**Avaya IP Office™**

Avaya Call Reporting For Avaya IP Office™

Making It Easy to Understand What Happens with Every Call

Avaya Call Reporting helps you manage your phone system and business with ease and confidence. Cradle-to-grave call reporting and tracking is presented through over 50 standard reports. Recording Library provides easy access to recordings within the same reporting interface via IP Office Voicemail Pro integration. Realtime agent seat and Agent Dashboards enhance IP Office hunt groups and deliver visual call management with wallboards and customized agent dashboard displays.

- **Standard Reports:** You can't manage what you can't measure. Avaya Call Reporting offers over 50 standard reports to create visibility and efficiency. Cradle to grave reporting can validate each inbound, outbound and internal call from start to finish.

- **Custom Reports:** With Custom Reports you can create original reports and edit or customize existing reports. Reports can be defined by you, making Avaya Call Reporting fit into your business without having to adjust your daily routines. Reports can be tailored and branded to fit your unique business requirements.

- **Recording Library:** Recording Library easily integrates with IP Office Voicemail Pro and cradle to grave reporting. Recording Library enables you to evaluate your employees and listen to their specific calls. Customizable retention policies determine how long recordings are kept, and allow storage throughout your network.

- **Agent Dashboards:** Agent Dashboards improve agent productivity and visibility through widgets and account / reason codes. Widgets allow agents to govern themselves and add value to their calls. Account codes enable entry of more information about calls, while reason codes enable agents to notify supervisors of their status. Agent Dashboards also easily integrate into URL based CRM's such as Salesforce.
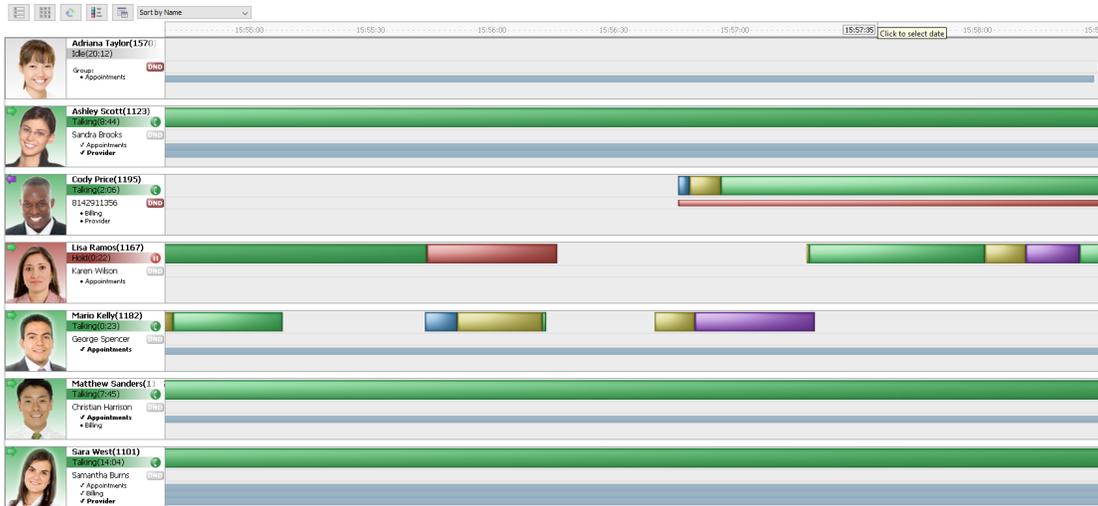
Call Reporting Agent Timeline

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Add-on License Reports

Available with Recording Library

- Agent Scorecard Summary

- Group Scorecard Summary

- Scores by Agent

- Scores by Group

Available with Agent Dashboards

- Agent Reason Code Report

- Agent Reason Code Trace

- Reason Code Report

- Agent Reason Code by Time

- Time of Day Reason Code

- Available with Realtime

- Agent Realtime Feature Trace

- Agent Time Card

- Group Summary by Agent

- Agent Performance Summary

- Agent Summary by Group

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- **Realtime:** Realtime enables you to manage your employees in the moment. You can see how many calls are being taken, on hold or missed, along with in progress agent, group or extension calls with wallboards displaying current statistics. Wallboards are easy to implement with pre-built templates and can be customized, including setting alerts and trigger thresholds.

Avaya Call Reporting Standard Reports

Account Code

- Account Code Summary

- Calls by Account Code

Agent

- Agent Calls & Summary

- Agent Inbound Calls & Summary

- Agent Outbound Calls & Summary

- Agent Summary by Group

- Agent Talking Summary

- Agent Transfer Summary

- Agent Voicemail Summary

- Event Sequence Calls by Agent

- Excessive (Event Type) by Agent

Call Direction

- Call Direction Summary

- Calls by Call Direction

Call Costing

- Agent Call Cost & Summary

- Roles Call Cost & Summary

Caller ID

- Calls by Caller ID

- Inbound Caller ID Summary

External Number

- Calls by External Party

- External Number Summary

Group

- Excessive (Event Type) by Group

- Group Abandoned Calls

- Group Event Summary

- Group Presented Calls

- Group Summary

- Group Summary by Agent

- Queued Calls by Group

- Queued Call Volume

- Queue Summary by Group

List of Calls

- 911 Calls

- Abandoned Calls

Call Reporting Cradle to Grave

Realtime agent seat and Agent Dashboards enhance IP Office hunt groups and deliver visual call management with wallboards and customized agent dashboard displays.

- Agent Calls
- Agent Inbound Calls
- Agent Outbound Calls
- Call Details
- Calls by Account Code
- Calls by Call Direction
- Calls by Caller ID
- Calls by External Party
- Conference Calls
- Event Sequence Call List
- Event Sequence Calls by Agent
- Excessive (Event Type) by Agent
- Excessive (Event Type) by Group
- Group Abandoned Calls
- Group Presented Calls
- Inbound Calls by Local Number
- Queued Calls by Group

Local Number
- Inbound Calls by Local Number
- Local Number Inbound Summary

Time Interval
- Agent Call Volume
- Inbound Call Performance
- Inbound Call Summary
- Lost Call Summary
- Outbound Call Summary
- Inbound Call Service Level

Trunk
- Trunk Usage by Time
- Trunk Usage Summary

Tag
- Tag Summary

No Tag
- Basic System Totals
- Cradle to Grave

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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