

THE HUB

AUGUST 2015

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Focusing on reports *will* help you grow your customer service.

You purchase a new phone system in hopes of improving communication in your work place and perfecting your business model, but how do you effectively assure this happens? The answer is really quite simple, reporting. Premises Systems provides three types of reporting: standard, enhanced and Brightmetrics .

Reports are extracted from the call detail collected by the ShoreTel system and these reports are run through the ShoreTel Director under the "reporting" tab.

The following reports come with your ShoreTel system.

- Account Detail Report
- Account Summary Report
- Trunk Activity Detail Report
- Trunk Activity Summary Report
- User Activity Detail Report
- User Activity Summary Report
- WAN Media Stream Detailed Report
- WAN Media Stream Summary Report
- Workgroup Agent Detailed Report
- Workgroup Agent Summary Report

ENHANCED SHORETEL REPORTING:

In addition to ShoreTel's standard reporting, ShoreTel offers optional enhanced ShoreTel reporting for an additional cost. These additional cost options consists of: **A Detailed Call History Report** - This report is a history report that shows date & time range, call type (where the call was internally or externally received) and you can also see which phone number was called.

Start Date: 8/27/2009		Call History Report				End Date: 8/27/2009	
Start Time: 8:00:00AM		Call Types: Ext In	Match Filter: 408777		End Time: 5:00:00PM		
Dialed Nr	Call Date	Caller ID	Last Extn		WG?		
Call Time	Dialed Nr	Duration	Talk	Hold	Ring*	Reason for Connection	
Connection Time & Party Connected		Duration totals, all connections this call				Call Note	
Caller ID Number (Name)		* = RNA					

501						
August 27, 2009						
9:27:42	501	+14087770103		440		Y
9:27:42	501 (Order Admin)	0:00:10	0:00:10	0:00:00	0:00:00	Called Party
9:27:53	430 (Ragnar Fløgstad)	0:02:29	0:02:21	0:00:08	0:00:00	Transfer by 501 (Order Admin)
9:30:23	440 (Elena Martinez)	0:00:35	0:00:35	0:00:00	0:00:00	Transfer by 430 (Ragnar Fløgstad)
Caller +14087770103 (JONES JENNIFER)		0:03:14	0:03:06	0:00:08	0:00:00	

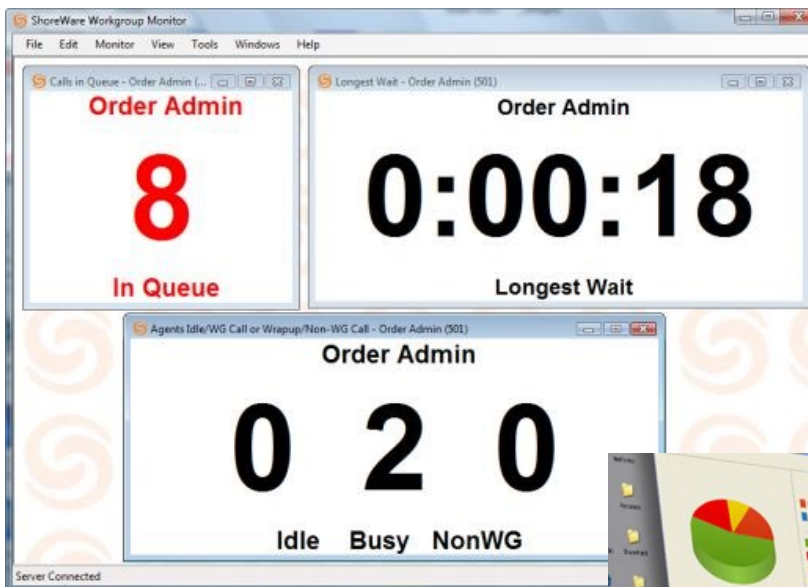
- **ShoreTel Calls by Dialed Party Report** - This report provides information in regards to the specific number and is grouped by the number that was dialed.

