Enhanced Reporting Upgrade

Now that you have been upgraded to Enhanced Reporting for your call centers, you will have the ability to generate on-demand enhanced reports as well as scheduled reports for future delivery. Enhanced reporting also provide a robust set of report templates and allows administrators to define customized templates.

With this new version of reporting, you will have access to 20 new reports, including:

- Agent sign in/sign out
- Unavailable and disposition codes
- End-to-end, comprehensive call detail – per agent and per queue
- DNIS-based reports – more granular results inside the queue

You will also have the ability to schedule your own reports, specifying a variety of criteria, including report frequency, email recipients, data interval and more. In addition, you will be able to select to receive your reports in your preferred file type, including HTML, PDF and Excel.

You will be able to access these reports by selecting the "**Reporting**" link in the upper-right corner of your web-based Supervisor or Agent application.

As you begin to transition from CCRS to Enhanced Reporting, please refer to the table below, depicting the enhanced reports that can be run to mimic the reports that you were running using CCRS.

CCRS Reports	Enhanced Reports
Queue Performance Analysis	Call Center Presented Calls Report
Agent Utilization	Combination: Agent Call Report, Agent Duration Report, Agent Summary Report
Agent Activity	Combination: Agent Activity Report, Agent Duration Report
Call Center Service Level	Service Level Report

For additional information on the Enhanced Reporting, please refer to the Call Center Enhanced Reports Guide