Historical statistics

Historical statistics on overview/queue level and on agent level are stored 1200 days as default. Storage time can be set per customer, and agent statistics can be stored shorter than queue/general statistics, e.g. 1200 days for overview/queue statistics and 365 days for agent statistics.

The incoming callers number is not shown in statistics reports on overview, queue or agent level.

The SMS/Chat Survey list report shows one row for each caller/chatter that participated in a Survey, including the caller's number (chatter's ID/email). This list report can be generated for up to 3 months into the past (since Puzzel stores raw data (CDRs) for 3 months).