

# **Virtual Office**

# Virtual Office Analytics

Version 1.1

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# Contents

Overview	5
Features	5
What is New?	6
Scheduled Reports	6
Visual Presentation of Call Activity for Extensions Summary	6
Quick Filters in Call Detail Report	9
Highlights from Previous Release	9
Login	10
Know the Interface	11
Define Settings	11
Get Call Metrics	15
Company Summary	17
	20
	20
Filter Data	
Call Detail Record	31
	34
	36
Calls by DID	
	40
	40
	40 41
	41 42
How do I download a scheduled report?	
How do I archive a scheduled report query?	
	43 44
	44 45
Call Quality Detail	45
Get Device Status	47
Get Queue Metrics	48
Queue Dashboard	48
Queue Lists	50
Queue Detail	52
Queue Call Data	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**

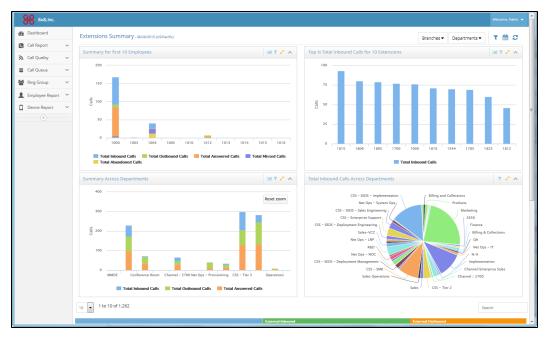
You can now schedule reports and receive links to the scheduled reports via email. Scheduling is now available for

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

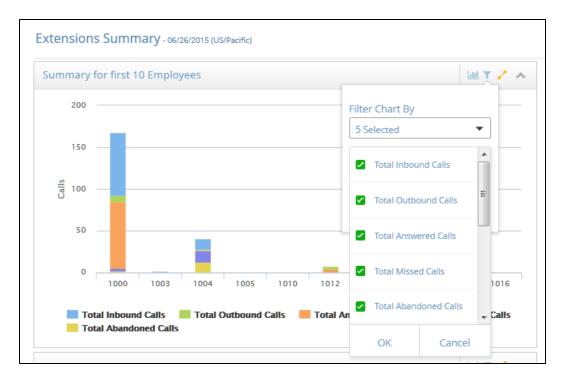
For details on scheduling reports, click here.

### Visual Presentation of Call Activity for Extensions Summary

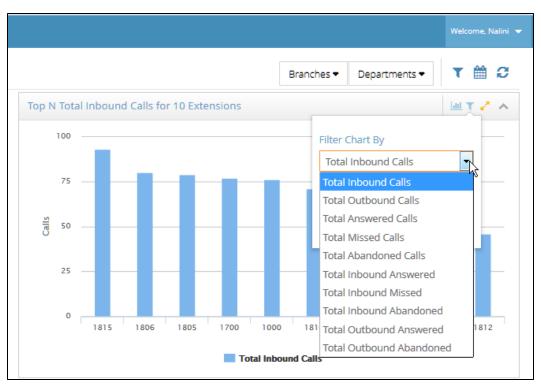
In Extension Summary report, we have introduced four charts.



 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.

Dashboard	Cal	l Detail Records	»06/30/2	015 00:00 - 06/30/2015 23:5	59 (Africa/Cairo)									0	ez.
Call Report 🗸 🗸															
- Company Summary	Ad	d Filter 👻													
Extensions Summary	15	<ul> <li>1 to 11 of 11 (f</li> </ul>	filtered	from 1,002 total entri	es)									auto	
- Call Detail Records															
- Active Calls		Call ID 💠 L	eg ID	Start Time 🗘	Answer Time 💲	Stop Time 🗘	Talk Time 🌲	Caller \$	Caller \$	Callee \$	Callee Name	Last Re-direct Address	Direction 🗘	Cause ¢	Parent Call ID
Unreturned Calls	0	1435300799314	2	06/30/2015 00:01:08	06/30/2015 00:01:08	06/30/2015 00:01:21	00:00:13	+1 (888) 898-8733	18888988733	445	N/A	AutoAttendant	Incoming	Transfer	N/A
Calls By DID	0	1435300803650	2	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
A Call Quality ✓	0	1435300805212	0	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
📮 Call Queue 🗸 🗸	0	1435300805212	2	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
嶜 Ring Group 🛛 🗸	0	1435300805219	0	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.

https://sso.8x8.com/login/dashboard		ଟ ୯ 🏾	- indian ink	०)☆ 🔒 🖡	⋒ ≡
	WO Analytics				
	VO Analytica				
	VO Analytics				
	<b>a</b> 8x8.1131				
	Log in				
	Remember me	Log in help			

3. The Virtual Office Dashboard launches.



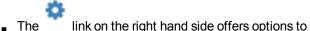
**Note:** Based on the type of 8x8 Virtual Office Analytics subscription, the corresponding dashboard launches.

# Know the Interface

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

8x8, Inc.										Welco	ime, Nalini 🔻	
🚯 Dashboard	Company Summary » 01/30	/15								Г	• 0	
Call Report 🗸 🗸	Total Inbound Calls	Total Outbound Calls	Total Ext2Ext Calls		Total Inbound Answered	Total Missed Calls		Total Abandoned Calls	Active Calls			
A Call Quality ✓	583 70 %	186 22 %	61 7%		470 👓 %	152 18 %		61 7 %	44 5%			
🛢 Call Queue 🗸	Call Summary Chart									La.		
📽 Ring Group 🗸 🗸	Call Summary											
👤 Employee Report 🗸 🗸	100				currounnary							
Device Report 🛛 🗸									_	ι.	.	
	75											
	50								_	Н		
							_					
	25											
	0 00:00 00:45	01:30	02:15 03:00	03:45	04:30	05:15 06:00		06:45 07:30	08:15	09:0	00	
		01.90				tal Outbound Calls			00.15			
	I Additional Statistics		Inbound Statistics		al C	Dutbound Statistics		I Ext 2 Ext Sta	tistics			
	Total Call Time	83:17:23 T	otal Inbound Calls	583	70 % Total	Outbound Calls	186	22 % Total Ext2Ext Calls		61	7 %	
	Average Call Time	00:07:17	otal Inbound Active Calls	31	Total	Outbound Active Calls	8	Total Ext2Ext Active	Calls	5		
	Total Talk Time	54:23:48 1	otal Inbound Answered Calls	470	80 % Total	Outbound Answered Calls	162	87 % Total Ext2Ext Answer	red Calls	46	75 %	
	Average Talk Time	00:04:45 T	otal Inbound Abandoned Calls	28	4% Total	l Outbound Abandoned Calls	24	12% Total Ext2Ext Abando	oned Calls	9	14 %	
	Total Ring Time		otal Inbound Missed Calls	113	19%			Total Ext2Ext Missed	Calls	15	24 %	
	Average Ring Time	00:00:19										
	Total Abandoned Time	00:09:50										
	Average Abandoned Time	00:00:10										

