iPECS

Cloud Analytics

Customer Guide

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

iPECS is an Ericsson-LG Brand

ERICSSON LG

Document Information

S/W Version	Issue	Changes	Release Date
Rls1907-1.0.011	1.0	New product release	December 2020
Rls2109-2.0.009	1.1	Add Real-time features	October 2021

Table of Contents

About This Guide

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
- 2.6.2.1Appendix 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.

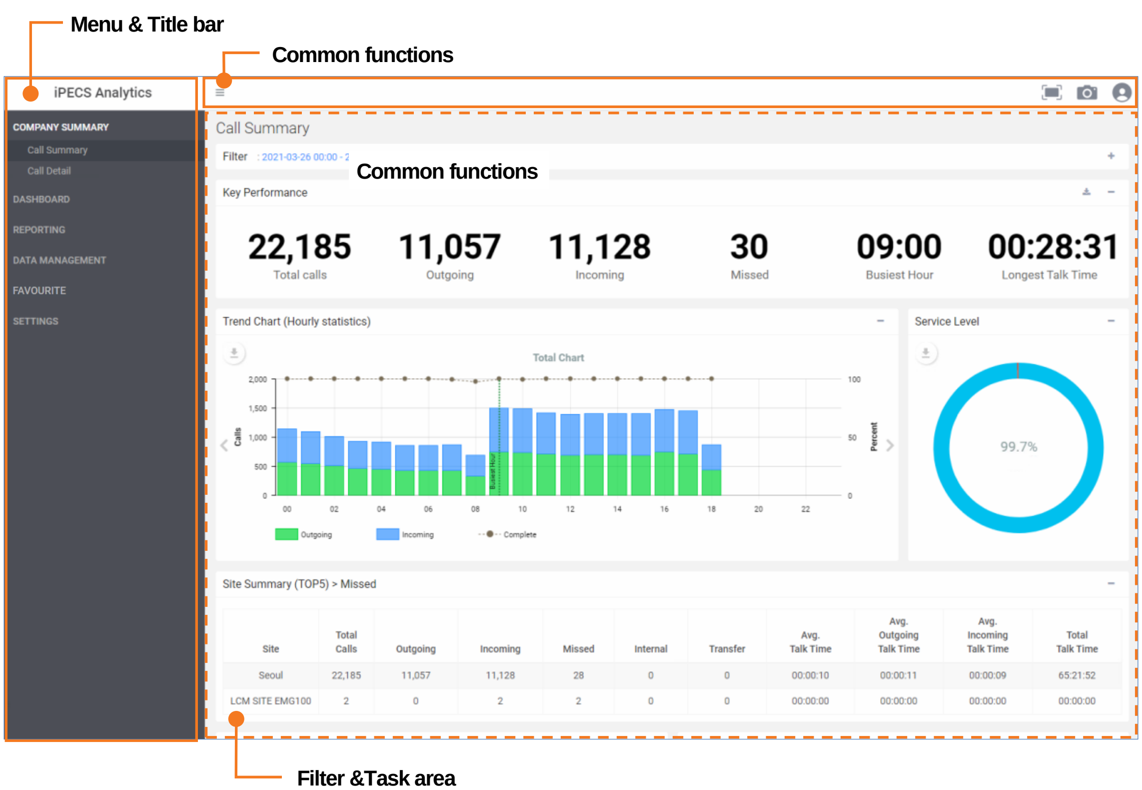
1.1 System overview

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.



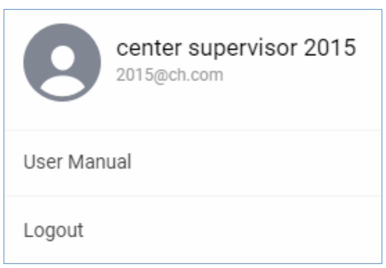
The main page consists of three main parts: the Left Menu and Title Bar, Top Common Functions, Filter, and Task Area.

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.

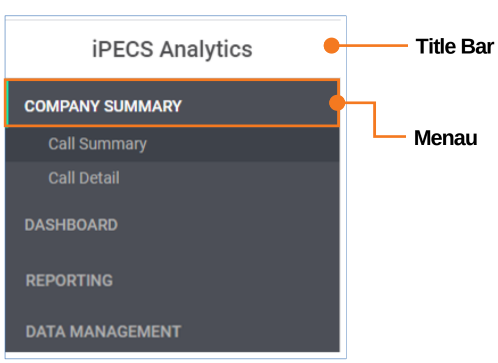
- **Return to the main page**: Allows you to return to the main page from any page by clicking on **iPECS Analytics** logo in the upper left corner.
- **Menu Toggle ( ) button**: Use to show or hide the left menu pane by clicking on .
- **Full Screen ( ) button**: Allows you to expand the task area by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

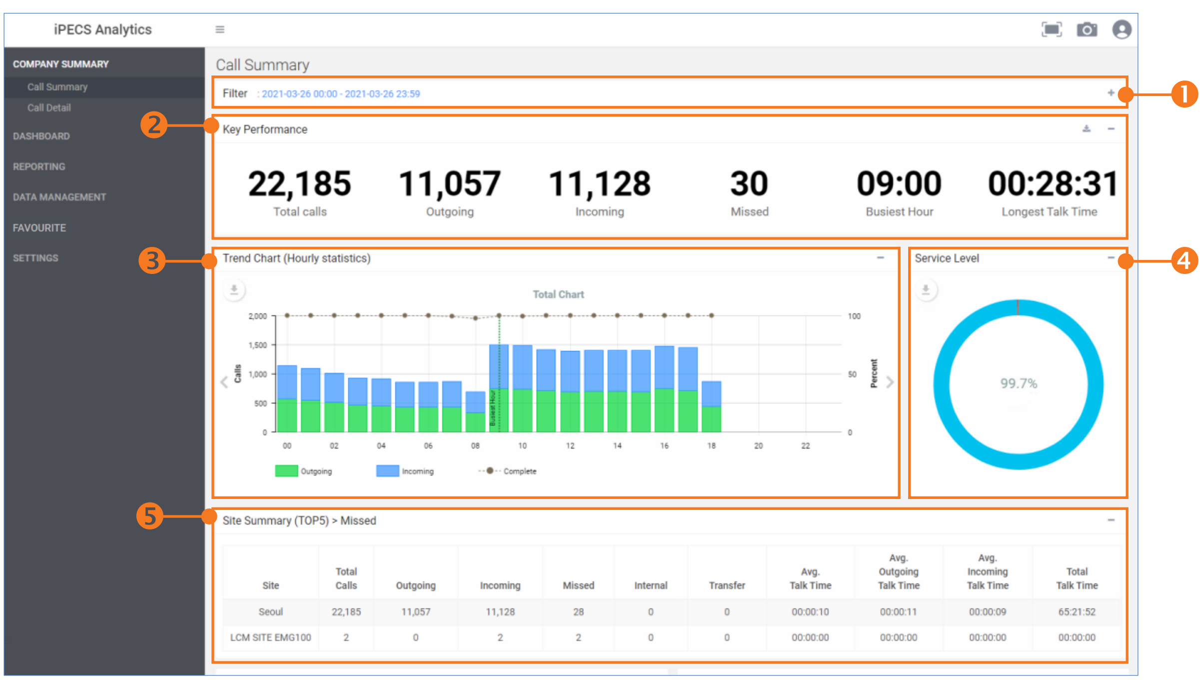
The Company Summary menu includes trunk direct calls and internal calls (It does not include trunk transferred calls and group calls).

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.

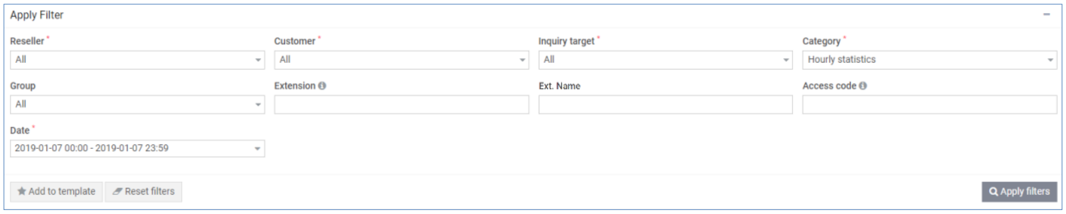
2.1.1 Call Summary

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



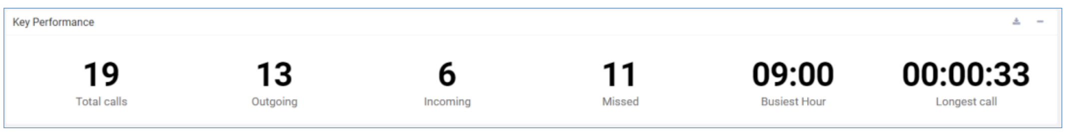
Site	Total Calls	Outgoing	Incoming	Missed	Internal	Transfer	Avg. Talk Time	Avg. Outgoing Talk Time	Avg. Incoming Talk Time	Total Talk Time
Seoul	22,185	11,057	11,128	28	0	0	00:00:10	00:00:11	00:00:09	65:21:52
LCM SITE EMG100	2	0	2	2	0	0	00:00:00	00:00:00	00:00:00	00:00:00

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

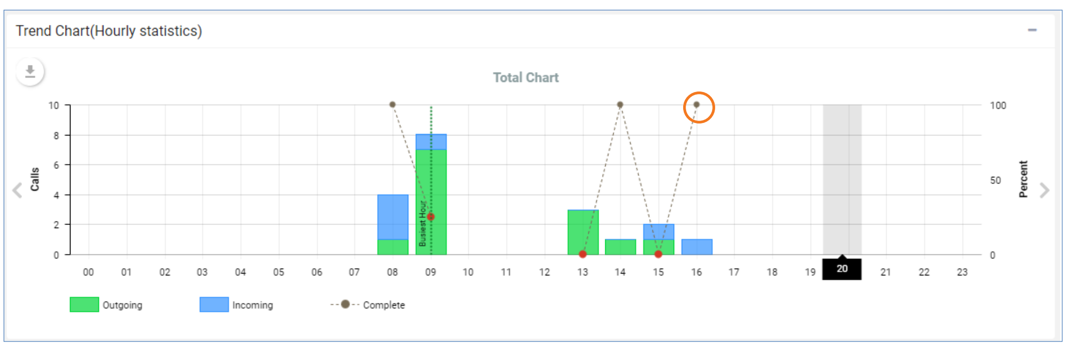


- **Trunk/Extension:** Inquire by extension, trunk, or both of them.
- **Report Period Type:** Inquire by period: 5 minutes, hourly, daily, weekly, and monthly.
- **Org. Group:** Inquire by option which manager set such as user.
- **Extension:** Inquire extension number can use comma (,) and hyphen (-)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

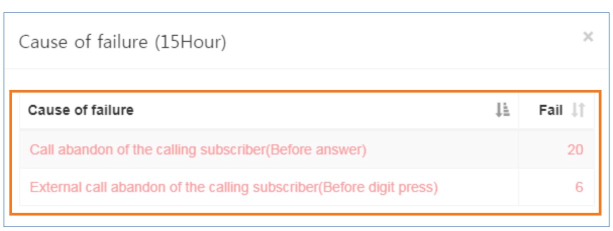
2. **Key Performance:** It displays summary data of the filtered condition. If you click the Key Performance, that displays the top5 table.



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

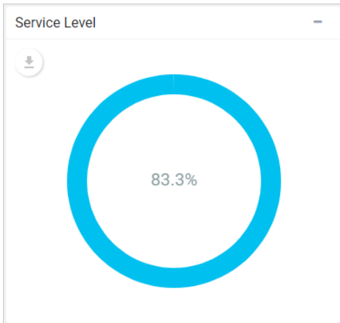


- On the chart, click the red (●) dot to display the Causes of failure.


Cause of failure (15Hour)

Cause of failure	Fail
Call abandon of the calling subscriber(Before answer)	20
External call abandon of the calling subscriber(Before digit press)	6

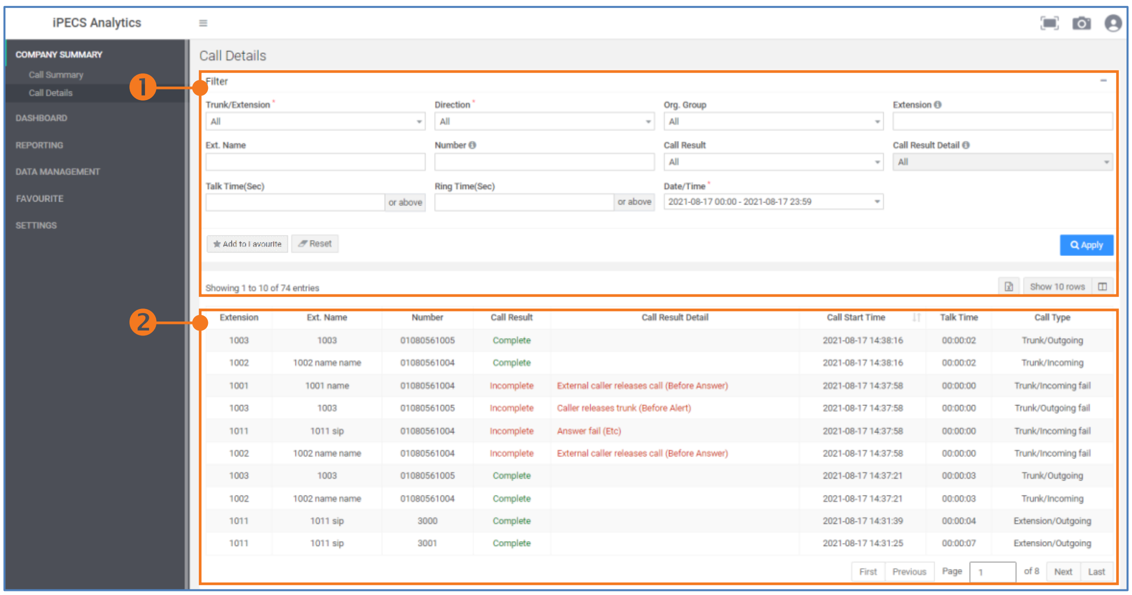
4. **Service Level:** Display the proportion of completion of inquiry condition.



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

2.1.2 Call Details

This page shows detail information about call.



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 ( ) 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 ( ) 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

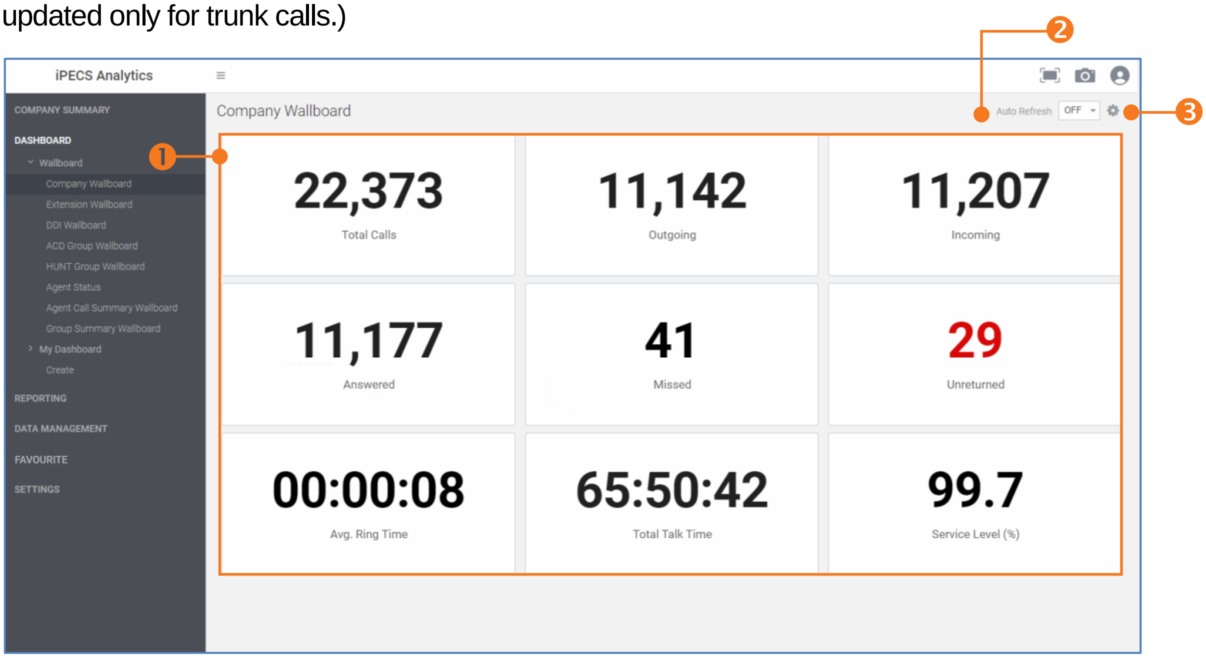
This section provides today's summary information of call activity, and you can customize the summary information of call activity in the 'My Dashboard.'

2.2.1 Wallboard

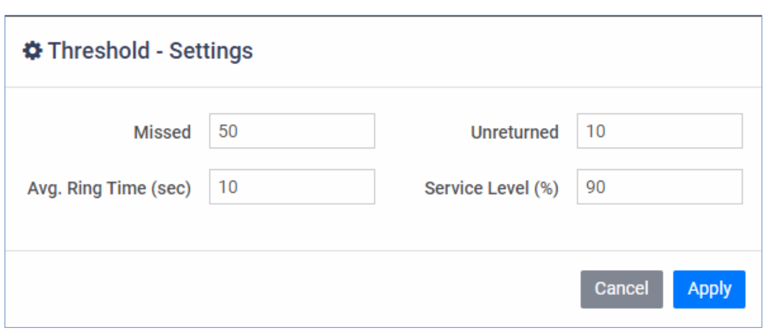
This section provides today's summary information of call activity. Call activity is auto-refresh every 5 seconds(default).

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.)

