



Generating 3CX Call Reports - Everything you need to know.



The A-Z of 3CX Reporting

When running a call center, agent productivity and customer satisfaction are always top priorities. 3CX professional and enterprise licenses include more than 20 reports to help your call center clients keep these priorities on track at all times. Reports are available on demand or you can schedule them according to your clients' needs. The majority of reports can be:

- Exported as a html or csv file
- Scheduled daily, weekly, bi weekly and monthly
- Filtered by date (reports can be pulled from call logs up to 30 days old)

This guide provides a simple explanation of each report's purpose and main parameters to help you discuss their benefits confidently with your clients.

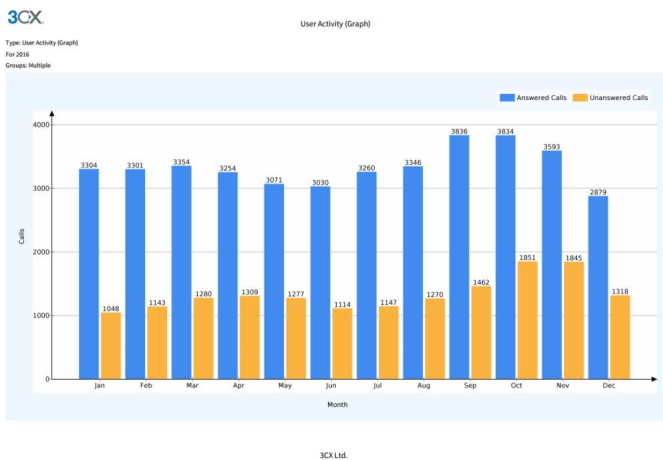
Part 1: Agent Performance Reports

Performance reports are used to monitor agent productivity whilst at work. They can help identify high achievers or those that might be taking it a bit too easy!

1. User Activity

The “User Activity Graph” shows the progress and activity of an extension, so a manager can see which are the busiest periods of the day, month or year. By default it includes queue calls and can also show internal calls, if the option “Include Internal Calls” is enabled.

2. Extension Statistic Report



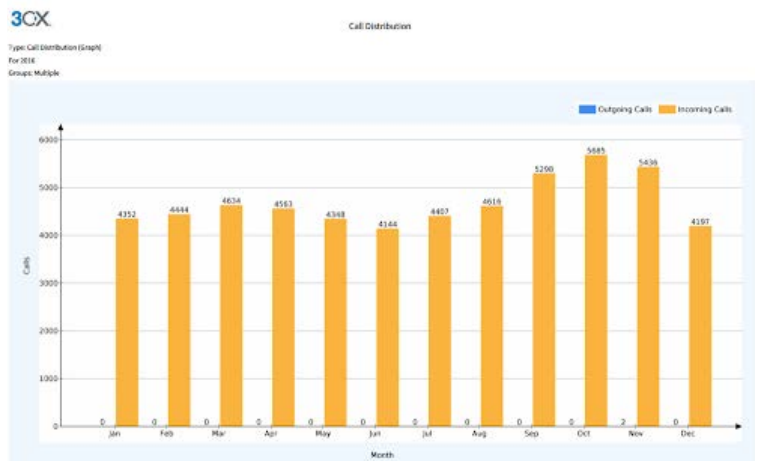
The extension statistic report shows the answered/unanswered calls for a single agent or an extension range. The report automatically separates inbound and outbound calls, and then shows combined total. When scheduling the report you can choose to include all calls or exclude internal/external calls as required.

3. Ring Group Statistics

The ring group statistics report will show you the number of answered and received calls for one or multiple ring groups, depending on how many you add during the report scheduling. The report automatically breaks this down by agent extension number so you can see which of your agents are working hardest.

4. Call Distribution

The call distribution graph displays calls made to and from trunks, gateways, and bridges. By default, it will include Queue calls unless the option “Include Queue calls” is unchecked. The report also reflects calls made to ring groups and may include internal calls if the option “Include internal calls” is checked.





5. Agents in Queue Statistics

This report shows you vital statistics for the agents logged into your call queues.

