



aire PBX

Advanced Call Reporting

Advanced Call Reporting

Reports can be accessed through the BG admin panel, <https://commportal.airespring.com/bg>. Once logged in you just need to navigate to “Call Reports.”

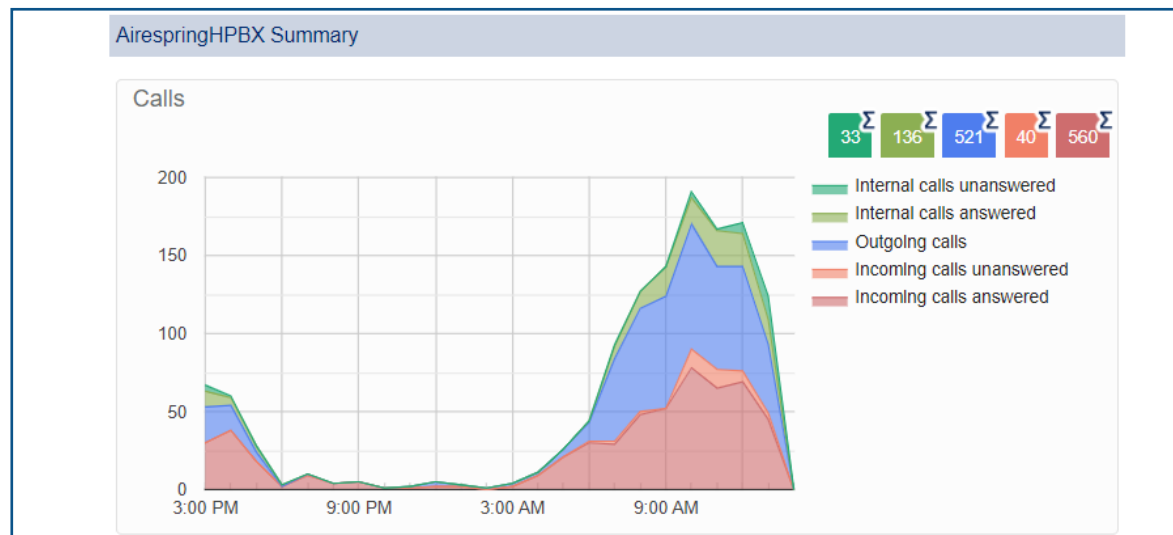


The screenshot displays the Business Group Admin Portal interface. The left sidebar contains a navigation menu with categories like Home, Groups, All Lines, Services, and Call Reports. The main content area is titled 'Call Reports' and features a 'Summary' tab. Below the tab, there's a section for 'AirespringHPBX Summary' containing three graphs: 'Calls', 'Average call duration', and 'Average alerting duration'. The 'Calls' graph is a stacked area chart showing call volume over a 24-hour period, with a major peak at 9:00 AM. The 'Average call duration' graph is a line chart showing duration in minutes. The 'Average alerting duration' graph is a line chart showing alerting duration in minutes. A legend for the 'Calls' graph identifies five categories: Internal calls unanswered, Internal calls answered, Outgoing calls, Incoming calls unanswered, and Incoming calls answered. A summary table at the top right of the 'Calls' graph provides totals for each category.

