



# Business Group Call Reports

ADMINISTRATOR + SUPERVISOR

USER MANUAL



JANUARY 2023

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# WHAT IS BG CALL REPORTS?

Call Reports is a call reporting tool for all members of your Business Group. It is accessed through your Business Group Admin Portal. It allows you to visualize call activity in your Business Group. Call activity data is provided in three ways: summary graphs, reports and call logs.

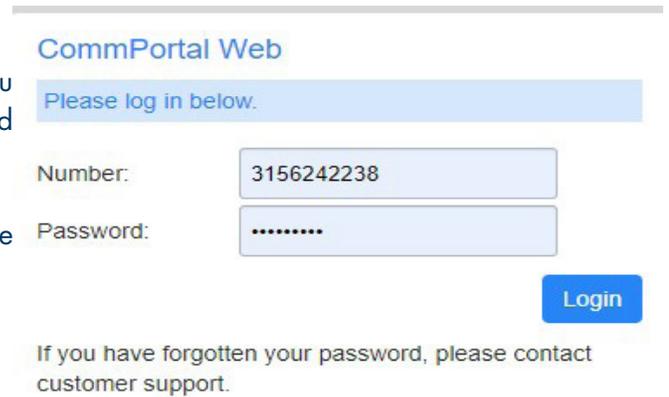
## GETTING STARTED

To view the Call Reports for your business group, you will need access to the Business Group Admin Portal. Simply enter the following in your web browser to bring you to the login screen:

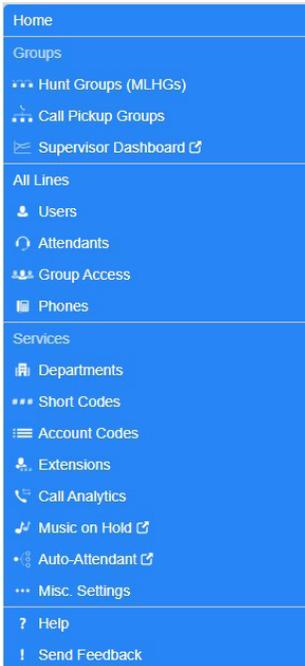
<https://bucommportal.northland.net/bg/>.

Enter your 10-digit telephone number and the password provided to you from your System Administrator. You will be able to change the password later.

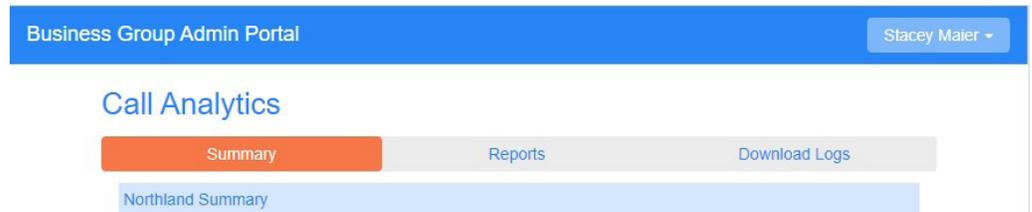
This will bring you to the HOME tab of Business Group Admin. See page 2 for Home Screen Functionality.



## HOME PAGE



On the HOME PAGE Select **Call Reports**.



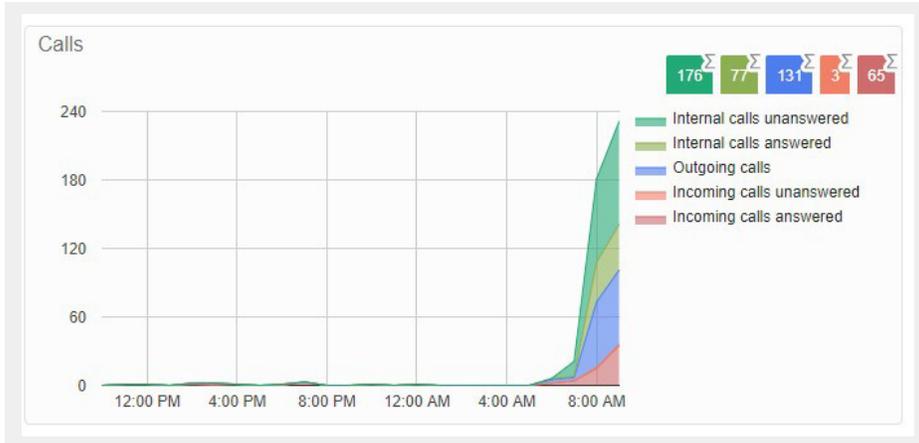
The CALL REPORTS page is provided in three ways:

- + Summary - shows summary graphs with call activity for the past 24 hours for the entire Business Group.
- + Reports - provides a way to analyze call activity from different angles.
- + Download logs - allows you to download a report of all calls made to or from lines in your Business Group or a particular department.

## SUMMARY TAB

The Summary Tab displays graphs for all call activity in your Business Group for the previous 24 hours period from 12pm to 12pm.

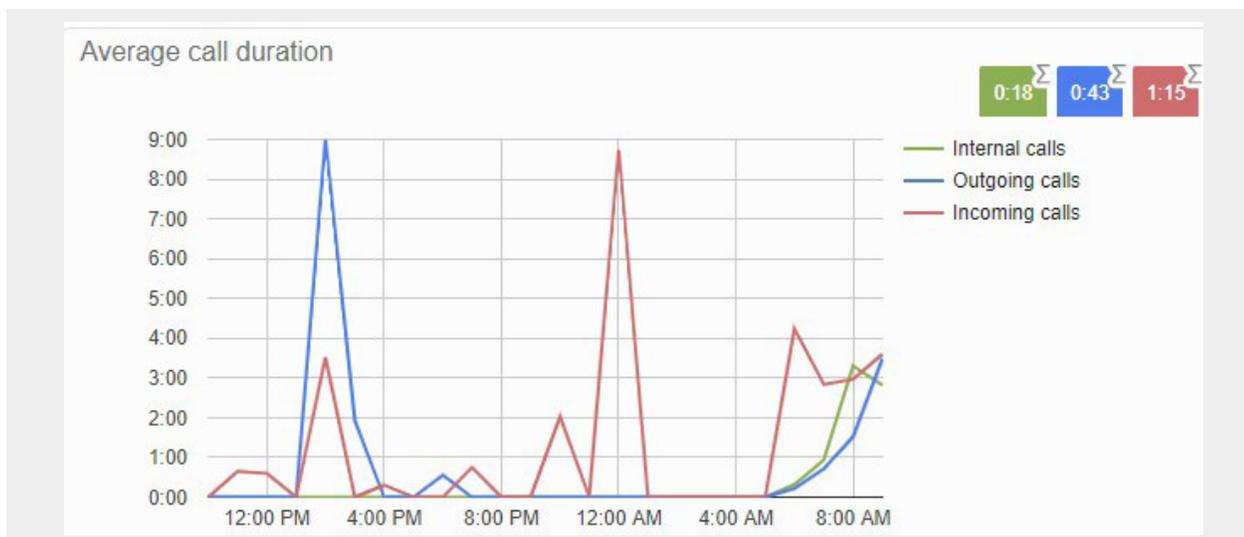
### CALLS GRAPH



The Calls Graph is color coded and displays the number of calls for the following call types:

- + Internal calls unanswered
- + Internal calls answered
- + Outgoing calls
- + Incoming (external) calls unanswered
- + Incoming (external) calls answered

