Voice Analytics – Getting Started

TO GET STARTED:

1. Enter Call Reporting Portal URL
2. Click Sign In at the top right of the welcome page
3. Enter User Name and Password
4. Click Sign In
5. Select "I agree to the terms of service" Click Accept
6. Enter temporary password Enter new password (at least 6 characters in length) Re-enter new password Click OK

Note: Click Sign Out to end user session. Browser session left inactive for more than 30 minutes will automatically log user out. Change Password page is also automatically displayed upon initial login and if the application administrator has marked your account as requiring a password change as a specific security measure. Click change password at the bottom of the page to reset password at anytime. Concurrent active logins per account are not permitted.

TO MANAGE REPORTS:

1. Click Reporting
2. Click + icon to Add Report
   a. Select report style
   b. Enter report name
   c. Select display option
   d. Select date / time range
   e. Select tabs to customize • Filter • Fields • Scheduling • Settings • Advanced
3. Select appropriate report from My Reports to generate real-time report
4. (OPTIONAL) Select specific device from drop down to quick filter
   Click checkbox next to appropriate device to exclude calls from that extension in report
5. Click BLANK icon at the top right to expand and collapse My Reports list
6. Float mouse over report title to view pop-up with applied duration and filter setting(s)
   Note: Default reports have been automatically created for each report style. Large reports can span several days and may take longer to generate depending on the current number of users running reports at that particular time.

TO ACCESS SUPPORT MATERIALS:

1. Login to Call Reporting account
2. Click Help to access help center and full documentation

IMPORTANT ICONS AND ACTIONS:

Add Report: Create a new report

Change Report: Modify individual report

Snapshot Report: Display frozen image in new browser window

Date / Time Filter: Select date/time range to apply

Report View Type: Select detailed table or BLF display mode

Tile Arrangement: Reposition statistic tiles within the desktop wallboard report display

Zoom Level Setting: Select a default value or enter a percentage to scale display size

Refresh Report: Recalculate call statistics and apply newly specified filters

Export Report: Download and export in CSV (Comma Separated) format

Print Report: Generate printable version

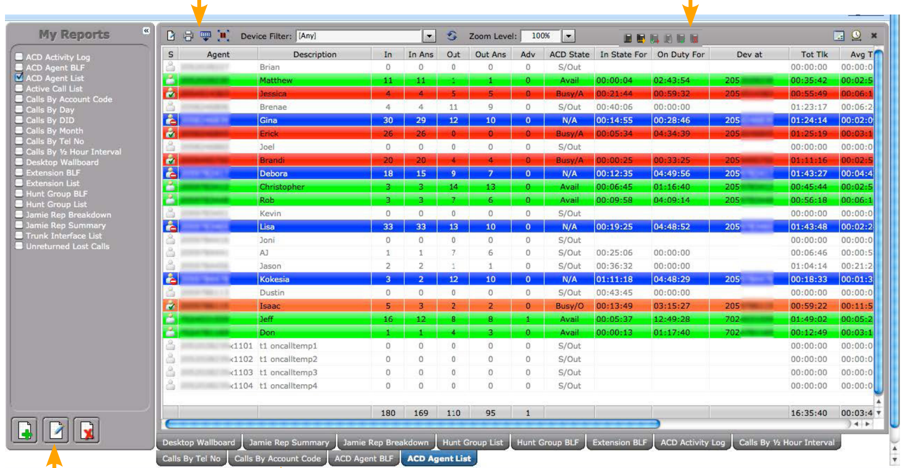
Close Report: Remove from Active Report tab

Delete Report: Permanently delete selected report(s)

Call Control Buttons: Make, transfer, hold, answer and disconnect calls from real-time reports (Certain permissions must be assigned to user to support feature)

REPORT TOOLBAR

CALL CONTROL BUTTONS



REPORT LIST

ACTIVE REPORT TABS