- 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

HOME   PHONE SYST	TEM   BILLING   REPORTING   ORDERS   ACCOUNTS   SUPPORT   VIRTUAL OFFICE ONLINE	
Home > Phone System > Co	ompany Settings Enter keyword	Search
PHONE SYSTEM	Edit Company Settings	🕜 Help
<ul> <li>Extensions</li> <li>Auto Attendant</li> <li>Virtual and Toll-Free Numbers</li> </ul>	Phone System Name Current Phone System Name gacharutest New Phone System Name gacharutest	
<ul> <li>&gt; Ring Groups</li> <li>&gt; Music on Hold</li> </ul>		
<ul> <li>Call Queues</li> <li>Switchboard</li> <li>Paging</li> <li>Company Settings</li> </ul>	Caller ID Company Name gecharutest  Main Number Virtual Number. Ext 2003. (558) 645-7028	
<ul> <li>Number Transfer</li> <li>Call Recording</li> <li>Edit Voicemail / Fax</li> </ul>	Messaging Fnable M 🔽 🙆 Allow Saving Message History 😨 🙆	
Notifications	Enable IM 🕐 🕜 Allow Saving Message History 📝 🕜 Enable SMS 🖉 🕜 Allow Deleting Messaging History 📄 🕜	
Phone System Setup	Time Zone Selecting Time Zone controls the PBX default time zone. PBX default time zone affects the Virtual Office Analytics reports below. By changing the time zone he time zone on the reports changes.	ere,
	* Company summary	
	* Extensions summary	
	* DID Calls	
	All other Analytics reports have time zone selection from the report's user interface.	
	Asia/Calcutta	
	Communication Preferences	

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

8	8x8, Inc.					Welco	Welcome, Nalini 🔻
-	Company Summary » 03/03.	Settings			×		Settings
	Total Inbound Calls	Default Page	Set this page as	vour default page		bound Answered	0 Logout
۳	6 23 %		Remember last p				
=	Total Missed Calls	Notifications	Default homepa	ge			
**	<b>1</b> 3 %	Time Zone	US/Mountain				
1	Call Summary Chart	Date format	(MM/DD/YYYY)				
			Call Su	mmary			

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

8		3x8, Inc.		F								
2	Cal	l Detail Record	ds »03/03/20	01!	Customize	Filter	Adva	nce Filter(	III NO	×		
	10	↓ 1 to 10 of 28	3		Start Date							
۳					03/03/2015 00	):00			<b>#</b>			
=		Call ID 🗘	Leg ID 🖨	S	End Date						÷	r
**	0	1425072604448	0	0	03/03/2015 23	3:59						c
1	0	1425072604454	0	0	TOP-N Records	5						c
	0	1425072604459	0	0	50				•			c
->>-	0	1425072604465	0	0	Time Zone							c
	0	1425072604471	0	0	US/Mountain	1			-			r
	0	1425072604465	2	0	Exclude for	ked/children calls						c
	0		0	0								C
	0	1425072604484	0	0		Sub	omit Reset					1
	0			0								C
	0		0	03/0	03/2015 11:21:35	03/03/2015 11:21:37	03/03/2015 11:21:56	00:00:18	+1 (5)	58) 132-01	139	C

#### 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.

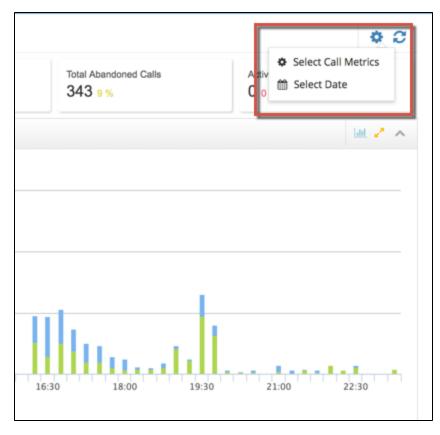
8	8x8, Inc.					Welcome, Nalini 👻
æ	Company Summary » 03/03.	Settings		×		Settings
	Total Inbound Calls	Default Page	Set this page as your default page		bound Answered	U Logout
٣	6 23 %		Remember last page     Default homepage		6	
	Total Missed Calls 1 3 %	Notifications	US/Mountain			
1	Call Summary Chart	Time Zone Date format	(MM/DD/YYYY) (DD/MM/YYYY)			<u>an</u> 2 ×
			Call Summary			

#### **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.



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



A list of available call metrics is displayed.

Company Summary	» 01/29/15	Select Call Metrics				×				0
Total Inbound Calls	Total Outbound Calls	Columns	Columns				Total A 158	bandoned Calls 7 %	Active Call: 51 2 %	1
		Total Inbound Calls								
		Total Outbound Calls			×					
150		Total Ext2Ext Calls			×					
		Total Inbound Answered	i .		• ×			1.1	L	
100		Total Missed Calls			×			. 1111		н.
50		Total Abandoned Calls			• ×		10			
50										
0 00:00 00:45	01:30 02:15				🗸 Apply	Cancel	15	9:00 09:45	10:30	11:15
		Total Inbou	nd Calls	Total O	utbound Calls 📰 Total Ext2Ext (	alls				
	_			_				_		
I Additional Statisti	cs	I Inbound Statistics			I Outbound Statistics			all Ext 2 Ext !	Statistics	
Total Call Time	190:14:58	Total Inbound Calls	1395	69 %	Total Outbound Calls	488	24 %	Total Ext2Ext Cal	ls	119
Average Call Time	00:06:35	Total Inbound Active Calls	31		Total Outbound Active Calls	11		Total Ext2Ext Act	ive Calls	5
Total Talk Time	115:34:27	Total Inbound Answered Calls	1185	84 %	Total Outbound Answered Calls	426	87 %	Total Ext2Ext An	wered Calls	94
Average Talk Time	00:04:00	Total Inbound Abandoned Calls	86	6%	Total Outbound Abandoned Call	s 62	12%	Total Ext2Ext Ab	andoned Calls	10
Total Ring Time	09:19:48	Total Inbound Missed Calls	210	15%				Total Ext2Ext Mis		25

- 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.

