

Cloud Analytics

Customer Guide

iPECS is an Ericsson-LG Brand



Please read this manual carefully before operating your set. Retain it for future reference.

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Document Information

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Table of Contents

Tab	le of (Contei	nts		i
Abo	ut Th	is Gui	de		. 1
	•				
				nization	
	Docu		•	IS	
		Text f	formatting.		2
		Impoi	rtant notice		2
	Refe	rences	or Related	d Guide	2
Cha	pter 1	l. Sy	ystem Ov	erview	3
	1.1	Sys	tem overvi	ew	3
	1.2	Gui	de to Cust	omer Manager Web Portal	3
		1.2.1	Comm	on functions	4
		1.2.2	Menu	& Title bar	4
		1.2.3	Task a	rea	5
		1.2.4	Menu	List	5
	1.3	Sup	ported bro	wser information	6
Cha	pter 2	2. M	enu		.7
	2.1	Con	npany Sur	nmary	7
		2.1.1	Call S	ummary	7
		2.1.2	Call D	etails	9
	2.2	Das	shboard		11
		2.2.1	Wallbo	pard	11
			2.2.1.1	Company Wallboard	11
			2.2.1.2	Extension Wallboard	12
			2.2.1.3	DDI Wallboard	13
			2.2.1.4	ACD Group Wallboard	14
			2.2.1.5	Hunt Group Wallboard	15
			2.2.1.6	Agent Status	
			2.2.1.7	Agent Call Summary Wallboard	
			2.2.1.8	Group Summary Wallboard	18

	2.2.2	My Das	shboard	19
	2.	2.2.1	Add Components	20
2.3	Report	ting		23
	2.3.1	Extensi	on	23
	2.	3.1.1	Extension Summary	23
	2.	3.1.2	Extension Call Details	25
	2.	3.1.3	TOP 5	27
	2.	3.1.4	Site Summary	28
	2.3.2	DDI		30
	2.	3.2.1	DDI Summary	30
	2.	3.2.2	DDI Calls Details	32
	2.3.3	Perforn	nance	34
	2.	3.3.1	Call Response	34
	2.	3.3.2	Missed calls	36
	2.	3.3.3	Unreturned Missed Calls	37
	2.	3.3.4	Unreturned Missed Calls By Caller	38
	2.	3.3.5	Longest Calls	39
	2.	3.3.6	Caller Tolerance	40
	2.3.4	ACD/H	Hunt Group	41
	2.	3.4.1	Group Summary	41
	2.3.5	Agent.		42
	2.	3.5.1	Call Summary	42
	2.	3.5.2	Activity Time Summary	43
	2.	3.5.3	Activity Time Summary By Date	44
	2.	3.5.4	Availability History	45
	2.3.6	Time/D	ate Report	46
	2.	3.6.1	Hourly Report	46
	2.	3.6.2	Daily Report	48
	2.	3.6.3	Weekly Report	50
	2.	3.6.4	Monthly Report	52
	2.3.7	Custor	ner Reports	54
	2.	3.7.1	Customer Summary	54
	2.	3.7.2	Customer Details	56
	2.	3.7.3	Area	57
2.4	Data N	/lanagem	nent	58
	2.4.1	User		58
	2.	4.1.1	User information	58
	2.	4.1.2	User group setting	59
	2.4.2	Area		61
	2.	4.2.1	Area setting	61
	2.4.3	Custor	ner	62
	2.	4.3.1	Customer setting	62

	2.4.4 DDI	
	2.4.4.1 DDI setting	63
2.5	Favourite(Favorite)	
	2.5.1 Add to favourite(Favorite)	
2.6	Settings	
	2.6.1 Schedule Manager	
	2.6.2 Environment setting	
	2.6.2.1 Customer settings	
Appendix	A: Glossary	
A.1	AGlossary of Analytics term	
Appendix	R B: Useful Information	73
B.1	Open Source Software Notice	

This section describes the purpose, audience, organization, and conventions that are used in this iPECS Analytics Customer Guide.

NOTE Your actual display screens may be slightly different than what was displayed in this manual depending on the OS (Operating System) and other factors. All information in this guide is subject to change without prior notice.

Purpose

This guide introduces iPECS Analytics and explains how to install and use the iPECS Analytics perfectly. The figures and screen images used in this guide may be changed without notice.

Audience

This guide provides user-related information intended for users of the iPECS Analytics.

Document Organization

This guide consists of two chapters and appendices. The title of each chapter (and appendix) is as follows:

- About This Guide
- Chapter 1 System Overview
- Chapter 2 Menu
- 2.6.2.1Appendix A:Glossary
- 2.6.2.1 Appendix B: Useful Information

Document Conventions

This section describes text formatting conventions and important notice formats used in this guide.

Text formatting

The narrative-text formatting conventions that are used are as follows:

Convention	Description
Bold text	It may indicate a button, menu item, or dialog box option you can click or select.
Italic text	A cross-reference or an important term.
Code text	A command prompt.
(Asterisk)	Items or fields marked with an asterisk () are required.

Important notice

The following icons and notices are used in this guide to convey important cautions and notes.

CAUTION A caution statement alerts you to situations that may cause damage to hardware, software, or data.

NOTE A note provides additional explanations, important information, or a reference to the relative information.

References or Related Guide

The following guides supplement the information in this guide and can be found on the Ericsson-LG Enterprise Partner Portal.

Chapter 1.

System Overview

The iPECS Analytics can be used to see the call performance of the company and trend of call data by logging in with the Customer User account of EMS Portal.

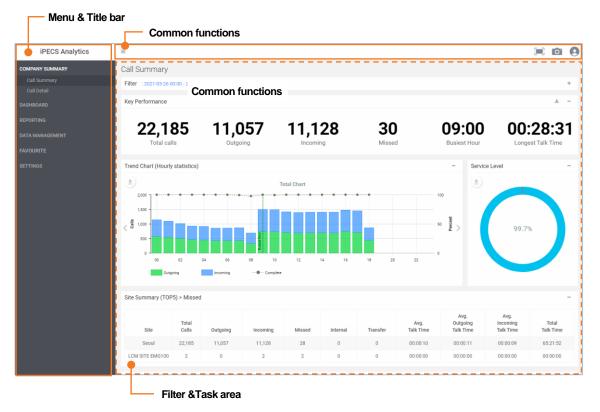
1.1 **System overview**

iPECS Analytics is the system that provides information about statistics and various reports. The information is analyzed from SMDR & REST API data on iPECS-UCM. iPECS Analytics is the system that offers various data to see the list of call activities to customer s of EMS who can access the system.

1.2 Guide to Customer Manager Web Portal

This section describes the layout of the Customer Manager Web Portal.

When you logged in to the Customer Manager Web Portal successfully, the following main page is displayed on your screen.



The main page consists of three main parts: the Left Menu and Title Bar, Top Common Functions, Filter, and Task Area.

When you click on the menu to the main page, the related sub-page displays on your screen.

1.2.1 Common functions

This area is a part that is displayed commonly. It is offered License information, Saving from screen to PDF file, Moreover, processing the situation about collecting data displays.

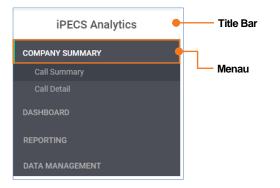
- Return to the main page: Allows you to return to the main page from any page by clicking on iPECS Analytics logo in the upper left corner.
- Menu Toggle () button: Use to show or hide the left menu pane by clicking on .
- Full Screen () button: Allows you to expand the task area by clicking on . Alternatively, use the keyboard F11 key.
- PDF (¹) button: Use to download the current screen as a PDF file by clicking on ¹.
- **Profile (O) button:** Use to show your profile information by clicking on **O**. When logged in, your current account information displays on the right side of the Title Bar.



- User Manual : Allows you to choose to open or download the manual.
- Logout button: Allows you to log out from the iPECS Analytics.

1.2.2 Menu & Title bar

There are menus, such as the COMPANY SUMMARY, DASHBOARD, REPORTING, DATA MANAGEMENT, FAVOURITE(Favorite), and SETTINGS.



- **Title bar**: The title of the iPECS Analytics is displayed.
- Menu: When click level 1 menu, unfold level 2/3 all menu.

1.2.3 Task area

All actions related to each menu are displayed here. Also, all images used are for illustrative purposes and may be different from actual ones.

NOTE The optimum resolution of the user monitor is 1920 X 1080.

1.2.4 Menu List

This Section provides Analytics full menu list information.

Main menu	Sub Menu
Company Summary	Call Summary
	Call Details
Dashboard	Company Wallboard
	Extension Wallboard
	DDI Wallboard
	ACD Group Wallboard
	Hunt Group Wallboard
	Agent Status
	Agent Call Summary Wallboard
	Group Summary Wallboard
	My Dashboard
Reporting	Extension Summary
	Extension Call Details
	Top 5
	Site Summary
	DDI Summary
	DDI Call Details
	Call Response
	Missed calls
	Unreturned Missed Calls
	Unreturned Missed Calls By Caller
	Longest Calls
	Caller Tolerance
	Group Summary

Main menu	Sub Menu	
	Call Summary	
	Activity Time Summary	
	Activity Time Summary By Date	
	Availability History	
	Hourly Report	
	Daily Report	
	Weekly Report	
	Montly Report	
	Customer Summary	
	Customer Details	
	Area	
Data Management	User Information	
	User Group Setting	
	Area Setting	
	Customer Setting	
	DDI Setting	
Favourite(Favorite)		
Settings	Schedule Manager	
	Environment Setting	

1.3

Supported browser information

iPECS Analytics supports IE, Chrome, Firefox and does not support the IE Edge browser. When used with Opera, Safari, or IE edge, the window may not display normally.

Chapter 2.

Menu

This section describes the meaning of each menu of iPECS Analytics.

2.1 Company Summary

This section provides a call summary and details of call activity by date.

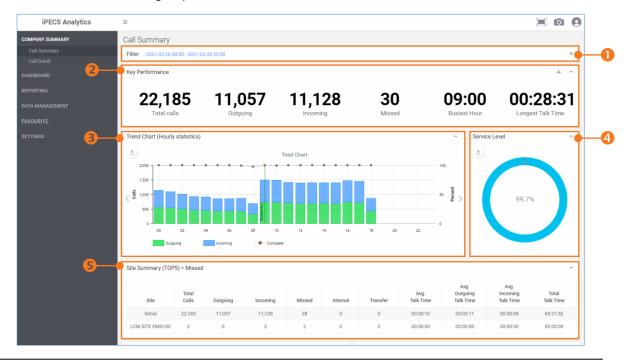
The Company Summary menu includes trunk direct calls and internal calls (It does not include trunk transferred calls and group calls).

The Site Summary(Top 5), User Summary(Top 5) table, call count of each site, or each extension is updated based on extensions or sites, and it includes trunk transferred call or Ring Group missed call.

So, the summation call count of all sites or extensions can be different from Key Performance because the Key Performance call count is only for trunk direct calls and internal calls.

2.1.1 Call Summary

This page shows summary information of company call data. Filter options on the menu include extension, name, user group, and date.



1. Apply Filter: Input or select data of condition that you want to filter.

Apply Filter			-
Reseller *	Customer *	Inquiry target	Category *
All 👻	All	All	Hourly statistics
Group	Extension ()	Ext. Name	Access code 🗐
All 👻			
Date "			
2019-01-07 00:00 - 2019-01-07 23:59 👻			
★ Add to template			Q Apply filters

- Trunk/Extension: Inquire by extension, trunk, or both of them.
- Report Period Type: Inquire by period: 5 minutes, hourly, daily, weekly, and monthly.
- Org. Group: Inquire by option which manager set such as user.
- Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
- Ext. Name: Inquire inputted name.
- Date: Inquire data by date.
- **2. Key Performance:** It displays summary data of the filtered condition. If you click the Key Performance, that displays the top5 table.



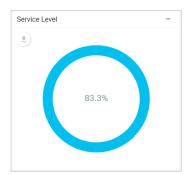
3. Trend Chart: It displays Total chart, Fail chart, Total time chart, displays detail time of the volume when click the graph.



• On the chart, click the red (•) dot to display the Causes of failure.

Cause of failure (15Hour)		×
Cause of failure	Ļ≟	Fail ↓†
Call abandon of the calling subscriber(Before answer)		20
External call abandon of the calling subscriber(Before digit press)		6

4. Service Level: Display the proportion of completion of inquiry condition.



5. Top5 Table: It displays the top 5 data.

2.1.2 Call Details

This page shows detail information about call.

iPECS Analytics	=								(0
COMPANY SUMMARY	Call Details									
Call Summary	Filter									-
Call Details	Trunk/Extension		D	irection *		Org. Group		Extension ()		
DASHBOARD	All		-	All	*	All	*			
REPORTING	Ext. Name		N	umber 🕲		Call Result		Call Result Detail	0	
DATA MANAGEMENT						All	*	All		~
FAVOURITE	Talk Time(Sec)			ing Time(Sec)		Date/Time *				
			or above		or above	2021-08-17 00:00 - 2021-08-1	7 23:59 👻			
SETTINGS										_
	# Add to I avourt	te 🍠 Reset								Q Apply
									The strength	
	Showing 1 to 10 o	f 74 entries							Show 10	rows 🖽
2	Extension	Ext. Name	Number	r Call Result	Call	Result Detail	Call Start Time	1 Talk	Time Call Typ	e
–	1003	1003	010805610	005 Complete			2021-08-17 14:3	8:16 00:0	0:02 Trunk/Outg	oing
	1002	1002 name name	01080561	004 Complete			2021-08-17 14:3	8:16 00:0	0:02 Trunk/Incor	ning
	1001	1001 name	010805610	004 Incomplete	External caller releases ca	II (Before Answer)	2021-08-17 14:3	7:58 00:0	0:00 Trunk/Incomi	ing fail
	1003	1003	010805610	005 Incomplete	Caller releases trunk (Befo	ore Alert)	2021-08-17 14:3	7:58 00:0	0:00 Trunk/Outgoi	ng fail
	1011	1011 sip	010805610	004 Incomplete	Answer fail (Etc)		2021-08-17 14:3	7:58 00:0	0:00 Trunk/Incomi	ing fail
	1002	1002 name name	010805610	004 Incomplete	External caller releases ca	II (Before Answer)	2021-08-17 14:3	7:58 00:0	0:00 Trunk/Incomi	ing fail
	1003	1003	010805610	005 Complete			2021-08-17 14:3	7:21 00:0	0:03 Trunk/Outg	oing
	1002	1002 name name	010805610	004 Complete			2021-08-17 14:3	7:21 00:0	0:03 Trunk/Incor	ming
	1011	1011 sip	3000	Complete			2021-08-17 14:3	1:39 00:0	0:04 Extension/Ou	tgoing
	1011	1011 sip	3001	Complete			2021-08-17 14:3	1:25 00:0	0:07 Extension/Ou	tgoing
							First	Danida an Dana	at a later	1 1
							First	Previous Page	e 1 of 8 Ne	tt Last

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.
 - Direction: Inquire outgoing call, incoming call or both of them.
 - Org. Group: Inquire by option which manager set such as user.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Number: Inquire data for caller ID or dialed number.
 - Call Result: Inquire all, success call or failure call.
 - Call Result Detail: Activate when call information is a success call.
 - Talk Time(sec): Inquire call information of call time over inputted talk time.
 - Ring Time(sec): Inquire ring information of ring time over inputted ring time.

- Date/Time: Inquire data by date.
- 2. Table: It displays the filtered data.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (^{Show 10 rows}) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.
 - Call Trace: Allows you to see call list of transferred call by clicking the (*) icon. And Supervisor can see the call trace by clicking the (^{Call trace}) icon.

2.2 Dashboard

This section provides today's summary information of call activity, and you can customize the summary information of call activity in the 'My Dashboard.'

2.2.1 Wallboard

This section provides today's summary information of call activity. Call activity is auto-refresh every 5 seconds(default).

2.2.1.1 Company Wallboard

This page shows today's call activity for all company data (including trunk & extension calls. (The missed metric is updated for trunk call and extension calls, but the unreturned missed metric is updated only for trunk calls.)

iPECS Analytics	=		i o
	Company Wallboard		Auto Refresh OFF 👻 🔅
Iboard Umpany Wallboard		11 1 40	11 007
	22,373	11,142	11,207
	·		
	Total Calls	Outgoing	Incoming
	11,177	41	29
	11,1//	41	29
	Answered	Missed	Unreturned
	00.00.00	65.50.40	00 7
	00:00:08	65:50:42	99.7
	Aug Dies Tiese	To be Little Hermitian	
	Avg. Ring Time	Total Talk Time	Service Level (%)

- 1. Key performance: It displays total call, Outgoing, Incoming, Answered, Missed, Unreturned, Avg. Ring time, Total Talk Time, Service Level(%)
- 2. Auto Refresh: Refreshes the page every 3 (or 5 or 8 or 10 or 15 or 30) seconds.
- 3. Threshold: Allows you to set a threshold, whether highlight or not, on the wallboard by clicking the () icon.

Threshold - Settings									
Missed	50	Unreturned	10						
Avg. Ring Time (sec)	10	Service Level (%)	90						
			Cancel Apply						

2.2.1.2 Extension Wallboard

This page shows the extension-based call information. (The missed metric is updated for trunk call and extension calls, but the unreturned missed metric is updated only for trunk calls.)

iPECS Analytics	=											1	
COMPANY SUMMARY	Extension Wallboard	2031 / 20)3 <mark>1</mark>									Auto Refrest	0FF - 0
ASHBOARD Valiboard Company Waliboard Extension Waliboard ACD Group Waliboard HUNT Group Waliboard		1452 Total Calls					26			726			
		26				M	O iissed				O Unretur	ned	
	00:0) 0 : 0 Ring Time	8		0		23:1 Talk Time	14			10C Service Le		
2-	Extension Summary Tot Extension Name Cal		Incoming	Missed	Internal	Transfer	Avg. Talk Time	Avg. Outgoing Talk Time	Avg. Incoming Talk Time	Total Talk Time	Outgoing Talk Time	Incoming Talk Time	Avg. Ring Time
	2033 2033 1,4	2 726	726	0	0	0	00:00:10	00:00:11	00:00:10	04:23:25	02:21:32	02:01:53	00:00:08

- 1. Key performance: It displays the count of Total Calls, Outgoing, Incoming, Answered, Missed, Unreturned, Avg. Ring Time, Total Talk Time and Servide Level.
- 2. Extension Summary: It shows the top 10 extension call information.
- **3.** Threshold: Allows you to set a threshold, whether highlight or not, on the wallboard by clicking the () icon.

