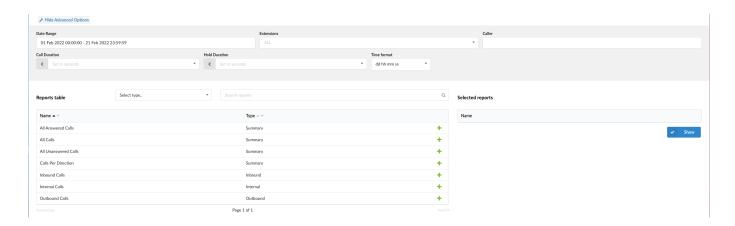
# Statistics - Extensions

This section gives users a preview of the reports table showing Extension statistics related to 'All Answered Calls', 'All Calls', 'All Unanswered Calls', 'Calls Per Direction', 'Inbound Calls', and 'Internal Calls'.



Clicking on the "Show Advanced Options" will expand the searching criteria and the following will be listed to users:

#### Call Duration

Filters data by the call duration less or more than what number is set.

#### **Hold Duration**

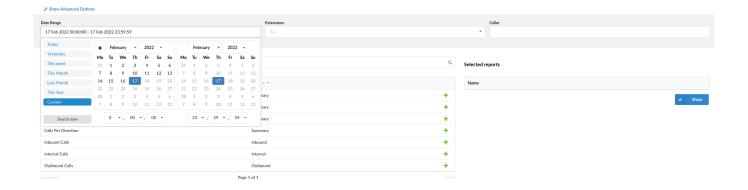
ilters data by holding duration less or more than what number is set.

#### Time format

Filters data by the type of date format; 'dd hh mm ss', 'dd:hh:mm:ss', 'Days', 'Hours', 'Minutes', 'Seconds'.

### **Filters**

Users can filter reports using 'Date Range', 'Extensions', and 'Caller'



#### Date Range

Filters the data by date range, which means that the user can set a wished range for which data is to be shown. It can be a custom range or of the default pre-built ranges;

#### **Extensions**

Filters the data by extension or extensions that can be chosen from the dropdown menu.

#### Caller

Filters the data by Caller.

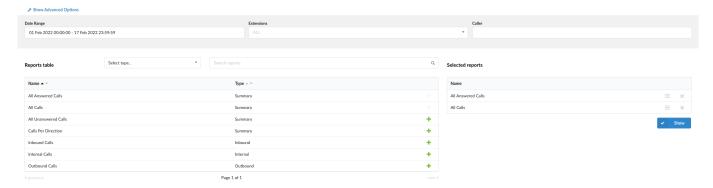
#### Select type

From this dropdown user can choose the type of the report to be shown in the Reports table; ('Summary', 'Outbound', 'Inbound', 'Internal').

### Search reports

The user can type in the first letters of the report name to be filtered and shown in the Reports table.

To generate reports, users first need to select one or more reports by clicking the green plus sign. This report(s) will then be moved to the 'Selected reports' section. By clicking the 'Show' button, the selected reports will appear in a new window.



## **All Answered Calls**

Users can access the **All Answered Calls report** to gain information about all calls on the system that were answered.

