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Fuze View
Fuze Enablement Team

Training Objectives

After attending this training, users should have a basic understanding of:

- Application overview, signing in, layout, and general application usage
- View data by department or user
- View data by queue or agent
- View data by extension
- Export/Schedule data
- Utilize the Fuze Data API
- Contact Fuze Support

Application Overview

Overview

Fuze View helps understand the communication patterns that impact a business on a daily basis. It provides real-time access to call, meeting, messages, and queue data within a user-friendly web interface or by connecting to the data source using the reporting application of choice and the Fuze Data API. This helps lines of business monitor key business metrics.

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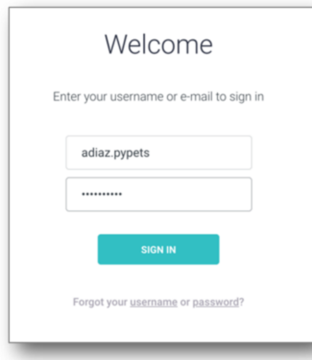
Fuze View provides access to call data for departments, meetings, users, queues, and agents. It also displays messages activity. Calls are available in the Fuze Data API and user interface within seconds, and are available for the past 90 days. Webhooks via the Fuze Data API are available for constant updates.

Signing into Fuze View

Log into Fuze View from **http://data.fuze.com**



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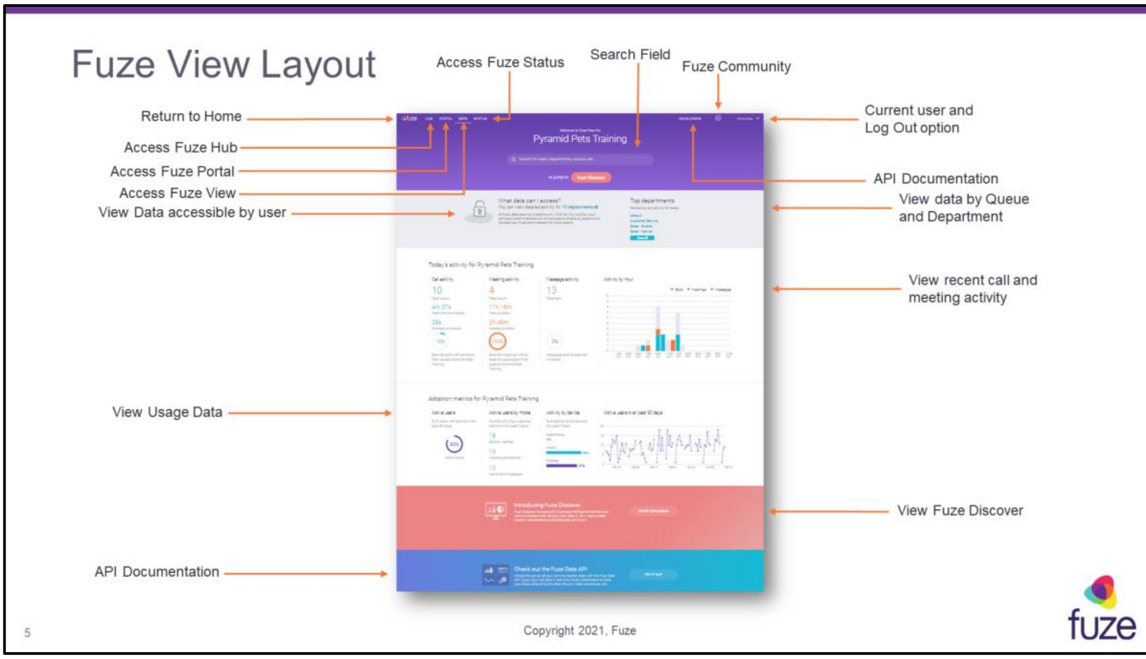
Fuze View uses standard Fuze credentials. No assigned roles or permission roles are needed to access a signed in user’s data. The data includes aggregate call, meeting, and chat usage in addition to the usage logs.



Any user within the company that has access to at least one reporting department will be able to see these high level metrics. A user with admin access to all departments will have the added capability of drilling into this data. Admin access to all departments can be configured within the Fuze Customer Portal under Users.

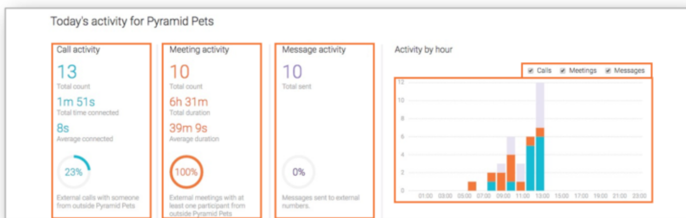
Data views can be opened a number of ways from the home page:

- Click on the number of departments shown in the **What data can I access?** section to open the **Departments** view
- Click on any department or the **See all** button to drill into department data
- Click on any queue name or the **See all** button to drill into queue data

Viewing Today's Activity

Today's activity displays data on calls and meetings for an entire organization over the past 24 hours.

- View **Call activity**, **Meeting activity**, and **Message activity**
- Hover over a histogram bar to view call, meeting, and message information by hour
- Select corresponding check boxes to show or hide data



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Today's activity displays data for an entire organization over the past 24 hours. Adoption metrics displays how many users have utilized Fuze Voice, Meetings, and Messages over the past 90 days. If there is no data to show for the past 24 hours, all applicable fields will be left blank.

Data summary contains:
Total count - total amount of calls and meetings that have been completed for the time period stated
Total time connected - total talk time of all calls combined
Total duration - total time for all meetings combined
Average connected - median talk time
Average duration - median meeting time
Calls percentage statistic - percentage of calls placed outside of the organization
Meetings percentage statistic - percentage of meetings held outside of the organization

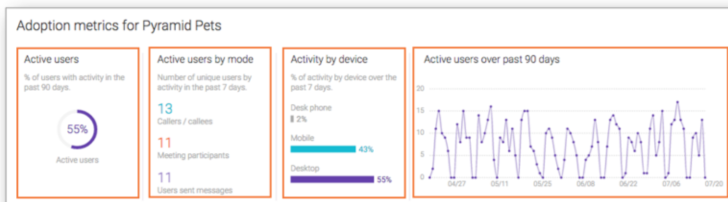
Total sent - total amount for all messages combined

Messages percentage statistic - percentage of messages sent outside of the organization

Viewing User Adoption Metrics

Adoption metrics provide insights into how many active Fuze users there are within an organization, what ways these users communicate, and what device types are used.

