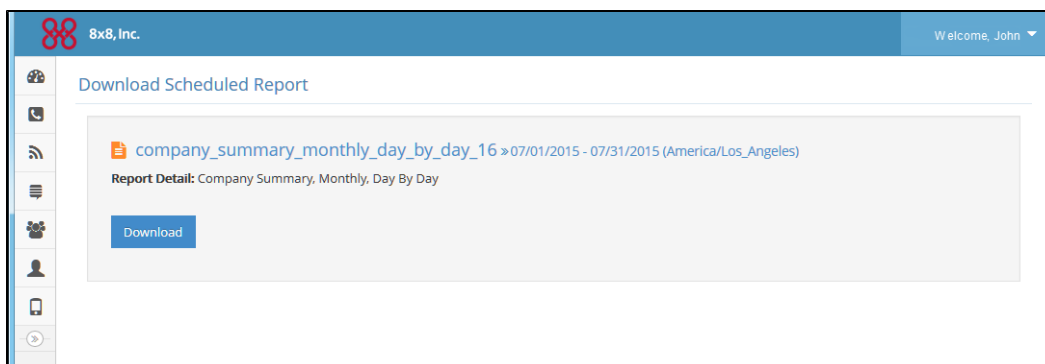
How do I edit a report?

You can edit an existing report by clicking on it from the list. You are only allowed to modify or add email addresses for notification. You cannot edit any other field in the report.


How do I download a scheduled report?

The scheduled report runs at the set time and sends an automatic email to all named recipients. The email contains a link to download the report. On clicking the link, you are prompted to log in to Virtual

Office Analytics and then navigates you to a download page.




Click **Download**. The report is saved in zipped format instantly.

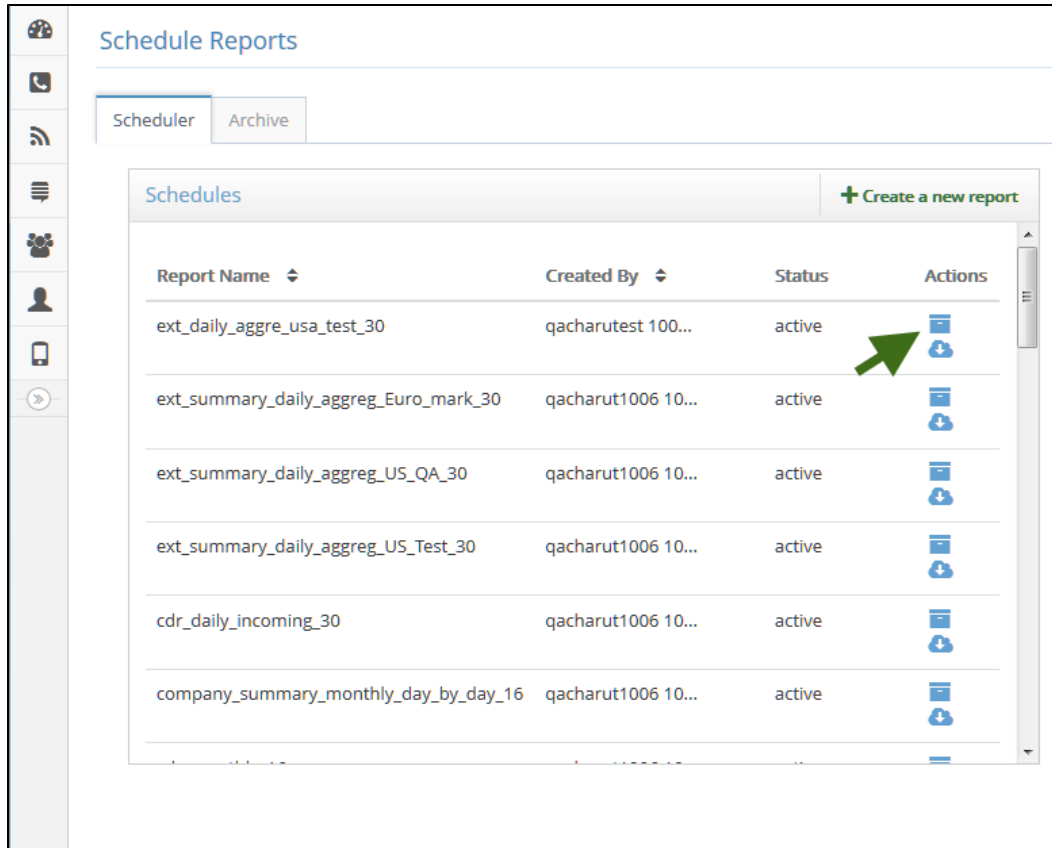
You can also navigate to the list of scheduled reports, select the desired report and click  to download the report.







How do I archive a scheduled report query?

You can archive scheduled report queries that you no longer need. You can continue to access the archived report until that date. Once archived, The reports cease to generate new data from that time period.

