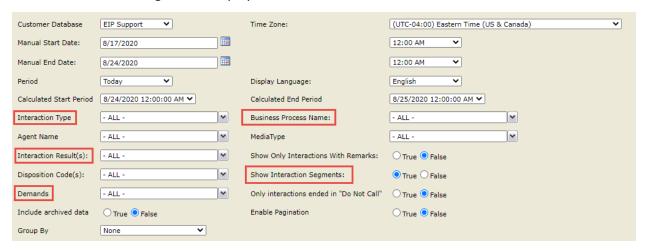**4.01 Detailed Business Entity Report (Business Process Report)**

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.

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.