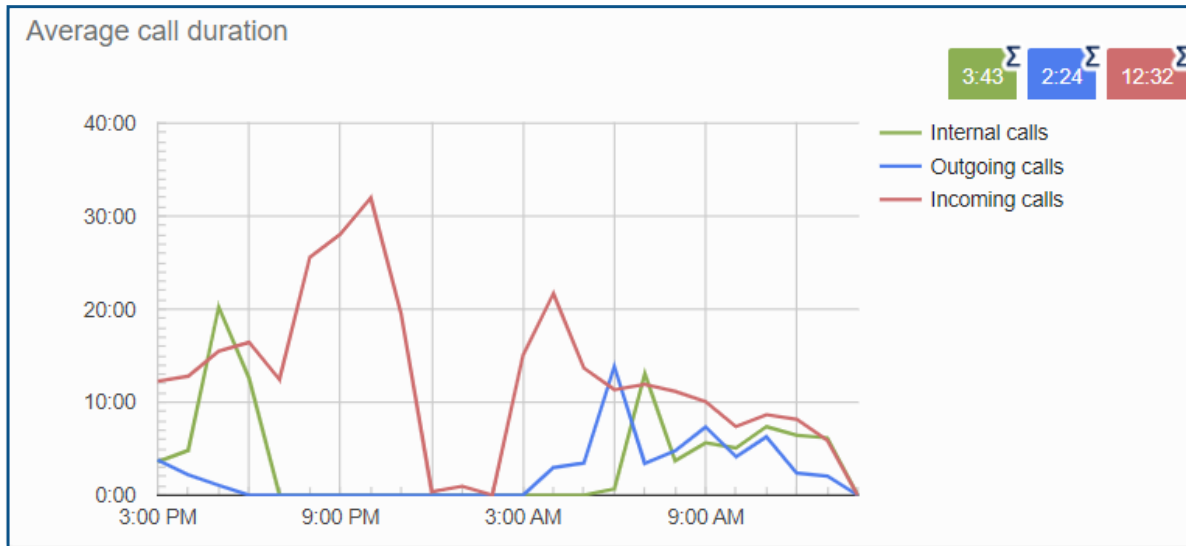
Category	Count
Internal calls unanswered	33
Internal calls answered	136
Outgoing calls	521
Incoming calls unanswered	40
Incoming calls answered	560

Call Reports> Summary Page shows 3 graphs for Calls, Average call duration, and Average alerting duration.

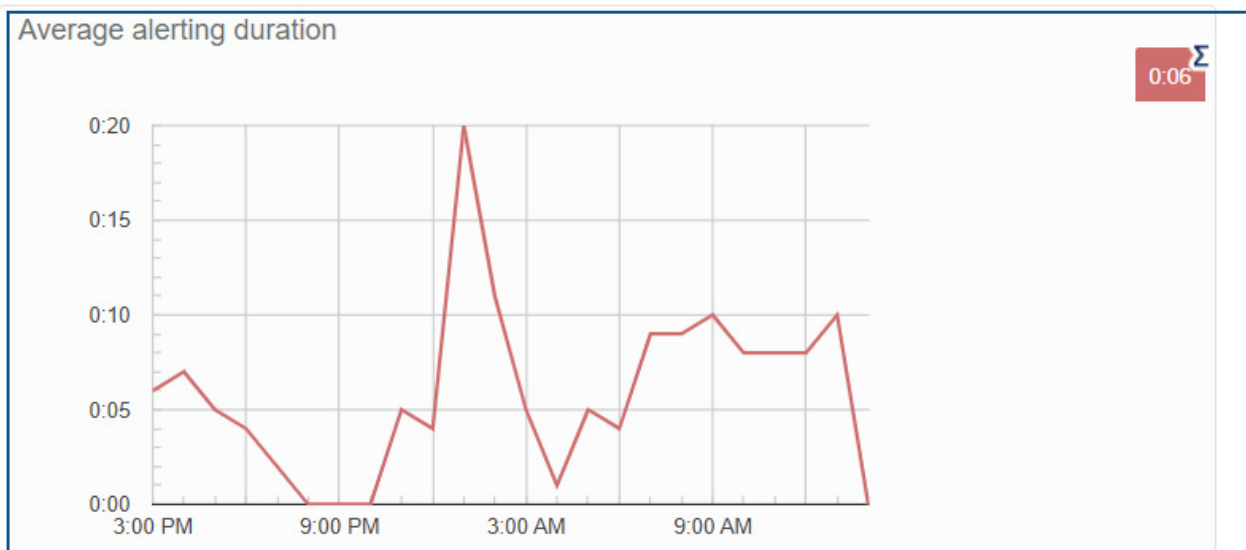
The **Calls** graph shows all calls that have been received and made for approximately the last 24hrs.



The **Average call duration** graph shows all calls that have been received and made for approximately the last 24hrs.