To archive a scheduled report:

1. Navigate to the scheduled reports list.
2. Select the desired report and click .



Report Name	Created By	Status	Actions
ext_daily_aggre_usa_test_30	qacharutest 100...	active	
ext_summary_daily_aggreg_Euro_mark_30	qacharut1006 10...	active	
ext_summary_daily_aggreg_US_QA_30	qacharut1006 10...	active	
ext_summary_daily_aggreg_US_Test_30	qacharut1006 10...	active	
cdr_daily_incoming_30	qacharut1006 10...	active	
company_summary_monthly_day_by_day_16	qacharut1006 10...	active	

3. At the prompt, confirm.
The report is now archived and ceases to generate new data from that day. You can access it from the **Archive** tab.

Get Call Quality Detail

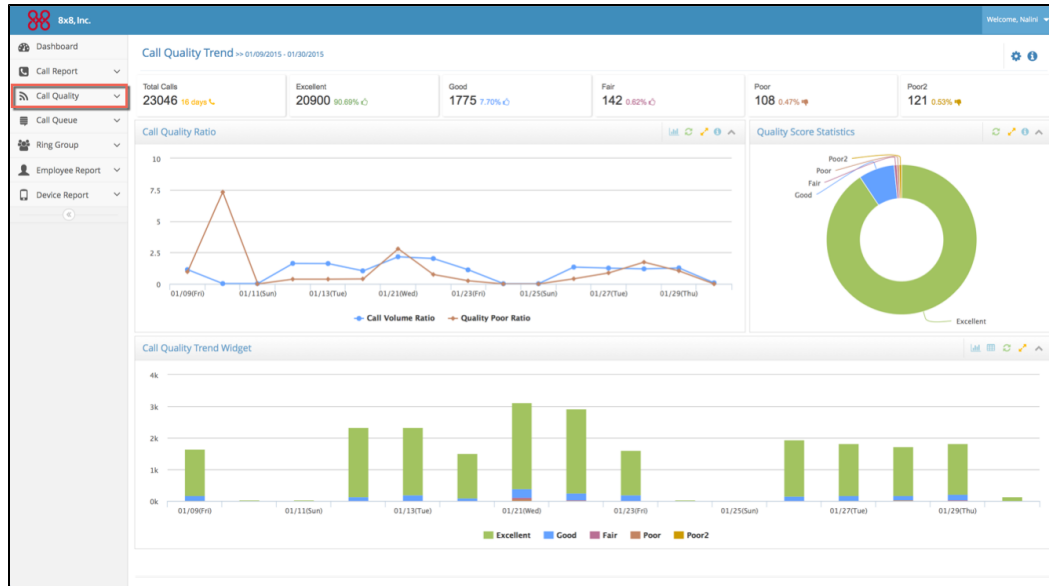


Note: Available for Virtual Office Service Quality Managers only.

The Call Quality reports offer Individual call and consolidated MOS score detail in graphical format and granular detail for trouble analysis and resolution.

Call Quality Trend

This report captures call quality of all calls in the PBX over several days or months so the changes in call quality can be tracked. You can generate a report for a specific date range (daily, monthly, yearly).



Voice Quality Score

The definition of Voice Quality Score is based on conversation and listening MOS score. The following table has definition of VQScore and corresponding MOS score range.

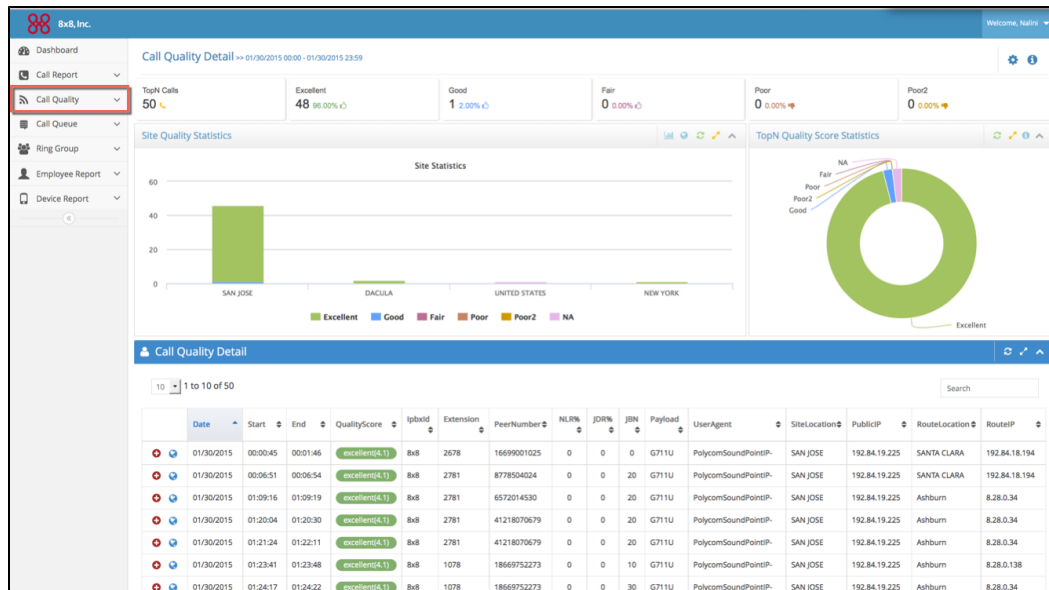
VQ Score	MOS score
Excellent	4.0-5.0
Good	3.0-4.0
Fair	2.5-3.0
Poor	1.5-2.5
Very Poor	0.1-1.5
N/A(NA)	0.0/127

The report also tracks call volume ratio and poor quality ratio.