	Filter By Date										×	
TR 2	Select a Date	01/2	9/201	5						Ê		Total Ab
		<		Jan	uary 2	015		>				
		Su	Мо	Tu	We	Th	Fr	Sa	<ul> <li>Apply</li> </ul>		Cancel	
		28	29	30	31	1	2	3				
		4	5	6	7	8	9	10				
		11	12	13	14	15	16	17				
		18	19	20	21	22	23	24				
	1.1.1	25	26	27	28	29	30	31				
			2	3	4	5	6	7		ш	Un.	
ىلل.					,							
06:00	07:30 09:00		10:3	0		12:00		1	13:30		15:00	16:30
		Fotal Int	oound	Calls		Total	Out	oound	Calls			

- 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 des- tination.
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.

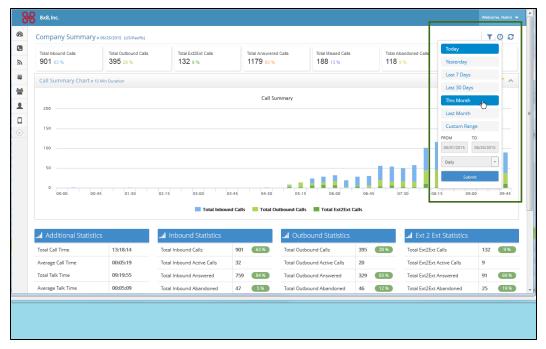
RG	Ring Group
RTP	Real-time Transport Protocol
	Session Initiation Protocol—a telecommunication protocol for signaling and controlling mul- timedia communication sessions.
	An incoming call that entered the PBX and reached voicemail but was not returned by any extension within the PBX.
VM	Voicemail

### **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 voice- mail 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 Ext2	Ext 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 per- son. 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.

Dashboard	Extensions S	Summary - 02/23/2015										002
🗧 Call Report 🛛 🗸 🗸	10 💌 1 to	10 of 1.101									Search	
Company Summary	10 1 10	10 01 1,101									Search	
Extensions Summary	Extension	First Name	Inbound		Answered	Abandoned	Missed	Active	Outbound	Answered	Abandoned	Active
Call Detail Records		\$	¢	\$	\$	\$	\$	\$	- Cult	¢ ¢		
Active Calls	Lilil 1000	Receptionist	Extension	79	73 92%	3 4%	6 8%	1		4 3 75%	1 25%	
Unreturned Calls	<b>ull</b> 1001	8x8	NOC	0	0	0	0	0		0 0	(	1
Calls By DID	<b></b> 1003	Ahmed	Hamud	0	0	0	0	0		1 0	1 100%	1
Call Quality 🗸 🗸	<b>uli</b> 1004	Eric	Brager	7	0	7 100%	7 100%	0		1 1 100%	(	1
Call Queue V	<b>dil</b> 1005	bill	korbe	0	0	0	0	0		0 0	(	1
Ring Group 🗸	Lili 1010	kenneth	chang	0	0	0	0	0		0 0	(	1
	<b>Jul</b> 1012	Kyle	Cameron	1	0	1 100%	1 100%	0		0 0	(	i .
Employee Report 💙	<b>dil</b> 1013	Demo6	Marketing	0	0	0	0	0		0 0	(	1
Device Report 🛛 🗸	Littl 1014	Demo1	Grand Canyon	0	0	0	0	0		0 0	(	1
۵	<b></b> 1015	Demo2	GrandCanyon	0	0	0	0	0		0 0	(	J
	ð			m						< 1 2 3	4 5	111 >

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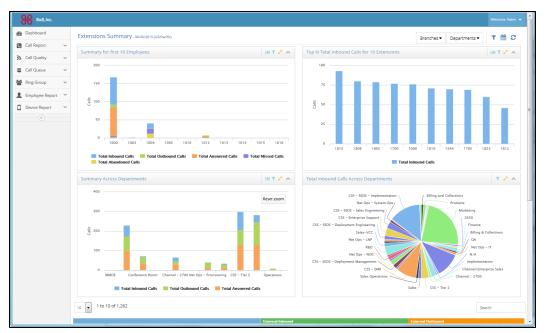
2. Click and select a desirable format.

### **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.

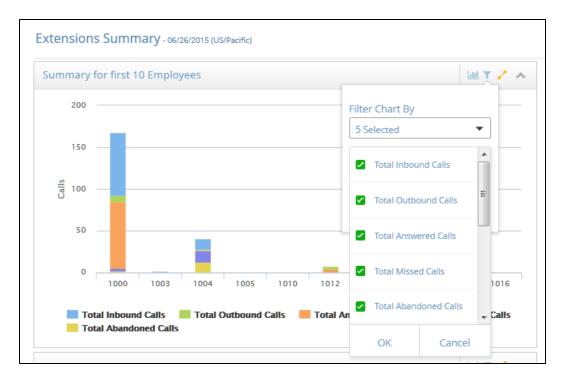
In Extension Summary report, you can get data in tabular format as well as look at the visual charts for a

#### quick analysis.

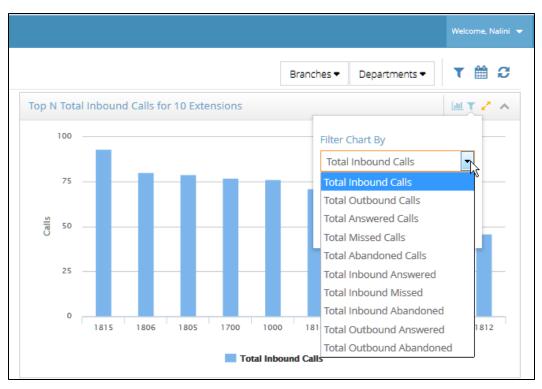


The following four charts in Extensions Summary provide a quick look at the call activity of an extension to a department.

