

Evolve Reports

User Manual v9.22

www.evolveip.net

info@evolveip.net

1.877.459.4347

EVOLVE IP, LLC

Evolve Reports

User Manual v9.22

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CORPORATE HEADQUARTERS

630 Allendale Road

King of Prussia, PA 19406

Main Phone: 610-964-8000

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| Viewing Report Data | |
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| Service Level Report | |
| Report Filters | |
| Viewing Report Data | |
| Power BI Subscriptions | |
| How To Create a Subscription | |
| General Settings | |
| Subscription Parameters | |
| Report Parameters | |
| Modifying a Subscription | |

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EVOLVE IP, LLC

Evolve Reports

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CONTRIBUTIONS:

Lisa Brown Tech Writer

Autumn Salama Content Contributor(s)

Rich Fetterly



Getting Started

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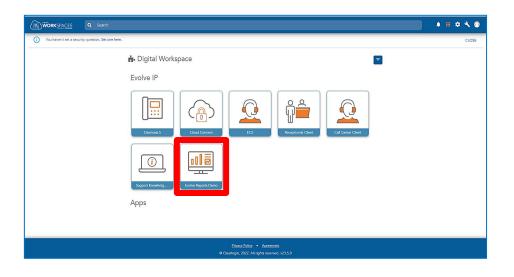
Introduction

Thank you for becoming a user of Evolve Reports. This document is intended to guide you through the available prepopulated reports and assist with learning how to use reports.

Access

ClearLogin

The EIP Reports app can be accessed through the *ClearLogin* dashboard. Locate, and click on the [**Evolve Reports**] icon on the digital workspace (*shown below*).



You will then be prompted to login to OSSmossis (shown below).

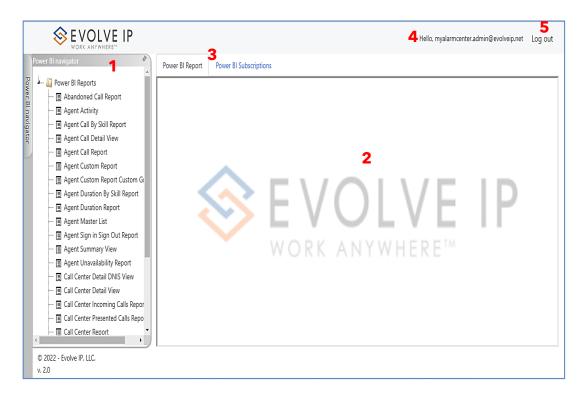




Main Screen

Window Elements

Once you have logged into the Reports app, the main screen will be shown. This window is divided into two sections, report list navigation¹ (a menu that lists the available reports to review), splash screen / detail view² (the splash screen is shown only when you first login to reports; the detail view will show the details of the selected report). There are also two tabs³ in which to switch between the report types. This screen also shows the *user* that is logged in⁴; and a *Log Out⁵* option, which will exit the application. *See Ex.1 below*.



Ex. 1

View Report Options

On the right side panel of the main screen click on a report name, the report details will be displayed to the left of the main screen. By *default* you are viewing the **BI Report** options for the selected report name.



Getting Started with Power BI Reports

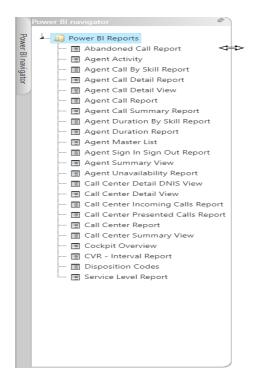
Basic Functions and Features

There are three parts to the reports window:

- 1. Page Navigation
- 2. Page Detail View
- 3. Page Filters

Page Navigation

The navigation pane lists the available reports from which to view the details, or export the data to save as a file.



To resize the [**Navigation List**] press and hold your mouse pointer on the edge of the frame, a double arrow \Leftrightarrow will appear (*shown above*), drag your mouse in the direction you want to resize the frame.

To hide the [Navigation List], click on the pushpin icon.

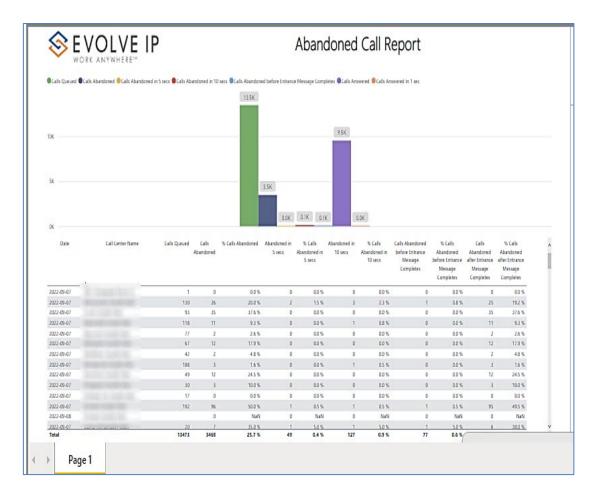




To show the [**Navigation List**], click on the *Power Bl Navigator* tab. To lock the **Navigation List** back into place, click on the pushpin icon.



Page Detail View



Page Filters

Filters are available throughout each report. The basic report filters are enabled and expanded by default in the app window (shown in Ex. 2). To collapse the filter pane, click on the double arrow in the top right corner of the filter box. See Ex. 3 the Filters box is collapsed, allowing more viewing space for report details.



Ex. 2



Using the Page Navigation (Reports List)

The Page Navigation is the reports list menu, click on a report name to view it's details. Use the Filters to modify what is shown in the Detail View. Using the filters you can sort the data, or customize the report view. Additionally, you can use the mouse pointer to show screen tips. The use of the right mouse click will popup data options. **NOTE:** if you click in an area and [No available actions] is shown, there is nothing to display in this area.

Ex. 3

Abandoned Call Report

When clicking on the **Abandoned Call Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Agent Activity | | /OLVE IP | | | | | Aband | oned | Call R | eport | | | | | P Filters |
|---|--|--|--------------------|-----------------------|--------------------|-------------------|---------------------------|--------------|-------------------------|-------------------------------------|----------------------|-----------------------|----------------------|---|------------------------------|
| Agent Call By Skill Report | Cars Queues Car | Is Abandoned 😑 Calls Abandoned in : | 5 secs Calls Abare | toned in 10 se | ts Calls Abandores | I before Entrance | Message Complet | s OCals Arev | iered Calis An | wered in 1 sec | | | | | |
| Agent Call Detail Report Agent Call Detail View | | | | | 147K | | | | | | | | | | Fiters on this page |
| Agent Call Report | 15K | | | | LATE | | | | | | | | | | Date 10/2/2022 - 10/3 |
| Agent Call Summary Report | | | | | | | | | | | | | | | TREASANDS - TREA |
| Agent Duration By Skill Report | | | | | | | | 1634 | | | | | | | Fiters on all pages |
| Agent Duration Report | 104 | | | | | | | | | | | | | | |
| Agent Master List | | | | | | | | | | | | | | | Account is (AD) |
| Agent Sign In Sign Out Report | | | | | | | | | | | | | | | |
| Agent Summary View | 5K | | | | | 53K | | | | | | | | | Call Center Name is (All) |
| Agent Unavailability Report | | | | | | | | | | | | | | | - 144 |
| Call Center Detail DNIS View | | | | | | 0.1K | 0.1K 0.1K | | DK | | | | | | |
| Call Center Detail View | DK | | | | _ | | | | | | | | | | |
| Call Center Incoming Calls Report | Date | Call Center Name | Calls Queued | Calls ! particited | S Calls Abandoned | | % Calls A Abandoned in | 10 sets | % Calls Abendored in | Calls Abandoned before Snitrance | % Calls Abendoned | Calls Abandoned | % Calls Abendoned | ~ | |
| Call Center Presented Calls Report | | | | | | 11612 | S secs | 10365 | 10 secs | Message | before Entrance | after Britance | after Entrance | | |
| E Call Center Report | | | | | | | | | | Completes | Mesrage Completes | Message Correlates | Message Completes | | |
| Call Center Summary View | 2027-01-03 | | 1 | 0 | 00% | 0 | 0.015 | | 00.5 | | | 0 | 005 | | |
| Cockpit Oveniew | 2022-10-02 | Concession of the local division of the loca | | 0 | haN | 0 | NaN | 0 | NaN | 0 | NaN | 0 | NaN | | |
| CVR - Interval Report | 2022-10-03 | | 142 | 26 | 18.5 % | 0 | 0.0 % | 1 | 07% | 0 | 0.0% | 26 | | | |
| Disposition Codes | 2022-10-02 2022-10-03 | and the second se | 62 | 0 | NaN 145 N | 0 | N9N 0.0% | 0 | NaN 00 % | 0 | NaN CD N | 0 | NBN 14.5 % | | |
| E Service Level Report | 2022-10-00 | | 62 | 9 | 14.5 % NaN | 0 | 0.0% NRN | 0 | CO N | 0 | CD N NAV | 9 | | | |
| | 2022-10-08 | | 58 | 26 | 295% | 0 | 0.0 % | ò | 00% | | 00% | 26 | 285% | | |
| | 2022-10-02 | and the state of t | | 0 | NaN | 0 | NaN | 0 | NaN | 0 | | 0 | | | |
| | 2022-10-03 | | 132 | 65 | 49.1 % NaN | 0 | 0.0 % | 0 | CO N | 0 | | 65 | | | |
| | 2022-10-00 | | 100 | 2 | 20% | 0 | 0.0 % | ő | 00% | 0 | | 2 | | | |
| | | | | 0 | haN | 0 | NaN | ٥ | NaN | 0 | | 0 | NaN | | |
| | 2022-12-02 | | | | | | | | | 0 | 0.0% | | | | |
| | 2022-10-02 2022-10-08 2022-10-08 | | 62 43 | 12 | 19.4 % 0.0 % | 0 | 0.0% | 1 | 18% | 0 | 00% | 12 | 194 % | | |



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name basic Call Center data can be viewed by name, or advanced filtering by value(s).

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| | п |
|-----------------------------------|---|
| Date ∧ ⊘ 9/28/2022 - 9/29/2022 | |
| Filter type | |
| Relative date \sim | |
| Show items when the value | |
| is in the last \sim | |
| 2 | |
| days 🗸 🗸 | |
| ✓ Include today | |
| Apply filter | |

Include today, enabled (default)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |



| Date ∧ ∅ 9/28/2022 - 9/29/2022 Filter type |
|--|
| ritter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Date | ~ 🖉 |
|----------------------------------|-----|
| 9/28/2022 - 9/29/20 | 122 |
| Filter type | |
| Relative date | ~ |
| is in the last | ~ |
| is in the last | ~ |
| is in the last is in the last | ~ |
| | ~ |
| is in the last | ~ |
| is in the last is in this | ~ |

Show item value (by Range)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| days |
| weeks |
| calendar weeks |
| months |
| calendar months |
| years |
| calendar years |

Clear filter

~ 0

By Period



ACCOUNT FILTERS

| Filters | » | 5 | Filters | >> | L |
|-------------------------|--------|-----|--------------------------|-----------|------------------|
|) Search | | | ✓ Search | | : - - |
| s on all pages | | Fil | lters on all pages | | 1 |
| count ^ | | | Account ^ | ~ @ | - - - |
| er type | | | Filter type | | |
| asic filtering | \sim | | Advanced filtering | ~ | <u>+</u> |
| O Search | | | Show items when the valu | e | : m |
| Select all | | | contains | Show item | ns when the valu |
|] (Blank) | | | | | |
|] Default Account Entry | 1 | | | | 4 |
| My Alarm Center | 1 | | ● And ○ Or | | |
| | | | | ~ | - |
| | | | Apply | y filter | 5 10 |
| | | | | | - |

Basic Filtering (*default*)

Advanced Filtering

CALL CENTER NAME FILTERS

| is (Al | Center Name I) | \wedge | 2 |
|--------|-------------------|----------|---|
| Filter | type | | |
| Bas | ic filtering | | ~ |
| Q | Search | | |
| | Select all | | 1 |
| | (Blank) | | ł |
| | | | |
| | | | |

| Call Center Name 🔷 d | 2 |
|---------------------------|-----|
| Filter type | |
| Advanced filtering | ~ |
| Show items when the value | |
| contains | ~ |
| | |
| ● And ○ Or | |
| | ~ |
| Apply fil | ter |

| Call Center Name 🔨 🔿 | \bigcirc |
|---------------------------|------------|
| Filter type | |
| Advanced filtering | ~ |
| Show items when the value | |
| contains | ~ |
| contains | |
| does not contain | |
| starts with | |
| does not start with | |
| is | |
| is not | |
| is blank | |
| is not blank | |
| is empty | |
| is not empty | |

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

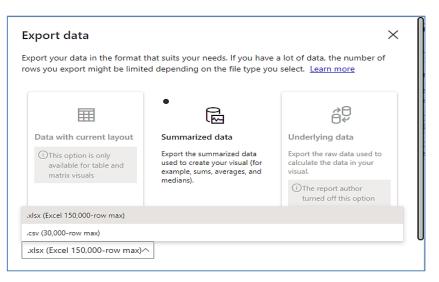
| Y | 63 |
|---|----|
| | |

| | Filter | and | slicer | s affe | ecting | g this | s visu | al | | /i | sual | Focus mo |
|------|----------------|--------|--------|--------|--------|--------|--------------|------------------------------------|-------------------------------|-----------|---|----------|
| | Date 9/29/2 | 022 - | 9/30 | /202 | 2 | | | | | | | |
| in I | - | RADIAL | | 1.85. | 197 | 1141 | National III | BPRO INFANO Message Camplena | Makatakar Melaja Melaja | Abat Abat | S.1.45 Mariana Mariana Mariana | |
| | | 14 | 411.1 | | | | 155 | | 11.5 | | 411.5 | |
| | . 242 | 10 | 21.6 | | 115 | 10. | 15.5 | | 100 | 1.1 | 11.5 | |
| | | | 111 | | 115 | | 205 | | | | | |
| | | | 0.01 | | 115 | | 10.0 | | | | | |
| | -14 | | 10.0 | | | | 1018 | | | | 12.5 | |
| | 10.000 | | 115 | | 105 | | 10.0 | | | | 115 | |
| | 141 | | 115 | | 11% | | 12.5 | | | | | |
| | 2.4 | | 11.5 | | | | 0.0% | | | | | |
| | | - in | 115 | | 10.5 | | 11.5 | | | | | |
| | | | nin. | | 115 | | 6.7.5 | | | | 715.% | |
| | 147- | | 14.5 | | | | - | | 19.9 | | 145 | |
| | TEAP | 10 | 345 | | 1.1.1. | - | 28% | | | | 5.6% | |

SECONDARY FILTERS



• Export data





• Show as a table

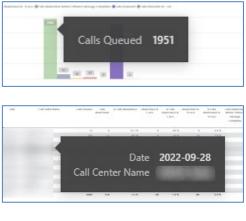
| • | 7 Q |
|--|---|
| K Back to report | |
| Calls Queued Calls Abandoned Calls Abandoned in 5 secs Calls Abandoned in 10 | secs Calls Abandoned befor Calls Answered Calls Answered in |
| 13К | |
| 10K | 10K |
| ЗК | |
| OK OK | ок |
| - ox | |
| | |
| | |

• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

*Get Insights - this feature will become available in a future release.



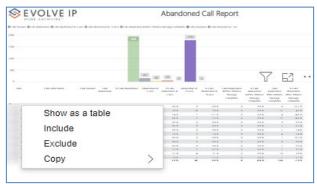
SCREEN TIPS





RIGHT-CLICK DATA OPTIONS

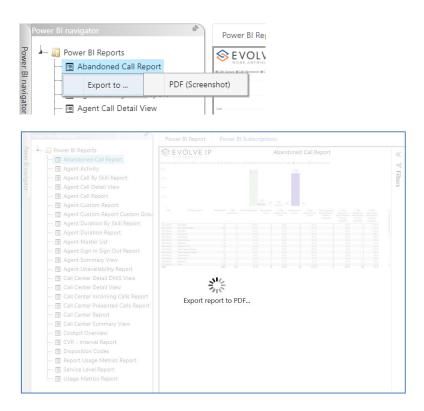




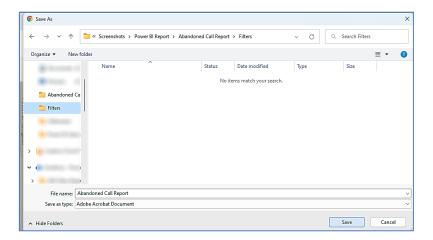




Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



Save the file or change the location where to save the file.





Agent Activity

When clicking on the **Agent Activity** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name
- Activity Details
- Day of Week
- Hour of Day

The filter data can be cleared using the [**Clear Filter**] icon

| Cle | ar fi | ilter |
|-----|-------|-------|
| | ~ | 0 |



Report Filters

DATE FILTERS

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 🗸 |
| 🗸 Include today |
| Apply filter |

Include today, enabled (default)

| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type Relative date ~ |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

By Duration

| Date 9/28/2022 - 9/29/2022 | ^ & |
|-------------------------------|-------------|
| Filter type | |
| Relative date | ~ |
| Show items when the v | alue |
| is in the last | ~ |
| is in the last | |
| is in this | |
| is in the next | |
| А | pply filter |

Show item value (by Range)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date 🗸 🗸 |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| days |
| weeks |
| calendar weeks |
| months |
| calendar months |
| years |
| calendar years |
| |

By Period

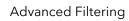


ACCOUNT FILTERS

| ✓ Search |
|----------------------------------|
| Filters on all pages |
| Account $\land \oslash$ is (All) |
| Filter type |
| Basic filtering 🗸 🗸 |
| ♀ Search |
| Select all |
| 🗌 (Blank) |
| Default Account Entry 1 |
| ☐ My Alarm Center 1 |
| |
| |
| |

| √ Filters | >> | н (1997) |
|--------------------------|-----------|------------------|
| 🔎 Search | | |
| Filters on all pages | | - |
| Account / | ~ @ | - |
| Filter type | | 2 |
| Advanced filtering | ~ | <u>-</u> |
| Show items when the valu | e | m |
| contains | Show item | s when the value |
| | | 4 |
| ● And ○ Or | | - |
| | ~ | |
| Appl | y filter | 5 |

Basic Filtering (*default*)



AGENT NAME FILTERS

| Agent Name is (All) | ~ @ |
|------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| , | |
| Select all | |
| 🗌 (Blank) | |
| 05, Training | 1 |
| 🗌 1, Dispatch | 1 |
| 🗌 1, Guest | 1 |
| 🗌 1, Lobby | 1 |
| 🗌 1. Spare | 3 |

| Agent Name is (All) | ~ & |
|------------------------|--------------|
| Filter type | |
| Advanced filtering | × |
| Show items when the | he value |
| contains | ~ |
| | |
| ◉ And ○ Or | |
| | ~ |
| | Apply filter |



ACTIVITY DETAIL FILTERS

| is Ava | Activity Detail ∧ ⊘ is AvailableBusy, AvailableIdle, Filter type | | | | |
|--------|--|------|--|--|--|
| | ic filtering | ~ | | | |
| Q | Search | | | | |
| | Select all | | | | |
| | AvailableBusy | 4622 | | | |
| | AvailableIdle | 5193 | | | |
| | SignIn | 272 | | | |
| | SignOut | 90 | | | |
| | Unavailable | 1033 | | | |
| Π | Wrapup | 1881 | | | |

| Activity Detail ∧ ⊘ is AvailableBusy or is Available |
|---|
| Filter type |
| Advanced filtering \checkmark |
| Show items when the value |
| is 🗸 |
| AvailableBusy |
| 🔾 And 🖲 Or |
| is ~ |
| AvailableIdle |
| 🔾 And 🖲 Or |
| is ~ |
| SignIn |
| 🔾 And 🖲 Or |
| is 🗸 |
| SignOut |
| Apply filter |

DAY OF WEEK FILTERS

| Day of Week is (All) | ~ & |
|-------------------------|------|
| Filter type | |
| Basic filtering | ~ |
| ✓ Search | |
| Select all | |
| 🗹 (Blank) | |
| SUNDAY | 1253 |
| MONDAY | 1253 |
| TUESDAY | 1252 |
| ☑ WEDNESDAY | 1252 |
| THURSDAY | 1252 |

| Day of Week is (All) | \sim | \bigcirc |
|-------------------------|--------|------------|
| Filter type | | |
| Advanced filtering | | \sim |
| Show items when the v | alue | |
| contains | | ~ |
| | | |
| ● And ○ Or | | |
| | | ~ |
| A | pply f | filter |



HOUR OF DAY FILTERS

| Hour of Day is (All) | $\land \diamond$ | Hour of Day is (All) |
|-------------------------|------------------|-----------------------------|
| is (All) | | Filter type |
| Filter type | | Advanced filtering |
| Advanced filtering | \sim | Show items when the value |
| Show items when the | value | is less than |
| | | is less than |
| is less than | ~ | is less than or equal to |
| | | is greater than |
| | | is greater than or equal to |
| ● And ○ Or | | is |
| | | is not |
| | ~ | is blank |
| | upply filter | is not blank |
| P | sppiy niter | |

Viewing Report Data

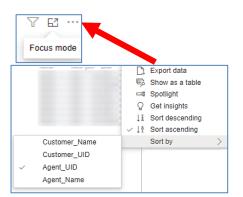
The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS



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| | 141 | | 11% | | | | 10.00 | | 111.00 | | 1.01 |
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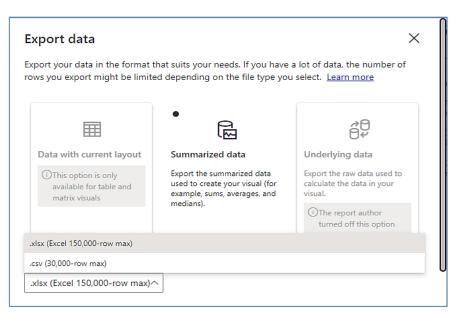


SECONDARY FILTERS



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| | | Ģ | Show as a table |
| | | =0 | Spotlight |
| | | Q | Get insights |

• Export data





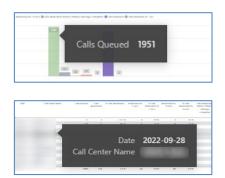
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• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

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SCREEN TIPS

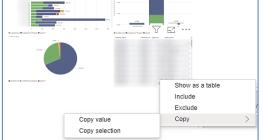




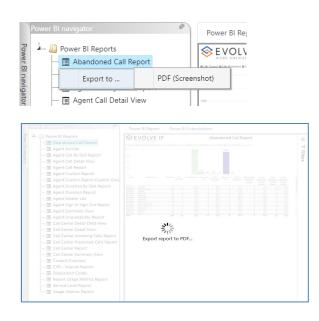


RIGHT-CLICK DATA OPTIONS

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Save the file or change the location where to save the file.