🌣 Threshold - Set	tings		
Missed	50	Unreturned	10
Avg. Ring Time (sec)	10	Service Level (%)	90
			Cancel Apply

2.2.1.3 DDI Wallboard

This page shows the top 10 extensions call activity with a high call volume.

iPECS Analytics	=											
COMPANY SUMMARY	DDI Wallboa	rd 024	801025								Auto Ref	resh OFF 👻 🏟 🔴
ASSHBOARD V Wallboard Company Wallboard Extension Wallboard ACD Group Wallboard ACD Group Wallboard AUNT Group Wallboard Agent Status		726 Total offered				726 Answered				726 Answered In Target		
		Aba	O andoned				O Missed				D Unreturned	
	0	0:0))):(07			:02 Total Talk Tin				100.0 Service Level (%)	
2-	DDI Summary		0		Answered In		Total	Avg.	Avg.	Avg.		-
	DDI	DDI Name	Offered	Answered	Target	Missed	Talk Time	Talk Time	Ring Time	Hold Time	Service Level (%)	Missed (%)
	024801023 024801025		726 726	726	726	0	02:01:53	00:00:10	00:00:07	00:00:00	100.0	0.0

- 1. Key performance: It displays the count of Total Offtered, Answered, Answered In Target, Abandoned, Missed, Unreturned, Avg. Ring Time, Total Talk Time and Servide Level.
- 2. DDI Summary Information: It shows the top 10 DDI call information.
- **3. Threshold:** Allows you to set a threshold, whether highlight or not, on the wallboard by clicking the (^(*)) icon.

🌣 Threshold - Set	tings		
Missed	50	Unreturned	10
Avg. Ring Time (sec)	10	Service Level (%)	90
			Cancel Apply

2.2.1.4 ACD Group Wallboard

This page shows ACD Group activity Activity.Note that this menu is for the advanced license only.

PECS Analytics				i i i
SUMMARY	ACD Group Wallboard			Auto Refresh 🛛 OFF 👻 🍪
ro 🚺 🚽	Filter			+
board				
npany Wallboard				<u>.</u>
ension Wallboard	0	00.00.46	E	40 60
Valiboard) Group Wallboard	U	00:00:46	5	20 80
VT Group Wallboard	Calls In Queue	Longest Wait Time Today	Available Agent	36.3 %
nt Status	Calls In Quede	Longest wait Time Today	Available Agent	Service Level
nt Call Summary Wallboard				
up Summary Wallboard	61	14	19	16
shboard			12	
ite	Total offered	Answered	Missed	Abandoned
5				
AGEMENT	8	8	0	3
:	Total Agent	Logged In	Busy	Break
	Total Agent	Logged in	busy	Diedk
	00:00:09	00:00:09	00:02:13	00:28:31
	Avg. Wait Time	Avg. Abandoned Time	Avg. Talk Time	Longest Talk Time
4	LIVE CALLS			~
	Ext. Name Extension	Group name Ca	ller ID Call Status	Status Elapsed Time
		No data availab	le in table	

- 1. Filter: Supervisor can select ACD Group what want to display.
- 2. Key performance: It displays the Calls In Queue, Longest Wait time Today, Available Agent, Total Offered, Answered, Missed, Abandoned, Total Agent, Logged In, Busy, Break, Avg. Wait Time, Avg. Abandoned Time, Avg. Talk Time, Longest Talk time, and Service Level.
- **3. Threshold:** Allows you to set a threshold, whether highlight or not, on the wallboard by clicking the (^(*)) icon.

Longest Wait Time Today (sec)	20
Service Level (%)	45
Missed	10
Abandoned	10
Avg. Wait Time (sec)	100

4. Live Call: Incoming calls are displayed in real time.

2.2.1.5 Hunt Group Wallboard

This page shows Hunt Group Activity. For missed metrics of Ring Group is updated plus one and updated plus one to each member. Note that this menu is for the advanced license only.

iPECS Analytics					i o
Y SUMMARY	HUNT Group Wallboard				Auto Refresh OFF 👻 🔅
	ilter				+
liboard					
ompany Wallboard 🛛 🔁 🚽		11 10		-	(
ktension Wallboard	11,414	11,40	5 8	1	40 60
DI Wallboard	Total offered	Answered	Missed	Abandoned	
CD Group Wallboard					20 80
JNT Group Wallboard					99.9 %
jent Status	40	41	4	3	55.5 %
gent Call Summary Wallboard	48	41	4	3	0 100
oup Summary Wallboard	Total Members	Available	Busy	Not Available	Service Level
Dashboard					
eate					
NG	00:00:	11	00:01:02	00:00:	09 00:01:16
NAGEMENT	Avg. Wait Tim		Longest Wait Time Today	Avg. Talk Tim	
	LIVE CALLS				-
, 4—					
	Ext. Name	Extension	Group name	Caller ID Call S	Status Status Elapsed Time
			No dat	a available in table	
L L					

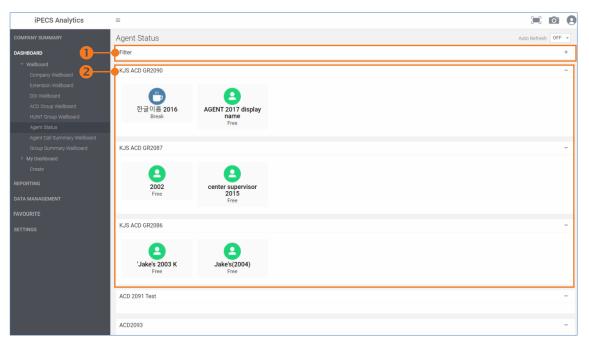
- 1. Filter: Supervisor can select Hunt Group What want to display.
- 2. key performance: It displays the Total offered, Answered, Missed, Abandoned, Total Members, Available, Busy,Not Available, Avg. Wait Time,Longest Wait Time Day,Avg. talk time, Longest Talk time, and Service Level.
- 3. Threshold: Allows you to set a threshold, whether highlight or not, on wallboard by clicking the () icon.

Longest Wait Time Today (sec)	20
Service Level (%)	45
Missed	10
Abandoned	10
Avg. Wait Time (sec)	100

4. Live Call: Incoming calls are displayed in real time.

2.2.1.6 Agent Status

This page shows ACD Agent / Hunt Group member's real-time status. Note that this menu is for the advanced license only.



- 1. Filter: Supervisor can select all ACD / Hunt Group or specific ACD / Hunt Group to display.
- 2. Agent Status: This page shows ACD Agent / Hunt Group member's real-time status.

2.2.1.7 Agent Call Summary Wallboard

his page shows ACD group / Hunt Call Summary. Note that this menu is for the advanced license only.

iPECS Analytics	=										
COMPANY SUMMARY	Agent Ca	all Summary Wallbo	ard							Auto	Refresh OFF -
DASHBOARD	Filter	,,									+
Wallboard Company Wallboard	AGENT ST	ATUS									-
	Agent 1	Group name	Group Type 1	Status 11	Total offered 1	Answered 1	Missed 11	Avg. Wait Time	Avg. Hold Time 1	Avg. Talk Time 11	Total Talk Time 🕸
	2000	KJS Hunt GR 2088	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2000	KJS Hunt GR 2088	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2001	KJS ACD GR2087	ACD	Log out	5	3	2	00:00:18	00:00:00	00:00:13	00:00:40
				-							
Group Summary Wallboard My Dashboard	2003	KJS ACD GR2086	ACD	Log out	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2004	KJS ACD GR2086	ACD	Log out	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
REPORTING	2015	KJS ACD GR2087	ACD	Log out	7	4	3	00:00:14	00:00:00	00:00:06	00:00:27
	2016	KJS ACD GR2090	ACD	Log out	3	0	3	00:00:02	00:00:00	00:00:00	00:00:00
DATA MANAGEMENT	2017	KJS ACD GR2090	ACD	Log out	17	11	6	00:00:06	00:00:03	00:04:18	00:43:07
	2018	KJS Hunt GR 2089	HUNT	DND	1	0	1	00:00:06	00:00:00	00:00:00	00:00:00
SETTINGS	2019	KJS Hunt GR 2089	HUNT	DND	2	0	2	00:00:09	00:00:00	00:00:00	00:00:00
	2020	KJS Hunt GR 2089	HUNT	Free	4	1	3	00:00:23	00:00:00	00:00:03	00:00:03
	2030	KJS Hunt GR 2080 (SLTM)	HUNT	Oncall	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2030	KJS Hunt GR 1020	HUNT	Oncall	721	721	0	00:00:12	00:00:00	00:00:08	01:38:05
	2031	KJS Hunt GR 1021	HUNT	Free	735	735	0	00:00:10	00:00:00	00:00:10	02:03:15
	2031	KJS Hunt GR 2080 (SLTM)	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2032	KJS Hunt GR 2080 (SLTM)	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2032	KJS Hunt GR 1022	HUNT	Free	591	591	0	00:00:10	00:00:00	00:00:10	01:38:50
	2033	KJS Hunt GR 2080 (SLTM)	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
	2033 gVim 8.0 j	KJS Hunt GR 1023	HUNT	Free	735	735	0	00:00:10	00:00:00	00:00:10	02:03:24

1. Filter: Supervisor can select all ACD / Hunt Group or certain ACD / Hunt Group to display

2. Agent Status: Stable shows current call status in/out, direction, Elapsed time.

2.2.1.8 Group Summary Wallboard

This page shows ACD group / Hunt Group Summar. Note that this menu is for the advanced license only.

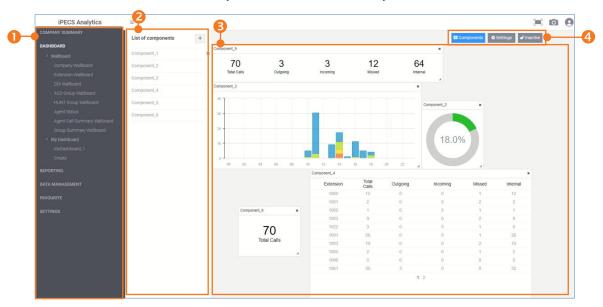
iPECS Analytics	=									()
COMPANY SUMMARY	Group Summary	Wallboard							A	uto Refresh OFF
DASHBOARD	Filter									+
 Wallboard Company Wallboard 	Group Summary									-
	Group Number 1	Group name	Group Type 斗	Number Of Agent 🗍	Total offered	Answered 1	Missed ↓↑	Abandoned 1	Bounced 1	Avg. Wait Time 🕼
	2086	KJS ACD GR2086	ACD	2	0	0	0	0	0	00:00:00
	2087	KJS ACD GR2087	ACD	2	20	5	6	5	2	00:00:13
	2090	KJS ACD GR2090	ACD	2	30	8	9	9	2	00:00:07
	2091	ACD 2091 Test	ACD	0	0	0	0	0	0	00:00:00
	2092	ACD GRPUP 2092	ACD	0	0	0	0	0	0	00:00:00
REPORTING	2093	ACD2093	ACD	2	11	1	4	2	2	00:00:09
	1020	KJS Hunt GR 1020	HUNT	1	722	722	0	0	0	00:00:12
	1021	KJS Hunt GR 1021	HUNT	1	736	736	0	0	0	00:00:10
	1022	KJS Hunt GR 1022	HUNT	1	592	592	0	0	0	00:00:10
	1023	KJS Hunt GR 1023	HUNT	1	736	736	0	0	0	00:00:10
	1024	KJS Hunt GR 1024	HUNT	1	736	736	0	0	0	00:00:10
	1025	KJS Hunt GR 1025	HUNT	1	736	736	0	0	0	00:00:10
	1026	KJS Hunt GR 1026	HUNT	1	398	398	0	0	0	00:00:12
	1027	KJS Hunt GR 1027	HUNT	1	398	398	0	0	0	00:00:12
	1028	KJS Hunt GR 1028	HUNT	1	584	583	1	0	0	00:00:07
	1029	KJS Hunt GR 1029	HUNT	1	478	478	0	0	0	00:00:12
	1030	KJS Hunt GR 1030	HUNT	1	722	722	0	0	0	00:00:12
	1031	KJS Hunt GR 1031	HUNT	1	421	421	0	0	0	00:00:07

1. Filter: Supervisor can select all ACD / Hunt Group or certain ACD / Hunt Group to display.

2. Group Summary: Stable shows current call status in/out, direction, Elapsed time.

2.2.2 My Dashboard

This dashboard shows summary information of call activity.



- 1. My Dashboard:
 - Click **Create**, popup page to Create a dashboard.
- 2. List of components:
 - Click **icon** (**+**), popup page to add components will be opened.
 - Show a list of components.
 - Allows Supervisor to delete the selected component by clicking the (

3. Display:

• Can drag / drop the component and set it to the desired location and size.

4. Setting Button

- Components: Hide / show a list of components.
- Settings: Can set threshold.

Threshold :		
Service Level (%	0	
Use	*	% Less then
Missed (%) 🛛		
Use	*	% more
Abandoned (%) (0	
Use	w	% more
Unreturned (Cou	nt) 🛛	
Use	-	more
Avg. Ring Time (Second) ()	
Use	Ŧ	more
Avg. Wait Time (Second) ()	
Use	*	more
Longest Wait Tir	ne (Second)	
Use	*	more

• **Inactive/Active:** Can modify the screen when Inactive. When active, cannot modify the screen, and the contents of the components are updated every specific time.

2.2.2.1 Add Components

Click icon(+), popup page to add components will be opened. It provides seven defferent parts.

Components	Descriptio	on										
Key Performance	Provides call information of one statistical item											
	Component_6 ×											
	70											
	7	0										
	Total											
Key Performance(Group)	Provides call information on several statistical items by type, (S											
Rey Tenomance(Oroup)	can select				5121151162		by type, (O					
	Component_5			e)		×						
	70		3	3	12	2	64					
	Total Calls		Outgoing	Incoming	Misse		Internal					
Data Table	Provides a table of statistics by type											
	Component_4	Total	Outgoing	Incoming	Missed	Internal	×					
	Extension 1000	Calls 12	Outgoing 0	0	1	Internal 12						
	1001	2	0	0	2	2						
	1002	9	0	0	2	9						
	1022	3 26	0	3	1	0						
	1001	19	0	0	1	26 19						
	1005	2	0	0	1	2	4					
Column Chart	Provides column charts by type											
		04 06	08 10 12	14 16	18 20 22							
Pie Chart	Provides p	oie cha	rts by type	;								
	Component_2		*									
Etc (Text)	Supervisor			images to	the das	shboard						
			IM/	GE								

2.2.2.1.1 Key Performance, Key Performance (Group), Data Table, Column Chart, and Pie Chart

Supervisor can select one of component among Key Performance, Key Performance(Group), Data Table, Column Chart, Pie Chart to display selected statiscal items(metric) of Group Summary / Agent Call Summary / Extension Summary / DDI summary report menu.

- Step 1. Select type: Select Key Performance, Key Performance(Group), Data Table, Column Chart, Pie Chart, and Pie Chart
- Step 2. Select item: Select one statistical items of Group Summary / Agent Call Summary / Extension Summary / DDI summary report menu
- Step 3. Select Columns: Set column, font color, and background color
 - Columns: Select one of the columns
 - Font Color: Inquire by selected font color (If empty, set to default color)
 - Background color: Inquire by selected background color (If empty, set to default color)
- Step 4. Apply Filter: Input title and data of condition that you want to filter
 - ACD / Hunt Group: Select ACD / Hunt Group (Only visible in the event of Agent Call Summary)
 - Site: Select Site (Only visible in the event of Extension Summary)
 - Group: Select Group (Only visible in the event of Extension Summary)
 - DDI: Inquire inputted DDI (Only visible in the event of DDI Summary)
 - DDI Name: Inquire inputted DDI name (Only visible in the event of DDI Summary)
 - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name
 - Date: Inquire by a selected date
 - Time range: Inquire by a selected time range
 - Title: Inquire inputted title

2.2.2.1.2 TEXT, IMAGE

Supervisor can add text what he want to display on task area of My Dashboard

- Step 1. Select type: Select Etc.
- Step 2. Select item: Select Text
- Step 3. Select Style: Set font color and background color
 - Font Color: Inquire by selected font color (If empty, set to default color)
 - Background color: Inquire by selected background color (If empty, set to default color)
- Step 4. Apply Filter: Input any text

2.2.2.1.3 IMAGE

Supervisor can upload image what he want to display on task area of My Dashboard

- Step 1. Select type: Select Etc
- Step 2. Select item: Select Image.
- Step 3. Select Style: The Image file is uploaded using the click icon (
 CHOOSE FILE
)
- Step 4. Apply Filter: Input title of the image

2.3 **Reporting**

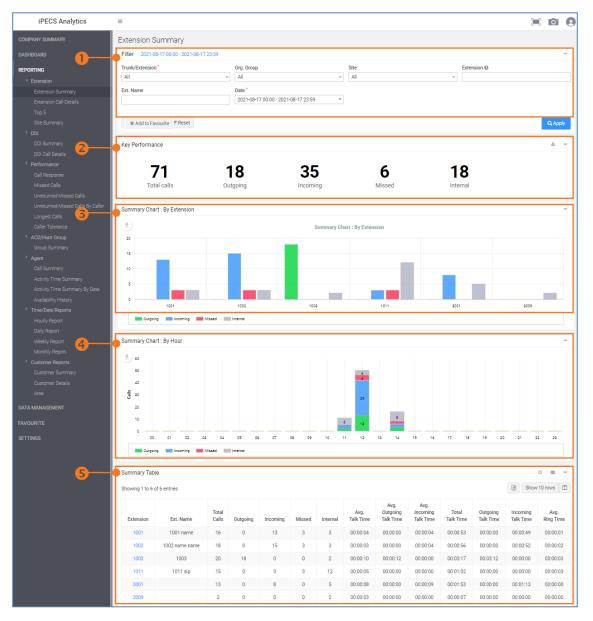
This section provides call activity reports for Extension reports, DDI reports, Performance reports, ACD/Hunt Group reports, Agent reports, Time/Date reports, and Customer reports.

2.3.1 Extension

On this menu, extension-based historical call activity is presented. Trunk transferred call is included. (Trunk transferred call is transferred call by extension after answering.) and missed metric is updated to each member when a call to Ring Group is released before answer.