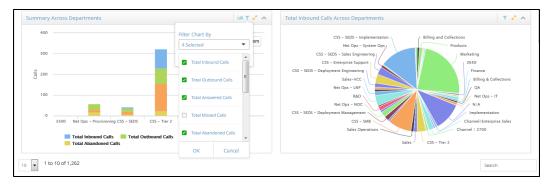
 Summary for first 'n' employees: You can select the number of extensions under the selected branch(es) and department(s) and view the summary of extension call activity for selected metrics (total inbound, total outbound, total missed, total abandoned and total answered).



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.

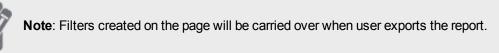
Dashboard	Extensions Summary - 06/25/2015 (US/Ped			Select Columns X							τ 🗎 C		
Call Report 🛛 🗸				Externals & Internals	Externals & Internals Outs & Ins Times Totals Extensions D Reset								
Company Summary	10 💌 1 to	10 of 1,270						Departments ▼ Search					
Extensions Summary			_	Columns		Show					External Outbound		
Call Detail Records	Extension	First Name	Last N	External Inbound Tota	al	YES		\$ Missed	¢ Active	total	Answered	Abandoned	
Active Calls	[] 1000	Receptionist	Exten	External Inbound Ans	wered	YES		7 184		D 3	3 100		
Unreturned Calls	lilil 1003	Ahmed	Hamu	External Inbound Aba	andoned	YES		0	0	0 0	1	0	
Calls By DID	Lill 1004	Eric	Brage	External Inbound Mis	sed	YES		0	0	D (	1	0	
Call Quality 🗸 🗸	uu 1005	bill	korbe	External Inbound Acti	ive	YES		0	0	D (	)	0	
Call Queue 🗸 🗸	[] 1010	8x8	NOC	External Outbound To	otal	YES	-	0	0	0 (	1	0	
Ring Group ~	Lill 1012	Kyle	Came	External Outbound Ar			~	0	0	0 0	•	0	
Employee Report 💙	Lilil 1013	8x8	NOC	External Outbound Ar	nswered	YES		0	0	0 0	1	0	
Device Report 🛛 🗠	Lilil 1014	Demo1	Granc	External Outbound Al	bandoned	YES		0	0	0 0	1	0	
	lill 1015	Demo2	Granc	External Outbound Ar	ctive	YES		0	0	0 (		0	
	<b></b> 1016 ▲	Demo3	Granc	Internal Inbound Tota	al		NO	0	0	0 0		0	
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				Internal Inbound Abandoned			III NO						
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				Internal Outbound To	otal		NO						
				Internal Outbound Ar	nswered		NO						
				Internal Outbound Ab	bandoned		NO						
				Internal Outbound Ac	tive		NO						

- 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.





#### **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	
Externals: Calls from/to numbers	Description
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	
Calls from/to numbers outside (External)	Description
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 Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	Description
	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.
	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 Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	Description
	number of outbound calls abandoned by the extension user before being answered by the destination party.
	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 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 F		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	Descr	iption					
Extension User extension number.		extension number.					
First Name	First n	ame of the user assigned to the extension.					
		ame of the user assigned to the extension.					
Inbound (Includes Ext2Ext Calls)							
Total Inbound		number of inbound calls received by the extension. It includes rom other extensions.					
Internal	Total r	number of call received from other extensions within the PBX.					
External	Total r	number of calls received from outside of the PBX.					
Total Inbound Answered		number of incoming calls answered live. It excludes calls ared 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 Ca	alls)
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 per- son, 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 activ- ity.
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

<b>B</b>	Dashboard		Call	Detail Record	S »02/23/2	015 00:00 - 02/23/2015 12:	43									¢0.
0	Call Report	~	10	• 1 to 10 of 50												Search
- c	Company Summary															search
E	xtensions Summan	(		Call ID 💠	Leg ID 🗘	Start Time *	Answer Time 💠	Stop Time 💠	Talk Time 🗘	Caller \$	Callee \$	Direction \$	Cause 💠	Status 💠	Parent ¢	Callee Service Name
- C	all Detail Records		0	1424417307612	0	02/23/2015 00:09:23	02/23/2015 00:09:23	02/23/2015 00:09:23	00:00:00	+1 (408) 203-2140	cellRedirect	Incoming	Transfer	Completed	N/A	CellularRedirectServ
- A	ictive Calls		0	1424417307612	0	02/23/2015 00:09:27	02/23/2015 00:09:33	02/23/2015 00:19:49	00:10:16	+1 (408) 203-2140	011914426500446	Incoming	Normal	Completed	N/A	N/A
- U	Inreturned Calls		0	1424417307619	0	02/23/2015 00:10:33	02/23/2015 00:10:34	02/23/2015 00:16:11	00:05:37	1233	+1 (800) 882-8880	outgoing	Normal	Completed	N/A	N/A
- C	alls By DID		0	1424417307624	0	02/23/2015 01:32:58	02/23/2015 01:32:58	02/23/2015 01:32:58	00:00:00	+1 (716) 536-0876	cellRedirect	Incoming	Transfer	Completed	N/A	CellularRedirectSer
<i>ت</i>	Call Quality	~	0	1424417307624	0	02/23/2015 01:33:00	02/23/2015 01:33:18	02/23/2015 01:52:41	00:19:23	+1 (716) 536-0876	+919849803534	Incoming	Normal	Completed	N/A	N/A
<b></b>	Call Queue	~	0	1424417307631	0	02/23/2015 02:11:38	N/A	02/23/2015 02:11:40	00:00:00	+1 (408) 213-3310	1157	Incoming	Normal	Completed	N/A	N/A
*	Ring Group	~	0	1424417307637	1	02/23/2015 02:15:41	02/23/2015 02:15:52	02/23/2015 02:35:39	00:19:46	x1228u1	011919826090125	outgoing	Normal	Completed	N/A	N/A
1	Employee Report	~	0	1424417307642	1	02/23/2015 02:15:51	02/23/2015 02:15:51	02/23/2015 02:15:51	00:00:00	+1 (716) 536-0876	cellRedirect	Incoming	Transfer	Completed	N/A	CellularRedirectSen
	Device Report	~	0	1424417307642	0	02/23/2015 02:15:54	N/A	02/23/2015 02:16:48	00:00:00	+1 (716) 536-0876	+919885102777	Incoming	Normal	Completed	N/A	N/A
	(6)		0	1424417307649	0	02/23/2015 02:17:52	02/23/2015 02:17:52	02/23/2015 02:17:56	00:00:04	+1 (716) 536-0876	+1 (716) 536-0876	Incoming	Normal	Completed	N/A	N/A
			•													
			۵	]										<	1 2	3 4 5 6



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 for- warded 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 if transferred to a 2nd call, it has a different call ld. The 2nd call will have a Transfer To Call Id with the value of 1st call's call ld.
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 avail- able.
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 dif- ferent depending on the leg of the call. An incoming call to an AA is con- sidered 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 Attendent, Ring Group Service, ACD Oper- ator 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 Attendent, Ring Group Service, ACD Oper- ator 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).
	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.