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Agent Call By Skill Report

When clicking on the **Agent Call By Skill Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Fouer El Reports | VOLVE IP | Agent Call By Skill Report | ∀ Filters |
|--|-----------------------------|----------------------------|-------------------------------|
| Agent Activity we | EK ANYWHERE ^{IN} | | P Seath |
| Agent Call By Skill Report Agent Call Detail Report X22 1942 | No.948 SET1 Sol 15 Sol 2 S2 | RE WARA SERV WARA SERV | * Fites on this page |
| - E Agent Cal Detail View | 1 | | Date V 4 |
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| - 🗇 Agent Summary View | 1 | | Agent Full Name V 6 is (M) |
| Gali Center Detail DNS View | 5 | | |
| E Call Center Detail View | 1 | | |
| Cell Center Incoming Calls Report | 1 | | |
| Call Center Presented Calls Report | 3 | | |
| Gall Center Report Gall Center Summary View | 3 | | |
| - 🗟 Cockpit Overview | 3 | | |
| SVR - Interval Report | 7 | | |
| Disposition Codes Senice Level Report | 1 | | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name



The filter data can be cleared using the [Clear Filter] icon



Report Filters

DATE FILTERS

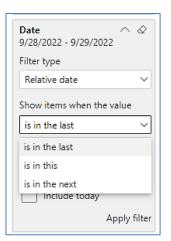
| Date 9/28/2022 - 9/2 | ^ |
|-------------------------|----------------|
| Filter type | |
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| Show items whe | en the value 🗸 |
| 2 | |
| days | ~ |
| 🧹 Include to | oday |
| | Apply filter |

Include today, enabled (default)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| 2 |
| days ~ |
| Include today |
| Apply filter |

By Duration

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| Filter type | |
| Relative date | ~ |
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| is in the last | ~ |
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| days | ~ |
| Include today | |
| A | ply filter |



Include today, disabled

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| calendar weeks | |
| months | |
| calendar months | |
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| calendar years | |

By Period

Show item value (by Range)



ACCOUNT FILTERS

| ∀ Filters | » |
|-----------------------|--------|
| ✓ Search | |
| Filters on all pages | |
| Account is (All) | |
| Filter type | |
| Basic filtering | \sim |
| ✓ Search | |
| Select all | |
| (Blank) | |
| Default Account Entry | 1 |
| My Alarm Center | 1 |
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| √ Filters | » | н |
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| ✓ Search | | |
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| Advanced filtering | ~ | <u>-</u> |
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| contains | Show item | s when the value |
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Advanced Filtering

Basic Filtering (*default*)

AGENT FULL NAME FILTERS

| Agent Full Name is (All) | ~ @ |
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| Filter type | |
| Basic filtering | ~ |
| ✓ Search | |
| Select all | |
| 🗌 (Blank) | |
| 05, Training | 1 |
| 🗌 1, Dispatch | 1 |
| 🗌 1, Guest | 1 |
| 🗌 1, Lobby | 1 |
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| Agent Full Name 🔷 🔗 is (All) |
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| Apply filter |

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



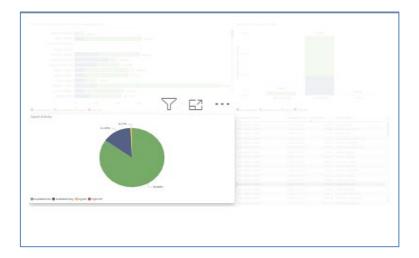
VISUAL FILTERS



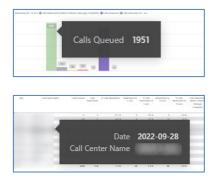
SECONDARY FILTERS



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS







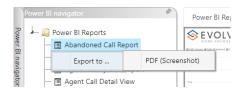
RIGHT-CLICK DATA OPTIONS



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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| - D Power BI Reports | | | | | |
|---|------------|-------------|----------|--|--|
| - Abandoned Call Report | | | | | |
| - III Agent Activity | | | | | |
| - E Agent Call By Skill Report | | | | | |
| - Agent Call Detail View | | | | | |
| - III Agent Call Report | | | | | |
| - E Agent Custom Report | | | 1. M. A. | | |
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| - III Agent Duration By Skill Report | | | | | |
| - R Agent Duration Report | | | | | |
| - E Agent Master List | | | | | |
| - 🔲 Agent Sign in Sign Out Report | | | | | |
| - M Agent Summary View | | | | | |
| - 🔄 Agent Unavailability Report | | | | | |
| - 🔄 Call Center Detail DNIS View | | NI. | | | |
| - 🔲 Call Center Detail View | | | | | |
| - III Call Center Incoming Calls Report | | *15 | | | |
| - 🔄 Call Center Presented Calls Report | Export rep | port to PDF | | | |
| - 🗐 Call Center Report | | | | | |
| - Call Center Summary View | | | | | |
| - E Cockpit Overview | | | | | |
| - E CVR - Interval Report | | | | | |
| - Disposition Codes | | | | | |
| - Report Usage Metrics Report | | | | | |
| - 🔄 Service Level Report | | | | | |
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Save the file or change the location where to save the file.

| ← → ✓ ↑ 🚞 « Screenshots → Power BI Rep | sort > Abandoned Call Report > Fit | ters | ~ C | Q. Search Filte | rs | |
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Agent Call Detail Report

When clicking on the **Agent Call Detail Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Power BI Reports Power BI Report Abandoned Call Report | Cal Center Name | | ACD Calls Bounced | Average ACD Duration | Inbound Calls | Total Inbound Gil Time | Internal Cells | Cals Tendered | Outbound Cells | Tetal Outbound Cal | Available Time - N | VacUp Time | Taik Time | idd Tirre | ide Tirre | Safe: Tine | |
|--|--|---------|----------------------|-------------------------|---------------|---------------------------|-------------------|------------------|-------------------|-----------------------|--------------------|--------------|----------------|---------------|-----------------|------------------|------------------------------|
| Apert Activity | | | | | | | | | | Ten . | | | | | | | P Search |
| - Agent Call By Skill Report | - | 19254 | 2933 | | | | | | 10000 | | 2000660 | | 1906512 | 50546 | | 8807215 | / 01041 |
| Apert Call Detail Report | | 156 | 40 | | | | | | 1 | | 99578 61110 | 3023 1502 | 17992 | 3541 2736 | 23133 42130 | 66042 74551 | Fiters on this page |
| - E Apert Call Detail View | | 74 | 10 | | | | | | | | 34850 | 1523 | 15383 | 2539 | 12172 | 45469 | |
| - Agent Call Report | | 115 | 48 | 1 151 | 115 | 163 | 7 | 11 | | 0 | 30663 | 1814 | 1992 | 5956 | 7155 | 40175 | Date 19/2/2022 - 10/3/202 |
| - 🖽 Agent Call Summary Report | descent of the local division of the local d | 129 | 31 | 206 | | | | | 0 | 0 | 96772 | 2874 | 18908 | 3322 | \$9559 | 111553 | TRACTINES - TRACTING |
| | | 109 | 51 | | | | | 9 9 | 1 | | 34589 | 1476 | 4332 | 564 | 21434 | 47313 | |
| - 🖫 Agent Duration By Skill Report | | 43 | 1 | | | | | | | | 89241 | 1260 | 9322 | 131 | 31654 | 17218 | Fibers on all pages |
| - 🛛 Agent Duration Report | | 210 | 12 | | | | | 40 | | | 62795 | 5400 | 43112 | 9216 | 25333 | 91341 | Account |
| - 🖬 Agent Master List | | 34 | | | | | | 1 | | | 4050 | 1923 | 553 | 44 | 22039 | 46277 | is (AI) |
| - 🕀 Agent Sign In Sign Out Report | and the second second | 23 | 1 | | | | | 5 | 1 | 0 | 91483 | 555 | 4534 | 1353 | 33674 | 117514 | Apent Name |
| - Agent Summary View | | 111 | 3 | | | | | | 1 | | | 1345 | 23583 | 5325 | 3118 | 59953 | k (AU) |
| - Agent Unavailability Report | and the second s | 14 | 5 | | | | | | 0 | | 29009 | 263 | 1797 | 255 | 8324 | 43170 | |
| Cal Center Detail DNIS View | | 15 | 3 | | | | | 2 | | 0 | 84661 93948 | 720 | 1775 | 71 | \$1255 42528 | 121574 122469 | |
| Cal Center Detail View | | 172 | 71 | | | | | | | | | 4242 | 4500 | 715 | 17426 | 122405 | |
| | | 97 | 4 | | | | | 0 0 | | | 127469 | 2433 | 1638 | 1217 | 49998 | 160049 | |
| E Call Center Incoming Calls Report | | 16 | | 1 155 | 11 | 13 | 0 | | | 0 | \$\$145 | 272 | 1337 | 223 | 21241 | 62625 | |
| - 🗄 Call Center Presented Calls Report | And a state of the second second | 235 | 733 | | | | | · · · · · | 5 | v | 29905 | 768 | 31640 | 6344 | 39737 | 127144 | |
| — 🗄 Call Center Report | | 170 | 1 | | | | | | 1 | | 72122 | 3595 | 43422 | 13236 | 6774 | 61426 | |
| - 🖪 Cal Center Summary View | | 118 | 26 | | 111 | | | | | | 72242 | 4140 | 16282 24529 | 5918 14129 | 35341 5010 | 77877 | |
| - 🖪 Cockpit Overview | | 190 | | | 10 | | | 10 | | 0 | 26220 | 3488 | 30177 | 5451 | 35410 | 132290 | |
| - 🗇 CVR - Interval Report | | 88 | | | | | | 5 | | 0 | \$4005 | 4399 | 23345 | 657 | 740 | 105557 | |
| - I Disposition Codes | | 21 | 6 | E 212 | 21 | 30 | 8 | 0 | 0 | 0 | 330(1 | 585 | 2958 | 220 | 19570 | 35613 | |
| Service Level Report | | 111 | 31 | | | | | 0 10 | 5 | | | 2100 | 19992 | 1278 | 9433 | 91417 | |
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| | Page1 | | | | | | | | | | | | | | | | |



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

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Include today, enabled (*default*)

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|--------------------------------------|
| Filter type |
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| Show item Duration is in the lust |
| days 🗸 |
| ✓ Include today |
| Apply filter |

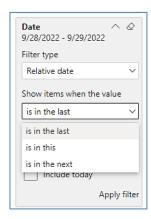
By Duration

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| Include today |
| Apply filter |

Include today, disabled

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| days ~ |
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| calendar years |

By Period



Clear filter

Show item value (by Range)



ACCOUNT FILTERS

| ▽ Filters | » |
|-----------------------|---|
| ✓ Search | |
| Filters on all pages | |
| Account is (All) | ⊘ |
| Filter type | |
| Basic filtering | ~ |
| ,O Search | |
| Select all | - |
| (Blank) | |
| Default Account Entry | 1 |
| My Alarm Center | 1 |
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| √ Filters | » | L | |
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| | ~ | | |
| Apply | / filter | : | |

Advanced Filtering

Basic Filtering (default)

AGENT NAME FILTERS

| Agent Name is (All) | ~ & |
|------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| ,⊅ Search | |
| Select all | |
| 🗌 (Blank) | |
| 05, Training | 1 |
| 🗌 1, Dispatch | 1 |
| 🗌 1, Guest | 1 |
| 🗌 1, Lobby | 1 |
| 1. Spare | 3 |

| Agent Name is (All) | ^ | |
|------------------------|-------|--------|
| Filter type | | |
| Advanced filtering | | ~ |
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Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

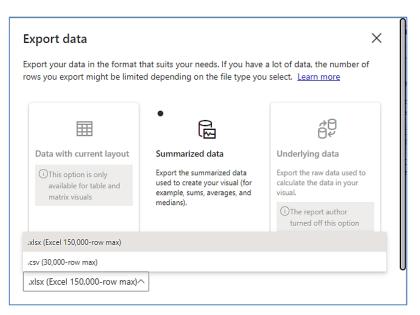
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| Filters | Filters and slicers affecting this visual | | | | | | | | | ual | - | Fo | ocus mo |
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SECONDARY FILTERS

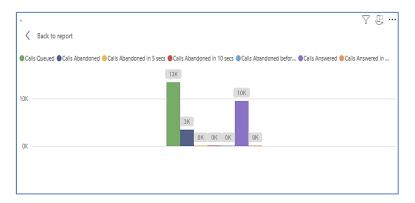


• Export data





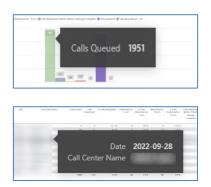
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



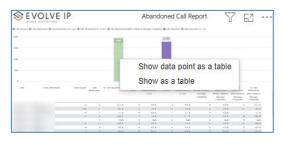
SCREEN TIPS







• Right-click data options



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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.

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| | — 📃 Agent Call Detail View | | | | | | | | |
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Save the file or change the location where to save the file.

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Agent Call Detail View

When clicking on the **Agent Call Detail View** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name
- Agent Skill

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/2022 | 2 ^ & | | | | | | | |
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| Filter type | | | | | | | | |
| Relative date | ~ | | | | | | | |
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| is in the last | ~ | | | | | | | |
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| days | ~ | | | | | | | |
| 🗸 Include today | | | | | | | | |
| А | pply filter | | | | | | | |

Include today, enabled (default)

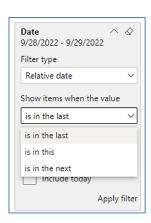
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| Include today |
| Apply filter |

Include today, disabled

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By Period



Clear filter

Show item value (by Range)



ACCOUNT FILTERS

| √ Filters | |
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| ✓ Search | |
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Basic Filtering (*default*)

AGENT NAME FILTERS

| Agent Name is (All) | ~ & |
|------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
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| Select all | |
| 🗌 (Blank) | |
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| 🗌 1, Dispatch | 1 |
| 🗌 1, Guest | 1 |
| 🗌 1, Lobby | 1 |
| 🗌 1. Spare | 3 |

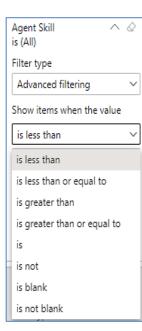
Advanced Filtering

| Agent Name is (All) | ^ | \Diamond |
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| Filter type | | |
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AGENT SKILL

| Agent Skill ^ is (All) | |
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Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

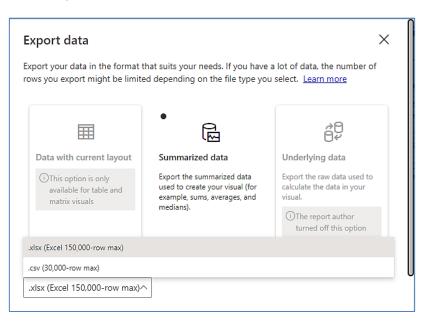


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SECONDARY FILTERS



• Export data





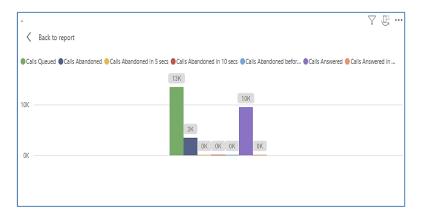
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Focus mode

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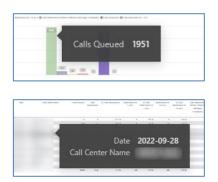
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS

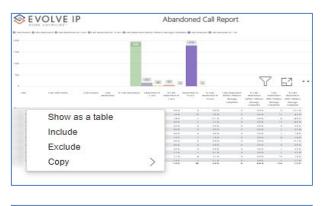






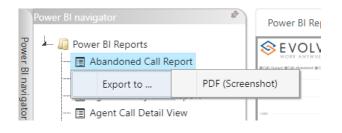
• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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| - 📃 Agent Call By Skill Report | | | | | | |
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Agent Call Report

When clicking on the **Agent Call Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).



