



# CYBERTECH CALL STATISTICS

CyberTech Recording Solutions can also generate statistical reports using the data stored about the recorded calls. These statistics can be used to measure the efficiency of the organization and the utilization of the recording system.

The Call Statistics feature generates reports for:

- **Administrators:** about utilization of the recording system, e.g. usage of channels and resources.
- **Managers:** regarding the number of calls and average call length per user or user group.
- **Supervisors:** by combining use of Evaluation Reports, supervisors of call centers can assess both the efficiency and quality of agents.

To generate a report, parameters can be set, such as date span (max. 1 month back), user or channel groups, or one specific channel or user. Four types of report are available: Utilisation, Number of Calls, Average Call Length, and Hours on Call.

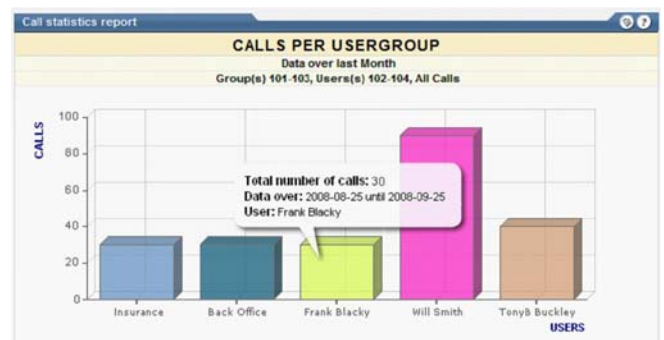
The Call Statistics feature offers call reporting functionality on recorded calls. It enables generation of a variety of reports on the recorded calls channel occupation. Each report has a drill down function that allows users to click on an area of the bar graph for a more specific report.

The call statistics functionality is a new standard feature in the CyberTech Recording Solutions as of Release 5.2.

## FEATURES & BENEFITS

Major benefits of the Call Statistics feature:

- **Easy to use** – a combination of pre-defined reports, in addition to flexible parameters, enable many different report types.
- **Cost effective** – all data of recorded calls are already available in the recording solution; no external call statistics application is necessary.
- **Total picture** – In combination with the Evaluation feature (Quality Monitoring), the Call Statistics application offers information on call quantity and duration; a total picture of call can be generated.
- **Integrated** – Call Statistics is an integrated, free-of-charge application feature.





## REPORT TYPES

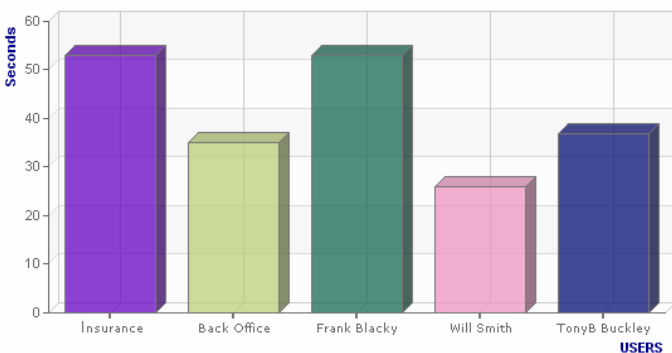
Report types are:

- Percentage utilization
- Call volume
- Average call length
- Hours on call

A variety of parameters can be set to define the report output. A report can be based on users or on channels. From this choice, a number of individual users or channels can be selected.

A report filter defines the reporting date span and defines a filter on call direction to be included in the report.

Optionally, report data can be added to the graphical report output. A table may be added to the report with select values defining each reporting bar. It can be exported to an external application.



## DRILL DOWN FEATURE

By using the drill down reporting feature, reports can be reviewed, and the source of low or irregular results can be found in just a few mouse clicks. In each newly generated report, the Go Back button allows the user to return to the previous report. Additional details such as the reporting interval and user information are shown when the mouse is hovered over a specific reporting bar.

### Example:

For call statistics reporting based on the *average call length* per user group/channel group, the first report will show the average call length *per user group/channel group* calculated over the reporting time span. From the initial report, three drilldown reports can be made:

1. By clicking on bar, a new report is generated displaying the details for this specific bar. The drill down report shows the average call length for the *specific users/channels* over the reporting time span. Per user/channel, a separate bar is shown.
2. By clicking again on a bar, a new drilldown report is generated displaying the details for this specific bar. In this case zooming in on a user/channel displays the average call length *per day*.
3. By clicking again on a bar, a new drilldown report is generated, in this example the average call length, for the specific user/channel, *per hour*.

