

Evolve Reports

User Manual v9.22

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EVOLVE IP, LLC

Evolve Reports

User Manual v9.22

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Getting Started

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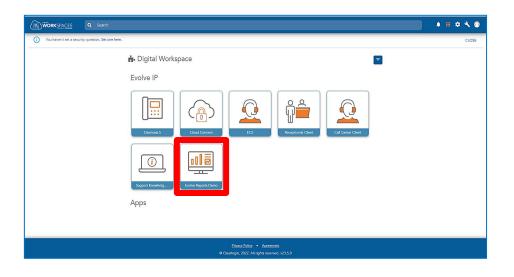
Introduction

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).

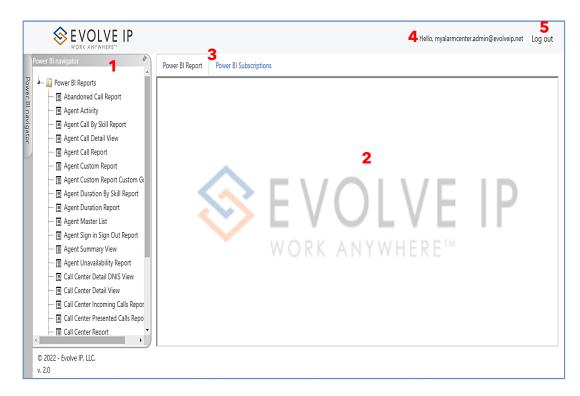




Main Screen

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

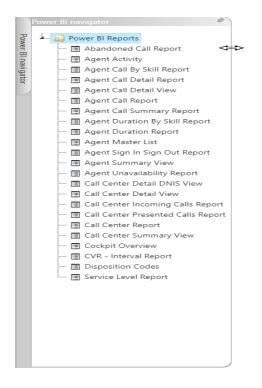
Basic Functions and Features

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.

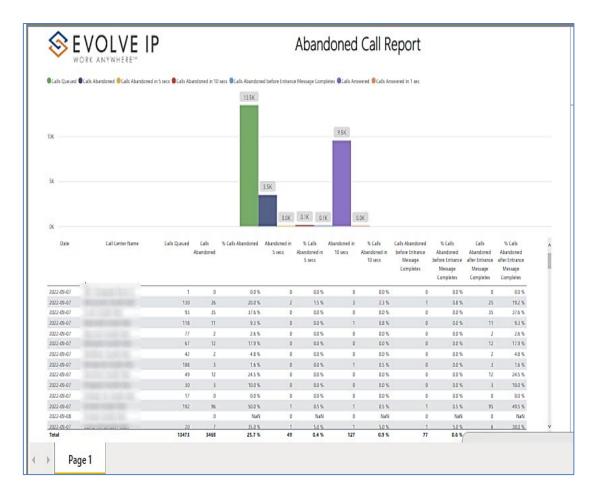




To show the [**Navigation List**], click on the *Power Bl Navigator* tab. To lock the **Navigation List** back into place, click on the pushpin icon.



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*).

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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
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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 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

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Apply filter	

Include today, enabled (default)

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Filter type
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Include today
Apply filter



Date ∧ ∅ 9/28/2022 - 9/29/2022 Filter type
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Include today, disabled

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Clear filter

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By Period



ACCOUNT FILTERS

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Basic Filtering (*default*)

Advanced Filtering

CALL CENTER 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

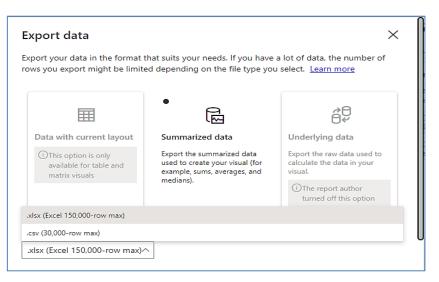
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SECONDARY FILTERS



• Export data





• Show as a table

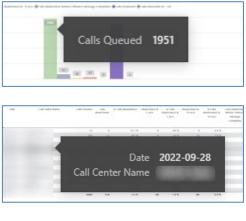
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• Spotlight - shows a zoomed in view of the selected table/chart's data. Click on the *Spotlight* from [**More options**] to exit spotlight or click any empty space in the detail view area of the page to exit Spotlight.

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



SCREEN TIPS





RIGHT-CLICK DATA OPTIONS

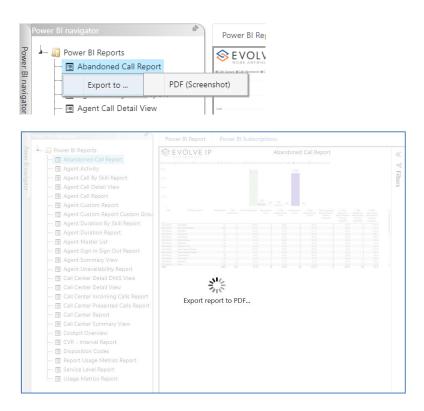




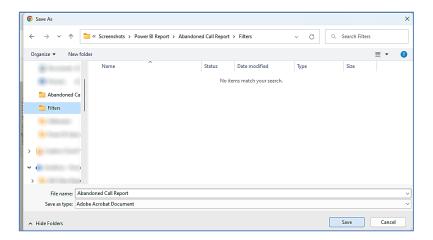




Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.



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
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Report Filters

DATE FILTERS

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Apply filter

Include today, enabled (default)

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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

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Show item value (by Range)

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By Period

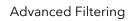


ACCOUNT FILTERS

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Basic Filtering (*default*)



AGENT NAME FILTERS

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Basic filtering	~
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Select all	
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Agent Name is (All)	~ &
Filter type	
Advanced filtering	×
Show items when the	he value
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	Apply filter



ACTIVITY DETAIL FILTERS

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	AvailableIdle	5193			
	SignIn	272			
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is 🗸
SignOut
Apply filter

DAY OF WEEK FILTERS

Day of Week is (All)	~ &
Filter type	
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MONDAY	1253
TUESDAY	1252
☑ WEDNESDAY	1252
THURSDAY	1252

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HOUR OF DAY FILTERS

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Viewing Report Data

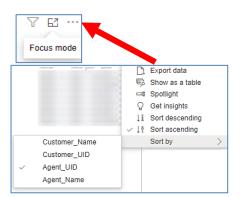
The data viewing area has clickable options. As you begin to move your mouse over the data area a *secondary filter* will be shown in the window. Click on chart/table data to display screen tip, or to sort, or filter by field. Right-click on chart/table data to view select options for that field's data.



VISUAL FILTERS



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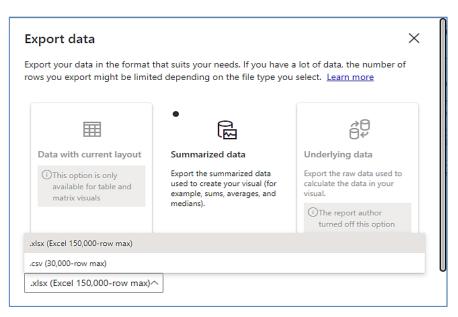


SECONDARY FILTERS



Y	62		√ Filters
		D,	Export data
		Ģ	Show as a table
		=0	Spotlight
		Q	Get insights

• Export data





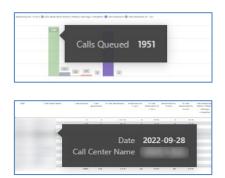
• Show as a table

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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





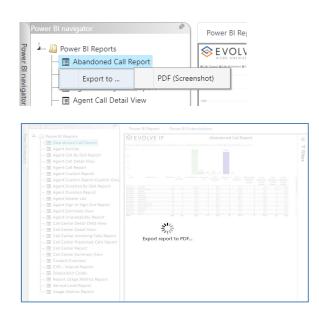


RIGHT-CLICK DATA OPTIONS

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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.

← → ✓ ↑	ort > Abandoned Call Report	> Filters	~ C	Q Search Filter	s	
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Abardoned Ca Fiters	No ite	ms match your search	τ.			
File name: Abandoned Call Report						
Save as type: Adobe Acrobat Document						

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
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- 🗇 Agent Summary View	1		Agent Full Name V 6 is (M)
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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

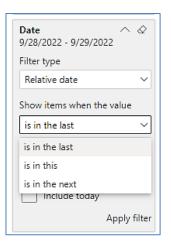
Date 9/28/2022 - 9/2	^
Filter type	
Relative date	~
Show items whe	en the value 🗸
2	
days	~
🧹 Include to	oday
	Apply filter

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

Date 9/28/2022 - 9/29/2022	^ &
Filter type	
Relative date	~
Show items when the va	lue
is in the last	~
2	
days	~
Include today	
A	ply filter



Include today, disabled

Date 9/28/2022 - 9/29/2022	0
Filter type	
Relative date	~
Show items when the value	
is in the last	~
2	
days	~
days	
weeks	
calendar weeks	
months	
calendar months	
years	
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

√ Filters	»	н
✓ Search		
Filters on all pages		
Account is (All)	~ @	-
Filter type		2
Advanced filtering	~	<u>-</u>
Show items when the valu	e	m
contains	Show item	s when the value
And O Or Appl	✓ y filter	N

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)
Filter type
Advanced filtering \checkmark
Show items when the value
contains 🗸
And O 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.