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| - 🖻 Agent Call Detail Vev | | | | | | | | | | × |
| - ITI Agent Call Report | 2522-13-00 2522-13-00 | | 8 | 48 | 4 | 3 | 55 | 5 | Date 10/3/2022 - 10/3/2022 | |
| - 🗄 Agent Call Summary Report | 2022-12-00 | | 50 | 13 | - | | 2 | 2 | | |
| | 2222-12-00 | | 14 | 24 | 4 | 2 | 8 | 11 | | |
| - 🖪 Agent Duration By Skill Report | 2020-10-00 | | £1 | 33 | 17 | 13 | 4 | 8 | Fibes on all pages | |
| - 🖪 Agent Duration Report | 2022-13-08 | | 49 | 45 | -6 | 2 | 16 | 1 | Assert | v |
| - 🗄 Agent Master List | 2222-12-08 | | 88 | 8 | -6 | 41 | 4 | 1 | is (All) | |
| - 🖬 Agent Sign In Sign Out Report | 2022-13-00 | | 45 | 17 | ж | 0 | 45 | 5 | | v |
| - Pigent Summary View | 2022-10-00 | | 49 | 41 | 37 | | 4 | 8 | Agent Full Name Is (All) | Ŷ |
| - 🖬 Agent Uranalability Report | 2022-10-00 2022-12-08 | and the second | 45 | 41 | 2 3 | - | 4 | 17 | 0.64 | |
| | 2022-10-00 | | 65 | 15 | 20 | 24 | - | 4 | | |
| Call Center Detail DNS View | 2020-12-08 | | 45 | 42 | 37 | 1 | 3 | 5 | | |
| - 🗄 Call Center Detail View | 2522-13-00 | | 55 | 42 | 2 | 16 | 39 | 3 | | |
| - 🖪 Call Center Incoming Calls Report | 2022-10-00 | | 78 | 9 | 33 | 39 | 3 | 1 | | |
| - 🖪 Call Center Presented Calls Report | 2022-13-00 | - | 39 | 33 | 32 | 0 | х | 1 | | |
| - ITI Call Center Report | 2020-13-00 | | 40 | 41 | 31 | | * | 10 | | |
| - 🖪 Call Center Summary View | 2122-13-00 | | 51 | 43 | ж | 12 | ж | 1 | | |
| | 2020-13-08 | | 0 | 43 | 34 21 | 14 | 17 37 | 1 | | |
| - 🗈 Cockpit Overview | 2522-15-08 | | 22 | 48 | 2 2 | 29 | 5 | 9 | | |
| - 🗇 CVR - Internal Report | 222-12-08 | | 2 | 11 | 8 | 8 | ¥ | 13 | | |
| - 🗉 Disposition Codes | 202-12-00 | | N | 72 | 33 | X | x | 4 | | |
| - E Service Level Report | 2022-13-00 | | п | в | 31 | 0 | × | 2 | | |
| | 2020-10-00 | | 6 | 6 | 22 | 25 | ж | 3 | | |
| | 2022-10-00 | | 12 | | 20 | 74 | 74 | 0 | | |
| | 2020-10-08 | | £1 37 | | 34 | 8 | 35 | 1 | | |
| | 2022-13-00 2022-13-00 | 10.000 | | н | 32 27 | | 36 | 2 | | |
| | 2522-10-00 | | 78 | 53 | 20 | | 8 | 2 | | |
| | 222-12-00 | | 42 | 12 | 20 | - | 8 | | | |
| | 2020-10-00 | | 80 | 14 | 27 | 22 | 33 | 3 0 | | |
| | 1:14 | | 12893 | 22365 | 8749 | 13638 | 59 | 303 | | |

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

Clear filter

DATE FILTERS

| 9/28/2022 - 9/29/3 | 2022 |
|--------------------|------|
| Filter type | |
| Relative date | ~ |
| is in the last | ~ |
| 2 | |
| 2 | |
| days | ~ |

Include today, enabled (*default*)

| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Date 9/28/2022 - 9/29/2022 | | Q |
|-------------------------------|-------|---|
| Filter type | | |
| Relative date | | ` |
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| is in this | | |
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| is in the next | - | |

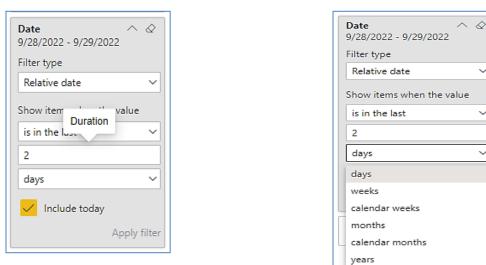
Show item value (by Range)



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By Duration



calendar years

ACCOUNT FILTERS

| √ Filters |
|----------------------------------|
| ✓ Search |
| Filters on all pages |
| Account $\land \oslash$ is (All) |
| Filter type |
| Basic filtering 🗸 🗸 |
| ✓ Search |
| Select all |
| 🗌 (Blank) |
| Default Account Entry 1 |
| My Alarm Center 1 |
| |
| |
| |

Basic Filtering (default)

| √ Filters | >> | L |
|--------------------------|---------------|------------------|
| ✓ Search | | : : : |
| Filters on all pages | | |
| Account is (All) | | - |
| Filter type | | 2 |
| Advanced filtering | ~ | <u>+</u> |
| Show items when the valu | e | |
| contains | Show item | s when the value |
| And O Or Apply | ✓ y filter | 5 1 4 |

Advanced Filtering



AGENT FULL NAME FILTERS

| ient Full Name (All) | ~ @ | Agent Full Name |
|-------------------------|--------|---------------------------|
| ilter type | | Filter type |
| Basic filtering | \sim | Advanced filtering |
| , | | Show items when the value |
| Select all | | contains |
| (Blank) | | |
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| 1, Dispatch | 1 | And Or |
| 🗌 1, Guest | 1 | |
| 1, Lobby | 1 | |
| □ 1. Spare | 3 | Apply fil |

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

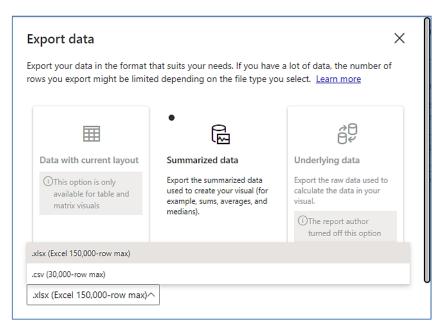


| 2 | Filters | and | slicer | s affe | cting | g this | s visu | al | | /i: | sual |
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| | 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 115 115 115 115 115 | | 115 115 115 115 | | 188 875 895 415 185 | | 555 675 575 575 575 | - | 411 411 411 411 411 |

SECONDARY FILTERS



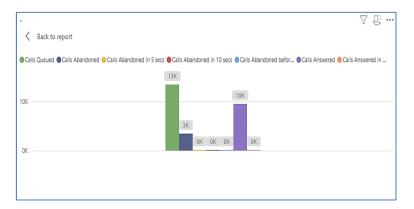
• Export data



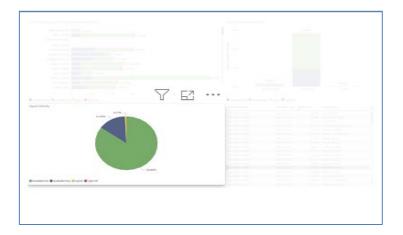
Focus mode



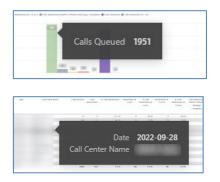
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





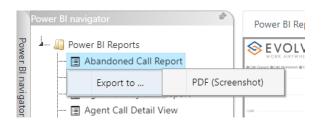


• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| | Power BI Report Power BI | | |
|---------------------------------------|--------------------------|-------------|---------|
| - 🔟 Power BI Reports | | | |
| - 🖃 Abandoned Call Report | | | |
| - 🖃 Agent Activity | | | 2 P |
| 🔄 Agent Call By Skill Report | | | Filters |
| - 🔄 Agent Call Detail View | | | 1S |
| 🔟 Agent Call Report | | | |
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| 🔟 Agent Duration By Skill Report | | | |
| 🔝 Agent Duration Report | | | |
| 🔳 Agent Master List | | | |
| 🖃 Agent Sign in Sign Out Report | | | |
| - 🖃 Agent Summary View | | | |
| — 🔄 Agent Unavailability Report | | | |
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| - 🔲 Call Center Incoming Calls Report | Export report to PD | r | |
| 🔟 Call Center Presented Calls Report | Export report to PD | F | |
| 🔟 Call Center Report | | | |
| 🔝 Call Center Summary View | | | |
| 🔟 Cockpit Overview | | | |
| 🔲 CVR - Interval Report | | | |
| - 🔲 Disposition Codes | | | |
| - 🔲 Report Usage Metrics Report | | | |
| 🔳 Service Level Report | | | |
| 🔄 🔲 Usage Metrics Report | | | |
| | | | |

Save the file or change the location where to save the file.

| | Report > Abandoned Call Report > Filters | ~ C | O, Search Filters |
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| Organize - New folder | | | ≣ • (|
| Name | Status Date m | odified Type | Size |
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Agent Call Summary Report

When clicking on the **Agent Call Summary View** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Power BI Reports | Cal Center Name | Agent Name | ACD Calls Bourced | ACT CIR | AT ACD Duration | inteund Cells | Total Internet Celiffine | Internal Calls | Calls Tensiened | Outboard Cels | Total Outsound Call Time | A stable | Acal style Percentage | Usockoz " | ∀ Filters | |
|------------------------------------|-----------------|------------|----------------------|---------|--------------------|------------------|-----------------------------|----------------|--------------------|------------------|-----------------------------|----------|--------------------------|-----------|-----------------------|--|
| Agent Activity | | | | | 2/1.00 | 3 | 0 | 0 | | | | | 038% | | P Search | |
| Agent Call By Skill Report | | | - | | 198.30 73.00 | 1 | 0 | 0 | 0 | | | 2 | 00016 | | | |
| Agent Call Detail Report | | | 1 | 14 | 4523 | 1 | 0 | 8 | | | | 12853 | 4385 | | Eiters on this page | |
| Agent Call Detail View | | | | | 42.00 | 3 | | | | | | 415 | 100 30 % | | Date | |
| Agent Call Report | | | | | 182,90 | 1 | 0 | | | | | | 0335 | | 1530122-153010 | |
| Agent Call Summary Report | | | | | 991.00 1,259.30 | 1 | | | | | | 1 | 0001 | | | |
| Agent Duration By Skill Report | | | | | 2417 | - | | | | | | 12116 | 29.5 | | Fiters or all pages | |
| Agent Duration Report | | | 4 | | 131.93 | | | | | | | 0 | 0.00% | | | |
| Agent Master List | | | 1 | | 103.95 | 1 | | | 1 | | | 0 | 028% | | Account is (40) | |
| Agent Sign In Sign Out Report | | | | | 155.33 | 4 | | | | | | 503 | 66.53% | | | |
| Agent Summary View | | | 2 | | 155.36 807.00 | 3 | | | 1 | | | 503 | 020% | | Agent Name is (41) | |
| Agent Unaveilability Report | | | - | | 216.00 | 3 | | | | | | 740 | 0201 | | 8(4) | |
| | | | | 3 | 55.00 | 1 | 0 | 1 | 1 | 1 | 164 | #6 | 99385 | 3 | | |
| Call Center Detail ONIS View | | | | | 184.00 | 3 | | | 6 | | | | 0.00% | | | |
| Call Center Detail View | | | | | 558.75 87.25 | 1 | 0 | | | 4 | | 765 | 640% | | | |
| Call Center Incoming Calls Report | | | | | 553 | 1 | 0 | | | 2 | | 653 | 7485 | | | |
| Call Center Presented Calls Report | | | 1 | | 27.00 | ; | 0 | 2 | | | | 18145 | 1425 1 | | | |
| Call Center Report | | 10000 | 2 | | 34.83 | 3 | 0 | 8 | 3 | | | | 035% | | | |
| Call Center Summary View | | | | | 78.99 | 1 | | 0 | 1 | | | \$94E | \$146% | | | |
| Codepit Overview | | | 5 | | 112.82 | 3 | 0 | 1 | 1 | 21 | | 1793 | 9375 | | | |
| CVR - Interval Report | | | | 6 | 26.17 | | 0 | | | | | 1396 | 7,25% | | | |
| Disposition Codes | | | 1 | 1 | 133 | | | 1 | - | | | 1536 | 18:17:5 | | | |
| Service Level Report | | | 1 | | 313.50 | - 4 | 65 | 1 | 1 | | | | 0005 | | | |
| | | | | 11 | 26.00 | 4 | 0 | 3 | | | | 15263 | 06.02% | | | |
| | | | 3 | | 237.56 | 3 | | 1 | | 4 | | | 0215 | | | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the [Clear Filter] icon



Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/2 | ^ <i>⊘</i> |
|----------------------------|------------|
| Filter type | |
| Relative date | ~ |
| Show items when t | the value |
| is in the last | ~ |
| 2 | |
| days | ~ |
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| Include toda | у |

Include today, enabled (*default*)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date 🗸 🗸 |
| Show item Duration value |
| 2 |
| days ~ |
| ✓ Include today |
| Apply filter |
| |

By Duration

 Date

 9/28/2022 - 9/29/2022

 Filter type

 Relative date

 Show items when the value

 is in the last

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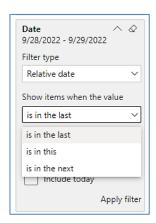
 Include today

 Apply filter

Include today, disabled

| Date 9/28/2022 - 9/29/2022 | \Diamond |
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| Show items when the value | |
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| 2 | |
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| months | |
| calendar months | |
| years | |
| calendar years | _ |

By Period



Show item value (by Range)



ACCOUNT FILTERS

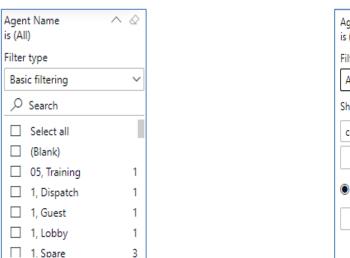
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| Filters on all pages |
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| Basic filtering 🗸 🗸 |
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| Show items when the valu | e | m |
| contains | Show item | s when the value |
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Advanced Filtering

Basic Filtering (*default*)

AGENT NAME FILTERS



| Agent Name is (All) | ^ | Ŵ |
|------------------------|------|--------|
| Filter type | | |
| Advanced filtering | | ~ |
| Show items when the v | alue | |
| contains | | ~ |
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Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS



| | Filters | and | slicer | s affe | cting | g this | s visu | al | | /i | sual |
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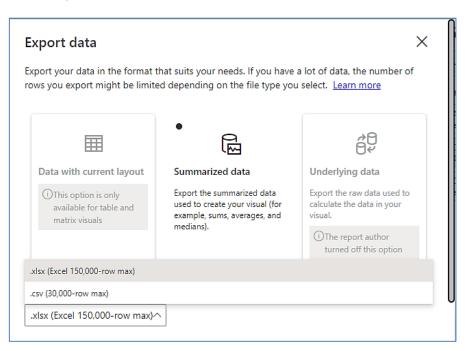


76...

SECONDARY FILTERS

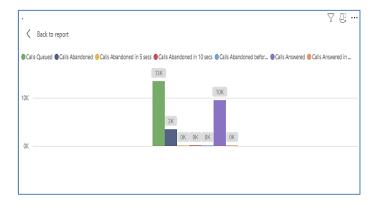


• Export data





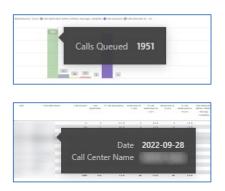
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





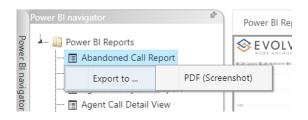


• Right-click data options



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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| | Power BI Report Power BI Subscriptions | |
|--------------------------------------|--|---------|
| 🦾 🔟 Power Bl Reports | | « |
| 🔟 Abandoned Call Report | | · · · |
| - 🔲 Agent Activity | | |
| — 📺 Agent Call By Skill Report | | Filters |
| 🖃 Agent Call Detail View | | 2 |
| 🖃 Agent Call Report | | |
| 🖃 Agent Custom Report | - <u></u> | |
| 🖃 Agent Custom Report Custom Grou | | |
| 🗐 Agent Duration By Skill Report | | |
| 🔟 Agent Duration Report | | |
| 🔟 Agent Master List | | |
| 🗊 Agent Sign in Sign Out Report | | |
| 🔲 Agent Summary View | | |
| — 🔳 Agent Unavailability Report | | |
| 🗐 Call Center Detail DNIS View | ي الد | |
| 🔲 Call Center Detail View | | |
| 🔳 Call Center Incoming Calls Report | Export report to PDF | |
| 🗐 Call Center Presented Calls Report | Export report to PDF | |
| 🔟 Call Center Report | | |
| 🔟 Call Center Summary View | | |
| 🗊 Cockpit Overview | | |
| - 📰 CVR - Interval Report | | |
| - 🖃 Disposition Codes | | |
| 🔳 Report Usage Metrics Report | | |
| 🔲 Service Level Report | | |
| - 🔲 Usage Metrics Report | | |
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Save the file or change the location where to save the file.

| ← → ✓ ↑ ¹ ≪ Screenshots → Power BI R | Report > Abandoned Call Report > Filters | ~ C | Q. Search Filters | |
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Agent Duration By Skill Report

When clicking on the **Agent Duration By Skill Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Power Bi Report | er 81 Subscriptions | | |
|---|------------------------|---------------------------------------|-------------------------------|
| - 🖩 Abandoned Call Report | DLVE IP | Agent Duration By Skill Report | √ Filters |
| | NYWHERE | · · · · · · · · · · · · · · · · · · · | ,P Search |
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| - Agent Call Detail View | (40 | | Date |
| - 🖪 Agent Call Report | 57 | | 10/3/2022 - 10/3/2022 |
| - 🖪 Agent Call Summary Report | 258 | | |
| Agent Duration By Skill Report | 865 | | Fibers on all pages |
| Agent Duration Report | 894 1540 | | |
| - 🖬 Agent Master List | 544 | | Account V is (40) |
| - 🖩 Agent Sign In Sign Out Report | 10 | | |
| - 🖪 Agent Summary View | 108 2064 | | Agent Full Name V is (AII) |
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| - E Cockpit Overview | 157.00 | | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/2 | ^ <i>⊘</i> |
|----------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when t | he value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| Include today | / |
| | Apply filter |

Include today, enabled (*default*)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| 2 |
| days ~ |
| Include today |
| Apply filter |



| Date / | ^ @ |
|---------------------------|-----------|
| Filter type | |
| Relative date | ~ |
| Show items when the value | Je |
| is in the last | ~ |
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| Include today | |
| Арр | ly filter |

Include today, disabled

| Dat | e | | | Q |
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Show item value (by Range)

| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
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Clear filter

By Period



ACCOUNT FILTERS

| ∀ Filters ≫ | | ∑ Filters » ∟ · · · | |
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| ✓ Search | | | |
| Filters on all pages | | Filters on all pages | |
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| | | Apply filter | |
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Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

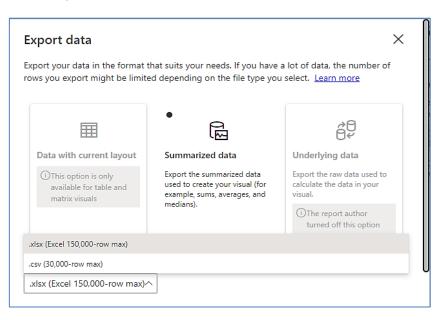


| Filters | and | slicer | s aff | ecting | g this | s visu | al | | /i: | sual |
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SECONDARY FILTERS



• Export data



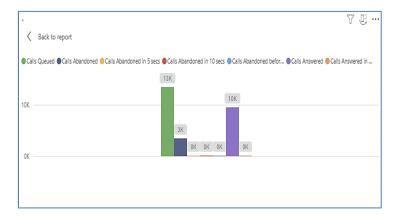
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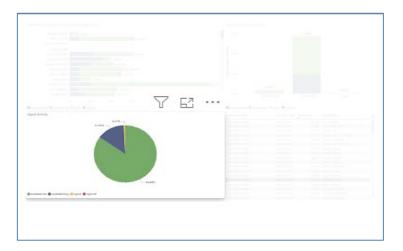
Focus mode



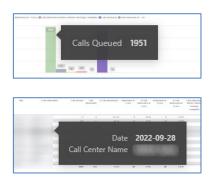
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





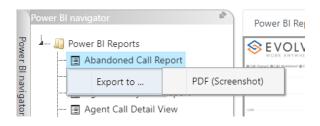


• Right-click data options



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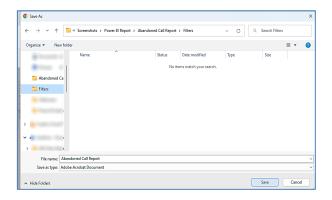
Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| Power BI navigator | Power BI Report | | ٦ |
|---------------------------------------|-----------------|-------------------------|----|
| - 🔊 Power BI Reports | | P Abandoned Call Report | 7 |
| - 🖂 Abandoned Call Report | | | |
| 🗊 Agent Activity | | | |
| - 🔲 Agent Call By Skill Report | | | ŝ. |
| 🗊 Agent Call Detail View | | | |
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| 🗊 Agent Master List | | | |
| 📻 Agent Sign in Sign Out Report | | | |
| 💷 Agent Summary View | | | |
| 📻 Agent Unavailability Report | | | |
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| 🗐 Call Center Report | | | |
| 🔝 Call Center Summary View | | | |
| - 🖃 Cockpit Overview | | | |
| 🔟 CVR - Interval Report | | | |
| - 🔲 Disposition Codes | | | |
| 🔟 Report Usage Metrics Report | | | |
| 🗐 Service Level Report | | | |
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Save the file or change the location where to save the file.



Agent Duration Report

When clicking on the **Agent Duration Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).





Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/2 | ^ |
|----------------------------|-----------|
| Filter type | |
| Relative date | ~ |
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| 2 | |
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Include today, enabled (default)

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|-----------------------------------|
| Filter type |
| Relative date \checkmark |
| Show item Duration value |
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| days 🗸 🗸 |
| Include today |
| Apply filter |

By Duration

| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
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| Show items when the value |
| is in the last \checkmark |
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| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

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|--------------------|------------------|
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| Filter type | |
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| is in this | |
| is in the next | |
| Include today | , |
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Show item value (by Range)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
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| Filter type |
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| Show items when the value |
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Clear filter





ACCOUNT FILTERS

| √ Filters |
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Advanced Filtering

Basic Filtering (default)

AGENT FULL NAME FILTERS

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∆cent Full Name ^ ◊ is (All) Filter type Advanced filtering ✓ Show items when the value contains ✓ (● And ○ Or ✓ Apply filter

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS



| √ Filters | and | slicer | s affe | ecting | this | visu | al | | /is | sual | Focus n |
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SECONDARY FILTERS

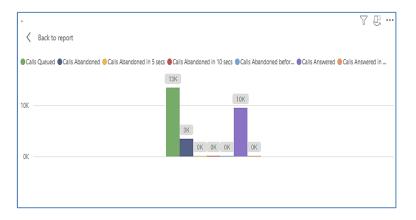


Export data ٠

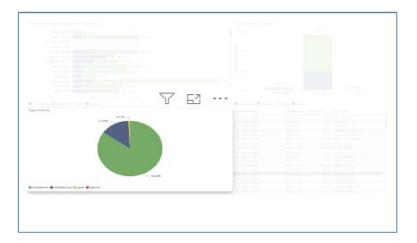
| • | hat suits your needs. If you have d depending on the file type you | |
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| Ħ | • | *⊟ ⊡≮ |
| Data with current layout | Summarized data | Underlying data |
| i This option is only available for table and matrix visuals | Export the summarized data used to create your visual (for example, sums, averages, and | Export the raw data used to calculate the data in your visual. |
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| sv (30,000-row max) | | |



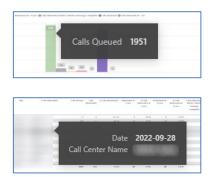
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS







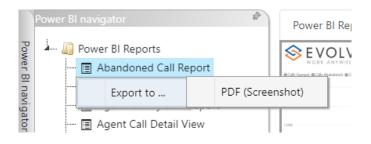
• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.