Here's what's included:

- **Total time logged in**
- **Calls:** Number answered, % serviced and number answered per hour
- **Ring time:** Total ring time and the mean average
- **Talk time:** Total talk time and the mean average

Type: Agents in Queue Statistics
 From 4/29/2020 12:00:00 AM To 4/29/2020 11:59:59 PM
 Queue: Queue

| Agent | Queue | Total Logged In Time | Calls | | | Ring Time | | Talk Time | |
|---------------|-------------|----------------------|----------|------------------|-------------------|-----------------|----------|-----------------|----------|
| | | | Answered | % Calls Serviced | Answered per Hour | Total | Mean | Total | Mean |
| 000 | 800 - Queue | 00:00:00 | 0 | 0% | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| Total: | | | 0 | | | 00:00:00 | | 00:00:00 | |

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6. Agent Login History

The agent login history report shows queue managers how often their agents are logging in and out of call queues, which can highlight agents who are perhaps not performing as they should be! The report shows you by day the exact time agents log in and out of the queue. It then shows you the total time the agent has spent logged in by day and their total talk time.

Type: Agent Login History
 From 4/29/2020 12:00:00 AM To 4/29/2020 11:59:59 PM
 Queue: Queue

| Agent | Day | Logged In | Logged Out | Total Logged In per day | Total talking |
|---------------|-----------|------------|------------|-------------------------|-----------------|
| 000 | 4/29/2020 | 2:00:12 PM | 2:00:25 PM | | |
| | | 2:00:28 PM | 2:01:03 PM | 00:00:48 | 00:00:00 |
| Total: | | | | 00:00:48 | 00:00:00 |

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Part 2: Quality of Service Reports

Quality of service reports help queue managers to monitor the experience of customers dialing in.



7. Call Reports

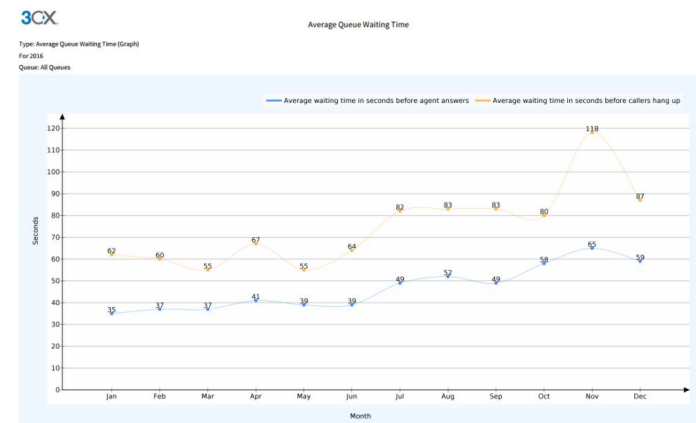
The clue's in the name for this one! A call report will show you all the calls made according to set parameters. You can choose to include calls from certain numbers, ranges and extension groups e.g. you might want a report only showing calls from internal extensions or numbers starting with (99) for example. In the same vain, you can choose to show calls to certain numbers. Finally you can select answered and/or unanswered calls as well as opt to exclude ringing time.

src: Call Reports
 # Calls: From: 4/20/2020 12:00:00 AM To: 4/29/2020 11:59:59 PM
 extension: Any number

| Call Time | Caller ID | Destination | Status | Ringing | Talking | Totals | Cost | Reason | Play |
|----------------------|--------------|-----------------|----------|-----------------|-----------------|-----------------|-------------|------------------|------|
| 4/29/2020 2:16:31 PM | | 00010796778373 | answered | 00:00:00 | 00:00:00 | 00:00:00 | 0.00 | Target not found | |
| | Total | Calls: 1 | | 00:00:00 | 00:00:00 | 00:00:00 | 0.00 | | |

8. Call Cost by Extension Group

This report summarizes the call cost of every call made by extensions in the selected extension groups. For this to display accurately, the call types must be configured properly so the system can recognise local, national, mobile and international calls. The call cost must also be configured for all destinations.



