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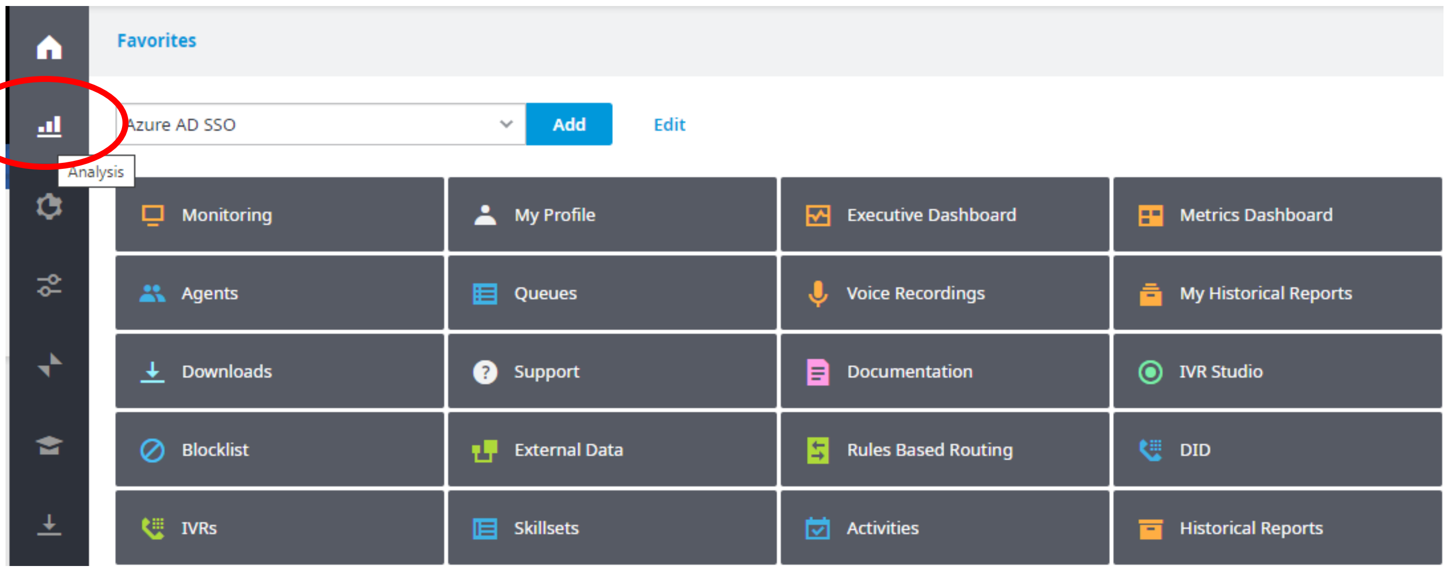
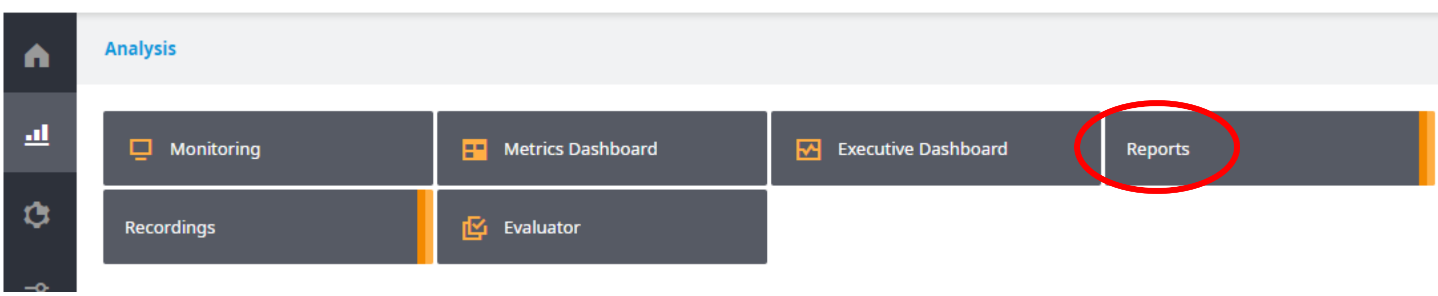
How to Create a Full Call Details (Foundation) Report