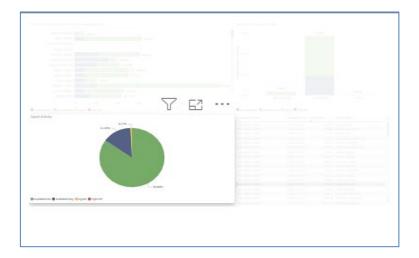
VISUAL FILTERS



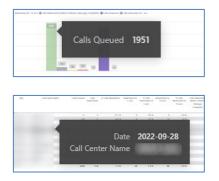
SECONDARY FILTERS



• 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







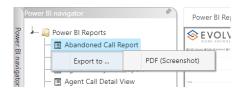
RIGHT-CLICK DATA OPTIONS



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Expand		
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Cono	1000 /		
Shov	w as a table		
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Copy	\rightarrow	Copy value	
	Сору	Copy selection	

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.		
- 🔄 Agent Custom Report Custom Grou					
- 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					
- III Usage Metrics Report					

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	
Organize • New folder					≡ •	(
Name	Status Dat	e modified	Type	Size		
Abandoned Ca	No items m	iatch your search				
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File name: Abandoned Call Report						
Save as type: Adobe Acrobat Document						

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	
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- 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
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- 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	
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— 🗄 Call Center Report		170	1						1		72122	3595	43422	13236	6774	61426	
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- 🖪 Cockpit Overview		190			10			10		0	26220	3488	30177	5451	35410	132290	
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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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er

Include today, enabled (*default*)

Date ∧ ⊘ 9/28/2022 - 9/29/2022
Filter type
Relative date \sim
Show item Duration is in the lust
days 🗸
✓ Include today
Apply filter

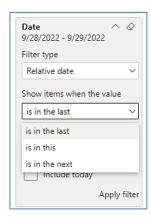
By Duration

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 \sim
2
days ~
days
weeks
calendar weeks
months
calendar months
years
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

√ Filters	»	L	
✓ Search			
ilters on all pages			
Account is (All)	~ @		
Filter type		2	
Advanced filtering	~	÷	
Show items when the valu	e	: 	
contains	Show item	ns when t	he value
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● And ○ Or			
	~		
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		~
Show items when the	value	
contains		~
And O Or		
		~
Å	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

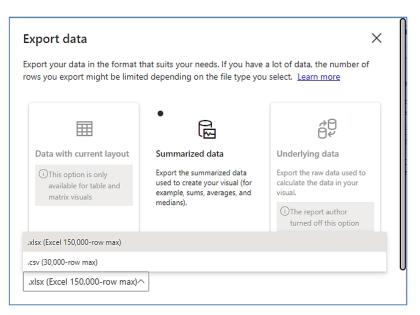
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10 		11% 81% 88% 81% 11% 81% 81% 41%		405 805 805 805 805 805 805 805 805 805 8		1008 1008 1008 1008 1008 1008 1008 1008	-	115 115 115 115 115 115 115 115 115		11 % 90 % 90 % 91 % 11 % 91 % 91 %			

SECONDARY FILTERS

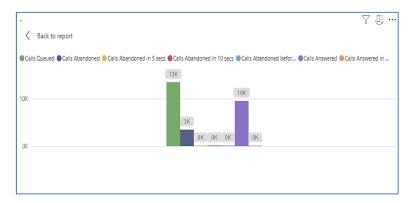


• Export data





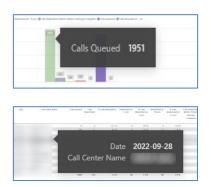
• Show as a table



• 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.



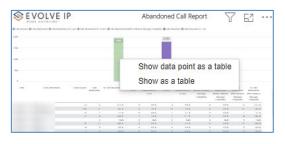
SCREEN TIPS







• 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 By Skill 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.

Save As							
$\leftarrow \rightarrow \checkmark \uparrow$	🚞 « Screenshots > Power BI Repo	rt > Abandoned Call Report > 1	Filters	~ C	Q. Search Filter	s	
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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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	10200	0.05202						1020 CROD CROX		8.04	
- 🕞 Agent, Uravailability Report		0.262.222								Aper Sil	~
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- E Call Center Summary View	00000	15/18/107						state manual analysis			
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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 ^ &							
Filter type								
Relative date	~							
Show items when the value								
is in the last	~							
2								
days	~							
🗸 Include today								
А	pply filter							

Include today, enabled (default)

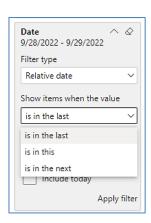
Date 9/28/2022 - 9/29/2	.022
Filter type	
Relative date	~
Show item Duratio	n value
2	
days	~
Include today	(
	Apply filter

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 the value
is in the last \sim
2
days 🗸
days
weeks
calendar weeks
months
calendar months
years
calendar years

By Period



Clear filter

Show item value (by Range)



ACCOUNT FILTERS

√ Filters	
✓ Search	
Filters on all pages	
Account $\land \oslash$ is (All)	
Filter type	
Basic filtering \checkmark	
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Select all	
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√ Filters	>>	L	• •
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And O Or Appl	→ y filter		

Basic Filtering (*default*)

AGENT NAME FILTERS

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Filter type	
Basic filtering	~
Select all	
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🗌 05, Training	1
🗌 1, Dispatch	1
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🗌 1, Lobby	1
🗌 1. Spare	3

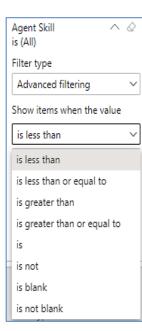
Advanced Filtering

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

Agent Skill ^ is (All)	
Filter type	
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Apply	y 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

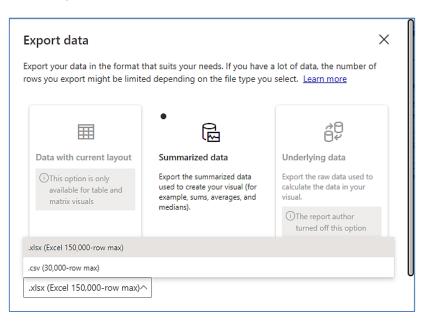


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SECONDARY FILTERS



• Export data





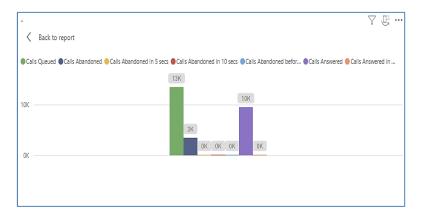
62 ...

Focus mode

7



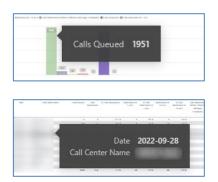
• Show as a table



• 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

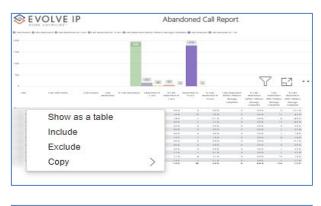






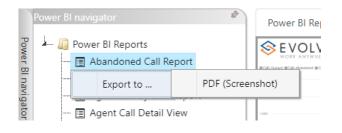
• Right-click data options

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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					
- III Power BI Reports						
🖃 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		M/a				
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📃 Call Center Incoming Calls Report	Evport ro	port to PDF				
📃 Call Center Presented Calls Report	Export re					
🔲 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: Aba	andoned Call Report					
	be Acrobat Document					,
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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*).



Power \$1 Reports	Power II Subscriptions									_
- 🛙 Abandoned Call Report	VOLVE I	Р		Agent (Call Repo	ort			√ Filters	
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- 🗄 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
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- 🖬 Agent Sign In Sign Out Report	2022-13-00		45	17	ж	0	45	5		v
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	2022-10-00		65	15	20	24	-	4		
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- 🗄 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		
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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

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		`
Show items when the v	/alue	
is in the last		~
is in the last		
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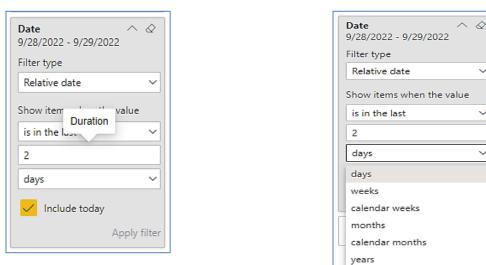
Show item value (by Range)



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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
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Advanced Filtering



AGENT FULL NAME FILTERS

ient Full Name (All)	~ @	Agent Full Name
ilter type		Filter type
Basic filtering	\sim	Advanced filtering
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(Blank)		
05, Training	1	
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

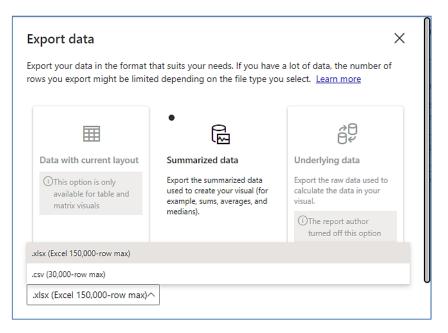


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SECONDARY FILTERS



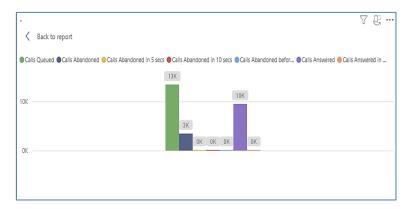
• Export data



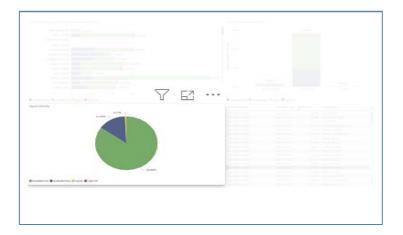
Focus mode



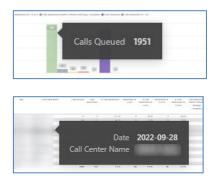
• Show as a table



• 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





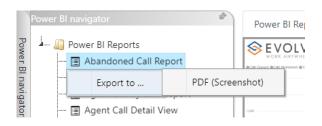


• Right-click data options

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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			
🔟 Agent Custom Report		100 W W W W	
🔝 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	1.5		
- 🔲 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.