9. Average Queue Waiting Time

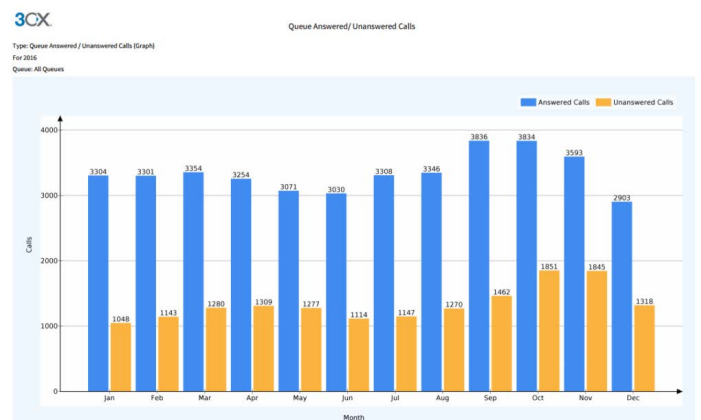
The "Average Queue waiting Time" is a frequency curve graph. It reflects the "Average wait time in seconds before an agent answers" and the "Average waiting time in seconds before callers hang up" for a specific queue or all queues.

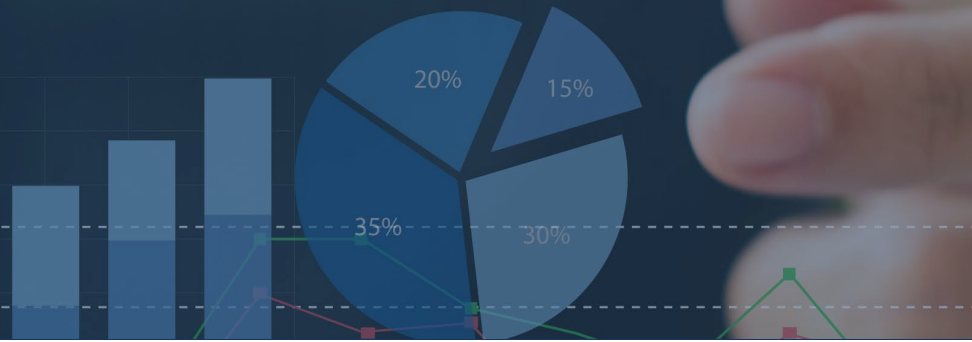
10. Call Cost by Call Type

This report is similar to the "Call Cost by Extension Group" report, but instead of grouping by extension group, groups are defined by the call types e.g. local, national, mobile and international. The call types must be configured properly so the system can distinguish the calls. The call cost must also be configured for all destinations.

11. Queue Answered/ Unanswered Calls

The "Queue Answered/ Unanswered Calls Graph" shows the progress and activity of "All Queues" or "Individual Queues". The bar graph will reflect answered & unanswered calls by all the agents in the Queues.





12. Queue Answered Calls

The "Queue Answered Calls Graph" shows the progress and activity of "All Queues" or "Individual Queues". The bar graph will reflect answered calls by all the agents in the Queues.

13. Queue Unanswered Calls

The "Queue Unanswered Calls Graph" shows the progress and activity of "All Queues" or "Individual Queues". The bar graph will reflect unanswered calls by all the agents in the Queues.

14. Statistic SLA

The statistic SLA report shows you the total number of calls received for one or multiple queues, then shows you the number and percentage of those calls that missed the set SLA. You also have the option to exclude calls that were dropped before a specific amount of time (this is customizable).

Type: Statistic SLA
 From: 4/28/2020 12:00:00 AM To: 4/28/2020 11:59:59 PM
 Queue: Queue

| Queue | Total Calls Received | Calls that breached SLA Time | % Calls that breached SLA Time |
|---------------|----------------------|------------------------------|--------------------------------|
| 302 - Queue | 0 | 0 | 0.0 % |
| Total: | 0 | 0 | |

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15. Breaches SLA

In each queue you can configure the SLA time, which is the acceptable waiting time for your customers calling your queues. This report returns how many calls were waiting in your queues beyond the configured SLA. The report will highlight the time the calls came in, the caller ID and the length of time they were asked to wait before reaching an agent. You also have the option to exclude calls that were dropped before a specific amount of time (this is customizable).

16. Trunk DID

This report tells you how many calls were received on each of your External Number/DIDs.

17. Queue performance overview

The queue performance overview report aims to summarise the service level for one or multiple queues. The report will show you how many calls were received, serviced and unserved by queue and it automatically breaks the statistics down by agent, so your clients can quickly identify their star colleagues.