- View a percentage of **Active users** with call and meeting activity over the past 90 days
- View **Active users by mode** over the past 7 days
- View **Activity by device** over the past 7 days
- Hover over a histogram bar to view **Active users over past 90 days**



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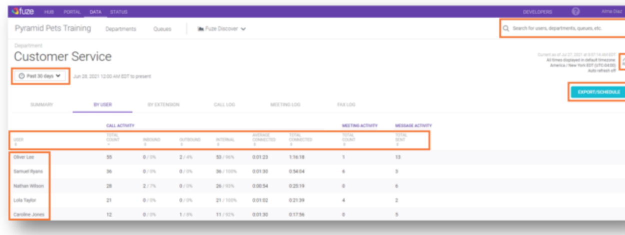
These metrics do not include real-time data and are updated on a nightly basis.

Adoption metrics will be displayed as the following:
Active users - percentage of provisioned users within the past 90 days that have placed a voice call, connected on an inbound voice call, or participated in a Fuze Meeting
Active users by mode - total amount of unique users within the past 7 days that have placed a call, connected on an inbound call, or participated in a Fuze Meeting
Activity by device - percentage of users who have utilized a desk phone, Fuze Mobile, or the Fuze Desktop Application for calls or Fuze Meetings within the past 7 days
Active users over past 90 days - total amount of active users by day over the past 90 days

General Application Usage

Fuze View offers the ability to:

- Search for users, departments, queues and more
- Click the timeframe dropdown to change the timeframe of returned data
- Click on a column header to sort data
- Click on any detailed record to drill into the data
- Click the icon to refresh data
- Click EXPORT/SCHEDULE to export a comprehensive .csv or .xlxs of the data or to schedule the export for a later/recurring date



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Not all options are available on each screen. Custom date ranges can be selected when using the timeframe filter. Auto refresh will be off by default; clicking **Auto refresh off** will enable auto refresh every one minute for the current page. Each subsequent page will need to be enabled for auto refresh to be turned on. The time zone automatically defaults to the user's web browser time zone. When changed by clicking the to enable a drop-down, the time zone will be displayed in a red font to notify that the times listed for data are different from the user's browser. When exporting a set of data to CSV, a pop-up will appear stating the file is exporting and the user may also be able to track the status, download, or delete the exported file within the **Export log**. There are no limits on the amount of data that can be exported.

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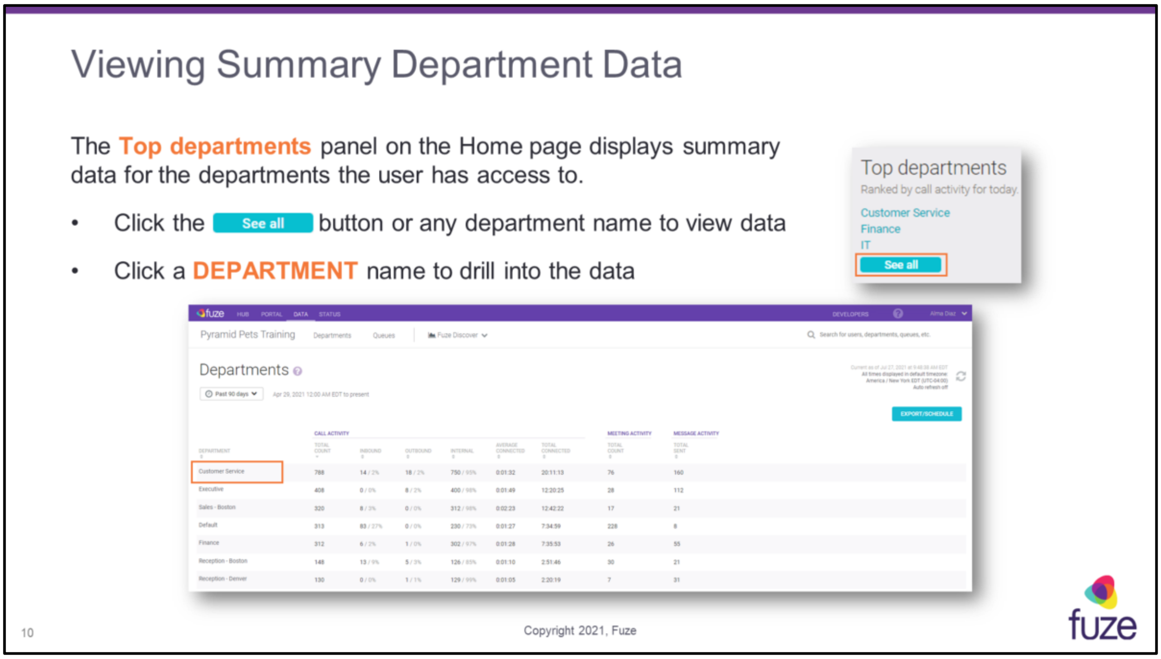
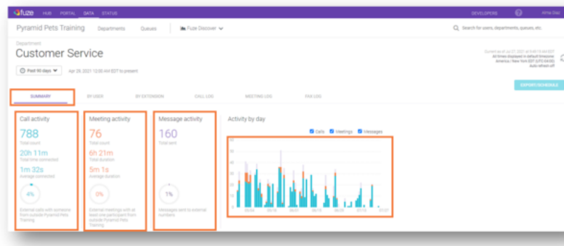


Only activity within the last 24 hours will be displayed on the Home page. Click on any row of data to drill into the details.

Data summary contains:
CALL ACTIVITY TOTAL COUNT - total amount of calls that have been completed for the time period stated
INBOUND - number of calls received to that specific user extension
OUTBOUND - number of calls placed outside of the organization
INTERNAL - number of calls placed to internal extensions or phone numbers
AVERAGE CONNECTED - median talk time
TOTAL CONNECTED - total talk time of all calls combined
MEETING ACTIVITY TOTAL COUNT - total amount of meetings that have been completed for the time period stated
MESSAGE ACTIVITY TOTAL SENT - total messages sent for all messages combined

Viewing Summary Data by Department

- Click the **SUMMARY** tab
  - View call, meeting, and message activity statistics under the respective columns



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Hover over a histogram bar to view call, meeting, and message information by date.