2.3.1.1 Extension Summary

This page shows the total call data each extension about Collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire all or by extension or trunk.
 - Org. Group: Inquire by option which manager set such as user.
 - Site: Inquire the selected site.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- **3. Summary Chart: By Extension:** It displays Outgoing, Incoming, Missed and internal items for each extension by chart.
- 4. Summary Chart: By Hour: It displays Outgoing, Incoming, Missed, and internal items Hourly
- 5. Summary Table: It displays the filtered data. If you click an extension number, it moves to extension call list page.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - **Mail sending:** Allows you to send the data displayed on the page to mail by clicking the (^{SO)} icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.1.2 Extension Call Details

This page shows extension call history about Collected SMDR data.

iPECS Analytics	=										0	_) o`	(
IPANY SUMMARY	Extension (Call Details											
HEOARD	Filter : 2021-0	8-23 00:00 - 2021-08-23 23:59)										
	Trunk/Extensio		Site	Extension ()			Ext. Name						
ORTING	All		- All			v	Extension o			Ext. Hume			
Extension	DDI 🛛		DDI Name				Talk Time(Sec)			Ring Time(Sec)			
Extension Summary Extension Call Details			Dorivanie				Taik Time(Sec)		or above	king time(sec)		or ab	
Top S	Date *												
Site Summary		:00 - 2021-08-23 23:59	*										
DDI													
DDI Summary	+ Add to Fave	ourite // Reset										Q App	į
, DDI Call Details												Compa	l
												0 2	
Performance	Report detail												
Call Response	Report detail												
	Report detail Showing 1 to 10	of 66 entries									Sho		
Call Response		of 66 entries Ext. Name	Call Date/Time	Talk Time	Number	DDI	DDI Name	Ring Time	Call Type	Group name	Group Type	w 10 rows	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller	Showing 1 to 10		Call Date/Time 2021-08-23 14:36:22	Talk Time	Number 40000	DDI	DDI Name	Ring Time	Call Type Extension/Outgoing fail	Group name Hunt Group 40000		w 10 rows	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longest Calls	Showing 1 to 10 Extension	Ext. Name				DDI	DDI Name		Extension/Outgoing fail	Hunt Group 40000	Group Type	w 10 rows	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longest Calls Caller Tolerance	Showing 1 to 10 Extension 2019 2019	Ext. Name 2019 2019	2021-08-23 14:36:22 2021-08-23 14:36:22	00:00:00	40000 40000	DDI	DDI Name	00:00:06	Extension/Outgoing fail Extension/Outgoing fail	Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT	w 10 rows Trunk Miss	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longest Calls Caller Tolerance ACD/Hunt Group	Showing 1 to 10 Extension 2019 2019 2019	Ext. Name 2019 2019 2019 2019	2021-08-23 14:36:22 2021-08-23 14:36:22 2021-08-23 14:36:12	00:00:00 00:00:00 00:00:02	40000 40000 40000	DDI	DDI Name	00:00:06 00:00:00 00:00:00	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT	w 10 rows	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longest Calls Caller Tolerance ACD/Hunt Group Group Summary	Showing 1 to 10 Extension 2019 2019	Ext. Name 2019 2019	2021-08-23 14:36:22 2021-08-23 14:36:22	00:00:00	40000 40000	DDI	DDI Name	00:00:06	Extension/Outgoing fail Extension/Outgoing fail	Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT	w 10 rows Trunk Miss	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longest Calls Caller Tolerance ACD/Hunt Group Group Summary	Showing 1 to 10 Extension 2019 2019 2019	Ext. Name 2019 2019 2019 2019	2021-08-23 14:36:22 2021-08-23 14:36:22 2021-08-23 14:36:12	00:00:00 00:00:00 00:00:02	40000 40000 40000	DDI	DDI Name	00:00:06 00:00:00 00:00:00	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT	w 10 rows Trunk Miss	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longest Calls Caller Tolerance ACD/Hunt Group Group Summary Agent	Showing 1 to 10 Extension 2019 2019 2019 2019 2019	Ext. Name 2019 2019 2019 2019 2019	2021-08-23 14:36:22 2021-08-23 14:36:22 2021-08-23 14:36:12 2021-08-23 14:36:10	00:00:00 00:00:00 00:00:02 00:00:00	40000 40000 40000 40000	DDI	DDI Name	00:00:06 00:00:06 00:00:00 00:00:00	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing Extension/Outgoing fail	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT HUNT	w 10 rows Trunk Miss - - - -	
Call Response Missed Calls Unreturned Mased Calls Unreturned Mased Calls By Caller Longest Calls Caller Tolerance ACD/Hartl Group Group Summary Apent Call Summary	Showing 1 to 10 Extension 2019 2019 2019 2019 2019 2019	Ext. Name 2019 2019 2019 2019 2019 2019	2021-08-23 14:36:22 2021-08-23 14:36:22 2021-08-23 14:36:12 2021-08-23 14:36:10 2021-08-23 14:36:10	00:00:00 00:00:00 00:00:02 00:00:00 00:00:00	40000 40000 40000 40000 40000			00:00:06 00:00:00 00:00:00 00:00:01 00:00:01	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing Extension/Outgoing fail Extension/Outgoing fail	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT HUNT HUNT	Trunk Miss	
Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Langest Calls Caller Tolerance ACD/Hurt Broup Group Summary Agent Call Summary Activity Time Summary	Showing 1 to 10 Extension 2019 2019 2019 2019 2019 * 2007	Ext. Name 2019 2019 2019 2019 2019 2019 2007	2021-08-23 14:36:22 2021-08-23 14:36:22 2021-08-23 14:36:12 2021-08-23 14:36:10 2021-08-23 14:36:10 2021-08-23 14:38:07	00:00:00 00:00:02 00:00:00 00:00:00 00:00:00	40000 40000 40000 40000 40000 510000	0220002088	Number2088	00:00:06 00:00:06 00:00:00 00:00:01 00:00:01	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing Extension/Outgoing fail Extension/Outgoing fail Trunk/Incoming	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT HUNT HUNT	w 10 rows Trunk Miss - - - -	
Call Response Missed Calls Unreturned Mased Calls Unreturned Mased Calls By Caller Longest Calls Caller Tolerance ACD/Hunt Group Group Summary Agent Call Summary Activity Time Summary Activity Time Summary Activity Time Summary Activity Time Summary	Showing 1 to 10 Extension 2019 2019 2019 2019 2019 * 2007 * 60000 2006	Ext. Name 2019 2019 2019 2019 2019 2019 2019 2019 2019 2019 2019 2019 2019 2019 2019 2000 Auto Attendant_00000 2000 Hunt Group 40010	2021-08-23 14:36-22 2021-08-23 14:36-22 2021-08-23 14:36-12 2021-08-23 14:36-10 2021-08-23 14:36-10 2021-08-23 14:38-07 2021-08-23 14:38-47 2021-08-23 14:32-56	00:00:00 00:00:02 00:00:00 00:00:00 00:00:00 00:00:03 00:00:302	40000 40000 40000 40000 510000 510000 2005	0220002088	Number2088	00:00:00 00:00:00 00:00:00 00:00:01 00:00:01 00:00:00 00:00:00	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing fail Trunk/Incoming Extension/Incoming	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT HUNT HUNT	w 10 rows Trunk Miss - - - -	
Lain regorder Missed Calls Unreturned Missed Calls Unreturned Missed Calls By Caller Longet Calls Caller Tolerance ACDHunt Goup Group Summary Agent Call Summary Activity Time Summary Activity Time Summary By Date	Showing 1 to 10 Extension 2019 2019 2019 2019 2019 * 2007 * 60000	Ext. Name 2019 2019 2019 2019 2019 2019 2019 2019 2019 Auto Attendant_60000	2021-08-23 14:36:22 2021-08-23 14:36:22 2021-08-23 14:36:12 2021-08-23 14:36:10 2021-08-23 14:36:10 2021-08-23 14:35:07 2021-08-23 14:33:47	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	40000 40000 40000 40000 40000 510000	0220002088	Number2088	00:00:06 00:00:00 00:00:00 00:00:01 00:00:01 00:00:00	Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing fail Extension/Outgoing fail Trunk/Incoming	Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT HUNT HUNT HUNT	w 10 rows Trunk Misse - - - - -	

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire all or by extension or trunk.
 - Site: Inquire the selected site.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Report detail: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (()) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.
 - Call Trace: Allows you to pop up, which can see call trace of the current call is opened by clicking the (*) icon.

<u>*</u>)				all trace 38 - 2019-01-07 14:3	6:59)		
0270070253	14:36.40		143645	14:36:50	_	1436:55	70253
(CID-0318054520053)	14:35:40		1436.45	143650		1436:55	
🛿 Ring Time 💼 Taik Time							
Call 0270070253 (CID: 031805452005	0	ng Time 0:00:21	Talk Time 00:00:00	Hold Time	Total 00:00:21	Trunk	Type Incoming fail

NOTE

The **plus** (*) icon about call trace is displayed only Incoming call and Outgoing call about trunk.

2.3.1.3 TOP 5

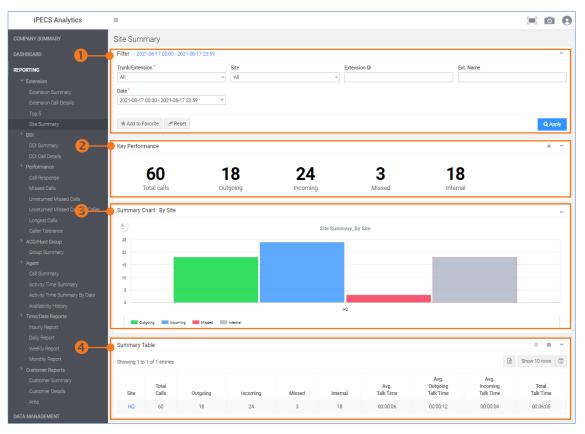
This page shows the top 5 data list lists, including extension Total calls, Outgoing, Incoming, Missed, Internal, etc.

iPECS Analytics	=											[] 0		
COMPANY SUMMARY	Top 5														
DASHBOARD	Filter : 2021-	08-17 00:00 - 2021-08	-17 23:59												-
REPORTING	Trunk/Extension *			TOP 5	TOP 5*				Extension Ext. Name						
	All			✓ Total of	calls			*							
	Org. Group			Date*											
	All			- 2021-0	08-17 00:00 - 20	21-08-17 23	59	•							
	1 🖈 Add to F	avourite 🍠 Reset												Q.Ap	ply
DDI Summary	Report detail	> Total calls												0 🛛	-
DDI Call Details															
														-	_
									Avg.	Avg.				×	
			Total					Avg.	Outgoing	Incoming	Total	Outgoing	Incoming	Avg.	
	Extension	Ext. Name	Calls	Outgoing	Incoming	Missed	Internal	Talk Time	Outgoing Talk Time	Incoming Talk Time	Talk Time	Talk Time	Talk Time	Avg. Ring Ti	me
	Extension 1003	Ext. Name 1003		Outgoing 18	Incoming	Missed 0	Internal 2		Outgoing	Incoming				Avg.	me
			Calls		-			Talk Time	Outgoing Talk Time	Incoming Talk Time	Talk Time	Talk Time	Talk Time	Avg. Ring Ti	me 03
	1003	1003	Calls 20	18	0	0	2	Talk Time	Outgoing Talk Time 00:00:12	Incoming Talk Time 00:00:00	Talk Time 00:03:17	Talk Time 00:03:12	Talk Time	Avg. Ring Ti 00:00:	me 03 02
	1003 1002 1001	1003 1002 name name 1001 name	Calls 20 18 16	18 0 0	0 15 13	0 3 3	2 3 3	Talk Time 00:00:10 00:00:03 00:00:04	Outgoing Talk Time 00:00:12 00:00:00 00:00:00	Incoming Talk Time 00:00:00 00:00:04 00:00:04	Talk Time 00:03:17 00:00:56 00:00:53	Talk Time 00:03:12 00:00:00 00:00:00	Talk Time 00:00:00 00:00:52 00:00:49	Avg. Ring Ti 00:00: 00:00:	me 03 02
	1003 1002	1003 1002 name name	Calls 20 18	18 0	0	0 3	2	Talk Time 00:00:10 00:00:03	Outgoing Talk Time 00:00:12 00:00:00	Incoming Talk Time 00:00:00 00:00:04	Talk Time 00:03:17 00:00:56	Talk Time 00:03:12 00:00:00	Talk Time 00:00:00 00:00:52	Avg. Ring Ti 00:00: 00:00:	me 03 02 01 03

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire all or by extension or trunk.
 - Category: Inquire by option which manager set such as outgoing or incoming.
 - **TOP5:** Display the top 5 extensions of filtered conditions.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Org. Group: Inquire by option which manager set such as user.
 - Date: Inquire data by date.
- 2. **Report detail:** It displays the filtered data. If you click an extension number, it moves to extension call list page.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (()) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (
 - Set item: Allows you to set items to show or not on the table by clicking the () icon.

2.3.1.4 Site Summary

This page shows the total call data each site about collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire all or by extension or trunk.
 - Site: Inquire the selected site.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Chart : By Site: It displays Outgoing, Incoming, Missed and internal items each site as a chart.
- 4. Summary Table: It displays the filtered data. If you click a site, it moves to extension report page.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (¹) icon.

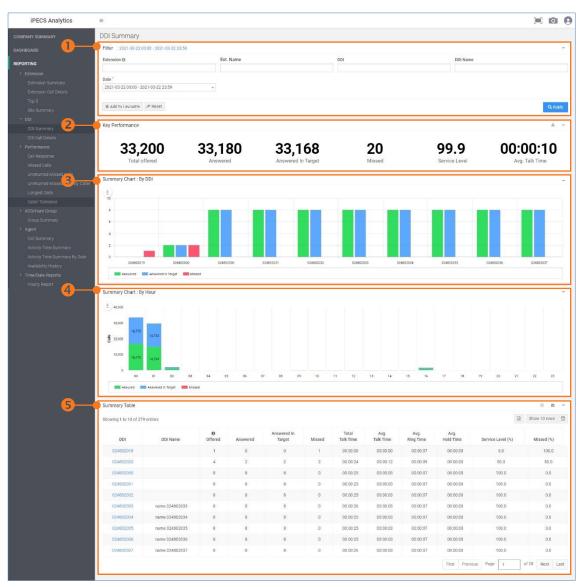
- Excel download: Allows you to download the data to excel format by clicking the () icon.
- **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
- Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.2 **DDI**

This section provides DDI-based call activity. You can filter for call activity in a specific period, DDI, contact name. You can filter for missed calls and unreturned missed calls. When you click the **'Data Management > DDI > DDI setting'** on the main menu, you can set the contact name of the DDI number. Trunk transferred call is not included. (Trunk transferred call is transferred call by extension after answering.)

2.3.2.1 DDI Summary

This page shows the total call each DDI about Collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.

- **DDI:** Inquire inputted DDI.
- DDI Name: Inquire inputted DDI name.
- Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Chart : By DDI: It displays Answered, Answered in target, and Missed each DDI as a chart.
- 5. Summary Chart : By Hour: It displays Answered, Answered in target, and Missed item Hourly
- 4. Summary Table: It displays the filtered data. If you click a DDI number, it moves to DDI call list page.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - **Mail sending:** Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the () icon.
 - Rows: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.

2.3.2.2 DDI Calls Details

This page shows the DDI call history about Collected SMDR data.

iPECS Analytics	=											
PANY SUMMARY	DDI Call Details											
iBOARD	Filter : 2021-03-22 00:00 - 5	2021-03-22 23:59										
RTING	Reseller *	Cu	istomer *			Extension @			Ext.	Name		
	All	* A	JI		*							
	DDI	DD	I Name			Date "						
						2021-03-22.0	0:00 - 2021-03-22 23:59		w			
												_
	* Add to Favourite @ Re	iset										Q App
	Province and an											
DDI Summary	Report detail											0 8
	Showing 1 to 10 of 35,502 en	tries									1	Show 10 rows
									Avg.			
	Reseller	Customer	DDI	DDI Name	Extension	Name	Call Date/Time	Talk Time	Hold Time	Number	Ring Time	Call Type
	+ Cloud P4.0 QV Test	Cloud P4.0 QV Customer	024802032		2032	2032	2021-03-22 16:44:54	00:00:03	00:00:00	520002	80:00:00	Trunk/Incoming
	Cloud P4.0 QV Test	Cloud P4.0 QV Customer	024802030		2030	2030	2021-03-22 16:44:53	00:00:03	00:00:00	520000	00:00:07	Trunk/Incoming
	+ Cloud P4.0 QV Test	Cloud P4.0 QV Customer	024802031		2031	2031	2021-03-22 16:44:52	00:00:03	00:00:00	520001	00:00:08	Trunk/Incoming
	+ Cloud P4.0 QV Test	IPKTS CALL TEST Customer Com	npany 024006002		6002	6002	2021-03-22 16:44:47	00:00:10	00.00.00	024006599	00.00.03	Trunk/Incoming
	+ Cloud P4.0 QV Test	IPKTS CALL TEST Customer Corr	npany 024006302		6302	6302	2021-03-22 16:44:47	00:00:10	00:00:00	024006599	00:00:03	Trunk/Incoming
	+ Cloud P4.0 QV Test	IPKTS CALL TEST Customer Com	npany 024006102		6102	6102	2021-03-22 16:44:47	00:00:10	00:00:00	024006599	00:00:03	Trunk/Incoming
	+ Cloud P4.0 QV Test	Cloud P4.0 QV Customer	024802049	name 024802049	2049	2049	2021-03-22 16:44:47	00.00.03	00.00.00	520019	00.00.07	Trunk/Incoming
	+ Cloud P4.0 QV Test	IPKTS CALL TEST Customer Com			6202	6202	2021-03-22 16:44:47	00:00:10	00:00:00	024006599	00:00:03	Trunk/Incoming
	Cloud P4.0 QV Test Cloud P4.0 QV Test				6001	6001	2021-03-22 16:44:46	00:00:10	00.00.00	024006599	00:00:03	Trunk/Incoming
		IPKTS CALL TEST Customer Com										
	 Cloud P4.0 QV Test 	IPKTS CALL TEST Customer Com	npany 024006101		6101	6101	2021-03-22 16:44:46	00:00:10	00:00:00	024006599	00:00:03	Trunk/Incoming

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - DDI: Inquire inputted DDI.
 - DDI Name: Inquire inputted DDI name.
 - Date: Inquire data by date.
- 2. Report detail: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (^[20]) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.
 - Call Trace: Allows you to pop up, which can see call trace of the current call is opened by clicking the (*) icon.