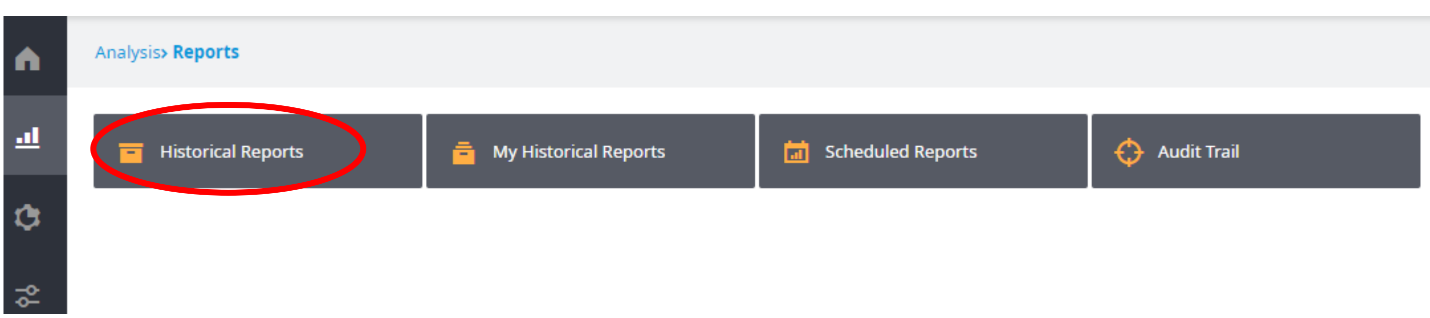
1. Log into the **Contact Center Control panel** and click on "**Analysis.**"



