

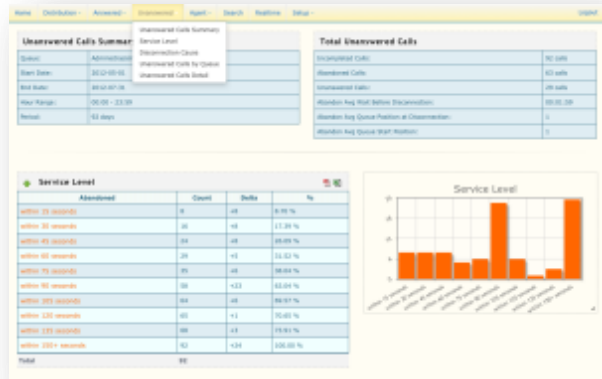
## Call Center Statistics Modules for CompletePBX

*The comprehensive call center statistics module available in CompletePBX is great for monitoring activity to improve efficiency of organization / employees.*

The reports display accurate information for your call center activity in formatted tables and informative charts. Reports can be exported to pdf and csv (Excel) format. There are a myriad of metrics available: Service Level Agreement, Abandon Rates, Call Distributions, Agent Activity and a lot more.

### Two versions are available:

- Lite - Default on all CompletePBX systems
- Pro - Add-on module for CXE, CTS series



### Call Center Statistics Module Overview

The reports display accurate information for your call center activity in formatted tables and informative charts. Reports can be exported to pdf and csv (Excel) format. There are a myriad of metrics available: Service Level Agreement, Abandon Rates, Call Distributions, Agent Activity and a lot more.

### Features Supported in Both Lite and Pro Versions

- Answered
- Unanswered
- Distribution
- Service-level
- Charting
- Import/Export

### Features Supported in Pro Version Only:

- Real-time
  - Queue Summary
  - Call Waiting Detail
  - Agent Status
- Customization options
- Search
  - CallerID
  - Agent
  - Queue
  - Period
  - Duration

## Detailed Description of Features in CompletePBX Call Center Statistics, Lite Version

Function	Description
<b>Data import</b>	Data is available by using a <i>cron</i> job to import new data at scheduled intervals
<b>Export</b>	Export reports into PDF format for presentations, or csv format for external data crunching
<b>Reporting</b>	Answered, Unanswered, or Distribution
<b>Distribution Reporting</b>	Analysis by day, week day, or hour
<b>Answered Calls Reporting</b>	Analysis by queue, agent, disconnection cause, or service level
<b>Service Level Reporting</b>	Answered Service Level Report
<b>Unanswered Call Reporting</b>	Analysis by queue or disconnection cause
<b>Sundry Reporting</b>	Agent Status, Queue Summary, or Call Waiting Detail
<b>Charting</b>	Uses HTML5 and Java script, so no need for a flash-enabled browser

## Additional Functionality Available in CompletePBX Call Center Statistics Pro Version

Function	Description / Detail
<b>Data import</b>	Data is available as the event occurs, i.e. in real-time
<b>Export</b>	Export reports into PDF format for presentation purposes, or csv format for external data crunching
<b>Reporting</b>	Service Level Agreement, Abandon Rates, Call Distribution, Agent Activity
<b>Distribution Reporting</b>	Analysis by queue, month, week, day, week day, hour, URL, as well as detailed reporting
<b>Answered Calls Reporting</b>	Analysis by queue, wait time, agent, disconnection cause, duration, transferred calls, as well as a detailed reporting

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Function	Description / Detail
<b>Service Level Reporting</b>	Answered and Unanswered Service Level Reports
<b>Unanswered Call Reporting</b>	Analysis by queue, disconnection cause, URL, as well as detailed reporting
<b>Sundry Reporting</b>	Agent Availability, Sessions and Pause Durations, Call Disposition, as well as Detailed Paused Report and Session Report
<b>Charting</b>	Uses HTML5 and JavaScript, so no need for a flash-enabled browser
<b>Search</b>	Search data by Caller ID, agent, queue, duration ranges, or date ranges
<b>Report Distribution</b>	Schedule automatic email distribution of multiple reports
<b>Notifications</b>	Create automatic email notifications when variables exceed user-defined threshold values
<b>Customization</b>	Customize reports with your own language, color schemes, date and time formatting, metrics, formulas, etc.
<b>Real-Time Monitoring</b>	SPY option to listen to calls in progress with option to 'steal' the call
<b>Real-Time Coaching</b>	Coach agents using whisper method during calls

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For more information about how to get the most out of your CompletePBX phone system, [download the CompletePBX Reference Guide](#).