

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’.

The screenshot displays the 'Statistics – Extensions' interface. At the top, there are filter sections for 'Date Range' (01 Feb 2022 00:00:00 - 21 Feb 2022 23:59:59), 'Extensions' (ALL), and 'Caller'. Below these are 'Call Duration' and 'Hold Duration' filters, both set to 'Set in seconds', and a 'Time format' dropdown set to 'dd hh mm ss'. A 'Hide Advanced Options' link is visible in the top left. The main area features a 'Reports table' with a search bar and a list of reports. The table has two columns: 'Name' and 'Type'. The reports listed are: 'All Answered Calls' (Summary), 'All Calls' (Summary), 'All Unanswered Calls' (Summary), 'Calls Per Direction' (Summary), 'Inbound Calls' (Inbound), 'Internal Calls' (Internal), and 'Outbound Calls' (Outbound). Each row has a green plus icon to its right. To the right of the table is a 'Selected reports' section with a search bar and a 'Show' button. At the bottom, there is a 'Page 1 of 1' indicator.

Name	Type
All Answered Calls	Summary
All Calls	Summary
All Unanswered Calls	Summary
Calls Per Direction	Summary
Inbound Calls	Inbound
Internal Calls	Internal
Outbound Calls	Outbound

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

Filters 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’

[Show Advanced Options](#)

Date Range
17 Feb 2022 00:00:00 - 17 Feb 2022 23:59:59

Today
Yesterday
This week
This Month
Last Month
This Year
Custom

February 2022

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

Search now
0 : 00 : 00
23 : 59 : 59

February 2022

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

ALL

Q

Selected reports

Name

✓ Show

Summary

Inbound

Internal

Outbound

Summary

Inbound

Internal

Outbound

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.

[Show Advanced Options](#)

Date Range01 Feb 2022 00:00:00 - 17 Feb 2022 23:59:59

ExtensionsALL

Caller

Reports table

Select type..

Search reports

Name ▾	Type ▾
All Answered Calls	Summary
All Calls	Summary
All Unanswered Calls	Summary
Calls Per Direction	Summary
Inbound Calls	Inbound
Internal Calls	Internal
Outbound Calls	Outbound

Page 1 of 1

Selected reports

Name

All Answered Calls

All Calls

Show

All Answered Calls

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

Extensions Statistics

Start date:01 Feb 2022 00:00:00

End date:17 Feb 2022 23:59:59

DetachPDFPrintE-mail

All Answered Calls [58]

MoreGraphCSV

Calls	Talk Time				Hold Time			
Answered	Total	Min	Max	Mean	Total	Min	Max	Mean
58	00d 02h 51m 02s	00d 00h 00m 01s	00d 03h 22m 23s	00d 00h 02m 57s	00d 00h 04m 09s	00d 00h 00m 00s	00d 00h 00m 23s	00d 00h 00m 04s