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| | Agent Sign in Sign Out Report | | | | | | | | | |
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Save the file or change the location where to save the file.

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Agent Master List

When clicking on the **Agent Master List** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/20 | ^ |
|-----------------------------|----------|
| Filter type | |
| Relative date | ~ |
| Show items when th | ie value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| Include today | |
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Include today, enabled (*default*)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
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| Filter type |
| Relative date 🗸 🗸 |
| Show item Duration value |
| days ~ |
| Include today |
| Apply filter |

By Duration

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| is in the last \sim |
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| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Date | $\land \diamond$ |
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Clear filter

Show item value (by Range)

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By Period



ACCOUNT FILTERS

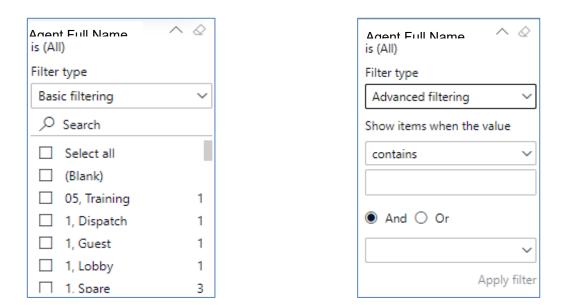
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Advanced Filtering

Basic Filtering (*default*)

AGENT FULL NAME FILTERS



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

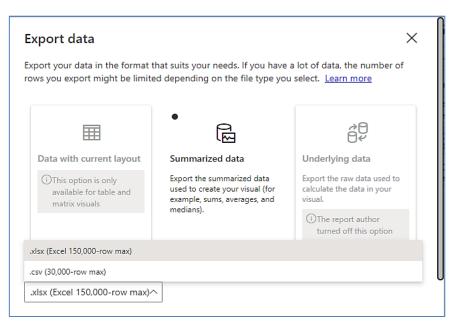
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SECONDARY FILTERS



• Export data



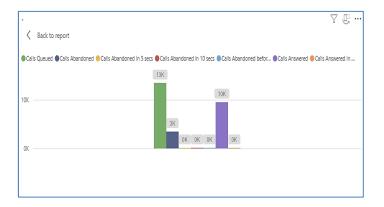
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Focus mode

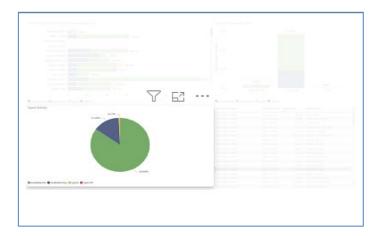
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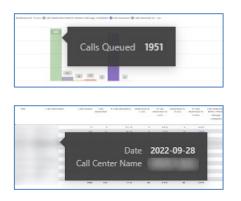
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





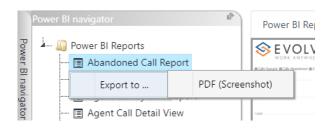


• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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Agent Sign In / Sign Out Report

When clicking on the **Agent Sign In / Sign Out Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (default) or advanced filtering option
- Agent Full Name •

The filter data can be cleared using the [Clear Filter] icon



Date

Filter type Relative date

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Report Filters

DATE FILTERS

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ACCOUNT FILTERS

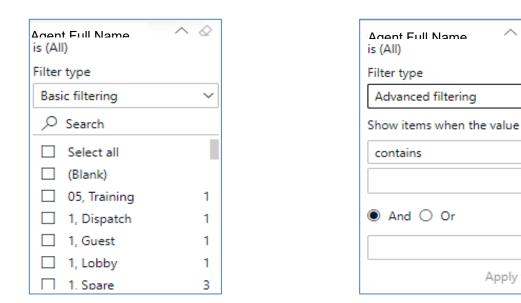
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Advanced Filtering

Basic Filtering (default)

AGENT FULL NAME FILTERS



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a secondary filter will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

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Apply filter



VISUAL FILTERS

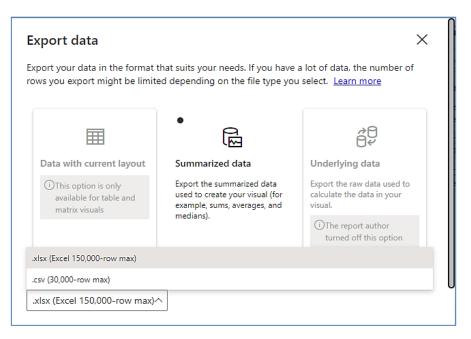


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SECONDARY FILTERS



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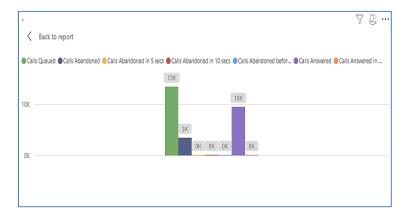
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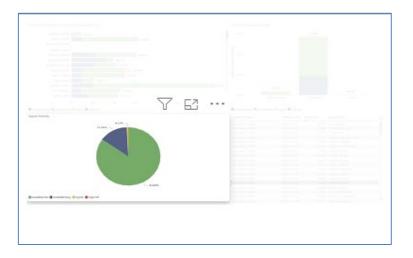
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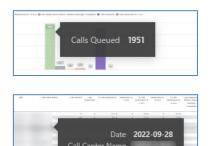
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS

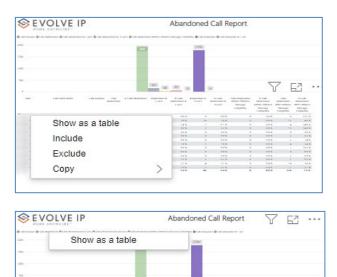






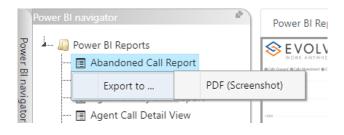
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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Agent Summary View

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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name

The filter data can be cleared using the [Clear Filter] icon





DATE FILTERS

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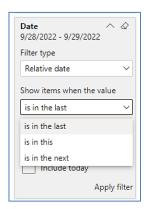
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By Period



Show item value (by Range)



ACCOUNT FILTERS

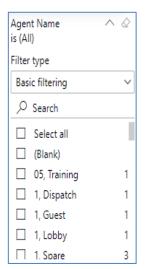
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Advanced Filtering

Basic Filtering (default)

AGENT NAME FILTERS



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Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

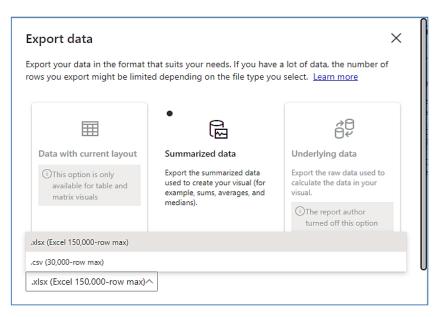


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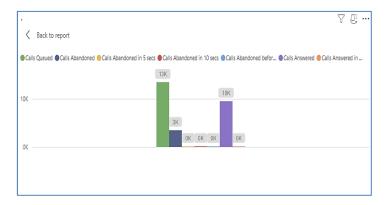


Export data •

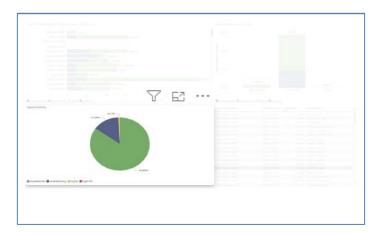




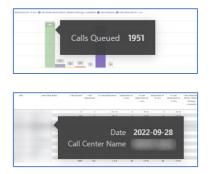
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





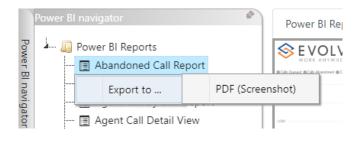


• Right-click data options

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| | Save as typ | e: Adı | obe Acrobat Document | | | | | | | |
| ^ H | lide Folders | | | | | | | Save | Cancel | |

Agent Unavailability Report

When clicking on the **Agent Unavailability Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).





Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/202 | 22 ^ Ø |
|-------------------------------------|--------|
| Filter type | |
| Relative date | ~ |
| Show items when the | value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| | |
| 🧹 Include today | |

Include today, enabled (*default*)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date 🗸 🗸 |
| Show item Duration value |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |



| | _ |
|-----------------------------------|---|
| Date ∧ ⊘ 9/28/2022 - 9/29/2022 | |
| Filter type | |
| Relative date 🗸 🗸 | |
| Show items when the value | |
| is in the last 🗸 🗸 | |
| 2 | |
| days 🗸 | 1 |
| Include today | |
| Apply filte | r |

Include today, disabled

| Date | ~ ~ « |
|------------------------------|-------|
|)/28/2022 - 9/29/2 | 022 |
| ilter type | |
| Relative date | , |
| | |
| is in the last | |
| is in the last | |
| is in the last | |
| | |
| is in the last | |
| is in the last is in this | |

Clear filter

Show item value (by Range)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date 🗸 🗸 🗸 |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| days |
| weeks |
| calendar weeks |
| months |
| calendar months |
| years |
| calendar years |

By Period



ACCOUNT FILTERS

| √ Filters | |
|----------------------------------|--|
| | |
| Filters on all pages | |
| Account $\land \oslash$ is (All) | |
| Filter type | |
| Basic filtering ~ | |
| ✓ Search | |
| Select all | |
| (Blank) | |
| Default Account Entry 1 | |
| My Alarm Center 1 | |
| | |
| | |
| | |

| √ Filters | » | н (с. 1996) |
|--------------------------|---------------|--------------------|
| ✓ Search | | |
| Filters on all pages | | |
| Account 🔨 | | |
| Filter type | | 2 |
| Advanced filtering | ~ | 1 |
| Show items when the valu | e | m |
| contains | Show item | s when the value |
| And O Or | ✓ y filter | |

Advanced Filtering

Basic Filtering (*default*)

AGENT FULL NAME FILTERS

| Agent Full Name is (All) | ~ @ |
|---------------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| ♀ Search | |
| Select all | |
| (Blank) | |
| 05, Training | 1 |
| 1, Dispatch | 1 |
| 🔲 1, Guest | 1 |
| 1, Lobby | 1 |
| 1. Spare | 3 |

| Agent Full Name is (All) | ^ | \bigcirc |
|-----------------------------|------|------------|
| Filter type | | |
| Advanced filtering | | ~ |
| Show items when the v | alue | |
| contains | | ~ |
| | | |
| ● And ○ Or | | |
| | | ~ |
| A | pply | filter |

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

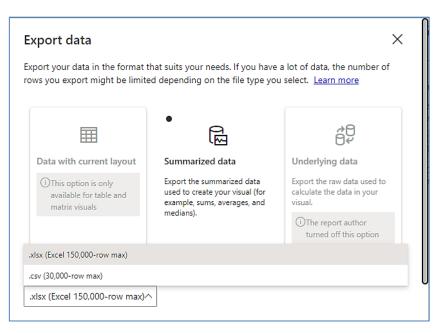
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|---|----|
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| | | | 11.5 | | | | 115 | | 11.5 | | |
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SECONDARY FILTERS



• Export data



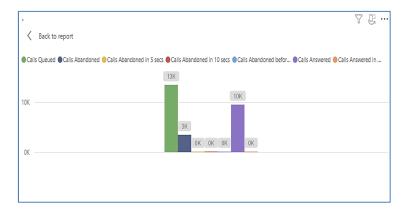
T

62 ...

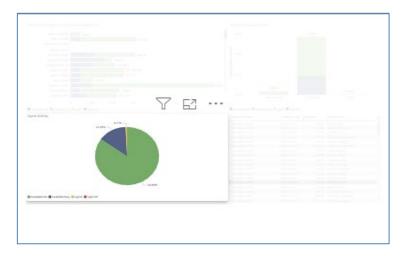
Focus mode



• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





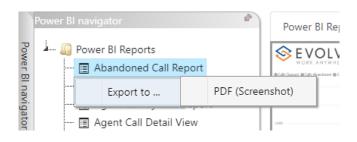


• Right-click data options

| WORK A | DLVE II | | | | | bando | | | | 5 | 7 | 63 |
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| - D Power BI Reports | | | | | | | | | |
|--------------------------------------|------------|--------|-----|--|-------|--|--|--|--|
| Abandoned Call Report | VOLVE IP | | | | bando | | | | |
| | | | | | | | | | |
| 🔲 Agent Activity | | | | | | | | | |
| 🕅 Agent Call By Skill Report | | | | | | | | | |
| 🔄 Agent Call Detail View | | | | | | | | | |
| 🖪 Agent Call Report | | | | | | | | | |
| 🖪 Agent Custom Report | | | | | | | | | |
| 🖪 Agent Custom Report Custom Grou | | | | | | | | | |
| 🔳 Agent Duration By Skill Report | | | | | | | | | |
| 🔳 Agent Duration Report | | | | | | | | | |
| 🔳 Agent Master List | | | | | | | | | |
| 🔄 Agent Sign in Sign Out Report | | | | | | | | | |
| 🔳 Agent Summary View | | | | | | | | | |
| 📻 Agent Unavailability Report | | | | | | | | | |
| 📻 Call Center Detail DNIS View | | 110 | | | | | | | |
| 🗊 Call Center Detail View | - | 20 | | | | | | | |
| 🖃 Call Center Incoming Calls Report | Export rep | ort to | | | | | | | |
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| 🔟 Call Center Report | | | | | | | | | |
| 🔟 Call Center Summary View | | | | | | | | | |
| 📰 Cockpit Overview | | | | | | | | | |
| 🔳 CVR - Interval Report | | | | | | | | | |
| 🔲 Disposition Codes | | | | | | | | | |
| 🔲 Report Usage Metrics Report | | | | | | | | | |
| - 🔲 Service Level Report | | | | | | | | | |
| - 🔲 Usage Metrics Report | | | | | | | | | |

Save the file or change the location where to save the file.

| Save As | | | | |) |
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| File name: Abandoned Call Report | | | | | |
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Call Center Detail DNIS View

When clicking on the **Call Center Detail DNIS View Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).





Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name
- Call Center Name
- Call Center UserID
- DNIS Name
- Call Result
- Policy Applied

The filter data can be cleared using the [Clear Filter] icon

| Clear filter |
|--------------|
| ~ @ |

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/20 | ^ |
|-----------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when th | e value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| 🗸 Include today | |
| | Apply filter |

Include today, enabled (*default*)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \checkmark |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

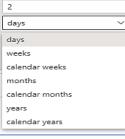
| Date 9/28/2022 - 9/29/ | 2022 ^ & |
|----------------------------------|-----------|
| Filter type | |
| Relative date | ~ |
| Show items when | the value |
| is in the last | ~ |
| is in the last is in the last | ~ |
| | ~ |
| is in the last | ~ ay |

Show item value (by Range)



| ł | | | |
|---|-----------------------------------|-------------------------------|------|
| | Date ∧ ⊘ 9/28/2022 - 9/29/2022 | Date 9/28/2022 - 9/29/2022 | ^ |
| | Filter type | Filter type | |
| | | Relative date | |
| | Relative date ~ | Show items when the v | alue |
| | Show item Duration Value | is in the last | |
| | is in the last | 2 | |
| | 2 | days | |
| | days 🗸 | days | |
| | - | weeks | |
| | Include today | calendar weeks | |
| | Apply filter | months | |
| l | | calendar months | |
| | | | |





 \Diamond

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 \sim

By Period

ACCOUNT FILTERS

| ∇ Filters \gg |
|------------------------------------|
| ✓ Search |
| Filters on all pages |
| Account \land \oslash is (All) |
| Filter type |
| Basic filtering V |
| ♀ Search |
| Select all |
| (Blank) |
| Default Account Entry 1 |
| My Alarm Center 1 |
| |
| |
| |

Basic Filtering (*default*)

| √ Filters | >> | н |
|--------------------------|---------------|------------------|
| ✓ Search | | - |
| Filters on all pages | | |
| Account is (All) | × @ | - |
| Filter type | | |
| Advanced filtering | ~ | 1 |
| Show items when the valu | e | |
| contains | Show item: | s when the value |
| And O Or Appl | ► / filter | 5 1 4 |



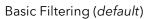
AGENT NAME FILTERS

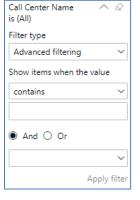
| Agent Name is (All) | ~ & |
|------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| , | |
| Select all | |
| (Blank) | |
| 05, Training | 1 |
| 1, Dispatch | 1 |
| 🔲 1, Guest | 1 |
| 🗌 1, Lobby | 1 |
| □ 1. Spare | 3 |

| Agent Name is (All) | | \bigcirc |
|------------------------------|------|------------|
| Filter type | | |
| Advanced filtering | | ~ |
| Show items when the v | alue | |
| contains | | ~ |
| And O Or | | |
| | | ~ |
| Aj | pply | filter |

CALL CENTER NAME FILTERS

| Call Center Name is (All) | ~ & |
|------------------------------|-------|
| Filter type | |
| Basic filtering | ~ |
| , | |
| Select all | |
| 🗌 (Blank) | |
| | |
| | |
| | |
| | 0.000 |
| | |





Advanced Filtering

CALL CENTER USERID FILTERS

| Call Center UserID $\land \oslash$ is (All) |
|---|
| Filter type |
| Basic filtering 🗸 🗸 |
| 𝒫 Search |
| Select all |
| (Blank) |
| □ cc-0001006925-11 1 |
| □ cc-0001006925-11@ 1 |
| □ cc-0001006925-42 1 |
| □ cc-0001006925-42@ 1 |
| □ cc-0001006925-43 1 |

Basic Filtering (*default*)

| Call Center UserID is (All) | ~ @ |
|--------------------------------|--------------|
| Filter type | |
| Advanced filtering | ~ |
| Show items when t | he value |
| contains | Show items |
| And Or | |
| | |
| | ~ |
| | Apply filter |



DNIS NAME FILTERS

| DNIS Name $\land \oslash$ is (All) |
|------------------------------------|
| Filter type |
| Basic filtering 🗸 🗸 |
| 𝒫 Search |
| Select all |
| (Blank) |
| ABC Charlottesville B 1 |
| ABC Chesapeake Bra 1 |
| ABC Hampton Branch 1 |
| ABC High Acuity INT 1 |
| ABC Hiah Acuity Res 1 |

Basic Filtering (*default*)

CALL RESULT FILTERS

| Call Result is (All) | 0 |
|-----------------------|---|
| Filter type | |
| Basic filtering | ~ |
| , | |
| Select all | |
| 🗌 (Blank) | |
| Abandonded | 1 |
| Abandonded During | 1 |
| Answered | 1 |
| Escaped Queue | 1 |
| _ | _ |

Basic Filtering (*default*)

| DNIS Name $\land \oslash$ is (All) |
|------------------------------------|
| Filter type |
| Advanced filtering \sim |
| Show items when the value |
| contains ~ |
| And O Or |
| Apply filter |

Advanced Filtering

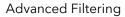
| Call Result is (All) | ~ & |
|------------------------------|-------------|
| Filter type | |
| Advanced filtering | ~ |
| Show items when the v | alue |
| contains | ~ |
| And O Or | |
| | ~ |
| Ap | oply filter |



POLICY APPLIED FILTERS

| Policy Applied s (All) | ~ @ | Policy Applied is (All) |
|---------------------------|-----|----------------------------|
| lter type | | Filter type |
| asic filtering | ~ | Advanced filtering |
| O Search | | Show items when t |
| Select all | | contains |
| (Blank) | | |
| Force Forwarded | 1 | L |
| Holiday Service | 1 | 🖲 And 🔾 Or |
| Night Service | 1 | |
| Overflowed By Size | e 1 | |

Basic Filtering (*default*)



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

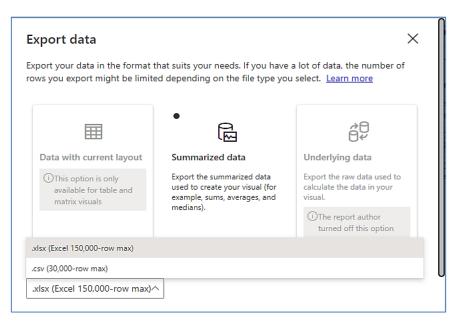


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|--------|---|---|--|--------|--|-------|---|--------------|--|--------------------|---|-------|
| | Date 9/29/20 |)22 - | 9/30 | | 2 | 7165 | anaccess a | Array Mindea | Mancolour | Autom | 5.145 Barrier | |
| | | | | | | | | - anyterio | Non-pa | Manage Language | Mainaga Latagorta | |
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| | - 14 | 14 | | | | | | | | | | |
| | | 10 | 11.6 | - | 415. | | 11.5 | | 100.00 | 1.1 | 11.8 | |
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| | 246 21 | - | 71% 07% 565 | | | | | | | | | |
| | | 10 | 22.%. 107% | | | | 55% 575 | | | | 115 | |
| | 141 17 18 | 1 | 71% 11% 565 | | 115 165 | | 55% 509 | | 545 | | 505 | |
| | 242 27 28 28 20 20 20 20 20 20 20 20 20 20 20 20 20 | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 11% 50% 50% 51% 51% | | 115 105 115 115 | | 1015 500 1015 1015 105 | | 545 548 515 515 515 | | 545 547 535 535 535 535 | |
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| | 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | 775 805 805 805 805 805 805 805 805 | | 115 105 105 105 105 105 105 105 | | 155 500 105 105 105 105 105 105 105 | | 5055 507 5155 5155 5155 5155 5155 5155 5 | - | 445 547 445 445 445 445 | |

SECONDARY FILTERS

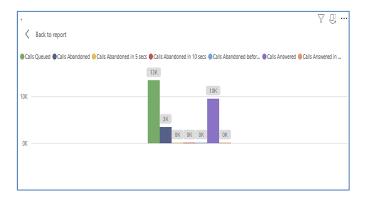


• Export data

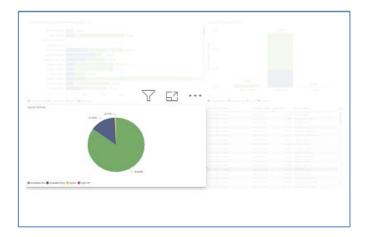




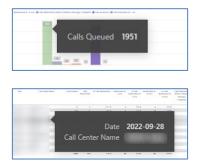
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS







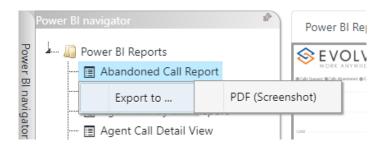
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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Save the file or change the location where to save the file.