### AVERAGE CALL DURATION GRAPH

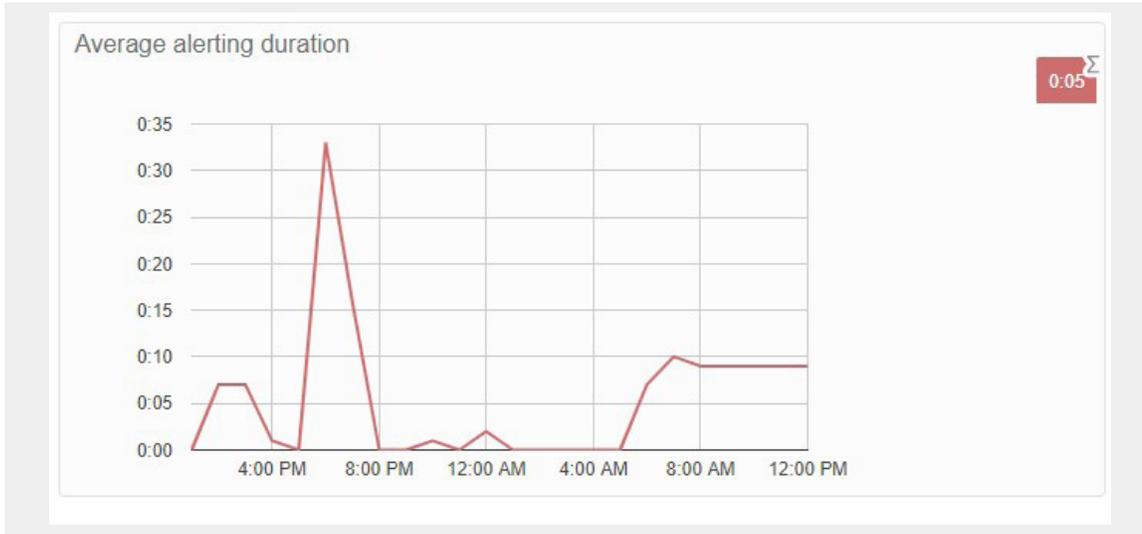


The Average Call Duration Graph displays the average length of all calls, in minutes, for the business group in the 24 hour period for:

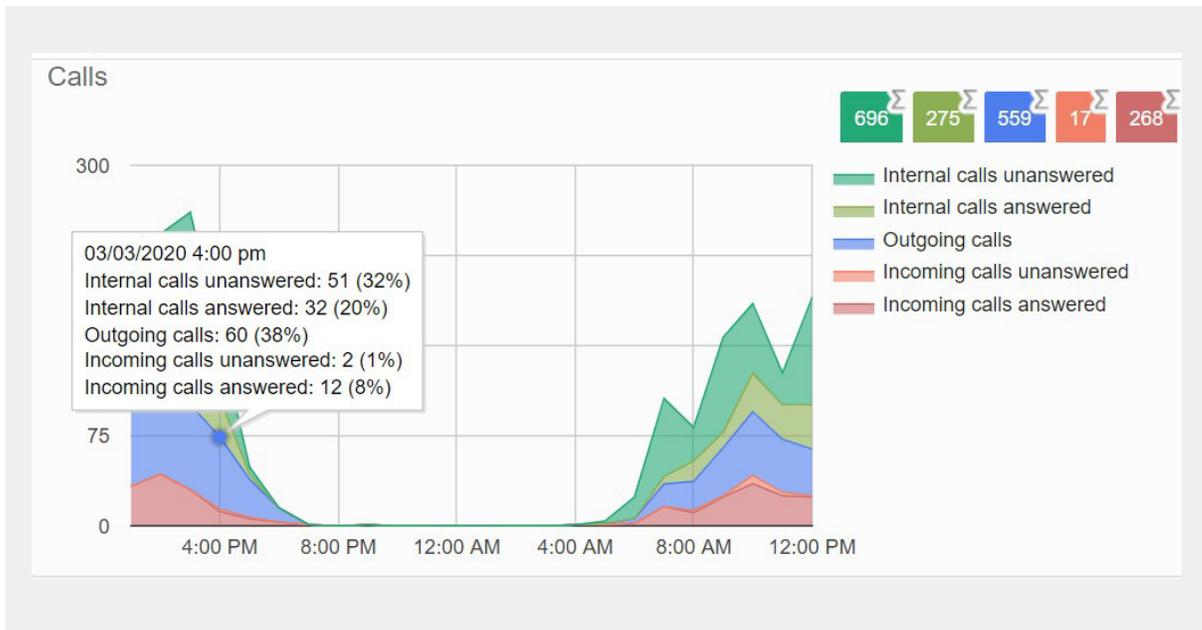
- + Internal Calls
- + Outgoing calls
- + Incoming (external) calls

## AVERAGE ALERTING DURATION GRAPH

The Average Alerting Duration Graph displays how long, in seconds, calls rang before being answered.