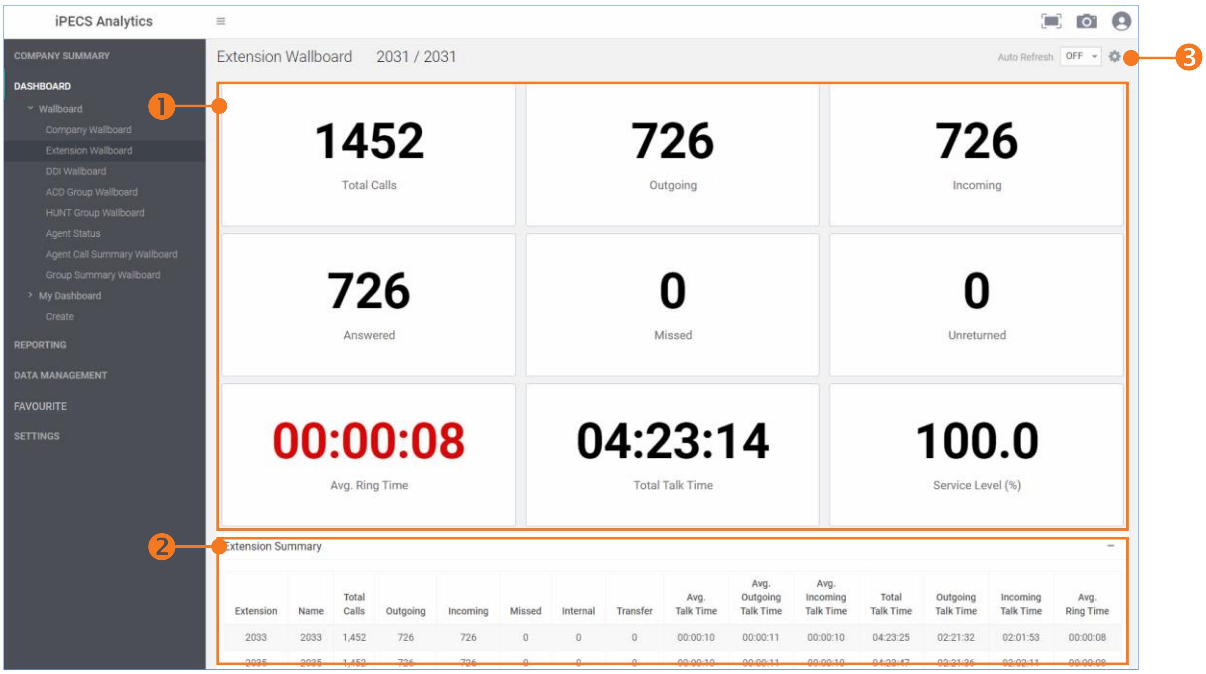


1. **Key performance:** It displays total call, Outgoing, Incoming, Answered, Missed, Unreturned, Avg. Ring time, Total Talk Time, Service Level(%)
2. **Auto Refresh:** Refreshes the page every 3 (or 5 or 8 or 10 or 15 or 30) seconds.
3. **Threshold:** Allows you to set a threshold, whether highlight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

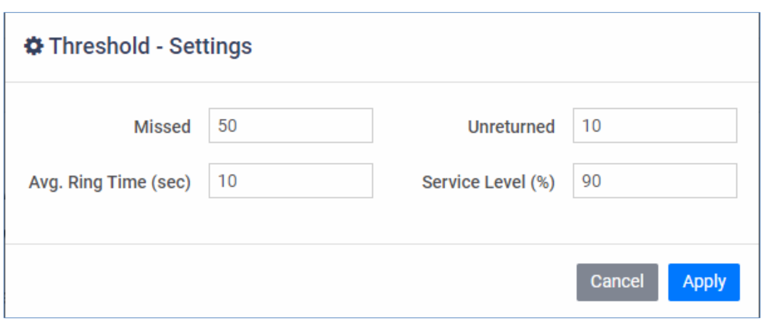


2.2.1.2 Extension Wallboard

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.)

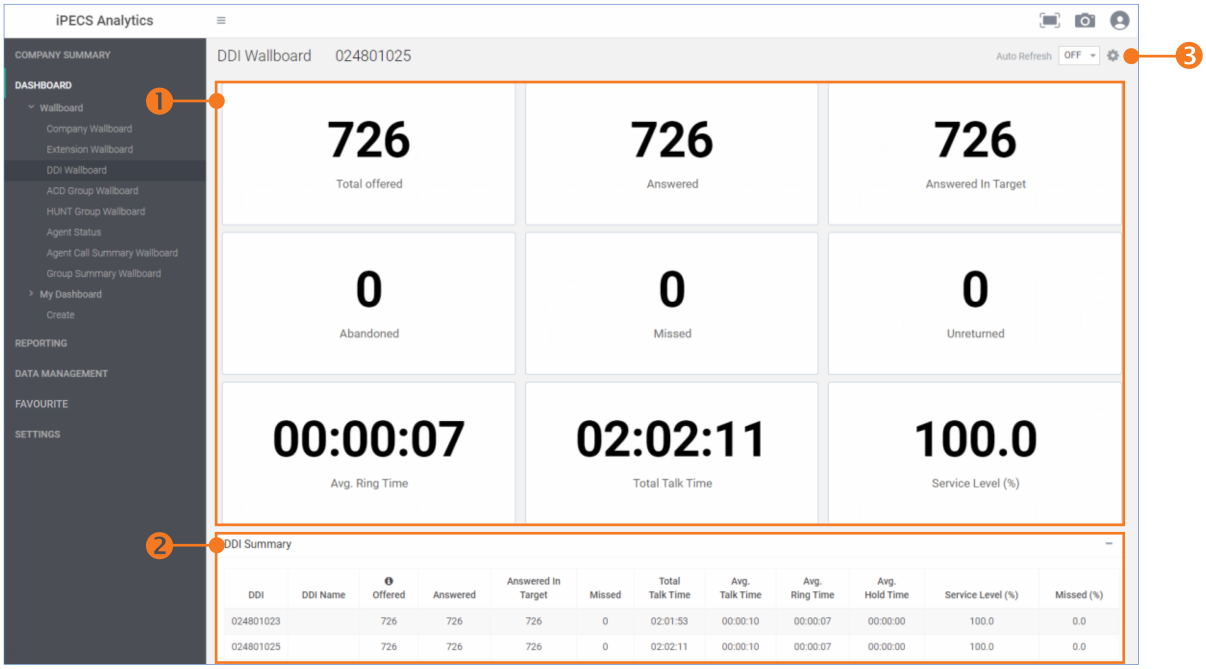


1. **Key performance:** It displays the count of Total Calls, Outgoing, Incoming, Answered, Missed, Unreturned, Avg. Ring Time, Total Talk Time and Servide Level.
2. **Extension Summary:** It shows the top 10 extension call information.
3. **Threshold:** Allows you to set a threshold, whether highlight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

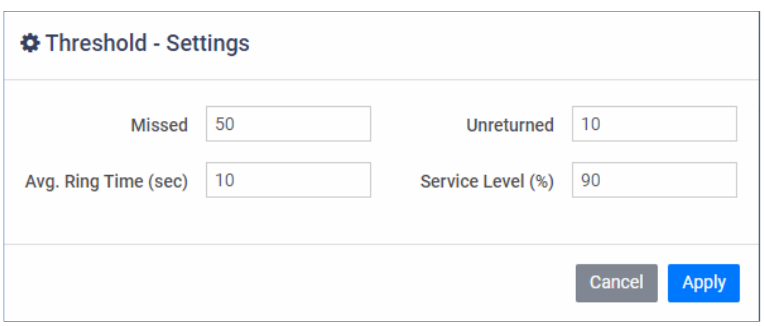


2.2.1.3 DDI Wallboard

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

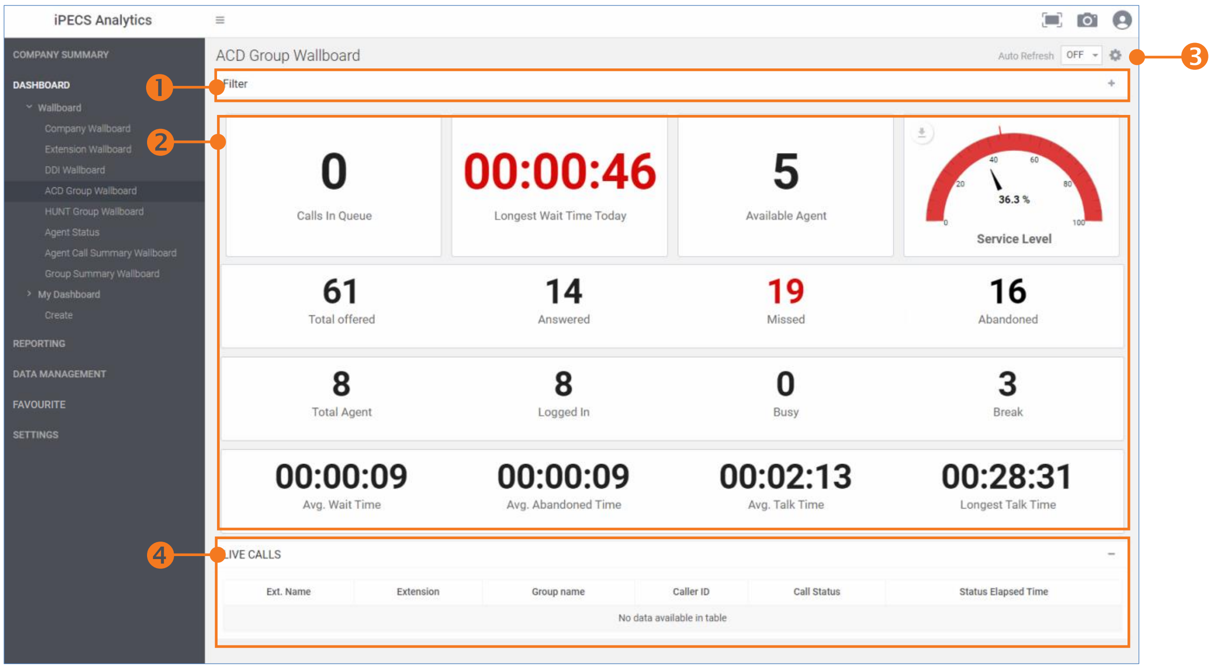


1. **Key performance:** It displays the count of Total Offtered, Answered, Answered In Target, Abandoned, Missed, Unreturned, Avg. Ring Time, Total Talk Time and Servide Level.
2. **DDI Summary Information:** It shows the top 10 DDI call information.
3. **Threshold:** Allows you to set a threshold, whether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

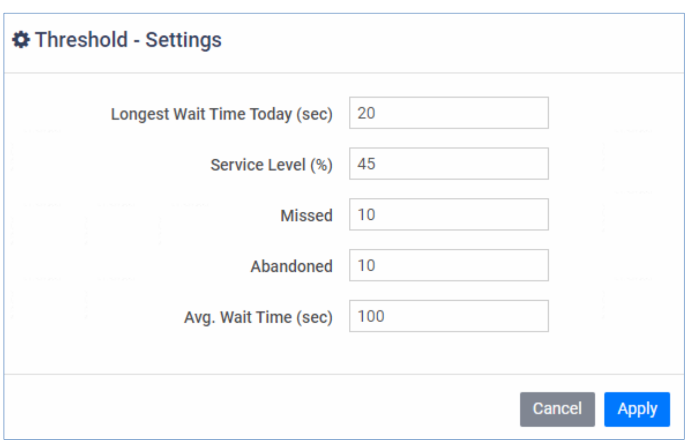


2.2.1.4 ACD Group Wallboard

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



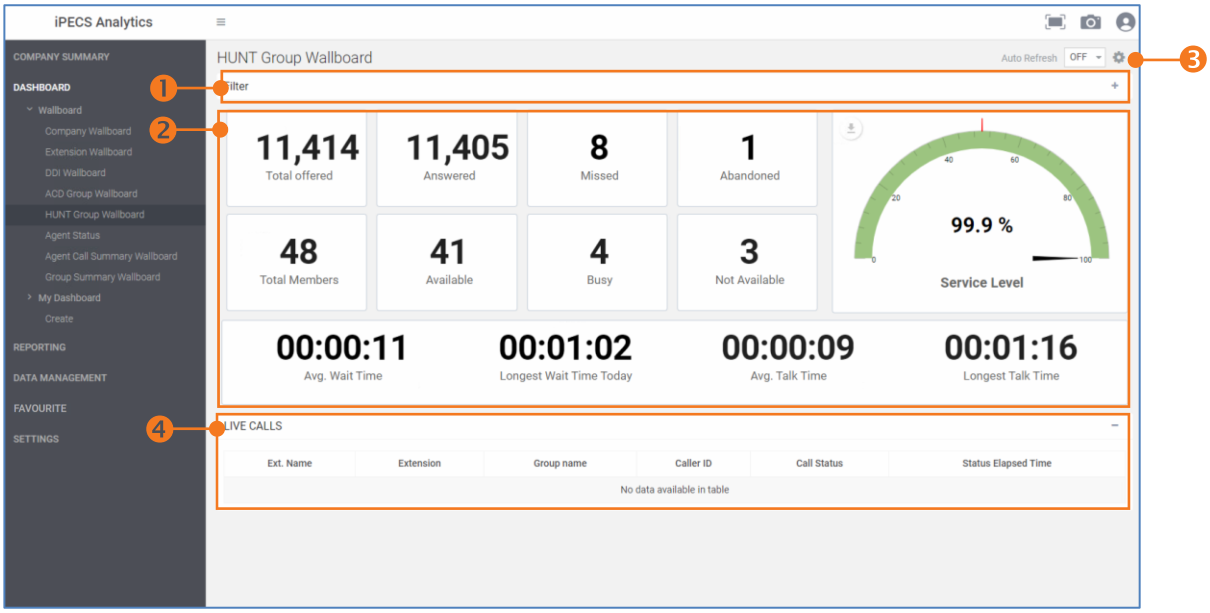
1. **Filter:** Supervisor can select ACD Group what want to display.
2. **Key performance:** It displays the Calls In Queue, Longest Wait time Today, Available Agent, Total Offered, Answered, Missed, Abandoned, Total Agent, Logged In, Busy, Break, Avg. Wait Time, Avg. Abandoned Time, Avg. Talk Time, 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.



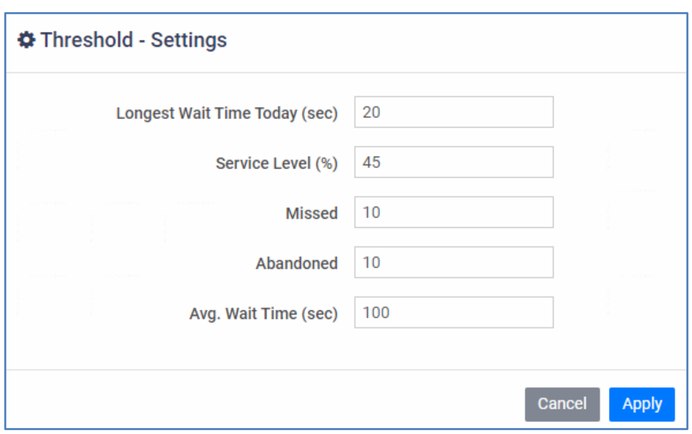
4. **Live Call:** Incoming calls are displayed in real time.

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.



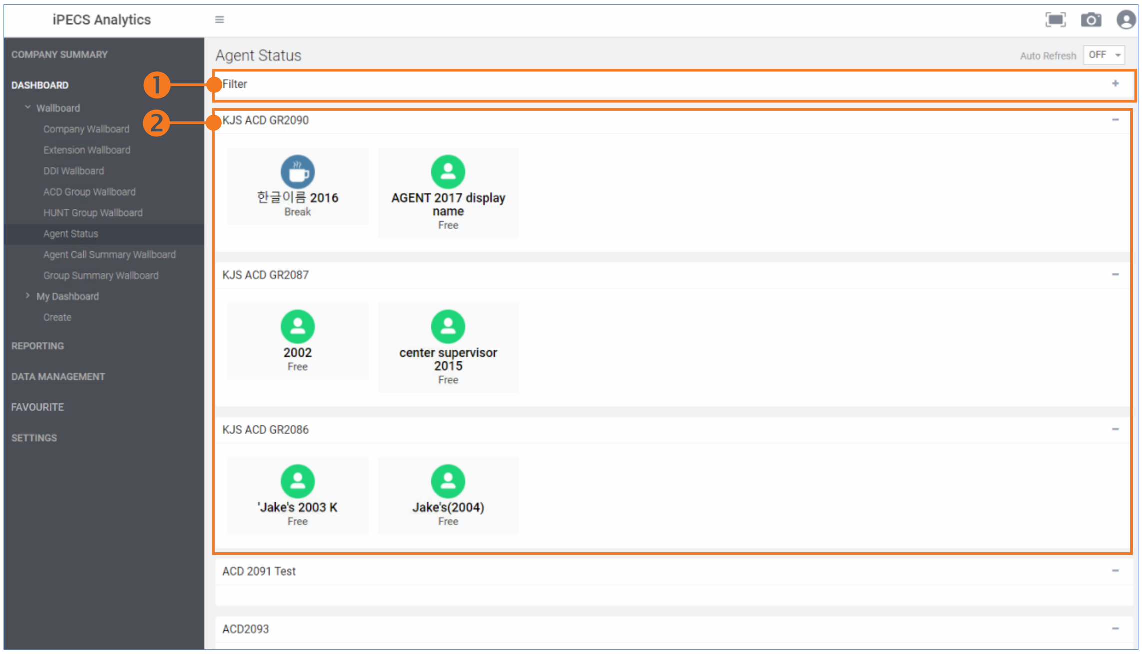
1. **Filter:** Supervisor can select Hunt Group What want to display.
2. **key performance:** It displays the Total offered, Answered, Missed, Abandoned, Total Members, Available, Busy,Not Available, Avg. Wait Time,Longest Wait Time Day,Avg. talk time, Longest Talk time, and Service Level.
3. **Threshold:**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



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

2.2.1.6 Agent Status

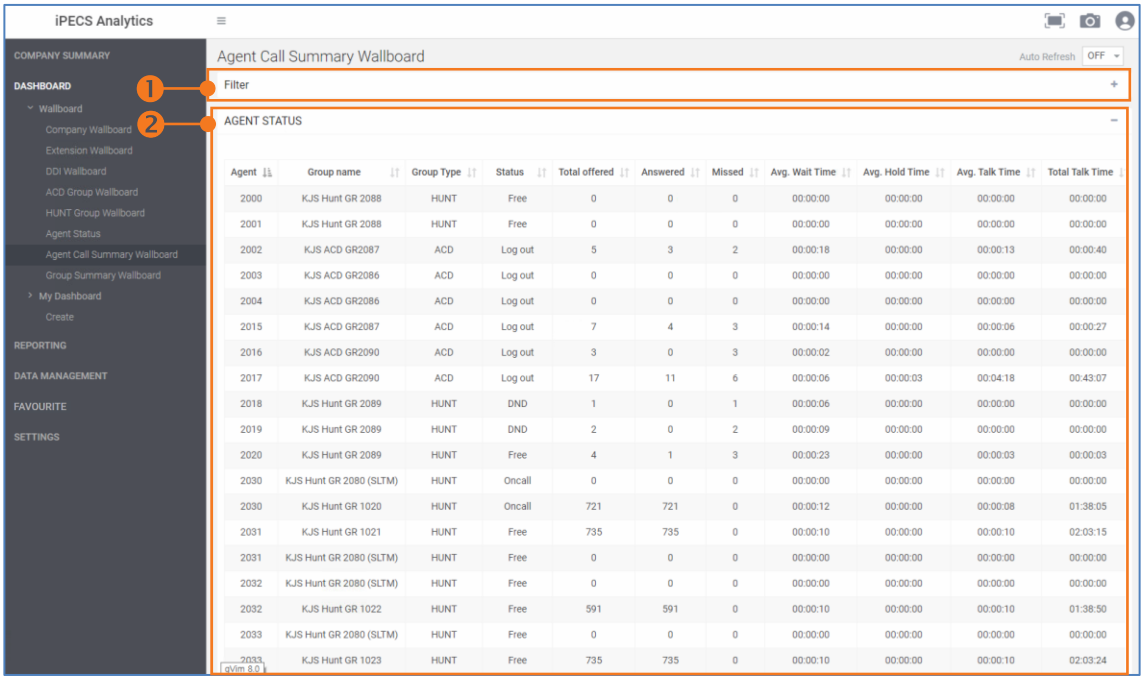
This page shows ACD Agent / Hunt Group member's real-time status. Note that this menu is for the advanced license only.



