Call Center - Reporting

Evolve IP's Enhanced Reporting provides Call Center customers with the ability to generate on-demand enhanced reports as well as scheduled reports for future delivery. Enhanced reporting provides a robust set of report templates and allows administrators to define customized templates. **Enhanced Reporting is included with Evolve IP's Call Center Supervisor.**

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Related Pages

Features

For full user guide, please visit the Call-Center-Enhanced-Reports-Guide

Report Categories

Reports templates are divided into two categories: Agent and Call Center

- **Agent Report** templates allow customers to generate reports containing statistical information about one or more agents.
- **Call Center Report** templates allow you to generate reports that include statistics related to one or more call centers or one or more Dialed Number Identification Services (DNISs) for a selected call center

In addition, reports can be real-time or historical, and they can be interval-based or not interval-based. Rolled up Statistics will be held for up to 1 year. Detailed data and 1/4 hour interval stats are available for 90 days.
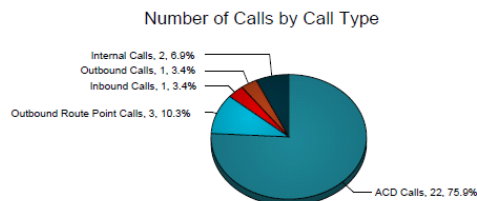
Report Types

- A **real-time report** includes statistics for a period that has a start date and time, but no end date and time.
- A **historical report** includes statistics for a specified time period in the past.

Report Templates

- A **real-time report template** can be used to generate both real-time and historical reports.
- A **historical report template** can only be used to generate historical reports.
- An **interval-based report template** is a template that is used to generate reports that include interval statistics.

Sample View – Agent Report Pie Chart

Sample View – Call Center Report