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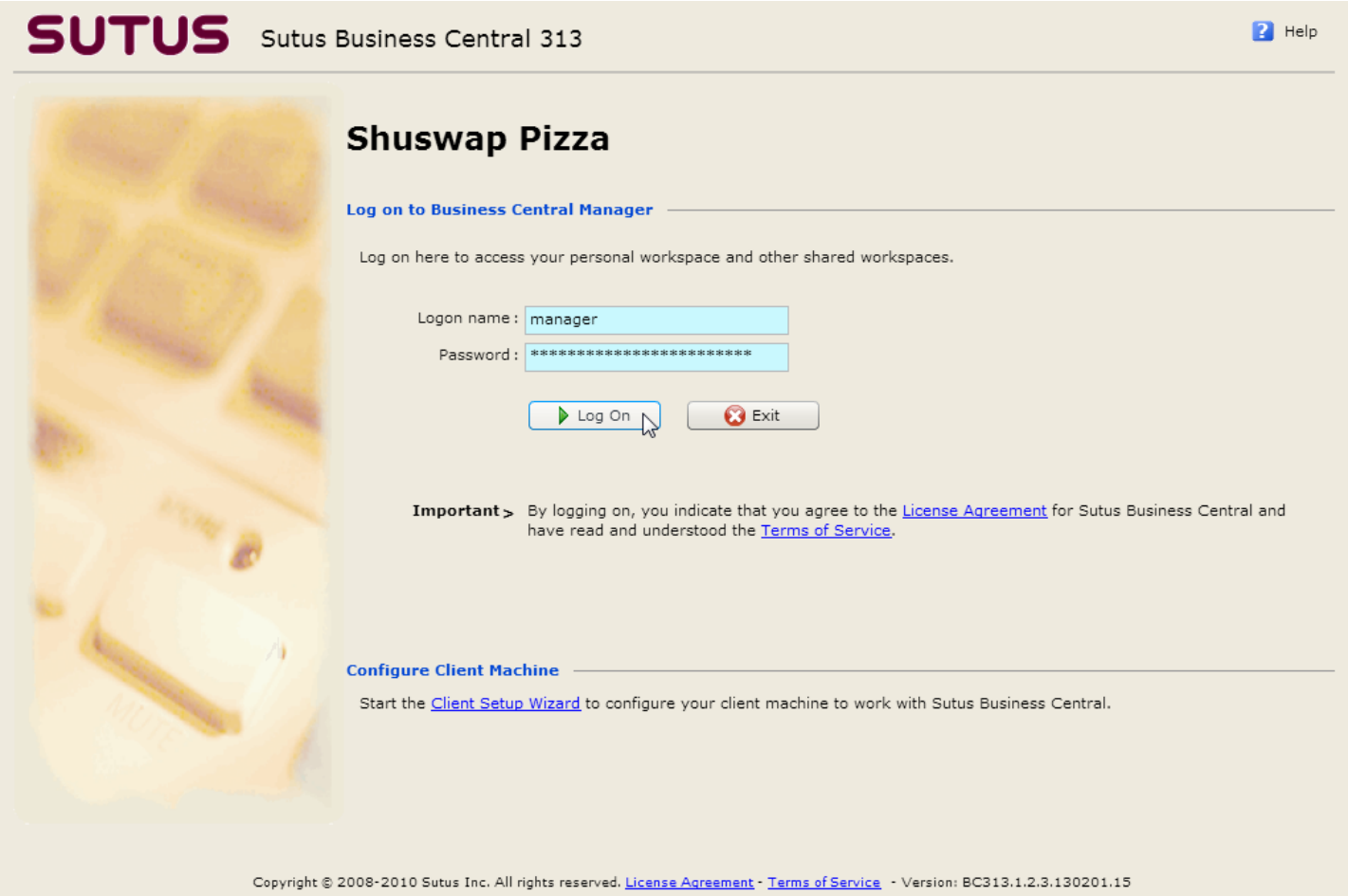
BC313

How To: Generate a Call Report (managers)

Log on to Business Central Manager as a manager.