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.

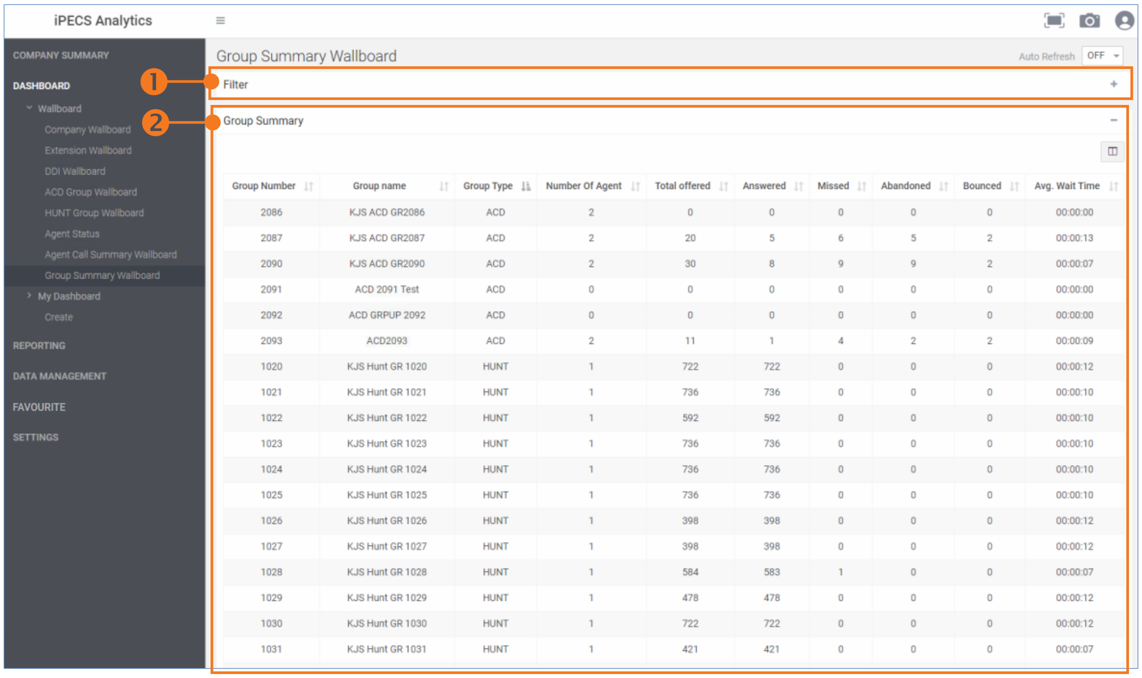


Agent	Group name	Group Type	Status	Total offered	Answered	Missed	Avg. Wait Time	Avg. Hold Time	Avg. Talk Time	Total Talk Time
2000	KJS Hunt GR 2088	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
2001	KJS Hunt GR 2088	HUNT	Free	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
2002	KJS ACD GR2087	ACD	Log out	5	3	2	00:00:18	00:00:00	00:00:13	00:00:40
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
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
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
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	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

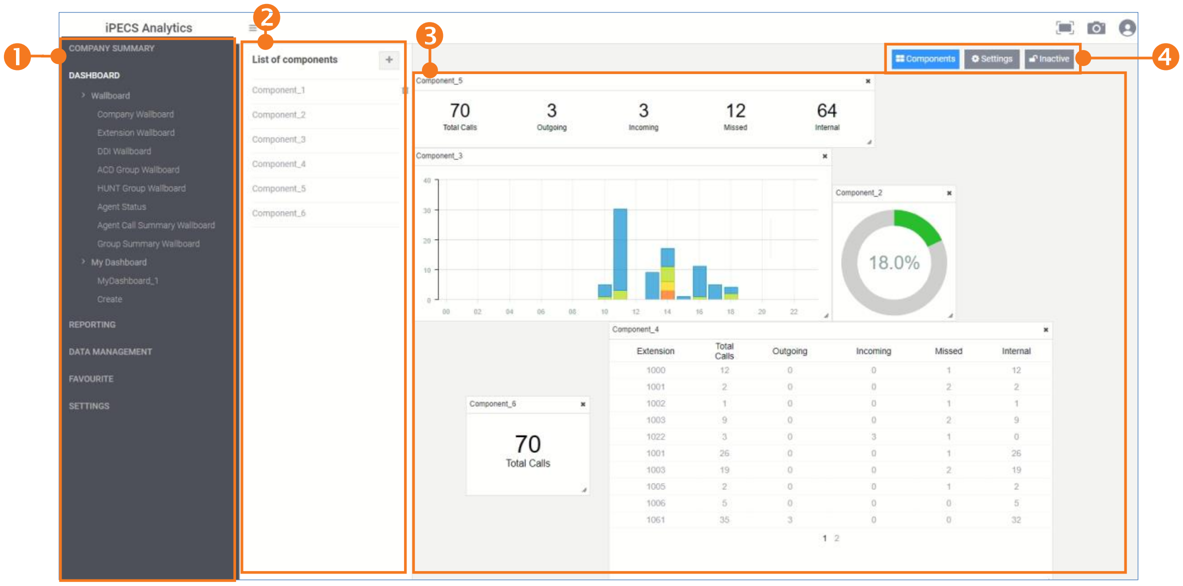
This page shows ACD group / Hunt Group Summar. Note that this menu is for the advanced license only.



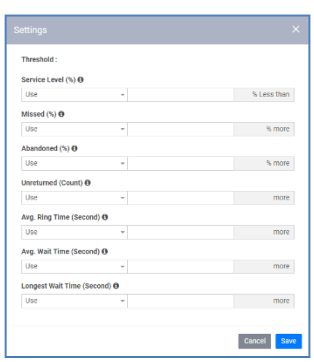
1. **Filter:** Supervisor can select all ACD / Hunt Group or certain ACD / Hunt Group to display.
2. **Group Summary:** Stable shows current call status in/out, direction, Elapsed time.

2.2.2 My Dashboard

This dashboard shows summary information of call activity.



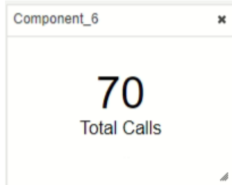
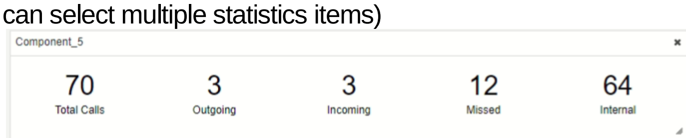
1. **My Dashboard:**
   - Click **Create**, popup page to Create a dashboard.
2. **List of components:**
   - Click **icon** (+), popup page to add components will be opened.
   - Show a list of components.
   - Allows Supervisor to delete the selected component by clicking the (🗑) icon
3. **Display:**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



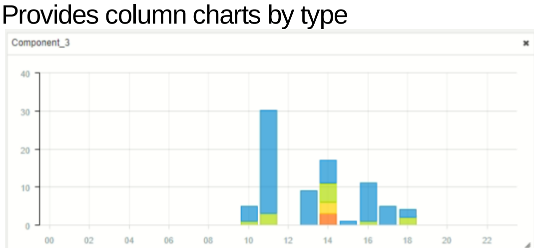
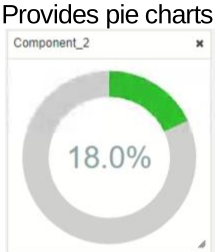
   - **Inactive/Active:** Can modify the screen when Inactive. When active, cannot modify the screen, and the contents of the components are updated every specific time.

2.2.2.1 Add Components

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

<table>
<tr><th>Components</th><th>Description</th></tr>
<tr><td>Key Performance</td><td>Provides call information of one statistical item

</td></tr>
<tr><td>Key Performance(Group)</td><td>Provides call information on several statistical items by type, (Supervisor can select multiple statistics items)

</td></tr>
<tr><td>Data Table</td><td>Provides a table of statistics by type


Component_4

Extension	Total Calls	Outgoing	Incoming	Missed	Internal
1000	12	0	0	1	12
1001	2	0	0	2	2
1002	1	0	0	1	1
1003	9	0	0	2	9
1022	3	0	3	1	0
1001	26	0	0	1	26
1003	19	0	0	2	19
1005	2	0	0	1	2
</td></tr>
<tr><td>Column Chart</td><td>Provides column charts by type

</td></tr>
<tr><td>Pie Chart</td><td>Provides pie charts by type

</td></tr>
<tr><td>Etc (Text)</td><td>Supervisor can add text or images to the dashboard

</td></tr>
</table>

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

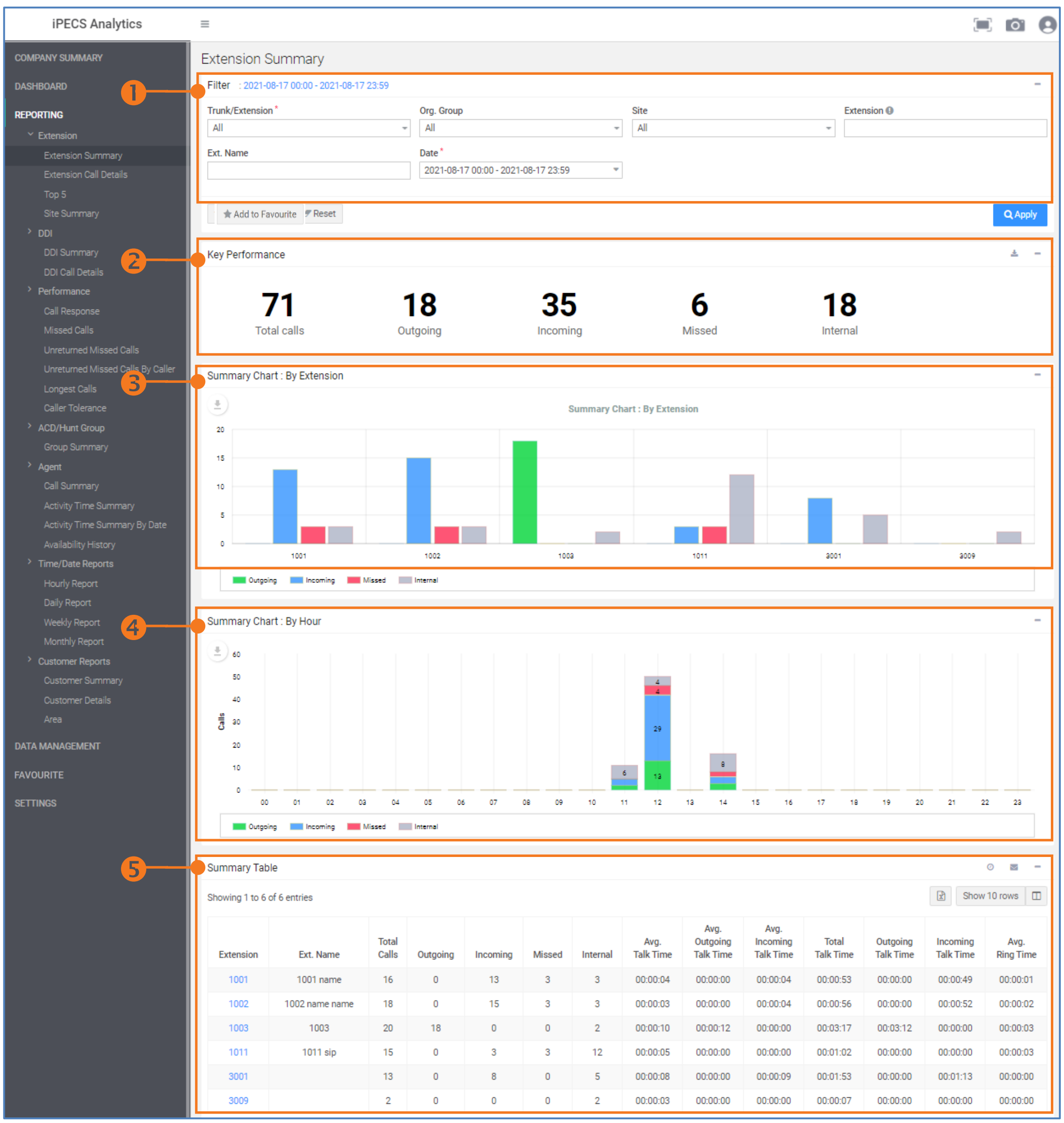
This section provides call activity reports for Extension reports, DDI reports, Performance reports, ACD/Hunt Group reports, Agent repots, Time/Date reports, and Customer reports.

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

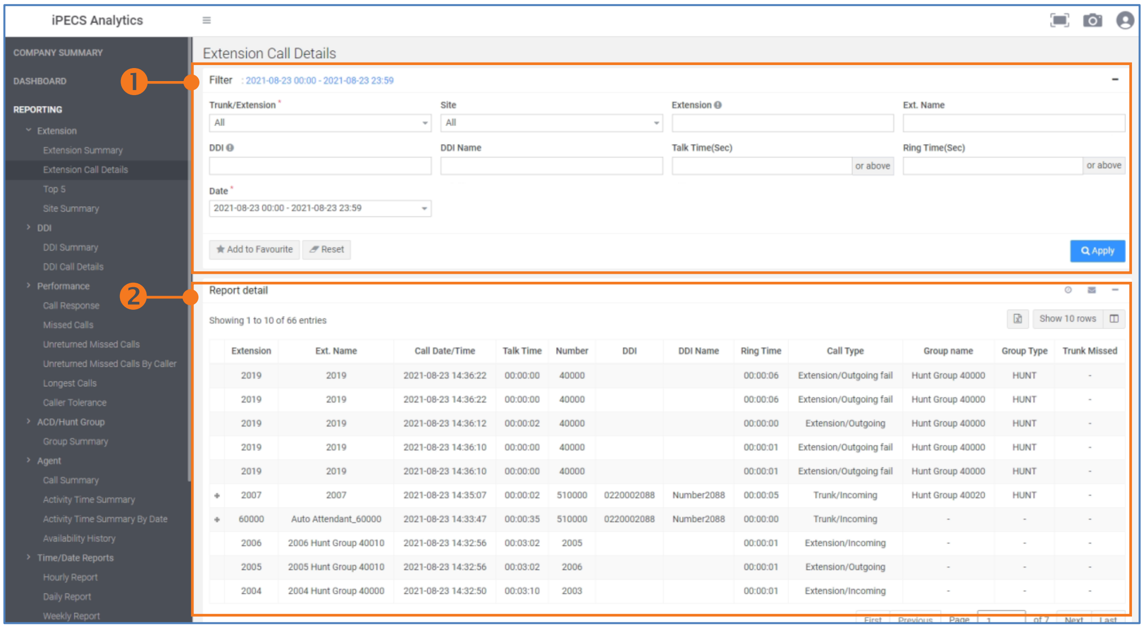
This page shows the total call data each extension about Collected SMDR data.



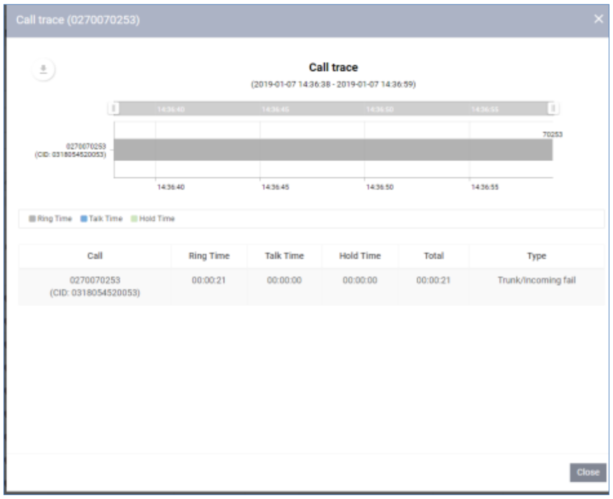
1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Trunk/Extension:** Inquire all or by extension or trunk.
   - **Org. Group:** Inquire by option which manager set such as user.
   - **Site:** Inquire the selected site.
   - **Extension:** Inquire extension number 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 ( ) 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 ( ) 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 ( ) icon.

2.3.1.2 Extension Call Details

This page shows extension call history 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. **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 () 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 () icon.
   - **Call Trace:** Allows you to pop up, which can see call trace of the current call is opened by clicking the () icon.