2. Click on **"Reports"** on the right-hand side of the page.



3. Click on **"Historical Reports"** on the left-hand side of the page.



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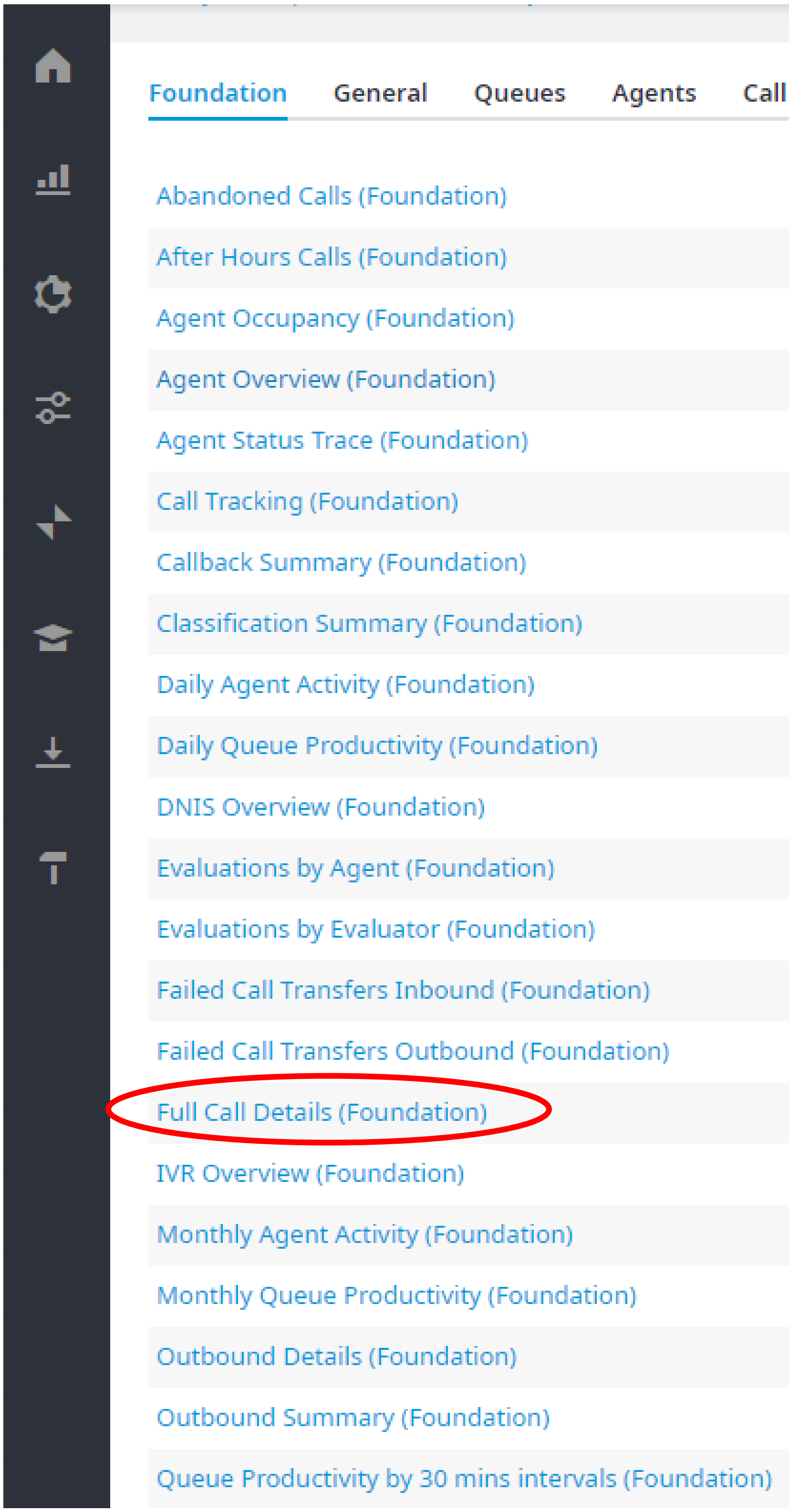
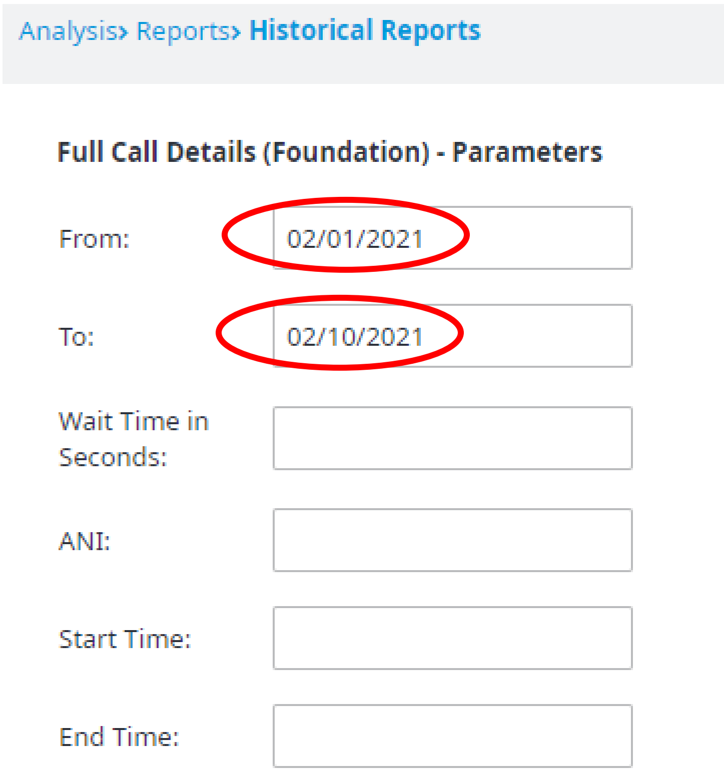
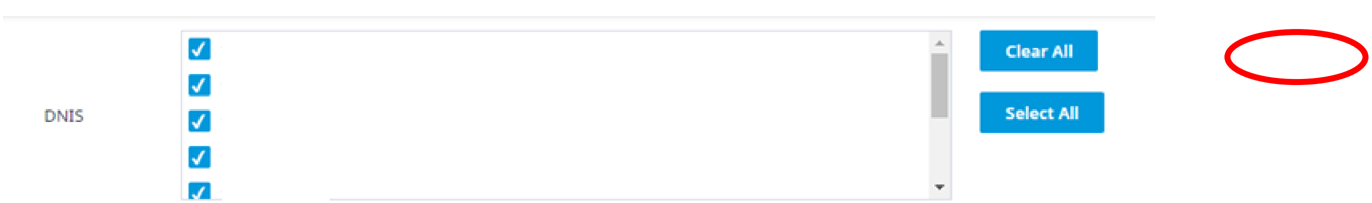
4. Scroll down the page until you see the 16th item down under Foundation. Click on **"Full Call Details Foundation)"**