- Call Volume Ratio** = Call volume / Average call volume for the selected date range
 If the ratio >1, it indicates that the number of calls handled by the PBX is greater than the average number of calls.
- Poor Quality Ratio** = Number of poor quality calls / Total call volume for the selected date range
 Smaller ratios indicate an overall high call quality.

Call Quality Detail

The Call Quality reports offer Individual call and consolidated MOS score detail in graphical format and granular detail for trouble analysis and resolution. Voice Quality Score is based on conversation and listening Mean Opinion Score (MOS). The mean opinion score (MOS) provides a numerical measure of the quality of human speech at the destination end of the circuit.



Glossary - Call Quality Detail

The following table displays some of the most important parameters in voice quality report.

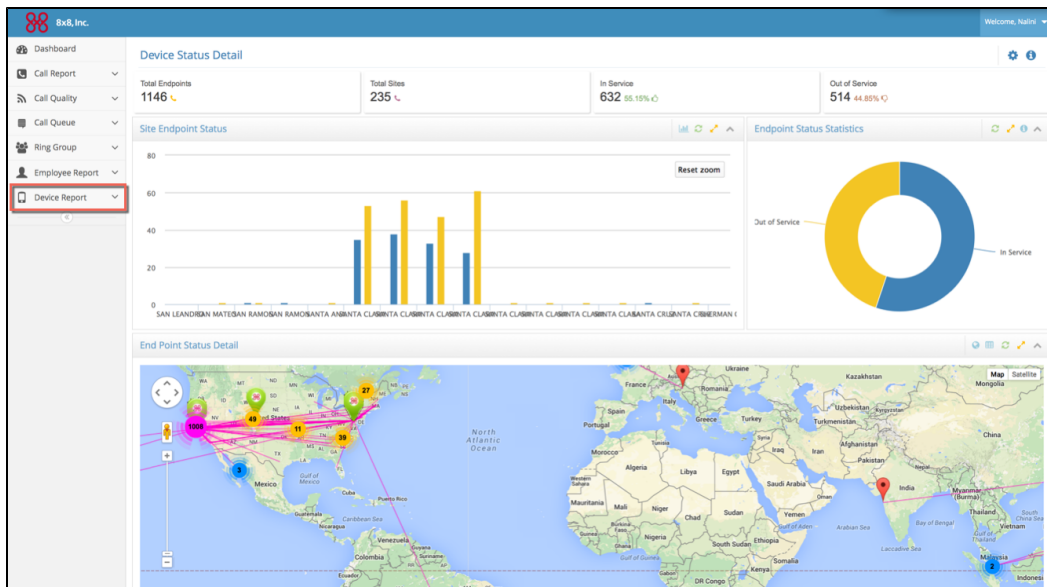
Column	Description
Date	Date of call.
Start	Start time of the call.
End	End time of the call.
QualityScore	MOS quality rating. MOS provides a numerical measure of the quality of human speech at the destination end of the circuit.
lpbxId	PBX Identifier.
Extension	PBX extension number involved in the call.
PeerNumber	The IP address, port, and SSRC of the session peer from the perspective of the remote endpoint measuring performance.
NLR%	Network packet loss ratio in percentage.
JDR%	Packets ratio discarded from jitter buffer in percentage. Packet Loss

Column	Description
	primarily due to handling Jitter.
JBN	This is the current nominal jitter buffer delay in milliseconds which corresponds to the nominal jitter buffer delay for packets that arrive exactly on time. Added latency primarily due to handling Jitter.
Payload	RTP payload indicates codec being used.
UserAgent	Endpoint device model and firmware information.
SiteLocation	The originating location for the call.
PublicIP	The Public IP address of origination.
RouteLocation	Next location in the call path route.
RouteIP	The Public IP address of next location in route.

Get Device Status

Virtual Office Service and Quality manager provides real-time information about the status of all endpoint devices associated within the organization’s 8x8 cloud PBX to rapidly view the health of any device, and adjust to any areas of failure. This report shows how many IP endpoints are in service (connected to 8x8 servers online) or out of service.

Using this report, you can track devices and employee usage. You can identify network service issues such as those affecting your team during a big storm. The status of devices connected to the network are shown in real time including a geo view of each phone location. It helps understand and manage any service disruption before they severely impact the performance.