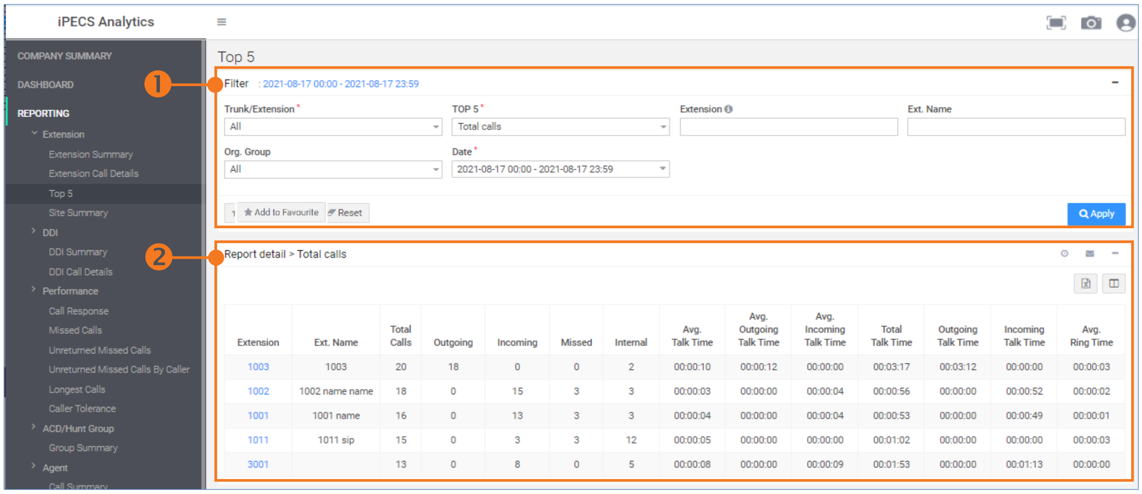


NOTE

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

2.3.1.3 TOP 5

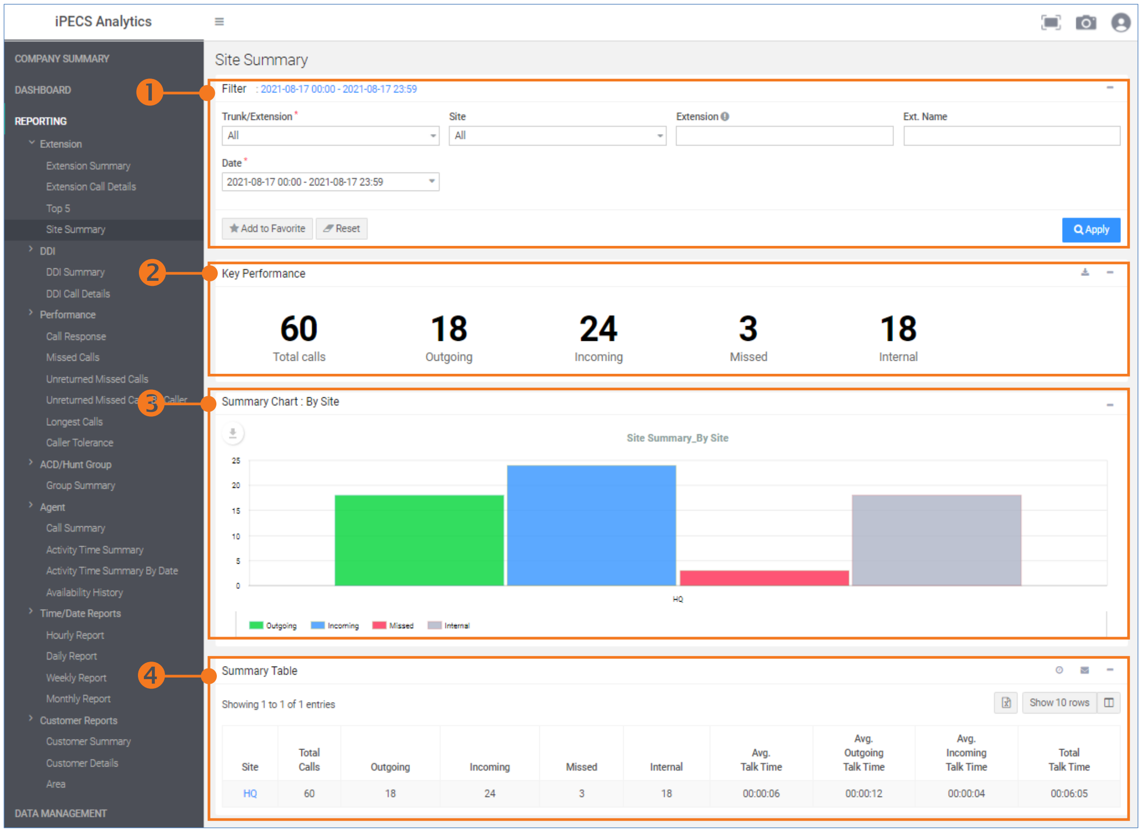
This page shows the top 5 data list lists, including extension Total calls, Outgoing, Incoming, Missed, Internal, etc.



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 ( ) icon.
   - **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 ( ) icon.

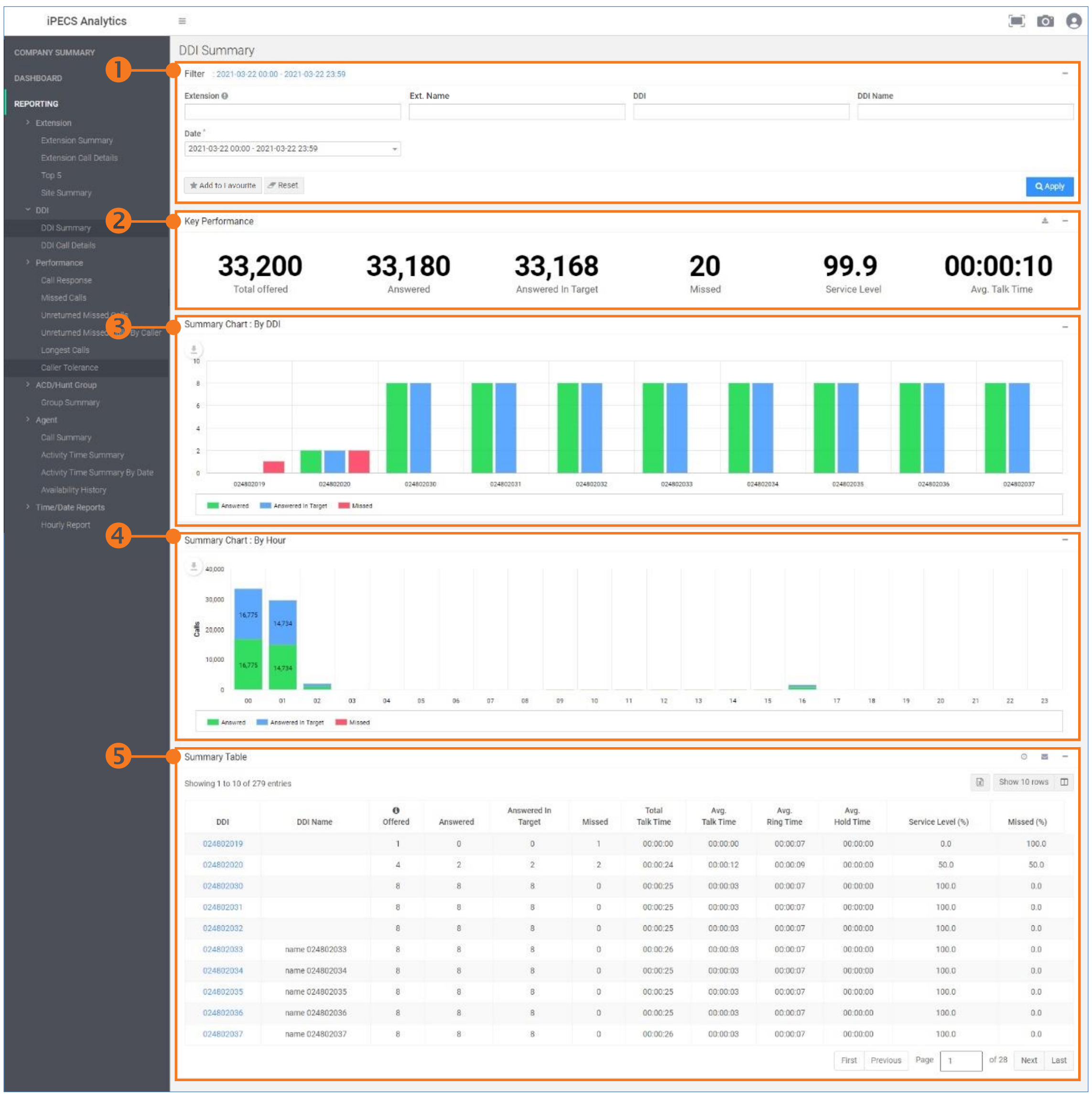
- **Excel download:** Allows you to download the data to excel format by clicking the ( ) icon.
- **Rows:** Allows you to change the count of rows per page on list by clicking the (Show 10 rows) icon.
- **Set item:** Allows you to set items to show or not on the table by clicking the ( ) icon.

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.

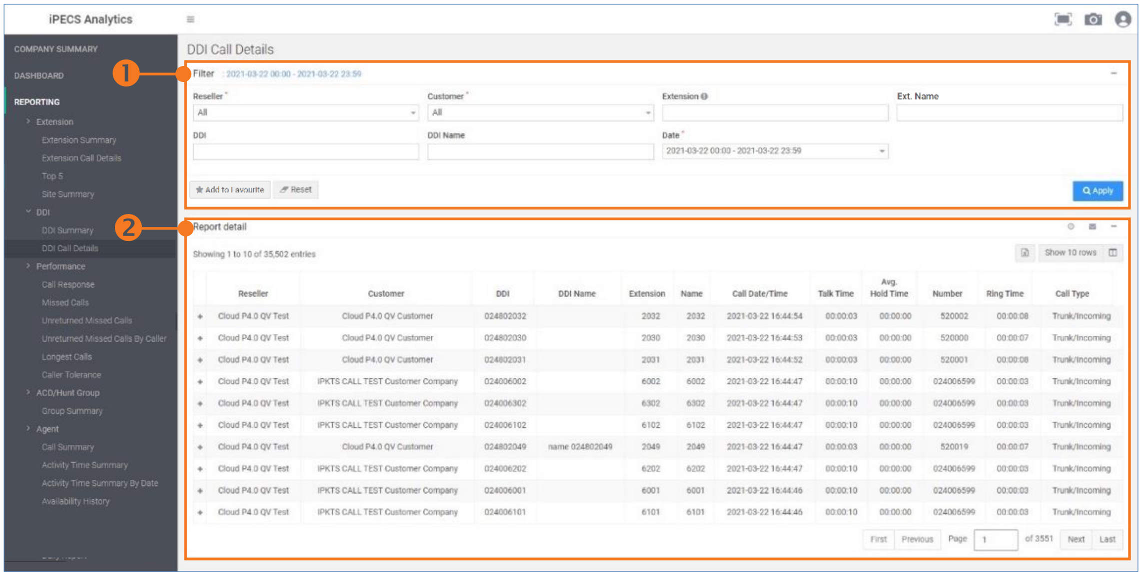
5. **Summary Chart : By Hour:**
It displays Answered, Answered in target, and Missed item Hourly

4. **Summary Table:** It displays the filtered data. If you click a DDI number, it moves to DDI call list page.

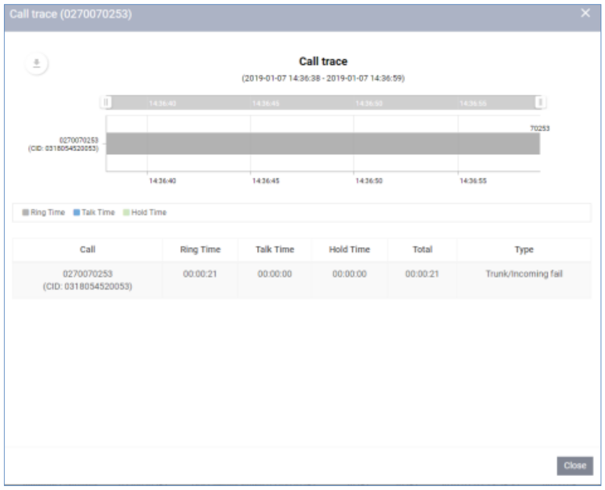
- **Schedule settings:** Allows you to register the current page to mail sending schedule by clicking the ( ) icon.
- **Mail sending:** Allows you to send the data displayed on the page to mail by clicking the ( ) icon.
- **Excel download:** Allows you to download the data to excel format by clicking the ( ) icon.
- **Rows:** Allows you to change the count of rows per page on list by clicking the ( ) icon.

2.3.2.2 DDI Calls Details

This page shows the DDI call history 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. **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 ( ) 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 ( ) icon.
   - **Call Trace:** Allows you to pop up, which can see call trace of the current call is opened by clicking the ( ) icon.



NOTE

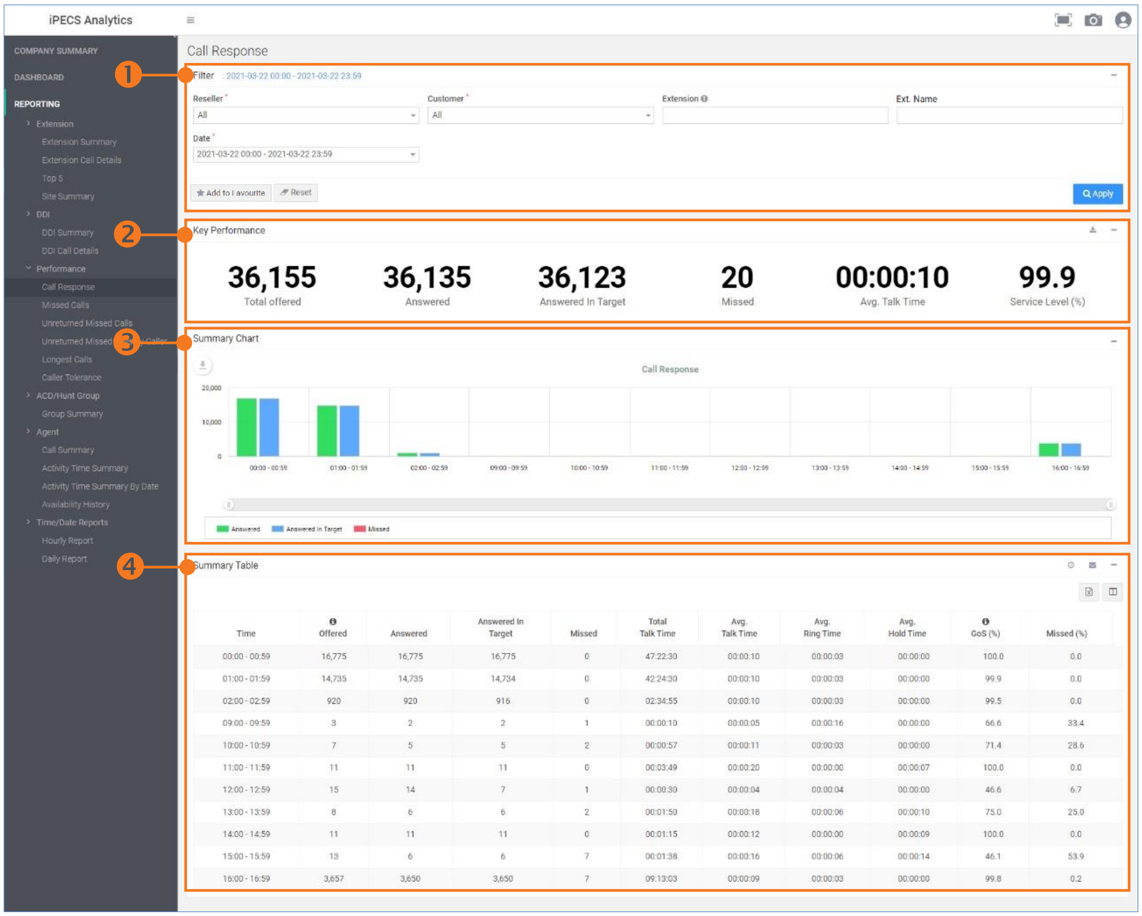
The **plus** () icon about call trace is displayed only Incoming call and Outgoing call about trunk.

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.



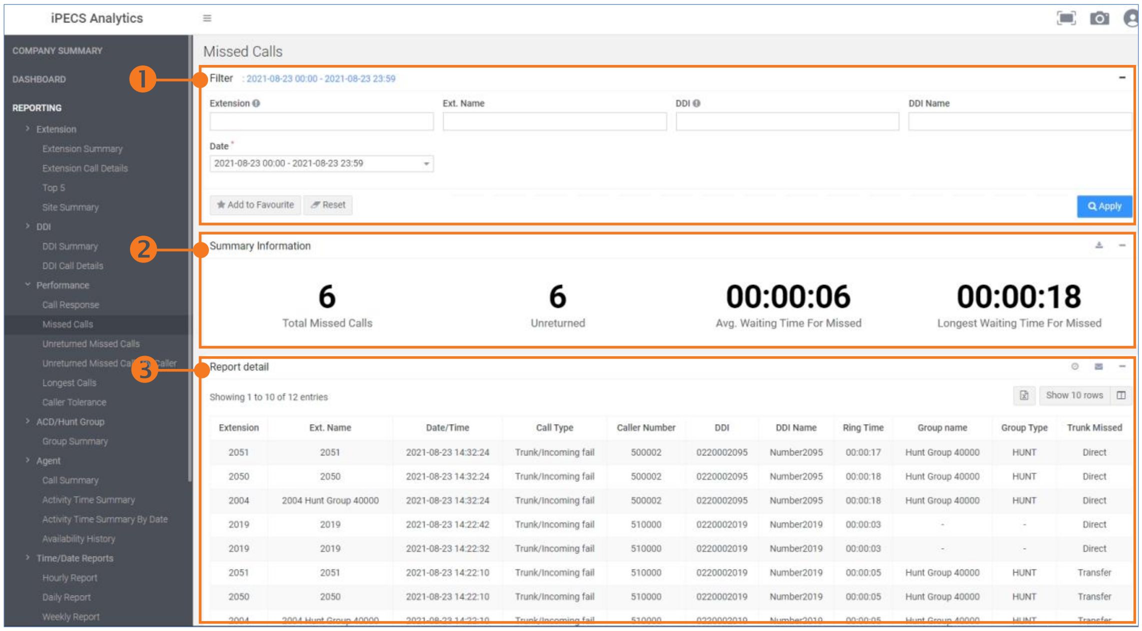
1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
   - **Ext. Name:** Inquire inputted name.
   - **Date:** Inquire data by date.
2. **Key Performance:** It displays 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 ( ) icon.
- **Set item:** Allows you to set items to show or not on the table by clicking the ( ) 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.)

