

Reports

November 2022

Business Level vs. Site Level Reports

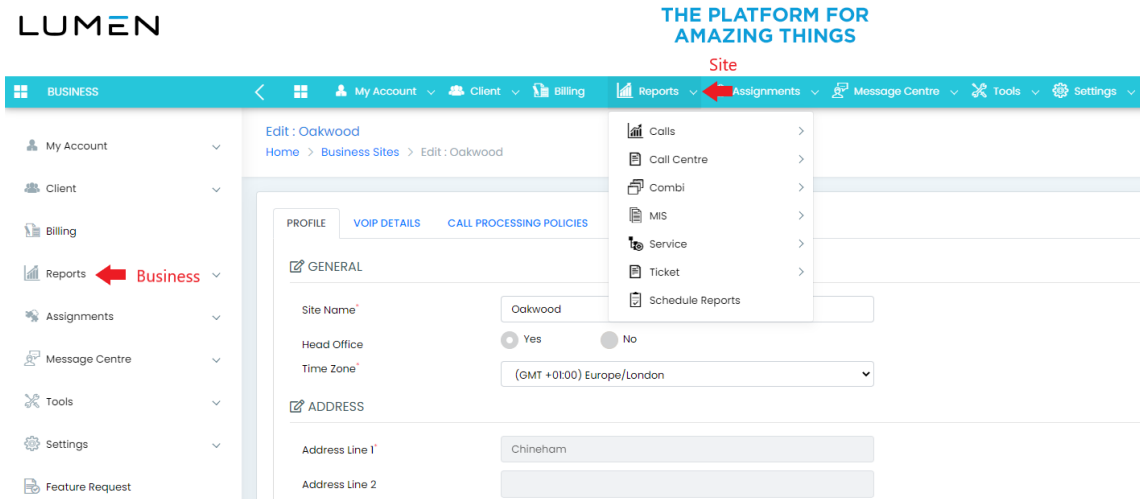
Uboss features several unique reports that add value, most of these can be run at the Business Level but not all.

Examples of reports that need to be run at site level are -

- Calls > Chargecode - Site
- Call Centre > Heat Map
- Service > Detail Site

In addition to running instant reports, Scheduled Reports can also be run.

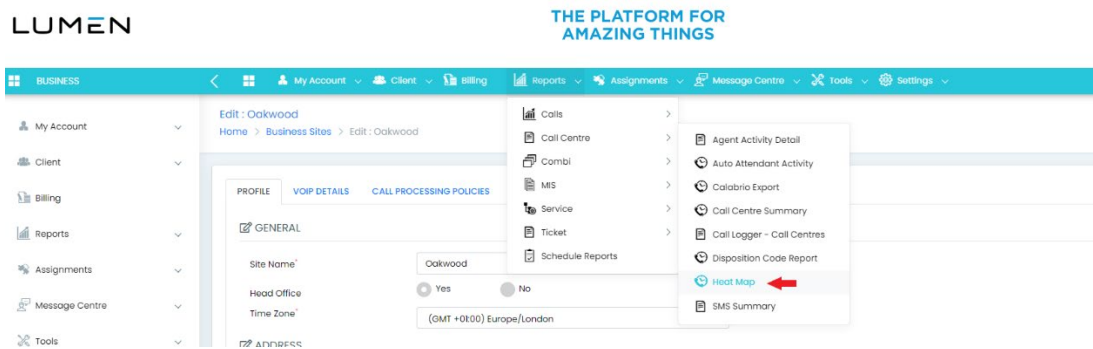
Reports are found at the Business or Site Level by selecting 'Reports' ->



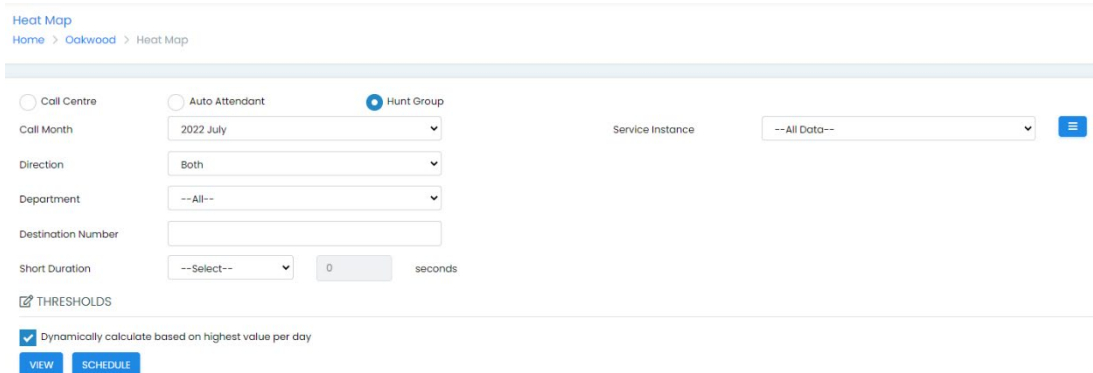
Below are some examples of some of the reports that can be run to start you off.