8x8, Inc.															Welcome, Nalini 👻
B Dashboard	A	\ctiv	ve Calls												002
Call Report	-	10	1 to 10 of 43												
Company Summary		10	110100143	,											Search
Extensions Summary			Call ID 🗘	Leg ID ‡	Start Time	Answer Time 🗘	Stop Time\$	Talk Time 🗘	Caller \$	Callee \$	Direction \$	Status 💠	Parent \$	Callee \$	Last Re-direct Number
Call Detail Records		0	1424417323679	0	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
Active Calls		0	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
Unreturned Calls		0	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
Calls By DID		0	1424417324545	0	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
Call Quality	ř.	0	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
Call Queue	~ I	0	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
Ring Group	~ I	0	1424417327185	0	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
L Employee Report	~	0	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
Device Report	~ 1	0	1424417327428	0	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
		0	1424417327408	0	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
	0	۵	]											St 1 2	3 4 5 🗘

### **Glossary - Active Calls**

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 for- warded 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-

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

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 redir- ected).
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 Attendent, Ring Group Service, ACD Oper- ator 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 Attendent, Ring Group Service, ACD Oper- ator 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 val- ues).
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.

38		<8, Inc.													Welcome, Nalir
ι	Jnre	eturned Calls	»01/29/201	5 00:00 - 01/29/2015 14:55											•0
	10 -	1 to 10 of 50	)											Sea	rch
		_													
		Call ID 💠	Leg ID 💠	Start Time	Stop Time 💠	Caller \$	Callee \$	Cause \$	Status \$	Parent Call ID \$	Transfer To Call ID	Caller \$	Callee \$	Callee	
															Number
1	0	1422430585859	0	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
	0	1422430585898	0	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
	0	1422430585946	0	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
	0	1422430586113	0	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
	0	1422430586121	0	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
	0	1422430586272	0	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
	0	1422430586383	0	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
ī	0	1422430586511	0	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
	0	1422430587039	0	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
ł	0	1422430587064	0	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
	۵													<ul><li>☆ 1 2 3</li></ul>	4 5 6
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	CSV														
	Exce	8													

### **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 for- warded 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).

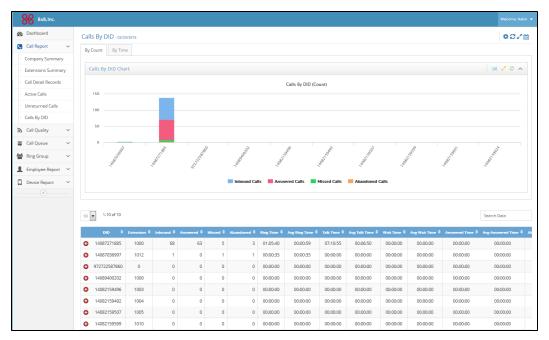
Column	Description	
Abandoned	Indicates the call is abandoned by the caller before it is answered or handled in this leg of the call (for this CDR).	
Answered	N/A	
Caller Service Name	Service Names include Auto Attendent, Ring Group Service, ACD Oper- ator Service, Master Slave Service, One Number Access, 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 Attendent, Ring Group Service, ACD Oper- ator 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 activ- ity.

## **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.

Welcome, John 👻
 <ul><li>Settings</li><li>Schedule Reports</li></ul>
 <b>ப</b> Logout

- 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.
  - Answered: Incoming calls answered live.
  - **Abandoned**: Calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls minus calls that reached voicemail).
  - **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.

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**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?

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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.

8	😵 8x8, Inc.	W elcome, John 🔻
2	Download Scheduled Report	
٤.		
ສ	company_summary_monthly_day_by_day_16 »07/01/2015 - 07/31/2015 (America/Los_Angeles)	
≡	Report Detail: Company Summary, Monthly, Day By Day	
꺌	Download	
1		
->-		

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

S	cheduler Archive			
	Schedules		+	Create a new repo
	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	8
	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

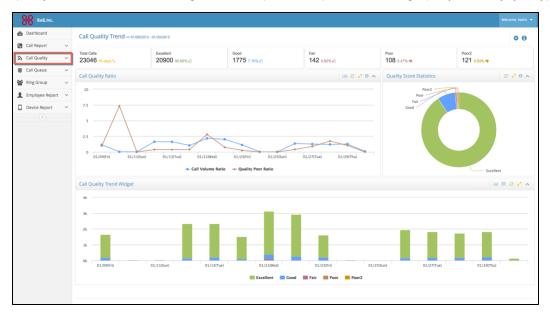
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Note: Available for Virtual Office Service Quality Managers only.

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 VQS core and corresponding MOS score range.

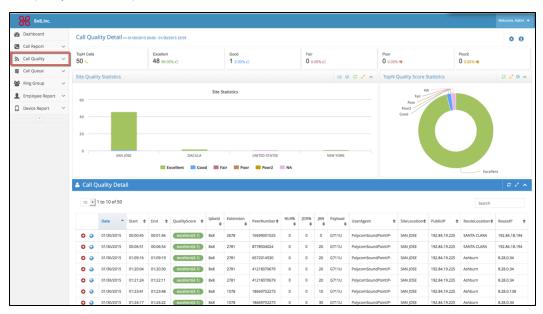
VQ Score	MOS score
Excellent	4.0-5.0
Good	3.0-4.0
Fair	2.5-3.0
Poor	1.5-2.5
Very Poor	0.1-1.5
N/A(NA)	0.0/127

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.