<u>*</u>)		-	all trace 38 - 2019-01-07 14:3	6:59)		
	14.36.40	1436/45	1436.50		14.35.55	Ū.
(270070253						70253
	14:36:40	1436:45	14:36:50		14:36:55	
Ring Time 🛑 Talk Time	Hold Time					
Call	Ring Time	Talk Time	Hold Time	Total		Туре
0270070253 (CID: 031805452005	00:00:21	00:00:00	00:00:00	00:00:21	Trunk/	Incoming fail

The **plus** () icon about call trace is displayed only Incoming call and Outgoing call about trunk.

NOTE

2.3.3 **Performance**

On this menu, performance-related historical call activity is provided. On this menu, only trunk call is included.

2.3.3.1 Call Response

This page shows the total incoming calls by the hourly base, which is collected SMDR data.

2	Call Response										
1	Filter : 2021-03-22 00:00 -	2021-03-22 23:59									
	Reseller *		Custome	r*		Extension	Ð		Ext. Name		
	All		* All			*					
	Date "										
	2021-03-22 00:00 - 2021-0	3-22 23:59	7								
	* Add to Lavourite	teset									Q
		AN (11)									
2—	Key Performance										4
	36,15	55	36,13	5	36,123		20	00	:00:10	9	99.9
	Total offere		Answered	-	Answered In Target		Missed		Avg. Talk Time	Ser	vice Level (%)
d Calls											
sed 3 y Coller	Summary Chart										
	۷					Call Response					
	20,000										
	10.000										
	10,000										-
	0				0000000000		-	10040100107		10010-001001	
		0100-019	9 02:00 - 02:59	09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 12:59	14:00 - 14:59	1500 - 15 59	16:00 · 16:59
	0	0100-01-9	9 02.00-02:59	09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 12:09	14:00 - 14:59	1503 - 1559	16:00 - 16:59
	00:00-02:59			09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	12:00 - 12:59	13:00 - 13:59	14:00 - 14:09	1500-1559	16:00 - 16:59
	90000-0019			0900-0959	1000-1059	11:00 - 11:59	12:00 - 12:50	13:00 - 13:59	1400 - 1459	1500-1559	
	0 00 00 - 00 - 10			09:00 - 09:59	10:00 - 10:59	11:00 - 11:59	1200-1219	1300-1259	1499-1459	1509-1559	0 8
	90000-0019			0900-0939	1000-1019	11:00-11:59	1200-1269	1300-1259	1400 - 14:59	1503-1559	0 8
	90000-0019			0900-0258 Answered In Target	1000-1039 Missed	Total Talk Time	12:08 - 12:09 Avg, Talk Time	13:00 - 13:09 Avg., Ring Time	1400-1459 Avg. Hold Time	1500-1559 Ø GoS (%)	0 8
	and the second s	swered in Target	I Mased	Answered In		Total	Avg.	Avg.	Avg.	0	0 2
By Date	a and a set of the set	evered in Target	Missed Answered	Answered In Target	Missed	Total Taik Time	Avg. Taik Time	Avg. Ring Time	Avg. Hold Time	0 GoS (%)	ं ह Missed (%)
	0 0030-1630 aresentes ante aresentes ante aresentes areas are	evered in Terget O Offered 16,775	Answered 16,775	Answered In Target 16,775	Missed 0	Total Talk Time 47:22:30	Avg. Talk Time 00:00:10	Avg. Ring Time 00:00:03	Avg. Hold Time 00.00:00	0 Gos (%) 100.0	© 2 2 Missed (%) 0.0
By Date	000-1030 <i>Areanere</i> 2.00 <i>Currimary</i> Table Time 0000-00.59 0100-01.59	evered in Target Offered 16,775 14,735	Answered 16,775 14,735	Answered In Target 16,775 14,734	Missed 0 0	Total Talk Time 47:22:30 42:24:30	Avg. Talk Time 00.00.10 00:00:10	Avg. Ring Time 03.00.03 03.00.03	Avg. Hold Time 00.00:00 00.00:00	0 GoS (%) 100.0 99.9	© 2 Missed (%) 0.0 0.0
	auso-test auso-test auto-test	evered in Target Offered 16,775 14,735 920	Answered 16.775 14.735 920	Answered In Target 16,775 14,734 915	Missed 0 0	Total Talk Time 47 22:30 42:24:30 02:34:55	Avg. Talk Time 00:00:10 00:00:10 00:00:10	Avg. Ring Time 00.00.03 00.00.03 00.00.03	Avg. Hold Time 00.00.00 00.00:00 00.00:00	O GoS (%) 100.0 99.9 99.5	© 2 Missed (%) 0.0 0.0 0.0
y By Date	Cummary Table	Offered 16,775 14,735 920 3	Answered 16,775 14,235 920 2	Answered In Target 16,775 14,734 915 2	Missed 0 0 0 1	Total Talk Time 47 22:30 42:24:30 02:34:55 00:00:10	Avg. Talk Time 00.00.10 00:00.10 00:00.10 00:00.00	Avg. Ring Time 0.0.00.03 00.00.03 00.00.03 00.00.03 00.00.16	Avg. Hold Time 00.00.00 00.00.00 00.00.00 00.00.00	0 GoS (%) 100.0 99.9 99.5 66.6	 a Missed (%) 0.0 0.0 0.0 0.0 33.4
y By Date	0000-8230 () () () () () () () () () ()	O Offered 16,775 14,735 920 3 7	Answered 16.775 14.775 920 2 2 5	Answered In Target 16,775 14,734 015 2 5	Missed 0 0 0 1 1 2	Total Talk Time 47:22:30 42:24:30 02:34:55 00:00:10 00:00:57	Avg. Talk Time 00.00.10 00.00.10 00.00.10 00.00.05 00.00.11	Avg. Ring Time 0.0.00.03 00.00.03 00.00.03 00.00.03 00.00.16 00.00.03	Avg. Hold Time 00.00.00 00.00.00 00.00.00 00.00.00 00.00.	0 GeS (%) 100.0 99.9 99.5 66.6 71.4	© 8 Missed (%) 0.0 0.0 3.3.4 28.6
	0000-1030 areasens an cummary Table Time 0000-00.59 0100-0159 0200-059 1000-1059 1000-1059 1100-1159	0 0ffered 16,775 14,735 920 3 7 7 11	Answered 16,775 14,735 20 2 2 5 11	Answered In Target 16,775 14,734 015 2 5	Missed 0 0 0 1 1 2 0	Total Talk Time 47 22 30 42 24 30 02 34 55 00 00 10 00 00 57 00 00 349	Avg. Talk Time 00.00.10 00:00.10 00:00.10 00:00.10 00:00.05 00:00:11 00:00.20	Avg. Ring Time 0.0.00.03 00.00.03 00.00.03 0.00.03 0.00.03 0.00.03 0.00.00	Avg. Hold Time 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	0 GoS (%) 100.0 99.9 99.5 66.6 71.4 100.0	0 8 Missed (%) 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.
	0000-18290 Armened Armened Armened Commany Table Time 0000-00.59 0100-01.59 0200-02.59 0200-02.59 0200-02.59 1100-11.59 1200-12.59	0 0ffered 16,775 14,735 920 3 7 7 11 15	Aniswered 16,775 14,735 220 2 5 11 11 14	Answered In Target 14,775 14,734 916 2 2 5 11 11 7	Missed 0 0 1 2 0 1 1 2 0	Total Tali Tine 47 22 30 42 24 30 02 34 52 00 00 10 00 00 57 00 03 49 00 00 39	Avg. Talk Time 0000.10 0000.10 0000.10 0000.00 0000.00 0000.00 0000.00 0000.00	Arg. Ring Time 0 300 03 0 300 04	Avg. Hold Time 0 0.00.00 0 0.00.00 0 0.00.00 0 0.00.00 0 0.00.00 0 0.00.00 0 0.00.00 0 0.00.00	0 GeS(%) 100.0 99.9 99.5 66.6 71.4 100.0 46.6	0 8 Missed (%) 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.
	0000-1829 <i>Arterete</i> 0.00 <i>Summary</i> Table Time 0.000-00.59 01300-0159 0200-02.59 0000-02.59 0200-02.59 1300-1159 1200-12.59 1300-1359	0 offered 16,775 14,735 920 3 7 7 111 15 8	Answered 16,775 14,735 920 2 5 11 1 1 1 1 4 6	Answered In Target 16,775 14,734 015 2 5 11 31 7 0	Missed 0 0 1 2 0 0 1 1 2 0 0 1 1 2	Total Taik Time 472230 422430 0023455 0000157 0000057 000037 0000349 000030 000057	Arg. Talk Time 00:00:10 00:00:10 00:00:10 00:00:10 00:00:10 00:00:10 00:00:10	Ang. Ring Time 0.00.03 0.00.03 0.00.03 0.00.03 0.00.03 0.00.03 0.00.03 0.00.00 0.00.04 0.00.06	Avg. Hold Time 0:0:00:00 0:0:00 0:0:00 0:0:00 0:0:00 0:0:00 0:0:00 0:0:00 0:0:00	0 065 (%) 100.0 99.9 5 66.6 71.4 100.0 46.6 75.0	 Missed (%) 0.0 0.0

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (^{S)} icon.

- Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
- Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.
- 4. Report chart: It displays Answered, Answered in target and Missed each incoming call as a chart.

2.3.3.2 Missed calls

This page shows Missed call history about collected SMDR. Trunk transferred call is included. (Trunk transferred call is transferred call by extension after answering.)

iPECS Analytics	=										0	(
COMPANY SUMMARY	Missed Ca	lls										
DASHBOARD	Filter : 2021-	08-23 00:00 - 2021-08-23 23:5	9									-
	Extension ()		Ext. Name		DI	0 0			DDI Name			
> Extension												
	Date "											
		0:00 - 2021-08-23 23:59	*									
	Add to Fav	vourite / Reset									Q App	oly.
		annes (annes annes										1
DDI Summary	Summary Inf	ormation									.≜	
DDI Call Details												
		~		~		00		-	00		10	
		6		6		00	:00:0	6	00	:00:1	18	
		6 Total Missed Calls		6 Unreturned			ting Time For M			:00:1		
		•		•								
	Report detail	Total Missed Calls		•								
		Total Missed Calls		•						aiting Time F	or Missed	
 Performance Call Response Missed Calls Urreturned Missed Calls Longest Calls Caller Tolerance 	Report detail Showing 1 to 1	Total Missed Calls		•						aiting Time F	or Missed	-
 Performance Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls Longest Calls 		Total Missed Calls	Date/Time	•	Caller Number					aiting Time F	or Missed	
 Performance Call Response Missed Calls Urreturned Missed Calls Urreturned Missed Calls Longest Calls Congest Calls ACD/Hart Brokence ACD/Hart Brokence ACD/Hart Brokence 	Showing 1 to 1	Total Missed Calls	Date/Time 2021-08-23 14.32-24	Unreturned Call Type	Caller Number 500002	Avg. Wa	ting Time For N	Missed	Longest W.	laiting Time F	or Missed	
 Performance Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls Caller Tolerance Caller Tolerance ADphrink Group Group Summary Agent 	Showing 1 to 1 Extension 2051	Total Missed Calls	2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail	500002	Avg. Wa DDI 0220002095	DDI Name Number2095	Ring Time 00:00:17	Longest W Group name Hunt Group 40000	Caroup Type HUNT	© 2 known 10 rows Direct	
 Performance Call Response Missed Calls Urreturned Missed Calls Longet Calls Caller Olerance ACD/Hunt Group Group Summary Agent Call Summary 	Showing 1 to 1 Extension 2051 2050	Total Missed Calls O of 12 entries Ext. Name 2051 2050	2021-08-23 14:32:24 2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail	500002 500002	Avg. Wa DDI 0220002095 0220002095	DDI Name Number2095 Number2095	Ring Time 00:00:17 00:00:18	Longest W Group name Hunt Group 40000 Hunt Group 40000	Group Type HUNT	or Missed mov 10 rows Trunk Misse Direct Direct	
Performance Call Response Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls Caller Tolenance Caller Tolenance AcDr/Hunt Group Group Summary Agent Call Summary Agent Call Summary	Showing 1 to 1 Extension 2051	Total Missed Calls	2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail	500002	Avg. Wa DDI 0220002095	DDI Name Number2095	Ring Time 00:00:17	Longest W Group name Hunt Group 40000	Caroup Type HUNT	© 2 known 10 rows Direct	
 Performance Call Response Call Response Missed Calls Unreturned Missed Calls Caller Tolerance ADDrHart Group Group Summary Agent Call Summary Activity Time Summary Activity Time Summary By Caller 	Showing 1 to 1 Extension 2051 2050	Total Missed Calls O of 12 entries Ext. Name 2051 2050	2021-08-23 14:32:24 2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail	500002 500002	Avg. Wa DDI 0220002095 0220002095	DDI Name Number2095 Number2095	Ring Time 00:00:17 00:00:18	Longest W Group name Hunt Group 40000 Hunt Group 40000	Group Type HUNT	or Missed mov 10 rows Trunk Misse Direct Direct	
 Performance Call Response Call Response Missed Calls Unreturned Missed Calls Longest Calls Caller Tolerance Caller Tolerance Group Summary Agent Callsimmary Activity Time Summary By Date Availability History 	Showing 1 to 1 Extension 2051 2050 2004	Total Missed Calls 0 of 12 entries Ext. Name 2051 2050 2004 Hunt Group 40000	2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail	500002 500002 500002	Avg. Wa DDI 0220002095 0220002095	DDI Name Number2095 Number2095	Ring Time 00:00:17 00:00:18 00:00:18	Longest W Group name Hunt Group 40000 Hunt Group 40000	Group Type HUNT	or Missed	
 Performance Call Response Mased Calls Unreturned Mased Calls Unreturned Mased Calls Longet Calls Caller Polance ACD/Hart Group Group Summary Agent Calls Unreturnet Activity Time Summary Agent Activity Time Summary Anyability Intony Time/Date Reports 	Showing 1 to 1 Extension 2051 2050 2004 2019	Total Missed Calls 0 of 12 entries Ext. Name 2051 2050 2004 Hunt Group 40000 2019	2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:22:42	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail	500002 500002 500002 510000	Avg. Wa DDI 0220002095 0220002095 0220002095 0220002095	DDI Name Number2095 Number2095 Number2095 Number2095	Ring Time 00:00:17 00:00:18 00:00:18 00:00:03	Longest W Group name Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT	or Missed	ied
 Performance Call Response Call Response Unreturned Missed Calls Unreturned Missed Calls Longest Calls Caller Tolerance ACD/Hunt Group Group Summary Adjent Call Summary Activity Time Summary Activity Time Summary Activity Time Summary By Date Availability History 	Showing 1 to 1 Extension 2051 2050 2004 2019 2019	Total Missed Calls 0 of 12 entries Ext. Name 2051 2050 2004 Hunt Group 40000 2019 2019	2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:22:42 2021-08-23 14:22:42	Call Type Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail	500002 500002 500002 510000 510000	Avg. Wa DDI 0220002095 0220002095 0220002095 0220002019 0220002019	DDI Name Number2095 Number2095 Number2095 Number2019 Number2019	Ring Time 00:00:17 00:00:18 00:00:03 00:00:03	Group name Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT	Missed or Missed or Missed Trunk Miss Direct Direct Direct Direct Direct	ed

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.

 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Rows: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the (\square) icon.

2.3.3.3 Unreturned Missed Calls

This page shows the call history of Missed call which is not returned about collected SMDR. Trunk transferred call is included. (Trunk transferred call is transferred call by extension after answering.)

NOTE Unreturned missed calls are unanswered calls that have not yet been returned. Once the call has been returned within the same day, it will no longer appear on a report as unreturned missed.