Hunt Group Heat Map

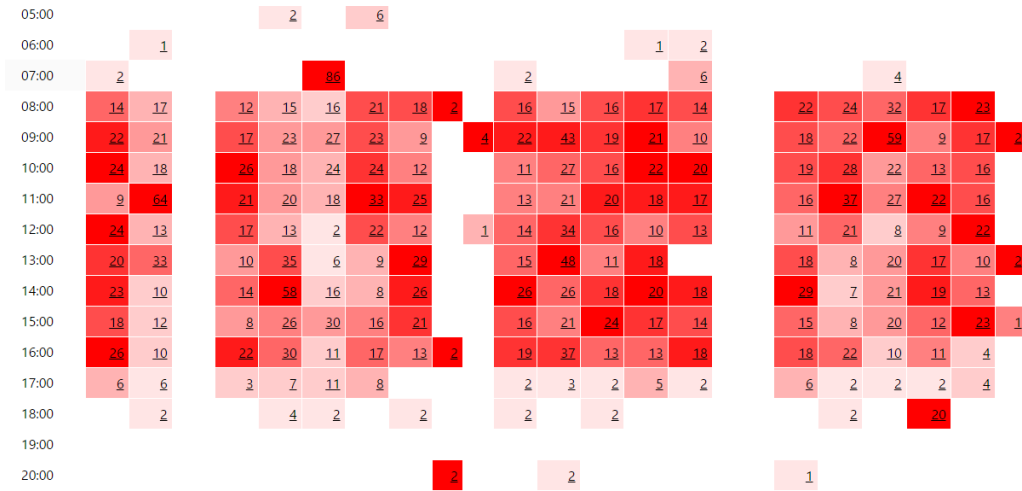
This report provides a clear, visual picture of the call traffic in to your business and can be filtered for incoming, outgoing or both direction calls. In addition, you can drill into specific call centre queues, auto attendants or hunt groups. By default, Uboss will dynamically change the colour density to best match the customer call volumes.



- Configured at Site Level or Schedules Reports to receive via email



- Type
 - Hunt Group
 - Auto Attendant*
 - Call Centre
- Select the Month
- Service Instance - All or Certain Groups only
- Check Dynamically Calculate
- View (To Display Report)



Call Logger Standard

The Call Loggers provides numerous filter to provide call details depending on the criteria entered.

>Reports>Calls>Call Logger - Standard>Apply Required Filters>View

Total Call Duration: 00:24:03 (30 Calls)

												CALL RECORDING		
CALL DATE TIME	SITE	FROM	TO	LEG	USER	SERVICE INSTANCE	CALL DESCRIPTION	CALL(SEC)-DATA (MB)-SMS	CHARGE(£)	DEVICE NAME	PLAY	DOWNLOAD	LINK	
18-Jul-2022 09:24:08	Oakwood	+443300605900	+443306051962	-	Sean Dore	Oakwood TechS...	-	179	-					
18-Jul-2022 09:24:08	Redwood	+443300605900	+443306051961	-	Pot Muscot		Internal	179	-	bc-uc: teams (teams-android/(4112.0.140) (Android 8.0.0 (API level 26))) (en-GB) (Phone.jitexx.samsung.samsung SM-J600FN)				
18-Jul-2022 09:24:08	Oakwood	+443306051962	+443306051961	-	Sean Dore	Oakwood TechS...	Internal	179	-					
18-Jul-2022 09:21:49	Oakwood	+443306051960	+447824813900	-	Sean Dore		Mobile-Vodafone	560	0.1960	bc-uc: teams (sparkwindows/41.10.0.20371)				
14-Jul-2022 12:00:10	Oakwood	+443300605900	+443306051960	-	Sean Dore		Internal	7	-	bc-uc: teams (sparkwindows/41.10.0.20371)				
14-Jul-2022 12:00:10	Oakwood	+443300605900	+443306051962	-	Sean Dore	Oakwood TechS...	-	7	-					
14-Jul-2022 12:00:10	Oakwood	+443306051962	+443306051960	-	Sean Dore	Oakwood TechS...	Internal	7	-					
14-Jul-2022 10:01:05	Oakwood	+443300605900	+443306051962	-	Sean Dore	Oakwood TechS...	-	10	-					

- Show Call Details - From, To, Duration etc.

Scheduled Reports

Scheduled reports can be added at business and site level and allows a set of reports to be emailed on a Regular basis, depending on the schedule defined.

LUMEN
THE PLATFORM FOR AMAZING THINGS
Uboss

Business
Schedule Reports
Home > Schedule Reports

- Client
- Billing
- Reports
- Calls
- Call Centre
- Combi
- MIS
- Service
- Ticket
- Schedule Reports

ADD
Search

NAME	CREATED BY	CREATED DATE	
Phone Number summary	sean.dore@gmail	14-Jul-2022 01:58:57 PM	DEACTIVATE
Seans Heat Map	sean.dore@gmail	13-Jul-2022 03:53:39 PM	DEACTIVATE

Showing 1 to 2 of 2 entries

Lumen Training PLC - Seans Heat Map Heat Map Report of Call Month : 2022 July



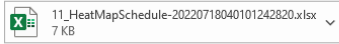
Noreply
To thedoubledores+1@gmail.com
Cc Dore, Sean

Reply Reply All Forward

Mon 18/07/2022 05:03

Retention Policy 2 Year Retention (2 years)

Expires 17/07/2024



Dear Customer,
Please find the attached report Seans Heat Map .

THE PLATFORM FOR
AMAZING THINGS

- Email received with attached report in the file format defined.