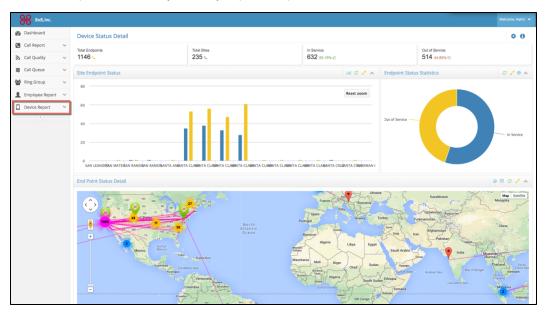
Column	Description
Date	Date of call.
Start	Start time of the call.
End	End time of the call.
QualityScore	MOS quality rating. MOS provides a numerical measure of the quality of human speech at the destination end of the circuit.
lpbxld	PBX Identifier.
Extension	PBX extension number involved in the call.
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 cor- responds 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.

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B Dashboard	Queue Board » 1612					• 2 2
Call Report 🗸 🗸						
🔥 Call Quality 🗸 🗸	🔮 Calls In Queue	Calls In Progress	Total Agents	<ul> <li>Total Calls</li> </ul>	Total Advanced Calls	Total Answered
Call Queue 🗸 🗸			3	0	0	0
Queue Board	0	0				
Queue Listing	U	0	<ul> <li>Total Wait Time</li> </ul>	Total Talk Time	Total Hold Time	Total Answer Time
Queue Detail			00:00min	00:00min	00:00min	00:00min
Queue Call Data						
Ring Group 🗸 🗸			Average Answer	Average Talk Time	Overflow Agents	× Abandoned Calls
Employee Report 🛛 🛩	<ul> <li>Current Wait Time</li> </ul>	Available Agents	Time			
Device Report	00.00.00		00:00min	00:00min	1	0
٠	00:00:00	3	Average Wait Time	1 Longest Talk Time	O Longest Wait Time	Longest Hold Time
			- 00:00min	00:00min	00:00:00	00:00min
			VO Apple	ics © 2015		

## 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.

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 mon- itored.
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 mon- itored.
Longest Wait Time	The longest wait time of all calls answered during the time period mon- itored.

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.

B Dashboard		Queue Li	sting																•	3.2
Call Report	~	Queue	Oueue	Calls in	Calls in	Current	Available	Available	Avg	Avg	Avg	Total	Longest	Total	Longest	Calls to	Total	Total	Total	Longe
Call Quality	~	Extension		Queue 🕈	Progress \$	Wait Time 💠	Agents 🗢	Overflow Agents \$	Wait Time 💠	Answer Time 💠	Talk Time 💠	Abandoned Calls \$	Answer Time 🗘	Calls \$	Talk Time 💠		Agents \$	Overflow Agents\$	Answered Calls \$	Wait Time
Call Queue	~	1612	NOC QUEUE	0	0	00:00:00	3	1	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0	3	1	0	00:00:
Queue Board		3567	RD QUEUE	0	0	00:00:00	6	1	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0	6	1	0	00:00:
Queue Listing		9996	Ops Test	0	0	00:00:00	1	0	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0	1	0	0	00:00:
Queue Detail		€								"	1									F.
Queue Call Data																				
Ring Group	~																			
Employee Report	~																			
	~																			
Device Report																				

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 mon- itored.
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

#### **Glossary - Queue Listing Stats**

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 mon- itored.
Longest Wait Time	The longest wait time of all calls answered during the time period mon- itored.
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 mon- itored.
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 dur- ing 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.

	lls Waiting In Queue 0			Wait Time		Calls	ls In Progress 0		Available Agents 6			Total	Total Abandoned Calls 5				Total Inbound Calls 6					
📞 Queu	ue Summary Chart										LAL	с.		Add	itional Stati	stic						
					Max Calls In Que	ue							Tota	l Answ	ered Calls					0		
1.25													Tota	Calls	Sent to Voicer	nail				0		
													Tota	l Agent	s					6		
1										11			Tota	l Overf	low Agents					0		
0.75													Lon	test An	swer Time					00:00:03		
													Tota	Answ	er Time					00:00:03		
0.5													Ave	age Ar	swer Time					00:00:03		
0.25													Lon	jest Ta	k Time					00.00:07		
0.25													Ave	age Ta	k Time					00:00:07		
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0 00:00	10	04:00			08:00	1 <b>•</b> 1•1	12:00	•,•,•	1010			1.	Lon	jest Wa	lit Time					00.00:20	0	
00:00	o : (Today)	04:00		•,•,•,•,•,•	08:00	1.1.1	12:00	•.•	16:00				Lon	jest Wa	lit Time					00:00:20 00:00:08	0	
00:00	10	04:00		•;•;•;•;•;•;	08.00	1 <b>•</b> 1•1	12:00		16:00	1 1	, <b></b>	• • • • •	Lon	jest Wa	lit Time					00.00:20	2	
00:00	o : (Today)	04:00 ¢	Current Status	Last	08:00	•	12.00 Total Incoming Calls		16:00		Total	. /	Lon	gest Wa	lit Time	Logout Time	۲. «	Queue Type	¢	00:00:20 00:00:08	0	
00:00	0 (Today) 1 to 7 of 7 Agent	04:00	Current	¢ Last S Char	08:00	٠	12:00 Total Incoming	٠	16:00 Total calls	•	Total	• /	Lon Ave	gest Wa	ait Time	Logoul Time -	٤.			00:00:20 00:00:08	2	
Agents ( Agent 1 Agent 1 ID	o (Today) 1 to 7 of 7 Agent Name	04:00	Current Status	¢ Last 5 Chan 01/29	08.00 Status ge Time	¢	12:00 Total Incoming Calls	•	16:00 Total calls Answered	•	Total Talk Time	¢ /1 0	Lon Ave Average Talk Time	gest Wa	Login Time	Logoul Time -	1 a	Туре		00:00:20 00:00:08 Search Overflow Agent	2	
00:00 ▲ Agents ( 10 • 1 Agent ID 1399	o (Today) 1 to 7 of 7 Agent Name Amuthan Nagaraju	04:00	Current Status	<ul> <li>Last 5 Chan</li> <li>01/29</li> </ul>	Status ge Time v/2015 16:59:49	•	12:00 Total Incoming Calls 1	•	Total calls Answered 0	•	Total Talk Time 00:00:00	¢ /1 0	Lon Ave Average Talk Time 20:00:00	gest Wa	Login Time	Logoul Time - -	۲	Type Auto-Login		00:00:20 00:00:08 Search Overflow Agent false	0	
00:00 ▲ Agents ( 10 • 1 Agent 10 1399 1416	o (Today) 1 to 7 of 7 Agent Name Amuthan Nagaraju Rajeev Gurram	04:00	Current Status (de)	<ul> <li>Last 5 Chan</li> <li>01/29</li> <li>01/29</li> <li>01/23</li> </ul>	57atus ge Time v/2015 16:59:49 v/2015 17:03:56	¢	12:00 Total Incoming Calls 1 0	•	Total calls Answered 0 0	•	Total Talk Time 00:00:00 00:00:00	+ 1 1 0 0	Average Talk Time 00:00:00	gest Wa	Login 4	Logout Time - - -	۲ ۲	Type Auto-Login Auto-Login		0000020 0000008 Search Overflow Agent false false	2	
00:00 ▲ Agents I 10 • 1 Agent 1399 1416 2809	o (Today) 1 to 7 of 7 Agent Amuthan Nagaraju Rajeev Gurram Rui Huang	04:00	Current Status (de) (de)	<ul> <li>Last 5 Chan</li> <li>01/29</li> <li>01/29</li> <li>01/23</li> <li>01/23</li> </ul>	08:00 Status ge Time N/2015 16:59:49 V/2015 17:03:56 V/2015 11:51:23	\$	Total Incoming Calls 1 0 0	•	Total calls Answered 0 0	÷ -	Total Talk Time 00:00:00 00:00:00 00:00:00	¢ 1 0 0 0	Average Falk Time 00:00:00 00:00:00	gest Wa	Login C Time C -	Logout Time - - - - -	1 1	Type       Auto-Login       Auto-Login       Auto-Login       Auto-Login		000020 000008 Search Overflow Agent false false true	2	