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> File name: Abandoned Call Report			

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	
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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%			
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CVR - Interval Report				6	26.17		0					1396	7,25%			
Disposition Codes			1	1	133			1	-			1536	18:17:5			
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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	~
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

 2

 days

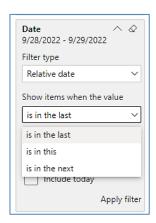
 Include today

 Apply filter

Include today, disabled

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

By Period



Show item value (by Range)



ACCOUNT FILTERS

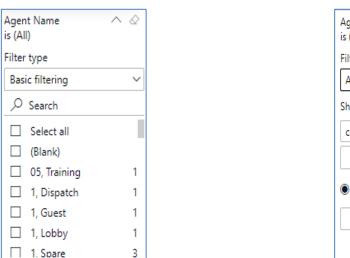
∀ Filters ≫
✓ Search
Filters on all pages
Account $\land \oslash$ is (All)
Filter type
Basic filtering 🗸 🗸
,
Select all
(Blank)
Default Account Entry 1
☐ My Alarm Center 1

∀ Filters	>>	E
Filters on all pages		
Account 🖍	~ @	
Filter type		
Advanced filtering	~	<u>+</u>
Show items when the valu	e	m
contains	Show item	s when the value
And O Or Appl	v y filter	

Advanced Filtering

Basic Filtering (*default*)

AGENT NAME FILTERS



Agent Name is (All)	^	Ŵ
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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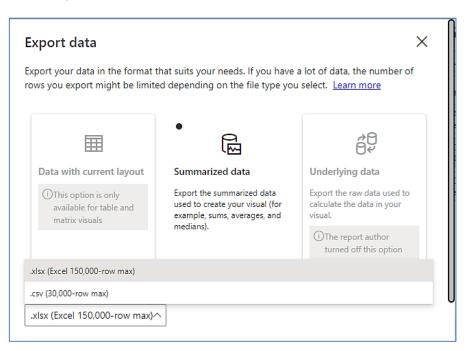


76...

SECONDARY FILTERS

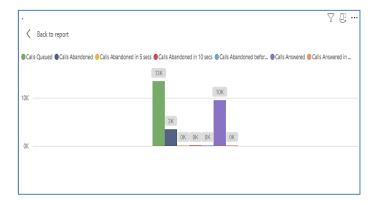


• Export data





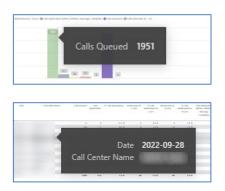
• Show as a table



• 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





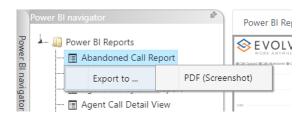


• Right-click data options



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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	
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- 🔲 Agent Activity		
— 📺 Agent Call By Skill Report		Filters
🖃 Agent Call Detail View		2
🖃 Agent Call Report		
🖃 Agent Custom Report	- <u></u>	
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🗐 Agent Duration By Skill Report		
🔟 Agent Duration Report		
🔟 Agent Master List		
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🔳 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		

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		
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- Agent Call Detail View	(40		Date
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- 🖪 Agent Call Summary Report	258		
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- 🖪 Agent Summary View	108 2064		Agent Full Name V is (AII)
- 🖪 Agent Unavailability Report	2764		
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Call Center Detail View	1904		
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- E Cockpit Overview	157.00		
- E C/R - Interval Report	20430		
Disposition Codes	6		
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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	~
2	
days	~
Include today	
Арр	ly filter

Include today, disabled

Dat	e			 Q
9/2	3/2022	2 - 9/29	/2022	
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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

By Period



ACCOUNT FILTERS

∀ Filters ≫		∑ Filters » ∟ · · ·	
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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

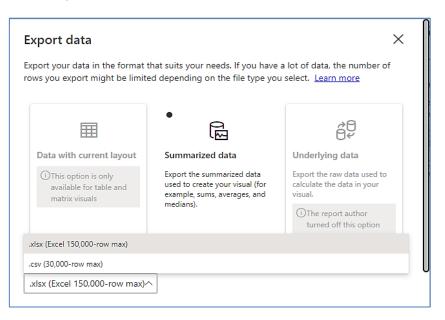


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SECONDARY FILTERS



• Export data



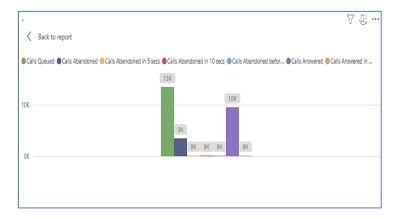
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63 ...

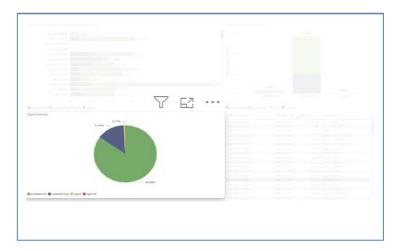
Focus mode



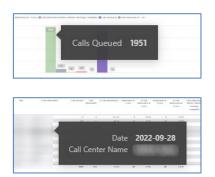
• Show as a table



• 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





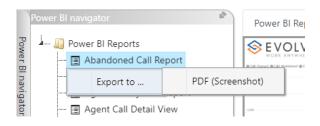


• Right-click data options



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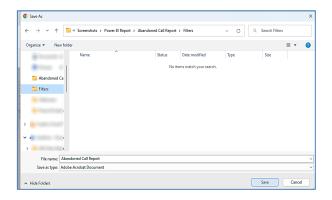
Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





Power BI navigator	Power BI Report		٦
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- 🖂 Abandoned Call Report			
🗊 Agent Activity			
- 🔲 Agent Call By Skill Report			ŝ.
🗊 Agent Call Detail View			
🖃 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		All.	
🔲 Call Center Detail View		5.8	
- 🖃 Call Center Incoming Calls Report	Export ror	eport to PDF	
🔝 Call Center Presented Calls Report	export rep	eport to PDI	
🗐 Call Center Report			
🔝 Call Center Summary View			
- 🖃 Cockpit Overview			
🔟 CVR - Interval Report			
- 🔲 Disposition Codes			
🔟 Report Usage Metrics Report			
🗐 Service Level Report			

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	~
Show items when	the value
is in the last	~
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days	~
Include toda	у

Include today, enabled (default)

Date ∧ ⊗ 9/28/2022 - 9/29/2022
Filter type
Relative date \checkmark
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 \checkmark
2
days 🗸
Include today
Apply filter

Include today, disabled

Date	$\land \diamond$
9/28/2022 - 9/29/2	022
Filter type	
Relative date	~
is in the last	~
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Include today	,

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
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Clear filter





ACCOUNT FILTERS

√ Filters
✓ Search
Filters on all pages
Account ^ 🖉 is (All)
Filter type
Basic filtering 🗸 🗸
,∽ Search
Select all
🔲 (Blank)
Default Account Entry 1
My Alarm Center 1

√ Filters	>>	L
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Filters on all pages		- 1 -
Account is (All)	~ @	
Filter type		2
Advanced filtering	~	1
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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



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SECONDARY FILTERS

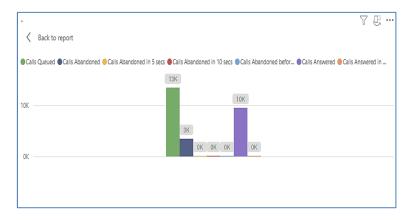


Export data ٠

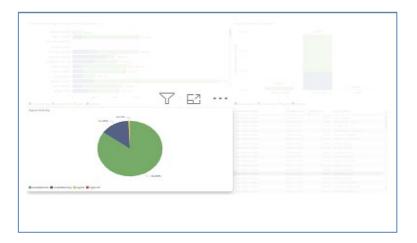
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	medians).	(i) The report author turned off this option
lsx (Excel 150,000-row max)		
sv (30,000-row max)		



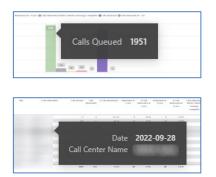
• Show as a table



• 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







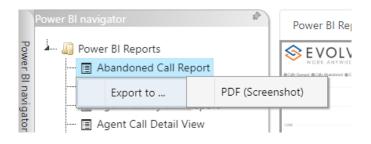
• Right-click data options

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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.