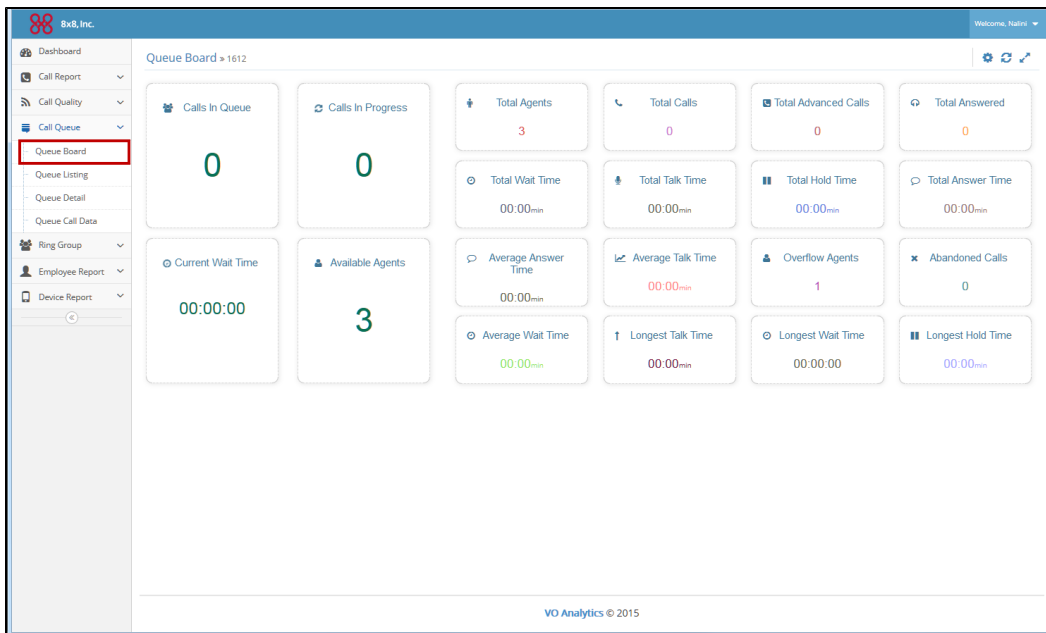


Get Queue Metrics



Note: Available for Virtual Office Analytics Supervisors only.

Virtual Office Workgroup Dashboard and Reports provides a real-time view of call activity in any designated Call Queue or Ring Group within the 8x8 cloud PBX. Comprehensive call center-like reporting on agent and queue performance is provided in a single dashboard view, available on any device. This is an excellent tool in managing customer Service Level Agreement standards for help desk, sales teams, and other work groups with high call volume.



Queue Dashboard

This report provides real-time and historical metrics for a call queue such as number of agents waiting to serve the queue, number of calls waiting in the queue, waiting time, number of calls answered so far, and more. This provides a snapshot of critical stats for a queue.

Glossary – Queue Board

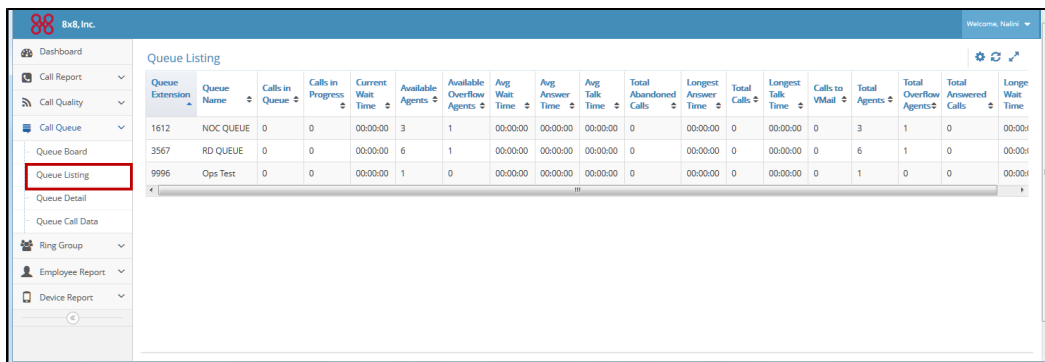
Column	Description
Calls In Queue	Number of calls currently waiting to be served in the queue.
Calls In Progress	Number of calls currently handled by the agents logged in to the

Column	Description
	queue.
Total Agents	Total number of agents currently logged into the queue.
Total Calls	Total calls being handled and waiting.
Total Advanced Calls	Calls that were advanced to the next available agent in the queue due to the non-availability of previous agents.
Total Answered	Total number of queued calls that were answered live in the time period monitored.
Total Wait Time	Total waiting time of all calls in the queue during the time period monitored.
Total Talk Time	Cumulative duration of the talk time of all answered calls during the time period monitored.
Total Hold Time	Cumulative duration of answered calls placed on hold during the time period monitored.
Total Answer Time	Cumulative time that calls in the queue waited before being answered during the time period monitored.
Current Wait Time	Cumulative wait time of calls currently waiting to be served in the queue.
Available Agents	Number of agents available to handle calls at this current point in time.
Average Answer Time	Total answer time averaged over all the calls during the time period monitored.
Average Talk Time	Total talk time averaged over all answered calls during the time period monitored.
Overflow Agents	Number of agents in the overflow call queue that are currently logged in to the queue.
Abandoned Calls	Number of queued calls abandoned by callers before being answered by agents during the time period monitored.
Average Wait Time	Total waiting time in queue averaged over all the calls during the time period monitored.
Longest Talk Time	The longest talk time of all calls answered during the time period monitored.
Longest Wait Time	The longest wait time of all calls answered during the time period monitored.