Data summary contains:
Total count - total amount of calls and meetings that have been completed for the time period stated
Total time connected - total talk time of all calls combined
Total duration - total time for all meetings combined
Average connected - median talk time
Average duration - median meeting time
Calls percentage statistic - percentage of calls placed outside of the organization
Meetings percentage statistic - percentage of meetings held outside of the organization
Total sent - total messages sent for all messages combined
Messages percentage statistic - percentage of messages sent outside of the organization

Viewing Summary User Data by Department

- Click the **BY USER** tab
  - View **CALL ACTIVITY** data per call activity breakdown
  - View **MEETING ACTIVITY** for counts
  - View **MESSAGE ACTIVITY** for total sent messages

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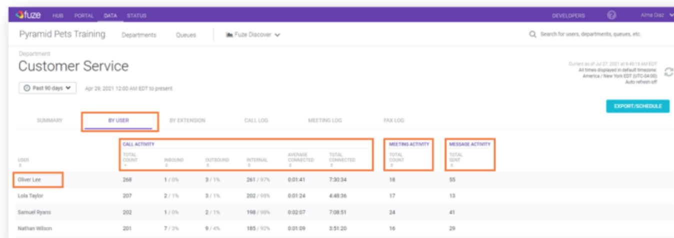
Click on any username to drill into the data.



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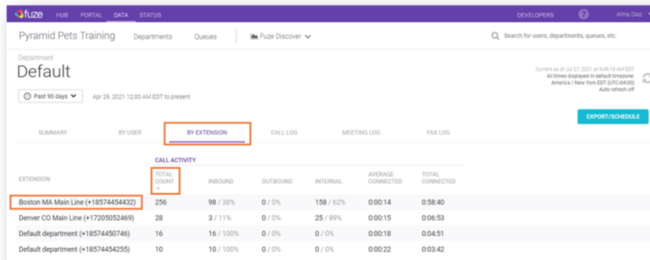
Data summary contains:

CALL ACTIVITY TOTAL COUNT - total amount of calls that have been completed for the time period stated
INBOUND - number of calls received to that specific user extension
OUTBOUND - number of calls placed outside of the organization
INTERNAL - number of calls placed to internal extensions or phone numbers
AVERAGE CONNECTED - median talk time
TOTAL CONNECTED - total talk time of all calls combined
MEETING ACTIVITY TOTAL COUNT - total amount of meetings that have been completed for the time period stated
MESSAGE ACTIVITY TOTAL SENT - total messages sent for all messages combined

Viewing Summary Extension Data by Department

- Click the **BY EXTENSIONS** tab
- Click the **TOTAL COUNT** column header to sort data
- Click an **EXTENSION** to drill into the data further



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Extensions shown are not tied to a specific user.

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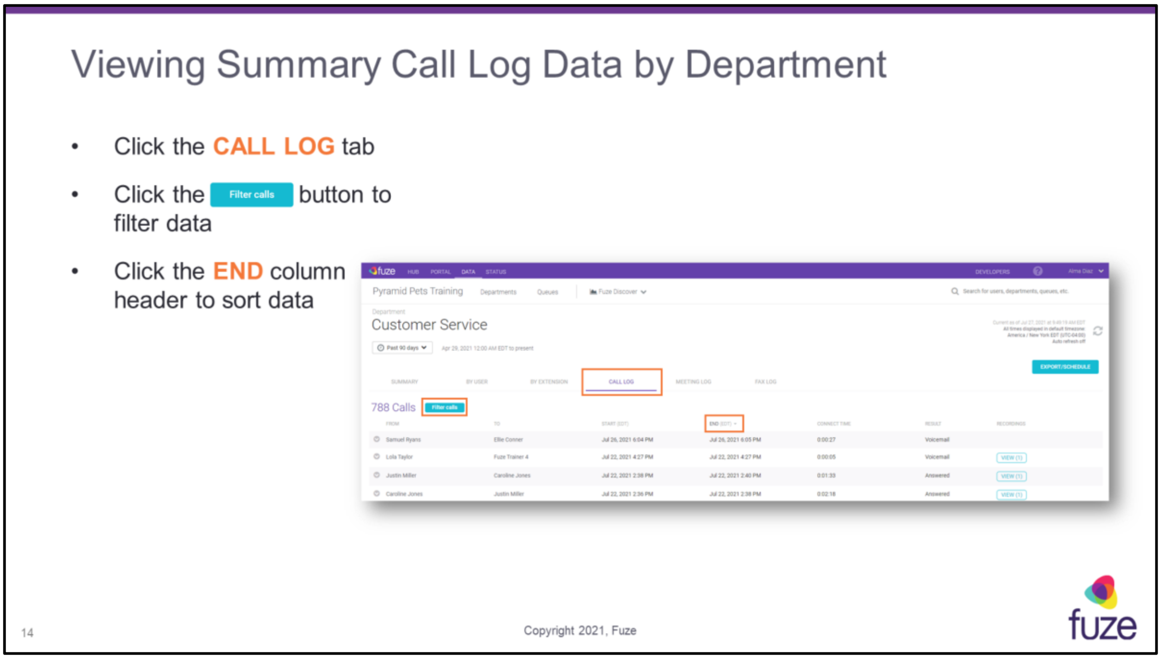
Further extension information can be found by selecting an extension, which will direct the user to the Extension Summary page.



When the **Filter calls** button is clicked, the filter option types will be displayed. Click the **Clear filters** button to hide the filters.

Calls can be filtered by the following call types:
Inbound calls - number of calls received to that specific user extension
Outbound calls - number of calls placed outside of the organization
Internal calls - number of calls placed to internal extensions or phone numbers
Platform interactions - calls that are placed to custom extensions (i.e. – dialing *123 for voicemail, logging into a queue)

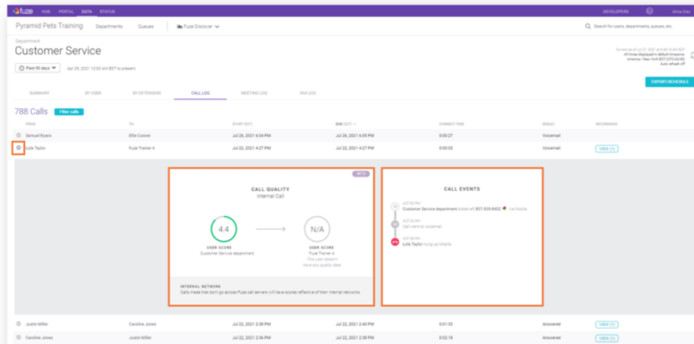
The following is a list of definitions for the different call results:
Answered - call was connected between the user and caller
No Answer - the user did not answer
Voicemail - the user did not answer and the call went to voicemail
Transferred - the call was transferred to another number
Transferred from - the call was transferred from extension shown
Forwarded - the user has a call forward set to ring another number
Voicemail - caller checked voicemail
No Call - the caller dialed an invalid number or extension that does not exist

Agent Login - agent used the * code to log into a queue
Agent Pause - agent used the * code to pause in a queue
Agent Unpause - agent used the * code to unpause within a queue
Agent Logout - agent used the * code to log out of a queue

Viewing Call Quality/Events by Department

From the **CALL LOG** tab:

- Click the button to expand the record
- View **CALL QUALITY**
  - Each call will have an MOS score, which will show the average call quality score for the duration of the call
- View **CALL EVENTS**
  - Each call will show the entire lifecycle of the call



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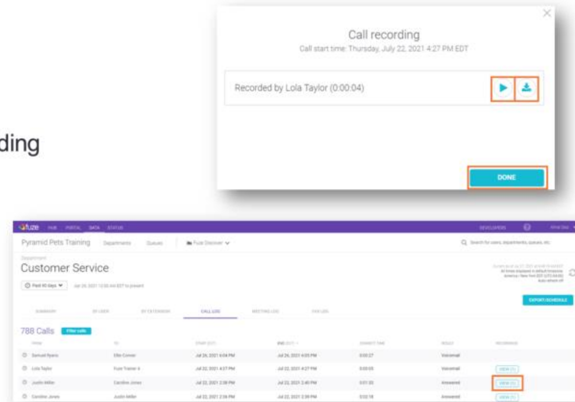
Mean Opinion Score (**MOS**) is a voice quality score between 0 (poor) and 5 (best) that is derived from network conditions. The score displayed is an overall average **MOS** for the entire duration of the call, across all networks involved in delivering the call. The **MOS** shown will reflect tracking for both call legs.

Viewing Call Recordings by Department

Fuze View offers the ability to listen to and download recordings created within the past 60 days from the **CALL LOG** tab.

- Click the VIEW (1) button to view the recording
- Click the ▶ button to play the recording
- Click the download button to download the recording
- Click the DONE button to close the call recording box

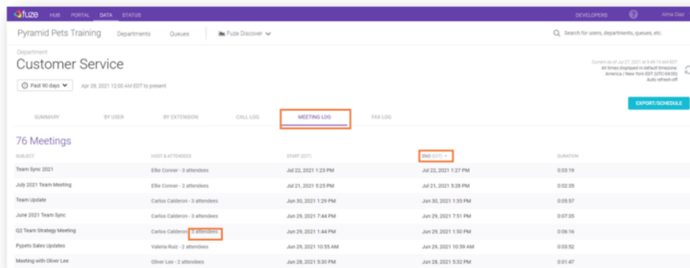


Available recordings are determined by the permissions granted to the user role in the Fuze Portal.

Call recordings will only appear in Fuze View for the length of the retention period. Thus, if the retention period for the organization is set to 60 days, then call recordings will only appear in Fuze View for 60 days.

Viewing Summary Meeting Log Data by Department

- Click the **MEETING LOG** tab to see a list of all meetings for the department
- Click the **END** column header to sort data
- Hover over a meeting to see a list of **attendees**



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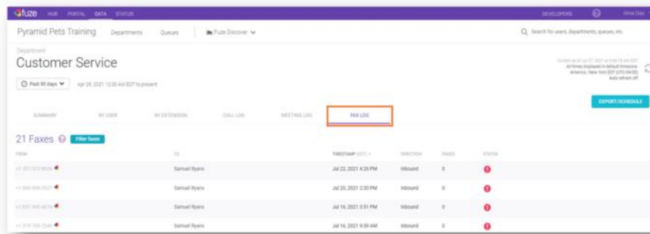
The **MEETING LOG** tab includes all meetings the user either hosted or participated in. Participants joining a meeting from a web browser will be prompted to enter a name prior to joining. Meetings become accessible as soon as the meeting completes.

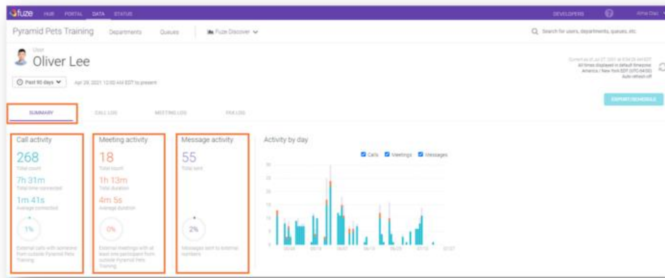
Viewing Fax Log Data by Department

- Click the **FAX LOG** tab to see a list of all faxes for the department
- The ❗ icon indicates the call was ended prematurely



Viewing Summary User Data

- Click a department name from the **Departments** page to view detailed data for users within that department
- Click the **BY USER** tab
- Click on any username
- Click the **SUMMARY** tab
  - View call, meeting, and message statistics under the respective columns



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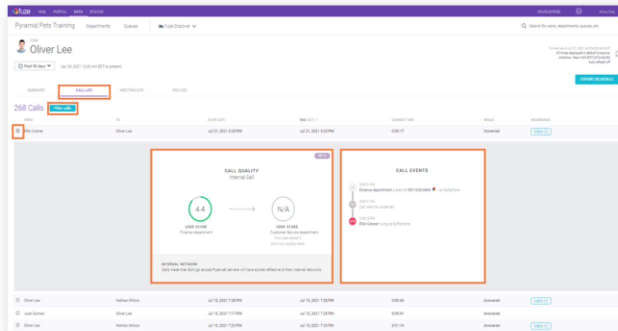
Meetings percentage statistic - percentage of meetings held outside of the organization
Total sent - total messages sent for all messages combined
Messages percentage statistic - percentage of messages sent outside of the organization

Viewing Call Log User Data

- Click the **CALL LOG** tab
- Click the Filter calls button to filter data
- Click to expand the record
  - View the **CALL QUALITY** and the **CALL EVENTS** of a call



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Calls are able to be filtered by:
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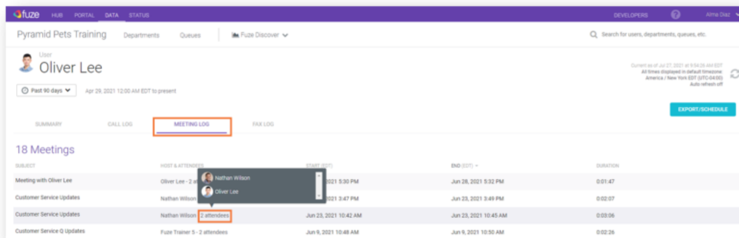
Voicemail - caller checked voicemail
No Call - the caller dialed an invalid number or extension that does not exist
Agent Login - agent used the * code to log into a queue
Agent Pause - agent used the * code to pause in a queue
Agent Unpause - agent used the * code to unpause within a queue
Agent Logout - agent used the * code to log out of a queue

Viewing Meeting Log User Data

- Click the **MEETING LOG** tab
- Hover over a meeting to see a list of attendees



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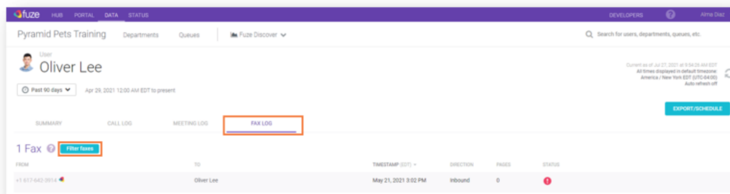
The **MEETING LOG** tab includes all meetings the user either hosted or participated in. Participants joining a meeting from a web browser will be prompted to enter a name prior to joining. Meetings become accessible as soon as the meeting completes.

