

4.01 Detailed Business Entity Report (Business Process Report)

Overview: Visibility into all inbound and outbound interactions to a Business Process

Recommended Parameters:

- Interaction Type: Select a specific interaction type (All, Incoming, Outgoing, Callback)
- Interaction Result(s): Select a specific interaction result (All, Abandoned, Handled, Leave Number)
- Demands: Display only the interactions which routed with a selected Demand(s)
- Business Process Name: Display only the interactions routed within a selected Business Process(s)
- Show Interaction Segments: Displays the details for each interaction

Recommended Export Type: Excel (Details) or CSV (Summary)

Key Report Information:

- Interaction Result - Leave Number – Will display interactions which opted in for Queue Callback. These interactions would originate with an **Interaction Type** of **Incoming** and return as **Interaction Type** of **Callback**.
- Interaction Remarks are displayed within this report. This is useful for tracking after hours or overflowed interactions configured with appropriate remarks within Setup. To do so enable the **Show Only Interactions With Remarks** parameter.

ID	Start Time	End Time	Duration	BP Name	Demand	Originator	Destination	Media Type	Interaction Type	Interaction Result	Disposition Code	Agent Name	Campaign Name	Ext. Trans. DID	DNC	Talk. Time (In)	Talk. Time (Out)	Talk. Time (A. Agent)	Talk. Total Charge Time	Hold Time
50096	2020-08-24 03:05:58	2020-08-24 03:26:07	00:20:29	UCaaS	UCaaS		6102034220	Telephony	Incoming	Handled	-	Ian Thomas	-			00:18:28	00:00:00	00:17:33	00:36:01	00:00:00
Remarks: Main Flow: Collaborative Communications, UCaaS: Not Used																				
Segment No.	Segment Start Time	Segment End Time	Segment Duration	Entity Type	Segment Status	Entity Name														
1	2020-08-24 03:06:12	2020-08-24 03:06:25	00:00:13	BP	Handling	UCaaS														
2	2020-08-24 03:06:25	2020-08-24 03:06:25	00:00:00	BP	Agent>Selecting	UCaaS														
3	2020-08-24 03:06:25	2020-08-24 03:06:33	00:00:08	Agent	Offered	Ian Thomas														
4	2020-08-24 03:06:33	2020-08-24 03:24:06	00:17:33	Agent	Handling	Ian Thomas														
5	2020-08-24 03:24:06	2020-08-24 03:26:07	00:02:01	Agent	Wrap Up	Ian Thomas														
6	2020-08-24 03:26:07	2020-08-24 03:26:07	00:00:00	Agent	Handled	Ian Thomas														

Supporting Reports

3.04 - Interactions Detail Record - Provides CDR level information for all interaction types.

4.02 - Destination Trace Report - Interaction trace report to isolate the interaction history of a specified phone number or email.