Column	Description
Longest Hold Time	The longest hold time of calls answered placed on hold during the time period monitored.

Queue Lists

Select this option for a quick view of critical metrics for all call queues in the PBX. Select the desired queue for additional stats.



Glossary - Queue Listing Stats

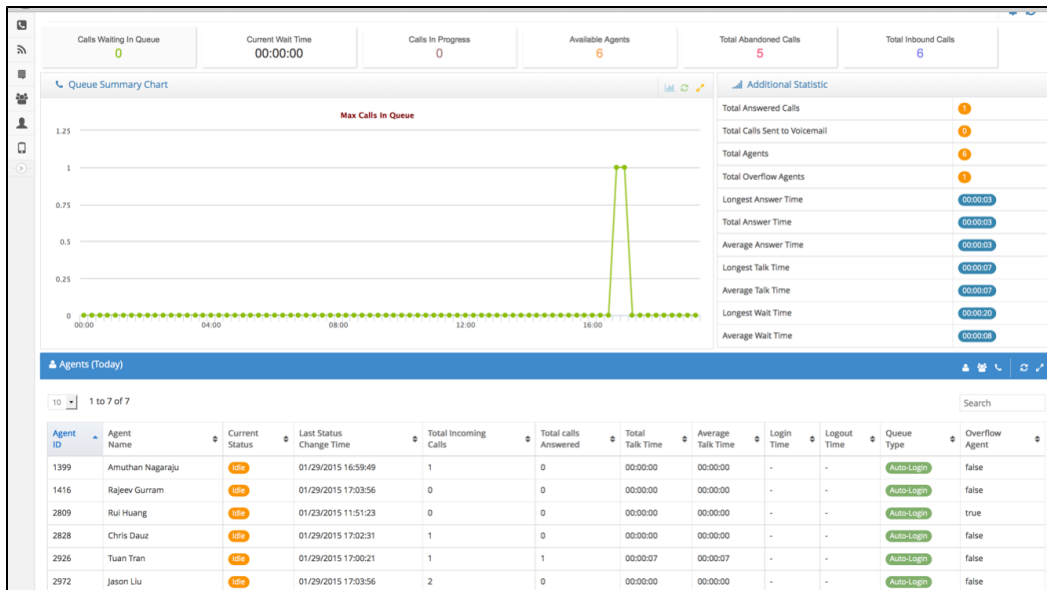
Column	Description
Calls In Queue	Number of calls currently waiting to be served in the queue.
Calls In Progress	Number of calls currently handled by the agents logged in to the queue.
Total Agents	Number of agents currently logged into the queue.
Total Calls	Total number of calls being handled and waiting.
Total Advanced Calls	Total number of calls currently handled by the agents logged in to the queue.
Total Answered	Total number of queued calls that were answered live in the time period monitored. It excludes calls that went to voicemail.
Total Wait Time	Total waiting time of all calls in the queue during the time period monitored.
Total Talk Time	Cumulative duration of the talk time of all answered calls during the time period monitored.
Total Hold Time	Cumulative duration of answered calls placed on hold during the time period monitored.
Total Answer Time	Cumulative time that calls in the queue waited before being answered

Column	Description
	during the time period monitored.
Current Wait Time	Cumulative wait time of calls currently waiting to be served in the queue.
Available Agents	Number of agents available to handle calls at this time.
Average Answer Time	Total answer time averaged over all the calls during the time period monitored.
Average Talk Time	Total talk time averaged over all answered calls during the time period monitored.
Overflow Agents	Number of agents in the overflow call queue that are currently logged in to the queue.
Abandoned Calls	Number of queued calls abandoned by callers before being answered by agents during the time period monitored.
Average Wait Time	Total waiting time in queue averaged over all the calls during the time period monitored.
Longest Talk Time	The longest talk time of all calls answered during the time period monitored.
Longest Wait Time	The longest wait time of all calls answered during the time period monitored.
Longest Hold Time	The longest hold time of calls answered placed on hold during the time period monitored.
Total Calls Sent to Voicemail	Total calls that were forwarded to voicemail during the time period monitored.
AGENTS TODAY	
Agent ID	Extension number of the agent.
Agent Name	Name of the agent.
Current Status	Indicates the current status of the agent. Possible statuses are: Login, Logout, DND-On, DND-Off, Idle, Alerting, Ring pause, Wrap-up, Added (just added to queue), and Removed (Removed from the queue).
Last Status Change Time	The last time at which the agent changed status.
Total Incoming Calls	Total incoming calls presented to the agent during the time period being monitored.