Start Date: 1/1/2009		Calls by Dialed Party				End Date: 5/31/2009	
Start Time: 12:00:00AM						End Time: 11:59:59PM	
<u>Dialed Number</u>	<u>Total</u>	<u>Total</u>	<u>Average</u>				
<u>Date</u>	<u>Calls</u>	<u>Duration</u>	<u>Duration</u>				
<u>Call Start</u>	<u>Duration</u>	<u>Extn</u>	<u>Calling Number (Name if Available)</u>	<u>Trunk Group - Trunk</u>			
(800) 777-1234							
01/13/09 10:48:28	0:00:14	420	Unknown	Analog DID Group - Loopback from 3			
(800) 777-1234 Totals:		1	0:14	0:14			

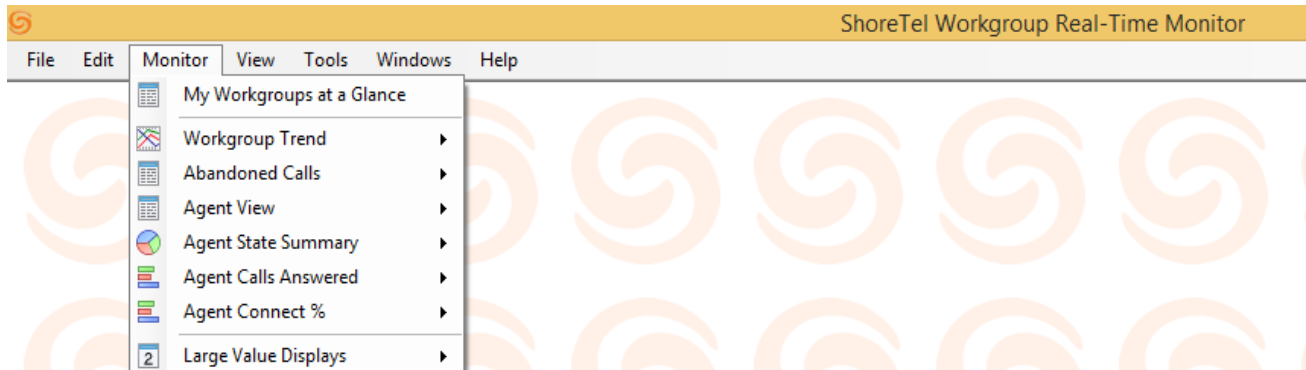
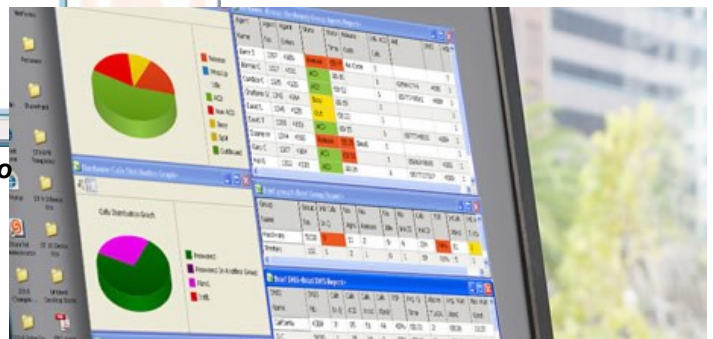
- **ShoreTel Calls by Origin Report** - This report lists calls received by the called ID origin including country code, area codes and rates centers.
- **ShoreTel Workgroup Agent Detail Login/Logout Report** - This report is broken down to show which agent is logged in and logged out of their group along with the specific dates and times.
- **ShoreTel Workgroup Agent Ring Time Report** - This report shows the "Call Start Time" and "Ring Duration" per Workgroup agent.
- **ShoreTel Workgroup Custom SLA (Service Level Agreement) Report** - This detail report provides wait times, abandoned calls, calls handled via agent vs. voicemail, queue transfer and queue interflow/overflow
- **ShoreTel Workgroup Exceptional Call Report** - This report shows calls that were queued in a workgroup meaning they did not end with being connected with an agent.

SHORETEL WORKGROUP MONITOR

Interested in viewing your Workgroup performance statistics real-time? Take a look at the ShoreTel Workgroup Live monitor! This monitor displays both the queue and individual agent trends that are occurring real-time. These statistics can be displayed via graphs and tables as well. For example, do you want to view your abandoned call detail or current trends? Take a look at your Workgroup monitor. Another highlight is that this allows your call center to view the longest call in your queue, allowing your employee to assure their call is answered next.



