

## 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' (with the value 'Details per queue') and 'Description' (with the value '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 located to the right.

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

**Report:** Features a table titled 'Details per queue' with columns for various call metrics. The table includes a 'Total' row at the bottom. Buttons for 'Add to Dashboard' and 'Download Report' are located above the table.

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...	A...
-	7	0	0	0	0	0	0	0	0	0%	00:00:00	00:00:00	00
Sales	15	15	0	0	2	0	0	13	2	100%	00:00:04	00:00:06	00
Support	12	12	0	0	0	0	0	12	0	100%	00:00:03	00:00:05	00
Switchboard	19	19	1	1	0	0	0	18	0	95%	00:00:03	00:00:07	00
<b>Total</b>	<b>53</b>	<b>46</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>2</b>	<b>98%</b>	<b>00:00:03</b>	<b>00:00:07</b>	<b>00</b>

At the bottom of the interface, there are buttons for 'Save as', 'Cancel', and 'Save'.

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.