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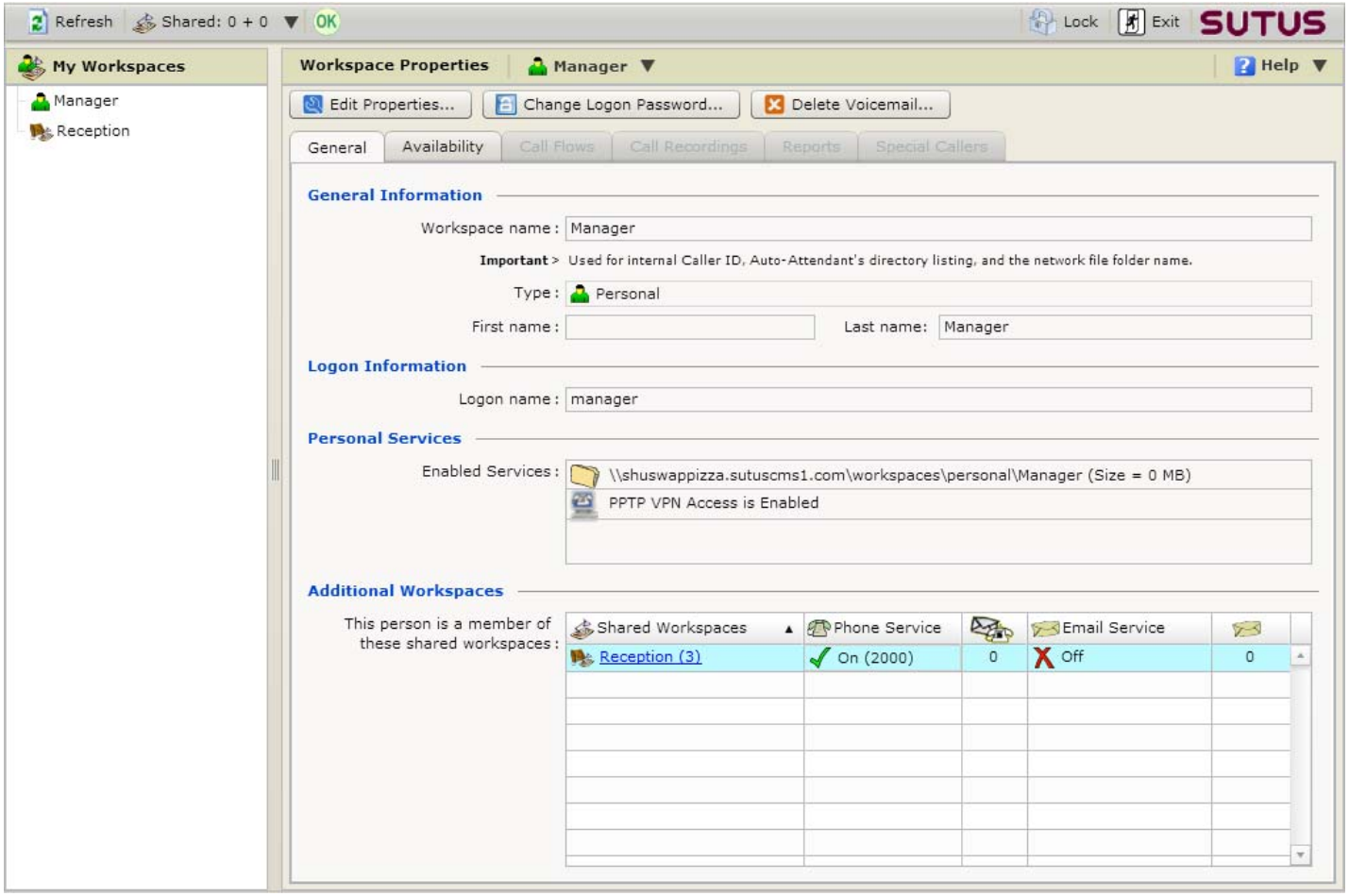
Business Central Manager opens.



