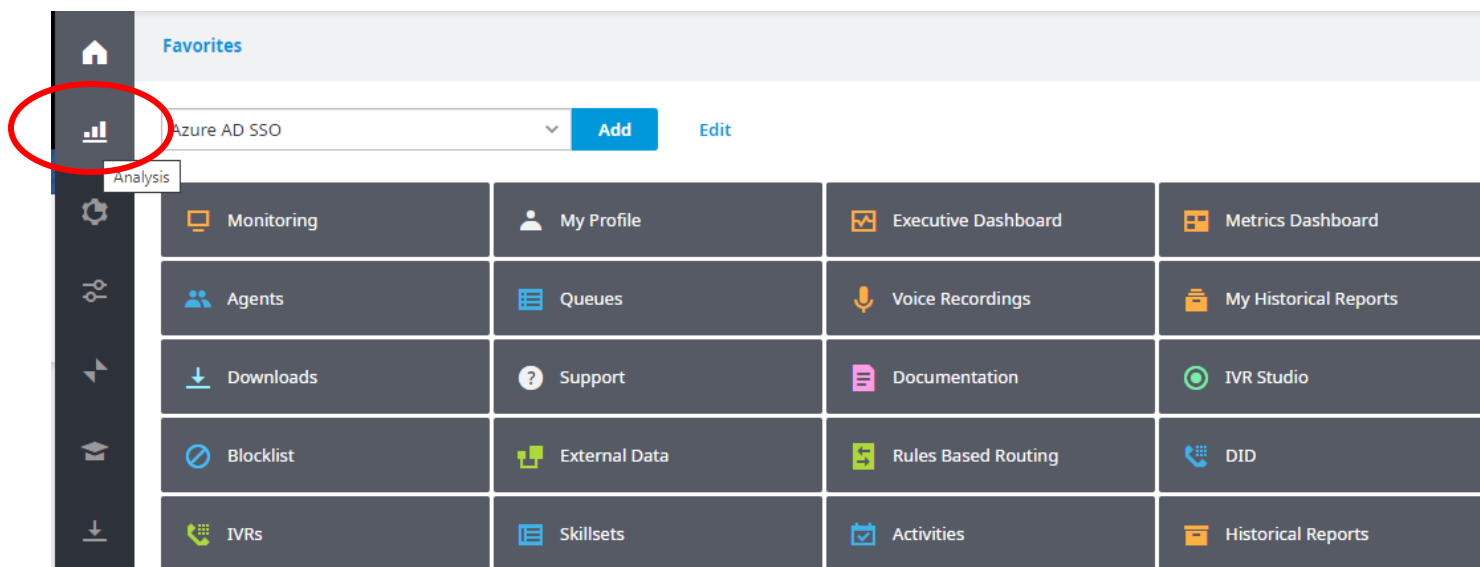
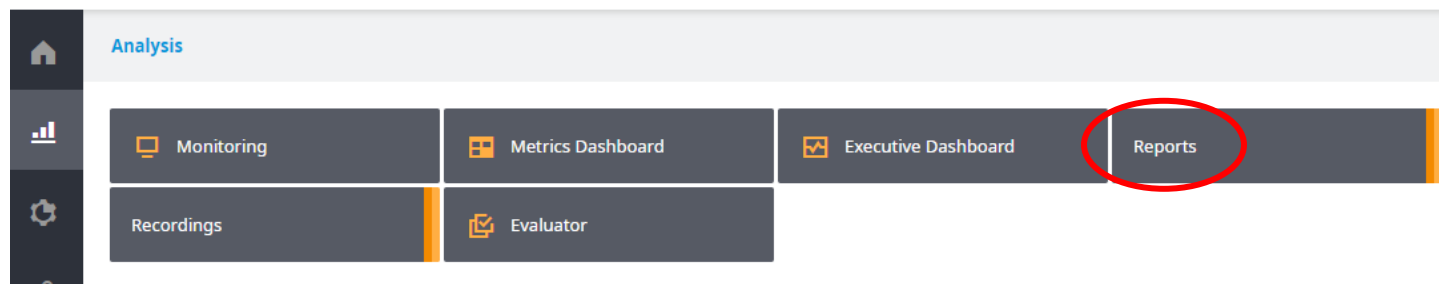