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Call Center Detail View

When clicking on the **Call Center Detail View Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Power 81 Reports | Power BI Report | Porcer | B Subscr | ptens | | | | | | | | | | _ |
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| - 🖪 Agent Activity | V wo | RK ANI | WHER | I'M | | - | | | | | | | ₽ Search | |
| - 🔄 Agent Call By Skill Report | SofTre | Wesk | Date: | Call Center Name | Cel Sat Tine | Cal Arover Time | Coll Brid Time | Cleshurber | Appt/Apre | Number Called | Policy Applied | Service Call Result U | | |
| - 🖬 Agent Call Detail Report | | 2at Date | | | | | | | | | | Level (Second) | Fibers on this page | |
| - E Agont Call Detail View | 10/00/22 615 204 | 10.72.22 | 1.08.02 | | 12/20/22/22 000000 22/ | | 10.00.0000 449.00 20 | | Uterut | - | • Control to | | Date 157/002-103/00 | |
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| - Agent Master List | 10/07/22 10:23 11:1 | 10.52.52 | 1298.02 | | 1010-0070 10-0447 214 | | 20100324240 | | United 1 | | Sta Centrum N | | Account is (41) | |
| - E Agent Sign in Sign Out Report | \$105.22 \$140.1M | | 244.0 | | 1009-0020-004044-444 | | 2N 12/12/02/20154 | | Distor | | State Darkvet fr | | | , |
| - E Agent Summary View | 20022729030 | 1012012 | 269.02 | | 1010312522 10 5024 404 | | 211 0002 10 90 54 | | Undevr | | Size Size | | Agent Full Name Is (41) | |
| - 🔄 Agent Unavailability Report | 10/00/22 11:7 444 | 20122-22 | 2022 | | 10.02.0222 10.009 444 | | 10,41,0102,117,09,475 | | Unicent | | Crentoved By Similar | | Coll Center Name | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Full Name
- Call Center Name
- Call Center UserID
- Call Result
- DNIS Name
- Policy Applied

The filter data can be cleared using the [Clear Filter] icon

| Clear filter |
|-----------------|
| |
| $\land \oslash$ |

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/20 | ^ ⊘ |
|-----------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when th | ne value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| Include today | |
| | Apply filter |

Include today, enabled (*default*)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
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| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Date 9/28/2022 - 9 | / 9/29/2022 | < @ |
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Show item value (by Range)



| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
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| Filter type |
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| Show item Duration value is in the lass |
| days 🗸 |
| Include today |
| Apply filter |

By Duration

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
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By Period

ACCOUNT FILTERS

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| Filters on all pages | |
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| My Alarm Center 1 | |
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Basic Filtering (*default*)

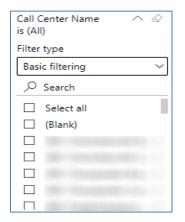
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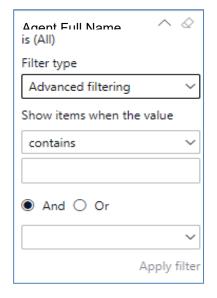
AGENT FULL NAME FILTERS

| Δαent Full Name is (All) | ~ & |
|-----------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| ✓ Search | |
| Select all | |
| 🗌 (Blank) | |
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| 1, Dispatch | 1 |
| 1, Guest | 1 |
| 1, Lobby | 1 |
| 1. Spare | 3 |

CALL CENTER NAME FILTERS



Basic Filtering (*default*)



| Call Center Name is (All) | ~ & |
|------------------------------|-------------|
| Filter type | |
| Advanced filtering | ~ |
| Show items when the v | /alue |
| contains | ~ |
| And Or | |
| | ~ |
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Advanced Filtering



CALL CENTER USERID FILTERS

| Call Center UserID $\land \oslash$ is (All) |
|---|
| Filter type |
| Basic filtering 🗸 🗸 |
| ,∕⊂ Search |
| Select all |
| 🗌 (Blank) |
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| □ cc-0001006925-43 1 |

Basic Filtering (*default*)

CALL RESULT FILTERS

| Call Result is (All) | 0 |
|-----------------------|---|
| Filter type | |
| Basic filtering | ~ |
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| Select all | |
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Basic Filtering (*default*)

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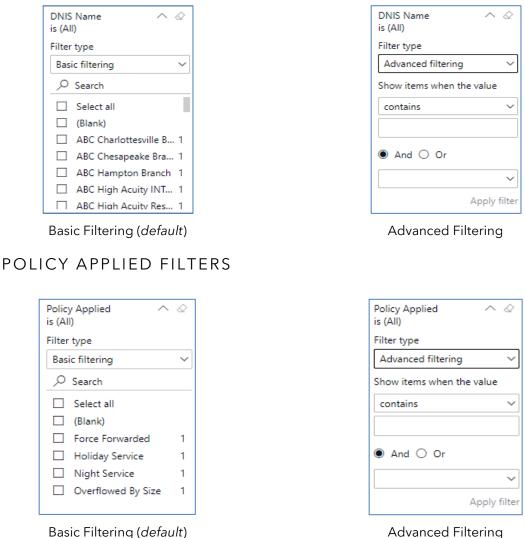
Advanced Filtering

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Advanced Filtering



DNIS NAME FILTERS



Advanced Filtering

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a secondary filter will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

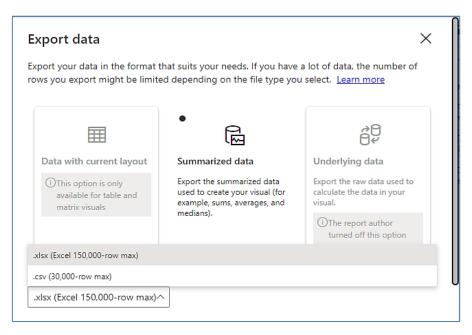


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SECONDARY FILTERS

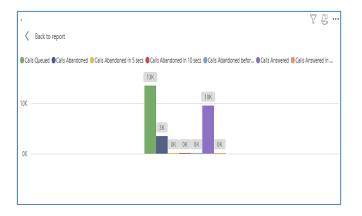


Export data •

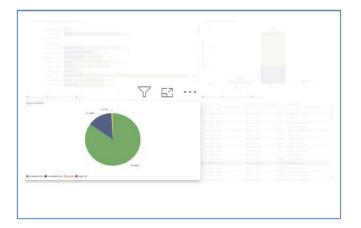




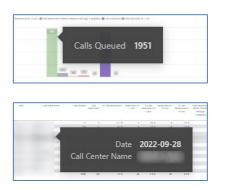
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





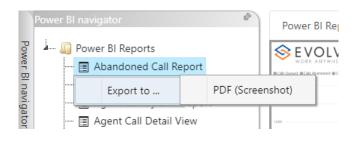


• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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| 🔳 Agent Call Report | | | | |
| - 🔄 Agent Custom Report | | | | |
| - 🖃 Agent Custom Report Custom Grou | | | | |
| - 🔲 Agent Duration By Skill Report | | | | |
| - 🔲 Agent Duration Report | | | | |
| - 🔲 Agent Master List | | | | |
| 🔳 Agent Sign in Sign Out Report | | | | |
| - 🔲 Agent Summary View | | | | |
| - 🔲 Agent Unavailability Report | | | | |
| 🔳 Call Center Detail DNIS View | | Mr. | | |
| - 🔳 Call Center Detail View | | | | |
| 🔳 Call Center Incoming Calls Report | | 11 005 | | |
| 🔳 Call Center Presented Calls Report | Export rej | port to PDF | | |
| - 🗐 Call Center Report | | | | |
| - 🔲 Call Center Summary View | | | | |
| 🔲 Cockpit Overview | | | | |
| - E CVR - Interval Report | | | | |
| - Disposition Codes | | | | |
| 🔳 Report Usage Metrics Report | | | | |
| - E Service Level Report | | | | |
| - III Usage Metrics Report | | | | |

Save the file or change the location where to save the file.

| ← → ∨ ↑ ¹ Screenshots > | Power BI Report > | Abandoned Call Report | > Filters | ~ C | Q. Search Filte | rs | |
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Call Center Incoming Calls Report

When clicking on the **Call Center Incoming Calls Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| | Power BIReport | Power BI Subscriptions | | | | | | | | | |
|---|----------------|------------------------|----------------|-------------|-------------------------|---------------------------|---------------------|-------------------------|----------|-------------------------------|---|
| Power Bl Reports B Abandoned Call Report | € F | OLVE IP | | | Call Center Inc | coming Calls R | eport | | | ♀ Filters | |
| Agent Activity | | X ANYWHERE!" | | | cuil certer int | conning cons n | oport | | | ₽ Search | |
| - 🗄 Agent Call By Still Report | Data | Call Center Name | Calls Received | Cris Dusied | Cells Overflowed - Size | Forced Foruz dina Applied | Nott Service Regied | Noi car Sarvice Applied | | | _ |
| - 🖪 Agent Cal Detail Report | | Car Car Anna Ta | | | | | | | <u>^</u> | Sites on this page | |
| Agent Call Detail View | 222-0-6 | | 1 | 1 | 0 | 1 | (| | - 1 | | |
| - 19 Agent Cal Report | 2222-13-03 | | 14 71 | 14 | 0 | 0 | 3 | | | Bate 10.3/2222 - 10/3/2222 | Y |
| | 2222-0348 | | 10 | N N | 0 | | 1 | | | Wateres . Malares | |
| Agent Call Summary Report | 222-048 | | 10 | 12 | | | 14 | | | | |
| 🗧 🗄 Agent Duration By Still Report | 122-343 | | 134 | 30 | 0 | | | | | Sites on all pages | |
| - Rosert Duration Report | 2222-13-08 | | c c | 6 | | | | | | | |
| - 🗇 Agent Master List | 2222.73.63 | | 4 | 40 | 0 | 0 | (| | - 1 | Account | Y |
| - D Agent Sign In Sign Cut Report | 2322-13-08 | | 25 | 214 | 0 | | | | | 3 (4) | |
| | 2222-13-03 | | 35 | ж | 0 | 1 | 1 | 0 | | Call Center Name | Y |
| - 🗄 Agent Summary View | 2222-13-08 | | 17 | 27 | 0 | 0 | 6 | | | 3 (20) | |
| - 🗄 Agent Linevalability Report | 222-13-63 | | 28 | 27 | 0 | 0 | 1 | 0 | | | |
| - Fil Call Center Detail DNIS View | 2222-23-03 | | 170 | 151 | 0 | 0 | 15 | | | | |
| - 🖬 Call Center Detail View | 822-13-8 | | 21 | 20 | 0 | 0 | 1 | | | | |
| | 2222-13-03 | | 12 | 12 | 0 | 8 | 6 | | | | |
| - 🖪 Call Center Incoming Calls Report | 322-13-68 | | 3 | 25 | 0 | 1 | 5 | | | | |
| - 🗄 Call Center Presented Calls Report | 122-13-13 | | 18 | 102 | 0 | | 1 | | | | |
| - Fil Call Center Report | 2222-13-08 | | ø | 6 | 0 | 0 | | | | | |
| - El Cell Center Summary View | 222-13-0 | | 13 | 13 | 0 | 0 | 0 | | | | |
| | 222-348 | | 22 | 107 | | | 4 | | | | |
| - 🗄 Cockpit Overview | 2222,73,68 | | 99 | 25 | 0 | | | | | | |
| - EVR - Interval Report | 2222-13-03 | | 221 | 222 | | | 1 | | | | |
| - 🖪 Disposition Codes | 2222-13-03 | | 157 | 16 | 0 | | 5 | | | | |
| - 🛱 Service Level Report | 222-11-0 | | 19 | 16 | 0 | 2 | | | | | |
| | 2222-13-03 | | 18 | 11 | 0 | | | | | | |
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| | 222-33-0 | | 22 | 20 | 0 | 8 | 1 | | ~ | | |
| | Total | | 15713 | 54715 | 34 | 131 | 12 | 0 | | | |



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the [**Clear Filter**] icon

Clear filter

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/202 | ^ <i>⊘</i> |
|------------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when the | e value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| Include today | |
| | Apply filter |

Include today, enabled (*default*)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| days 🗸 |
| Include today |
| Apply filter |



| Date 9/28/2022 - 9/29/2022 | |
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| Filter type | |
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| Show items when the value | |
| is in the last | ~ |
| 2 | |
| days | ~ |
| Include today | |
| Apply | filter |

Include today, disabled

| | Date ^ / | Q |
|---|---------------------------|---|
| 1 | Filter type | |
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| | Apply fi | |

Show item value (by Range)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
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| Show items when the value |
| is in the last \sim |
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ACCOUNT FILTERS

| √ Filters |
|----------------------------------|
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| Filters on all pages |
| Account $\land \oslash$ is (All) |
| Filter type |
| Basic filtering ~ |
| ♀ Search |
| Select all |
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| Default Account Entry 1 |
| My Alarm Center 1 |
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| √ Filters | >> | <u>н</u> не |
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| 🔎 Search | | |
| Filters on all pages | | |
| Account is (All) | | - |
| Filter type | | |
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Basic Filtering (*default*)

CALL CENTER NAME FILTERS

| Call Cen is (All) | ter Name | ~ @ |
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Basic Filtering (*default*)

| Advanced | Filtering |
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| Filter type |
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| Show items when the value |
| contains ~ |
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| Apply filter |

Advanced Filtering

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

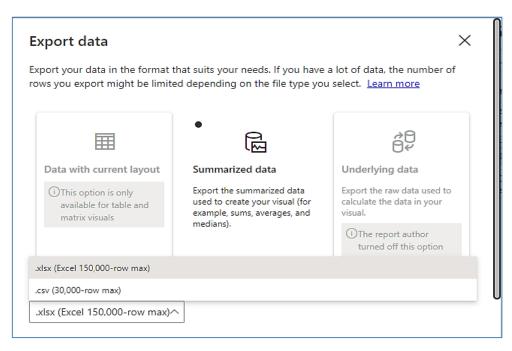


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SECONDARY FILTERS



• Export data

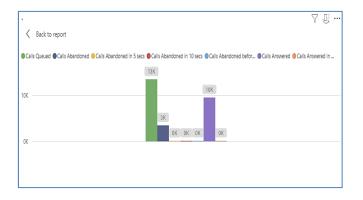


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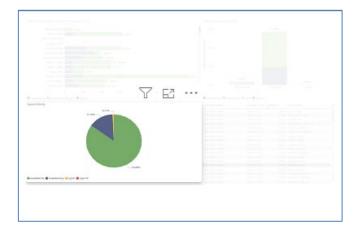
Focus mode



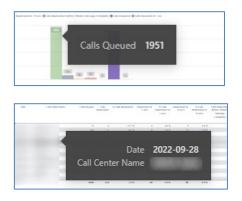
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





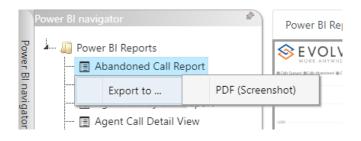


• Right-click data options

| Show data point as a table Show as a table | 3 | E | Y | port | Call Re | oned | Aband | | | | Р | VOLVE I | |
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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Save the file or change the location where to save the file.

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Call Center Presented Calls Report

When clicking on the **Call Center Presented Calls Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

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| - 🗄 Agent Call Detail Report | | | | | | | ж | war Lovel Threshol | 60 | | | | | | Filters on this page | - | |
| - 🗇 Agent Cell Detail Veur | | | | | | | | | | - | | | | | Date | | |
| - 🗄 Agent Call Report | | | | | | | | | (| , , , , , , , , , , , , , , , , , , , | | | | | 10/3/2022 - 10/3/20 | | |
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| Agent Summary View | Calls Answered in Streets | | | -1 | | | | | 2002-00-03 | | | 0000 | 0.60.00 | 00000 | Call Center Name Is (PUE) | ~ | |
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| CVR - Interval Report | | | | | | | | Service Level - L | 56 | Time: | | | | | | | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/20 | ^ |
|-----------------------------|----------|
| Filter type | |
| Relative date | ~ |
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| Include today | |

Include today, enabled (*default*)

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| Apply filter |



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Show item value (by Range)

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Clear filter

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ACCOUNT FILTERS

| √ Filters |
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| Filter type |
| Basic filtering 🗸 🗸 |
| ,∽ Search |
| Select all |
| (Blank) |
| Default Account Entry 1 |
| My Alarm Center 1 |
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| √ Filters | >> | E |
|--------------------------|---------------|------------------|
| 🔎 Search | | |
| Filters on all pages | | |
| Account is (All) | ~ @ | - |
| Filter type | | |
| Advanced filtering | ~ | <u>-</u> |
| Show items when the valu | e | m |
| contains | Show item | s when the value |
| And O Or App! | → y filter | |

Basic Filtering (*default*)

CALL CENTER NAME FILTERS

| Call Center Name is (All) | ~ & |
|------------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| 𝒫 Search | |
| Select all | |
| 🗌 (Blank) | |
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Basic Filtering (*default*)

Advanced Filtering

| Call Center Name $\land \oslash$ is (All) |
|---|
| Filter type |
| Advanced filtering \sim |
| Show items when the value |
| contains \checkmark |
| And O Or |
| Apply filter |

Advanced Filtering

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

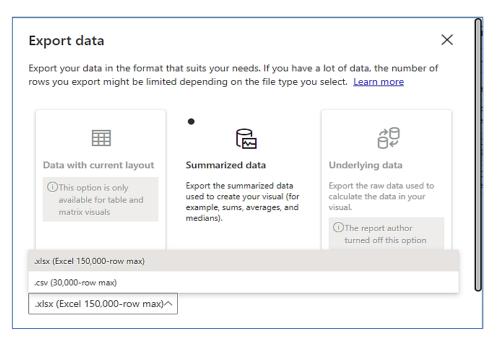


| Filters | and | slicers | s affe | cting | g this | visu | al | | /is | sual |
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SECONDARY FILTERS



• Export data



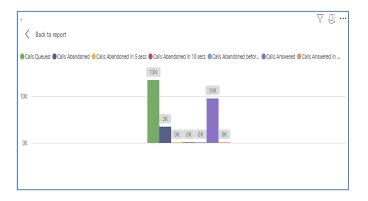
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62 ...