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 Type: Queue Performance Overview
 From: 4/28/2020 12:00:00 AM To: 4/28/2020 11:59:59 PM
 Queue: Queue

| Queue | Received | Serviced | Unanswered | Talk Time | Average Talk Time |
|---------------|----------|----------|------------|------------------|-------------------|
| 302 - Queue | 0 | 0 | 0 | 0 - Calls | |
| 303 | | | 0 | 0 - Calls | 00:00:00 |
| Total: | 0 | 0 | 0 | 0 - Calls | 00:00:00 |

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18. Detailed Queue Statistics

The detailed queue statistics report will give you all the information needed to assess the performance of your queues. The statistics shown in the report include:

- Calls:** Answered, abandoned, total and % serviced
- Ring Time:** The total and mean average
- Talk Time:** The total and mean average
- Callbacks:** The number of successful call backs.

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 Detailed Queue Statistics Report
 Type: Detailed Queue Statistics
 From: 4/28/2020 12:00:00 AM To: 4/28/2020 11:59:59 PM
 Queue: Queue

| Queue | Calls | | | | Ring Time | | Talk Time | | Successful Callbacks |
|---------------|----------|-----------|----------|------------------|-----------|---------|----------------|----------------|----------------------|
| | Total | Abandoned | Answered | % Calls Serviced | Total | Mean | Total | Mean | |
| 302 - Queue | 0 | 0 | 0 | 0.0 % | 00m 00s | 00m 00s | 00m 00s | 00m 00s | 0 |
| Total: | 0 | 0 | 0 | | | | 00m 00s | 00m 00s | 0 |

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19. Team Queue General Statistics

The “Team Queue General Statistics Report” report focuses on your queues performance at a team level, rather than at an extension level. It shows how many agents are in each queue and provides information on how calls are serviced when they enter.

3CX Team Queue General Statistics

Type: Team Queue General Statistics
Queue: Queue
From: 4/29/2020 12:00:00 AM To: 4/29/2020 11:59:59 PM

| Queue | Agents in Team | Received | Number of Calls Serviced | Unanswered | Total Talk Time | Average Talk Time |
|---------------|----------------|----------|--------------------------|------------|-----------------|-------------------|
| 100 - Queue | 1 | 0 | 0 | 0 | 00:00:00 | 00:00:00 |
| total: | | 0 | 0 | 0 | 00:00:00 | |

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20. Team Queue Lost Calls

The “Team Queue Lost Calls” report focuses on how many calls entered a queue but were not answered by an Agent. It provides a quick overview of how many calls went unanswered and helps queue managers (e.g. get an idea of how long the caller’s need to wait in total (e.g. the waiting Time).

21. Abandoned Queue Calls

The abandoned queue calls report shows the statistics that can help queue managers identify the reasons for abandoned calls. These include: waiting time, the caller ID, the agent who received the call, the number of polling attempts and the agent’s state at the time of the call.

22. Queue Answered Calls by Wait Time

This report breaks down the answered calls in a given queue, in order of the time they were waiting to be serviced by an agent. The report highlights the call destination, the caller ID, the ring time and the answer time.

23. Queue Callbacks

The queue callbacks report highlights the number of callers who requested a callback before they were able to be serviced by an agent. The report will tell you how many calls the queue received, how many callbacks were made and how many callbacks failed (in other words, the call wasn’t answered by the intended recipient).

3CX Queue Callbacks

Type: Queue Callbacks
From: 4/29/2020 12:00:00 AM To: 4/29/2020 11:59:59 PM
Queue: Queue

| Queue | Calls Received | Total CallBacks | Failed CallBacks |
|---------------|----------------|-----------------|------------------|
| 100 - Queue | 0 | 0 | 0 |
| total: | 0 | 0 | 0 |

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24. Queue Failed Callbacks

The failed callback report provides more detail on unsuccessful call backs to help you improve customer service for your clients. The report shows the time the call was made, the queue it was called from, the callback phone number and the ringing time.

Part 3: Chat Reports

25. Queue chat performance

The queue chat performance report depicts each agent's activity. Quickly see the number of incoming, answered and abandoned chats, as well as how many agents were working in the team at that time. You can schedule the report for specific date ranges to help you adjust agent scheduling and capacity.

26. Queue Agents Chat Statistics

If you need to view the performance of a specific agent, you need the Queue Agents Chat Statistics report. This report shows you the number of chats answered and dealt with by individual agents to help with performance reviews and monitoring.

27. Abandoned Chats

The Abandoned Chats report lists unanswered messages on the various chat channels. The report will show you the channel the chat originated from (SMS, WhatsApp or Live Chat), and the enquirers contact information. This makes it easy to follow up in the future, if you need to.





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