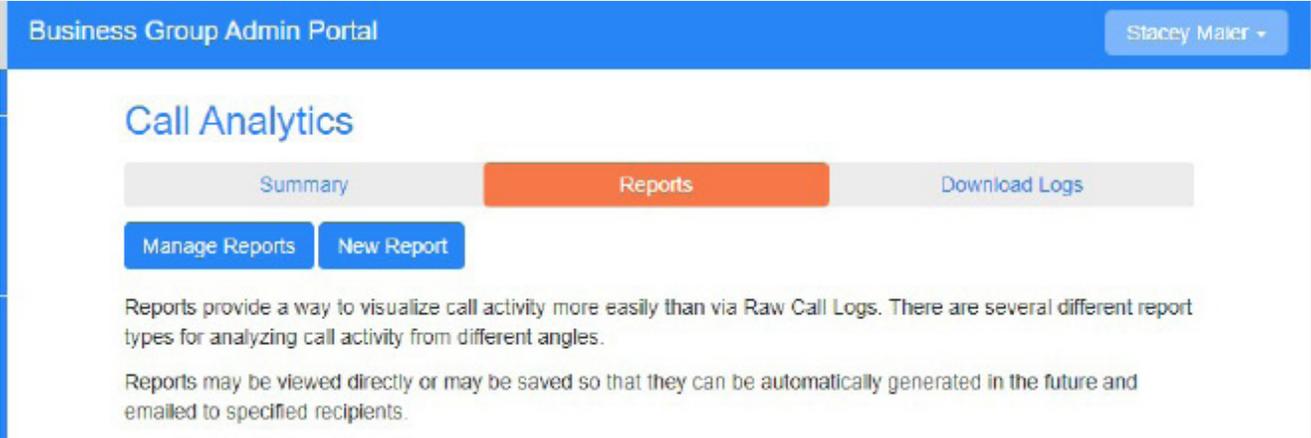
Hover over the time on any of the three graphs to see the details for that hour.



# REPORTS TAB

Reports provide a way to visualize call activity more easily than via raw call logs. There are several standard reports available.

Reports may be viewed directly or may be saved and scheduled so that they can be automatically generated in the future and emailed to specified recipients.



To view or schedule a report, click on the New Report Button. When you schedule a report, you will receive it as an email. It can take up to several hours for a report to be generated, so plan accordingly.

Each report includes bulleted information at the bottom with regard to the information the report pulls.

The following pages will break down each section of the schedule report page and the types of reports available.

Reports for business group 'Northland'

Send Feedback

Save

Cancel

Report Title:

Report Scope:  ACD  BG

Report Type:

Department:

Line Filter:

Account Code:

Schedule:

Send to:

**Data range**

Period:  -

Start of day:  :

End of day:  :

- The Account Statistics report shows a summary of the activity of all account codes individually.
- Only outbound calls are included as only outbound calls can have account codes associated.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 25 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- All times are in (GMT-5.00) America/Eastern.

Call Log

Update Report

## AVAILABLE STANDARD REPORTS

5

- + Account Statistics: Account code summary on outbound calls.
- + Call duration summary: displays the distribution of call durations for both inbound and outbound calls.
- + Call Log: details for all calls. Includes redirected information.
- + Frequent caller summary: provides an overview of the most frequent callers into the business group.
- + Frequently called summary: provides a summary of the most frequently called line within the business group.
- + Long ringing time summary: details of all incoming calls that ring more than 30 seconds.
- + Missed calls detail: all incoming calls that were not connected. Calls answered by voicemail or an Automated Attendant are counted as connected.
- + Missed calls summary: high level summary of incoming calls that were not connected.
- + Short calls: details for all incoming calls that last less than 5 seconds, not including ringing time.
- + Top Talkers: shows lines with the longest time spent in calls.
- + Traffic by day: summary of the call activity level per day.
- + Traffic by hour: summary of the call activity level per hour.
- + Unreturned calls detail: details for all calls that are not connected and not subsequently successfully retried or returned in the period of the report. Shows only missed calls that were not retried by the caller, or returned by the recipient. If you have sim-ring, the call will still show as a missed call as it rang other devices and the system doesn't recognize that you returned the call from another device.
- + User statistics: summary of the activity of all lines individually

