

## Reports

The new **Reports** page (Beta from October 2023) that replaced the old Reports page on January 23rd 2024, contains the 'old' page's functionality and more.

The most important new features on the new Reports page are:

- New **Chart option** (as on the Dashboard page)
- Click on column headers to **sort** the table content
- Easy to **add a custom report (table or chart) to a Dashboard widget** (e.g. yesterday's traffic)
- Improved xlsx download and new csv download

The screenshot shows the Reports page interface. It is divided into three main sections: Basic Information, Report Settings, and Report.

**Basic Information:** Contains a form for 'Report Name' (set to 'Details per queue') and 'Description' (set to 'Lots of parameters per phone queue, e.g. Incoming calls, Total calls, Hung up, Answered, Callback-requests, Timeouts, Answer-rate, A...'). A 'Show Details' button is visible.

**Report Settings:** Includes a 'Select Time Period' dropdown (set to 'Last month (February)'), a 'Limit Time Range' toggle (disabled), and buttons for 'Time Range', 'Show Settings', and 'View Report'.

**Report:** Displays a table titled 'Details per queue'. Above the table are buttons for 'Add to Dashboard' and 'Download Report'. The table has the following columns: Queue, Incoming calls, Total calls, No. of hung up, No. of hung up within 2..., Call-back requests, Timed out, Exiting queue, Answered (excl call-..., Answered call-backs, Answer rate (%), Avg. time in queue for..., Longest queue-tim..., and A... The data rows are: '-' (7 incoming, 0 total, 0 hung up, 0 within 2..., 0 call-back, 0 timed out, 0 exiting, 0 answered, 0 call-backs, 0% answer rate, 00:00:00 avg time, 00:00:00 longest time), 'Sales' (15 incoming, 15 total, 0 hung up, 0 within 2..., 2 call-back, 0 timed out, 0 exiting, 13 answered, 2 call-backs, 100% answer rate, 00:00:04 avg time, 00:00:06 longest time), 'Support' (12 incoming, 12 total, 0 hung up, 0 within 2..., 0 call-back, 0 timed out, 0 exiting, 12 answered, 0 call-backs, 100% answer rate, 00:00:03 avg time, 00:00:05 longest time), 'Switchboard' (19 incoming, 19 total, 1 hung up, 1 within 2..., 0 call-back, 0 timed out, 0 exiting, 18 answered, 0 call-backs, 95% answer rate, 00:00:03 avg time, 00:00:07 longest time), and 'Total' (53 incoming, 46 total, 1 hung up, 1 within 2..., 2 call-back, 0 timed out, 0 exiting, 43 answered, 2 call-backs, 98% answer rate, 00:00:03 avg time, 00:00:07 longest time). Below the table are 'Save as', 'Cancel', and 'Save' buttons.

These articles give more detailed information about Reports:

- Standard and custom reports
- Report Categories, descriptions and storage time
- Customise reports
- Add report to Dashboard

In the [Statistics section](#) under *Feature guide*, you will find an overview over all reports, information about different reporting levels, how callback is counted and more.