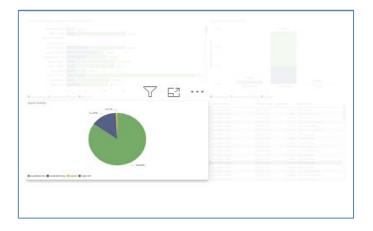
Focus mode



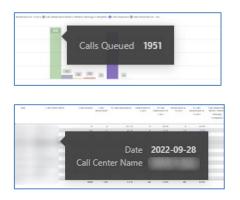
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS

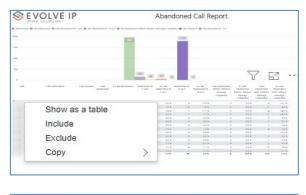






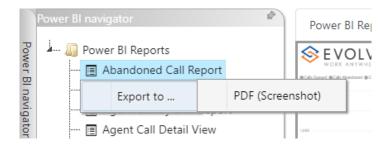
• Right-click data options

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| SEV | OLVE IP | Abandoned Call Report | | | | | |
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| Brancosa Brancos | Show as a table | (310) | | | | | |
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| 🚣 🛄 Power BI Reports | | | | | | | |
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| | | | | | | | |
| - 🔄 Agent Activity | | | | | | | |
| - 🔟 Agent Call By Skill Report | | | | | | | Filters |
| - 🗐 Agent Call Detail View | | | | | | | 5 |
| 🖽 Agent Call Report | | | | | | | |
| - 🖃 Agent Custom Report | | | | × . | | | |
| — 🖪 Agent Custom Report Custom Grou | | | | | | | |
| - 📰 Agent Duration By Skill Report | | | | | | | |
| - 🖃 Agent Duration Report | | | | | | | |
| 🔄 Agent Master List | | | | | | | |
| - 📰 Agent Sign in Sign Out Report | | | | | | | |
| - 🔲 Agent Summary View | | | | | | | |
| - 🖪 Agent Unavailability Report | | | | | | | |
| - 🗐 Call Center Detail DNIS View | | AL. | | | | | |
| 🔄 Call Center Detail View | | 2.5 | | | | | |
| - Call Center Incoming Calls Report | | 11 000 | | | | | |
| 🔄 Call Center Presented Calls Report | Export | eport to PDF | | | | | |
| - 🔄 Call Center Report | | | | | | | |
| - 🔲 Call Center Summary View | | | | | | | |
| - 🔄 Cockpit Overview | | | | | | | |
| - CVR - Interval Report | | | | | | | |
| - Disposition Codes | | | | | | | |
| - 🔄 Report Usage Metrics Report | | | | | | | |
| - Service Level Report | | | | | | | |
| - E Usage Metrics Report | | | | | | | |

Save the file or change the location where to save the file.

| ← → ✓ ↑ 🛅 « Screenshots > Power BI Rep | ort > Abandoned Call Report > 1 | Filters | ~ C | Q. Search Filter | s |
|--|---------------------------------|-------------------|------|------------------|-------|
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| Abandoned Ca | No items | match your search | L | | |
| File name: Abandoned Call Report | | | | | |
| Save as type: Adobe Acrobat Document | | | | | |

Call Center Report

When clicking on the **Call Center Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Power BI Reports | • | | | | | | | | | | | | | | | _ |
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| Agent Activity | \sim | ORK ANYWHERE | | | | | | | can | 001100 | nop | 011 | | | | P Search |
| Agent Call By Skill Report | | | | | | | | | | 1 | | tier Name | | | | |
| Agent Call Detail Report | Cals Queses | | | | 11.76 | | | | | Date | Call Ca | nter Name | Longest Walt Time | Longest Ansper Time | Longest , Abendon | Filters on this page |
| Agent Call Detail View | Calls Escapes | 156 | | | 162 | | | | | · | | | | | Tine | Date |
| Agent Call Report | Calls Abands | | | | | | | | | 2002-10-03 | - | | 00000 | 00000 | 00000 | 10/3/2022 - 10/5/2 |
| Agent Call Summary Report | Cals Peseri | | | | | | | | | 2002-13-03 | | | 0.0000 | 00000 | 0.0000 | |
| Agent Duration By Skill Report | Calls Answer | | | | | ĸ | | | | 2002-10-03 | | | 00000 | 00000 | 00000 | |
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| Call Center Presented Calls Report | | | | | | | | | | | ini. | | | | | |
| Call Center Report | 2022-10-03 | | 1 | | D | 1 | | 0 | 00% | NaN | | | | | | |
| Call Center Summary View | 2022-10-03 | | 142 | | 26 | 145 | 116 | 1 | 07 % 00 % | 0.9 % | | 23 | | | | |
| Cockpit Overview | 2022-10-03 | | 88 | | 26 | 100 | 8 | - | 00% | 0.0 % | | 4 | | | | |
| CVR - Interval Report | 2022-10-05 | | 192 | | 65 | 138 | 6 | ÷. | 00% | 0.05 | | 3 | | | | |
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| Service Level Report | 2022-10-03 | | 62 | | 12 | 6 | 50 | 0 | 00% | 0.0 % | | 28 | | | | |
| Service Level Keport | 2022-10-03 | Station of the local division of the | 43 | | 0 | 43 | 42 | 0 | 00% | 0.0 % | | 1 | | | | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (default) or advanced filtering option
- Call Center Name •

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/2022 | ^ & |
|-------------------------------|-------|
| Filter type | |
| Relative date | ~ |
| Show items when the | /alue |
| is in the last | ~ |
| 2 | |
| days | ~ |
| 🗸 Include today | |
| | |

Include today, enabled (default)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| days ~ |
| Include today |
| Apply filter |



| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \checkmark |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Show item value |
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| Relative date \sim |
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Clear filter

By Period

Date $\sim o$ 9/28/2022 - 9/29/2022 Filter type Relative date Show items when the value is in the last is in the last is in this is in the next Include today Apply filter

(by Range)



ACCOUNT FILTERS

| √ Filters |
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| ✓ Search |
| Filters on all pages |
| Account ^ & |
| Filter type |
| Basic filtering 🗸 🗸 |
| ♀ Search |
| Select all |
| (Blank) |
| Default Account Entry 1 |
| My Alarm Center 1 |
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| √ Filters | >>> | L | |
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Advanced Filtering

Basic Filtering (*default*)

CALL CENTER NAME FILTERS

| Call Center Name is (All) | ~ & |
|------------------------------|-------|
| Filter type | |
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| Select all | |
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Basic Filtering (*default*)

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| Filter type | |
| Advanced filtering | ~ |
| Show items when th | e value |
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| ● And ○ Or | |
| | ~ |
| | |

Advanced Filtering

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

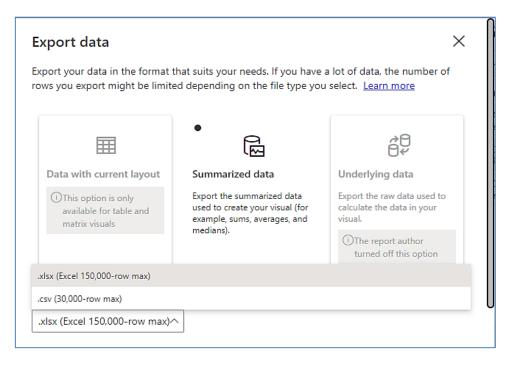


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SECONDARY FILTERS



• Export data



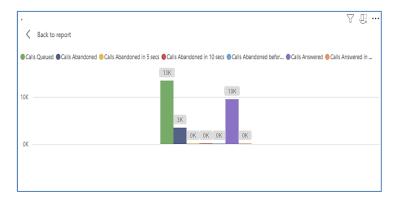
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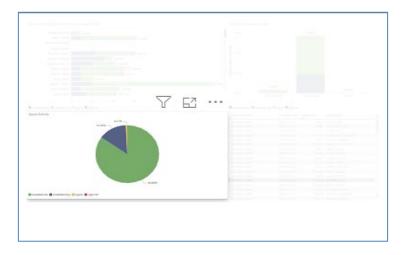
Focus mode



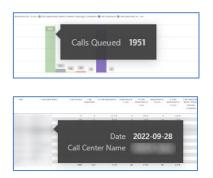
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





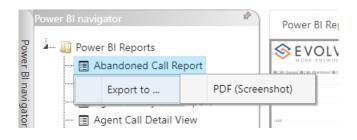


• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| Power 81 navigator | Power BI Report | Power BI Subscriptions | |
|---------------------------------------|-----------------|--------------------------|---------|
| - Dever BI Reports | SEVOLVE IP | IP Abandoned Call Report | « |
| | | | - |
| - 🖪 Agent Activity | | | |
| - 🔳 Agent Call By Skill Report | | | Filters |
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| 🔳 Agent Master List | | | |
| - 🔄 Agent Sign in Sign Out Report | | | |
| - 🔲 Agent Summary View | | | |
| - 🔲 Agent Unavailability Report | | | |
| - 🔄 Call Center Detail DNIS View | | Al. | |
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| - 🔲 Call Center Incoming Calls Report | | 11 005 | |
| - Call Center Presented Calls Report | Export re | report to PDF | |
| - 🔲 Call Center Report | | | |
| - Call Center Summary View | | | |
| - E Cockpit Overview | | | |
| - E CVR - Interval Report | | | |
| - III Disposition Codes | | | |
| Report Usage Metrics Report | | | |
| - Service Level Report | | | |
| Usage Metrics Report | | | |
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Save the file or change the location where to save the file.

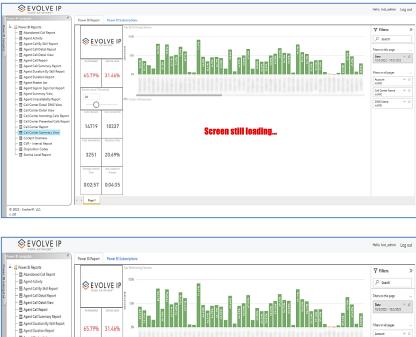
| 🧿 Save As | | | | | |
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| \leftrightarrow \rightarrow \checkmark | ↑ 🗧 « Screenshots → Power BI Repo | ort > Abandoned Call Report > Filters | ~ C | Q. Search Filters | |
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| | Abandoned Call Report | | | | |
| Save as t | ype: Adobe Acrobat Document | | | | |
| Hide Folders | | | | Save Can | cel |

Call Center Summary View

When clicking on the **Call Center Summary View Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*). **PLEASE NOTE: Depending on the report date, this screen can take up to 2 minutes to load; and maybe even time-out** (*details below if load time-out*).

| r Binavigator 🏾 🅙 | Power BI Ruport Power BI Subscriptions | |
|--|--|--|
| Power BI Reports Bandoned Call Report B Abandoned Call Report B Agent Activity | Se EVOLVE IP | ♥ Filters |
| - 🗊 Agent Call By Skill Report - 🗊 Agent Call Detail Report - 🗊 Agent Call Detail View | INDER VILLER IN | Filters on this page |
| - 🔄 Agent Call Report 🔄 Agent Call Summary Report 🔄 Agent Duration By Skill Report | This screen can take a while to load | 10/3/2022 - 10/3/2022 |
| - 🖾 Agent Duration Report - 🖾 Agent Master List | | Account visition in a second s |
| Agent Sign In Sign Out Report Agent Summary View Agent Unavailability Report | 30 Fail Center All Industry | Call Center Name V is (All) |
| - III Agent Ortwatchity Naport - III Call Center Detail DNIS View - III Call Center Detail View - III Call Center Incoming Calls Report - III Call Center Presented Calls Report | Con Shared California | DNIS Name V is (20) |
| Call Center Report Call Center Summary View Coll Center Summary View Cockpit Overview | 14719 10337 | |
| CVR - Interval Report Disposition Codes Service Level Report | 3251 20.69% | |
| | Average Handle Arg. Sport 13 Trice Average Average | |
| | 0:02:57 0:04:35 | |
| | C> Page1 | |





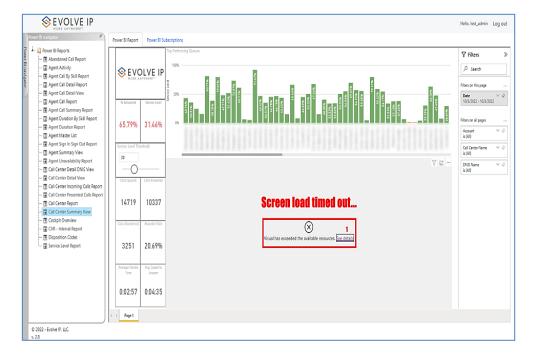
Control Control Statistics Control Control Statistics Served Statistics

What Happens If My Report Load, Time Out?

If the report does not load and message "Visual has exceeded the available resources" is shown.

• Click on [See details]¹ (shown in the below image).





• After you click on *See details* in step 1; the **[Resources Exceeded]** message box will open (*shown in the below image*) with additional options.

| Resources E | xceeded | × | |
|---|--|------|--|
| This visual has excee | ded the available resources. Try filtering to decrease the amount of data displa | yed. | |
| Please try again later See details ∨ | or contact support. If you contact support, please provide these details. | | |
| | Get help Close | | |
| | Visual has exceeded the available resources. See details 1 | | |

 Click on [See details]² - this will display the full details of the Resources Exceeded output message (shown in the below image).



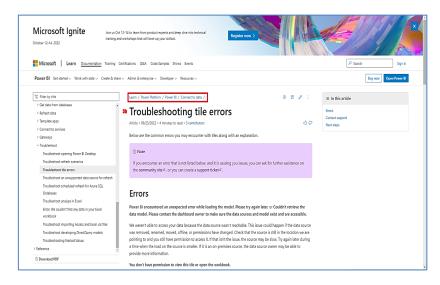
| Resources Exceeded 3 | \times |
|--|----------|
| This visual has exceeded the available resources. Try filtering to decrease the amount of data displayed | í. |
| Please try again later or contact support. If you contact support, please provide these details. Hide details ^ | |
| More details The XML for Analysis request timed out before it was completed. Timeout value: 225 s Activity ID cb88684d-8220-449b-932d-92b44d3011df Correlation ID 45851ddd-3660-8f09-0fb3-e65dd90fcf3e Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848 Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time) Service version 13.0.19183.51 Client version 2209.4.13431-train Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net Activity ID cb88684d-8220-449b-932d-92b44d3011df Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848 Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time) Service version 13.0.19183.51 Client version 2209.4.13431-train Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net Xetvity ID cb88684d-8220-44915-392d-92b443011df Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848 Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time) Service version 13.0.19183.51 Client version 2209.4.13431-train Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net Xetvity ID cb88684d-8220-4391-4371-train Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net | ec. |
| 3b Get help Close | |

 Click on [Copy]^{3a}, this will copy the details of the Resources Exceeded message to the "clipboard" (shown in the below image) so that it can pasted into a message, and sent to a support administrator, or support team.

| Resources Exceeded | \times |
|---|----------|
| This visual has exceeded the available resources. Try filtering to decrease the amount of data displayed. | |
| Please try again later or contact support. If you contact support, please provide these details. | |
| Hide details \land | |
| More details The XML for Analysis request timed out before it was completed. Timeout value: 225 set Activity ID cb88684d-8220-449b-932d-92b44d3011df Correlation ID 45851ddd-3660-8679-0fb3-e65dd90fcf3e Request ID 8e9b13e3-6b56-4a71-ad72-3e44915d3848 Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time) Service version 13.0.19183.51 Client version 2209.4.13431-train Cluster URI https://WABI-US-EAST-A-BPUM DV with the confection windows.net Activity ID cb88684d-8220-449b-932 Copied to clipboard. Request ID 8e9b13e3-6b56-4a71-ad72-se4491505040 Time Tue Oct 04 2022 15:33:57 GMT-0400 (Eastern Daylight Time) Service version 13.0.19183.51 Client version 2209.4.13431-train Cluster URI https://WABI-US-EAST-A-PRIMARY-redirect.analysis.windows.net | ю. |
| Get help Close | i |
| | |



• **[Get help]**^{3a} - Click <u>here</u> to learn more about the *Resources Exceeded* message.



Reference page: https://learn.microsoft.com/en-us/power-bi/connect-data/refreshtroubleshooting-tile-errors

If you are unsure what steps to take next, click on **[Close]** to close the *Resources Exceeded* message box, and contact your *support administrator*.

*Once the report data has fully loaded, proceed with the below steps to filter and/or export the report data.

Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Call Center Name
- DNIS Name

The filter data can be cleared using the [Clear Filter] icon

| Clear filter | r |
|--------------|---|
| ~ @ | |



Report Filters

DATE FILTERS

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| V Include today |
| Apply filter |

| Date ∧ ∅ 9/28/2022 - 9/29/2022 |
|--|
| Filter type Relative date |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, enabled (*default*)

| Date 9/28/2022 - 9/29/20 | ^ |
|-----------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show item Is in the last | value ~ |
| 2 | |
| days | ~ |
| 🗸 Include today | |
| | Apply filter |

By Duration

Include today, disabled

| Date 9/28/2022 - 9/29/2 | ^ |
|----------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when t | he value |
| is in the last | ~ |
| is in the last | |
| is in this | |
| is in the next | , |
| | Apply filter |

Show item value (by Range)

| Date ∧ & 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days ~ |
| days |
| weeks |
| calendar weeks |
| months |
| calendar months |
| years |
| calendar years |
| |

By Period



ACCOUNT FILTERS

| √ Filters |
|----------------------------------|
| ✓ Search |
| Filters on all pages |
| Account $\land \oslash$ is (All) |
| Filter type |
| Basic filtering 🗸 🗸 |
| 𝒫 Search |
| Select all |
| 🗌 (Blank) |
| Default Account Entry 1 |
| My Alarm Center 1 |
| |
| |
| |

| √ Filters | >> | L | • • |
|--------------------------|---------------|--------|-------------|
| 🔎 Search | | | |
| Filters on all pages | | 1 . | |
| Account 🖍 | ~ @ | | |
| Filter type | | 2 | |
| Advanced filtering | ~ | 1 | |
| Show items when the valu | e | m | |
| contains | Show item | s wher | n the value |
| And O Or App! | → y filter | 5 1 4 | |

Basic Filtering (*default*)

CALL CENTER NAME FILTERS

| Call Center Name is (All) | ~ @ |
|------------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| ,⊖ Search | |
| Select all | |
| 🗌 (Blank) | |
| | |
| | |
| | |
| | |
| | |

Basic Filtering (*default*)

Advanced Filtering

| Call Center Name 🔨 is (All) | |
|-----------------------------|--------|
| Filter type | |
| Advanced filtering | ~ |
| Show items when the value | |
| contains | ~ |
| | |
| ● And ○ Or | |
| | ~ |
| Apply | filter |

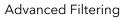
Advanced Filtering



DNIS NAME FILTERS

| DNIS Name | DNIS Name \land \diamondsuit is (All) |
|-------------------------|---|
| Filter type | Filter type |
| Basic filtering 🗸 | Advanced filtering \checkmark |
| | Show items when the value |
| Select all | contains 🗸 |
| (Blank) | |
| ABC Charlottesville B 1 | |
| ABC Chesapeake Bra 1 | And Or |
| ABC Hampton Branch 1 | |
| ABC High Acuity INT 1 | |
| ABC Hiah Acuity Res 1 | Apply filter |

Basic Filtering (*default*)



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

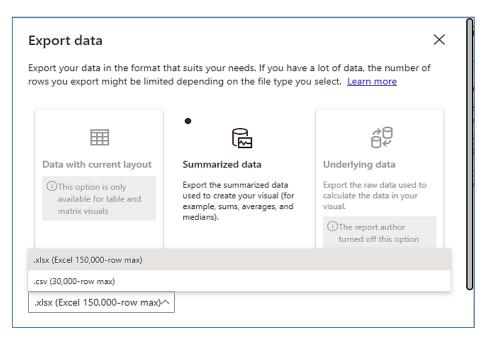
| _ | _ | |
|---|---|----|
| N | / | 67 |

| 5 | Filters | and | slicer | s affe | cting | g this | s visu | al | | /is | sual |
|---|-----------------|-------|--------|--------|-------|---------|--------------|-------------------------|-------------------------|--------------------|-------------------------------|
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| | | | | | | | | 1. Amplema | Non-api Comparis | Manage Longerba | Minapi Labarata |
| | 41 | 14 | 415.5 | | 115 | | | | 115 | 14 | 415.5 |
| | 441 | | 22.8 | | 415 | | 108 | | 100 % | | 11.5 |
| | | | 10.0 | | 115 | - | 200 | | 247 | - | 50 |
| | | | | | 11.5 | | 11.0 | | | | |
| | 24 | | 100% | | 115 | | 10.0 | | 111.5 | | 12.5 |
| | - | | 11% | | | | 2.0.5 | | 111.5 | | 115 |
| | 194 | 3.6 | 10.5 | 1.1 | 18% | | 18.96 | | 11.5 | | 115 |
| | 141 | | 11% | | 115 | | 87.5 | | 115 | | |
| | 1.00 | | 0.0% | | 115. | | 11.6 | | 11.5 | | |
| | | 1 | 415 | | 24% | | 11.0 | | 11.5 | | 41.5 |
| | 41 | | | | | | | | | | 115.5 |
| | - 10 | | | | | | | | | | |
| | | - | | | | | | | | | 145 |

SECONDARY FILTERS



• Export data

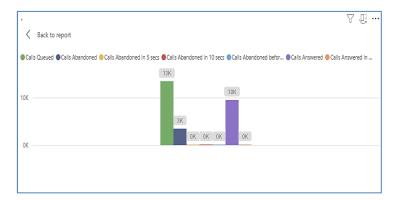


76...