NOTE: At the bottom of each report, you will see a bulleted list of information regarding the report. This provides more comprehensive information about each report.

## SCHEDULE OR VIEW A NEW REPORT

The following is a breakdown of each section you will need to complete.

Report Title:	<input type="text"/>
Report Scope:	<input type="radio"/> ACD <input checked="" type="radio"/> BG
Report Type:	Account Statistics ▼
Department:	Any ▼
Line Filter:	<input type="text"/>
Account Code:	<input type="text"/>

- + When scheduling a report to be emailed, you need to give the report a name.
- + If your business has Agent licenses, you will have ACD and Business Group reports. If not, you will only see the Business Group Reports. Choose the group for which you want the report.
- + Choose the report you want to create or schedule.
- + Choose whether you want to create a report for an entire Business Group, a department within a Business Group, or an individual account telephone number. Enter the telephone number in the line filter section.
- + When Account codes are required for outbound calling, reports can also be pulled based on the account codes.

## SCHEDULE A REPORT SECTION

Schedule:

Send to:

In this section you can choose the frequency of the scheduled report:

- + One off: typically used if you are looking at the report one time or are requesting a one-off that is not scheduled.
- + Daily: the report is emailed daily.
- + Weekly: the report is emailed weekly. When this option is selected, you will also receive the option to choose the day of the week.

Enter a valid email address for the report recipient.

## DATE RANGE SECTION

In this section, you will complete the time period for which you are requesting the report. It will appear differently depending on which schedule you chose in the previous section. Complete the information and click the **SAVE** button.

**Data range**

Period:  -

Start of day:  :

End of day:  :

M  T  W  T  F  S  S

### One off

When running a one off report, the date range section includes the period you want to run the report on, the start of day and end of day and which days of the week the report will cover.

Complete the information and click the **SAVE** button.

If you are going to view the report, click the **UPDATE REPORT** button.

**Update Report**

**Data range**

Next Due: **03/02/2020**

Start of day:  :

End of day:  :

M  T  W  T  F  S  S

### Daily

When scheduling a daily report, you see the next due Date day. Fill in start of day and end of day.

Choose the days of the week that the report should run and click the **SAVE** button.

**Data range**

Next Due: **03/02/2020 - 03/08/2020**

Start of day:  :

End of day:  :

M  T  W  T  F  S  S

### Weekly

When scheduling a weekly report, you see the next due date period.

Fill in start of day and end of day.

Choose the days of the week that the report should run and click the **SAVE** button.