iPECS Analytics	=										
MPANY SUMMARY	Unreturned	d Missed Calls									
SHBOARD 1	Filter : 2021-	08-23 00:00 - 2021-08-23 23:5	9								-
ORTING	Extension @		Ext. Name		D	0 0			DDI Name		
	Date "										
	2021-08-23 00	0:00 - 2021-08-23 23:59	*								
	* Add to Fav	vourite <i>I</i> Reset									Q Apply
DDI Summary 2	Summary Inf	ormation									≜ -
	T										
		~		~		00		1	00		10
		6		6		00	0:00:0	6	00	:00:1	18
		6 Total Missed Calls		6 Unreturned			iting Time For N			:00:1	Sec. 13.
		•		-							Sec. 13.
	Report detail	•		-							or Missed
Performance Call Response Missed Calls Unreturned Missed Calls		Total Missed Calls		-						aiting Time F	or Missed
Performance Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls	Report detail Showing 1 to 8	Total Missed Calls		-						aiting Time F	or Missed
Performance Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls Caller Tolerance		Total Missed Calls	Date/Time	-	Caller Number					aiting Time F	or Missed
Performance Call Response Missed Calls Unreturned Missed Calls Longest Calls Caller Tolerance ACDrifunt Group Group Summary	Showing 1 to 8 Extension	Total Missed Calls of 8 entries Ext. Name		Unreturned Call Type		Avg. Wai	iting Time For N DDI Name	Aissed Ring Time	Longest W	Caiting Time F	or Missed Image: model Image: model Image: model Image: model Trunk Missed
Performance Call Response Missed Calls Unreturned Missed Calls Unreturned Missed Calls Caller Tolerance ACD/Hum Group Group Summary Agent	Showing 1 to 8 Extension 2050	Total Missed Calls of 8 entries Ext. Name 2050	2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail	500002	Avg. Wai DDI 0220002095	DDI Name Number2095	Ring Time 00:00:18	Longest W Group name Hunt Group 40000	Caiting Time F	or Missed Image: marked state Image: marked s
Performance Call Regronse Missed Calls Unreturned Missed Calls Longet Calls Caller Tolerance ACD/Hunt Group Group Burminary Agent Call Summary	Showing 1 to 8 Extension	Total Missed Calls of 8 entries Ext. Name 2050 2004 Hunt Group 40000		Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail		Avg. Wai	iting Time For N DDI Name	Aissed Ring Time	Longest W	Caiting Time F	or Missed
Performance Call Response Missed Calls Unreturned Missed Calls Longest Calls Caller Tolerance ACDrivint Group Group Summary Agent Call Summary Activity Time Summary	Showing 1 to 8 Extension 2050	Total Missed Calls of 8 entries Ext. Name 2050	2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail	500002	Avg. Wai DDI 0220002095	DDI Name Number2095	Ring Time 00:00:18	Longest W Group name Hunt Group 40000	Caiting Time F	or Missed Image: marked state Image: marked s
Performance Call Response Missed Calls Unreturned Missed Calls Longest Calls Caller Tolerance ACDHaint Group Group Summary Agent Call Summary Activity Time Summary Activity Time Summary By Date	Showing 1 to 8 Extension 2050 2004	Total Missed Calls of 8 entries Ext. Name 2050 2004 Hunt Group 40000	2021-08-23 14:32:24 2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail	500002 500002	Avg. Wai DDI 0220002095 0220002095	DDI Name Number2095 Number2095	Ring Time 00:00:18 00:00:18	Longest W Group name Hunt Group 40000 Hunt Group 40000	Group Type HUNT	Missed Missed Trunk Missed Direct Direct
Performance Call Response Mased Calls Unreturned Mased Calls Longest Calls Calle Tolerance ACD/Hunt Group Group Summary Agent Call Summary Activity Time Summary Activity Time Summary Backity History	Showing 1 to 8 Extension 2050 2004 2051	Total Missed Calls of 8 entries Ext. Name 2050 2004 Hunt Group 40000 2051	2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail	500002 500002 500002	Avg. Wai DDI 0220002095 0220002095	DDI Name Number2095 Number2095	Ring Time 00:00:18 00:00:17	Longest W Group name Hunt Group 40000 Hunt Group 40000	Group Type HUNT	Missed Missed Trunk Missed Direct Direct
Performance Call Response Missed Calls Unreturned Missed Calls Longent Calls Caller Toleranice ACD/Hunt Group Group Burmmary Agent Call Summary Activity Time Summary By Date Activity Time Summary By Date Activity Time Summary By Date	Showing 1 to 8 Extension 2050 2004 2051 2019 2019	Total Missed Calls of 8 entries Ext. Name 2050 2004 Hunt Group 4000 2051 2019 2019	2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:22:42 2021-08-23 14:22:32	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail	500002 500002 500002 510000 510000	Avg. Wai DDI 0220002095 0220002095 0220002095 0220002019 0220002019	DDI Name Number2095 Number2095 Number2019 Number2019 Number2019	Ring Time 00:00:18 00:00:17 00:00:03 00:00:03	Group name Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT	Missed Missed Trunk Missed Direct Direct
Performance Call Response Misaed Calls Unreturned Misaed Calls Longest Calls Caller Tolerance ACDINHunt Group Group Summary Agent Call Summary Activity Time Summary By Date	Showing 1 to 8 Extension 2050 2004 2051 2019	Total Missed Calls of 8 entries Ext. Name 2050 2004 Hunt Group 40000 2051 2019	2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:32:24 2021-08-23 14:22:42	Unreturned Call Type Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail Trunk/Incoming fail	500002 500002 500002 510000	Avg. Wai DDI 0220002095 0220002095 0220002095 0220002095	DDI Name Number2095 Number2095 Number2095 Number2019	Ring Time 00:00:18 00:00:17 00:00:03	Group name Hunt Group 40000 Hunt Group 40000 Hunt Group 40000	Group Type HUNT HUNT	Missed Missed Trunk Missed Direct Direct Direct

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the () icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (^{Show 10 rows}) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.3.3.4 Unreturned Missed Calls By Caller

This page shows the call count of Missed call which is not returned based on Caller ID. Trunk transferred call is included. (Trunk transferred call is transferred call by extension after answering.)

NOTE Unreturned missed calls are unanswered calls that have not yet been returned. Once the call has been returned within the same day, it will no longer appear on a report as unreturned missed.

iPECS Analytics	Ξ.		
IPANY SUMMARY	Unreturned Missed Calls By Caller		
HBOARD 1	Filter : 2021-03-22 00:00 - 2021-03-22 23:59		
ORTING	Reseller " Customer "	Extension @	Ext. Name
	All - All	•	
	Date "		
	2021-03-22 00:00 - 2021-03-22 23:59 *		
	★ Add to Favourite # Reset		Q. App
DDI Summary	Summary Information		±.
DDI Call Details			
	20		
	Total Unreturned		
Unreturned Missed	Report detail		0 🖬
	Showing 1 to 10 of 20 entries		Show 10 rows
	Caller ID		Unreturned
			14
	500123		
	500123		4
			4
	500125 0220002000		4
	500125 6220002000		4 1 1
	500125 0220002000		4 1 Test Previous Page 1 of 2 Next L

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (^{S)} icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Rows: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.3.5 Longest Calls

This page shows extension call history in the longest chronological sequence about Collected SMDR data.

iPECS Analytics	=									()
ANY SUMMARY	Longest Calls									
	Filter : 2021-03-22 00:00 -	2021-03-22 23:59								
	Reseller "	Customer	k.		Trunk/Extension *			Extension @		
TING xtension	All	∞ All			All		÷			
	Ext. Name	Date * 2021-03-	22 00:00 - 2021-03-2							
	* Add to Favourite	lanat								
	# Add to Favourite # 19	esei								Q App
Di Summery 2	Summary Information									۸.
		0	1:08:2	26		640	าว			
			1.00.2	20		040	13			
			Longest Talk Tin	ne		Nam	e			
Call Response Missed Calls Unreturned Missed Calls			Longest Talk Tin	ne		Nam	e			
Missed Calls Unreturned Missed Calls Unreturned Missed Calls	Report detail		Longest Talk Tin	ne		Nam	0			
vissed Calls Unreturned Missed Calls	Report detail Showing 1 to 10 of 86,618 er		Longest Talk Tin	ne		Nam	e			
fissed Calls inreturned Missed Calls inreturned Missed Calls ongest Calls			Longest Talk Tin	Name	Call Date/Time	Nam Telk Time	Number	DDI	Ring Time	
issed Calls neturned Missed Calls neturned Missed Calls ongest Calls aller Tolerance D/Hunt Group roup Summary	Showing 1 to 10 of 86,618 er	ntries			Call Date/Time 2021-03-22 01:47:28			DDI 024005403	Ring Time 00:00:00	🗈 Show 10 rows
issed Calls neturned Missed Calls neturned Missed Calls aller Tolerance D/Hunt Group D/Hunt Group coup Summary ent	Showing 1 to 10 of 86,618 er	ntries Customer	Extension	Name		Talk Time	Number		-	Show 10 rows Call Type Trunk/Incoming
sseed Calls metumed Missed Calls metumed Missed Calls ngest Calls aller Tokence Drikunt Coup Drikunt Coup Drikunt Coup Marmany all Summary	Showing 1 to 10 of 86,618 er Reseller Cloud P4.0 QV Test	Customer IPKTS CALL TEST Customer Company	Extension 6403	Name 6403	2021-03-22 01:47:28	Talk Time 01:08:26	Number 024006599		00:00:00	Call Type Call Type Trunk/Incoming Extension/Outgoing
sset Calls returned Missel Calls returned Missel Calls returned Missel Calls for Tolerance within Group aug Surrmary nt Baumany twity Time Summary	Showing 1 to 10 of 86,518 er Reseller Cloud P4.0 QV Test sun	ntries Customer IPKTS CALL TEST Customer Company Ig	Extension 6403 2000	Name 6403 2000	2021-03-22 01:47:28 2021-03-22 10:09:21	Talk Time 01:08:26 00:35:48	Number 024006599 2001		00:00:00	Show 10 rows Call Type Trunk/Incoming Extension/Outgoing Extension/Incoming
seed Calls returned Missed Cells returned Missed Cells returned Missed Cells Missed	Showing 1 to 10 of 86,618 en Reseller Cloud P4.0 QV Test sun sun	ntries Customer IPKTS CALL TEST Customer Company Ig Ig	Extension 6403 2000 2001	Name 6403 2000 2001	2021-03-22 01:47:28 2021-03-22 10:09:21 2021-03-22 10:09:21	Talk Time 01:08:26 00:35:48 00:35:48	Number 024006599 2001		00:00:00 00:00:01 00:00:01	Show 10 rows Call Type Trunk/Incoming Extension/Outgoing Extension/Incoming Extension/Incoming
seed Calls rectured Mission Stream ingest Calls iller Tolerance Johann Group Summary et all summary stelly Time Summary by Date silukity History et/Date Reports	Showing 1 to 10 of 86,618 er Reseller Cloud P4.0 qV Test sun sun sun	ntries Customer IPKTS CALL TEST Customer Company Ig Ig Ig	Extension 6403 2000 2001 2003	Name 6403 2000 2001 2003	2021-03-22 01:47:28 2021-03-22 10:09:21 2021-03-22 10:09:21 2021-03-22 10:47:24	Talk Time 01:08:26 00:35:48 00:35:48 00:20:27	Number 024006599 2001		00:00:00 00:00:01 00:00:01 00:00:01 00:00:00	Show 10 rows Call Type Trunk/Incoming Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing
Inseed Calls Interchand Masser Singest Calls Singest Calls Sin	Showing 1 to 10 of 86,618 er Reseller Cloud PAD QV Test sun sun sun sun	ntries Customer IPKTS CALL TEST Customer Company Ig Ig Ig Ig	Extension 6403 2000 2001 2003 2003 2003	Name 6-403 2000 2001 2003 2003 2002	2021-03-22 01:47:28 2021-03-22 10:09:21 2021-03-22 10:09:21 2021-03-22 10:09:21 2021-03-22 10:47:24 2021-03-22 10:47:30	Talk Time 01:08:26 00:35:48 00:35:48 00:20:27 00:20:20	Number 024006599 2001		00:00:00 00:00:01 00:00:01 00:00:00 00:00:00	Show 10 rows Call Type
fresed Calls nreturned Missed Calls Inreturned Missed Calls ongest Calls aller Tolerance	Showing 1 to 10 of B6.51 B er Reseller Cloud P4.0 V/Test Sun Sun Sun Sun Sun	ntiles Customer IPKTS CALL TEST Customer Company Ig Ig Ig Ig Ig Ig Ig	Extension 6403 2000 2001 2003 2003 2002 132	Name 6403 2000 2001 2003 2002 2002 132	2021-03-22 01:47:28 2021-03-22 10.09:21 2021-03-22 10.09:21 2021-03-22 10:47:24 2021-03-22 10:47:30 2021-03-22 10:47:30	Talk Time 01:08:26 00:35:48 00:35:48 00:20:27 00:20:20 00:20:20	Number 024006599 2001 2000		00:00:00 00:00:01 00:00:01 00:00:00 00:00:00 00:00:00	Show 10 rows Call Type Trunk/Incoming Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing
Inseed Dalls Innetuned Masser Ongest Calls aller Tolerance Dritand Ecoup Intel Coup Intel Coup adverting Summary advetty Time Summary a	Showing 1 to 10 of 85.81 ere Resetter Cloud P-40 QV Test Sun Sun Sun Sun Sun Sun	ntries Customer IPKTS CALL TEST Customer Company Ig Ig Ig Ig Ig Ig Ig Ig Ig Ig Ig Ig Ig	Extension 6403 2000 2001 2003 2002 132 132	Name 6403 2000 2001 2003 2002 2002 132	2021-03-22 01:47:28 2021-03-22 10:09:21 2021-03-22 10:09:21 2021-03-22 10:47:24 2021-03-22 10:47:24 2021-03-22 10:47:30 2021-03-22 10:47:43 2021-03-22 10:25:32	Talk Time 01:06:26 00:35:48 00:25:48 00:20:27 00:20:20 00:20:20 00:20:04 00:19:29	Number 024006399 2001 2000 510000	024006403	00:00:00 00:00:01 00:00:01 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Show 10 rows Call Type Trunk/incoming Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing Extension/Outgoing Trunk/Outgoing

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Rows: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.3.3.6 Caller Tolerance

This page shows missed calls tolerance. It shows number of missed calls based on ring time Call count with second unit.

iPECS Analytics	Ξ.				II 🖬 🖲
COMPANY SUMMARY	Caller Tolerance				
DASHBOARD 1	Filter				
REPORTING	Reseller *	Customer *	Extension @	Ext. Name	
> Extension	All	* All			
Extension Summary	Date "				
Extension Call Details	2021-03-22 00:00 - 2021-03-22 23:59	×			
Top S					
Site Summary	★ Add to Lavourite				Q, Apply
> DDI					
DDI Summary 2	Report detail				0 🖬 -
DDI Call Details	Showing 1 to 9 of 9 entries				Show 10 rows
✓ Performance					
Call Response		Ring Time		Missed	
Missed Calls		00:00:01		2	
Unreturned Missed Calls		00:00:04		5	
Unreturned Missed Callis By Caller		00:00:05		1	
Longest Calls Caller Tolerance		00:00:07			
Caller Tolerance ACD/Hunt Group				4	
Group Summary		00:00:08		2	
> Agent		00:00:09		2	
Call Summary		00:00:10		2	
Activity Time Summary		00:00:16		1	
Activity Time Summary By Date		00:00:37		1	
Availability History	L	a second l			
> Time/Date Reports					
Hourly Report					

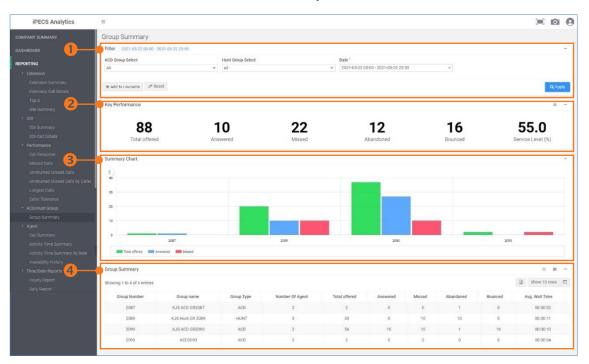
- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.
 - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Rows: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.3.4 ACD / Hunt Group

This page shows the ACD / Hunt group report of collected SMDR data.

2.3.4.1 Group Summary

This page shows all ACD / Hunt Group call information and calls information lists of each group. Note that this menu is for the advanced license only.



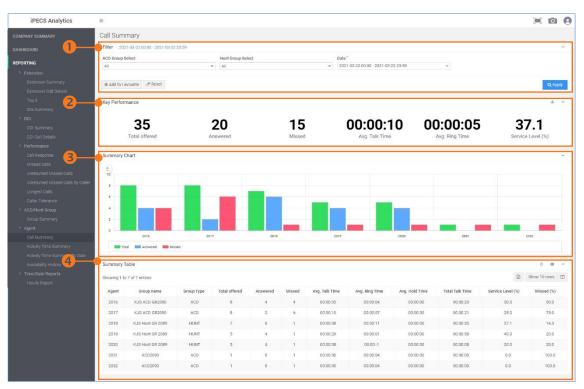
- 1. Apply Filter: Input or select data of condition that you want to filter.
 - ACD Group: Select ACD Group.
 - Hunt Group: Select Hunt Group.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Chart: It displays Total, Answered, and Missed each incoming call as a chart.
- 4. Group Summary: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.5 Agent

This page shows ACD Agent and Hunt Member's report of collected SMDR data.

2.3.5.1 Call Summary

This page shows all call information for ACD agent/Hunt Member and call information list for each agents. Note that this menu is for the advanced license only.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - ACD Group: Select Acd Group.
 - Hunt Group: Select Hunt Group.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Summary Chart: It displays Total, Answered, and Missed each incoming call as a chart.
- 4. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (()) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the
 (icon.)
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.3.5.2 Activity Time Summary

This page shows the ACD agent's activity time. Note that this menu is for the advanced license only.

iPECS Analytics	=									
IMPANY SUMMARY	Activity Time	e Summary								
SHEOARD	Filter : 2021-03	-22 00:00 - 2021-03-2	2 23:59							
PORTING	ACD Group Select	t		Hunt Group Select		Date *				
	All		¥	All		▼ 2021-	03-22-00:00 - 2021-03-22 :	23:59 -		
	* Add to Favour	Ite // Reset								Q App
Top 5 2	Report detail									0 2
Site Summary										
	Showing 1 to 7 of	7 entries								Show 10 rows
	Extension	Group Type	Avg. Talk Time	Avg. Ring Time	Avg. Hold Time	Total Calls	Total Talk Time	Total Login Time	Tatal Available Time	Total Break Time
	2016	ACD	00:00:05	00:00:04	00:00:00	8	00:00:20	06:32:27	06:02:57	00:29:30
	2017	ACD	00:00:10	00:00:07	00:00:00	8	00:00:21	05:16:11	04:33:42	00:42:29
	2018	HUNT	00:00 08	00:00:11	00:00:00	7	00:00:35			
	2019	HUNT	00:00:29	00:00:01	00:00:00	5	00:00:58	-	-	
	2020	HUNT	00:00:08	00:00:-1	00:00:00	5	00:00:08			
	2051	ACD	00:00:00	00:00:04	00:00:00	1	00:00:00	05:42:52	05:42:48	00:00:04
	12225	ACD	00:00:00	00:00:04	00:00:00	1	00:00:00	05:45:37	05:43:30	01:02:07
	2052	ACD	00.00.00	00.00.04	00.00.00	1	00.00.00	00.43.37	03.43.30	01.02.07

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - ACD Group: Select Acd Group.
 - Date: Inquire data by date.
- 2. Report Detail: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.5.3 Activity Time Summary By Date

This page shows the ACD agent's activity by Daily. Note that this menu is for the advanced license only.

iPECS Analytics	=									
OMPANY SUMMARY	Activity Time	Summary								
	Filter : 2021-03	22 00:00 - 2021-03-2	2 23 59							
	ACD Group Select			Hunt Group Select		Date "				
EPORTING	All .		*	All		- 2021-	03-22-00:00 - 2021-03-22 :	23:59 -		
	★ Add to I avourt	te de Resel								Q, Apply
Extension Call Details										
тор 5 2	Report detail									0 = -
Site Summary	Showing 1 to 7 of	7 entries								Show 10 rows
	Extension	Casure Turns	Avg. Talk Time	Avg. Ring Time	Avg. Hold Time	Total Calls	Total Talk Time	Total Login Time	Tatal Available Time	Total Break Time
		Group Type								
	2016	ACD	00:00:05	00:00:04	00:00:00	8	00:00:20	06:32:27	06:02:57	00:29:30
	2017	ACD	00:00:10	00:00:07	00:00:00	8	00:00:21	05:16:11	04:33:42	00:42:29
	2018	HUNT	00:00:08	00:00:11	00:00:00	7	00:00:35			
	2019	HUNT	00:00:29	00:00:01	00:00:00	5	00:00:58	2	1.4	
Unreturned Missed Calls By Caller	2020	HUNT	00:00:08	00:00:-1	00:00:00	5	00:00:08			
	2051	ACD	00:00:00	00:00:04	00:00:00	1	00:00:00	05:42:52	05:42:48	00:00:04
	2052	ACD	00:00:00	00:00:04	00:00:00	1	00:00:00	06:45:37	05:43:30	01:02:07
			C. C	a substantia bases			1	and the second pro-	and the second s	Sector Control
Activity Time Summary By Date										