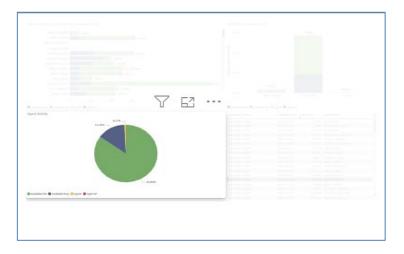
Focus mode



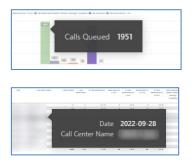
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS

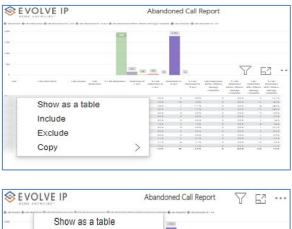






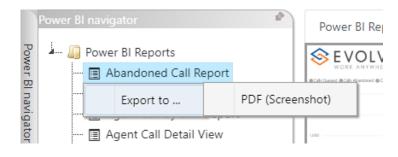
• Right-click data options

| SEVOLVE IP | | | | A | bando | oned (| Call Re | port | 2 | 76 | 3 |
|---------------------------------------|------------|--------|--|--------------|--------------------|---------|---------|-------------------|----------------------------------|---------------------------------|---|
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| | | and an | | | 1.89 | | 10 101 | Menage Langing | Sama ramata Managa Lampana | Per orbana banapi tampaka | Michaele Michaele Michaele Faltere |
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| | 100 | | 415 | | 10.5 | 10 | 14.5 | | 100 | 1.14 | 45.8. |
| | 44 | | 0.1% | | | | \$1.6 | | | | 11.95 |
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| | | | 1947 | | 1947 | | 525 | | 545 | | 19.47 |
| | | | | | | | 122. | | | | 141.0 |
| | | | | | | | | | | | |
| | | | 11.1 | | | | | | | | |



Show as a table

Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| Power BI Reports | | | | 14 | | | | | |
|--|-----------|---------|-----|----|--|--|--|--|--|
| - 🔲 Abandoned Call Report | | | | | | | | | |
| - 🔄 Agent Activity | | | | | | | | | |
| - 📰 Agent Call By Skill Report | | | | | | | | | |
| - 🗐 Agent Call Detail View | | | | | | | | | |
| - 🔲 Agent Call Report | | | | | | | | | |
| - 🔲 Agent Custom Report | | | | | | | | | |
| — 🖪 Agent Custom Report Custom Grou | | | | | | | | | |
| - 📰 Agent Duration By Skill Report | | | | | | | | | |
| - 🔄 Agent Duration Report | | | | | | | | | |
| - 🔄 Agent Master List | | | | | | | | | |
| - 🔄 Agent Sign in Sign Out Report | | | | | | | | | |
| - E Agent Summary View | | | | | | | | | |
| - 🔄 Agent Unavailability Report | | | | | | | | | |
| - Call Center Detail DNIS View | | Mr. | | | | | | | |
| - 🔄 Call Center Detail View | - | | | | | | | | |
| - Call Center Incoming Calls Report | | 115 | | | | | | | |
| - 🔄 Call Center Presented Calls Report | Export re | port to | PDF | | | | | | |
| - 🗐 Call Center Report | | | | | | | | | |
| - III Call Center Summary View | | | | | | | | | |
| - I Cockpit Overview | | | | | | | | | |
| - I CVR - Interval Report | | | | | | | | | |
| - III Disposition Codes | | | | | | | | | |
| - 🖪 Report Usage Metrics Report | | | | | | | | | |
| - III Service Level Report | | | | | | | | | |
| Usage Metrics Report | | | | | | | | | |

Save the file or change the location where to save the file.

| Organize 💌 New folder | | | | | ≣ • | 0 |
|---|--------|---------------------------|------|------|-----|---|
| Name | Status | Date modified | Type | Size | | |
| Conc. 4 | N | o items match your search | L | | | |
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| 2 1 | | | | | | |
| File name: Abandoned Call Report | | | | | | |

Cockpit Overview

When clicking on the **Cockpit Overview Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).





Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name
- Call Center Name
- Day of Week
- DNIS Name

The filter data can be cleared using the [**Clear Filter**] icon

Report Filters

| / | 0 |
|---|---|

DATE FILTERS

| Date ^ & | > |
|---------------------------|----|
| Filter type | |
| Relative date | - |
| Show items when the value | |
| is in the last | - |
| 2 | |
| days | - |
| Include today | |
| Apply filt | er |

Include today, enabled (default)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |
| |



 Date
 ∧
 ∅

 9/28/2022 - 9/29/2022
 Filter type

 Relative date
 ∨

 Show items when the value

 is in the last
 ∨

 2

 days
 ∨

 ☐
 Include today

 Apply filter

Include today, disabled

| Date | ~ & |
|----------------|-----------------------|
| 9/28/2022 - 9 | 9/29/2022 |
| Filter type | |
| Relative dat | ie 🗸 |
| is in the last | when the value t ~ |
| is in the last | - |
| | |
| | |
| is in the last | |
| | rt |
| is in this | |

Show item value (by Range)

| Date ^ | 0 |
|---------------------------|--------|
| Filter type | |
| Relative date | ~ |
| Show items when the value | |
| is in the last | \sim |
| 2 | |
| days | ~ |
| days | |
| weeks | |
| calendar weeks | |
| months | |
| calendar months | |
| years | |
| calendar years | |

By Period



ACCOUNT FILTERS

| √ Filters ≫ |
|----------------------------------|
| ✓ Search |
| Filters on all pages |
| Account $\land \oslash$ is (All) |
| Filter type |
| Basic filtering 🗸 🗸 |
| ,⊖ Search |
| Select all |
| (Blank) |
| Default Account Entry 1 |
| My Alarm Center 1 |
| |
| |
| |

| √ Filters | >> | L |
|--------------------------|---------------|-------------------|
| ✓ Search | | |
| Filters on all pages | | |
| Account is (All) | ~ @ | - |
| Filter type | | 2 2 |
| Advanced filtering | ~ | 1 |
| Show items when the valu | e | : m |
| contains | Show item | is when the value |
| And O Or | ✓ y filter | 5 1 4 1 |
| | <u></u> | - |

Advanced Filtering

Basic Filtering (*default*)

AGENT NAME FILTERS

| Agent Name is (All) | ~ & |
|---------------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| ,∽ Search | |
| Select all | |
| 🗌 (Blank) | |
| 05, Training | 1 |
| 1, Dispatch | 1 |
| 🗌 1, Guest | 1 |
| 🗌 1, Lobby | 1 |
| □ 1. Spare | 3 |

| Agent Name is (All) | ^ | Ŵ |
|------------------------|-------|--------|
| Filter type | | |
| Advanced filtering | | ~ |
| Show items when the | value | |
| contains | | ~ |
| And O Or | | |
| | | ~ |
| ļ | Apply | filter |



CALL CENTER NAME FILTERS

| Call Center Name is (All) | ~ @ |
|------------------------------|--------|
| Filter type | |
| Basic filtering | ~ |
| ✓ Search | |
| Select all | |
| 🗌 (Blank) | |
| | |
| | |
| | |
| | |
| | 100000 |

Basic Filtering (*default*)

DAY OF WEEK FILTERS

| Day of Week is (All) | ~ & |
|-------------------------|------|
| Filter type | |
| Basic filtering | ~ |
| ✓ Search | |
| Select all | |
| (Blank) | |
| SUNDAY | 1253 |
| MONDAY | 1253 |
| TUESDAY | 1252 |
| WEDNESDAY | 1252 |
| THURSDAY | 1252 |

Basic Filtering (*default*)

DNIS NAME FILTERS

| DNIS Name $\land \oslash$ is (All) |
|------------------------------------|
| Filter type |
| Basic filtering 🗸 🗸 |
| ,∽ Search |
| Select all |
| 🗌 (Blank) |
| ABC Charlottesville B 1 |
| ABC Chesapeake Bra 1 |
| ABC Hampton Branch 1 |
| ABC High Acuity INT 1 |
| □ ABC Hiah Acuitv Res 1 |

Basic Filtering (*default*)

| Call Center Name is (All) | \sim | \bigcirc |
|------------------------------|--------|------------|
| Filter type | | |
| Advanced filtering | | ~ |
| Show items when the | value | |
| contains | | ~ |
| | | |
| ● And ○ Or | | |
| | | ~ |
| A | Apply | filter |

Advanced Filtering

| Day of Week 🔨 👌 | 2 |
|---------------------------|-----|
| Filter type | |
| Advanced filtering | ~ |
| Show items when the value | |
| contains | ~ |
| And Or | ► r |
| Apply fil | ter |

Advanced Filtering

| DNIS Name is (All) | \sim | \bigcirc |
|-----------------------|--------|------------|
| Filter type | | |
| Advanced filtering | | < |
| Show items when the | value | |
| contains | | ~ |
| And Or | | ~ |
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| A | pply | filter |

Advanced Filtering



Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.

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Focus mode

VISUAL FILTERS

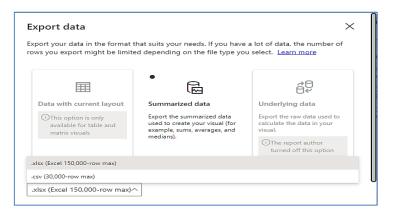


| 2325 | unio | silcers | affe | cting | g this | visu | al | | /is | sual |
|---------------------|-------|---------|-------|-------|---------|------------|-------------------------|---------------------|---------------------|------------------------|
| Date 9/29/20 | 022 - | | 1.001 | 2 | 11 66 5 | Republic R | Artiss Minkes Menage | BARDON, | Annone | S.Las managan |
| | | | | | | | 1 anytoma | Non-apr Companya | Managa Languetes | Milliopi Lateration |
| | 14 | 415.5 | | 11.5 | | 115 | | 11.5 | 1. | 415.5 |
| 144 | | 21.8 | | 415 | 16 | | | 10.0 | | 11.8 |
| | | 111 | | 11.5 | - | 50 | | 545 | - | 505 |
| | | | | 11.5 | | | | 11.4 | | |
| -18 | | 10.0 | | 0.0% | | 17.6 | | 1115 | | 10.5 |
| | | 11.8 | | | | 11.5 | | 11.5 | | |
| 141 | 1.6 | 115 | | 115 | | 18.8 | | 11.5 | | |
| | | | | | - | | - | | | |
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SECONDARY FILTERS

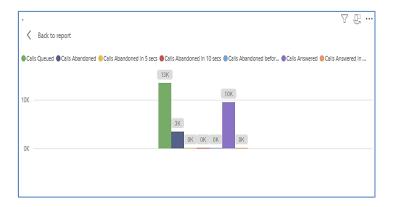


• Export data





• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





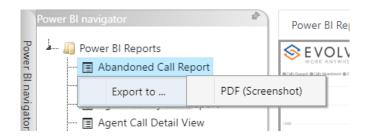




• Right-click data options



Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| | Power BI Report | | | | | |
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| - 🛄 Power BI Reports | | | | | | |
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| - 🔄 Agent Activity | | | | | | |
| - 🔄 Agent Call By Skill Report | | | | | | Filters |
| - 🔄 Agent Call Detail View | | | | | | 5 |
| - 🖪 Agent Call Report | | | | | | |
| - 🖃 Agent Custom Report | | | | × . | | |
| - 🖃 Agent Custom Report Custom Grou | | | | | | |
| - 🖪 Agent Duration By Skill Report | | | | | | |
| - 🖪 Agent Duration Report | | | | | | |
| 🖭 Agent Master List | | | | | | |
| - 📰 Agent Sign in Sign Out Report | | | | | | |
| 🔝 Agent Summary View | | | | | | |
| - 📰 Agent Unavailability Report | | | | | | |
| 🗊 Call Center Detail DNIS View | | Mr. | | | | |
| 🗊 Call Center Detail View | 3 | | | | | |
| 🗊 Call Center Incoming Calls Report | Course the second | port to PDF | | | | |
| 🗊 Call Center Presented Calls Report | Export re | port to PDF | | | | |
| 🗊 Call Center Report | | | | | | |
| 🗊 Call Center Summary View | | | | | | |
| 🖃 Cockpit Overview | | | | | | |
| 🔄 CVR - Interval Report | | | | | | |
| - 🖃 Disposition Codes | | | | | | |
| - 🔄 Report Usage Metrics Report | | | | | | |
| - 🔄 Service Level Report | | | | | | |
| Usage Metrics Report | | | | | | |

Save the file or change the location where to save the file.

| Save As | | | | |
|---|---------------------------------|------|-------------------|--------|
| $\leftarrow \rightarrow ~~ \uparrow$ $\stackrel{\frown}{=}$ \ll Screenshots \rightarrow Power BI Report \rightarrow | Abandoned Call Report > Filters | ~ C | Q. Search Filters | |
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| Save as type: Adobe Acrobat Document | | | | |
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CVR - Interval Report

When clicking on the **CVR - Interval Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| ver El novigator 🔹 🖉 | Power BI Report | Power BI Subscriptions | | |
|--|----------------------|----------------------------------|-----------------------|-----------------------|
| - 🔐 Power Bl Reports - 🕞 Abandoned Cal Report | ⊗ F\ | OLVE IP | CVR - Interval Report | Y Filters |
| | | | CVK - Interval Report | |
| - 🗄 Agent Activity | WOR | K ANYWHERE'" | | ,P Search |
| - 🖪 Agent Call By Skill Report | Year-Month 2 | 02210 | | |
| - 🖪 Agent Call Detail Report | Date P | Aonday, October 3, 2022 | | Filters on this page |
| - 🗄 Agent Call Detail View | Period (| Call Volume ABA ABA % | | Date |
| - 🗊 Agent Call Report | Before 7 AM | 30 | | 10/3/2022 - 10/3/2022 |
| - 🗄 Agent Call Summary Report | 7:00 AM | 11 | | |
| - E Agent Duration By Skill Report | 7:15 AM | 19 | | Fiters on all pages |
| - Agent Duration Report | 7:30 AM | 28 | | |
| - El Agent Master List | TAS AM | 51 | | Account V is (All) |
| - Agent Sign In Sign Out Report | 8:00 AM | 237 33 14,7% | | P (40) |
| - Agent Summary View | 8:15 AM 8:30 AM | 250 44 183 % 323 58 187 % | | |
| | 845 AM | 323 56 10.7% | | |
| - 🖪 Agent Unavailability Report | 900 AM | 423 64 153% | | |
| - 🗊 Call Center Detail DNIS View | 9:15 AM | 509 81 16.1% | | |
| 🖪 Call Center Detail View | 930 AM | 481 92 19.4 % | | |
| - 🖪 Call Center Incoming Calls Report | 945 AM | 484 97 20.2 % | | |
| - 🖪 Call Center Presented Calls Report | 10:00 AM | 488 112 23.1% | | |
| - 🔳 Call Center Report | 10:15 AM | 492 116 23.8% | | |
| Call Center Summary View | 10:30 AM 10:45 AM | 477 117 24.8 % 516 108 21.2 % | | |
| - E Cockpit Overview | 1045 AM | 469 110 23.7% | | |
| - E CVR - Interval Report | 11:15 AM | 484 100 20.8 % | | |
| - Disposition Codes | 11:50 AM | 504 96 19.4% | | |
| B Service Level Report | 11x5 AM | 434 88 20.3 % | | |
| - El Service Level Neport | 12:00 PM | 389 87 22.7% | | |
| | 12:15 PM | 383 92 24.3 % | | |
| | 12:30 PM | 398 70 17.7% | | |
| | 1245 PM 100 PM | 347 74 21.4% 402 82 20.6% | | |
| | 1:00 PM 1:15 PM | 412 82 20.6 % | | |
| | 1:30 PM | 402 89 22.6% | | |
| | 1x5 PM | 443 91 20.8% | | |
| | 200 PM | 409 96 23.7 % | | 1 |
| | Page1 | | | |



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

• Date - dates can be filtered by range, duration, and period

Date

2

days

Filter type Relative date

is in the last

Include today

Include today, disabled

Apply f

9/28/2022 - 9/29/2022

Show items when the value

• Account - account data can be filtered using the basic (*default*) or advanced filtering option

The filter data can be cleared using the [Clear Filter] icon

| Clear filter |
|--------------|
| ~ @ |

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/2 | ^ |
|----------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when t | he value |
| is in the last | ~ |
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| days | ~ |
| 🗸 Include today | , |
| | Apply filter |

Include today, enabled (default)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
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| Filter type |
| Relative date \checkmark |
| Show item Duration is in the loss |
| 2 |
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| ✓ Include today |
| Apply filter |



| | | Date 9/28/2022 - 9/29/2022 |
|-------|---|-------------------------------|
| | | Filter type |
| ~ | | Relative date |
| | | Show items when the value |
| ~ | | is in the last |
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| ilter | | Apply |
| | 1 | |

Show item value (by Range)

~ 0

Apply filter

~

| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
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| Relative date \sim |
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By Period



Filters

ACCOUNT FILTERS

| √ Filters | | √ Filters | >> | L |
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| ✓ Search | | ✓ Search | | |
| Filters on all pages | | Filters on all pages | | |
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| Filter type | | Filter type | | . 2 |
| Basic filtering \checkmark | | Advanced filtering | ~ | - |
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| Select all (Blank) | | contains | Show item | s when the |
| Default Account Entry 1 | | | | - - - |
| My Alarm Center 1 | | ● And ○ Or | | |
| | | Appl | ✓ y filter | |
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Basic Filtering (*default*)

Advanced Filtering

value

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a secondary filter will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS



| Filters | and | slicer | s affe | ecting | g thi | s visu | al | | /is | sual | Focus r |
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| - 18 | | 1078 | | | | 10.0 | | | | | |
| | | 11% | | | | 10.5 | | 11.5 | | 115 | 1 |
| 194 | 1.6 | 10.5 | 1 | 125 | | 1.0.10 | | 11.5 | 1 | | 1 |
| 141 | | 11% | | 115 | | 87.5 | | | | | |
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| - | 1 | 115 | | 18% | | 11.5 | | 111 | | | |
| | | 242 | - | 113 | - | | | | | | |
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SECONDARY FILTERS

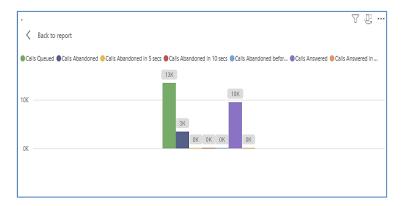


• Export data

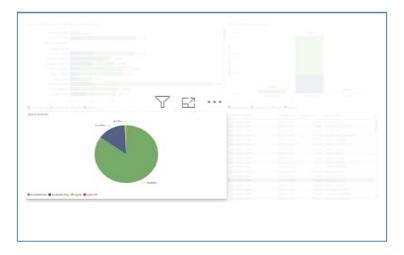
| | hat suits your needs. If you have d depending on the file type you | |
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| Data with current layout | Summarized data | Underlying data |
| This option is only available for table and matrix visuals | Export the summarized data used to create your visual (for example, sums, averages, and | Export the raw data used to calculate the data in your visual. |
| | medians). | ()The report author turned off this option |
| lsx (Excel 150,000-row max) | | |
| sv (30,000-row max) | | |



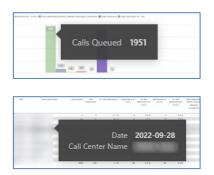
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





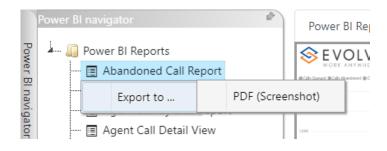


• Right-click data options

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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| 4 | Power BI Reports | VOLVE IP | | | | | | | |
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| | - Abandoned Call Report | TO BE ANY MODEL | | | | | | | |
| | 🔳 Agent Activity | | | | | | | | |
| | 🔳 Agent Call By Skill Report | | | | | | | | |
| | 🗐 Agent Call Detail View | | | | | | | | |
| | 🔳 Agent Call Report | | | | | | | | |
| | 🔳 Agent Custom Report | | | | | | | | |
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| | 🔳 Agent Duration By Skill Report | | | | | | | | |
| | 🗐 Agent Duration Report | | | | | | | | |
| | 🔳 Agent Master List | | | | | | | | |
| | 🔳 Agent Sign in Sign Out Report | | | | | | | | |
| | 🔳 Agent Summary View | | | | | | | | |
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| | 🔳 Call Center Incoming Calls Report | Export re | nort to | | | | | | |
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| | 🗐 Call Center Report | | | | | | | | |
| | 📻 Call Center Summary View | | | | | | | | |
| | 🔳 Cockpit Overview | | | | | | | | |
| | 🔳 CVR - Interval Report | | | | | | | | |
| | 🔳 Disposition Codes | | | | | | | | |
| | 🗊 Report Usage Metrics Report | | | | | | | | |
| | 🔳 Service Level Report | | | | | | | | |
| | Usage Metrics Report | | | | | | | | |