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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	^
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Show items when th	ie value
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Include today	

Include today, enabled (*default*)

Date ∧ ⊗ 9/28/2022 - 9/29/2022
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Include today
Apply filter

By Duration

Date ∧ ⊘ 9/28/2022 - 9/29/2022
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Include today
Apply filter

Include today, disabled

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Clear filter

Show item value (by Range)

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Filter type	
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By Period



ACCOUNT FILTERS

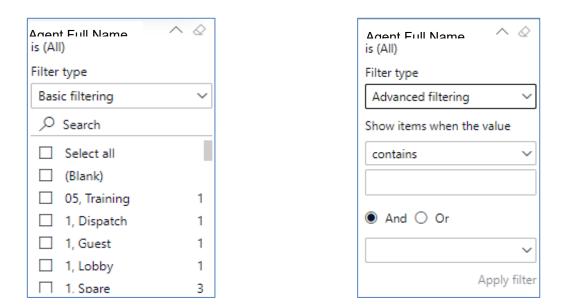
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Advanced Filtering

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

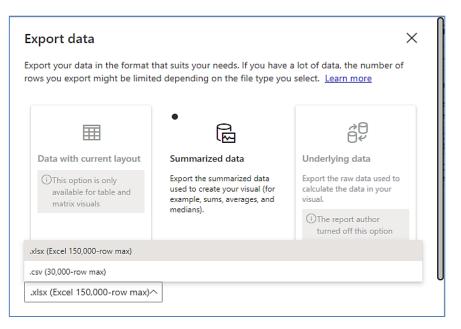
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SECONDARY FILTERS



• Export data



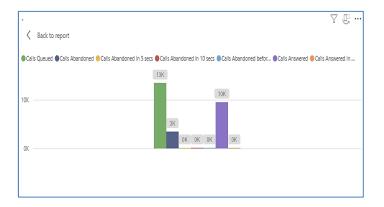
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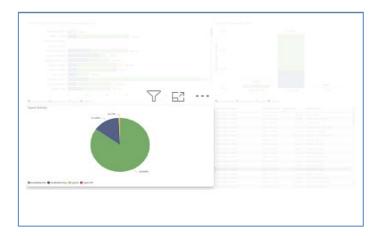
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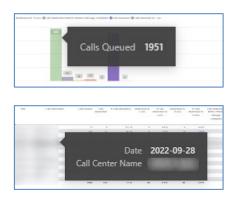
• Show as a table



• 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





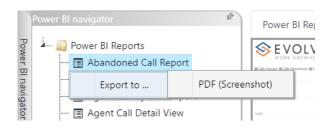


• Right-click data options

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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



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Report Filters

DATE FILTERS

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Apply filter



Date ∧ ∅ 9/28/2022 - 9/29/2022
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Apply filter

Include today, disabled

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ACCOUNT FILTERS

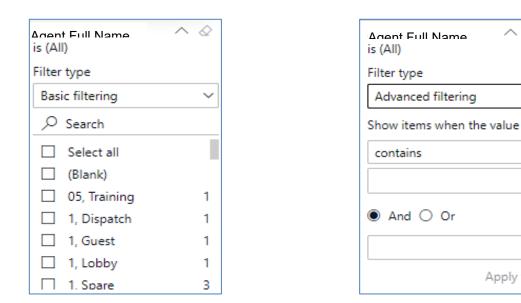
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Advanced Filtering

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

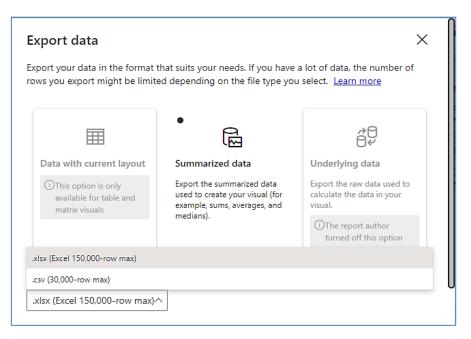


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SECONDARY FILTERS



• Export data



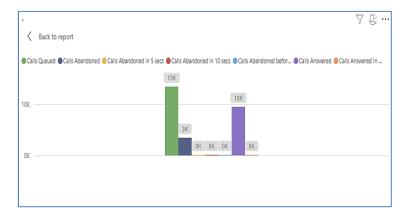
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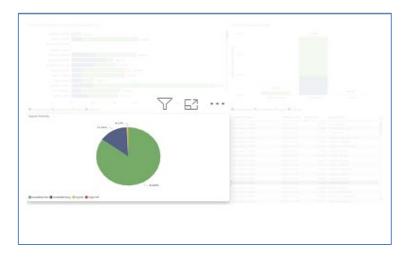
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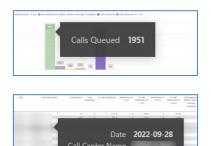
• Show as a table



• 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

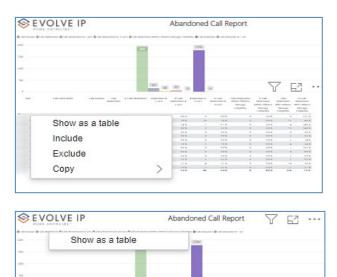






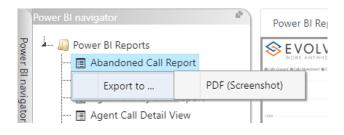
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Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





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Agent Summary View

When clicking on the **Agent Summary View 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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- Call Center Presented Cells Report	22066	101202		-	7	2	7	-	1	1000;0022		014230	0.240	20/20/29	
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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

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	

Include today, enabled (*default*)

Date 9/28/2022 - 9/29/2	.022
Filter type	
Relative date	~
Show item Duratio	value
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 Date
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 9/28/2022 - 9/29/2022
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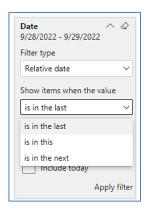
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 ∨

 Include today
 Apply filter

Include today, disabled

Date ∧ ⊘ 9/28/2022 - 9/29/2022
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Show items when the value
is in the last \sim
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By Period



Show item value (by Range)



ACCOUNT FILTERS

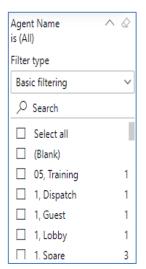
☆ Filters
🔎 Search
Filters on all pages
Account $\land \oslash$ is (All)
Filter type
Basic filtering \checkmark
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Default Account Entry 1
My Alarm Center 1

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Advanced Filtering

Basic Filtering (default)

AGENT NAME FILTERS



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Show items when the	value	
contains		V
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ļ	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

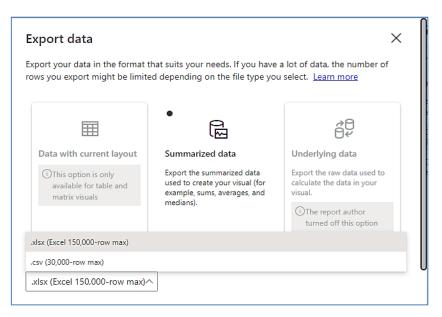


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SECONDARY FILTERS

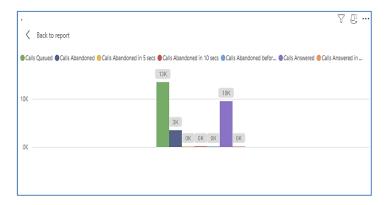


Export data •

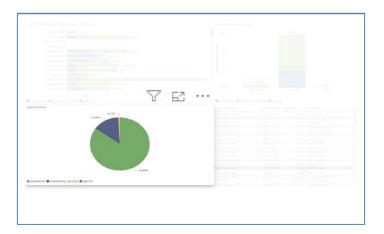




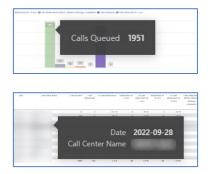
• Show as a table



• 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





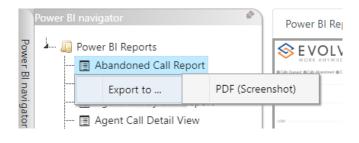


• Right-click data options

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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 Activity										
🔄 Agent Call By Skill Report										
🔳 Agent Call Detail View										
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🔝 Agent Summary View										
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🔳 Call Center Summary View										
🔝 Cockpit Overview										
🔟 CVR - Interval Report										
🗐 Disposition Codes										
📃 Report Usage Metrics Report										
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🔲 Usage Metrics Report										

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

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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	~ ~ «
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Relative date	,
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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
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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
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Advanced Filtering

Basic Filtering (*default*)

AGENT FULL NAME FILTERS

Agent Full Name is (All)	~ @
Filter type	
Basic filtering	~
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Select all	
(Blank)	
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 1, Dispatch 	1
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Agent Full Name is (All)	^	\bigcirc
Filter type		
Advanced filtering		~
Show items when the v	alue	
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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

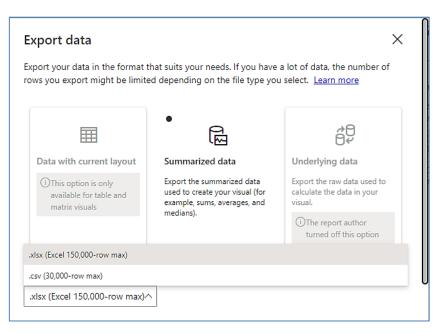
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SECONDARY FILTERS



• Export data



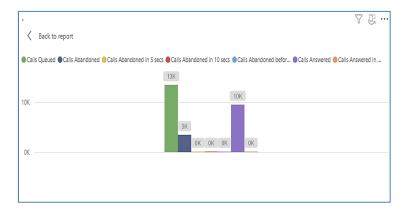
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62 ...