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - ACD Group: Select Acd Group.
 - Date: Inquire data by date.
- 2. Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (^[20]) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.5.4 Availability History

This page shows the ACD agent's activity event list. Note that this menu is for the advanced license only.

iPECS Analytics	Ξ.				II 🖸 🤅
OMPANY SUMMARY	Availability History				
ISHBOARD	Filter : 2021-03-22 00:00 - 2021-03-22 23:59	2			
PORTING	ACD Group Select	Date "			
	All		*		
	* Add to I avourte d Reset				Q. App!
site Summary	Report detail				0 2
	Showing 1 to 10 of 158 entries				Show 10 rows
	Extension	Group name	Date	Time	Status
	2002	KJS ACD GR2087	2021-03-22	16:21:23	Log Out
	2052	ACD2093	2021-03-22	16:20:59	Break
	2052	ACD2093	2021-03-22	16:20:32	Free
	2052	ACD2093	2021-03-22	16:20:31	Log On
	2051	ACD2093	2021-03-22	16:18:38	Log Out
	2052	ACD2093	2021-03-22	16:18:35	Log Out
	2052	ACD2093	2021-03-22	16:15:59	Free
	2052	ACD2093	2021-03-22	16:15:57	Log On
	2052	ACD2093	2021-03-22	16:15:25	Log Out
	2017	KJS ACD GR2090	2021-03-22	16:06:23	Free
				First Previous Page	1 of 16 Next La
	l				

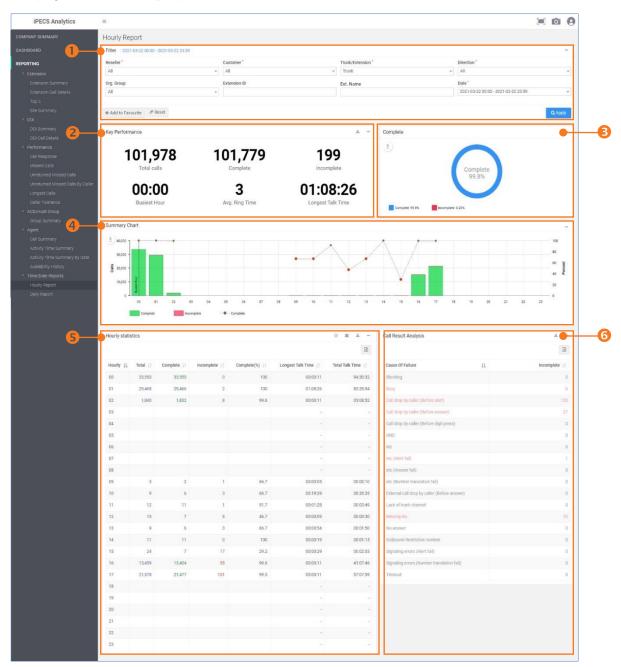
- 1. Apply Filter: Input or select data of condition that you want to filter.
 - ACD Group: Select Acd Group.
 - Date: Inquire data by date.
- 2. Report Detail: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.3.6 Time/Date Report

This section provides statistics on call activity. You can filter for statistics by yearly, monthly, daily, and hours.. Trunk transferred call is not included. (Trunk transferred call is transferred call by extension after answering.)

2.3.6.1 Hourly Report

This page shows a hourly report of collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.

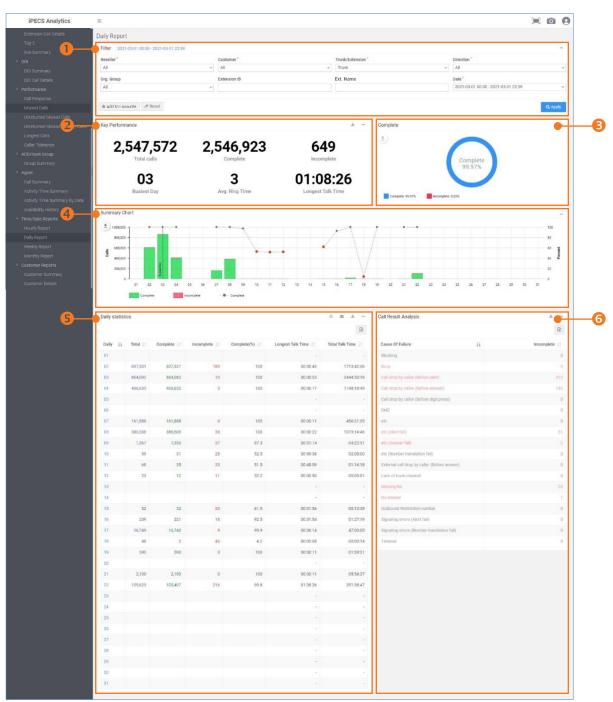
- Direction: Inquire outgoing, incoming or both of them.
- Org. Group: Inquire by option which manager set such as user.
- Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
- Ext. Name: Inquire inputted name.
- Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Complete: Display completion rate of call with filtered condition.
- 4. Summary chart: Display comprehensive chart of query condition.
- 5. Hourly statistics: It displays statistics table of query condition by hours of the selected day.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (()) icon.
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the
 (icon.)
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
- 6. Fail Statistics: Display failure call of query condition.
 - On the chart, click the red (•) dot to display the Causes of failure.

Cause of failure (15Hour)		>
Cause of failure	Ļ≟	Fail ↓†
Call abandon of the calling subscriber(Before answer)		20
External call abandon of the calling subscriber(Before digit press)		6

• Excel download: Allows you to download the data to excel format by clicking the (¹) icon.

2.3.6.2 Daily Report

This page shows a Daily report of collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.
 - Direction: Inquire outgoing, incoming or both of them.
 - Org. Group: Inquire by option which manager set such as user.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for

example, 1,2,3-5.

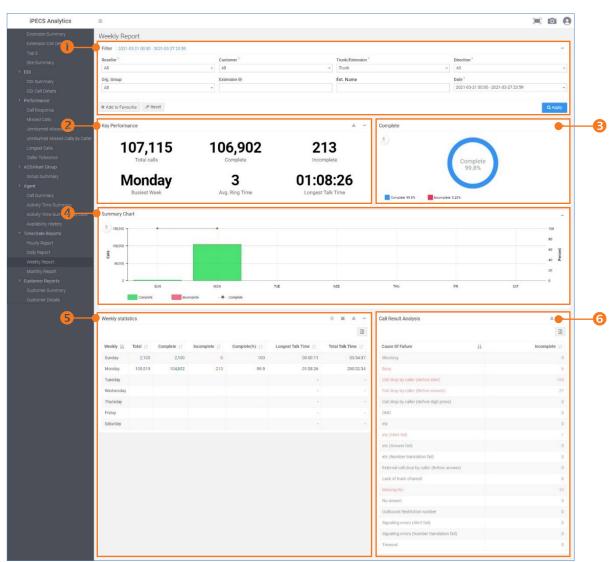
- Ext. Name: Inquire inputted name.
- Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Complete: Display completion rate of calls with filtered condition.
- 4. Summary chart: Display comprehensive chart of query condition.
- 5. Daily statistics: It displays statistics table of query condition by days of the selected month. If you click the month, it moves daily report page of the selected month.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the
 (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
- 6. Fail Statistics: Display failure call of query condition.
 - On the chart, click the red (•) dot to display the Causes of failure.

Cause of failure (15Hour)		×
Cause of failure	↓i	Fail ↓↑
Call abandon of the calling subscriber(Before answer)		20
External call abandon of the calling subscriber(Before digit press)		6

• Excel download: Allows you to download the data to excel format by clicking the () icon.

2.3.6.3 Weekly Report

This page shows a weekly report of collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.
 - Direction: Inquire outgoing, incoming or both of them.
 - Org. Group: Inquire by option which manager set such as user.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Complete: Display completion rate of calls with filtered condition.

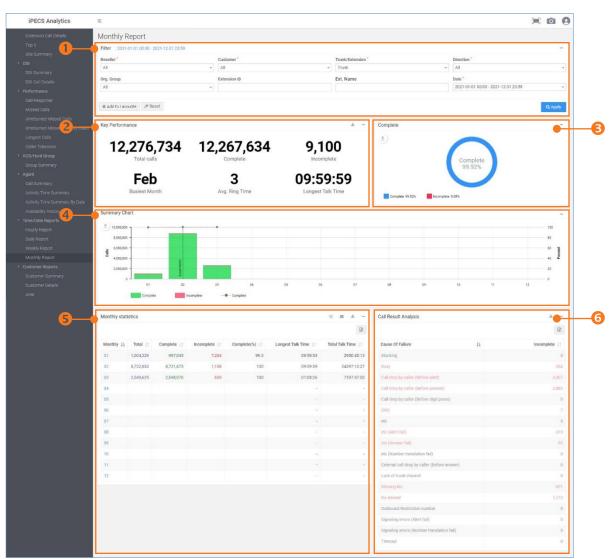
- 4. Summary chart: Display comprehensive chart of query condition.
- 5. Daily statistics: It displays statistics table of query condition by days of the selected week.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (^[20]) icon.
- 6. Fail Statistics: Display failure call of query condition.
 - On the chart, click the red (•) dot to display the Causes of failure.

Cause of failure (15Hour)		×
Cause of failure	Ļž	Fail 🕼
Call abandon of the calling subscriber(Before answer)		20
External call abandon of the calling subscriber(Before digit press)		6

• Excel download: Allows you to download the data to excel format by clicking the (¹) icon.

2.3.6.4 Monthly Report

This page shows a Monthly report of collected SMDR data.



- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Trunk/Extension: Inquire extension, trunk, or both of them.
 - Direction: Inquire outgoing, incoming or both of them.
 - Org. Group: Inquire by option which manager set such as user.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Complete: Display completion rate of calls with filtered condition.
- 4. Summary chart: Display comprehensive chart of query condition.

- 5. Monthly statistics: It displays statistics table of query condition by months of the selected year. If you click a year, it moves to monthly report page of the selected year.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
- 6. Fail Statistics: Display failure call of query condition.
 - On the chart, click the red (•) dot to display the Causes of failure.

Cause of failure (15Hour)		×
Cause of failure	ĻΞ	Fail \downarrow 🕆
Call abandon of the calling subscriber(Before answer)		20
External call abandon of the calling subscriber(Before digit press)		6

Excel download: Allows you to download the data to excel format by clicking the (¹/₁) icon.

2.3.7 Customer Reports

This section provides a customer-based call activity. You can filter for call activity in a specific period, number, and contact name. When you click the **'Data Management > Customer > Customer setting'** on the main menu, you can set up a customer list. Trunk transferred call is included. (Trunk transferred call is transferred call by extension after answering.)

2.3.7.1 Customer Summary

This page shows the total call each customer (Dial Digit) number about collected SMDR data. Contact Name that is displayed can be edited on Data Management.

	Customer Summary									
ISHBOARD	Filter : 2021-04-10 00:00 - 2021-04-16	23:59								-
PORTING	Extension ()	Ext. Name		c	ustomer Number			Customer Name		
	Date "									
	2021-04-10 00:00 - 2021-04-16 23:59	*								
										_
	★ Add to Favourite Ø Reset									Q Apply
DDI Summary										
DDI Summary 2	Key Performance									▲ -
	278	25	253	3	29	9	02:4	15:44	00:0	0:42
	Total calls	Outgoing	Incomin	3	Miss			Talk Time		alk Time
				-						
Unreturned Missed										
	Summary Table									0 🖬 -
Longest Calls	П								D	
Caller Tolerance	Summary Table Showing 1 to 10 of 10 entries									Show 10 rows
	П	Customer Name	Total Calls	Outgoing	Incoming	Missed	Avg. Talk Time	Avg. Outgoing Talk Time	Avg. Incoming Talk Time	
	Showing 1 to 10 of 10 entries	Customer Name Customer Contact Name 500123		Outgoing	Incoming 196	Missed 23		Outgoing	Avg. Incoming	Show 10 rows
	Showing 1 to 10 of 10 entries Customer Number		Calls				Talk Time	Outgoing Talk Time	Avg. Incoming Talk Time	Show 10 rows
	Showing 1 to 10 of 10 entries Customer Number 500123	Customer Contact Name 500123	Calls	1	196	23	Talk Time 00:00:41	Outgoing Talk Time 00:00:09	Avg. Incoming Talk Time 00:00:41	Show 10 rows II Total Talk Time 02:00:21
	Showing 1 to 10 of 10 entries Customer Number 500123 500125	Customer Contact Name 500123	Calls 197 61	1	196 44	23 1	Talk Time 00:00:41 00:00:51	Outgoing Talk Time 00:00:09 00:00:03	Avg. Incoming Talk Time 00:00:41 00:01:01	Show 10 rows
	Showing 1 to 10 of 10 entries Customer Number 500123 500125 3912345678	Customer Contact Name 500123 Customer Contact Name 500125	Calls 197 61 7	1 17 0	196 44 7	23 1 0	Talk Time 00:00:41 00:00:51 00:00:05	Outgoing Talk Time 00:00:09 00:00:03 00:00:00	Arg. Incoming Talk Time 00:00:41 00:01:01 00:00:05	Show 10 rows Image: Comparison of the second s
	Showing 1 to 10 of 10 entries Customer Number 500123 500125 391224678 500001 500001	Customer Contact Name 500123 Customer Contact Name 500125	Calls 197 61 7 7 7	1 17 0 1	196 44 7 6 0	23 1 0 5 0	Talk Time 00:00:41 00:00:51 00:00:05 00:00:07 00:00:04	Outgoing Talk Time 00:00:09 00:00:03 00:00:00 00:00:05 00:00:04	Avg. Incoming Talk Time 00:00:41 00:01:01 00:00:05 00:00:09 00:00:00	Show 10 rows Image: Comparison of the state
	Showing 1 to 10 of 10 entries Customer Number 500123 500125 21/2245578 500071 500071 500071 500071	Customer Contact Name 800123 Customer Contact Name 800125 Changed Name	Calls 197 61 7 7 7	1 17 0 1	196 44 7 6 0	23 1 0 5 0	Talk Time 00:00:41 00:00:51 00:00:05 00:00:07 00:00:04 00:00:00	Outgoing Talk Time 00:00:09 00:00:03 00:00:05 00:00:05 00:00:04 00:00:00	Arg. Incoming Talk Time 00:00:41 00:01:51 00:00:05 00:00:09 00:00:00 00:00:00	Show 10 rows II Total Talk Time 02:00:21 00:44:27 00:00:38 00:00:14 00:00:04 00:00:00 00:00:00
	Showing 1 to 10 of 10 entries Custome Number 500123 500125 500001 500001 500000 500001 500001	Customer Contact Name 500123 Customer Contact Name 500125	Calls 197 61 7 7 7	1 17 0 1	196 44 7 6 0 0 0	23 1 0 5 0 0 0 0	Talk Time 00:00:41 00:00:05 00:00:05 00:00:07 00:00:04 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Outgoing Talk Time 00:00:09 00:00:03 00:00:00 00:00:05 00:00:04 00:00:00 00:00:00	Arg. Incoming Talk Time 00:00:41 00:01:01 00:00:05 00:00:09 00:00:00 00:00:00 00:00:00	Show 10 rows I Total Talk Time 02:00:21 00:04:27 00:00:38 00:00:014 00:00:04 00:00:00 00:00:00
	Showing 1 to 10 of 10 entries Coultomer Number 500123 500123 500001 9000001 500001 5000 500 500 50001 500001 500001	Customer Contact Name 800123 Customer Contact Name 800125 Changed Name	Calls 197 61 7 7 7	1 17 0 1	196 44 7 6 0 0 0 0	23 1 0 5 0 0 0 0 0	Talk Time 00.00:41 00.00:51 00.00:05 00:00:07 00:00:04 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Outgoing Talk Time 00:00:09 00:00:03 00:00:00 00:00:05 00:00:04 00:00:00 00:00:00	Arg. Incoming Talk Time 00:00:41 00:01:01 00:00:05 00:00:09 00:00:00 00:00:00 00:00:00 00:00:00	Show 10 rows I Total Talk Time 02:00:21 00:04:27 00:00:38 00:00:01 00:00:00 00:00:00 00:00:00
	Showing 1 to 10 of 10 entries Custome Number 500123 500125 500001 500001 500000 500001 500001	Customer Contact Name 800123 Customer Contact Name 800125 Changed Name	Calls 197 61 7 7 7	1 17 0 1	196 44 7 6 0 0 0	23 1 0 5 0 0 0 0	Talk Time 00:00:41 00:00:05 00:00:05 00:00:07 00:00:04 00:00:00 00:00:00 00:00:00 00:00:00 00:00:	Outgoing Talk Time 00:00:09 00:00:03 00:00:00 00:00:05 00:00:04 00:00:00 00:00:00	Arg. Incoming Talk Time 00:00:41 00:01:01 00:00:05 00:00:09 00:00:00 00:00:00 00:00:00	Show 10 rows II Total

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Customer Number: Inquire inputted number.
 - Customer Name: Inquire inputted contact name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- **3.** Summary Table: It displays the filtered data. If you click a number, it moves to customer call list page.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the () icon.