Viewing Fax Log User Data

- Click the **FAX LOG** tab
- Click the **Filter faxes** button to filter data



Searching for Data

There are multiple ways to search for data:

- Click on **Departments** to view a summary of department data
- Click on **Queues** to view a summary of queue data
- Click on **Fuze Discover** to access the advanced analytics application
- Use the search field to search for extension, department, user, queue, and agent data
- Click on **DATA**, the Fuze logo, or the company name to return to the home page

Fuze Discover requires an additional license.

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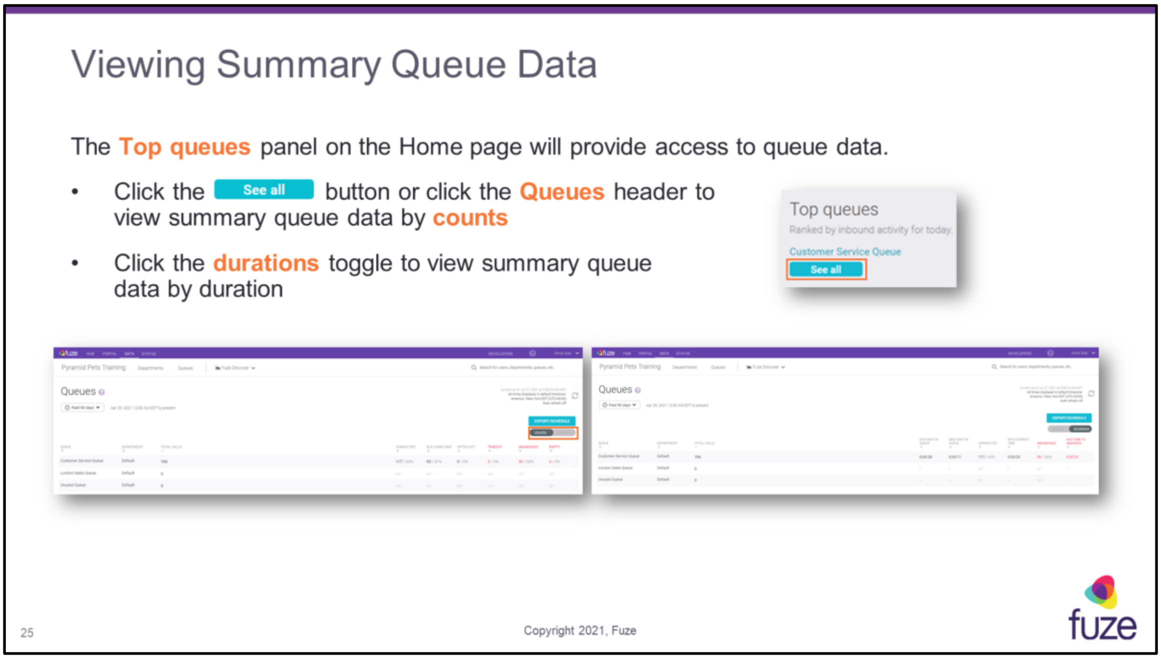


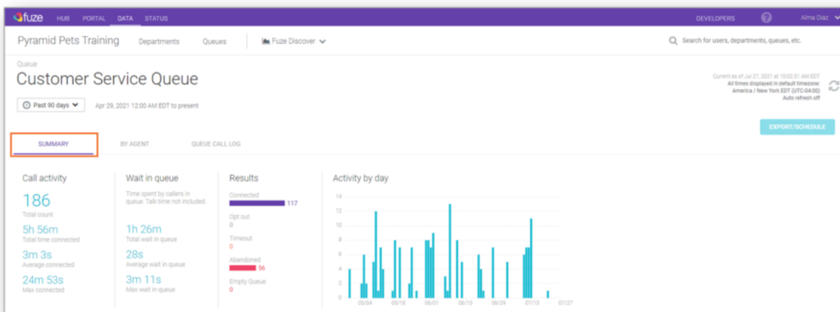
Column headers in red indicate factors that may affect key performance indicators. By default, the **counts** toggle will be on.

Counts data summary contains:
QUEUE - specific department that accepts incoming calls
DEPARTMENT - specific sector of the business for which data is gathered
TOTAL CALLS - total amount of calls that have been received by the queue for the time period chosen
CONNECTED - calls that an agent answered, and were completed by either the agent or the caller hanging up
SLA COMPLIANT - calls that were answered within the SLA time configured for the queue; if a queue does not have this set up, the value will be null
OPTED OUT - when a caller chooses to either opt out or use the FastPass option
TIMEOUT - when a caller is routed somewhere else because the timeout timer is reached
ABANDONED - when a caller reaches the queue but hangs up before connecting to an agent
EMPTY - caller was exited from the queue because the queue had no agents available

Durations data summary contains:
QUEUE - specific department that accepts incoming calls
DEPARTMENT - specific sector of the business for which data is gathered
TOTAL CALLS - calls received by the queue
AVG WAIT IN QUEUE - average amount of time that callers wait in the queue before connecting to an agent; this includes ring time to agents
MAX WAIT IN QUEUE - the longest time that any one call waited in queue
CONNECTED - calls that an agent answered and were completed by either the agent or the caller hanging up
AVG CONNECT TIME - the average amount of time that callers and agents were connected on calls
ABANDONED - when a caller reaches the queue but hangs up before connecting to an agent
AVG TIME TO ABANDON - the average amount of time that callers wait in queue before hanging up (abandoning)

Viewing Summary Queue Data

- Click a queue name from the **Queues** summary page to view data for that queue
- Click the **SUMMARY** tab to view **Call activity**, **Wait in queue**, **Results**, and **Activity by day** information