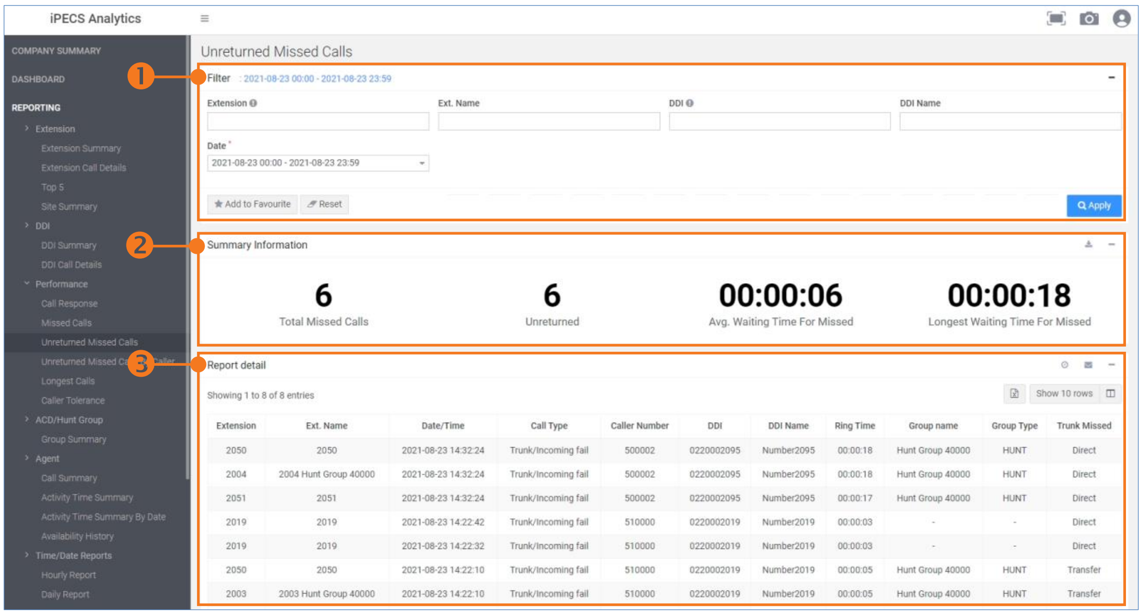


1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
   - **Ext. Name**: Inquire inputted name.
   - **Date:** Inquire data by date.
2. **Key Performance:** It displays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

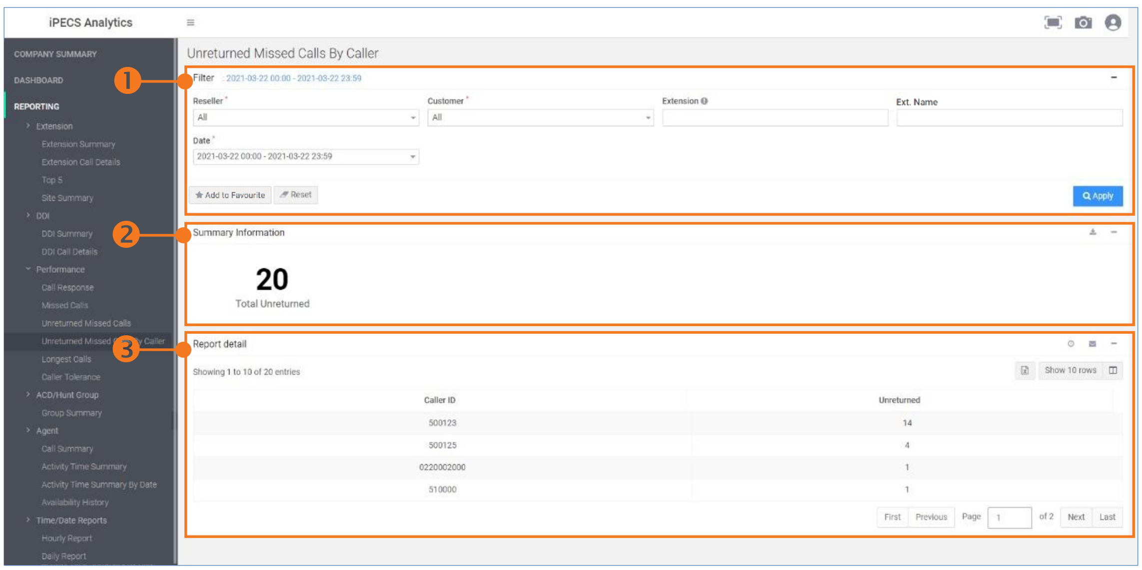


1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
   - **Ext. Name:** Inquire inputted name.
   - **Date:** Inquire data by date.
2. **Key Performance:** It displays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

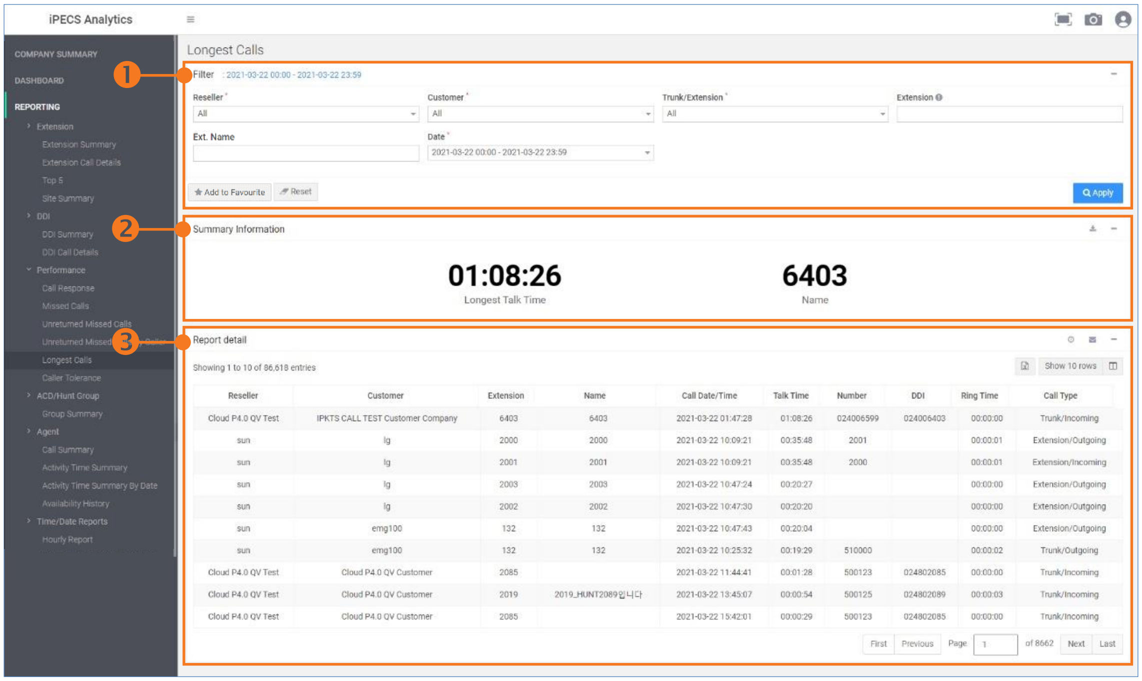
NOTE Unreturned missed calls are unanswered calls that have not yet been returned. Once the call has been returned within the same day, it will no longer appear on a report as unreturned missed.



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 ( ) 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 ( ) icon.

2.3.3.5 Longest Calls

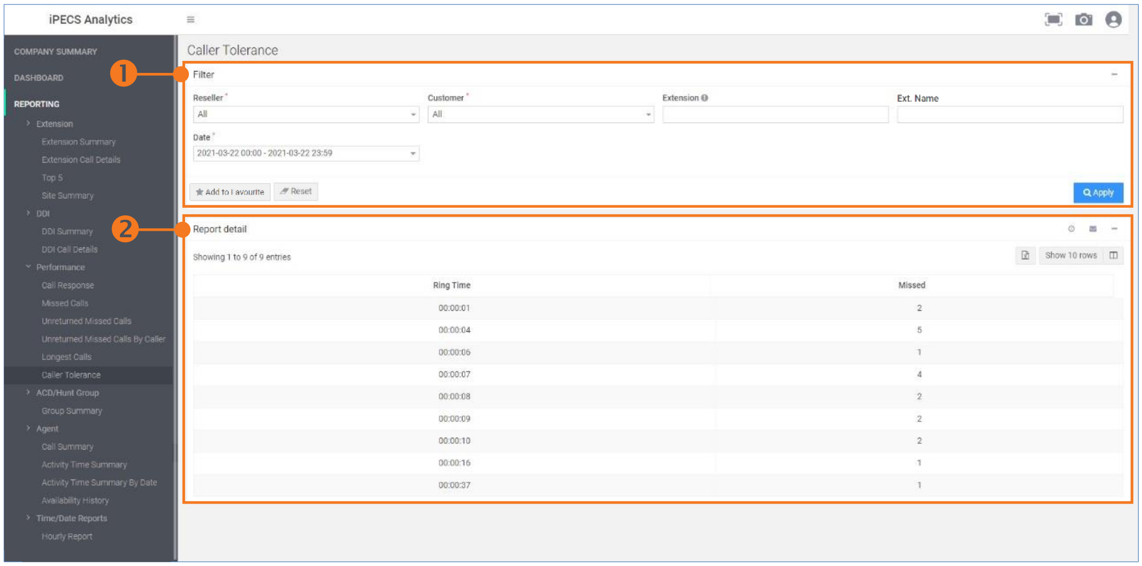
This page shows extension call history in the longest chronological sequence about Collected SMDR data.



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



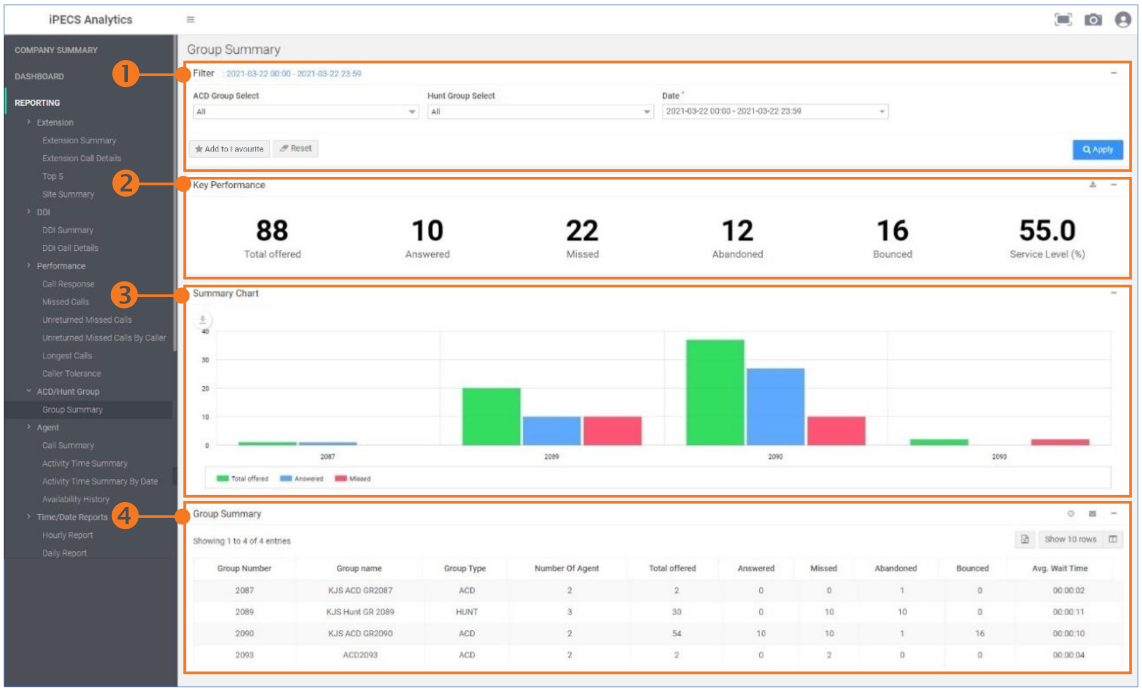
1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Trunk/Extension:** Inquire extension, trunk, or both of them.
   - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
   - **Ext. Name:** Inquire inputted name.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



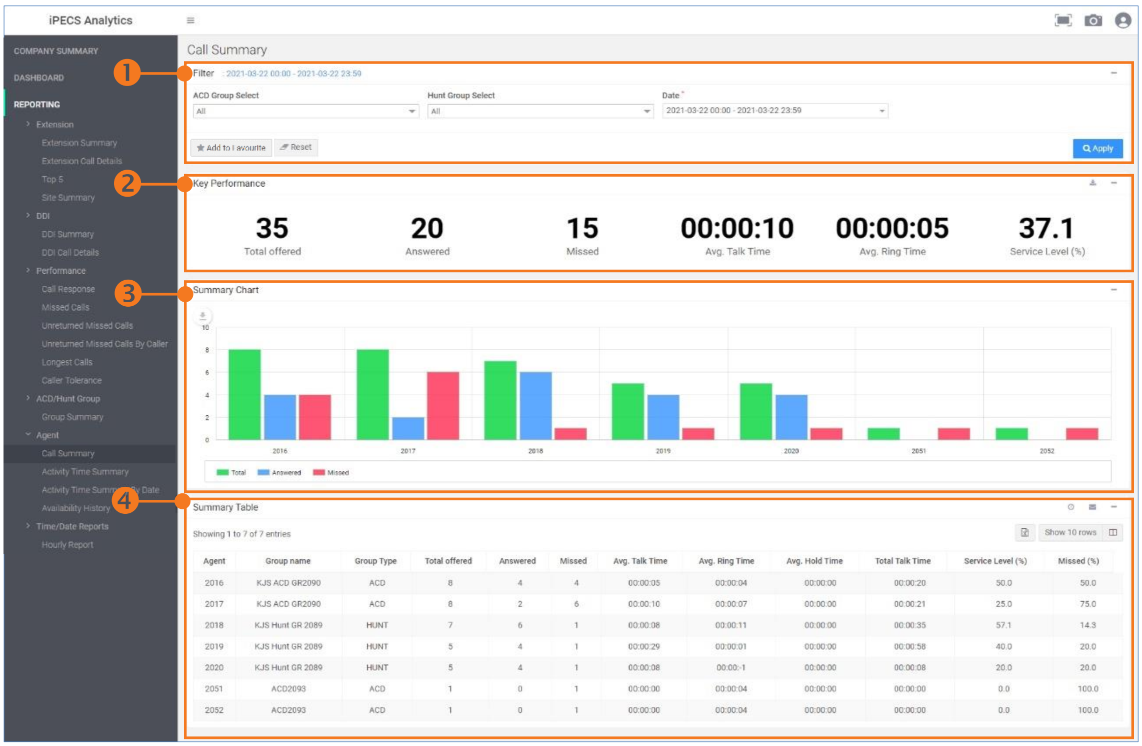
1. **Apply Filter:** Input or select data of condition that you want to filter.
    - **ACD Group:** Select ACD Group.
    - **Hunt Group:** Select Hunt Group.
    - **Date:** Inquire data by date.
2. **Key Performance:** It displays key metrics of calls with the filtered condition.
3. **Summary Chart:** 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 ( ) icon.
    - **Set item:** Allows you to set items to show or not on the table by clicking the ( ) 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

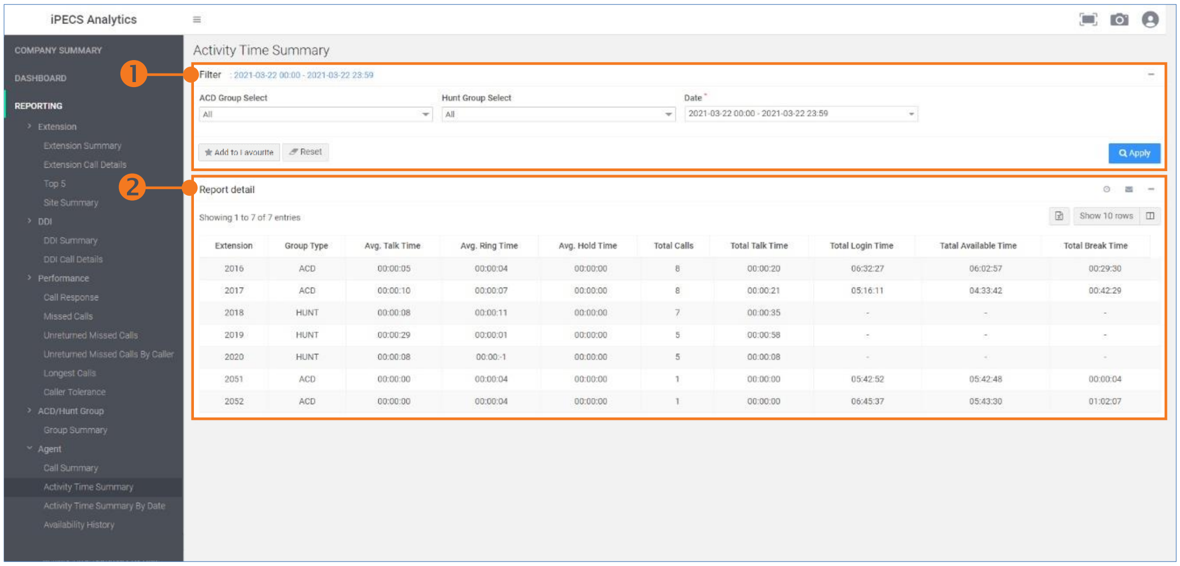
This page shows all call information for ACD agent/Hunt Member and call information list for each agents. Note that this menu is for the advanced license only.



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 ( ) icon.
   - **Set item:** Allows you to set items to show or not on the table by clicking the ( ) icon.

2.3.5.2 Activity Time Summary

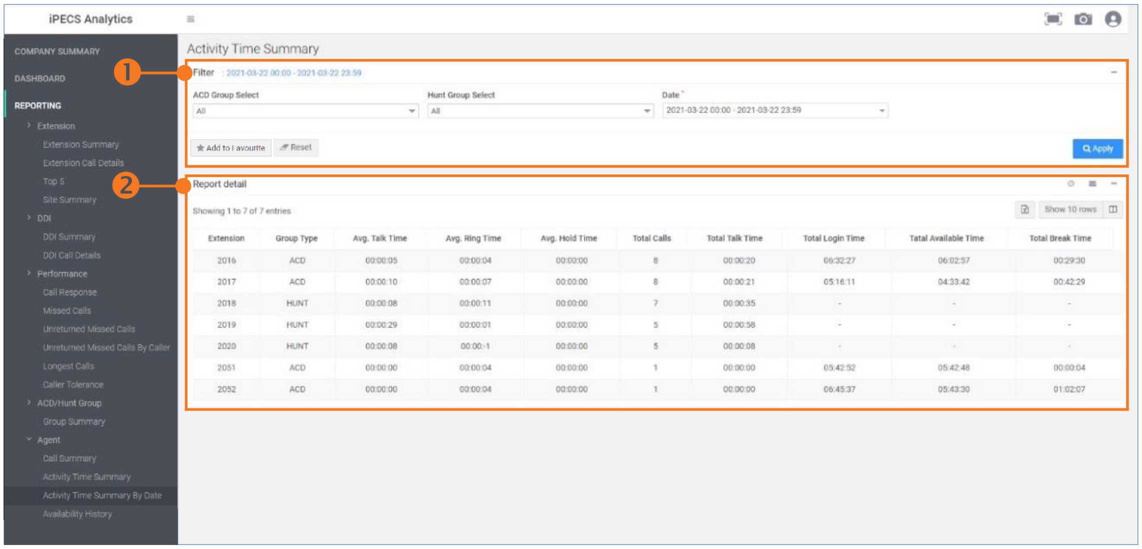
This page shows the ACD agent's activity time. Note that this menu is for the advanced license only.