- Excel download: Allows you to download the data to excel format by clicking the () icon.
- **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
- Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.3.7.2 Customer Details

This page shows call history each customer (Dial Digit) about collected SMDR data. (Contact Name that is displayed can be edited on Data Management.)

iPECS Analytics	=											
COMPANY SUMMARY	Customer Detai	ls										
DASHBOARD	Filter : 2021-08-17 0	0:00 - 2021-08-17 23	:59									-
REPORTING	Extension ()		Ext	. Name		Cus	tomer Numb	er	(Customer Name		
	Date *											
	2021-08-17 00:00 - 20	21-08-17 23:59	~									
	Add to Favourite											_
	And to Paronice	/ Reset										Q Apply
DDI Summary	Report detail											0 🖬 =
	Showing 1 to 10 of 57	entries									🖈 Sh	ow 10 rows
												-
	Customer Number	Customer Name	Extension	Ext. Name	Date/Time	DDI	Talk Time	Ring Time	Call Type	Group name	Group Type	Trunk Missed
	01080561005		1003	1003	2021-08-17 14:38:16		00:00:02	00:00:06	Trunk/Outgoing	-	-	
	01080561004	AAA	1002	1002 name name	2021-08-17 14:38:16		00:00:02	00:00:01	Trunk/Incoming	HG 1	HUNT	
	01080561004	AAA	1001	1001 name	2021-08-17 14:37:58		00:00:00	00:00:03	Trunk/Incoming fail	HG 1	HUNT	Direct
	01080561004	AAA	1002	1002 name name	2021-08-17 14:37:58		00:00:00	00:00:03	Trunk/Incoming fail	HG 1	HUNT	Direct
	01080561004	AAA	1011	1011 sip	2021-08-17 14:37:58		00:00:00	00:00:03	Trunk/Incoming fail	HG 1	HUNT	Direct
	01080561005		1003	1003	2021-08-17 14:37:58		00:00:00	00:00:08	Trunk/Outgoing fail			
	01080561005		1003	1003	2021-08-17 14:37:21		00:00:03	00:00:09	Trunk/Outgoing	-	-	-
	01080561004	AAA	1002	1002 name name	2021-08-17 14:37:21		00:00:03	00:00:04	Trunk/Incoming	HG 1	HUNT	
	01080561004	AAA	1001	1001 name	2021-08-17 12:16:23		00:00:02	00:00:00	Trunk/Incoming	HG 1	HUNT	
	01080561004	AAA	1002	1002 name name	2021-08-17 12:16:11		00:00:12	00:00:01	Trunk/Incoming			
	01000301004	Анн	1002	1002 name ndme	2021-00-17 12.10.11		30.00.12	50.00.01	annix/incoming			-
									First Previo	us Page 1	of 6	Next Last
Customer Reports												

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Customer Number: Inquire inputted number.
 - Customer Name: Inquire inputted contact name.
 - Date: Inquire data by date.
- 2. Key Performance: It displays key metrics of calls with the filtered condition.
- 3. Report detail: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
 - Mail sending: Allows you to send the data displayed on the page to mail by clicking the (i) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.3.7.3 Area

This section provides an area-based call activity. You can filter for call activity in a specific period, area number. When you click the **'Data Management > Area >Area setting'** on the main menu, you can set up an area list.

This page shows the total call each region about collected SMDR data. The region that is displayed can be edited on Data Management.

RD 📕 🔜	Filter : 2021-04-10 00:00 - 202	1-04-16 23:59				
	Extension @	Na/Ext. N	2020	Area	Date	
G	Extension	Nalext. N	ane	Alea		00 - 2021-04-16 23:59
ension						
tension Summary	1 * Add to Lavourite ' Reset					Q App
tension Call Details o 5	I JE AUG ID FARGUINE THESE					QAP
	Summary Table					0 🗃
e Summary 2						
I Summary	Showing 1 to 3 of 3 entries					Show 10 rows
I Call Details					Avg.	Total
ormance	Area	Total Calls	Outgoing	Incoming	Talk Time	Talk Time
Response	5	267	21	246	00:00:43	02:45:06
ed Calls	39	7	0	7	00:00:05	00:00:38
turned Missed Calls	52	4	4	0	00:00:00	00:00:00
turned Missed Calls By Caller		*	-4	0	00.00.00	00.00.00
ngest Calls iller Tolerance)/Hunt Group						
Hant Group Lap Summary et Summary with Time Summary With Time Summary By Date silability Hatony Wolte Reports Laft Report						
er Tolenance (Hant Group Sup Summary II Summary II Summary Suby Time Summary By Date skibility Hatony Wolte Reports uty Report						
e Tolerance Hant Group op Summary t Summary Wry Time Summary By Date Alability Hatony (Utale Report JY) Report y Report						
er Tolerance Arkatt Group Lys Ummary B Summary B Summary Wry Time Summary By Date Subj Time Summary By Date Subj Time Summary Build Report Hy Report Hy Report Hy Report						
- Iler Tolerance						

- 1. Apply Filter: Input or select data of condition that you want to filter.
 - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - Area: Inquire inputted area.
 - Date: Inquire data by date.
- 2. Summary Table: It displays the filtered data.
 - Schedule settings: Allows you to register the current page to mail sending schedule by clicking the (
) icon.
 - **Mail sending:** Allows you to send the data displayed on the page to mail by clicking the (¹) icon.
 - Excel download: Allows you to download the data to excel format by clicking the (^[]) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the (\square) icon.

2.4 Data Management

You can set the DDI, Customer, and Area provided in the Reporting menu.

2.4.1 **User**

It displays synchronized user information from EMS.

2.4.1.1 User information

This page shows synchronized user detail information from EMS.

COMPANY SUMMARY	User Information					
dashiboard	Filter					-
REPORTING	Extension ()	E	xt. Name	User Type	Direct Dial Call Nu	mber
DATA MANAGEMENT				All	*	
Y User	Device					
User Information						
User Group Setting Area	🚖 Add to I avourite 🦪 Reset					Q Apply
Area Setting	L					
Customer 2	Showing 1 to 10 of 82 entries					Show 10 rows
Customer Setting	Extension 17	Name 11	User Type	Direct Dial Call Number	Device 11	Update Date
DDI Setting	6000	6000	Single Client(SADN)	024801060	HotDesk User	2020-12-03 15:26:43
FAVOURITE	2053	2053 One client	Single Client(SADN)	024802053	iPECS One Premium	2021-02-25 14:45:06
SETTINGS	2052	2052	Single Client(SADN)	024802052	1080	2021-01-15 12:50:22
	2051	2051	Single Client(SADN)	024802099	1080i	2021-03-29 14:50:02
	2050	2050	Single Client(SADN)	024802050	IPECS One Premium	2020-12-08 12:40:20
	2049	2049	Single Client(SADN)	024802099	SLT Normal	2021-03-30 13:34:25
	2048	2048	Single Client(SADN)	024802099	SLT Normal	2021-03-30 13:34:24
	2047	2047	Single Client(SADN)	024802099	SLT Normal	2021-03-30 13:34:23
	2046	2046	Single Client(SADN)	024802099	SLT Normal	2021-03-30 13:34:22
	2045	2045	Single Client(SADN)	024802099	SLT Normal	2021-03-30 13:34:22
					First Previous	Page 1 of 9 Next Last

- 1. Apply Filter: Input data of condition that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Ext. Name: Inquire inputted name.
 - User Type: Inquire a selected user type.
 - Direct Dial Call Number: Inquire by entered number.
 - Device: Inquire inputted device.
- 2. Table: It displays the filtered data.
 - Excel download: Allows you to download the data to excel format by clicking the (¹²) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the ($^{\square}$) icon.

2.4.1.2 User group setting

This page shows synchronized user detail information each group.

1	User group									
	User Group 1		+ 2 -							
EMENT	User Group 1 - User list									
formation 2 —	Filter									-
	Extension @		Name		User Type		Dir	ect Dial Call Nur	nber	
			Ext. Name		All					
	Device									
	-									
										Q Apply
	Showing 1 to 1 of 1 entries								🗈 📝 Show 10 r	ws 🗉
									TACA CONTRACTOR INTERPORTATION	
	Extension 17	Name	User Type		Direct Dial Call Number		Device		Update Date	
	2052 All user list Select from the list	2052	Single Client(SADN)		Direct Dial Call Number 024802052		Device 1080i		Update Date 2021-01-13 12:43:07	
8	2052 All user list select from the list Filter	2052	Single Client(SADN)	IT		п			2021-01-13 12:43:07	+
8—	2052 All user list Select from the list Filter Showing 1 to 10 of 82 entries	2052 t below to add to the group	Single Client(SADN)		024802052		1090i		2021-01-13 12-43.07	+
8	2052 All user list Select from the list Filter Showing 1 to 10 of 82 entries Extension 1/	2052 t below to add to the group Name	Single Client(SADN)	н	024802052 Direct Dial Call Number	11	1080i Device	1	2021-01-13 12-43:07	+
3 —	2052 All user list select from the list Filter Showing 1 to 10 of 82 entries Extension 17 6000	2052 t below to add to the group Name 6000	Single Client(SLDN)		024822052 Direct Dial Cell Number 024801060	11	1080i Device HotDesk User		2021-01-13 12-43-07	+
8—	2052 All user list Select from the list Filter Schwing 1 to 10 of 82 entries Extension IF 6000 2053	2052 t below to add to the group Name 6000 2053 One client	Single Client(SADN)		024802052 Direct Dial Gall Number 02480306 02480305	11	1080i Device HotDesk User PECS One Premiu		2021-01-13 12:43:07 Show 10 rows U +4:60 Update Date 2020-12:03 15:26:43 2021-02:25 14:45:06	+
6—	2052 All user list select from the list Filter taboving 1 to 10 of 82 entries Extension IF 6000 2053 2052	2052 below to add to the group Name 6000 2053 One client 2052	Single Client(SADN)		024802052 Direct Dial Call Number 074801060 024802053 024802053	11	1080i Device HotDesk User PECS One Premic 1080i		2021-01-13 12-43.07 Show 10 rows II 40.05 Update Date 2020-12-03 15-26.43 2021-02-25 14.45.06 2021-01-15 12:50-22	+
3 —	2052 All user list Select from the list Filter Browing 1 to 10 of 82 entries Extension 1/ 6 0000 2053 2055 2055	2052 below to add to the group Name 6000 2053 One client 2052 2051	Single Client(SLDN) User Type Single Client(SLDN) Single Client(SLDN) Single Client(SLDN) Single Client(SLDN) Single Client(SLDN)		024802052 Direct Dial Call Number 024801050 024800055 024800055 024800055		Device HotDesk User PECS One Premis 1080i 1080i	tt m	2021-01-13 12-43.07 Show 10 rows U 4005 Update Date 2020-12-03 15-26.43 2021-02-28 14-5506 2021-01-15 12:26-22 2021-03-29 14-5002	+
3 —	2052 All user list select from the list Filter thowing 1 to 10 of 82 entries Extension 1/ 2053 2052 2053 2055 2055	2052 t below to add to the group Name 6000 2050 One client 2052 2051 2059	Single Client(SADN)		024802052 Direct Dial Call Number 024801060 024800055 024800059 024800059 024800059		1080i Device HotDesk User PECS One Premiu 1080i PECS One Premiu	tt m	2021-01-13 12.43.07 Show 10 rows II 4406 Update Date 2020-12.03 15 26.43 2021-02.29 14.4500 2021-01.51 22.922 2021-03-29 14.4500 2020-12.08 12.49.20	+
6—	2052 All user list Select from the list Filter Schwing 1 to 10 of 82 entries Extension II 6000 2053 2053 2053 2055 2055 2055 2056 2059	2052 below to add to the group 6000 2053 One client 2052 2053 2053 2059 2059 2059 2059	Single Client(SLDN)		024802052 Direct Dial Call Number 02480305 02480305 02480305 02480305 02480305 02480305 02480305 024803059		1080i Device HotDesk User PECS One Premic 1080i 1080i PECS One Premis SLT Normal	tt m	2021-01-13 12.43.07 Show 10 rows Update Date 2020-12.03 15.26.49 2021-02.25 14.45.06 2021-01-15 12.80.22 2021-03-29 14.50.02 2020-12.09 15.24.45 2020-10-10 12.40.20 2020-10-10 12.40.20 2020-10-10 12.40.20	+
9 —	2052 All user list Select from the list Filter Showing 1 to 10 of 82 entries Extension 1/ 6000 2053 2052 2053 2052 2051 2059 2059 2059 2059 2059 2059 2059 2059	2052 below to add to the group Name 6000 2053 One client 2052 2051 2052 2059 2059 2059 2059 2059	Single Client(SADN)		024802052 Direct Dial Cull Number 024802055 024802052 024802059 024802059 024802059 024802059 024802059 024802059		1080 Device HotDesk User PECS One Premiu 1080 1080 PECS One Premu SLT Normal SLT Normal	tt m	2021-01-13 12.43.07 Show 10 rows Charles Control 10 1000 Charles Control 10 1000 Charles Control 10 1000 2021-02.09 14.80.02 2021-02.09 14.80.02 2021-02.09 14.80.02 2021-02.09 14.80.02 2021-03.00 13.42.55 2021-03.00 13.42.55	+
3 —	2052 All user list Select from the list Filter Schwing 1 to 10 of 82 entries Extension II 6000 2053 2053 2053 2055 2055 2055 2056 2059	2052 below to add to the group 6000 2053 One client 2052 2053 2053 2059 2059 2059 2059	Single Client(SLDN)		024802052 Direct Dial Call Number 02480305 02480305 02480305 02480305 02480305 02480305 02480305 024803059		1080i Device HotDesk User PECS One Premic 1080i 1080i PECS One Premis SLT Normal	tt m	2021-01-13 12.43.07 Show 10 rows Update Date 2020-12.03 15.26.49 2021-02.25 14.45.06 2021-01-15 12.80.22 2021-03-29 14.50.02 2020-12.09 15.24.45 2020-10-10 12.40.20 2020-10-10 12.40.20 2020-10-10 12.40.20	+

- 1. User Group: There are 3 buttons () which you can use to set a User group, and each button can be used as described below.
 - Add group: Click icon (+), popup page to add data will be opened.

🖋 User group - Regist	
Group name *	
% You can only register up to 50 groups.	Cancel Apply

• Edit group name: Click icon (), popup page to edit group name will be opened.

	×
Group name *	
User Group 1	
₩ You can only register up to 50 groups.	Cancel Apply

- Delete group: Delete data to be selected.
- 2. Apply Filter: Select group that you want to filter.
 - Extension: Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
 - Name: Inquire inputted name.
 - User Type: Inquire a selected user type.
 - Direct Dial Call Number: Inquire by entered number.

- Device: Inquire inputted device.
- 3. Table: It displays the filtered data
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows**: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.
 - Delete extension information which is registered: Allows you to delte the selected row by clicking the () icon.
- 4. If you click (+Add to group) after select extensions to add on list, they are added at the group.

2.4.2 **Area**

You can manage the area for Area Reports.

NOTE Area Reports are displayed based on the area list.

2.4.2.1 Area setting

This page sets an area for marking the report of total call each region. After setting region, the collected SMDR data are displayed to total call each region.

PRAVY SUMMARY Area Setting PROVADO Filter Area. Area. Area.	Area Name			
ring Area.	Area Name			
TING Area.	Area Name			-
NAGEMENT				
♂ Reset				Q Apply
r Information			ment front over the	
Showing 1 to 3 of 3 entries			≛ + ∞ ≡ ⊠	Show 10 rows
Setting Area.	11	Area Name	Register Date	
ner 0001 xmer Setting		Area1	2021-03-23 11:08:45	
0002				
0003		Area2	2021-03-23 11:08:53	

- 1. Apply Filter: Input data of condition that you want to filter.
 - Area: Inquire inputted area.
 - Area Name: Inquire inputted area name.
- 2. Table: It displays the filtered data.
 - Excel upload: Excel file is uploaded using the icon (1).
 - The excel file format can download from the system by clicking the icon (), and add the data to the excel file then upload it to the system.
- **3.** Addition: If you click (+), the popup that can add a region is opened.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.4.3 Customer

You can manage the contact names that appear in Customer Reports.

2.4.3.1 Customer setting

This page edits a name for displaying Contact Name which is used Customer Call Activity and List calls by customer.

iPECS Analytics	=			3	
COMPANY SUMMARY	Customer Setting				
DASHBOARD	Filter				-
REPORTING	Customer Number	Customer Name			
DATA MANAGEMENT					
 User User Information 	/ Reset				Q Apply
User Group Setting	Showing 1 to 1 of 1 entries			± + 0° 8 ₪ sk	w 10 rows
Area Area Setting	Customer Numt	er II.	Customer Name	Register Date	17
~ Customer	ADMIN Custom		ADMIN Customer setting - Reg	2020-12-09 10:56:47	
Customer Setting					
DDI Setting					
FAVOURITE					
SETTINGS					

- 1. Apply Filter: Input data of condition that you want to filter.
 - Customer Number: Inquire inputted number.
 - Customer Name: Inquire inputted contact name.
- 2. Table: It displays the filtered data.
 - Excel upload: Excel file is uploaded using the icon (¹).
 - The excel file format can download from the system by clicking the icon (), and add the data to the excel file then upload it to the system.
 - Addition: If you click (+), the popup that can add a region is opened.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.

2.4.4 **DDI**

You can manage the DDI names that appear in DDI Reports.

2.4.4.1 DDI setting

This page edits a name for displaying DDI Name which is used DDI Call Activity and List calls by DDI.

iPECS Analytics	Ξ					0
COMPANY SUMMARY	DDI Setting					
DASHBOARD	Filter					-
REPORTING	Number	Contact Name				
DATA MANAGEMENT	-					_
> User	d" Reset				Q, App	pły
User Information User Group Setting	Showing 1 to 2 of 2 entries			± + 3 8 8	Show 10 rows	
> Area Area Setting	Number	11	Contact Name	Register Date		tr i
> Customer	024802000		NAME024802000	2021-01-08 16:58:31		
Customer Setting	024802040		NAME 024802040	2021-01-08 16:58:31		
V DDI DDI Setting						_
FAVOURITE						
SETTINGS						

- 1. Apply Filter: Input data of condition that you want to filter.
 - Number: Inquire inputted number.
 - Contact Name: Inquire inputted contact name.
- 2. Table: It displays the filtered data.
 - Excel upload: Excel file is uploaded using the icon (¹).
 - The excel file format can download from the system by clicking the icon (), and add the data to the excel file then upload it to the system.
 - Addition: If you click (+), the popup that can add a region is opened.
 - Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
 - Rows: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
 - Set item: Allows you to set items to show or not on the table by clicking the $(^{\Box})$ icon.

2.5 Favourite(Favorite)

This section describes the procedure for registering and using Favourites(Favorites). The favourite(favorite) feature is very similar to a bookmark in a browser and allows users to register a frequently used menu and access it easily.

NOTE Only up to 10 Favourites(Favorite) can be registered.