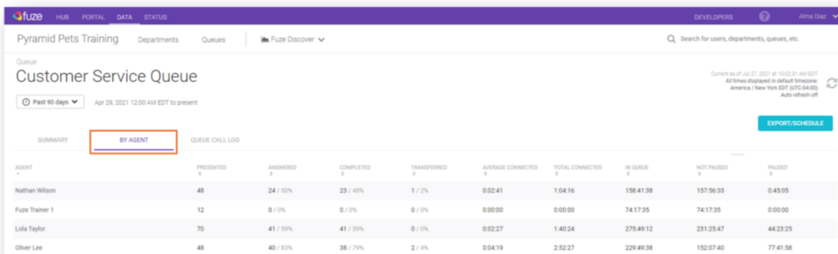


Data summary contains:
Total count - calls received by the queue
Total time connected - the total amount of time that queue calls were connected to agents
Average connected - the average amount of time that callers and agents were connected on calls
Max connected - the maximum amount of time that a caller and agent were connected on a call
Total wait in queue - the total amount of time that callers wait in the queue before connecting to an agent; this includes ring time to agents
Average wait in queue - average amount of time that callers wait in the queue before connecting to an agent; this includes ring time to agents
Max wait in queue - the longest time that any one call waited in queue
Connected - calls that an agent answered, and were completed by either the agent or the caller hanging up
Opt Out - when a caller chooses to either opt out or use the FastPass option
Time Out - when a caller is routed somewhere else because the timeout timer is reached
Abandoned - when a caller reaches the queue but hangs up before connecting to an

agent
Empty - caller was exited from the queue because the queue had no agents available

Viewing Summary Queue Data by Agent

- Click the **BY AGENT** tab for that queue to view agent data
  - View **PRESENTED**, **ANSWERED**, **COMPLETED**, **TRANSFERRED**, **AVERAGE CONNECTED**, **TOTAL CONNECTED**, **IN QUEUE**, **NOT PAUSED**, and **PAUSED** information



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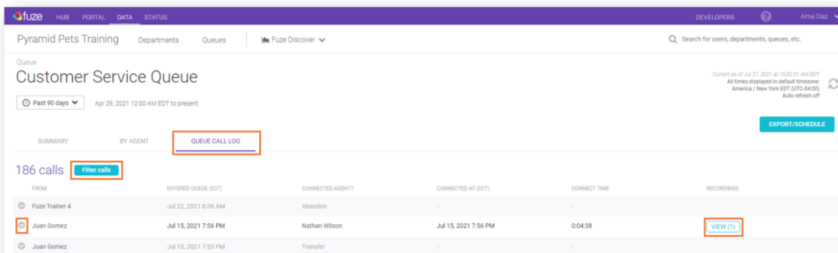
Data summary contains:
AGENT - the specific user that accepts calls
PRESENTED - the total number of queue calls that were presented/offered to the agent. If a call enters a queue and is presented to five agents before being answered by the sixth agent, the queue statistics would display six presented calls: five no answers and one answer.
ANSWERED - the total number of presented calls answered by the agent.
COMPLETED - calls that were completed by the agent
TRANSFERRED - calls that were transferred by the agent
AVERAGE CONNECTED - the average time the agent was connected with callers on answered calls
TOTAL CONNECTED - the total time the agent was connected with callers on answered calls
IN QUEUE - for the selected time period, the sum of times between agent login and agent logout events
AVAILABLE - for the selected time period, the sum of all times the agent was logged into the queue, available, and not in a pause state; the available time includes time spent on calls
NOT PAUSED - sum of all time an agent has been logged into the queue and was

available to be presented with a call
PAUSED - sum of all time an agent has been logged into the queue and unavailable to be presented with a call

Viewing Summary Queue Data by Queue Call Log

- Click the **QUEUE CALL LOG** tab to view detailed data on queue calls
- Click the Filter calls button to filter data
- Click to view the lifecycle of a call
- Click the VIEW (1) button to view the call recording for the call

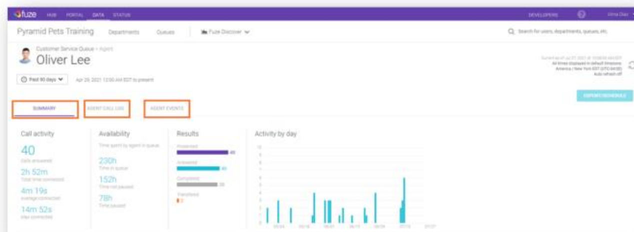


Calls can be filtered by the following call types:
Connected - calls that an agent answered, and were completed by either the agent or the caller hanging up
Opt Out - when a caller chooses to either opt out or use the FastPass option
Time Out - when a caller is routed somewhere else because the timeout timer is reached
Abandoned - when a caller reaches the queue but hangs up before connecting to an agent
Exit Empty - when a caller is exited from the queue because there are no agents logged into the queue
Transfer - calls that an agent answered, then transferred to another number before hanging up

Data summary contains:
FROM - the number or contact from which the call originated
ENTERED QUEUE - the time the call entered the queue
CONNECTED AGENT? - disposition of the call
CONNECTED AT - the time and date the call was answered
CONNECT TIME - the total time the agent was connected with the caller

Viewing Summary Agent Data

- Click on any agent name to drill into the data from the **BY AGENT** tab
- Click the **SUMMARY** tab to view **Call activity**, **Availability**, **Results**, and **Activity by day**
- Click **AGENT CALL LOG** to view detailed call data
- Click **AGENT EVENTS** to view an agent's detail log



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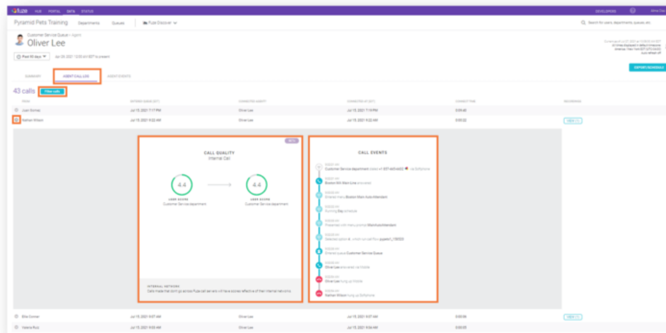
Data summary contains:
Calls answered - the total number of presented calls answered by the agent
Total time connected - the total amount of time that queue calls were connected to agents
Average connected - the average amount of time that callers and agents were connected on calls
Max connected - the maximum amount of time that a caller and agent were connected on a call
Time in queue - for the selected time period, the sum of times between agent login and agent logout events
Time not paused - for the selected time period, the sum of all times the agent was logged into the queue, available, and not in a pause state; the available time includes time spent on calls
Time paused - sum of all times between agent pause and agent un-pause events for the selected time period
Presented - the total number of queue calls that were presented/offered to the agent. If a call enters a queue and is presented to five agents before being answered by the sixth agent, the queue statistics would display six presented calls: five no answers and one answer.