### 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 Con- ference.
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 if trans- ferred 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 avail- able.
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, ACDOper- atorService, MasterSlaveService, OneNumberAccess, and ClickToDial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, AutoAt- tendant, and CallParkExtension.
Callee Service Name	Service Names include AutoAttendent, RingGroupService, ACDOper- atorService, MasterSlaveService, OneNumberAccess, and ClickToDial.
Callee Service Type	Service Types include custom, Virtual Extension, Voicemail, AutoAt- tendant, 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
	Indicates if the called party disconnected while on hold (True or False values).
	Indicates if the caller disconnected while on hold (True or False val- ues).
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.

#B         Databased         Ring Group Cd           @ Call Report	Legid         StartTime           697         ①         02/23/2015	Answer Time	Stop Time	Talk Tim	¢ Caller :	¢ Callee ≑	Last	Searc	
Call Quality         10 ■ 1 to 10.           ■ Call Queue         Call M           ■ Call Queue         ● 1424417307           Ring Group         ● 1424417307	Legid         StartTime           597         ①         02/23/2015			‡ Talk Tim	¢ Caller :	Callee 0			
Call Quelity     Call Quelity       Call Queue     Call Id       Ring Group     Id       Ring Group Call Data     1424417307	Legid         StartTime           597         ①         02/23/2015			Talk Tim	Caller :	Callee 🗢			
Ring Group         I 1424417307           Ring Group Call Data         1 1424417307	697 1 02/23/2015			Talk Tim	Caller :	Callee 🗢		Causa +	
Ring Group Call Data	•	03:41:41 02/23/2015 03:					Re-Direct Number		Status
	703 1 02/23/2015		41:47 02/23/2015 03:41	48 00:00:0	.0 442070966015	590	3911	Transfer	Completed
Employee Report 👻 🧿 1424417307	-	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2790	N/A	Normal	Completed
	707 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2868	N/A	Normal	Completed
Device Report ~ 😧 1424417307	712 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2781	N/A	Normal	Completed
	717 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2796	N/A	Normal	Completed
• 1424417307	722 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2678	N/A	Normal	Completed
• 1424417307	727 0 02/23/2015	03:41:41 02/23/2015 03:	41:47 02/23/2015 03:41	48 00:00:0	.2 590	2795	N/A	Transfer	Completed
1424417307	732 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2797	N/A	Normal	Completed
• 1424417307	737 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	2782	N/A	Normal	Completed
• 1424417307	742 1 02/23/2015	03:41:41 N/A	02/23/2015 03:41	47 00:00:0	.0 590	1004	N/A	Normal	Completed
3							<b>Q</b> 1	2 3 4	5 12

#### **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 for- warded 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, voice- mail) for this leg of the call. In a multi-leg call, the first leg could be con- sidered answered if answered by an auto-attendant.
Caller Service Name	Service Names include Auto Attendent, Ring Group Service, ACD Oper- ator 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 Attendent, Ring Group Service, ACD Oper- ator 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 ld	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.