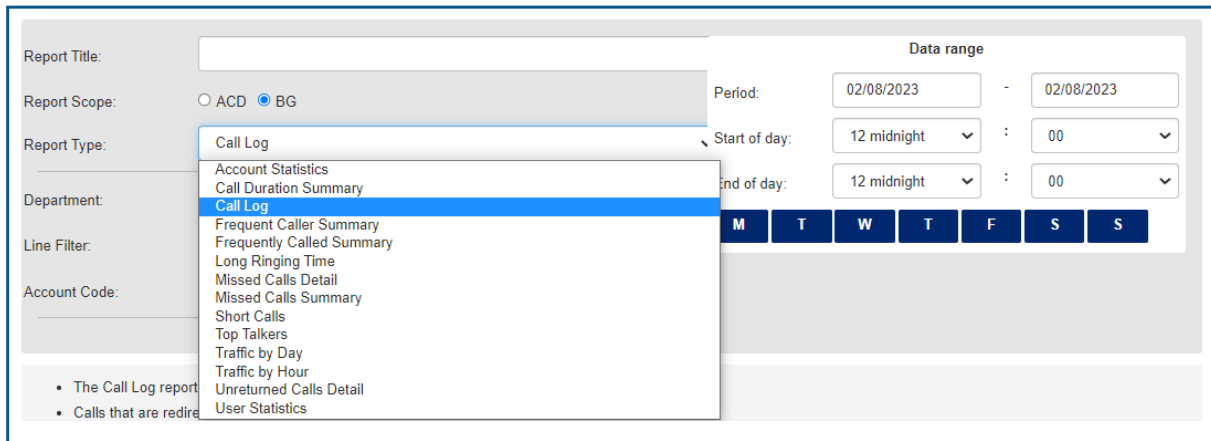


The Average alerting duration graph shows the ring time for incoming calls for approximately the last 24hrs.



Report types are grouped into ACD and BG categories. In this document we describe the available BG reports. Please refer to the iACD documents for details on iACD reports.

Report Types



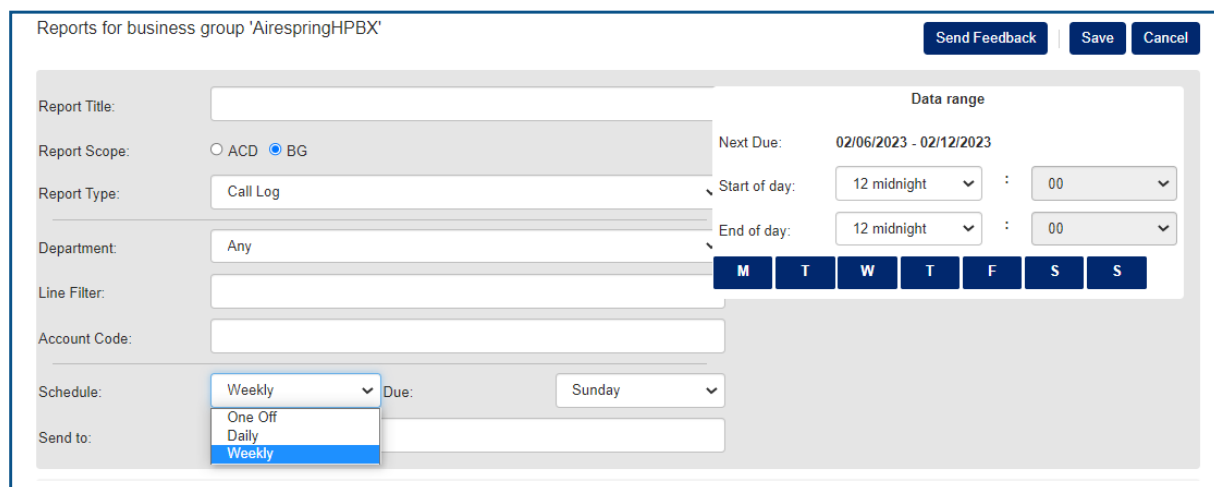
The screenshot shows a web interface for configuring a report. On the left, there are fields for 'Report Title', 'Report Scope' (with radio buttons for 'ACD' and 'BG', where 'BG' is selected), 'Report Type' (with a dropdown menu open), 'Department', 'Line Filter', and 'Account Code'. The 'Report Type' dropdown menu is open, showing a list of report options: 'Call Log', 'Account Statistics', 'Call Duration Summary', 'Call Log' (highlighted), 'Frequent Caller Summary', 'Frequently Called Summary', 'Long Ringing Time', 'Missed Calls Detail', 'Missed Calls Summary', 'Short Calls', 'Top Talkers', 'Traffic by Day', 'Traffic by Hour', 'Unreturned Calls Detail', and 'User Statistics'. Below the dropdown, there are two bullet points: '• The Call Log report' and '• Calls that are redire'. On the right side, there is a 'Data range' section with 'Period' set to '02/08/2023' - '02/08/2023', 'Start of day' set to '12 midnight' : '00', and 'End of day' set to '12 midnight' : '00'. Below the date fields, there is a row of buttons for days of the week: 'M', 'T', 'W', 'T', 'F', 'S', 'S'.