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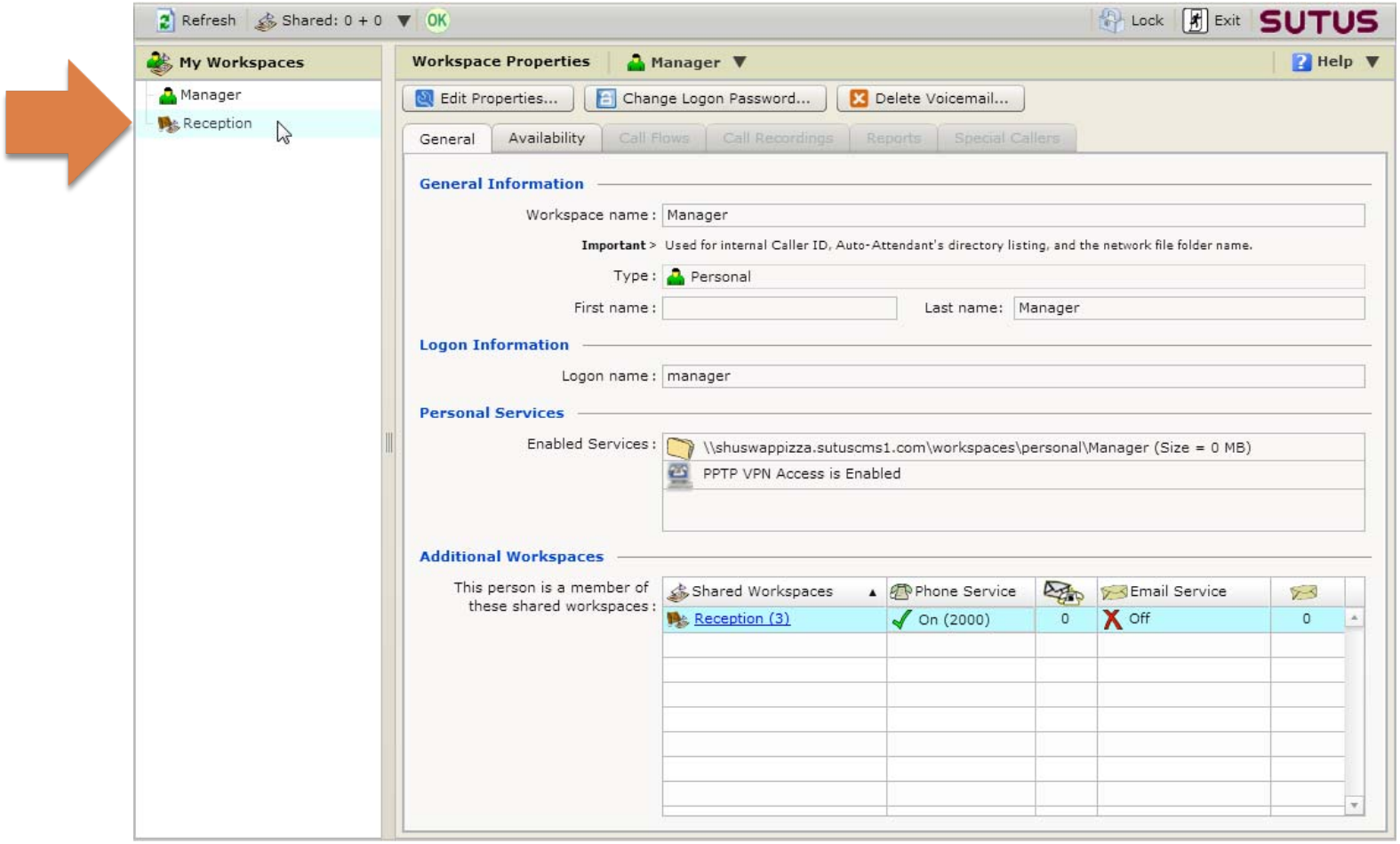
Select the **Reception** workspace.