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 ( ) 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 ( ) icon.
   - **Set item:** Allows you to set items to show or not on the table by clicking the ( ) icon.

2.3.5.3 Activity Time Summary By Date

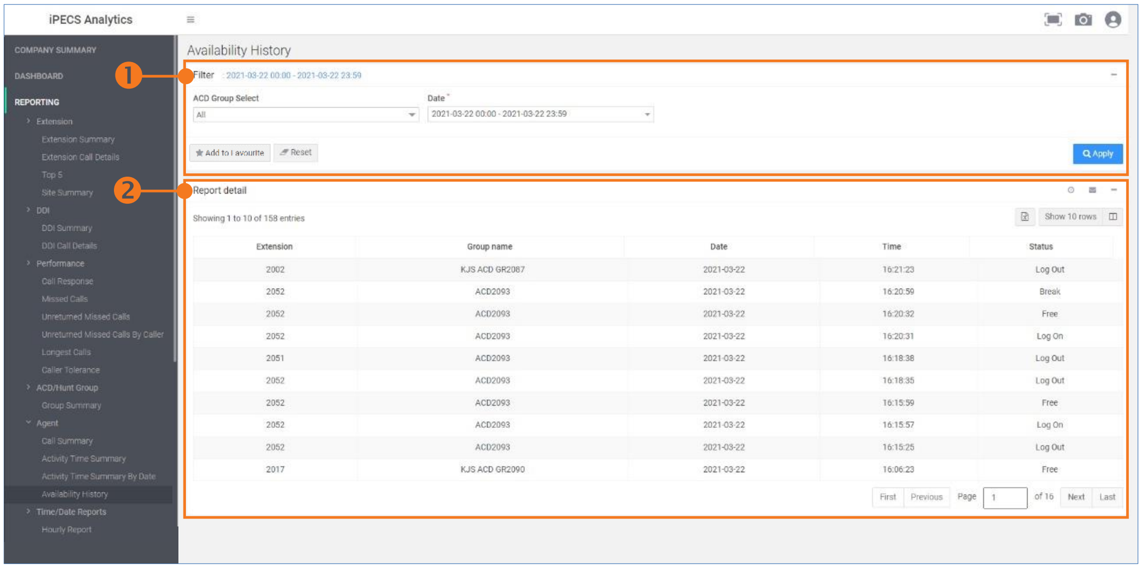
This page shows the ACD agent’s activity by Daily. Note that this menu is for the advanced license only.



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 ( ) 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 ( ) icon.
   - **Set item:** Allows you to set items to show or not on the table by clicking the ( ) 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.



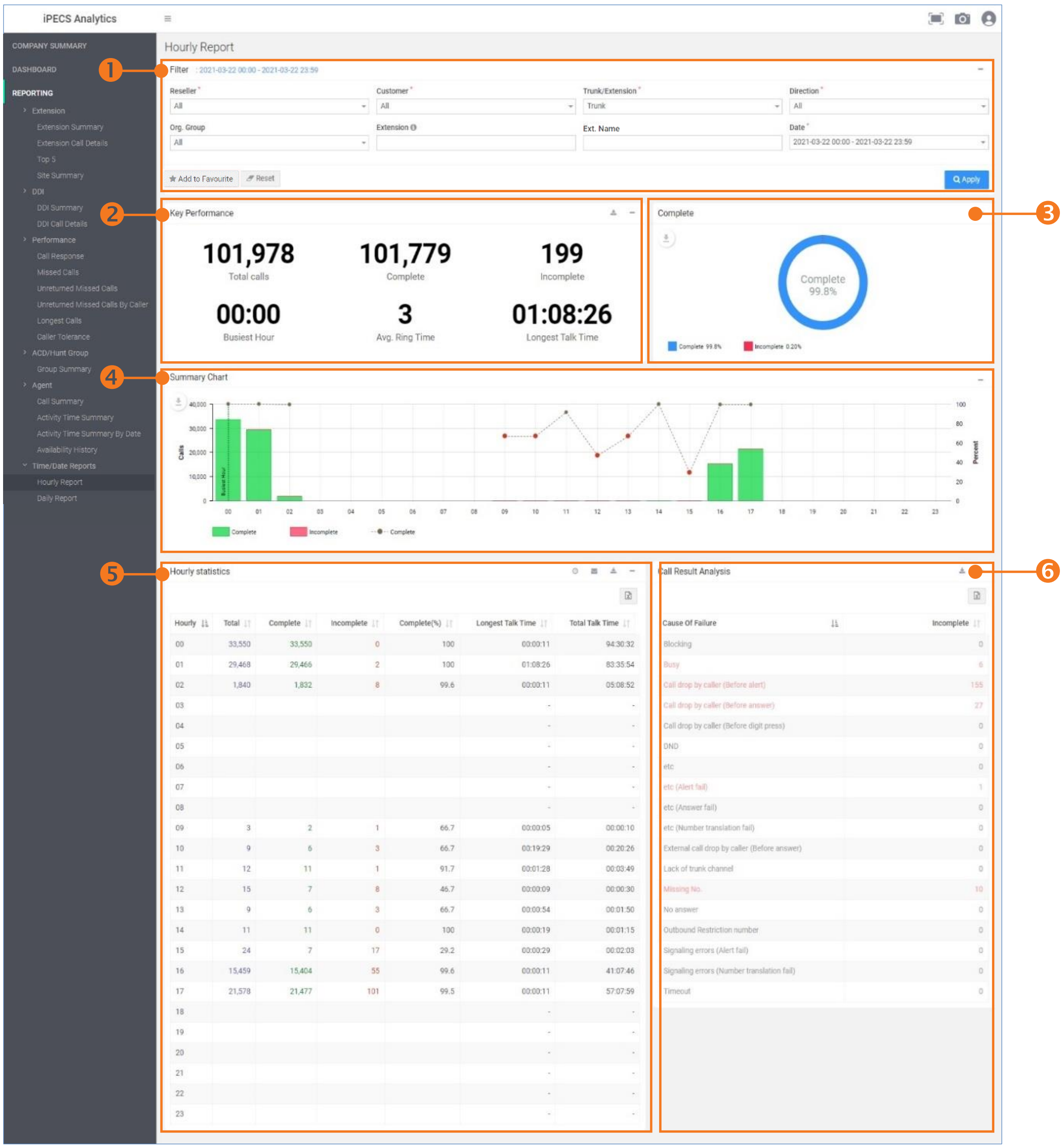
1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **ACD Group:** Select Acd Group.
   - **Date:** Inquire data by date.
2. **Report Detail:** It displays the filtered data.
   - **Schedule settings:** Allows you to register the current page to mail sending schedule by clicking the ( ) 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 ( ) icon.
   - **Set item:** Allows you to set items to show or not on the table by clicking the ( ) 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

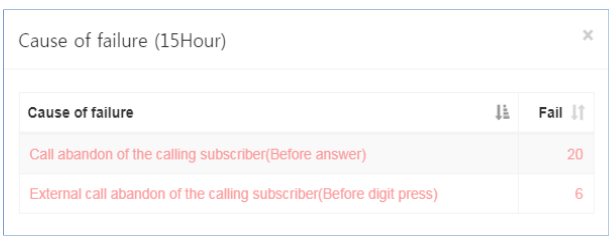
This page shows a hourly report of collected SMDR data.



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 ( ) icon.
6. **Fail Statistics:** Display failure call of query condition.
   - On the chart, click the red ( ) dot to display the Causes of failure.



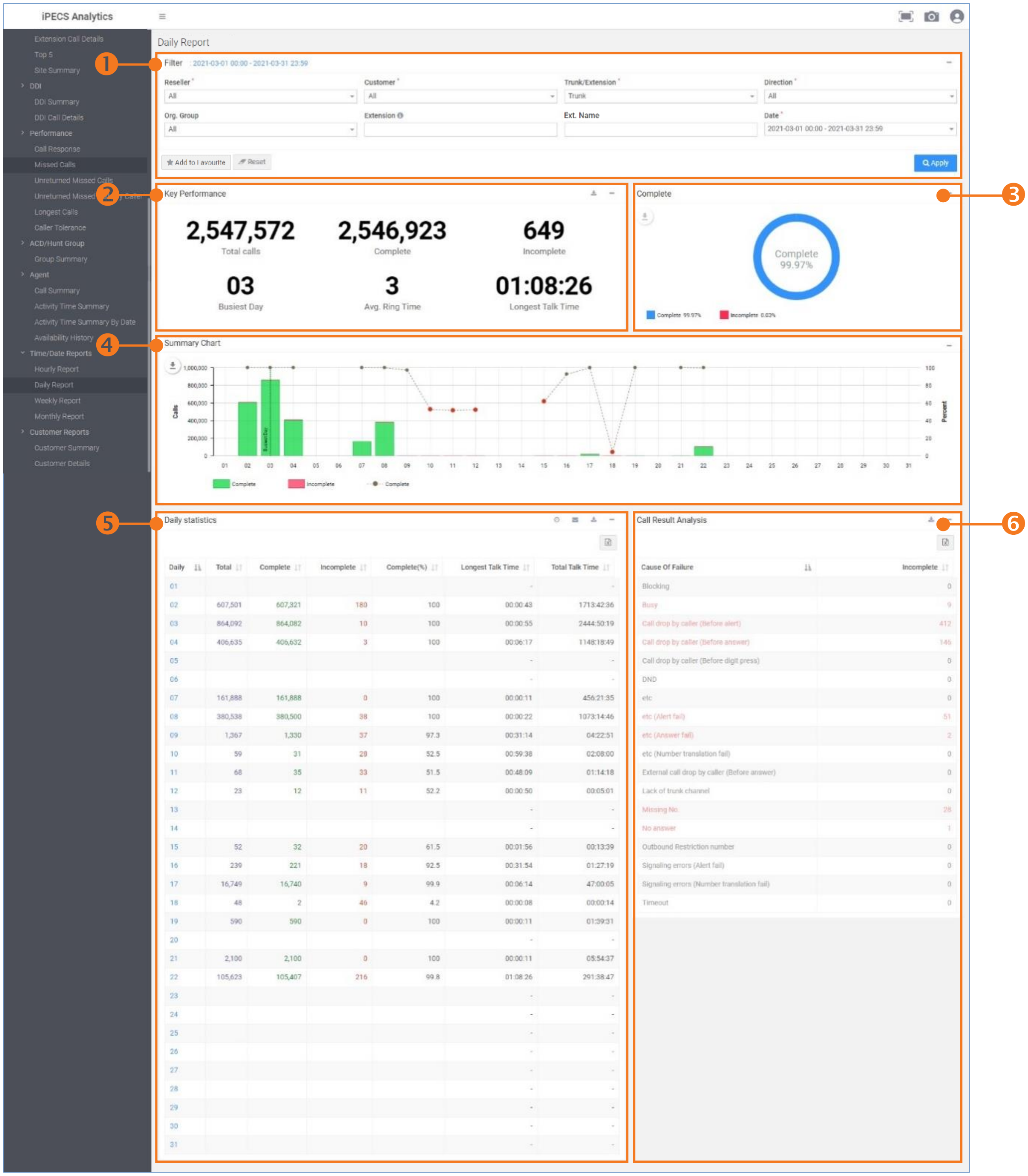
Cause of failure (15Hour)

Cause of failure	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.

2.3.6.2 Daily Report

This page shows a Daily report of collected SMDR data.

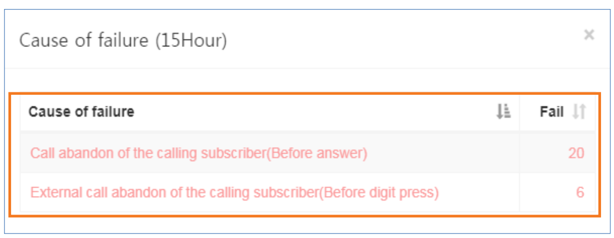


1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Trunk/Extension:** Inquire extension, trunk, or both of them.
   - **Direction:** Inquire outgoing, incoming or both of them.
   - **Org. Group:** Inquire by option which manager set such as user.
   - **Extension:** 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 ( ) 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 ( ) icon.
6. **Fail Statistics:** Display failure call of query condition.
    - On the chart, click the red ( ) dot to display the Causes of failure.

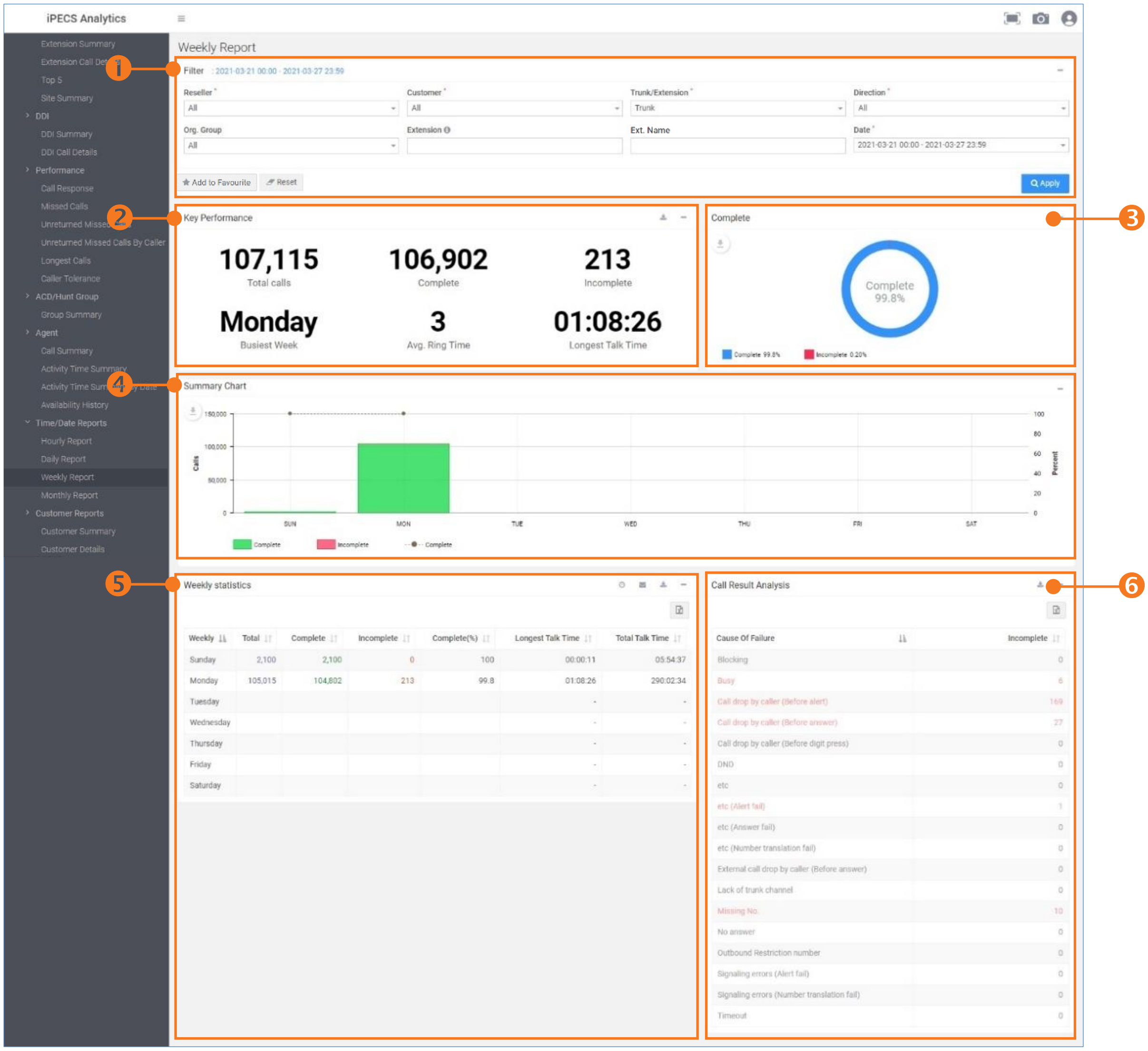

Cause of failure (15Hour)

Cause of failure	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.

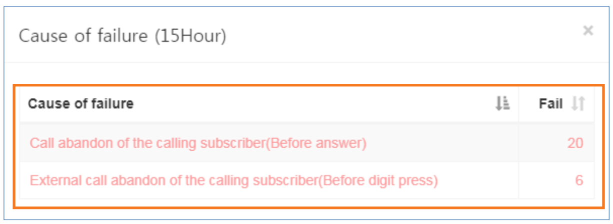
2.3.6.3 Weekly Report

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 ( ) 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 ( ) icon.
6. **Fail Statistics:** Display failure call of query condition.
   - On the chart, click the red (●) dot to display the Causes of failure.