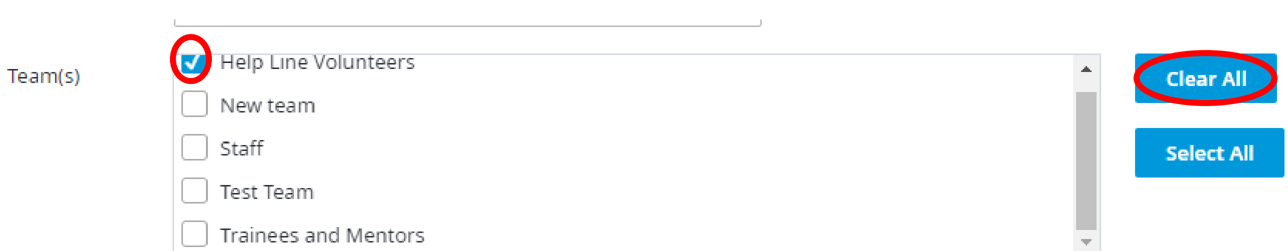
5. Type in the **From**: and **To**: any date for the results you would like to see in the report.



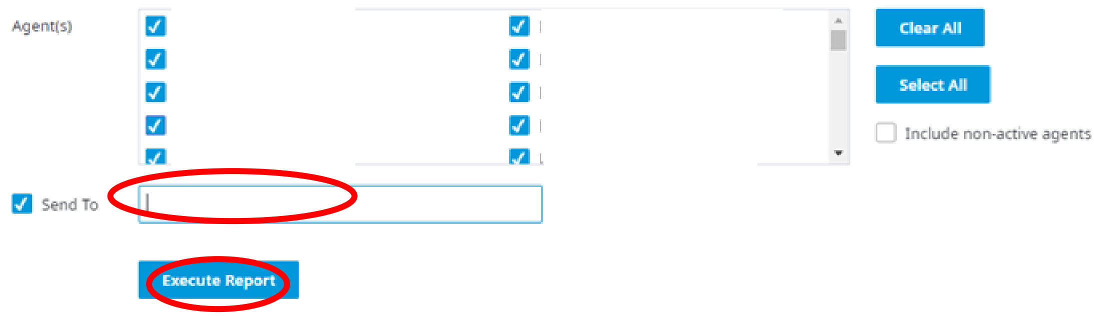
6. Select **Clear All**, and then check mark the numbers for the contact center only:



7. Select **Clear All,** and then check mark your team you wish to track calls for.



8. This will now check mark all the agents automatically. **Type** in the **email** you wish to send the report to. Then hit **"Execute Report".**



9. The "**My Historical Reports**" hyperlink will now display on a page showing all the reports you have created and saved in the past. Hit "**Refresh**" to check if the report is ready to view. Click on the **Full Call Details (Foundation)** to view the results immediately. You will receive an email with the report in PDF format in 15 minutes after creation.


Analysis› Reports› **My Historical Reports**

My Reports

Refresh

Report	Date	Status	
Full Call Details (Foundation)	2/11/2021 16:38	Other	Delete
Agent Status Trace (Foundation)	2/11/2021 12:11	Ready	Delete
Full Call Details (Foundation)	2/10/2021 15:31	Ready	Delete
Daily Queue Productivity	2/10/2021 14:16	Ready	Delete
Call Tracking - without grouping	2/10/2021 13:49	Ready	Delete
Frequent Caller	2/10/2021 12:01	Ready	Delete
Monthly Agent Activity (Foundation)	2/9/2021 16:21	Ready	Delete

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

10. You will now see the report in full form. Press the + icon to zoom into the report. You must have Adobe Acrobat, or an HTML browser installed on your desktop to view the PDF report. You can also view the report inside the portal by click on the hyperlink in blue called **Full Call Details (Foundation) from step 9.**

11. Once you click on the live report under **Full Call Details (Foundation)** you can **change parameters, Export to PDF** and **Export to Excel.** The export to Excel option will give you a protected excel sheet with the special column and headers in the sheet like the PDF version of the report. You can also click on “Export Data” and this will give you the report in plain old excel with no special headers or columns if you need to upload it to a database that might not recognize the protected excel sheet format.