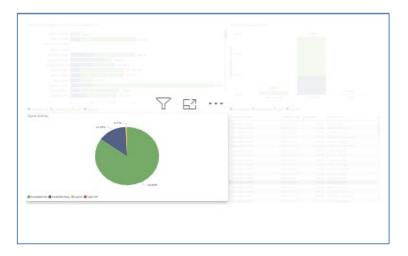
Focus mode



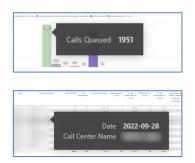
• Show as a table



• 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





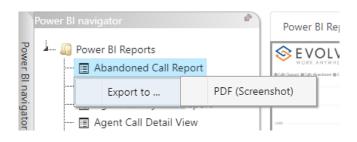


• Right-click data options

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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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🔝 Call Center Presented Calls Report	export let	Joir u	FDI						
🔟 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)
← → ✓ ↑ Screenshots → Power BI Report	> Abandoned Call Report > Filters	~ C	Q. Search Filter	s	
Organize 🔻 New folder				≣ •	1
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File name: Abandoned Call Report					
Save as type: Adobe Acrobat Document					

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

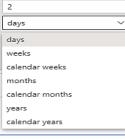
Date 9/28/2022 - 9/29/	2022 ^ &
Filter type	
Relative date	~
Show items when	the value
is in the last	~
is in the last is in the last	~
	~
is in the last	~ ay

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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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



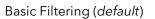
AGENT NAME FILTERS

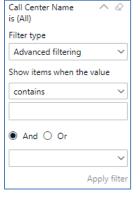
Agent Name is (All)	~ &
Filter type	
Basic filtering	~
,	
Select all	
(Blank)	
05, Training	1
1, Dispatch	1
🔲 1, Guest	1
🗌 1, Lobby	1
□ 1. Spare	3

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

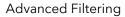
Call Result is (All)	~ &
Filter type	
Advanced filtering	~
Show items when the v	alue
contains	~
 And O Or 	
	~
Ap	oply filter



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

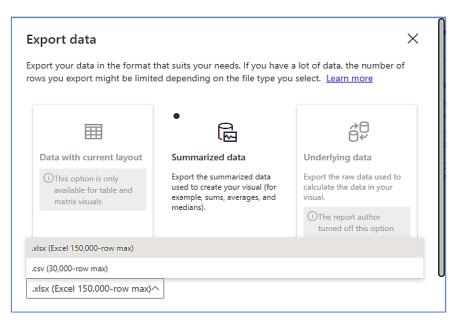


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	Date 9/29/20)22 -	9/30		2	7165	anaccess a	Array Mindea	Mancolour	Autom	5.145 Barrier	
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	10 11 10 10 10 10 10 10	1 1 1 1 1 1 1 1 1 1	775 875 885 875 875 875 875 875		115 165 115 115 115		1855 549 1855 1855 1855 1855	-	545 547 515 515 515 515 515 515		005 505 005 115 115 115	
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SECONDARY FILTERS

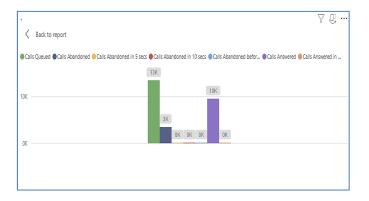


• Export data

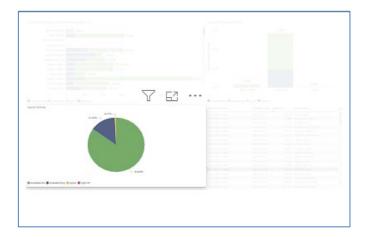




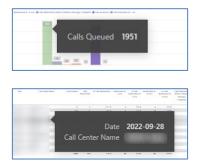
• Show as a table



• 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







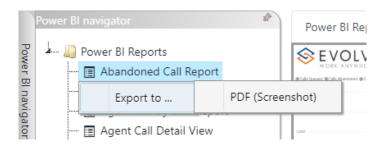
• Right-click data options

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	Include	115 145 115 115 115 115 115		18% 111% 22% 22% 22% 22% 22%		1055 1055 1055 1055 1055 1055 1055	1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 1.0	
		05 145 05 05 05 05 05 05 05 05		18.5 171.5 12.5 075 075 18.5 18.5 18.5 18.5 18.5 18.5 18.5 18.		1015 1015 1015 1015 1015 1015 1015 1015		
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SEV	OLVE IP	Abandoned Call Report	Y	62	
Balan Sanada Balana	Show as a table	onterescence and an and and			
		100 100 100 100 100			

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





Power BL navigator	ver BI Report								
🚣 🔟 Power BI Reports									
🔳 Abandoned Call Report									
🔳 Agent Activity									
🔳 Agent Call By Skill Report									Filters
🔳 Agent Call Detail View									SI
🔳 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		M/.							
🖃 Call Center Detail View		3							
🔳 Call Center Incoming Calls Report		×15							
🔳 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.

← → ✓ ↑ ¹ Screenshots → Power BI Repo	rt > Abandoned Call Report	> Filters	~ C	Q Search Filter	3
Organize - New folder					≣ .
Name	Status	Date modified	Туре	Size	
Abandoned Ca	No ite	ms match your search.			
Filters					
Carl Carl					
File name: Abandoned Call Report					

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										_
- Abandoned Call Report	- 🛞 F '	٧O	IV	E IP		C	all Center	Detail	View Re	eport			Y Filters	
- 🖪 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	
- 🗄 Agent Call Report											12		103/002-103/00	22
- 🔄 Agent Call Summary Report - 🔄 Agent Duration By Skill Report	10/05/22 836 444	30,02,02	4660		10,08,0022 83 634 467		10,00,0002 8 14 34 AV		Unknown		Charloved Ry Stat			
- El Agent Duration Report	10/05/82/10/7 AM	10.02.12	2632		10103-2022 10-4144-444		10/01/02/22 10:47/4		Viceo		Overfored by	8	Fibers on all pages	
- 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	
- E Call Center Detail DNIS View	10-05-22 11:85 434	10,52,52	10.02		10108-0022 # 8855-444		101002210535.00		Ukeyr		Cventovec By		k (41)	
- 🗄 Call Center Detail View	205222239	10/22/22	1216-02		1008-0022-10-2022-2-0		10 OF 0222 10 2922 PM		Uktovr		201 Derfoxes fr		Gal Center Usel D	
- 🔄 Call Center Incoming Calls Report											5.16		3 (41)	
- 🔄 Call Center Presented Calls Report	100022302591	10/02/02	26922		10/03/2022 12/29/22 410		10121021221222		Unknown		Overfolded by Sine		Cal Result	1
- E Call Center Report	10/00/22 (2:00/74)	101222	1012	and the second second	10 00:002 12 00:00 FV		10 KE 0022 12 30 25 PM		Unicent	-	Cventoved By		8 (VI)	
- E Cal Cercer Summary View	10/5/22 105 214	10.12.22	2,64-02		1018-0120-018-02 044		100000000000		Ukeyr		Derfond Br		DHS Name	- >
- E CVR - Interval Report											521		k (41)	
- E Disposition Codes	10/05/22/109 PM	10.52.52	14/06/22		10/03/2522 109/08 PM		10.011.0022.119.05 PM		University		Overfored by Size	5	Policy Applied is (A)	~
- R Service Level Report	19/09/22 128 PM	10,02,02	1000		12/08/0022 128:06 PM		10,00,0222,128,26,04		Unknown		Cienteves Ry			
-	10/05/22 124 PM	0.22	362		10/08/05/2 10/4/24 PM		10/12/22/12/4 (4-24)		Unicent		Derivec fr	8		
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	OUD CE LEX PA	(OLDES	10.22						Crocket		58			
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	Ital											40506		



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
2
days 🗸
Include today
Apply filter

Include today, disabled

Date 9/28/2022 - 9	/ 9/29/2022	< @
Filter type		
Relative dat	e	~
Show items v is in the last	when the valu	ie .
is in the last		
is in the last	: :t	

Show item value (by Range)



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

By Duration

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 ^ &	
Filter type	
Basic filtering 🗸 🗸	
Select all	
(Blank)	
Default Account Entry 1	
My Alarm Center 1	

Basic Filtering (*default*)

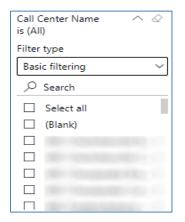
>>	L
	4
~ @	-
	2
~	<u> </u>
e	m
Show item:	is when the value
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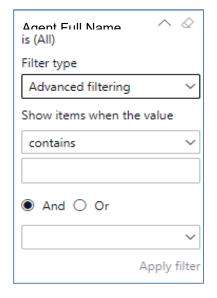
AGENT FULL NAME FILTERS

Δαent 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

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	
	~
А	pply filter

Advanced Filtering



CALL CENTER USERID FILTERS

Call Center UserID $\land \oslash$ is (All)
Filter type
Basic filtering 🗸 🗸
,∕⊂ 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 RESULT FILTERS