## How to Create a Full Call Details (Foundation) Report

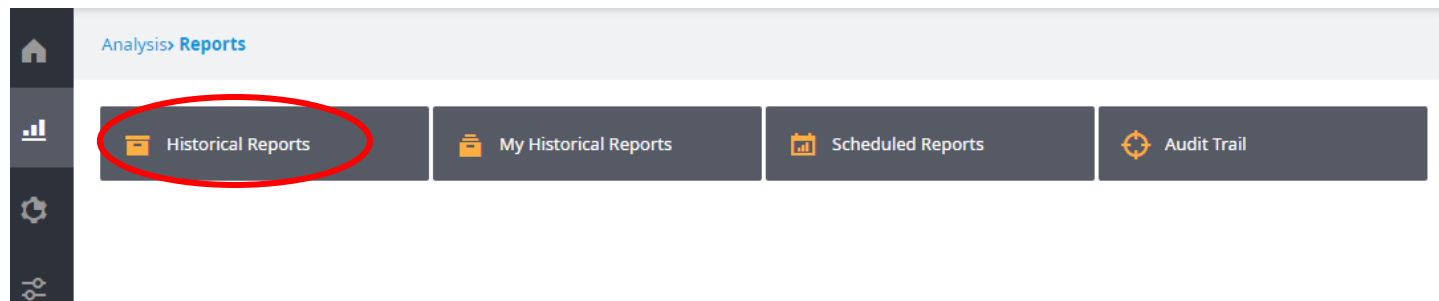
1. Log into the **Contact Center Control panel** and click on **“Analysis.”**



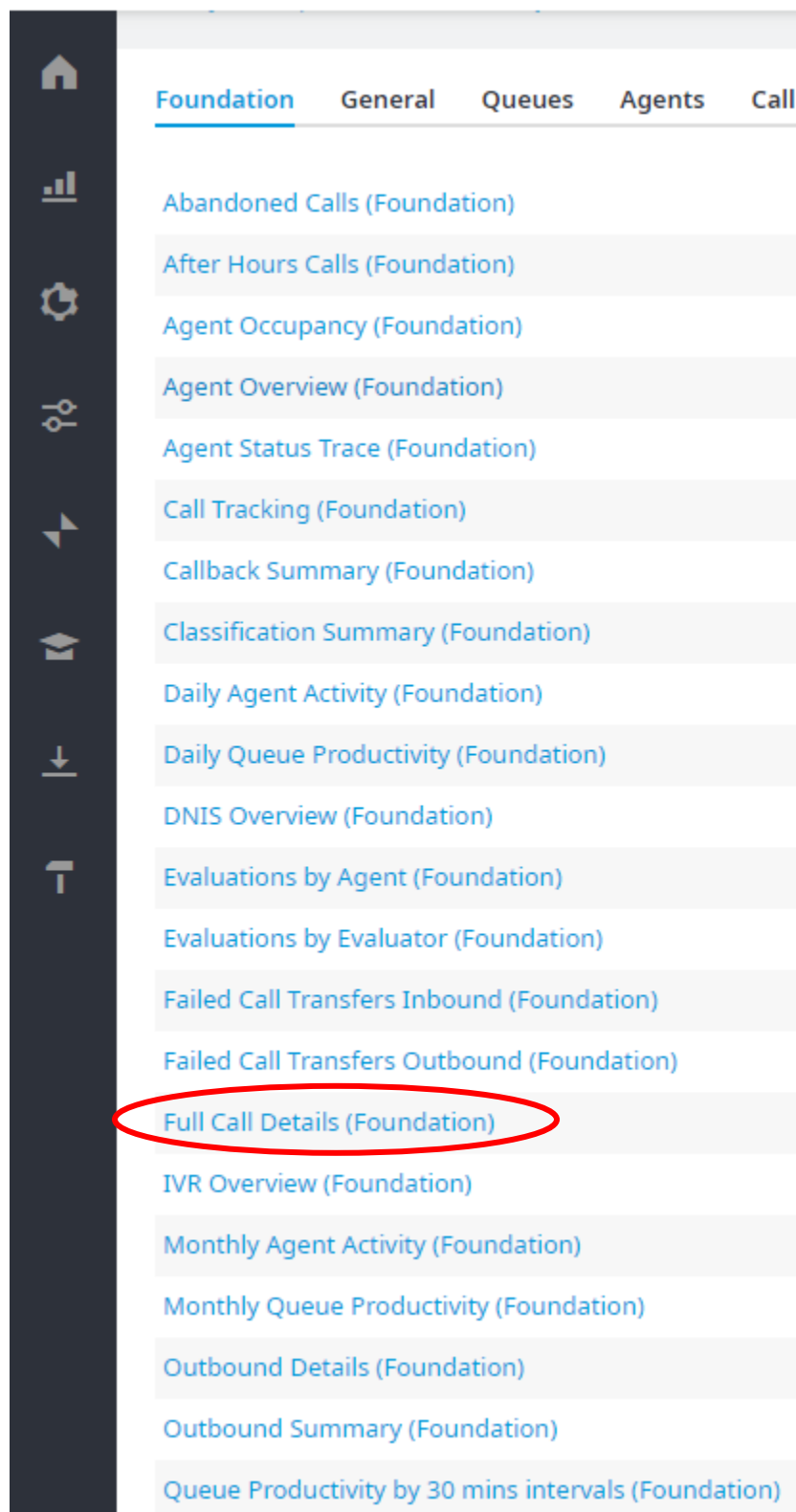
2. Click on **“Reports”** on the right-hand side of the page.