- Account Statistics - outbound call statistics, shown by account codes. If customer is not using account codes then this report will not show any results. This report only tracks outbound calls.
- Call Duration Summary – This report shows the length of incoming and outgoing calls with a bar graph and data table outputs.
- Call Log – Reports shows detailed overview of calls, where DN's and Account codes are links when viewed in the BG Admin panel to filter the report by that DN or Account code. Links are not included on PDF reports that are emailed or exported from the BG Admin panel.
- Frequent Caller Summary – This report shows phone numbers of callers who made the most incoming calls to the Business Group.
- Frequently Called Summary – Report is similar to Frequent Caller Summary; this report ranks and groups calls by subscribers who have received the most calls in the Business Group.
- Long Ringing Time – This report contains any incoming calls that rang for longer than 30 secs.
- Missed Calls Detail – Report shows all incoming calls that were not connected. Same as Summary, calls answered by an automaton, for example voicemail or an auto attendant count as connected.
- Missed Calls Summary – This Report shows a high-level summary of incoming calls that were not connected. Please note, calls answered by an automaton, for example voicemail or an auto attendant count as connected.

- Short Calls – This report shows answered incoming calls that were shorter than 5 seconds, not including ringing time. Report can be used to indicate when a caller was connected to an auto attendant or a voicemail service and hung up without taking any further action.
- Top Talkers – This report shows subscriber lines that spent the most time in calls. Subscribers are ranked on the report.
- Traffic by Day – Reports shows call activity level per day. The report is listed by date.
- Traffic by Hour - Reports shows call activity level per hour. The report is listed by hour.
- Unreturned Calls Detail – This Report is the same as Missed Calls Detail but does not include calls that were returned in the period of time the report was ran on. Calls answered by auto attendant, voicemail and other automation do not count as connected.
- User Statistics – This report shows a full List of statistics on every line in a Business Group. Both inbound and outbound calls are included on this report.

Usage Notes:

Reports can be scheduled as one off, daily, or weekly.



Reports for business group 'AirespringHPBX'

Send Feedback | Save | Cancel

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Schedule: Due:

Send to:

Data range

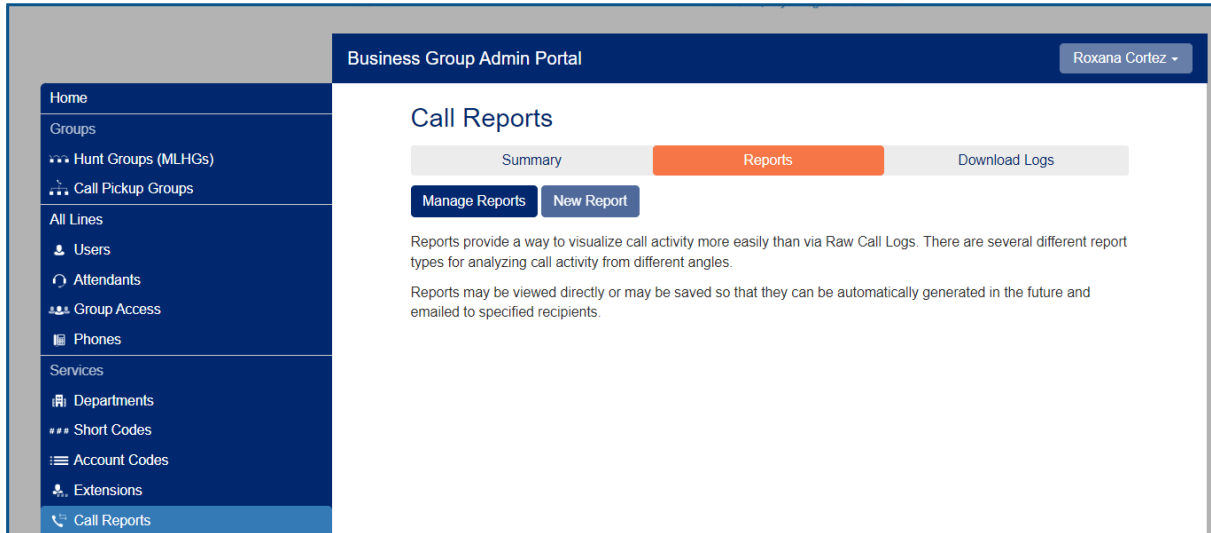
Next Due: 02/06/2023 - 02/12/2023

Start of day: 12 midnight : 00

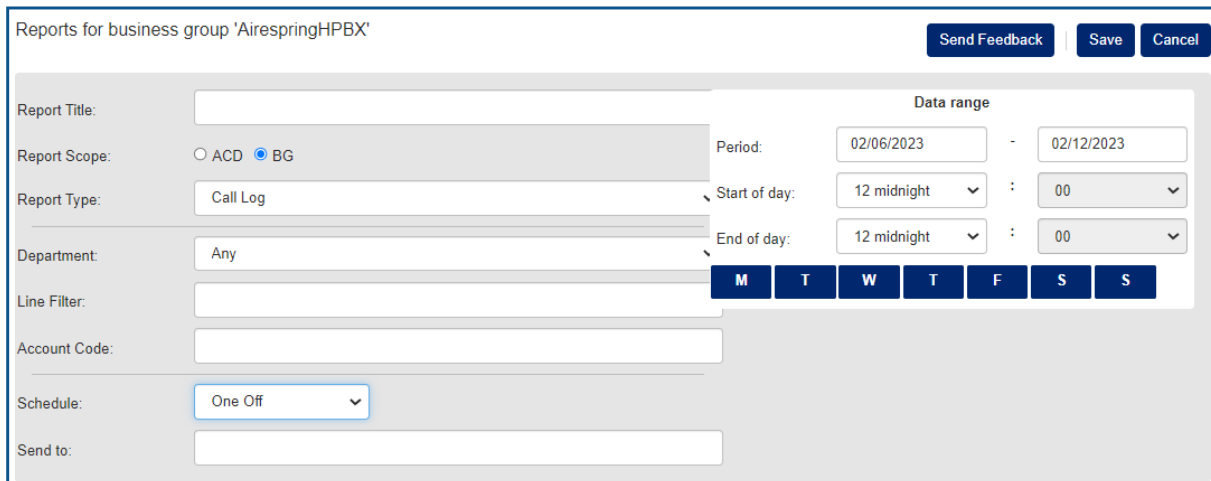
End of day: 12 midnight : 00

M T W T F S S

To get a report emailed directly to you for a period just create a report by clicking on “New Report” from the Call Reports>Report page.



At least one Email address is needed to configure a scheduled report.



The screenshot shows the configuration form for a report titled 'Reports for business group 'AirespringHPBX''. The form includes the following fields and options:

- Report Title:** A text input field.
- Report Scope:** Radio buttons for 'ACD' and 'BG' (selected).
- Report Type:** A dropdown menu set to 'Call Log'.
- Department:** A dropdown menu set to 'Any'.
- Line Filter:** A text input field.
- Account Code:** A text input field.
- Schedule:** A dropdown menu set to 'One Off'.
- Send to:** A text input field.
- Data range:** A section containing:
 - Period:** Two date input fields: '02/06/2023' and '02/12/2023'.
 - Start of day:** A dropdown menu set to '12 midnight' and a time input field set to '00'.
 - End of day:** A dropdown menu set to '12 midnight' and a time input field set to '00'.
 - Days:** A row of seven buttons representing the days of the week: M, T, W, T, F, S, S.