Call Result is (All)	0
Filter type	
Basic filtering	~
,⊖ Search	
Select all	
🔲 (Blank)	
Abandonded	1
Abandonded During	1
Answered	1
Escaped Queue	1
_	_

Basic Filtering (*default*)

Call Center UserID is (All)	~ &
Filter type	
Advanced filtering	~
Show items when th	ne value
contains	Show items
And O Or	✓ Apply filter

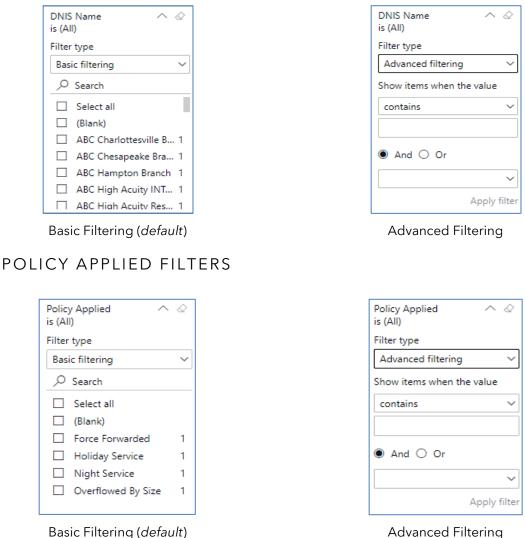
Advanced Filtering

Call Result $\land \oslash$ is (All)
Filter type
Advanced filtering \sim
Show items when the value
contains 🗸 🗸
And O Or Apply filter

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

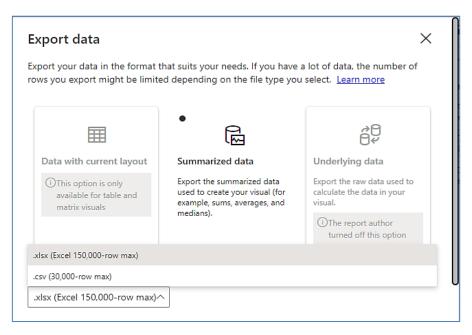


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SECONDARY FILTERS

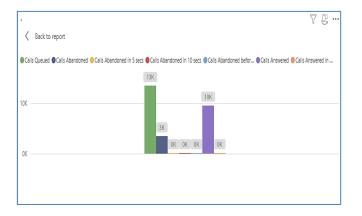


Export data •

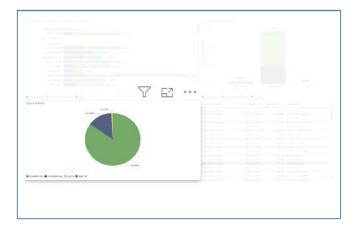




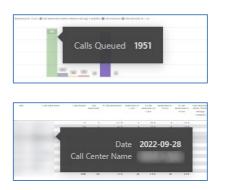
• Show as a table



• 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





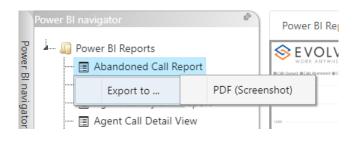


• Right-click data options

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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.





	Power BI Report			
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- 🔲 Agent Call By Skill Report				Filters
- 🔟 Agent Call Detail View				5
🔳 Agent Call Report				
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- 🔲 Agent Summary View				
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🔳 Call Center Presented Calls Report	Export rej	port to PDF		
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- 🔲 Call Center Summary View				
🔲 Cockpit Overview				
- E CVR - Interval Report				
- Disposition Codes				
🔳 Report Usage Metrics Report				
- E Service Level Report				
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Save the file or change the location where to save the file.

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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*).

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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

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	~
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days	~
Include today	
	Apply filter

Include today, enabled (*default*)

Date ∧ & 9/28/2022 - 9/29/2022
Filter type
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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	~
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days	~
Include today	
Apply	filter

Include today, disabled

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Show item value (by Range)

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ACCOUNT FILTERS

√ Filters
🔎 Search
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♀ Search
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Basic Filtering (*default*)

CALL CENTER NAME FILTERS

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Basic Filtering (*default*)

Advanced	Filtering

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Filter type
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Show items when the value
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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

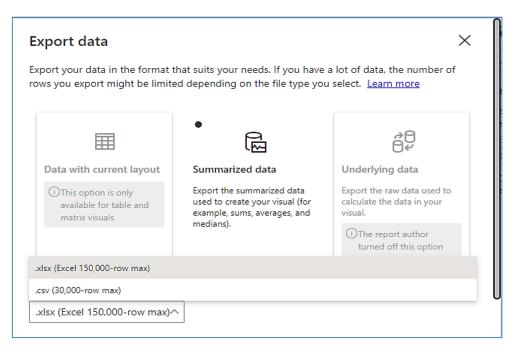


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SECONDARY FILTERS



• Export data

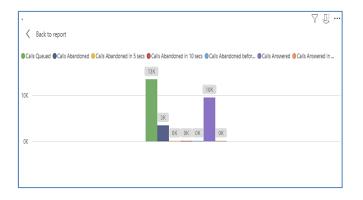


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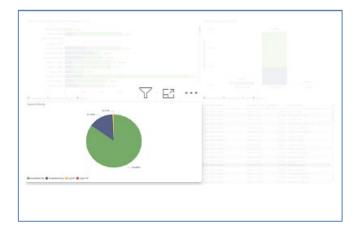
Focus mode



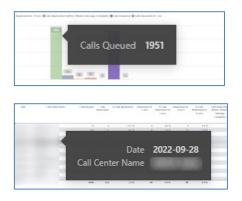
• Show as a table



• 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





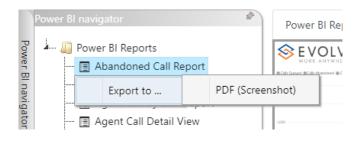


• Right-click data options

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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 as type: Adobe Acrobat Document						

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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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	~
Show items when th	ne 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 \sim
Show items when the value
is in the last 🗸 🗸
2
days 🗸
Include today
Apply filter

Include today, disabled

Date	$\land \oslash$
9/28/2022 - 9/29/2	2022
Filter type	
Relative date	~
Show items when t	the value
is in the last	
is in the last	~
is in the last	
is in this	
is in the next	
Include toda	у
	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

Clear filter

~ 0





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	>>	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)	

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

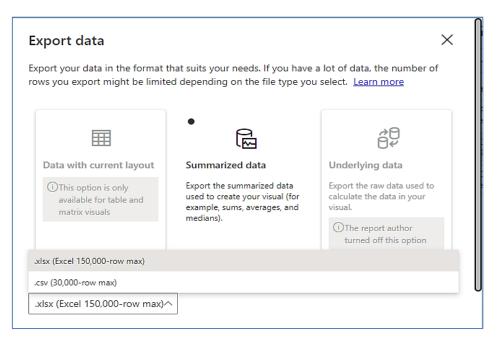


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SECONDARY FILTERS



• Export data



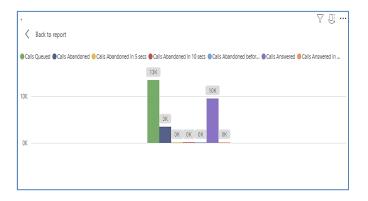
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62 ...

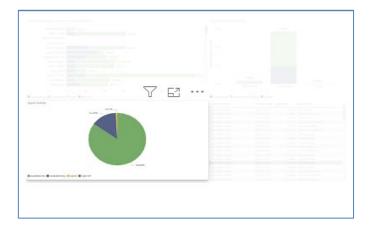
Focus mode



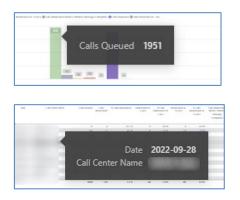
• Show as a table



• 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

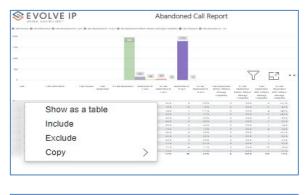






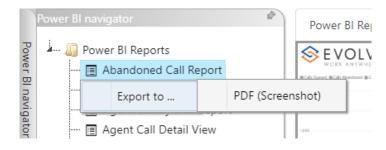
• Right-click data options

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SEV	OLVE IP	Abandoned Call Report					
Brancosa Brancos	Show as a table	(310)					
- data							
1		w 10 w					

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							
- 🔄 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
Organize - New folder					≣ • (
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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 Call Detail Report	Cals Queses				11.76					Date	Call Ca	nter Name	Longest Walt Time	Longest Ansper Time	Longest , Abendon	Filters on this page
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Call Center Detail DNIS View					a cx	LK 124	×.			2002-10-03			00000	00000	00000	
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Call Center Incoming Calls Report	Date	Call Center Name	Caris Cari	s Cars	City		38 Ar	swered !	Calls	6 Answered 0	als	Gals Bounced Gals Bound	ad Cit	Call: Stander	Calls Standed	
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Call Center Summary View	2022-10-03		142		26	145	116	1	07 % 00 %	0.9 %		23				
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CVR - Interval Report	2022-10-05		192		65	138	6	÷.	00%	0.05		3				
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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
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