2.5.1 Add to favourite(Favorite)

1. Go to the menu to register in Favourite(Favorite).

iPECS Analytics	\equiv) (m) (a 9
COMPANY SUMMARY	Call	Detail													
Call Summary Call Details	Filte	r													+
ASHBOARD	Show	ving 1 to 10 of 450,135 e	entries										1	Show 10 ror	rs 🖽
	13	Reseller	Customer	Tenant	Extension	Ext. Name	Caller ID	Caller name	Access Code	Digit Before Convert	Digit After Convert	Trunk No	Call Result	Call Result Det	all Cal
	+	Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6327	6327	024006599	6327	9	024006377		1043 0	Complete		202
		Cloud P4.0 QV Test	Cloud P4 0 QV Customer	з	2043	2043	520013	Qvp@ssw0rd		024801033	680200031033	241 O	Complete		202
	+	Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6377	6377	024006599	6327		024006377	6377	1057 O	Complete		202
		Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6277	6277	024006599	6227		024006277	6277	1052 0	Complete		202
	+	Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6227	6227	024006599	6227	9	024006277		1038 O	Complete		202
		Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6177	6177	024006599	6127		024006177	6177	1048 0	Complete		202
		Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6127	6127	024006599	6127	9	024006177		1033 🛈	Complete		202
		Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6077	6077	024006599	6027		024006077	6077	1042 0	Complete		202
		Cloud P4.0 QV Test	IPKTS CALL TEST Customer Company	9	6027	6027	024006599	6027	9	024006077		1030 0	Complete		202
			IPKTS CALL TEST Customer Company	9	6476	6476	024006599	6426		024006476	6476	1036 0	Complete		202
	38										2	1.1			•
											First Previous	Page	1	f 45014 Next	Last

2. Open the upper 'Apply Filter' and set the Filter item to apply (if necessary).

Call Summary			
Filter : 2021-03-26 00:00 - 2021-0	03-26 23:59		-
Trunk/Extension*	Report Period Type*	Org. Group	Extension (1)
Ext. Name	Access Code 🕲	Date * 2021-03-26 00:00 - 2021-03-26 23:59) 🔻
★ Add to Favourite			Q Apply

3. Click the Add to favourite(Favorite) (* Add to Favorite) button in the lower-left corner of the Apply Filter area.

all Summary							
Filter : 2021-03-26 00:00 - 2021	-03-26 233	59					-
Trunk/Extension*		Report Period Type *		Org. Group		Extension	
Trunk	-	Hourly statistics	-	All	*		
Ext. Name		Access Code ()		Date *			
				2021-03-26 00:00 - 2021-03-26 23:59	~		

4. Favourite(Favorite) Add popup window appears, enter the name to register and click Apply (Apply) button.

Favourite add	
Name	
≫ Only a maximum of 10 can be registered.	Cancel

5. Left Favourite(Favorite), registered Template appears in the submenu.

iPECS Analytics
COMPANY SUMMARY
DASHBOARD
REPORTING
DATA MANAGEMENT
FAVOURITE
Company summary 1
KS1
Extension Summary
SETTINGS

2.6 Settings

This session provides schedule management and preferences for using iPECS Analytics.

2.6.1 Schedule Manager

This page shows registered schedule in report menu on Analytics.

RY Sch	hedule (Manager										
Filte	ter											1
Тут	ype		Task Name		то			CC				
IT A	All		* .									
	tun Interval		User ID		Usage							
A	All		Ŧ		All			*				
	de Adulto Par	vourite 🛷 Reset									Q, Ap	
	IC AUD ID PSY	Monte o noter									Qγμ	Ŷ
2	owing 1 to :	3 of 3 entries 1 row selected								+ 07 🗙 S	show 10 rows	
Tyr	lype	Task Name	то	CC	Run Interval	Date	Time	User ID	Usage	Register Date		
Po	Public	admin DAY REPORT TASK	jongsam13042@gmail.com		Daily	2020-12-02	06:30	admin	Use	2020-12-02 15:54	4:32	
Pu	Public	admin Weekly REPORT TASK	jongsam13042@gmail.com		Weekly	2020-12-04	07:00	admin	Use	2020-12-02 15:57	7:26	
	Public eport list >	admin Monthly task admin DAY REPORT TASK	jongsam13042@gmail.com		Monthly	2020-12-07	07:00	admin	Use	2020-12-02 15:58	-	
Rep	eport list >	-	jongsam13042@gmail.com		Monthly	2020-12-07	07:00	admin	Use		8:33 - show 10 rows	
Rep	eport list >	admin DAY REPORT TASK	jongsam13042@gmail.com		Monthly File Form		07:00	admin	Use User ID		-	
Rep Show Te:	eport list > lowing 1 to 1 Task Name	admin DAY REPORT TASK						admin		18 B S	-	
Rep Shov Te: ad	eport list > lowing 1 to 1 Task Name admin DAY F	admin DAY REPORT TASK	Report Title		File Form	nat Menu Hourly		admin	User ID	a D S Register Date	- thow 10 rows 7:14	
Rep Show Te: ad ad	eport list > lowing 1 to 1 Fask Name admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK	Report Title ADMIN > Time/Date Report > Daily Report DAY		File Form PDF	nat Menu Hourly Extensi	Report	admin	User ID admin	■ D S Register Date 2020-12-03 09:4	- show 10 rows 7:14 6:53	
Rep Show Ta: ad ad ad	eport list > lowing 1 to 1 fask Name admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK	Report Title ADMN > Time: Date Report > Daily Report DAY Admin > Extension Extension Summary day		File Form PDF PDF	nat Menu Hourly Extensi	Report ion Summary	admin	User ID admin admin	t D s Register Date 2020-12-03 09:4 2020-12-03 09:3	- ihow 10 rows 7:14 6:53 7:28	
Rep Show Te: ad ad ad	eport list > lowing 1 to 1 fask Name admin DAY F admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK REPORT TASK	Report Title ADMN > Time: Date Report > Daily Report DAY Admin > Extension Extension Summary day Admin >Extension Call Details day		File Form PDF PDF PDF	hat Menu Hourly Extensi Extensi	Report ion Summary ion Call Details	admin	User ID admin admin admin	Register Date 2020-12-03 09-4 2020-12-03 09-3 2020-12-03 09-3 2020-12-03 09-3		
Rep Show Te: ad ad ad ad ad	eport list > rowing 1 to 1 fask Name admin DAY F admin DAY F admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK REPORT TASK REPORT TASK	Report Title ADMIN > Time/Date Report > Daily Report DAY Admin > Extension Extension Summary day Admin +Extension Call Details day Admin +Extension TOPS day		File Form PDF PDF PDF PDF	hat Menu Hourly Extensi Extensi Top 5	Report ion Summary ion Call Details mmary	admin	User ID admin admin admin admin	Register Date 2020-12-03 09:44 2020-12-03 09:34 2020-12-03 09:33 2020-12-03 09:33		
Rep Show Te: ad ad ad ad ad ad	eport list > lowing 1 to 1 fask Name admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK	Report Title ADMIN > Time-Date Report > Daily Report DAY Admin > Extension Extension Summary day Admin >Extension TOP5 day Admin =Extension TOP5 day Admin =Extension TOP5 day		File Form PDF PDF PDF PDF PDF	hat Menu Hourly Extensi Top 5 Site Su DDI Su	Report ion Summary ion Call Details mmary	admin	User ID admin admin admin admin	Register Date 2020-12-03 09.4 2020-12-03 09.4 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3	- ihow 10 rows 7:14 6.53 7.28 7.59 8.26 8.26 9.11	
Rep Shor Te: ad ad ad ad ad ad ad ad	eport list > towing 1 to 1 fask Name admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK REPORT TASK REPORT TASK BEPORT TASK REPORT TASK REPORT TASK	Report Title ADMN > Time/Date Report > Daily Report DAY Admin > Extension Extension Summary day Admin = Extension TOPS day Admin = Extension TOPS day Admin = Sate Summary day Admin = SOI = SOI Summary day		File Form PDF PDF PDF PDF PDF	hat Menu Hourly Extensi Top 5 Site Su DDI Su	Report ion Summary ion Call Details mmary mmary II Details	admin	User ID admin admin admin admin admin admin	Register Date 2020-12-03 09.4 2020-12-03 09.4 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3		
Rep Show Ter ad ad ad ad ad ad ad ad ad ad ad ad ad	eport list > lowing 1 to 1 fask Name admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK	Report Title ADMN > Time/Date Report > Daily Report DAY Admin > Extension Extension Summary day Admin = Extension TOP5 day Admin = Extension TOP5 day Admin = Set Extension TOP5 day Admin = Set Extension TOP5 day Admin = Set Extension Set Extension Set Extension		File Form PDF PDF PDF PDF PDF PDF PDF	hat Menu Hourly Extensi Extensi Top 5 Site Su DDI Su DDI Ca	Report ion Summary ion Call Details mmary ill Details sponse	admin	User ID admin admin admin admin admin admin	Register Date 2020-12-03 09.4 2020-12-03 09.4 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3	- ihow 10 rows 7:14 6.53 7:28 7:28 8:26 9:11 9:34 0:06	
B tep sho ad ad ad ad ad ad ad ad ad ad	eport list > lowing 1 to 1 fask Name admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F admin DAY F	admin DAY REPORT TASK 10 of 24 entries REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK REPORT TASK	Report Title ADMN > Time Date Report > Daily Report DAY Admin > Extension Extension Summary day Admin >Extension TOP5 day Admin >Extension Call Details day Admin >Extension Call Details day		File Form POF POF POF POF POF POF POF POF	nat Menu Hoourly Extensi Top 5 Site Su DOI Su DOI Su Call Re Missed	Report ion Summary ion Call Details mmary ill Details sponse		User ID admin admin admin admin admin admin admin	Register Date 2020-12-03 09.4 2020-12-03 09.4 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.3 2020-12-03 09.4		

- 1. Apply Filter: Input data of condition that you want to filter.
 - **Type:** Select public/private type of a schedule.
 - Task Name: Inquire by inputted task name.
 - To: Inquire by inputted receiver's mail.
 - CC: Inquire by inputted mail of CC.
 - Run Interval: Select run interval of a schedule.
 - User ID: Inquire by inputted user ID.
 - **Usage:** Select usage of a schedule.
- 2. Schedule List: It displays the Schedule data of inquiry. Report list is activated if a schedule is clicked.
 - Schedule Information Addition: If you click (+), the popup that can add user information is opened.

🖋 Schedule Manager - Regist	
Public type *	
Select	~
Task Name *	
to *	
cc	
Run Interval *	
Select	v
Date *	
2019-01-07	ش
Time *	
09:00	Ø
Usage *	
Select	~
Note	
	/

- Public Type: Select availability. (Required)
- Task Name: Input task name. (Required)
- To: Input mail address of receiver. (Required) Various mail address are inputted using the semicolon (;)
- CC: Input mail address of CC Various mail address are inputted using the semicolon (;)
- Run Interval: Select interval that schedule mail will be sent
- Date: Select date that mail will be sent
- Time: Select time that mail will be sent
- Usage: Select usage of a schedule
- Note: Input content about a schedule
- Schedule information edition: If you click (), the popup that can edit schedule information is opened.
- Excel download: Allows you to download the data to excel format by clicking the (¹) icon.
- **Rows**: Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
- Set item: Allows you to set items to show or not on the table by clicking the $(^{\square})$ icon.
- Delete extension information which is registered: Allows you to delte the selected row by clicking the () icon.
- 3. **Report List:** It displays the report data of inquiry.

2.6.2 Environment setting

This page provides environment setting function to use iPECS Analytics .

iPECS Analytics	=		
COMPANY SUMMARY	Environment Setting		
DASHBOARD	Customer settings		
REPORTING	Logo image		1
DATA MANAGEMENT		Upload image Delete	
FAVOURITE	Target Response Time 🖲		Sec
SETTINGS Schedule Manager	Valid time of return call @		Min
Environment Setting			
			. A Davia
			✓ Save

2.6.2.1 Customer settings

This section provides the function that set response time for customer.

Customer settings		-	
Logo image 🖲	•		
	Upload image Delete	1	6
Target Response Time 🕄	30	Sec	
Valid time of return call 🖲	15	Min	€
DB Synchronization ()	Synchronization Execute		
		✓ Save	4

- 1. Logo Image: If you upload an image from the "Environment setting" menu, the logo at the top of the screen will change.
- 2. Target Response Time: Input target response time.
 - If an incoming call is received within the response time, it is counted as 'Answered in Target' in the call activity.
- **3. Valid time of return call:** Returned call checking time. Consider returned call if call back is done within this time after the call is released by the caller and considered missed call.
- 4. DB Sync: Click the Synchronization Excute button to get the user and extension information of iPECS EMS.
 - Sync will run automatically every day. If you're having any of the following issues, click the **Synchronization Excute'**button.
 - If the iPECS EMS user can not login.
 - If the iPECS EMS extension is not found.
 - Synchronized users and extension information can be viewed from the 'Data Management' menu.

Appendix A:

Glossary

This appendix describes the terms used in the iPECS Analytics.

A.1 AGlossary of Analytics term

The following table is a glossary that defines or explains the terms used in iPECS Analytics. The Trunk transferred call—It is transferred call by extension after answering.

Abandoned Agent name	Number of calls that were disconnected before ringing at an extension (Calls with Queuing Time but no Ring Time) Name of agent for ACD / HUNT group
Agent name	Name of agent for ACD / HUNT group
	······· -·····························
Answered	Number of calls that were answered. Includes external trunk and internal call both
Answered in Target	Number of calls that were answered in target answer time
Available	Number of agents that are idle and ready to take a call for ACD / HUNT group
Avg. hold time	Average hold time that the caller placed the call on hold. Only trunk call
Avg. incoming talk time	Average duration of the talk time of all successful incoming calls
Avg. outgoing talk time	Average hold time that the caller placed the call on hold. Only trunk call
Avg. Ring Time	Average duration of ringing before answering incoming calls
Avg. Talk Time	Average duration of the talk time of all successful calls
Avg. talk time	Average wait time before answering incoming calls
Avg. wait time for missed	Average wait time for missed calls
Bounced	Rerouting call for Night/Holiday, Queue overflow, Agent no answer in ACD group
Break	Number of agents that are on break for ACD group
Break time	Cumulative duration of break time
Busiest Time	Busiest time with the highest number of calls

Item	Definition
Busy	Number of agents that are currently on a call for ACD / HUNT group
Call Direction	Indicates the direction of the call as incoming or outgoing
Call End time	End time of the call
Call Result	The result of call - complete or incomplete
Call Result Detail	The detailed reason for call completion / Incompletion
Call Start time	Start time of the call
Call Type	Incoming, outgoing or both
Caller ID	Caller number
Caller Name	Caller name
Calls in Queue:	Total number of calls in the queue to be answered for ACD group
Complete	Number of success calls - incoming, outgoing. (Complete is same as "Answered")
Customer name	Caller name
Customer number	Caller ID
Date/Time	Date/time of call
DID	The direct inward dialing number
Ext. Name	The user extension name
Extension	The user extension number
GOS (Grade of Service)	GOS is an abbreviation for Grade of Service is the total calls answered within the target response time over total calls offered.
Group name	Hunt Group or ACD Group name
Group number	Hunt Group or ACD Group number
Group type	Type of group: Hunt or ACD group
Hold time	The length of time that the caller placed the call on hold. Only trunk call
Incoming	Number of incoming calls received from the outside (trunk call)
Incomplete	Number of failed calls - incoming, outgoing. Not answered the call with any reason like DND, BUSY, No answer, Vacant number (incorrect number)
Internal	Number of calls from one extension to another extension (Ext. A to Ext. B is counted as 2 internal call and one is for Ext.A, another is for Ext.B)
Live calls	Number of calls currently in progress at the time of the report for a ACD / HUNT group
Logged-in	Number of agents that are logged in for ACD group

Item	Definition
Longest hold time	Longest hold time that the caller placed the call on hold. Only trunk- call
Longest ring time	Longest ring time before answering incoming calls
Longest talk time	Longest-talk time out of all successful calls
Longest wait time for missed	Longest wait time out of missed calls
Longest wait time today	Longest wait time before answering incoming calls
Missed	Number of calls that were not answered after ringing at an extension. Calls with Ring Time information, Include external trunk and internal calls, include trunk direct and trunk transferred calls.
Number	Extension number or external user number who is calling or called
Number of agent	Number of agent for ACD / HUNT group
Offered	Count of received call
Org. Group	Organization group
Outgoing	Number of outgoing calls to the outside (trunk call)
Outgoing	Outgoing call. It displays the sum of Trunk, Extension, or Trunk + Extension according to filter conditions.
PCA (Percentage Calls Answered)	PCA is an abbreviation for Percentage of Calls Answered within the target response time over total calls answered for the day.
Queue End Time	The time a call exits the Queue
Queue Start time	The time a call enters the Queue
Ring End time	The time a ring ends
Ring Start time	The time a ring starts
Ring Time	Duration of ringing before answering an incoming call
Service level	Percentage of total answered calls in target answer time over total incoming calls
Talk time	Duration of the talk time of a successful call from the time of connection to termination (includes the hold time)
Target response time	This is a threshold period within which a user must answer the call to achieve an exemplary service level. The target answer time can be set in Settings > Environment setting > Customer settings .
Target Service level	Target percentage of total answered calls in target answer time over total incoming calls
Total agents	Total number of agents assigned to ACD group
Total calls	Total number of incoming, outgoing, internal, and transfer calls (Incoming + Outgoing + Internal Call + Transfer)
Total incoming talk time	Cumulative duration of the talk time of all successful incoming calls from the time of connection to termination (includes the hold time)

ltem	Definition
Total members	Total number of users assigned to HUNT group
Total outgoing talk time	Cumulative duration of the talk time of all successful outgoing calls from the time of connection to termination (includes the hold time)
Total ring time	Cumulative duration of ringing before answering incoming calls
Total Talk time	Cumulative duration of the talk time of all successful calls from the time of connection to termination (includes the hold time)
Total wait time	Cumulative duration of waiting time (queuing + ringing time) before calls are answered or abandoned.
Trunk / Extension	Trunk, extension or both
Trunk Missed	To present missed type for trunk calls. Direct: Trunk direct call is missed. Transfer: Trunk transferred call is missed.
Unavailable	 Number of members that are not available for ACD / HUNT group ACD: not ready. Excluding Busy HUNT: not idle. Excluding Busy
Unreturned Missed	Unreturned missed calls are unanswered calls that have not yet been returned. Once the call has been returned, it will no longer appear on a report as unreturned. (Trunk call only, include trunk direct and transferred calls.)
Wait time	Duration of waiting time (queuing + ringing time) before a call is answered or abandoned.
Wrap-up	Number of agents that spends doing follow up tasks to complete a customer interaction

Appendix B:

Useful Information

This chapter provides information on the open source software used in the iPECS Analytics.

B.1 Open Source Software Notice

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