At the top right of the form are three buttons: 'Send Feedback', 'Save', and 'Cancel'.

Full list of reports that are configured can be found on the “Manage Reports” page.

Report Schedule Manager Send Feedback Add a new report

Welcome 'AJ Moses',
Your scheduled reports are listed below. Schedule a new report with the button in the top right.

Account Statistics_TestMLHG No filters - Account Statistics	Scheduled: Weekly Next due: Thu 01/26/2023	Edit Delete Clone
Account Statistics_Test No filters - Account Statistics	Scheduled: Weekly Next due: Thu 01/26/2023	Edit Delete Clone
Call Duration Summary_Test No filters - Call Duration Summary	Scheduled: Weekly Next due: Thu 01/26/2023	Edit Delete Clone
Call Log_Test No filters - Call Log	Scheduled: Weekly Next due: Thu 01/26/2023	Edit Delete Clone

Addendum Account Statistics

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

- The User Statistics report shows a summary of the activity of all lines individually.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Call Duration Summary

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Call Duration Summary report displays the distribution of call durations for both inbound and outbound calls.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
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Call Log

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Call Log report shows details for all calls.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
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Frequent Caller Summary

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Frequent Caller Summary report provides an overview of the most frequent callers into the Business Group.
- This report covers incoming calls only.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Frequently Called Summary

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Frequently Called Summary report provides an overview of the most frequently called lines within the Business Group.
- This report covers incoming calls only.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
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Long Ringing Time

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

- The Long Ringing Time report shows details for all incoming calls that ring for more than 30 seconds.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Missed Calls Detail

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

- The Missed Calls Detail report shows all incoming calls that were not connected.
- Calls answered by an automaton, e.g. voicemail or auto-attendant count as connected.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Missed Calls Detail

Report Title:

Report Scope: ACD BG

Report Type: Missed Calls Detail

Department: Any

Line Filter:

Account Code:

Data range

Period: 02/08/2023 - 02/08/2023

Start of day: 12 midnight : 00

End of day: 12 midnight : 00

M T W T F S S

- The Missed Calls Detail report shows all incoming calls that were not connected.
- Calls answered by an automaton, e.g. voicemail or auto-attendant count as connected.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
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- Times displayed are in (GMT-8.00) US/Pacific.

[Update Report](#)

Missed Calls Summary

Report Title:

Report Scope: ACD BG

Report Type: Missed Calls Detail

Department: Any

Line Filter:

Account Code:

Data range

Period: 02/08/2023 - 02/08/2023

Start of day: 12 midnight : 00

End of day: 12 midnight : 00

M T W T F S S

- The Missed Calls Detail report shows all incoming calls that were not connected.
- Calls answered by an automaton, e.g. voicemail or auto-attendant count as connected.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

[Update Report](#)

Short Calls

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M
T
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S

- The Short Calls report shows details for all incoming calls that lasts less than 5 seconds, not including ringing time.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path including destinations that were tried but didn't answer.
- Call counts are incremented when calls arrive, but the duration is incremented at the end of the call.
- Calls spanning midnight or midday are therefore counted partially in each period.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Update Report

Top Talkers

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M
T
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S

- The Top Talkers report shows the lines with the longest total time spent in calls.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Update Report

Traffic by Day

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Traffic by Day report displays a summary of the call activity level per day.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Traffic by Hour

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Traffic by Hour report displays a summary of the call activity level per hour.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

Unreturned Calls Detail

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The Unreturned Calls Detail report shows details for all calls that are not connected and not subsequently successfully retried or returned in the period of the report.
- Calls answered by an automaton, e.g. voicemail or auto-attendant count as connected.
- Calls that are redirected have the intermediate destinations listed as well as the final destination.
- Intermediate destinations state in order all numbers that appeared on the call path.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.

User Statistics

Report Title:

Report Scope: ACD BG

Report Type:

Department:

Line Filter:

Account Code:

Data range

Period: -

Start of day: :

End of day: :

M T W T F S S

- The User Statistics report shows a summary of the activity of all lines individually.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 8 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- Times displayed are in (GMT-8.00) US/Pacific.



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