

Total calls for day including inbound and outbound

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Show Advanced Options

Date Range

Range

10 Sep 2020 - 10 Sep 2020

From

Contains

ALL

To

Contains

ALL

Today

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Custom

Search now

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DATE

11 Sep 2020

TOTAL

Graph

CSV

ME

GRAPHIC

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Daily

Date Range

Range

10 Sep 2020 - 10 Sep 2020

From

Contains

ALL

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ALL

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Call Statistics Daily

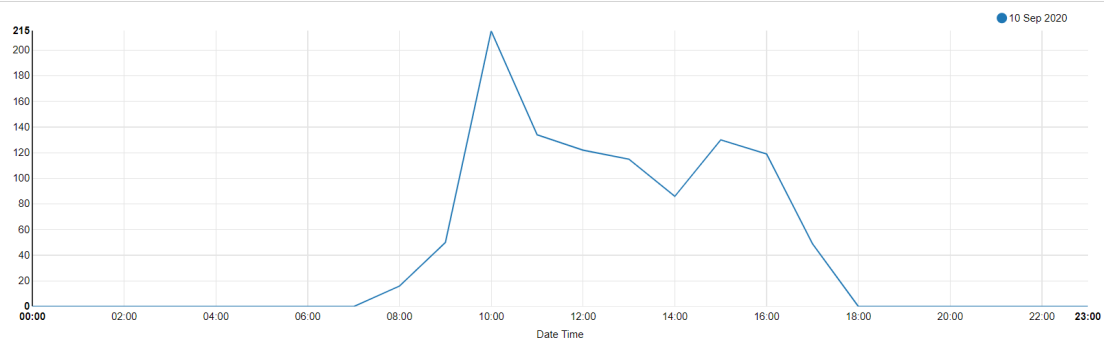
Graph

CSV

DATE	TOTAL TIME	TOTAL CALLS	AVERAGE CALL TIME	GRAPHIC
10 Sep 2020	01d 08h 47m 21s	1036	00d 00h 01m 53s	
TOTAL	01d 08h 47m 21s	1036	00d 00h 01m 53s	

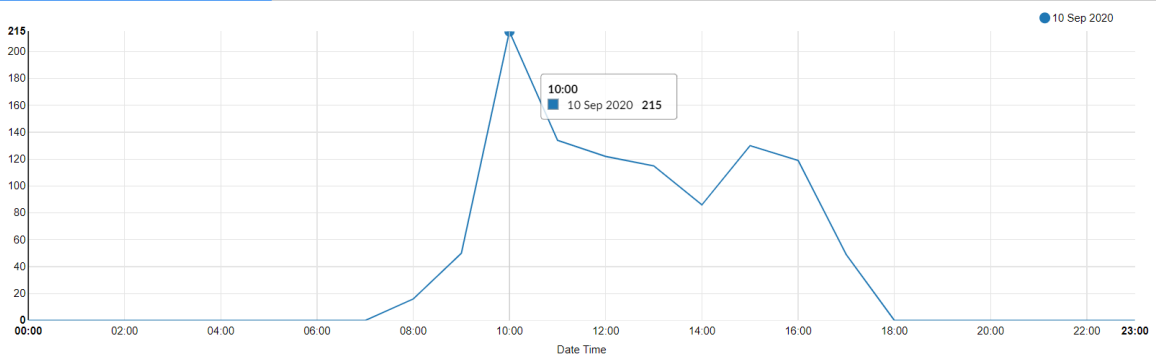
Use CSV section to download to excel

Calls Compare Daily per Hour (Max 30 days)



Graphically comparing hours

Calls Compare Daily per Hour (Max 30 days)




Call breakdown per hour



Click on specific date (in blue)

Call Statistics Daily ↓

 Graph  CSV

DATE	TOTAL TIME	TOTAL CALLS	AVERAGE CALL TIME	GRAPHIC
10 Sep 2020	01d 08h 47m 21s	1036	00d 00h 01m 53s	
TOTAL	01d 08h 47m 21s	1036	00d 00h 01m 53s	

