How to Create Report for Served Calls

1. Go into the **Contact Center Control Panel** and log in.

2. Click on **Historical Reports.**
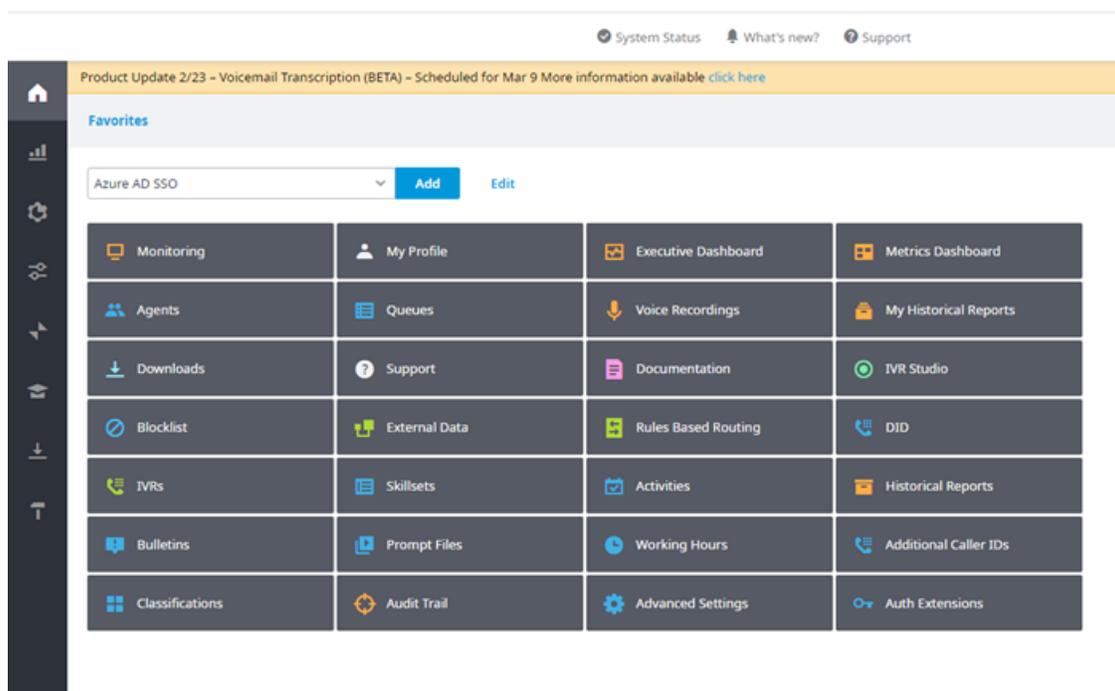
3.   Scroll down to **"Full Call Details (Foundation)"** and click on the link.

DNIS Overview (Foundation)

Evaluations by Agent (Foundation)

Evaluations by Evaluator (Foundation)

Failed Call Transfers Inbound (Foundation)

Failed Call Transfers Outbound (Foundation)

Full Call Details (Foundation)

IVR Overview (Foundation)

Monthly Agent Activity (Foundation)

Monthly Queue Productivity (Foundation)

Outbound Details (Foundation)

Outbound Summary (Foundation)

Queue Productivity by 30 mins intervals (Foundation)

4. Select the Date Range of the report. Then type in the 10-digit telephone number of the caller you are tracking in the ANI field. Select the desired DNIS, Queue and Team. This is always selected to all ahead of executing report.

Full Call Details (Foundation) - Parameters

From:	02/26/2021
To:	02/26/2021
Wait Time in Seconds:	
ANI:	
Start Time:	
End Time:	

DNIS
☑
☑
☑
☑
☑
Clear All
Select All

Queue(s)
☑ Frequent
☑ Help
☑ Home

Group Selection
Clear All
Select All

5. Type in the email you wish to send the report too and then click **Execute Report.**

6. You will be brought to the "My Historical Reports" page. Once the status has changed to Ready you can click on **Full Call Details (Foundation)** to view the report or wait for the email to be sent to the email you entered in step 5.

Analysis› Reports› **My Historical Reports**

My Reports   **Refresh**

Report	Date	Status	
Full Call Details (Foundation)	2/26/2021 10:54	Not Started	Delete
Full Call Details (Foundation)	2/26/2021 10:54	Ready	Delete
Full Call Details (Foundation)	2/25/2021 15:05	Ready	Delete
Full Call Details (Foundation)	2/25/2021 15:04	Ready	Delete

Note: Reports will be automatically removed from the system 7 days after successful execution.

1. You will now see the details of the calls made on the first line with this phone number entered in the ANI field in Step 4. In the column that says Failed Attempts you will see how many times the call was not answered during the date range entered in Step 4. If your caller has made more than one call in your date range, you will see that in the display of the report.

From Feb 25, 2021 12:00 AM to Feb 25, 2021 11:59 PM
Calls containing   in the ANI number.

DNIS	Queue Start Time	Ivr Name	Queue Name	Failed Attempts	TeamName	Agent Name	UserName	Agent DID