



My Reports QRG

Document Version 1.3

Revision History

| Date | Version | Description | Author |
|-------------|----------------|---|----------------|
| 12/08/2013 | 1.0 | Creation | Mike Inmon |
| 5/23/2014 | 1.1 | R15 Update | Charles Mather |
| 10/13/2015 | 1.2 | R17 Update | Jay Cleveland |
| 05/4/2017 | 1.3 | - Updated Call History date range - Updated Call Queue Report valid date range | Jay Cleveland |

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Overview

My Account Administrators can run and export the following types of reports:

- Auto Attendant: Lists all inbound calls that reached the Auto Attendant service.
- Call Queues: Details all inbound calls that reached a call queue. This report can also be run in real time.
- Call History: Displays information for placed and received calls, including time/date stamp information, for all phone numbers assigned to the site.

Login to My Account

1. Open an Internet browser and go to the My Account portal. Refer to the list of [Supported browsers](#).
2. Enter username and password.
3. Click the *Login* button.

Running Reports

To run and export an Auto Attendant Report:

My Account

1. Click the *My Reports* tab.
2. Click the *Auto Attendant* button. (This is the default setting)
3. Select the site or sites to which the desired auto attendants belong
 - a. Use the filter options to search for the site or check the Site Name box to select all Sites
 - b. Check the site in the Site Name column.

4. Hit the *Get Phone Numbers* button
5. Select the desired Phone Numbers for the report
 - a. Check the box in the Name column under each site
 - b. Checking the box next to the site name selects all phone numbers for that site
 - c. Hitting the Expand All and Select all buttons below the Select Phone Numbers box makes it easy to select all phone numbers for the Sites selected.
6. Select the from and to date range for the the report. The Automated Attendant history available for reporting is 42 days.
 - a. You may manually enter the dates by entering a date in MM-DD-YYY format. The left box is the start date and the right box is the end date.
 - b. Or you may use the calendar tool to select the dates.
7. Click the Retrieve button button.
 - a. Results will display immediately.
8. Click the Expand All button to review all results or the Collapse All button to view only the folders.

| Description | Key | Destinations | Answered | Busy | Not Answered | Other | Total Calls | Duration(m...) | % Answered | Auto Atten... |
|--------------------|------------|--------------|----------|------|--------------|-------|-------------|----------------|------------|---------------|
| JHS | | | | | | | | | | |
| No Selection | NS | 9184989000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9184989000 |
| Transfer to ope... | 9188771119 | 9184989000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9184989000 |
| Transfer to ope... | 9156321456 | 9184989000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9184989000 |
| No Selection | 0 | 9185511003 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9185511003 |
| No Selection | NS | 9185511003 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9185511003 |
| No Selection | 0 | 9185511002 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9185511002 |
| No Selection | NS | 9185511002 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9185511002 |
| Total | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - |

The results are displayed in the folder associated with the site the auto attendant is assigned to, with summaries of all auto attendants reported in the Grand Totals folder.

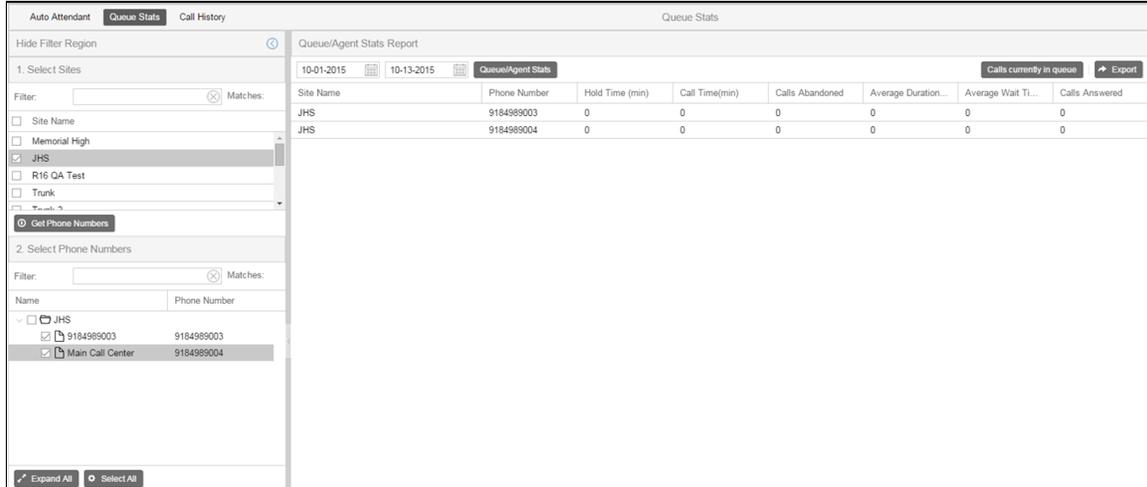
These reports display:

- a. **Description:** As entered in the Auto Attendant Menu.
- b. **Key:** Displays the key the caller pressed. The letter 'A' following the number represents After hours key. The letter 'B' following the number represents a Business Hours key. For example, "1A" represents the destination the caller will route to when they press the '1' key on their keypad after standard business hours.
- c. **Destinations:** The configured destination for that key.
- d. **Answer:** Number of calls answered.
- e. **Busy:** Number of calls for which the caller reached a busy tone.
- f. **Not Answering:** Number of unanswered calls.
- g. **Other:** Number of calls for which the caller did not make a selection.
- h. **Total:** Total calls for that destination.
- i. **Duration:** Total duration of calls for that destination.
- j. **% Answered:** Percentage of calls answered for that destination.