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



4. Scroll down the page until you see the 16<sup>th</sup> item down under Foundation. Click on “**Full Call Details Foundation**)”



The screenshot shows a vertical sidebar on the left with various icons (home, bar chart, gear, call center, etc.). The main content area has a horizontal menu with tabs: **Foundation**, General, Queues, Agents, and Call. Below the tabs is a list of menu items, each on a light gray background. The 16th item from the top, "Full Call Details (Foundation)", is circled in red.

Foundation	General	Queues	Agents	Call
Abandoned Calls (Foundation)				
After Hours Calls (Foundation)				
Agent Occupancy (Foundation)				
Agent Overview (Foundation)				
Agent Status Trace (Foundation)				
Call Tracking (Foundation)				
Callback Summary (Foundation)				
Classification Summary (Foundation)				
Daily Agent Activity (Foundation)				
Daily Queue Productivity (Foundation)				
DNIS Overview (Foundation)				
Evaluations by Agent (Foundation)				
Evaluations by Evaluator (Foundation)				
Failed Call Transfers Inbound (Foundation)				
Failed Call Transfers Outbound (Foundation)				
<b>Full Call Details (Foundation)</b>				
IVR Overview (Foundation)				
Monthly Agent Activity (Foundation)				
Monthly Queue Productivity (Foundation)				
Outbound Details (Foundation)				
Outbound Summary (Foundation)				
Queue Productivity by 30 mins intervals (Foundation)				

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

Analysis > Reports > **Historical Reports**

**Full Call Details (Foundation) - Parameters**

From:

To:

Wait Time in Seconds:

ANI:

Start Time:

End Time:

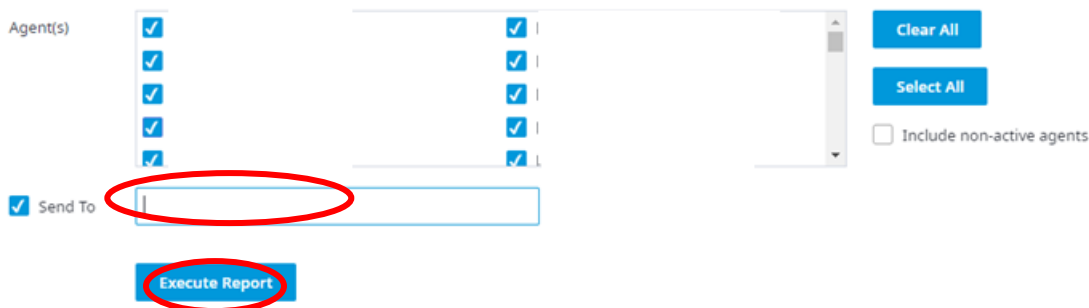
6. Select **Clear All**, and then check mark the numbers for the contact center only:

DNIS

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

Team(s)  Help Line Volunteers  New team  Staff  Test Team  Trainees and Mentors

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”**.



Agent(s) [List of agents with checkboxes]

Send To [Email field]

**Execute Report**

Buttons: Clear All, Select All,  Include non-active agents

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.