Column	Description
Total calls Answered	Total number of queued calls that were answered by this agent in the time period monitored.
Total Talk Time	Cumulative duration of the talk time of all answered calls by this agent during the time period monitored.
Average Talk Time	Average duration of the talk time of all answered calls by this agent during the time period monitored.
Login Time	The last time the agent logged in to this on demand login queue.
Logout Time	The last time the agent logged out.
Queue Type	The queue type can be Auto login or On Demand. Auto login is when agents are automatically logged in to the queue and when their extension is in service status. On Demand is when agents need to log in to the queue explicitly.
Overflow Agent	Indicates if the agent is an overflow agent or not an overflow agent (meaning it is a primary agent in the queue).

Queue Detail

The queue detail report provides additional insight about the about the current status of agents assigned to the queue, breakdown of talk time, number of answered calls, abandoned calls for each agent. With just a click, you can check out the active calls and calls in the queue.



Queue Call Data

This report captures call details of all calls processed by queues. You can pull these metrics for a desired

time period. From the Settings , click **Select Dates** and select a date range.

- Ability to select metrics: Yes
- Ability to export: Yes

Glossary - Queue Call Data

This report provides call detail records of all calls handled by call queues.

Column	Description
Call Id	A unique call identification number that identifies all legs of the original call.
Leg Id	Identifies the leg of a call— a hop number such as 1 for direct, 2 for a forwarded or transferred call for which this record refers to.
Start Time	Call starts as soon as caller goes off hook to dial.
Answer Time	The time when the call is answered.
Stop Time	The time the first party disconnects the call.
Talk Time	Duration of the live call (Stop Time minus Answer Time).
Caller	The phone number of the caller.
Callee	The phone number of the called party.
Last Re-Direct Number	The number of the last party that redirected the call.
Cause	Reason for call indicated as: Normal, Redirected, Transfer, and Conference.
Status	Indicates status of a call as InProgress (dialing, talking, redirected) or completed (ended).
Direction	Indicates the direction of the call as incoming or outgoing.
Parent Call Id	Parent call identification number of a complex (transferred, forwarded or conference) call. Searching by a Parent Call ID collects call details of all legs of a complex call.
Transfer To Call Id	Call Identification number to which call is transferred to. If a call is transferred to a 2nd call, it has a different call Id. The 2nd call will have a TransferToCall Id with the value of 1st call's call Id.

Column	Description
Caller Name	Caller Name of the extension from which the call originated.
Callee Name	Name of the called party if available.
Caller Device Id	The device identifier unique to the device of caller.
Callee Device Id	The device identifier unique to the device of called party if it is available.
Caller Device Model	Device Model used by the caller in this leg of the call.
Callee Device Model	Device Model used by the called party in this leg of the call.
Caller Id	Transmitted caller number and or name.
Missed	Indicates if the call is missed (includes calls that reached voicemail and or abandoned).
Abandoned	Indicates if the call is abandoned by the caller before it is answered or handled in this leg of the call (for this CDR).
Answered	Indicates if the incoming call was answered live (not including those answered by voicemail) OR outbound call that was answered (includes those answered by caller, auto-attendant, voicemail) for this leg of the call. In a multi-leg call, the first leg could be considered answered if answered by AA .
Caller Service Name	Service Names include AutoAttendent, RingGroupService, ACDOperatorService, MasterSlaveService, OneNumberAccess, and ClickToDial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, AutoAttendant, and CallParkExtension.
Callee Service Name	Service Names include AutoAttendent, RingGroupService, ACDOperatorService, MasterSlaveService, OneNumberAccess, and ClickToDial.
Callee Service Type	Service Types include custom, Virtual Extension, Voicemail, AutoAttendant, and CallParkExtension.
Last Re-Direct Type	Indicates if the call is a normal extension call, directed to a queue, or ring group. Possible values are 1 = normal extension, 3 = RINGGROUP, 4 = QUEUE, 5 = VIRTUALEXTENSION, 6 = MEDIASERVICE (like Voicemail, Auto Attendant, Master slave), and 7 = CALLPARKEXTENSION.
Caller Hold Duration	The length of time that caller placed the call on hold.
Callee Hold Duration	The length of time that called party placed the call on hold (if known).

Column	Description
Caller Disconnect On Hold	Indicates if the called party disconnected while on hold (True or False values).
Callee Disconnect On Hold	Indicates if the caller disconnected while on hold (True or False values).
PBX ID	Caller's PBX ID.
SIP Call ID	SIP Call ID for this call.
Original Caller	Original caller for this leg of the call.
Original Callee	Original Called Call Queue.

Get Ring Group Call Data



Note: Available for Virtual Office Analytics Supervisors only.

The Ring Group Dashboard provides a real-time view of all call activity in any designated Ring Group in 8x8 cloud PBX. Using these stats, you can monitor performance of agents assigned to the ring group. This report presents call details of all calls processed by ring groups. You can view all attempted calls or filter to view only the answered calls.