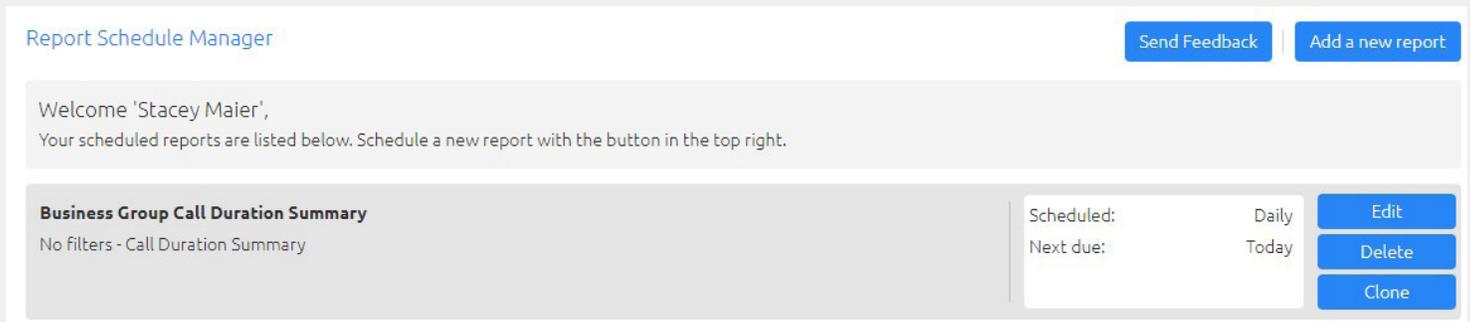
# MANAGE SCHEDULED REPORTS

To view or edit your current scheduled reports, on the Reports Tab, click the Manage Reports Button.



This will take you to the Report Schedule Manager page, where the information regarding all of your scheduled reports can be viewed, edited, cloned or deleted. You can also add a new report from this page.

Choosing to Clone a report will duplicate all of the information and allows you to edit fields.



## DOWNLOAD LOGS TAB

From the Download Logs Tab, you can enter a date range to pull raw call log data. This data is downloaded to a .csv file for sorting and searching of the information.

From the Home Screen, click on the Download Logs tab.

To pull the data, enter your date range criteria, choose a department and click the Download Button. The result is a raw data spreadsheet which includes inbound (terminating), outbound (originating) and intra BG calls.

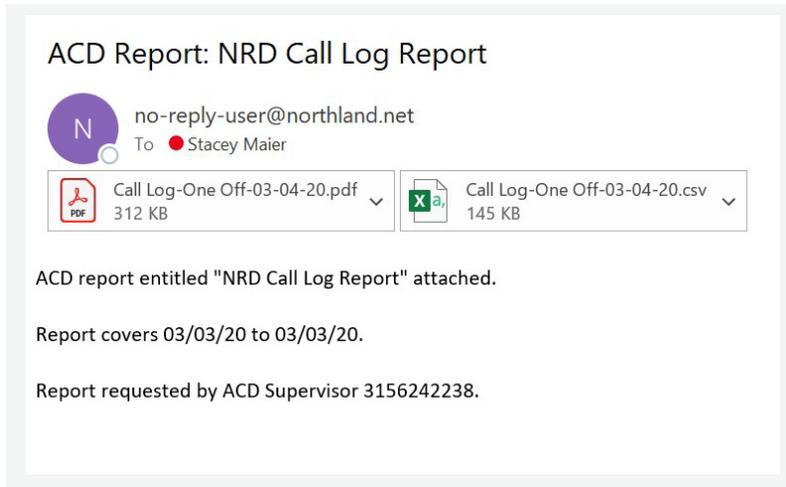
It will also show the time and duration of the call.

Date	Time	Call Type	Calling Number	Calling Extension	Calling Department	Called Number	Called Extension	Called Department	Call Connected	Duration	Queuing Time	Account C	Carrier Code
2/25/2020	7:55:29	Terminating	3158004217			3158655201	5201		Yes	0:03:21	0:00:02		
2/25/2020	7:55:29	Originating	3158655201	5201		3154329720			Yes	0:03:21	0:00:02		
2/25/2020	7:59:09	Terminating	3154396256			3156242241	2241	Noc	Yes	0:00:27	0:00:24		
2/25/2020	7:59:33	Originating	3156242241	2241	Noc	3156710031			Yes	0:00:03	0:00:00		332
2/25/2020	7:59:45	Terminating	3154396256			3156242072	2072		Yes	0:01:06	0:00:20		
2/25/2020	7:59:55	Originating	3156242072	2072		3155279055			Yes	0:00:56	0:00:10		332
2/25/2020	8:05:38	Originating	3156242241	2241	Noc	3154396256			Yes	0:02:08	0:00:04		
2/25/2020	8:08:06	Intra BG	3156242033	2033		3156242099	2099	Noc	No	0:00:10			332
2/25/2020	8:08:06	Intra BG	3156242033	2033		3156242018	2018	Noc	No	0:00:10			332
2/25/2020	8:08:06	Intra BG	3156242033	2033		3156242051	2051	Noc	No	0:00:10			332
2/25/2020	8:08:06	Intra BG	3156242033	2033		3156242037	2037	Provisioning	No	0:00:10			332
2/25/2020	8:08:06	Intra BG	3156242033	2033		3156242228	2228	Noc	No	0:00:10			332
2/25/2020	8:08:06	Intra BG	3156242033	2033		3156242094	2094	Noc	No	0:00:10			332
2/25/2020	8:08:22	Intra BG	3156242020			3156242243	2243	Provisioning	No	0:00:14			332
2/25/2020	8:08:22	Intra BG	3156242020			3156242241	2241	Noc	No	0:00:14			332
2/25/2020	8:08:22	Intra BG	3156242020			3156242223	2223	Noc	No	0:00:14			332
2/25/2020	8:08:22	Intra BG	3156242020			3156713324	3324	Operations	No	0:00:14			
2/25/2020	8:07:52	Originating	3156242241	2241	Noc	3155276466			Yes	0:01:38	0:00:27		332
2/25/2020	8:09:16	Originating	3158653216	3216		3157255261			No	0:00:14			332