Answered - the total number of queue calls that were answered by the agent
Completed - the total number of queue calls that were completed to the agent
Transferred - the total number of queue calls that were transferred

Viewing Call Log Agent Data

- Click the **AGENT CALL LOG** tab
- Click the Filter calls button to filter data
- Click to expand the record
  - View the **CALL QUALITY** and the **CALL EVENTS** of a queue



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Also referred to as “Cradle-to-Grave” or “C2G,” queue calls can be viewed through the entire lifecycle of the call (**CALL EVENTS**). This includes entering IVR menus, pressing key options in these menus, entering queues, connecting with agents, and disconnecting from the call.

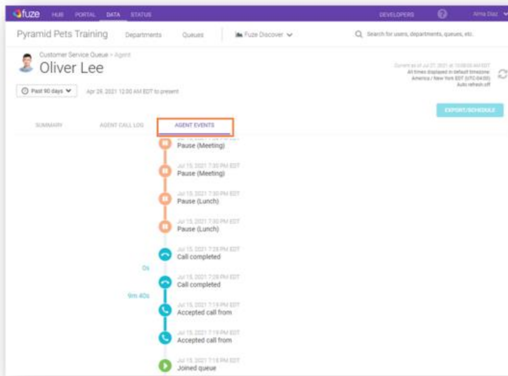
Data summary contains:
FROM - the number or contact from which the call originated
ENTERED QUEUE - the time the call entered the queue
CONNECTED AGENT? - disposition of the call
CONNECTED AT - the time and date the call was answered
CONNECT TIME - the total time the agent was connected with the caller

The following is a list of definitions for the different call results:
Answered - call was connected between the user and caller
No Answer - the user did not answer
Voicemail - the user did not answer and the call went to voicemail
Transferred - the call was transferred to another number
Forwarded - the user has a call forward set to ring another number
Exit Time Out - when a caller is routed somewhere else because the timeout timer is

reached
Abandon - when a caller reaches the queue but hangs up before connecting to an agent

Viewing Agents Events

From the **AGENT EVENTS** tab, the queue agent actions can be viewed.



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Agent Events lists all queue events and queue calls starting with the most recent event. This includes events for login, logout, pause (with pause reason if available), un-pause, and call presented. Timestamps are provided for each event in the local time of the person viewing the page. Durations for time in pause and call connect time are provided as well.

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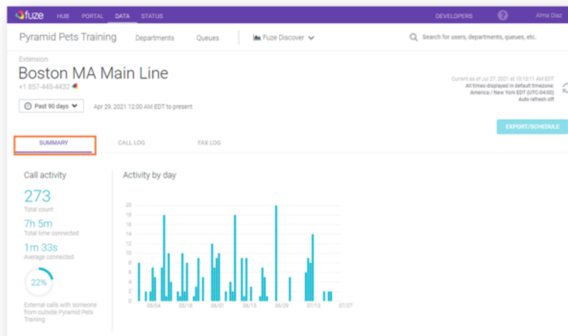
Viewing Summary Data by Extension

- Enter the phone number or extension in the search field to locate the extension
- Click the **SUMMARY** tab
  - View call statistics under the respective columns

fuze tip

Hover over a histogram bar to view call information by date.



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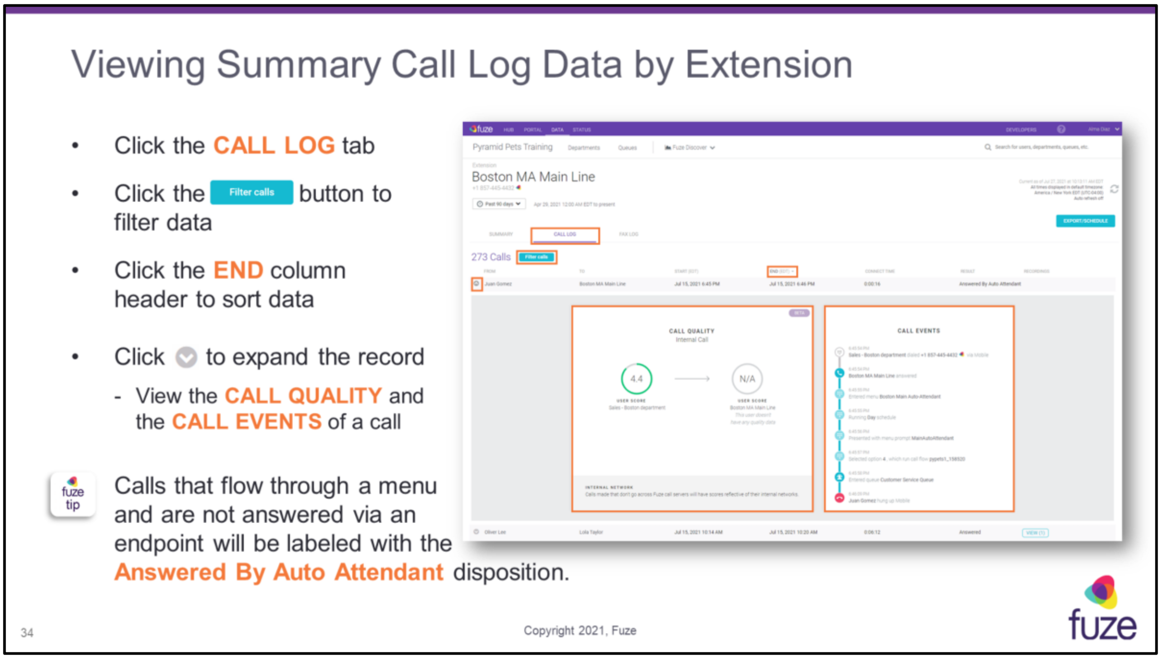
Data summary contains:

Total count - total amount of calls and meetings that have been completed for the time period stated

Total time connected - total talk time of all calls combined

Average connected - median talk time

Calls percentage statistic - percentage of calls with someone outside of the organization



Also referred to as “Cradle-to-Grave” or “C2G,” all calls can be viewed through the entire lifecycle of the call (**CALL EVENTS**). This includes entering IVR menus, pressing key options in these menus, entering queues, connecting with agents, and disconnecting from the call. When the **Filter calls** button is clicked, the filter option types will be displayed. Click the **Clear filters** button to hide the filters.