Call Id	Leg Id	Start Time	Answer Time	Stop Time	Talk Time	Caller	Callee	Last Re-Direct Number	Cause	Status
1424417307697	1	02/23/2015 03:41:41	02/23/2015 03:41:47	02/23/2015 03:41:48	00:00:00.0	442070966015	590	3911	Transfer	Completed
1424417307703	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2790	N/A	Normal	Completed
1424417307707	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2868	N/A	Normal	Completed
1424417307712	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2781	N/A	Normal	Completed
1424417307717	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2796	N/A	Normal	Completed
1424417307722	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2678	N/A	Normal	Completed
1424417307727	1	02/23/2015 03:41:41	02/23/2015 03:41:47	02/23/2015 03:41:48	00:00:01.2	590	2795	N/A	Transfer	Completed
1424417307732	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2797	N/A	Normal	Completed
1424417307737	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	2782	N/A	Normal	Completed
1424417307742	1	02/23/2015 03:41:41	N/A	02/23/2015 03:41:47	00:00:00.0	590	1004	N/A	Normal	Completed

Glossary - Ring Group Call Data

This report provides calls detail records of all calls handled by ring groups.

Column	Description
Call Id	A unique call identification number that identifies all legs of the original call.
Leg Id	Identifies the leg of a call—a hop number such as 1 for direct, 2 for a forwarded or transferred call for which this record refers to.
Start Time	Call starts as soon as caller goes off hook to dial.
Answer Time	The time when the call is answered.
Stop Time	The time the first party disconnects the call.
Talk Time	Duration of the live call (Stop Time minus Answer Time).
Caller	The phone number of the caller.
Callee	The phone number of the called party.
Last Re-Direct Number	The number of the last party that redirected the call.
Cause	Reason for call: Normal, Redirected, Call Fwd, No Answer, and etc.
Status	Indicates status of a call as In Progress (dialing , talking, redirected) or completed (ended).
Direction	Indicates the direction of the call as incoming or outgoing.
Parent Call Id	Parent call identification number of a complex (transferred, forwarded or conference) call. Searching by a Parent Call ID collects call details of all legs of a complex call.
Transfer To Call Id	Call Identification number to which a call is transferred to.
Caller Name	Name of the extension from which the call originated.
Callee Name	Name of the called party.
Caller Device Id	The device identifier unique to the device of caller.
Callee Device Id	The device identifier unique to the device of called party.
Caller Device Model	Device model used by the caller in this leg of the call.
Callee Device Model	Device model used by the called party in this leg of the call.
Caller Id	Transmitted caller number and or name.
Missed	Indicates if the call is missed (includes calls that reached voicemail and or were abandoned).
Abandoned	Indicates if the call is abandoned by the caller before it is answered or

Column	Description
	handled in this leg of the call (for this CDR).
Answered	Indicates if the incoming call was answered live (not including those answered by voicemail). It also includes outbound calls that were answered (including those answered by caller, auto-attendant, voicemail) for this leg of the call. In a multi-leg call, the first leg could be considered answered if answered by an auto-attendant.
Caller Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, Click To Dial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Callee Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Last Re-Direct Type	Indicates whether the call is a normal extension call, directed to a queue, ring group, or etc. Possible values are 1 = Normal Extension, 3 = Ring Group, 4 = Queue, 5 = Virtual Extension, 6 = Media Service (such as Voicemail, Auto Attendant, Master slave), and 7 = Call Park Extension.
Caller Hold Duration	The length of time that caller placed the call on hold.
Callee Hold Duration	The length of time that the called party placed the call on hold (if known).
Caller Disconnect On Hold	Indicates whether the called party disconnects while on hold (True or False values).
Callee Disconnect On Hold	Indicates whether the caller disconnects while on hold (True or False values).
Pbx Id	PBX ID of PBX handling this call in a Ring Group
Sip Call Id	Sip Call ID for this call
Original Caller	Original Caller for this leg of the call.
Original Callee	Original Called Ring Group.

Get Employee Status

You can track the status of all employees within the PBX in this view.

- This report provides real-time status of all extension users within the PBX.

The screenshot shows the 'Display Status' report for 85 out of 168 employees. The interface includes a sidebar with navigation options like Dashboard, Call Report, Call Quality, Call Queue, Ring Group, Employee Report, Display Status, Activity, and Device Report. The main area displays a grid of employee status cards. Each card shows the employee's name and extension number, along with a status indicator (e.g., Available, On Call, Busy, Away, Offline). The status indicators are color-coded: green for Available, red for On Call, orange for Busy, yellow for Away, and grey for Offline.

- The employee activity reports the current status, previous status, and the time of last status change.

The screenshot shows the 'Employee Activities' report for 1 to 10 of 741 records. The interface includes a sidebar with navigation options like Dashboard, Call Report, Call Quality, Call Queue, Ring Group, Employee Report, Display Status, Activity, and Device Report. The main area displays a table of employee activities. The table has columns for Extension, First Name, Last Name, Current Status, Current Status Start Time, Previous Status, and Previous Status Start Time. The table is filtered to show 1 to 10 of 741 records. The status indicators are color-coded: green for Available, red for On Call, orange for Busy, yellow for Away, and grey for Offline.