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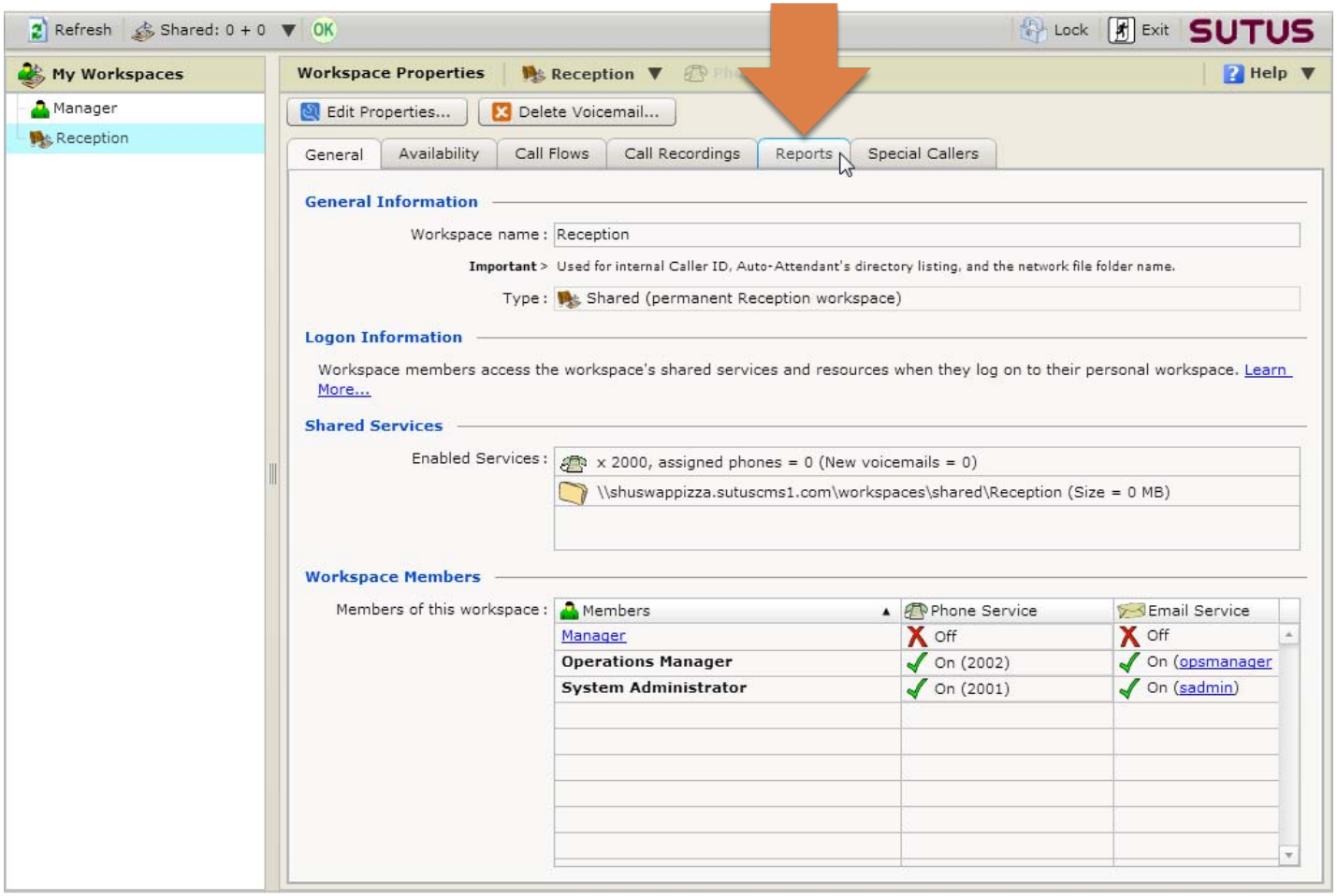
Select the **Reports** tab.