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

√ Filters	>>>	L	
✓ Search		:	
Filters on all pages		. 1.	
Account ^	~ @	-	
Filter type		- 5	
Advanced filtering	~	<u> </u>	
Show items when the valu	e	: m	
contains	Show i	tems wher	n the value
And O Or	~ 		
Apply	/ filter	:	

Advanced Filtering

Basic Filtering (*default*)

CALL CENTER NAME FILTERS

Call Center Name is (All)	~ &
Filter type	
Basic filtering	~
,O Search	
Select all	
(Blank)	
	0.000

Basic Filtering (*default*)

Call Center Name is (All)	~ &
Filter type	
Advanced filtering	~
Show items when th	e value
contains	~
● 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

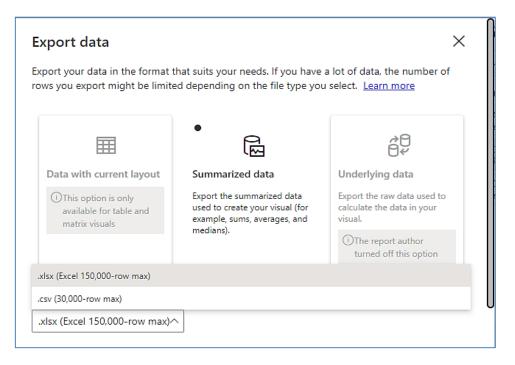


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SECONDARY FILTERS



• Export data



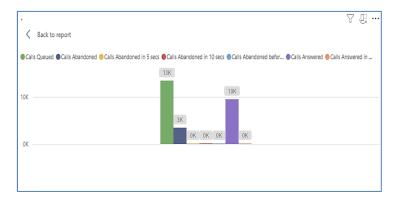
Y

62 ...

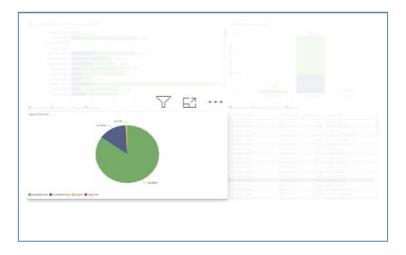
Focus mode



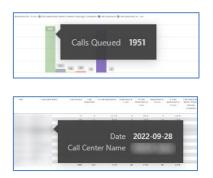
• Show as a table



• 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





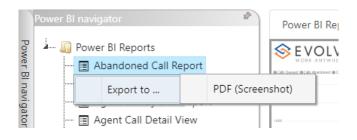


• Right-click data options

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Show as a table										_
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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	
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- 🔳 Agent Call By Skill Report			Filters
- 🔄 Agent Call Detail View			10
- 🔳 Agent Call Report			
- 🛄 Agent Custom Report		100 K 100 K 100 K	
— 🖩 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		11 005	
- 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			

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

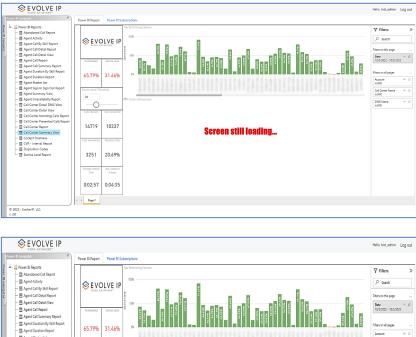
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Save as t	ype: Adobe Acrobat Document				
 Hide Folders 				Save Can	cel

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	





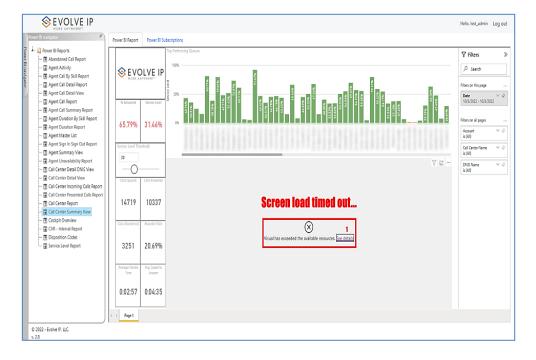
Control Control Statistics Control Control Statistics Served Statistics

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).



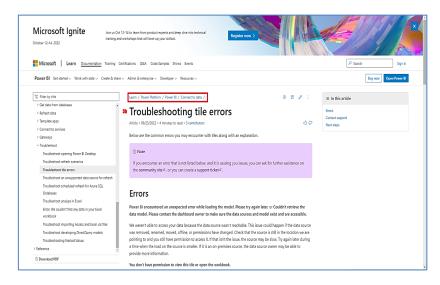
Resources Exceeded 3	\times
This visual has exceeded the available resources. Try filtering to decrease the amount of data displayed	í.
Please try again later or contact support. If you contact support, please provide these details. Hide details ^	
More details The XML for Analysis request timed out 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

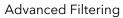
Advanced Filtering



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

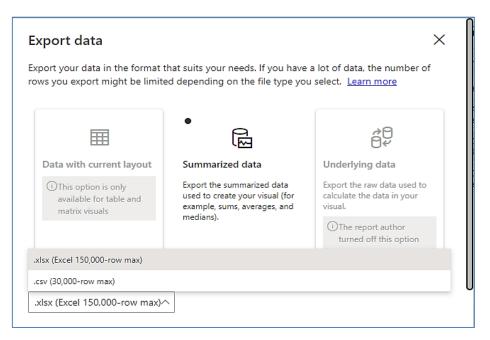
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	41										115.5
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		-									145

SECONDARY FILTERS



• Export data

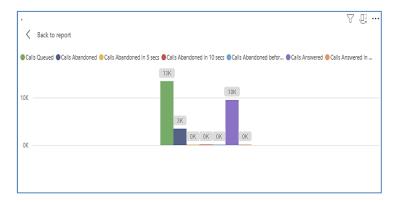


76...

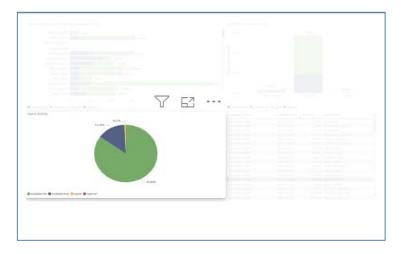
Focus mode



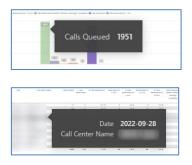
• Show as a table



• 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

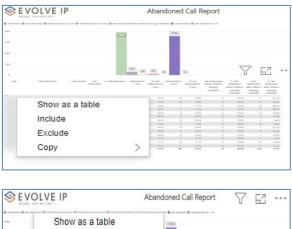






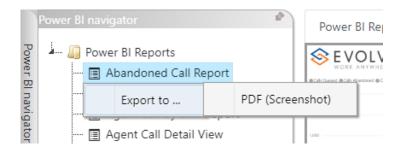
• Right-click data options

SEVOLVE IP				A	bando	oned (Call Re	port	2	76	3
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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
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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		~
		~
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.

7

62 ...

Focus mode

VISUAL FILTERS

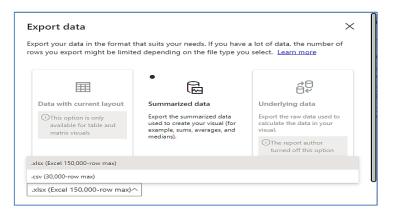


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 Date 9/29/20	022 -		1.001	2	11 66 5	Republic R	Artiss Minkes Menage	BARDON,	Annone	S.Las managan
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144		21.8		415	16			10.0		11.8
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41		nin .		100		10.0 %		115		116.96

SECONDARY FILTERS

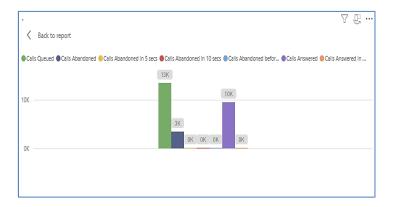


• Export data

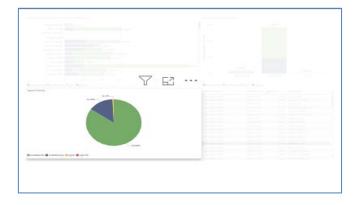




• Show as a table



• 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

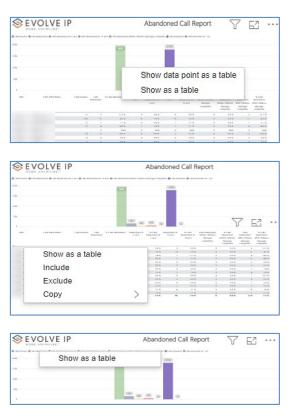




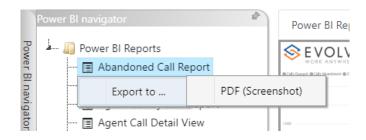




• Right-click data options



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					
- 🛄 Power BI Reports						
- 🔄 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						
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- 📰 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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∧ Hide Folders			Save	Cancel

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	~
2	
days	~
🗸 Include today	,
	Apply filter

Include today, enabled (default)

Date ∧ ⊗ 9/28/2022 - 9/29/2022
Filter type
Relative date \checkmark
Show item Duration is in the loss
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
		is in the last
~		is in this
		is in the next
ilter		Apply
	1	

Show item value (by Range)