- k. **Auto Attendant:** Displays the Auto Attendant the destination is associated with.
- 9. Click the *Export* button to export the report to a .csv file.

To run and export a Call Queue Report:

- 1. Click on the *Queue Stats* button.



- 2. Select the site or sites to which the desired auto attendants belong
 - a. Use the filter options to search for the site or check the Site Name box to select all Sites
 - b. Check the site in the Site Name column.
- 3. Hit the *Get Phone Numbers* button
- 4. Select the desired Phone Numbers for the report
 - a. Check the box in the Name column under each site
 - b. Checking the box next to the site name selects all phone numbers for that site
 - c. Hitting the Expand All and Select all buttons below the Select Phone Numbers box makes it easy to select all phone numbers for the Sites selected.
- 5. Enter the from and to date range for the the report.
 - a. You may manually enter the dates by entering a date in MM-DD-YYY format. The left box is the start date and the right box is the end date. BroadCloud keeps 48 hours worth of data so valid dates are the current day and the previous two days.
 - b. Or you may use the calendar tool to select the dates.
- 6. Click the *Queue/Agent Stats* button.
- 7. The report is displayed. Queue statistics are displayed on the top of the report with agent statistics displayed at the bottom.
 - a. Site Name – The name of the Site.
 - b. Phone Number – The lead phone number for the Call Queue or Call Center.
 - c. Hold time (min) - The total amount of time for all agents putting active calls locally on hold.
 - d. Call Time (min) - This is the average time that agents spend on calls from the Call Queue or Call Center instance.

- e. Calls Abandoned - This is the total number of calls for which the caller has hung up or selected to leave a message before an agent became available.
 - f. Average Duration of Abandoned - This is the average time that callers spend waiting for an agent before hanging up or selecting the option to leave a message.
 - g. Average Wait Time (min) - This is the average amount of time that callers spend waiting for the next available agent to answer the call.
 - h. Calls Answered - This is the total number of calls answered handled by agents.
8. Hit the *Calls currently in queue* button to see a real time view of the number of calls waiting in queue for each number selected.
 9. Click the *Export* button to export the report to a .csv file.

To run and export a Call History Report:

1. Click the *Call History* button.

The screenshot shows the 'Call History' report interface. On the left, there are two filter sections: '1. Select Sites' and '2. Select Phone Numbers'. The '1. Select Sites' section has a 'Filter' box and a list of sites: Memorial High, JHS, R16 QA Test, and Trunk. The '2. Select Phone Numbers' section has a 'Filter' box and a list of phone numbers for each site, with checkboxes to select them. The main area shows a table of call records. The table has columns: Start Date, Start Time, Site ID, Site Name, User, Calling Nu..., Called Nu..., Caller ID N..., Duration, City, State, and Zip. The table shows multiple entries for 'Mon Aug 31 2015' with various site names and call details. At the top right, there are buttons for 'Retrieve' and 'Export'.

2. Select the site or sites to which the Call History is desired
 - a. Use the filter options to search for the site or check the Site Name box to select all Sites
 - b. Check the site in the Site Name column.
3. Hit the *Get Phone Numbers* button
4. Select the desired Phone Numbers for the report
 - c. Check the box in the Name column under each site
 - d. Checking the box next to the site name selects all phone numbers for that site
 - e. Hitting the Expand All and Select all buttons below the Select Phone Numbers box makes it easy to select all phone numbers for the Sites selected.
5. Enter the from and to date range for the the report. Up to 22 months from the current date of data is available however the number of records returned in a report is limited to 10,000 per call type.
 - f. You may manually enter the dates by entering a date in MM-DD-YYY format. The left box is the start date and the right box is the end date.
 - g. Or you may use the calendar tool to select the dates.
6. Check the call types for the report: Incoming Calls, Outgoing Calls, or Missed Calls.

7. Click the *Retrieve* button.
 - a. Folders group call detail by day. Each folder can be collapsed by hitting the “^” symbol.
8. Click the *Export* button to export the report to a .csv file.
9. Call History fields
 - a. Start Date – The start date of the call.
 - b. Start Time – The start time of the call based on the time zone selected for the Site in the Profile tab.
 - c. Site ID – The Site ID number given to the site when it is created
 - d. Site Name – The name of the site as shown in the Profile tab
 - e. User – Displays the BroadCloud user’s first and last name that is either receiving or making a call.
 - f. Calling Number – For incoming calls, it is the telephone number of the calling party. For outgoing calls, it is the telephone number of the Site User.
 - g. Called Number – For incoming calls it is the telephone number of the Site User. For Outgoing calls it is the telephone number of called party.
 - h. Caller ID Name – For incoming calls it is the name of the calling party, provided via lookup to third-party CNAM provider. For Outgoing calls, it is the name of called party. If the called party is on the BroadCloud network the name will be provided if available, otherwise it will show Unavailable.
 - i. Duration – the length of the call in minutes and seconds.
 - j. City – Derived via database lookup from the Calling Number for incoming calls/ missed calls and the Called number for outgoing calls.
 - k. State - Derived via database lookup from the Calling Number for incoming calls/ missed calls and the Called number for outgoing calls.
 - l. Zip Code - Derived via database lookup from the Calling Number for incoming calls/missed calls and the Called number for outgoing calls.
 - m. Type – Shows the call type of incoming, outgoing or missed.