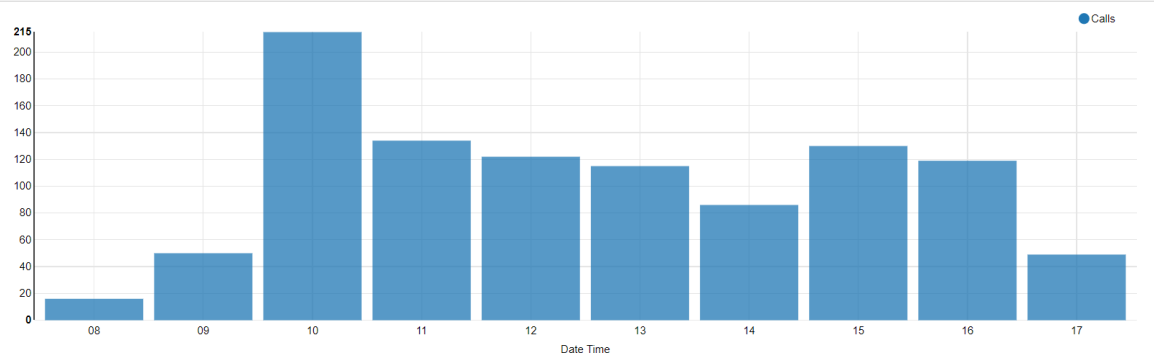
Call Statistics Per Hour ↓

 Graph  CSV

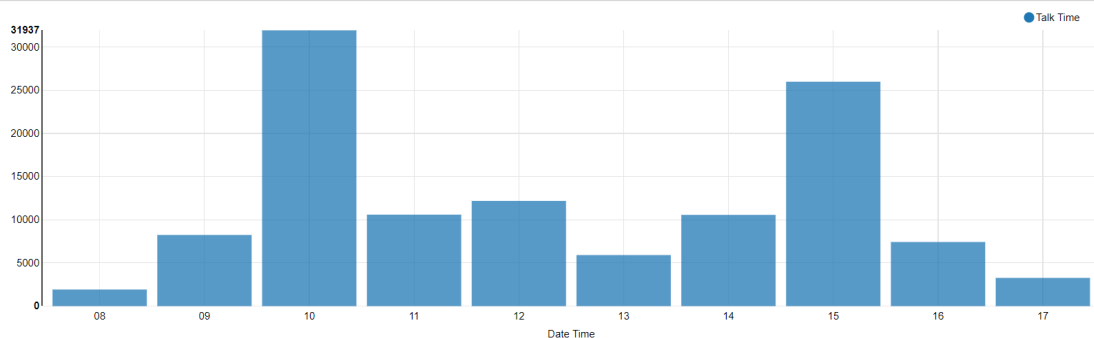
Search:

TIME	TOTAL TIME	TOTAL CALLS	AVERAGE CALL TIME
08:00 - 08:59	00d 00h 32m 02s	16	00d 00h 02m 00s
09:00 - 09:59	00d 02h 17m 21s	50	00d 00h 02m 44s
10:00 - 10:59	00d 08h 52m 17s	215	00d 00h 02m 28s
11:00 - 11:59	00d 02h 56m 33s	134	00d 00h 01m 19s
12:00 - 12:59	00d 03h 23m 06s	122	00d 00h 01m 39s
13:00 - 13:59	00d 01h 38m 31s	115	00d 00h 00m 51s
14:00 - 14:59	00d 02h 56m 07s	86	00d 00h 02m 02s
15:00 - 15:59	00d 07h 13m 10s	130	00d 00h 03m 19s
16:00 - 16:59	00d 02h 03m 46s	119	00d 00h 01m 02s
17:00 - 17:59	00d 00h 54m 28s	49	00d 00h 01m 06s