~ 0

Apply filter

~

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



Filters

ACCOUNT FILTERS

√ Filters		√ Filters	>>	L
✓ Search		✓ Search		
Filters on all pages		Filters on all pages		
Account $\land \oslash$ is (All)		Account 🔨	~ @	- - -
Filter type		Filter type		. 2
Basic filtering \checkmark		Advanced filtering	~	-
		Show items when the valu	e	
Select all (Blank)		contains	Show item	s when the
Default Account Entry 1				- - -
My Alarm Center 1		● And ○ Or		
		Appl	✓ y filter	
	1			· ·

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



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SECONDARY FILTERS

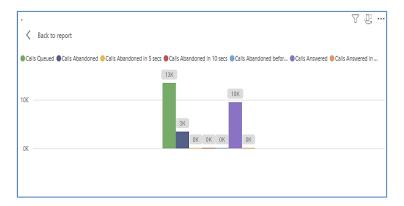


• Export data

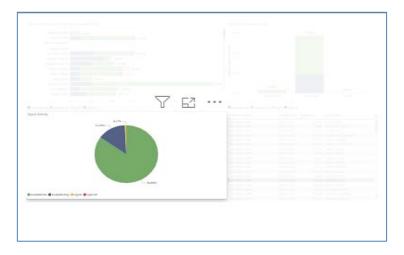
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III	•	*8 64
Data with current layout	Summarized data	Underlying data
 This option is only available for table and matrix visuals 	Export the summarized data used to create your visual (for example, sums, averages, and	Export the raw data used to calculate the data in your visual.
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lsx (Excel 150,000-row max)		
sv (30,000-row max)		



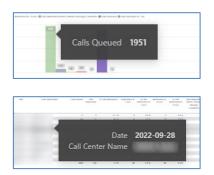
• Show as a table



• 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





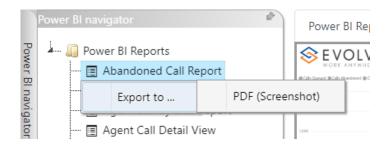


• Right-click data options

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54									

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							
	- Abandoned Call Report	TO BE ANY MODEL							
	🔳 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								
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	🔳 Call Center Presented Calls Report	Export re	portic	FUI					
	🗐 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	
Organize 🔻 New folder			=	- (
Name	Status Date more	dified Type	Size	
Abandoned Ca Filters	No items match y	your search.		
File name: Abandoned Call Report				
Save as type: Adobe Acrobat Document				

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
Power 81 navigator	Power BI Report Power BI Subscriptio	ns		
🛺 Power BI Reports	Count per Disposition Code	Disposition Code Breakdown	Week Day Trend	√ Filters
🗐 Abandoned Call Report	Disposition Code Description Count			
🗄 Agent Activity				,P Search
🖪 Agent Call By Skill Report				
🖪 Agent Call Detail Report			E.	Filters on this page
🗄 Agent Call Detail View			- C - C - C - C - C - C - C - C - C - C	Date 🗸 🖉
🗄 Agent Call Report			10 H	10/3/2022 - 10/3/2022
🖪 Agent Call Summary Report			a dajo	
🗄 Agent Duration By Skill Report				Filters on all pages
Agent Duration Report				Account V 🖉
🗊 Agent Master List				is (All)
🗄 Agent Sign In Sign Out Report		Count by Agent		Agent Name 🗸 🖉
🗄 Agent Summary View				is (AII)
🖪 Agent Unavailability Report				Day of Week 🗸 🖉
🖩 Call Center Detail DNIS View				is (AII)
🗄 Call Center Detail View				Disposition Code 🗸 🖉
🗄 Call Center Incoming Calls Report 🗄 Call Center Presented Calls Report				is (All)
🗄 Call Center Presented Calls Report				
- Call Center Summary View				
- Cockpit Overview				
- B CVR - Interval Report				
Disposition Codes				
- E Service Level Report				
El Service cever neporc				
	→ 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
- 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
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Show item value (by Range)

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

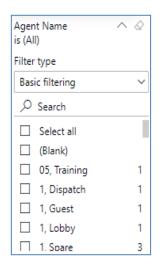
√ Filters	»
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Filters on all pages	
Account is (All)	2
Filter type	
Basic filtering	$\overline{}$
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Advanced Filtering

Basic Filtering (default)

AGENT NAME FILTERS



Agent Name is (All)	^	Ø
Filter type		
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DAY OF WEEK FILTERS

Day of Week is (All)	$\land \oslash$	Day of Week $\land \oslash$ is (All)
Filter type		Filter type
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TUESDAY	1252	~
WEDNESDAY	1252	
□ THURSDAY	1252	Apply filte
Basic Filtering (d	efault)	Advanced Filtering
POSITION CO	DDE FILTERS	

Disposition Code is (All)	^ &
Filter type	
Advanced filtering	~
Show items when the	/alue
contains	~
● And ○ Or	
	~
А	pply filter



Disposition Code is (All)	~ &
Filter type	
Basic filtering	~
,	
Select all	

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

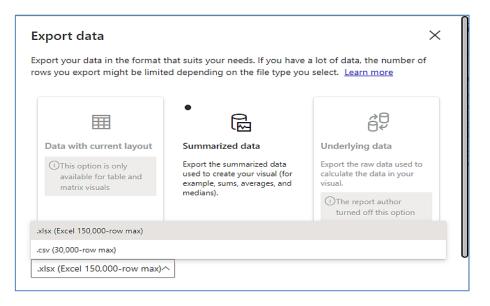


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SECONDARY FILTERS

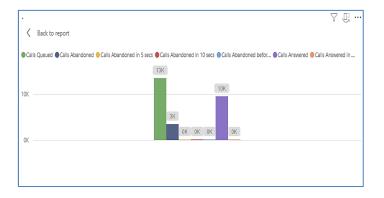


• Export data

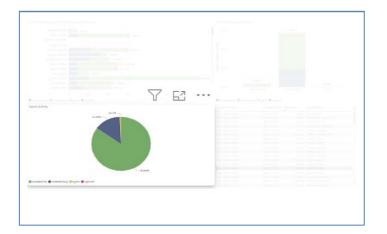




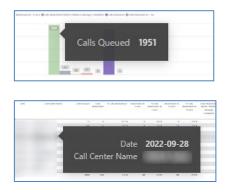
• Show as a table



• 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





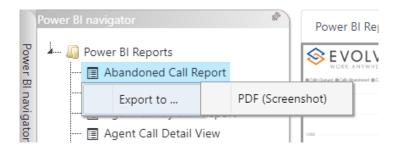


• Right-click data options

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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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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*).

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Agent Call By Skil Report								>> Search		
Agent Call Detail Report	Service Level Deviation							Sites on this page		
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 B Agent Call Summary Report 				24.6%				Next and a local of	ice	
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- E CVR - Interval Report	2022-12-03	275.33	2.82	228	225 %	7218	46.5 % (0 %			
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	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	

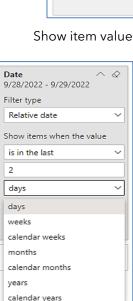
Include today, enabled (default)

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)	
	1000

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

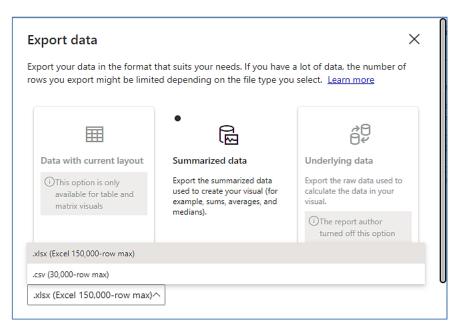


Filters	and	slicer	s aff	ecting	g thi	s visu	al		/is	sual	Focus n
Date 9/29/20)22 -	9/30	/202	2							
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SECONDARY FILTERS

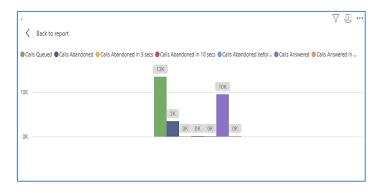


• Export data





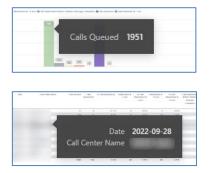
• Show as a table



• 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

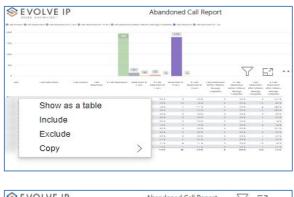






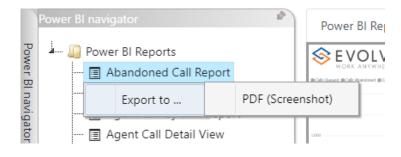
• Right-click data options

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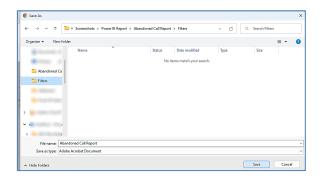
Right clicking on any report on the Navigation list will give you the option to export the report to a *PDF* file.





- 🔟 Power BI Reports		
- 🔳 Abandoned Call Report		
- 🔲 Agent Activity		
- 📺 Agent Call By Skill Report		
— 📺 Agent Call Detail View		
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— 📃 Cockpit Overview		
- 🗊 CVR - Interval Report		
- 🔲 Disposition Codes		
— 🔳 Report Usage Metrics Report		
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- 🗐 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

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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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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	×
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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			•	
Period					
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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