Save the file or change the location where to save the file.

| ← → ∨ ↑ Screenshots > Power BI Report | t > Abandoned Call Report > Filters | ~ C | Q Search Filters | |
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| File name: Abandoned Call Report | | | | |
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Disposition Codes

When clicking on the **Disposition Codes Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).



| SEVOLVE IP | | | | Hello, test_admin Log out |
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| 🗐 Abandoned Call Report | Disposition Code Description Count | | | |
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| 🖪 Agent Call Summary Report | | | a dajo | |
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Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period
- Account account data can be filtered using the basic (*default*) or advanced filtering option
- Agent Name
- Day of Week
- Disposition Code

The filter data can be cleared using the [Clear Filter] icon

| Clear filter | |
|--------------|---|
| ~ @ | 1 |



Report Filters

DATE FILTERS

| Date ∧ ∅ 9/28/2022 - 9/29/2022 |
|--|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, enabled (default)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled

| Date 9/28/2022 - 9/29 | ^ ⊘ ∕2022 |
|-----------------------------------|--------------|
| Filter type | |
| Relative date | ~ |
| Show items when is in the last | the value |
| | |
| is in the last | |
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| is in the last | ay |

Show item value (by Range)

| Date ^ | 4 |
|---------------------------|---|
| Filter type | |
| Relative date | ` |
| Show items when the value | |
| is in the last | ` |
| 2 | |
| days | ` |
| days | |
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| calendar weeks | |
| months | |
| calendar months | |
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| calendar years | |

By Period

| Date ∧ ⊘ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \checkmark |
| Show item Duration value |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

By Duration



ACCOUNT FILTERS

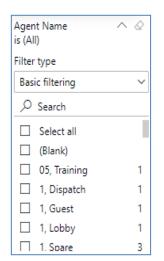
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| ✓ Search | |
| Filters on all pages | |
| Account is (All) | 2 |
| Filter type | |
| Basic filtering | $\overline{}$ |
| ,⊖ Search | |
| Select all | |
| (Blank) | |
| Default Account Entry | 1 |
| My Alarm Center | 1 |
| | |
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| Filter type | | 2 | |
| Advanced filtering | ~ | 1 | |
| Show items when the valu | e | m | |
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Advanced Filtering

Basic Filtering (default)

AGENT NAME FILTERS



| Agent Name is (All) | ^ | Ø |
|------------------------|-------|--------|
| Filter type | | |
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| contains | | ~ |
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| ● And ○ Or | | |
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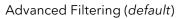
www.evolveip.net



DAY OF WEEK FILTERS

| Day of Week is (All) | $\land \oslash$ | Day of Week $\land \oslash$ is (All) |
|-------------------------|-----------------|--------------------------------------|
| Filter type | | Filter type |
| Basic filtering | ~ | Advanced filtering \sim |
| O Search | | Show items when the value |
| Select all | | contains 🗸 |
| (Blank) | | |
| SUNDAY | 1253 | |
| MONDAY | 1253 | And Or |
| TUESDAY | 1252 | ~ |
| WEDNESDAY | 1252 | |
| □ THURSDAY | 1252 | Apply filte |
| Basic Filtering (d | efault) | Advanced Filtering |
| POSITION CO | DDE FILTERS | |

| Disposition Code is (All) | ^ & |
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| Filter type | |
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| Disposition Code is (All) | ~ & |
|------------------------------|-----|
| Filter type | |
| Basic filtering | ~ |
| , | |
| Select all | |
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Basic Filtering

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

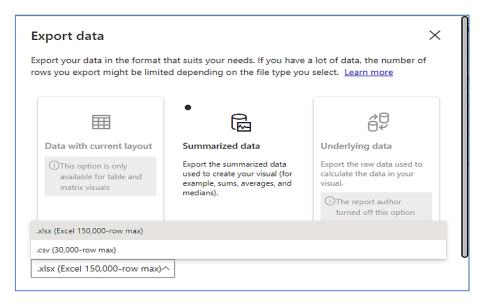


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SECONDARY FILTERS

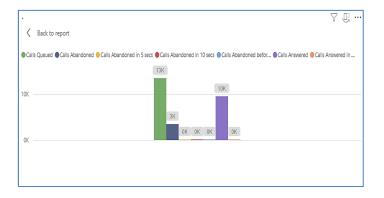


• Export data

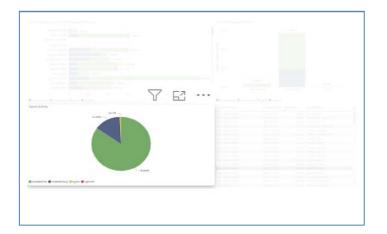




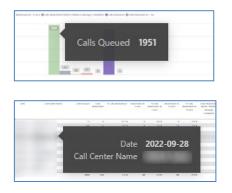
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS





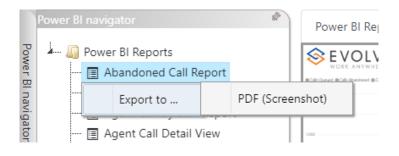


• Right-click data options

| S EVOLVE I | P | | | A | bando | oned | Call Re | port | 5 | 7 6 | 3 |
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| - D Power BI Reports | SEVOLVE IP Abandoned Call Report |
|--------------------------------------|----------------------------------|
| | |
| 🖃 Agent Activity | |
| 🔄 Agent Call By Skill Report | |
| 🔳 Agent Call Detail View | |
| 🔄 Agent Call Report | |
| 🖃 Agent Custom Report | |
| — 🔄 Agent Custom Report Custom Grou | |
| - 📻 Agent Duration By Skill Report | |
| - 📻 Agent Duration Report | |
| 📺 Agent Master List | |
| 🖃 Agent Sign in Sign Out Report | |
| - 📺 Agent Summary View | |
| - 📺 Agent Unavailability Report | |
| - 📺 Call Center Detail DNIS View | يالا |
| 📺 Call Center Detail View | |
| 🔳 Call Center Incoming Calls Report | Export report to PDF |
| 🗊 Call Center Presented Calls Report | caport report to 1 Dr. |
| 🗊 Call Center Report | |
| 🔲 Call Center Summary View | |
| 🔲 Cockpit Overview | |
| 🔟 CVR - Interval Report | |
| 🔲 Disposition Codes | |
| 🔳 Report Usage Metrics Report | |
| 🔲 Service Level Report | |
| - 🔲 Usage Metrics Report | |

Save the file or change the location where to save the file.

| ← → ∨ ↑ ¹ Screenshots → Power BI Report | Abandoned Call Report > Filters | ~ C | O, Search Filters | |
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| Organize 👻 New folder | | | | ≣• (|
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| File name: Abandoned Call Report | | | | |

Service Level Report

When clicking on the **Service Level Report** on the *Navigation List* the details for the report is shown in the *detail view* section of the window (*shown below*).

| Ennsigetar 🤌 P | over BI Report Power BI Subscriptions | | | | | | | | | |
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| Power 81 Reports | SEVOLVE I | D | | Convice | Level Repo | + | | 7 Filters | | |
| B Abandoned Call Report Agent Activity | WORK ANYWHEREM | ٢ | | Service | Level Repu | 4 C | | Q Search | | |
| Agent Call By Skil Report | | | | | | | | >> Search | | |
| Agent Call Detail Report | Service Level Deviation | | | | | | | Sites on this page | | |
| G Agent Call Detail Vew | @Dervice Lovel + 11 sec @Genvec Lovel + 240 sec | | | | | | | | | |
| G Agent Call Report | 100% | | | | | | | Date 10/3/0222 - 10/3/0 | · · · · | |
| B Agent Call Summary Report | | | | 24.6% | | | | Next and a local of | ice | |
| G Agent Duration By Skill Report | 52% | | 20.5% | | | | | | | |
| G Agent Duration Report | | | | | | | | Riters on all pages | | |
| - El Agent Master List | 15 | | | 22-04 | | | | Account | v | |
| - 🗇 Agent Sian In Sian Out Report | Service Level Avenue | | | | | | | (U) | | |
| G Agent Symmerry View | ØService Level = 10 sec ØService Level = 340 sec | | | | | | | Cell Center Name | | |
| - 🗇 Agent Unavailability Report | IRS. | | | | | | | (U) i | | |
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| G Call Center Detail View | 125 | | | 14.5% | | | | | | |
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| E card a da a | 25 | | | | | | | | | |
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| Cockait Overview | Dete . | | rege Speed of Anover Calls Anov | | | AREADIN 20 MIS NOVEM | | * | | |
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| | and the second s | 155.43 | 7,69 | п | 17.5 % | 40 | 61.5 % | | | |
| | | 28.14 77.85 | 6.63 | 27 E | £23% 172% | 42 | 97.7 % 42.8 % | | | |
| | | 87.89 | 577 | 94 | 433% | 26 | 743 % | | | |
| | | 4735 | 5.13 | 21 | 554 % 554 % | 55 27 | 81.1 N | | | |
| | Tetal | 25.3 | 5.09 | 5 | 1155 | 22 | 754 % | | | |
| | | | | | | | | | | |



Use the filter to scale the data for the report view; expand or collapse filter options by clicking on the expand/collapse arrow [>>] [<<] to show/hide field option(s).

The data can be filtered by:

- Date dates can be filtered by range, duration, and period •
- Account account data can be filtered using the basic (default) or advanced filtering option
- Call Center Name •

The filter data can be cleared using the [Clear Filter] icon

Report Filters

DATE FILTERS

| Date 9/28/2022 - 9/29/20 | ^ <i>⊘</i> |
|-----------------------------|------------|
| Filter type | |
| Relative date | ~ |
| Show items when th | e value |
| is in the last | ~ |
| 2 | |
| days | ~ |
| | |
| 🗸 Include today | |

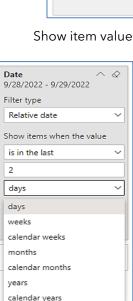
Include today, enabled (default)

| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date \sim |
| Show item Duration value |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |



| Date ∧ ⊗ 9/28/2022 - 9/29/2022 |
|-----------------------------------|
| Filter type |
| Relative date 🗸 🗸 |
| Show items when the value |
| is in the last \sim |
| 2 |
| days 🗸 |
| Include today |
| Apply filter |

Include today, disabled



Clear filter

~ @

By Period

~ @ Date 9/28/2022 - 9/29/2022 Filter type Relative date \sim Show items when the value is in the last is in the last is in this is in the next Include today Apply filter

Show item value (by Range)





ACCOUNT FILTERS

| √ Filters | | L . |
|--|---|----------------|
| 𝒫 Search | ♀ Search | |
| Filters on all pages | Filters on all pages | - |
| Account $\land \oslash$ is (All) | Account $\land \oslash$ is (All) | |
| Filter type Basic filtering ~ | Filter type Advanced filtering | 2 |
| O Search | Show items when the value | m |
| Select all (Blank) Default Account Entry 1 My Alarm Center 1 | Contains Show items And O Or Apply filter | when the value |

Basic Filtering (default)

Advanced Filtering

CALL CENTER NAME FILTERS

| Call Center Name is (All) | ~ @ |
|------------------------------|------|
| Filter type | |
| Basic filtering | ~ |
| 𝒫 Search | |
| Select all | |
| 🗌 (Blank) | |
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Basic Filtering (*default*)

| Call Center Name is (All) | ^ | Q |
|------------------------------|-------|--------|
| Filter type | | |
| Advanced filtering | | ~ |
| Show items when the | value | |
| contains | | ~ |
| And O Or | | |
| | | ~ |
| Ļ | Apply | filter |

Advanced Filtering

Viewing Report Data

The data viewing area has clickable options. As you begin to move your mouse over the data area a secondary filter will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS

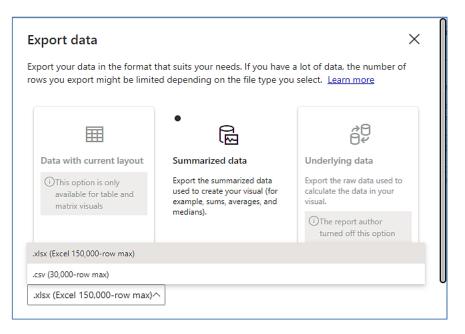


| Filters | and | slicer | s aff | ecting | g thi | s visu | al | | /is | sual | Focus n |
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| | | 111 | - | | - | 225 | | | | 505 | |
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| | | 11.5 | | | | | | | | | 8 |
| 141 | 1.6 | 10% | | 18% | | 18.8 | | | | 10.5 | 2 I |
| | | | - | | - | | | | | | |
| 41 | - | 41% | | 28.5 | | | | | | | 9 |
| | | 1.4.4 | | 0.0% | | | | 10.5 | 14 | (18.5. | 5 |
| | | | | | | | | 10.5 | | 716.% | |
| 41 | | 14.1 | | 115 | | | | 10.0 | | | |

SECONDARY FILTERS

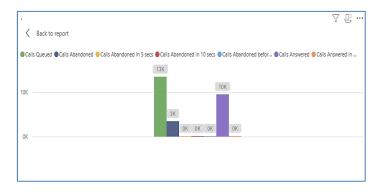


• Export data





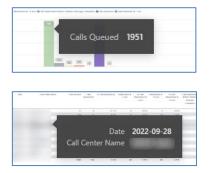
• Show as a table



• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.



SCREEN TIPS

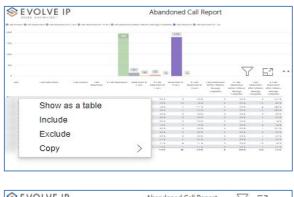






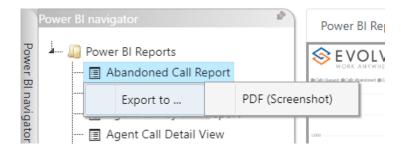
• Right-click data options

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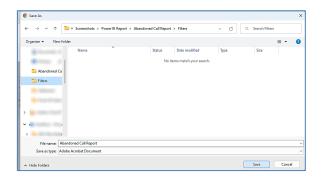
Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





| - 🔟 Power BI Reports | | |
|--|--------------------|-------------|
| - 🔳 Abandoned Call Report | | |
| - 🔲 Agent Activity | | |
| - 📺 Agent Call By Skill Report | | |
| — 📺 Agent Call Detail View | | |
| 🗊 Agent Call Report | | |
| - 🖃 Agent Custom Report | | 100 N 100 N |
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| - 📺 Agent Duration By Skill Report | | |
| - 🔲 Agent Duration Report | | |
| 🔲 Agent Master List | | |
| — 🗐 Agent Sign in Sign Out Report | | |
| - 📺 Agent Summary View | | |
| — 🗊 Agent Unavailability Report | | |
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| 🔳 Call Center Report | | |
| — 🔲 Call Center Summary View | | |
| — 📃 Cockpit Overview | | |
| - 🗊 CVR - Interval Report | | |
| - 🔲 Disposition Codes | | |
| — 🔳 Report Usage Metrics Report | | |
| - 🖻 Service Level Report | | |
| - 🗐 Usage Metrics Report | | |

Save the file or change the location where to save the file.







Power BI Subscriptions

This is the **Main Screen** for the Evolve IP Reports app. The window is divided into two parts Report List Navigation¹ and Detail View²

In the *Detail View* section of the window, there are two tabs *Power Bl Report (app default view), and Power Bl Subscription*. When you click on the [**Power Bl Subscriptions**] tab, the default view is shown (*see image below*); **NOTE** the tab color changes from *blue* when Subcriptions is selected.



Report subscriptions are scheduled reporting events. The *default page* view is shown below:

- **Description** this is the report name, or event name
- Status this shows the subscription status
- Schedule this is the subscription schedule

If there are no report subscription schedules, the view will be blank as shown below.

| Power BI Report | Power BI Subscriptions | | |
|-----------------|------------------------|--------|----------|
| Description | | Status | Schedule |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

If there are any report schedules, the screen view will be shown as below:



| Description | Status | Schedule | | | |
|-------------------------|---------|--|------------|--------|--------|
| delivery fix test 55 | Enabled | Every 1 day(s) at 10:02 AM, (UTC- 05:00) Eastern Time (US & Canada), starting 10/06/2022 | Run Now | Update | Delete |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Add | | | | | |

- **Run Now** this will run the scheduled task(s); an email will be sent to ALL recipients.
- **Update** you will be able to edit any settings/parameters for the desired scheduled event.
- **Delete** this will delete the schedule subscription; you will be asked to confirm.

How To Create a Subscription

To create a report subscription, choose the report from the **Navigator** list; click on [**Add**] (see image below).





The subscription (**Settings/Parameters**] dialog box will open and display three tabs with available options to create/schedule a report subscription.

General Settings

| | SEVOLVE IP | | | | | |
|---|------------|--|--|--|--|--|
| Power BI navigator Power BI navigator Power | otion × | | | | | |
| Prover B Reports | - | | | | | |

- 1. General: lists a set of options for saving or disabling a report.
 - a. Description: Type a description for the report.
 - b. Status: Enable or Disable the report subscription. **NOTE:** To disable an existing report subscription, click on Update, click the [**Disable**] option button, then click on [**Save**].
 - c. Schedule Settings: set the below parameters to customize the subscription details
 - i. Time Zone choose a US time zone
 - ii. Begin this schedule on use the calendar picker to choose a date/time (*default current date/time*).
 - iii. Stop this schedule on click this box to set a different end date (*default current date*).
 - iv. Frequency choose a frequency for the subscription (Minutes, Hours, Days, Weeks, Months, Run one time).
 - v. Interval set an interval for the subscription. The interval will coincide with the Frequency (i.e. Days, the interval will be each day, etc.).



| S E VOLVE | IP | | | |
|---|---|----|-----|--|
| Power Bi navigator Suk | Custom schedule settings | × | × | |
| Power BI Reports | Specify the date to start and optionally end this schedule. | | | |
| Agent Activit Agent Call B | Time Zone: | | | |
| 역 ···· · · · · · · · · · · · · · · · · | (UTC-05:00) Eastern Time (US & Canada) | • | | |
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| - Agent Dufat | Stop this schedule on: Sep-28-2023 | | | |
| Agent Sign | Frequency: | | | |
| Call Center D Call Center D | Days | ~ | ave | |
| Call Center L Call Center L Call Center L Call Center L | Interval | | | |
| Call Center Report | 1 | | | |
| 🔲 Call Center Summar, 🔲 Cockpit Overview | at | | | |
| - E CVR - Interval Report | Close | OK | | |
| Export Usage Metrics Export Service Level Report Usage Metrics Report | | | | |

Click [**OK**] to save settings.

Subscription Parameters

Subscription parameters: These parameters can be configured to [Email] a report.

To create an email, click on the **Subscription parameters** tab; the [**Delivery method**] is defaulted to *Email (see image below)*. Continue filling in the parameters, i.e. (1) To (2) Cc (3) Bcc *add a comma after each receipient's email address; the [**Report format**] is defaulted to *PDF Screenshot*; the [**Subject**] is defaulted to the report name; and lastly, you can use the [**Email Body Text**] to type any message you wish to send with the report attachment.



| Subscri | ption | × |
|---------------------------|--|-------------------|
| General Delivery metl | Subscription parameters | Report parameters |
| Email | | • |
| То | | |
| | and a state of the | |
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| Report forma PDF (Scre | | • |
| Subject | | |
| Agent Cal | ll Report | |
| Email Body T | ext | |
| This is a t | est | |
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| | | Close Save |

Report Parameters

NOTE: if you wish to configure [**Report parameters**], <u>DO NOT</u> click on *Save* when you are finished adding the *Subscription parameters*; click on the [**Report parameters**] tab.

| Subscription | | | | | × |
|--------------|-------------------------|-------------------|-------|------|----|
| General | Subscription parameters | Report parameters | | | |
| Account | | | | | |
| Default / | Account Entry | | | • | |
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| Yesterda | У | | | • | |
| Agent Nam | e | | | | Ye |
| (All) | | | | ~ | |
| | | | | | |
| | | | Close | Save | |



- 1. Account choose an [Account] for the report.
- 2. **Period** choose a [**Period**] (*range*) for the report.
- 3. Agent Name choose an [Agent Name] for the report; or choose "All" for the report to include all agents.

Click on [**Save**] when you are finished adding the *Report parameters*.

Modifying a Subscription

If you clicked on the *Save* button after you have configured the *Subscription parameters*, your subscription was saved with *default Report parameters*. To view or change the *Report parameters* click on [**Update**] from the Subscriptions main screen. Locate the report you wish to edit, click on **Update** to edit the settings/parameters.

| Description | Status | Schedule |
|--|---------|---|
| Test Settings and Parameters for Documenting Process | Enabled | Every 1 day(s) at 09:30 PM, (UTC- 05:00) Eastern Run Time (US & Now Canada), starting 10/13/2022 |
| | | |
| | | |
| | | |
| Add | | |

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EVOLVE IP, LLC

Evolve Reports

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