# SAMPLE SCHEDULED REPORTS



When a report has been scheduled to be emailed, it will be received in your inbox with both a .csv and a .pdf of the requested report.



The .csv file is a raw data report. It is designed so that you can search and/or sort to obtain the details you are looking for.

Date	Direction	Source	Intermediate Destinations	Destination	Alerting T	Duration	Account Code
3/3/2020 1:44	inbound	9492086173	Customer Support	3156343620	0:01	0:19	
3/3/2020 4:56	inbound	8007658421	Customer Support	3156343620	0:01	0:11	
3/3/2020 7:01	inbound	3158004217	OCRT Cust Support	3154329720	0:01	5:52	

Report Title: **NRD Call Log Report**

Report Scope: **BG**

Report Type: **Call Log**

Schedule: **One Off**

Send to: **smaier@northland.net**

**Data range**

Period: **03/03/2020 - 03/03/2020**

Start of day: **00:00**

End of day: **24:00**

M
  T
  W
  T
  F
  S
  S

- The Call Log report shows details for all calls.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 25 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.

Date	Direction	Source	Intermediate Destinations	Destination	Alerting Time	Duration	Account Code
03/03/2020 1:44:57 am	inbound	9492086173	Customer Support	3156343620	0:01	0:19	
03/03/2020 4:56:42 am	inbound	8007658421	Customer Support	3156343620	0:01	0:11	
03/03/2020							

The .pdf file appears in memo form and gives the specific information that was entered to schedule the report, including the name of the report, time profile, etc.

# GLOSSARY OF REPORT HEADINGS

Account Code	When account (reason) codes are required to log call information this column will contain the account code.
Alerting Time	How many seconds a call rang before being answered.
Answered Calls	The total number of answered calls by a business group, department or individual.
Average Call Duration	The average length of all calls to a business group, department or individual.
Calls Abandoned	The number of calls not answered when presented to a business group, department or individual.
Calls Received	The number of calls received.
Date	The date and time of a call.
Destination	The destination telephone number that answered a call.
Direction	This defines whether a call was inbound, outbound or within a Business Group.
Duration	The total length of time spent on a call.
Intermediate Destinations	Calls that are redirected will list intermediate destinations as well as the final destination. Intermediate destinations state in order, all numbers that appeared on the call path including the destinations that were tried but didn't answer.
Line	Refers to a telephone number.
Max Call Duration	Refers to the longest call.
Min Call Duration	Refers to the shortest call.
Placed Calls	The number of calls made by a Business Group, department or individual.
Ranking	Used in reports such as Top Talker, Frequent Caller and Frequent Called reports to indicate highest to lowest.
Source	The telephone number the call is made from.
Target	Used in the Frequently Called Summary Report to indicate the number being dialed.
Total Call Duration	Total time spent on a call by a Business Group, department or individual.
Total Calls	Total number of calls.
Total Duration	Indicates the total duration time of all calls in the specified time period.