**Software loaded onto
ShoreTel server
associated client
desktop machines**



**Supervisors customize their application screen to
includes desired trends, calls, views, summaries and an-
swered calls.**

PREMISES FEATURES BRIGHTMETRICS REPORTING SERVICES:



You receive reporting from ShoreTel and are glaring at your reports, but now what? The reporting provided directly from ShoreTel director reporting breaks down your reporting by a count of all calls taken by a workgroup, either as a single total value or perhaps broken out by exit reason, answering agent, or wait time interval. But do you wish to see additional reporting such as a 31-day moving average of the same value to see which days are above or below trend? Or the count of calls coming in to the main service number vs. workgroup? If you wish to receive more, Premises Systems, Inc. has partnered with BrightMetrics to bring you additional precise ShoreTel reporting on a subscription basis.

How Does It Work?

Brightmetrics leverages Meta-Data. Metadata is data that describes other data. Metadata summarizes basic information about data, which can make finding and working with particular instances of data easier. So at the end of the day, what does all this mean? More efficiency and clarity for your company! Brightmetrics is all about extracting data from proprietary systems and making it more useful. Part of making data more useful is combining different types to reveal underlying truths. Using Brightmetrics will allow you to receive accurate information from several systems at the click of a button!

BRIGHTMETRICS ON-DEMAND REPORTING AT YOUR FINGERTIPS

Brightmetrics provides on-demanding reporting allowing you to receive detailed reports daily, weekly or monthly. You can schedule these reports and have them show up in your Outlook for your review. These reports come in several different formats such as a PDF file or even CSV so you can have access to your own data. These reports will allow your company to make better business decisions because how do you make a good decision if you don't have the full picture of what is really occurring within your company?

Format:	CSV
Time of day:	12AM 00
Timezone:	(UTC-05:00) Eastern Time (US & Canac
Days:	Every day
Call	<input type="radio"/> All <input type="radio"/> Range <input checked="" type="radio"/> Relative
Date/Time	Last Month
Workgroup	<input type="radio"/> All <input checked="" type="radio"/> One <input type="radio"/> Multiple <input type="radio"/> Range
Name	SAN1-TX CSR
Filter choices:	Party Name <input checked="" type="radio"/> All <input type="radio"/> One <input type="radio"/> Multiple <input type="radio"/> Range
Call	Date_Grp - <input checked="" type="radio"/> All <input type="radio"/> One <input type="radio"/> Multiple <input type="radio"/> Range
Hour	

For more information on Brightmetrics , please visit <http://brightmetrics.com/>

ADDITIONAL BRIGHTMETRICS REPORTING FEATURES

User Activity Summary

Call Date/Time: All Range Relative
 Last ___ days: 7 days

Party Name: All One Multiple Range

Call Date/Time - Hour: All One Multiple Range

Call Type: All One Multiple Range
 Include: Inbound, Outbound

Answered: All One Multiple Range
 Answered: [Dropdown]

Party Type: All One Multiple Range
 Include: Station, WorkgroupAgent, Virtual

Available Dimensions: Answered, Call Date/Time, Call Date_Grp, Connect Reason, DID/DNIS, Extension, Next Party Extension, Next Party Name, Next Party Reason, Next Party Type, Party Type

Available Values: %Pct, Count, Overall Abandoned Call Length Avg, Overall, Time

Values: Use tip: Overall Abandoned Call Length Avg - The average length of calls that are abandoned. Count - This is based on the total length of abandoned calls. If the call rang at multiple destinations before ending up here and being abandoned, this will represent the total amount of time the caller spent waiting. Time - Call - Avg

On-Demand Reporting allows you to view extensive, detailed reporting such as abandoned call length, call type/call date and various next party reporting.

or the Chart Options dialog (for Dashboards)

Chart Options

Chart Settings
 Chart Title: Call Types (30 Days)
 Chart Color: #717171
 Chart Type: Time series (daily) | Time series (hourly) | Bar chart
 Time Range: Specified number of days: 30

Chart Items
 Call Count
 Chart Value(s): Call Count
 Category: Call Type
 Subcategory: [Dropdown]

Filters: Account Code, Account Code Name, Call Date_Grp - Day of Month, Call Date_Grp - Hour, Call Date_Grp - Month, Call Date_Grp - Weekday, Call Date_Grp - Year, Call Type, DID/DNIS, Extens, Long D, Party Name, Spoke To Person, User Group

Tip: This field is used to break out calls into different types. Examples of types are ExtstoExt, Inbound, Outbound, or Tandem

We are a visual people so look at your data, don't read it. That's the only way you will truly pick up patterns and pattern recognition is widely valued as one of the most important business traits.

