

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

Basic Information

Report Name

Description

Details per queue

Lots of parameters per phone queue, e.g. Incoming calls, Total calls, Hung up, Answered, Callback-requests, Timeouts, Answer-rate, A...

Show Details

Report Settings

Select Time Period

Limit Time Range

Last month (February)

Time Range

Show Settings

View Report

Report

Details per queue

Add to Dashboard

Download Report

Customer: 10009 / Service Number: 81911969 / Time Period: 01/02/2024 - 28/02/2024 / Generated: 12/03/2024 16:25 GMT+1

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...
Total	53	46	1	1	2	0	0	43	2	98%	00:00:03	00:00:07	00...

Save as

Cancel

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.