Extension	First Name	Last Name	Current Status	Current Status Start Time	Previous Status	Previous Status Start Time
1003	Ahmed	Hamud	Offline	06/25 12:57 pm (PDT)	On Call	06/25 12:54 pm (PDT)
1004	Eric	Brager	Offline	06/25 09:33 am (PDT)	On Call	06/25 09:32 am (PDT)
1005	bill	korbe	Offline	06/25 04:02 pm (PDT)	Offline	06/25 04:02 pm (PDT)
1012	Kyle	Cameron	Available	06/25 02:59 pm (PDT)	On Call	06/25 02:37 pm (PDT)
1017	John	Martin	Available	06/25 02:46 pm (PDT)	Available	06/25 02:45 pm (PDT)
1023	Fei	Chen	Offline	06/25 04:02 pm (PDT)	Offline	06/25 04:02 pm (PDT)
1025	Ewlin	Varghese	Offline	06/24 02:50 pm (PDT)	Offline	06/24 02:50 pm (PDT)
1026	Jennifer	Castillo	Offline	06/25 04:01 pm (PDT)	Available	06/25 04:00 pm (PDT)
1027	8x8	NOC	Offline	06/25 04:02 pm (PDT)	Offline	06/25 04:02 pm (PDT)
1028	Eric	Misa	Offline	06/25 07:00 am (PDT)	On Call	06/25 06:59 am (PDT)

You can search by first name or last name or filter alphabetically.

Configuring Privileges for Dashboards

Virtual Office Analytics is currently offered in three separate bundles:

- **Virtual Office Analytics Essentials:** Comprehensive set of unique dashboards and reporting options for all extensions in an organization's 8x8 cloud PBX.
- **Virtual Office Analytics Supervisor:** Real-time view of all call activity for selected call queues or ring groups within the 8x8 cloud PBX. Get comprehensive call center-like reporting in a single dashboard view, available on any device.
- **Virtual Office Analytics Service Quality:** Real-time information about end point devices and call quality.

To configure privileges for Virtual Office Analytics:

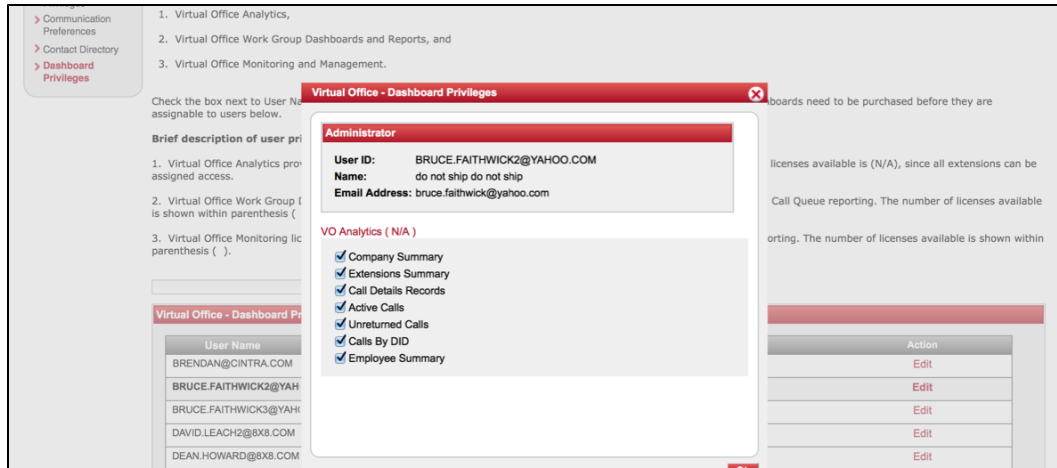
1. Log in to Account Manager.
2. Navigate to **Accounts** tab.
3. Select **Dashboard Privileges** from the left navigation menu.

A list of available administrators is displayed.

The screenshot shows the 'Virtual Office - Dashboard Privileges' configuration page. The left navigation pane has 'Dashboard Privileges' highlighted. The main content area includes instructions on how to assign privileges and a table of users with checkboxes for 'VO Analytics (N/A)' and an 'Edit' link for each user.

User Name	VO Analytics (N/A)	Action
BRENDAN@CINTRA.COM	<input type="checkbox"/>	Edit
BRUCE.FAITHWICK2@YAH	<input checked="" type="checkbox"/>	Edit
BRUCE.FAITHWICK3@YAH	<input type="checkbox"/>	Edit
DAVID.LEACH2@8X8.COM	<input type="checkbox"/>	Edit
DEAN.HOWARD@8X8.COM	<input type="checkbox"/>	Edit
DEANMHOW@GMAIL.COM	<input type="checkbox"/>	Edit
NALINI.ANANTHAMURTHY2	<input type="checkbox"/>	Edit

4. Select an administrator and edit to include the dashboard privileges.



5. Configure the desired privileges at the extension level.
6. **Save** your settings.