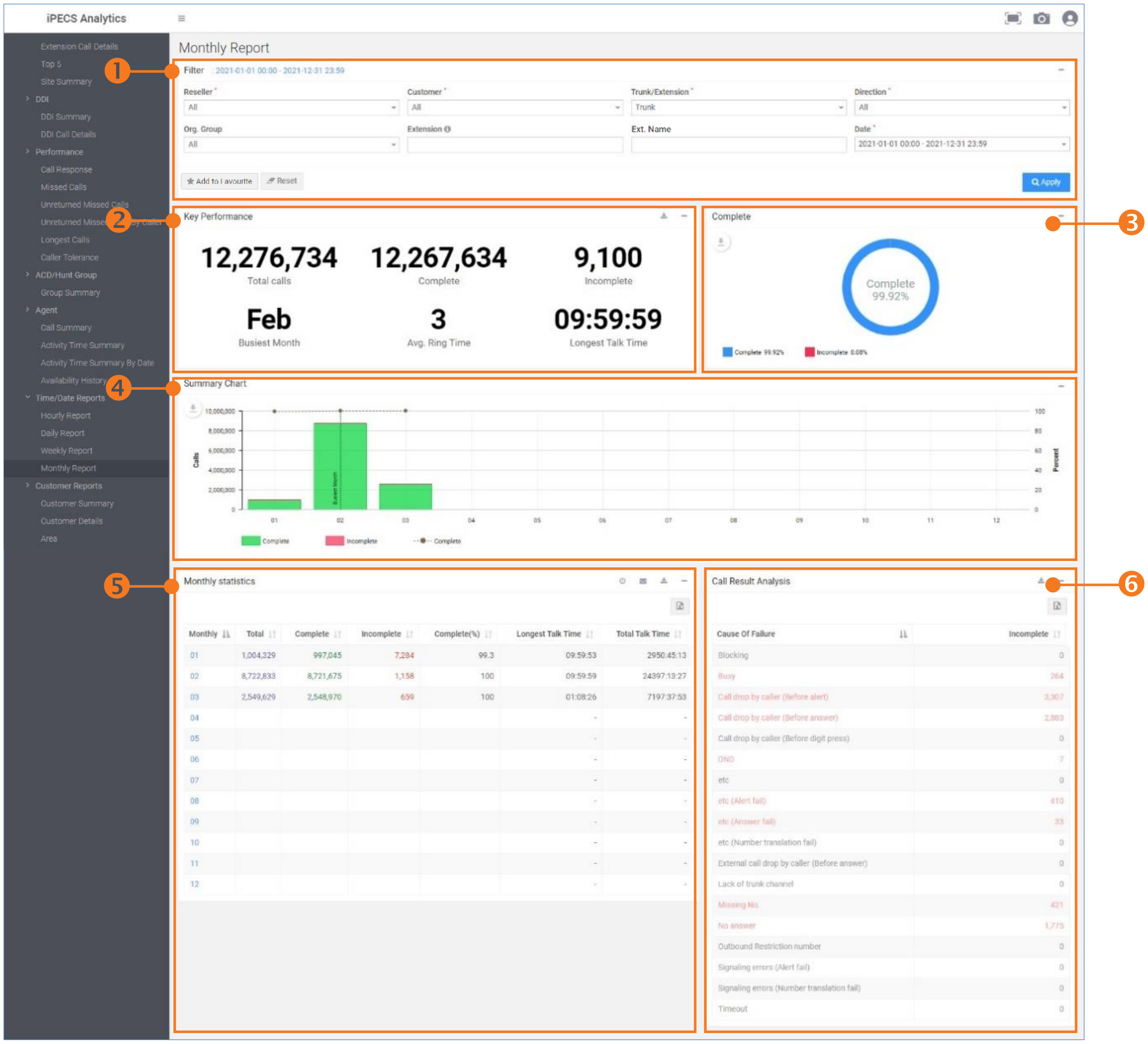

Cause of failure (15Hour)

Cause of failure	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.

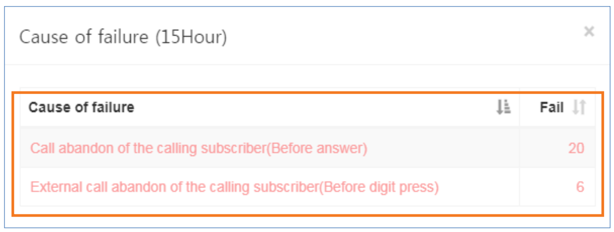
2.3.6.4 Monthly Report

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 ( ) 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 ( ) 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	Fail
Call abandon of the calling subscriber(Before answer)	20
External call abandon of the calling subscriber(Before digit press)	6

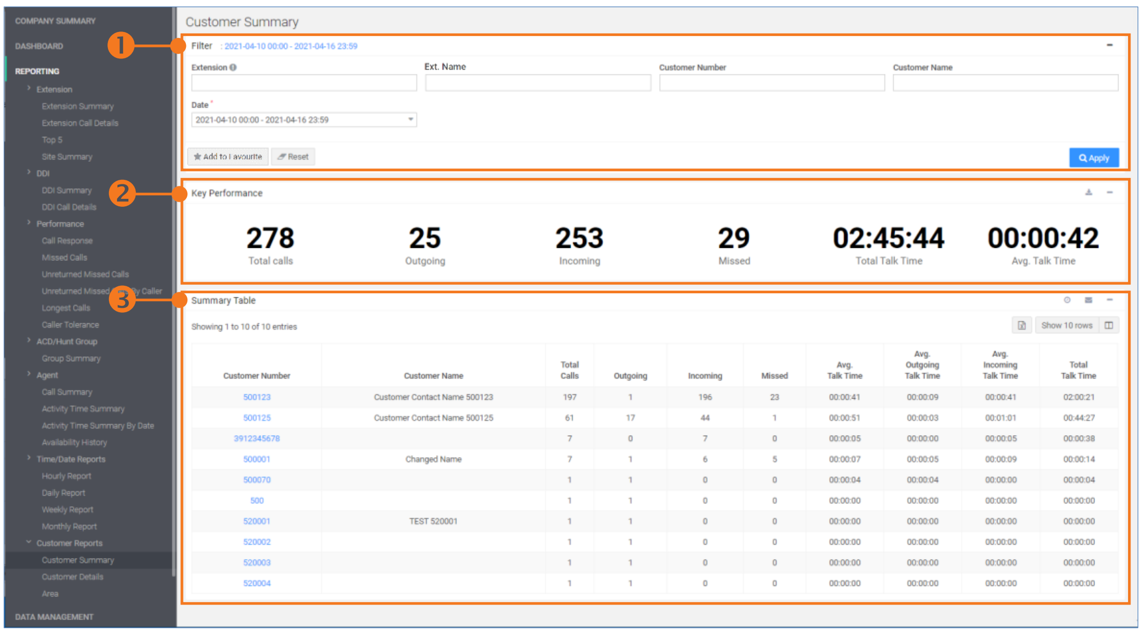
   - **Excel download:** Allows you to download the data to excel format by clicking the ( ) icon.

2.3.7 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.

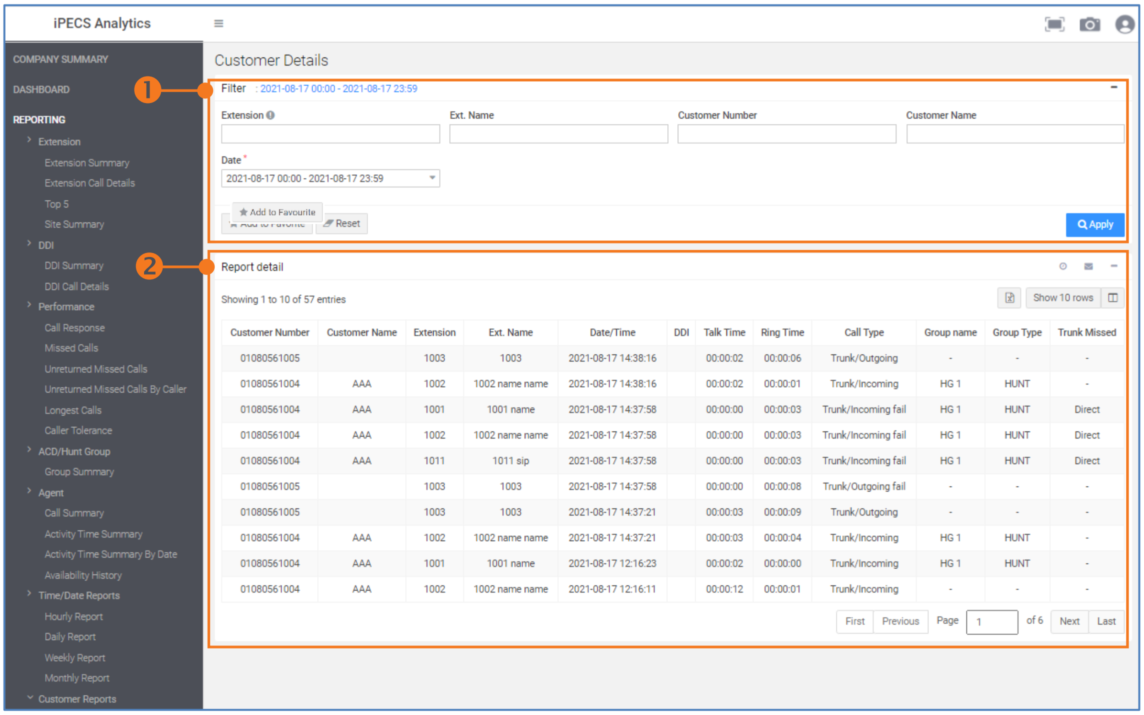


1. **Apply Filter:** Input or select data of condition that you want to filter.
    - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
    - **Ext. Name:** Inquire inputted name.
    - **Customer Number:** Inquire inputted number.
    - **Customer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

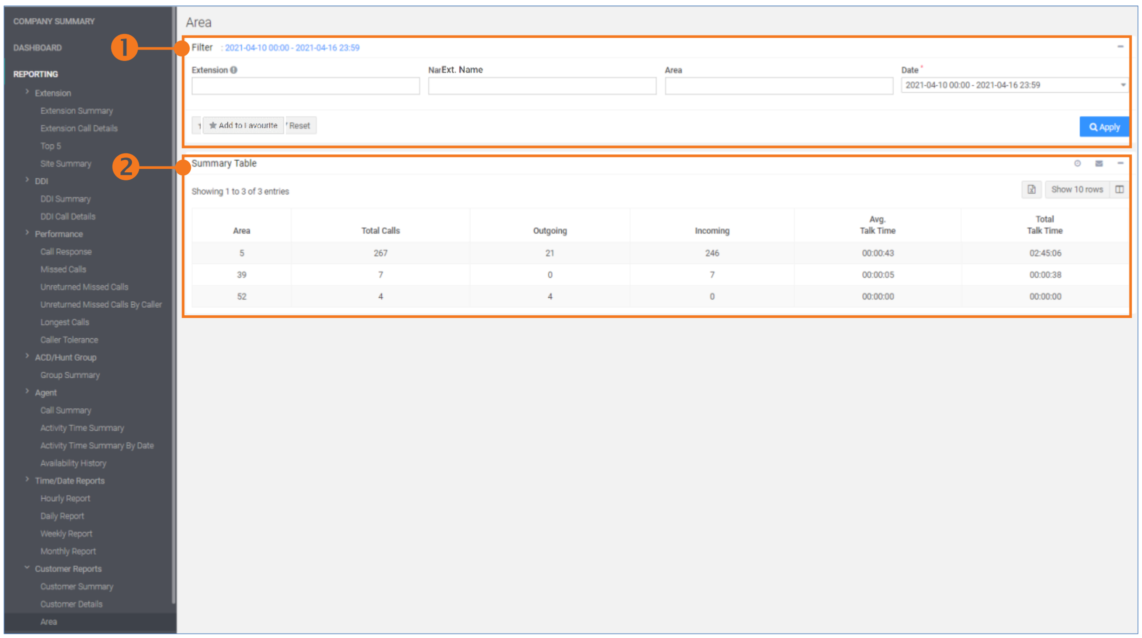


1. **Apply Filter:** Input or select data of condition that you want to filter.
   - **Extension:** Inquire extension number can use comma (,) and hyphen (-) to filter, for example, 1,2,3-5.
   - **Ext. Name:** Inquire inputted name.
   - **Customer Number:** Inquire inputted number.
   - **Customer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



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 ( ) 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 ( ) icon.

2.4 Data Management

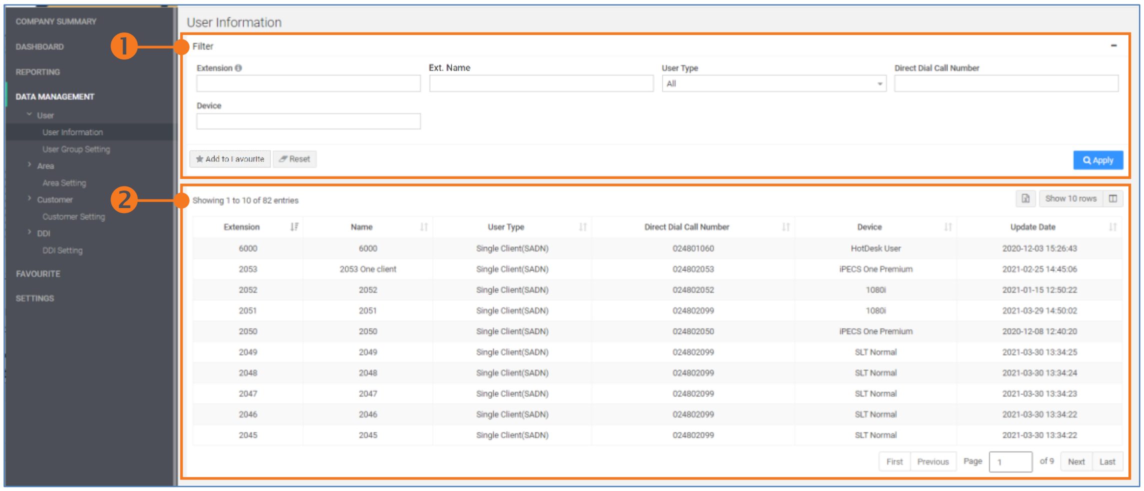
You can set the DDI, Customer, and Area provided in the Reporting menu.

2.4.1 User

It displays synchronized user information from EMS.

2.4.1.1 User information

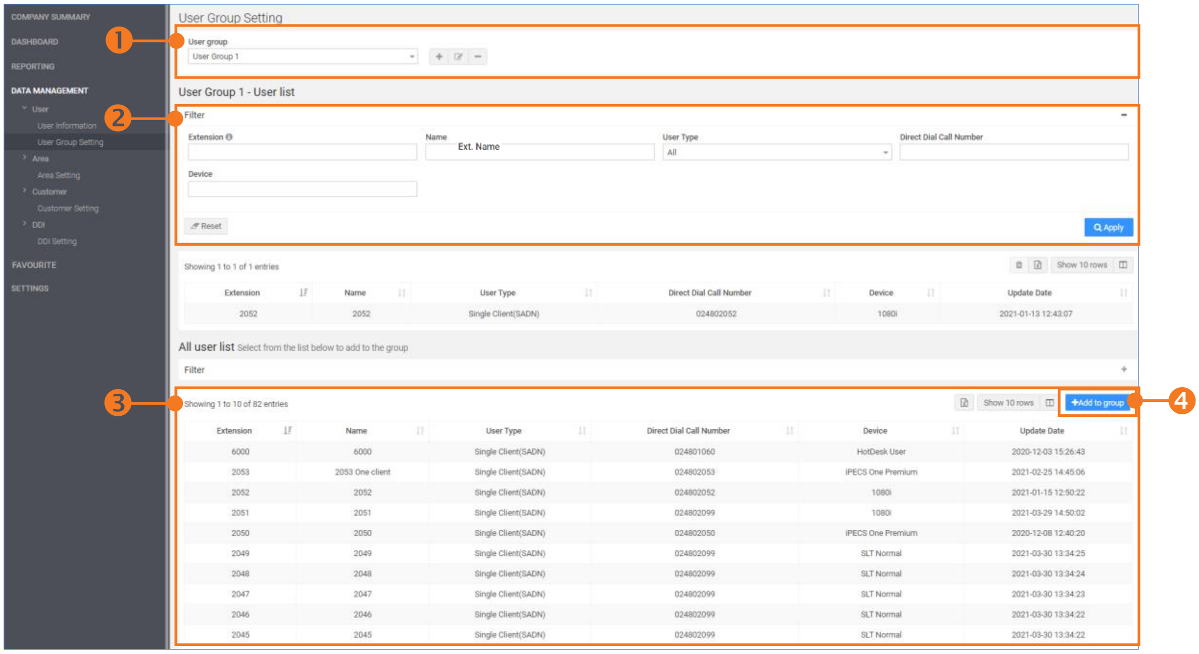
This page shows synchronized user detail information from EMS.



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 () 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 () icon.

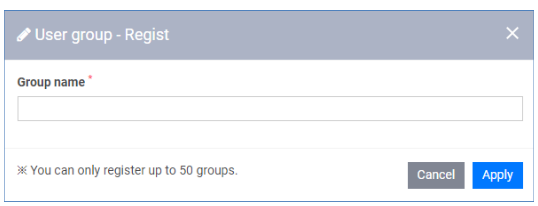
2.4.1.2 User group setting

This page shows synchronized user detail information each group.

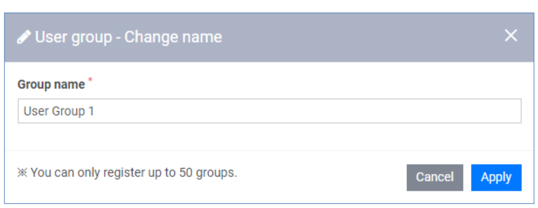


1. **User Group:** There are 3 buttons (+ ✎ −) which you can use to set a User group, and each button can be used as described below.

   - **Add group:** Click icon (+), popup page to add data will be opened.



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



   - **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 ( ) 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 ( ) 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.

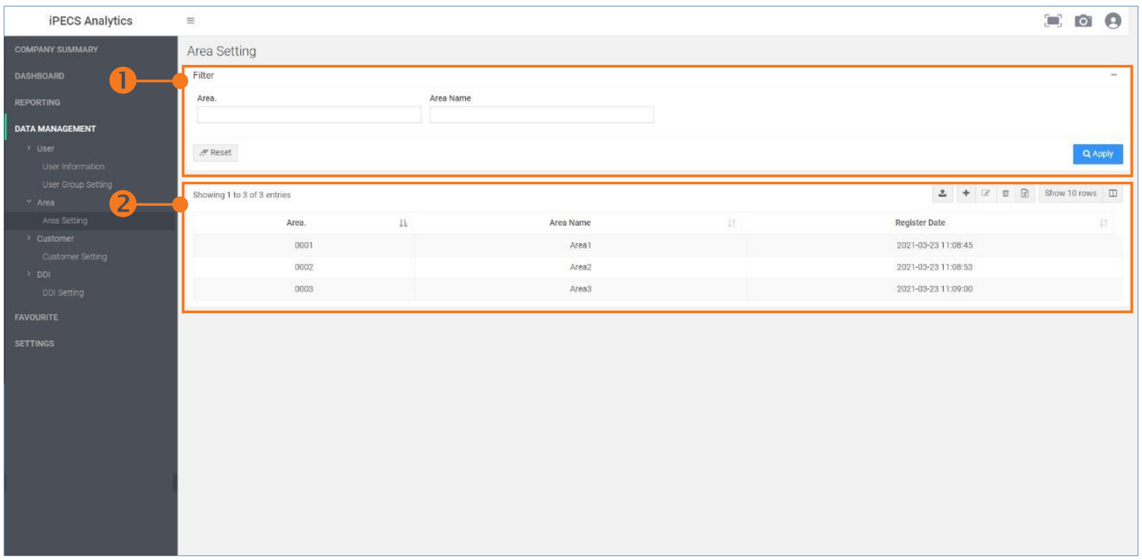
2.4.2 Area

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.