Calls Per Hour




Talk time per Hour



TIME	TOTAL TIME	TOTAL CALLS	AVERAGE CALL TIME
08:00 - 08:59	00d 00h 32m 02s	16	00d 00h 02m 00s
09:00 - 09:59	00d 02h 17m 21s	50	00d 00h 02m 44s
10:00 - 10:59	00d 08h 52m 17s	215	00d 00h 02m 28s
11:00 - 11:59	00d 02h 56m 33s	134	00d 00h 01m 19s
12:00 - 12:59	00d 03h 23m 06s	122	00d 00h 01m 39s
13:00 - 13:59	00d 01h 38m 31s	115	00d 00h 00m 51s
14:00 - 14:59	00d 02h 56m 07s	86	00d 00h 02m 02s
15:00 - 15:59	00d 07h 13m 10s	130	00d 00h 03m 19s
16:00 - 16:59	00d 02h 03m 46s	119	00d 00h 01m 02s
17:00 - 17:59	00d 00h 54m 28s	49	00d 00h 01m 06s

Calls per user

Dialled and received is separate – 2 reports to run



POWERED BY TELICOMSWITCH

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- IVR
- Voicemail
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- Meetings
- Statistics
- Daily
- Monthly
- Extensions

Date Range: 11 Sep 2020 - 11 Sep 2020

Compare: Dialed


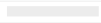

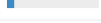
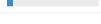
From: Contains ALL

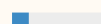

To: Contains ALL

Call Statistics Extensions

Showing 26 to 50 of 84 entries


Search:

From	Date	Total Calls	Answered	Unanswered	Duration < min	Total time	Average Call Time	GRAPHIC
8873 (Paula Buckland)		5	4	1	1	00d 00h 40m 24s	00d 00h 08m 04s	
8869 (Karen Brock)		5	1	4	4	00d 00h 02m 08s	00d 00h 00m 25s	
8868 (Jules Ridaut)		15	7	8	13	00d 00h 08m 21s	00d 00h 00m 33s	
8867 (Ethan Brown)		16	14	2	11	00d 00h 23m 23s	00d 00h 01m 27s	
8865 (Annabel Hill)		5	4	1	2	00d 00h 19m 47s	00d 00h 03m 57s	


From	Date	Total Calls	Answered	Unanswered	Duration < min	Total time	Average Call Time	GRAPHIC
8873 (Paula Buckland)		5	4	1	1	00d 00h 40m 24s	00d 00h 08m 04s	
	11 Sep 2020	5	4	1	1	00d 00h 40m 24s	00d 00h 08m 04s	

Call Statistics Per Hour

Start date: 11 Sep 2020
End date: 11 Sep 2020

 Detach  Print

Call Statistics Per Hour

 Graph  CSV

Search:

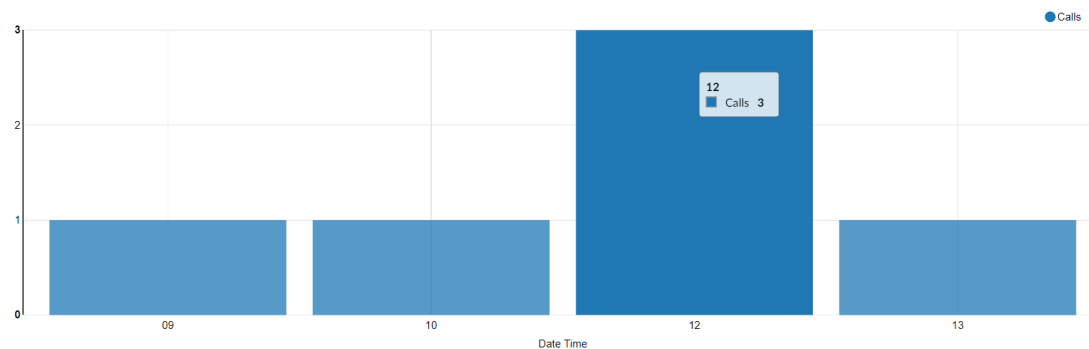
TIME	TOTAL TIME	TOTAL CALLS	AVERAGE CALL TIME
09:00 - 09:59	00d 00h 23m 24s	1	00d 00h 23m 24s
10:00 - 10:59	00d 00h 06m 07s	1	00d 00h 06m 07s
12:00 - 12:59	00d 00h 10m 53s	3	00d 00h 03m 37s
13:00 - 13:59	00d 00h 00m 00s	1	00d 00h 00m 00s

Call Statistics P...

Call Statistics Per Hour graph

Start date: 11 Sep 2020
End date: 11 Sep 2020

Calls Per Hour



Talk time per Hour