Calls can be filtered by the following call types:
Inbound calls - number of calls received to that specific user extension
Outbound calls - number of calls placed outside of the organization
Internal calls - number of calls placed to internal extensions or phone numbers
Platform interactions - calls that are placed to custom extensions (i.e. – dialing *123 for voicemail, logging into a queue)

The following is a list of definitions for the different call results:
Answered - call was connected between the user and caller
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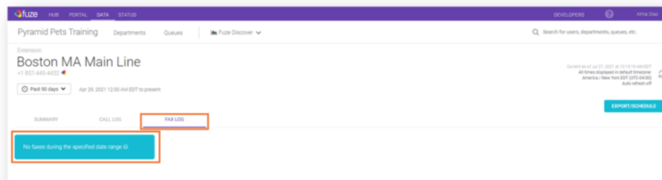
Voicemail - the user did not answer and the call went to voicemail
Transfer - the call was transferred to another number
Forward - the user has a call forward set to ring another number

Voicemail - caller checked voicemail
No Call - the caller dialed an invalid number or extension that does not exist
Agent Login - agent used the * code to log into a queue
Agent Pause - agent used the * code to pause in a queue
Agent Unpause - agent used the * code to unpause within a queue
Agent Logout - agent used the * code to log out of a queue

Viewing Fax Log Data by Extension

- Click the **FAX LOG** tab
- If no data is available within your selected date range, a notification will be displayed
  - Start date selection must be within 90 days



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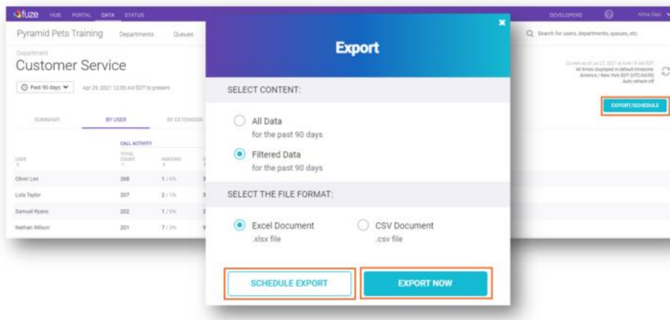
Export Data

From any page with the EXPORT/SCHEDULE button enabled:

- Click the EXPORT/SCHEDULE button to export that data
- Select the **Content** and **File Format**
- Click EXPORT NOW
  - The data export will begin, and a prompt will appear upon completion

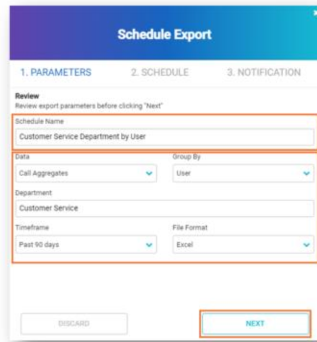
OR

- Click SCHEDULE EXPORT



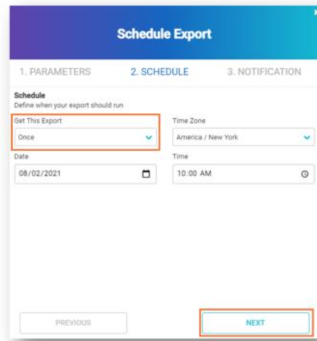
Schedule Export

- Enter the **Schedule Name**
- Complete the on-screen parameters
  - Parameters will differ depending on the type of **Data** being exported
- Click NEXT



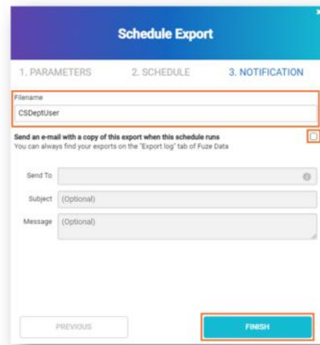
Schedule Export

- Select the frequency using the **Get This Export** drop-down
- Complete the on-screen parameters
  - Parameters will differ depending on the frequency selected
- Click NEXT



Schedule Export

- Enter a **Filename**
- Select the checkbox if you would like to **Send an e-mail with a copy of this export when this schedule runs**
- Click FINISH

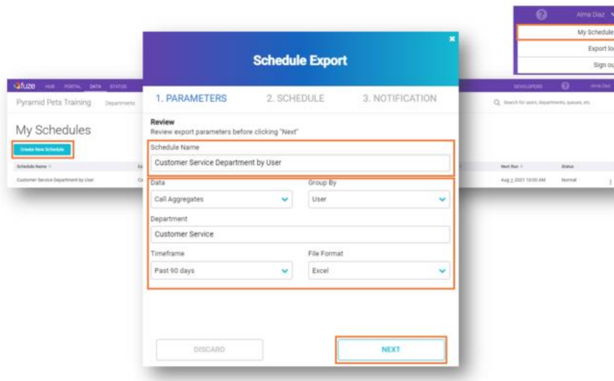


Schedules can be found on the **My Schedules** page. Exports will be able to be found in your exports on the **Export log** page.

My Schedules

The **My Schedules** screen will show all scheduled exports and allow for the creation of scheduled data exports:

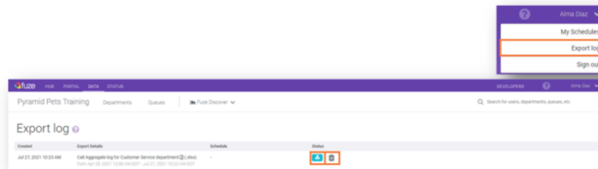
- Click the Create New Schedule button
- Enter the **Schedule Name**
- Complete the on-screen parameters
  - Parameters will differ depending on the type of **Data** being exported
- Click NEXT and follow the scheduling process



Export Log

The Export log contains a list of data sets that have been recently exported.

- Click to download the export
- Click to delete the export



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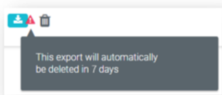
Exports will be removed from this list seven days after creation.



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Utilizing the Fuze Data API

Fuze uses RESTful APIs and webhooks to allow data to be extracted from Fuze View, allowing a skilled developer to build custom applications and reports containing Fuze data, including:

- Querying call or queue data in real time
- Building a dashboard to track sales calls
- Bringing data into a personalized data warehouse
- Click **DEVELOPERS** to view a list of REST API interactive documentation

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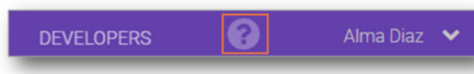
Accessing Help

The Help feature allows a user to interact with Fuze or view application information.

- Click the button to access the Fuze Support login page (https://fuzecommunity.force.com/support/login)



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Knowledge Check

1. Any user will be able to access Fuze View. True or False? **True**
2. A user's Fuze View will show all data possible for an organization. True or False? **False**
3. The number shown on the **What data can I access?** tile shows the number of Departments the logged in user has access to. True or False? **True**
4. How far back can data be accessed? **90 Days**
5. What button will pull the most up-to-date data?
6. In the histogram what color designates a meeting? **Orange**
7. A user can extract data to be used in custom applications and reports. True or False? **True**
8. A user can view queue data by counts and what else? **Durations**


Thank You!