Dashboard	Display Status (Real time reports)				85 to 1	68 of 741 < > Q T C
Call Report V	Arry, Marton, 1638	Amy, Pang, 1192	Amy, Davis, 1159	Ana, Ward, 1606	<ul> <li>Andra, Marynowski, 1790</li> </ul>	Andreea, Cantana, 1885
Call Quality 🗸 🗸	Arny, Marton, 1056	Amy, Pang, 1192	Army, Davis, 1159	Ana, waro, 1000	Andra, Marynowski, 1790	Andreea, Cantana, 1000
Call Queue 🗸 🗸	Andrew, Lim, 3097	🚢 Andrew, Orr, 1791	Andrew, Beach, 1726	Andy, Lee, 1565	Andy, Lee, 4021	Angad, Kaflay, 1621
Ring Group 🗸 🗸	🚢 Angela, York, 2815	Angelique, Guardado, 2971	Anilkumar, Nagandla, 1730	Ankit, Khare, 1228	🛔 Anne, Martin, 1488	🛔 Anpoo, Sivanadi, 1834
Employee Report 💉	🛎 Aradhana, Shukla, 1635	Aradhana, Shukla, 1803	🕒 Armando, Carrasco, 1572	Arnold, Aldor, 1546	Arun, Kumar, 1788	Ashly, Cook, 1618
Display Status	Ashwini, Ghonge, 1659	🛔 Ataur, Rahman, 1364	Audrey, Benjamin, 3181	Austin, Poore, 1871	Badlands, Conference Rm,	🛔 Bala, Karvppanchettiyar, 18
Activity	🛎 Barbara, Ly, 1584	Behkam, Aminzadeh, 1593	Benjamin, Barreto, 1480	🛔 Bera, Alkhafagi, 1344	🛎 Beth, Carney, 2818	Beth, Carney, 3302
Device Report ~	Betty, Carroll, 1128	🛎 Beverly, Pride, 1395	🛔 bill, korbe, 1005	Bill, Korbe, 2839	Bill, Fischer, 3103	🛔 Binjia, Chen, 1420
	📥 Biren, Patel, 1608	▲ BIZPACK, , 208	BMW SUPPORT, , 2222	Bob, Kundra, 1316	📥 Bob, Lulich, 2968	📥 Bobby, Samanian, 1707
	Book, Pal, 3712	Brandon, Connelly, 1048	Braylan, Carroll, 2806	Brian, Rovegno, 3075	Brian, O'Sullivan, 1490	Brian, O'Sullivan, 1690
	🕑 Brian, Lanks, 1603	🛎 Brian, Quick, 1745	🛎 Brian, Houston, 1377	Brian, Brown, 1762	🛔 Brian, Takamoto, 1702	Brian, Cuerdon, 1330
	🛔 Bruce, Faithwick, 2944	Bruno, Skracic, 1535	Bryan, MartinVVX, 1103	Bryan, Bettencourt, 1404	BryanMartin, Soundstation,	BryanMartin, Soundstation,
	BryanMartin, Soundstation,	<b>Bud</b> , Lee, 2856	Calvin, Nguyen, 1576	Camille, Garcia, 1862	Candace, Porter, 1471	🛔 Cang, Do, 1835
	🛎 Carl, Dunning, 2803	🛔 Carlos, Noriega, 3080	🛔 Carlos, Noriega, 3146	🛓 Catarino, Veloz, 1656	🛔 Cecilia, Bilat, 1787	Chache, Murphy, 1699
	Chad, McCulley, 1890	& Charles, Young, 1310	Charu, Agrawal, 1595	Cheryl, Young, 1831	Chris, Bartolo, 1302	Chris, Bartolo, 1140

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

8x8, Inc.								Welcome, Na
Dashboard		Employee Activities (Heat time reports) 🗸 🖓						
Call Report	~	10 🖬 1 to 10 of 741 Search						
Call Quality	~							
Call Queue	~	Extension	First Name \$	Last Name \$	Current Status	Current Status Start Time	Previous Status \$	Previous Status Start Time
嶜 Ring Group	~	1003	Ahmed	Hamud	🛔 Offline	06/25 12:57 pm (PDT)	🖪 On Call	06/25 12:54 pm (PDT)
L Employee Report	~	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)	A Offline	06/25 04:02 pm (PDT)
(C)		1012	Kyle	Cameron	👗 Available	06/25 02:59 pm (PDT)	Con 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)
							S 1	2 3 4 5 75 🖒
		📥 Available 🛎 Offline	e 🗢 Busy 🖪 On Call 🥥 Away					
					VO Analytics	© 2015		

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.

	shboard Privileges		Enter keyword	Sear				
COUNTS	Virtual Office - Dashboard Privilege	S		🕜 He				
Jser Profiles Privileges	Please assign user privileges on this page. Dashb	pards include:						
ommunication	1. Virtual Office Analytics,							
eferences ontact Directory	2. Virtual Office Work Group Dashboards and Re							
ashboard rivileges	3. Virtual Office Monitoring and Management.							
	Check the box next to User Name for whom you a assignable to users below.	re granting access. Click edit for additional details on report visibili	ity. Dashboards need to be purchased before t	hey are				
	Brief description of user privilege assignment:							
	<ol> <li>Virtual Office Analytics provides extension leve assigned access.</li> </ol>	1. Virtual Office Analytics provides extension level analytics and is assignable to all extensions on your PBX. The number of licenses available is (N/A), since all extensions can be assigned access.						
	<ol> <li>Virtual Office Work Group Dashboards and Rep is shown within parenthesis ( ).</li> </ol>	orts is purchased as an add-on to VO Analytics. This adds Ring Gr	roup and Call Queue reporting. The number of	licenses availab				
	3. Virtual Office Monitoring licenses is purchased parenthesis ( ).	as an add-on to VO Analytics. This adds Call Quality and Device St	atus reporting. The number of licenses availab	le is shown with				
		Search Reset						
	Virtual Office - Dashboard Privileges	Search Reset						
	Virtual Office - Dashboard Privileges User Name	Search Reset	Action					
			Action Edit					
	User Name	VO Analytics ( N/A )						
	User Name BRENDAN@CINTRA.COM	VO Analytics ( N/A )	Edit					
	User Name BRENDAN@CINTRA.COM BRUCE.FAITHWICK2@YAH(	VO Analytica ( N/A )	Edit Edit					
	User Name BRENDAN@CINTRA.COM BRUCE FAITHWICK2@YAH BRUCE FAITHWICK3@YAH	VO Analytics (N/A)	Edit Edit Edit					
	User Name BRENDAN@CINTRA.COM BRUCE FAITHWICK2@YAHI BRUCE FAITHWICK3@YAHI DAVID LEACH2@8X8.COM	VO Analytica (N/A)	Edit Edit Edit Edit					

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

<ul> <li>Communication Preferences</li> <li>Contact Directory</li> <li>Dashboard Privileges</li> </ul>	Check the box next to User Na		Reports need to be purchased before they are
	assignable to users below. Brief description of user pri 1. Virtual Office Analytics prov	Administrator User ID: BRUCE.FAITHWICK2@YAHOO.COM	licenses available is (N/A), since all extensions can be
	assigned access. 2. Virtual Office Work Group [ is shown within parenthesis ( 3. Virtual Office Monitoring lic parenthesis ( ). Virtual Office - Dashboard Pr	Name: do not ship do not ship Email Address: bruce.faithwick@yahoo.com	Call Queue reporting. The number of licenses available
		VO Analytics (NA)  Company Summary Call Details Records Active Calls Culture Calls	orting. The number of licenses available is shown within
	User Name BRENDAN@CINTRA.COM	Calls By DID Employee Summary	Action Edit
	BRUCE.FAITHWICK2@YAH		Edit
	BRUCE.FAITHWICK3@YAH		Edit
	DAVID.LEACH2@8X8.COM		Edit
	DEAN.HOWARD@8X8.COM		Edit

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