

Call Center Statistics Modules for CompletePBX 5

The comprehensive call center statistics module available in CompletePBX 5 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.



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.

Basic Features:

Answered
Unanswered

Distribution
Service-level

Charting
Import/Export

Advanced Features:

Real-time

- Queue Summary
- Call Waiting Detail
- Agent Status

Customization options

Search

- CallerID
- Agent
- Queue
- Period
- Duration

Basic Features in CompletePBX 5 Call Center Statistics

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

Advanced Features in CompletePBX 5 Call Center Statistics

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

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

For more information about how to get the most out of your CompletePBX phone system, [download the CompletePBX 5 Reference Guide](#).