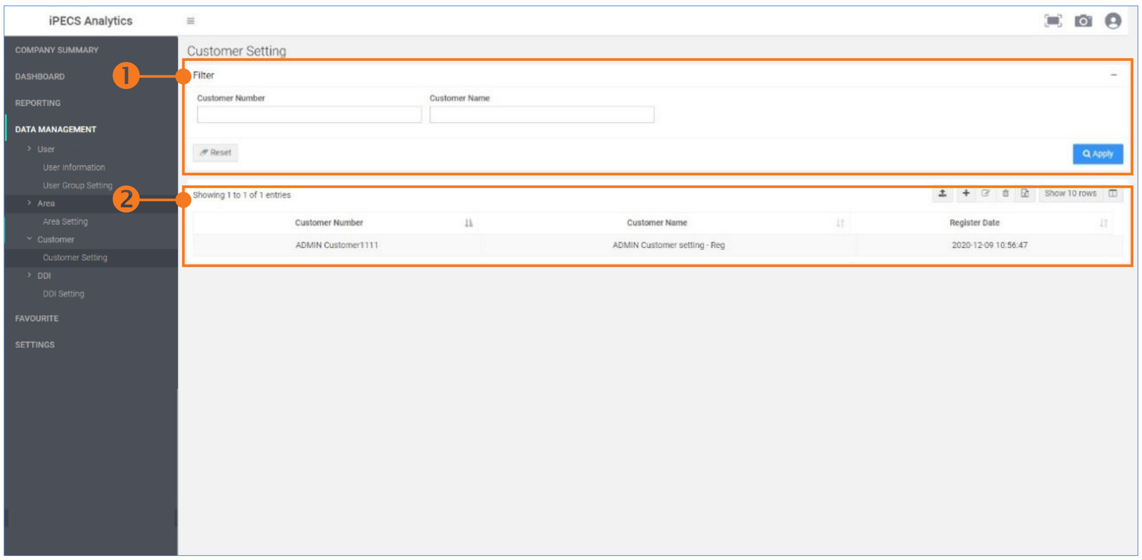
1. **Apply Filter**: Input data of condition that you want to filter.
   - **Area:** Inquire inputted area.
   - **Area Name:** Inquire inputted area name.
2. **Table:** It displays the filtered data.
   - **Excel upload:** Excel file is uploaded using the icon ( ).
   - The excel file format can download 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 ( ) 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 ( ) 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.



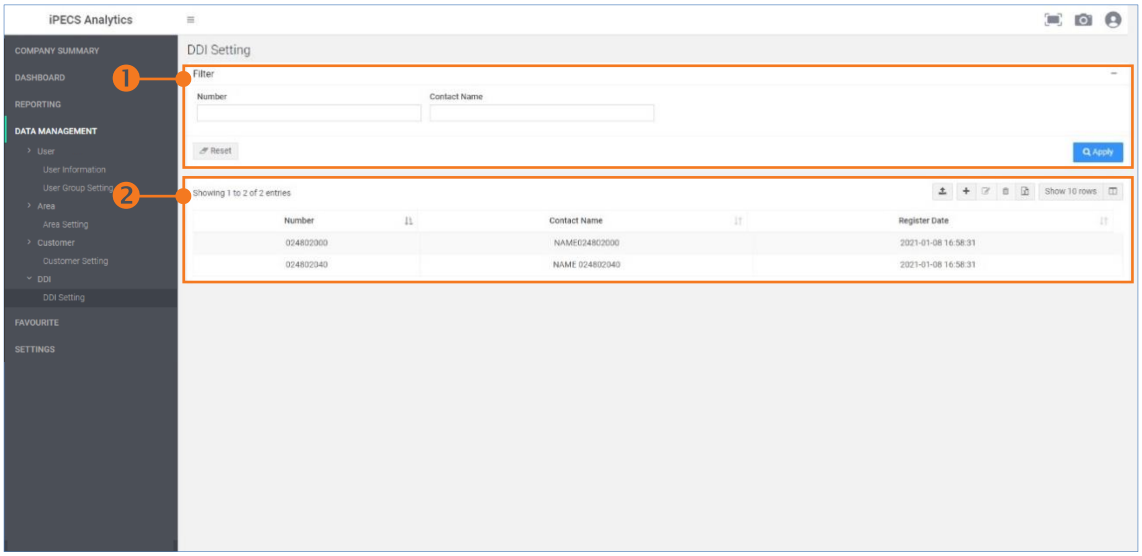
1. **Apply Filter:** Input data of condition that you want to filter.
   - **Customer Number:** Inquire inputted number.
   - **Customer Name**: Inquire inputted contact name.
2. **Table:** It displays the filtered data.
   - **Excel upload:** Excel file is uploaded using the icon ( ).
   - The excel 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 ( ) 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 ( ) 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.



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 ( ).
   - 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 ( ) 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 ( ) icon.

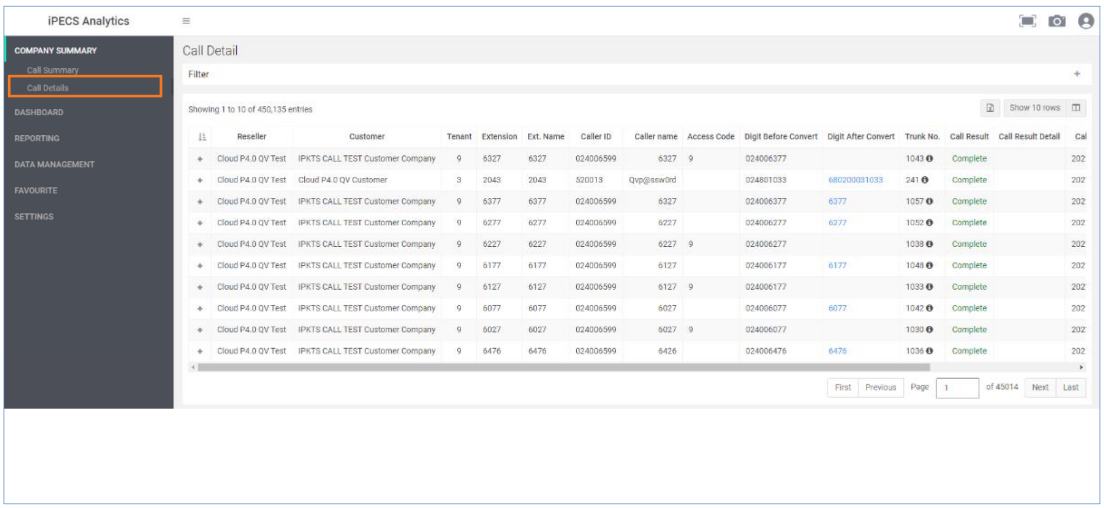
2.5 Favourite(Favorite)

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.

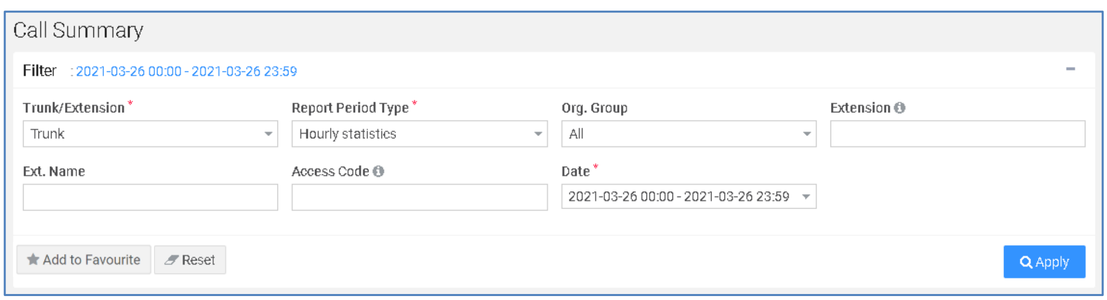
NOTE Only up to 10 Favourites(Favorite) can be registered.

2.5.1 Add to favourite(Favorite)

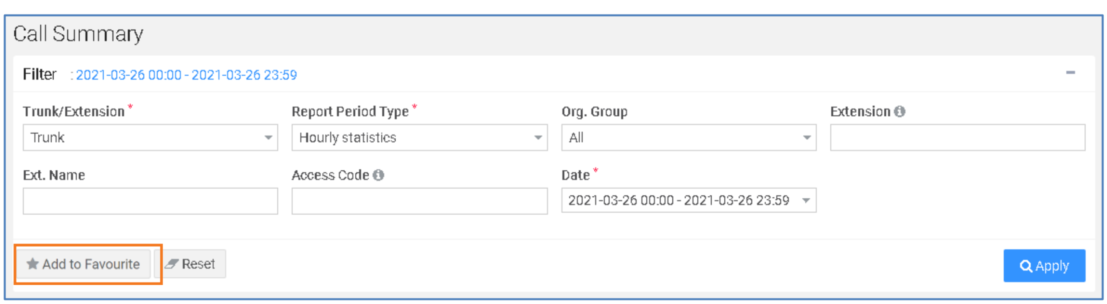
1. Go to the menu to register in Favourite(Favorite).



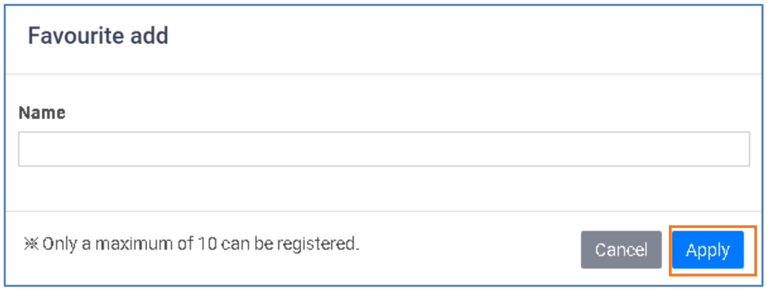
2. Open the upper 'Apply Filter' and set the Filter item to apply (if necessary).



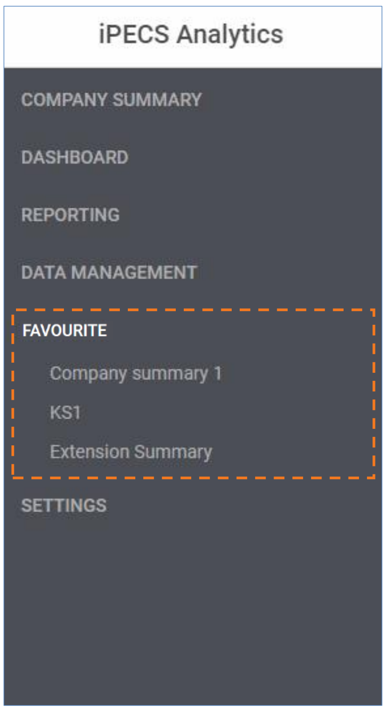
3. Click the **Add to favourite(Favorite)** () button in the lower-left corner of the **Apply Filter** area.



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



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

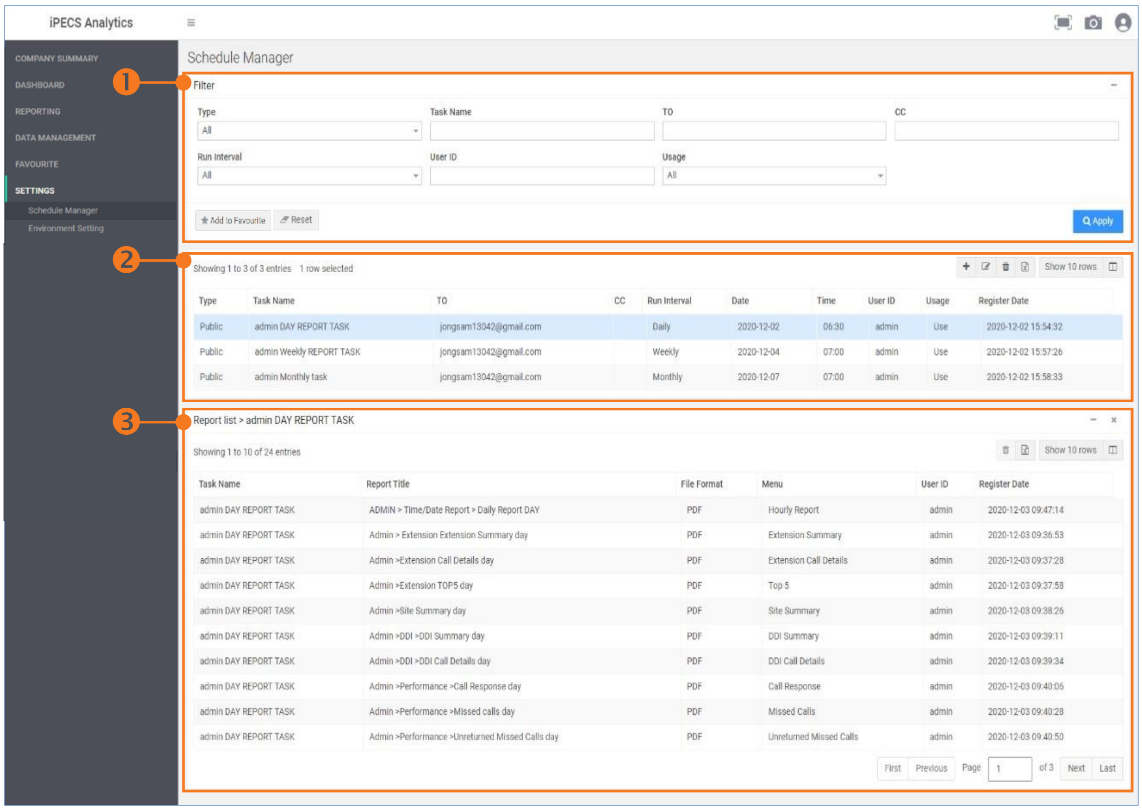


2.6 Settings

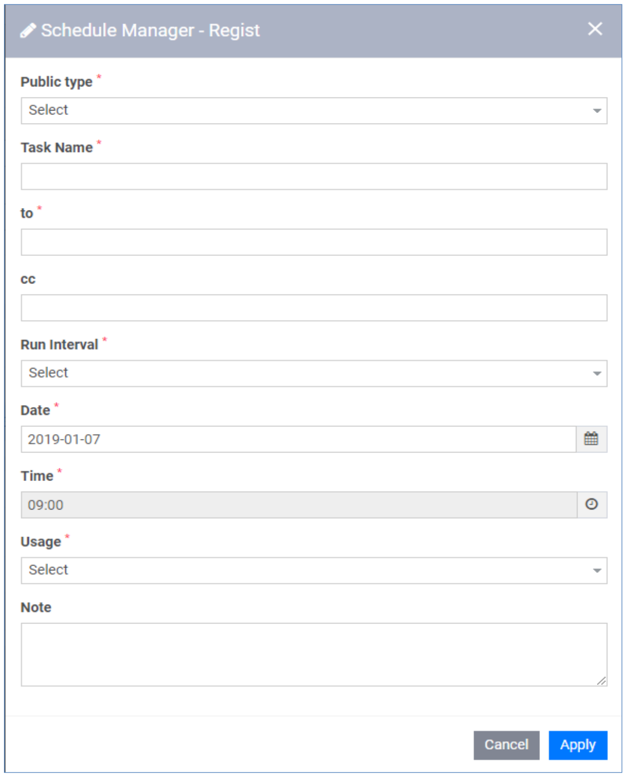
This session provides schedule management and preferences for using iPECS Analytics.

2.6.1 Schedule Manager

This page shows registered schedule in report menu on Analytics.



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.



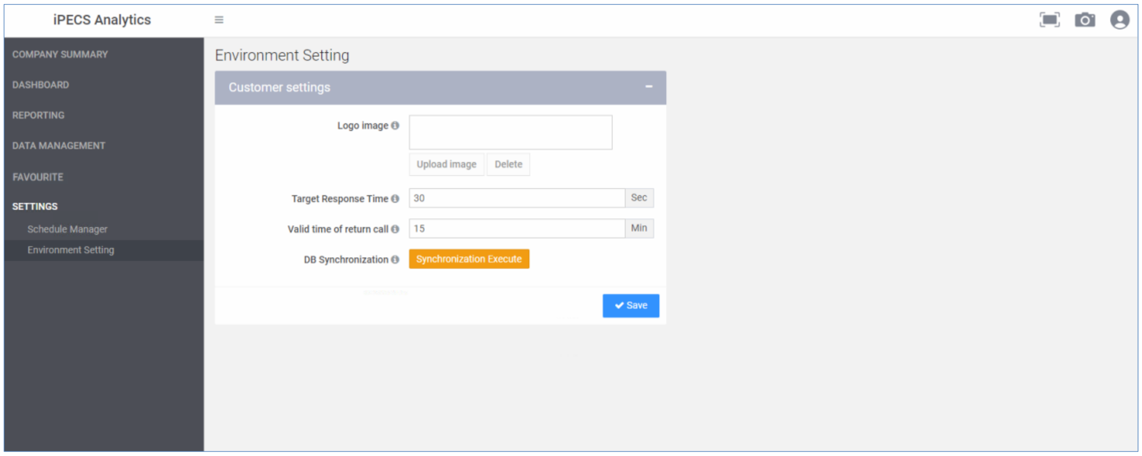
- **Public Type:** Select availability. (Required)
- **Task Name:** Input task name. (Required)
- **To:** Input mail address of receiver. (Required) Various mail address are inputted using the semicolon (;)
- **CC:** Input mail address of CC Various mail address are inputted using the semicolon (;)
- **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 ( ) 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 ( ) 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.

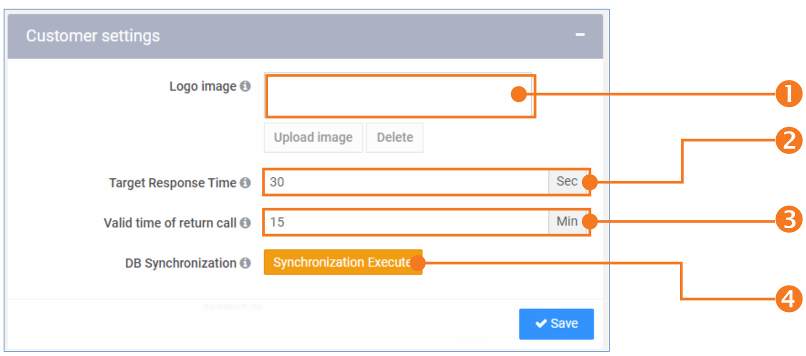
2.6.2 Environment setting

This page provides environment setting function to use iPECS Analytics .



2.6.2.1 Customer settings

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



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.

Item	Definition
Abandoned	Number of calls that were disconnected before ringing at an extension (Calls with Queuing Time but no Ring Time)
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)

Item	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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JSON simple	Apache License, Version 2.0
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AspectJ Runtime	Eclipse Public License 1.0
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JavaMail API	Common Development and Distribution License GNU General Public License v2.0
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