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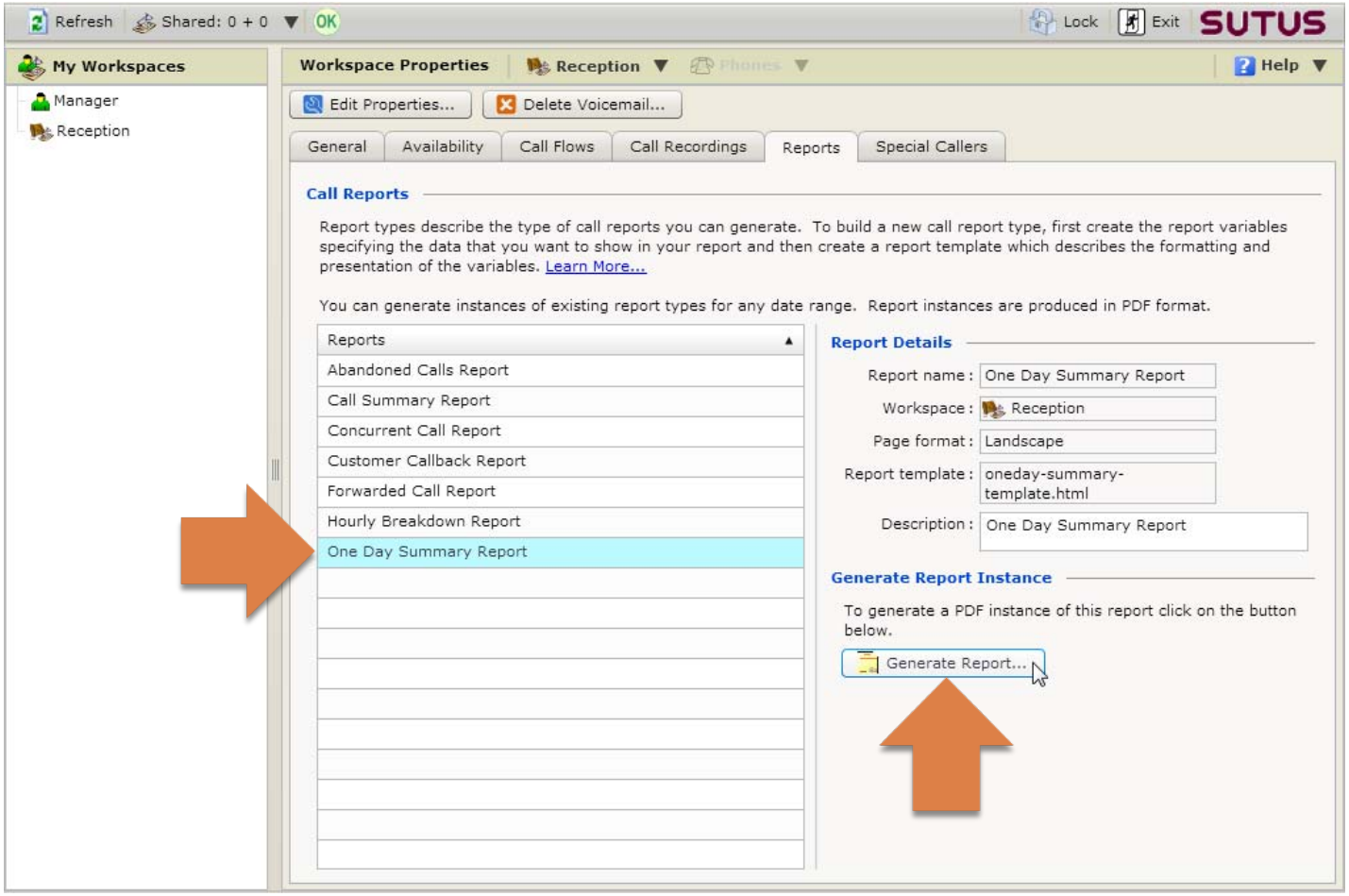
On the Call Reports tab, select the report to generate and slick the **Generate Report** button.



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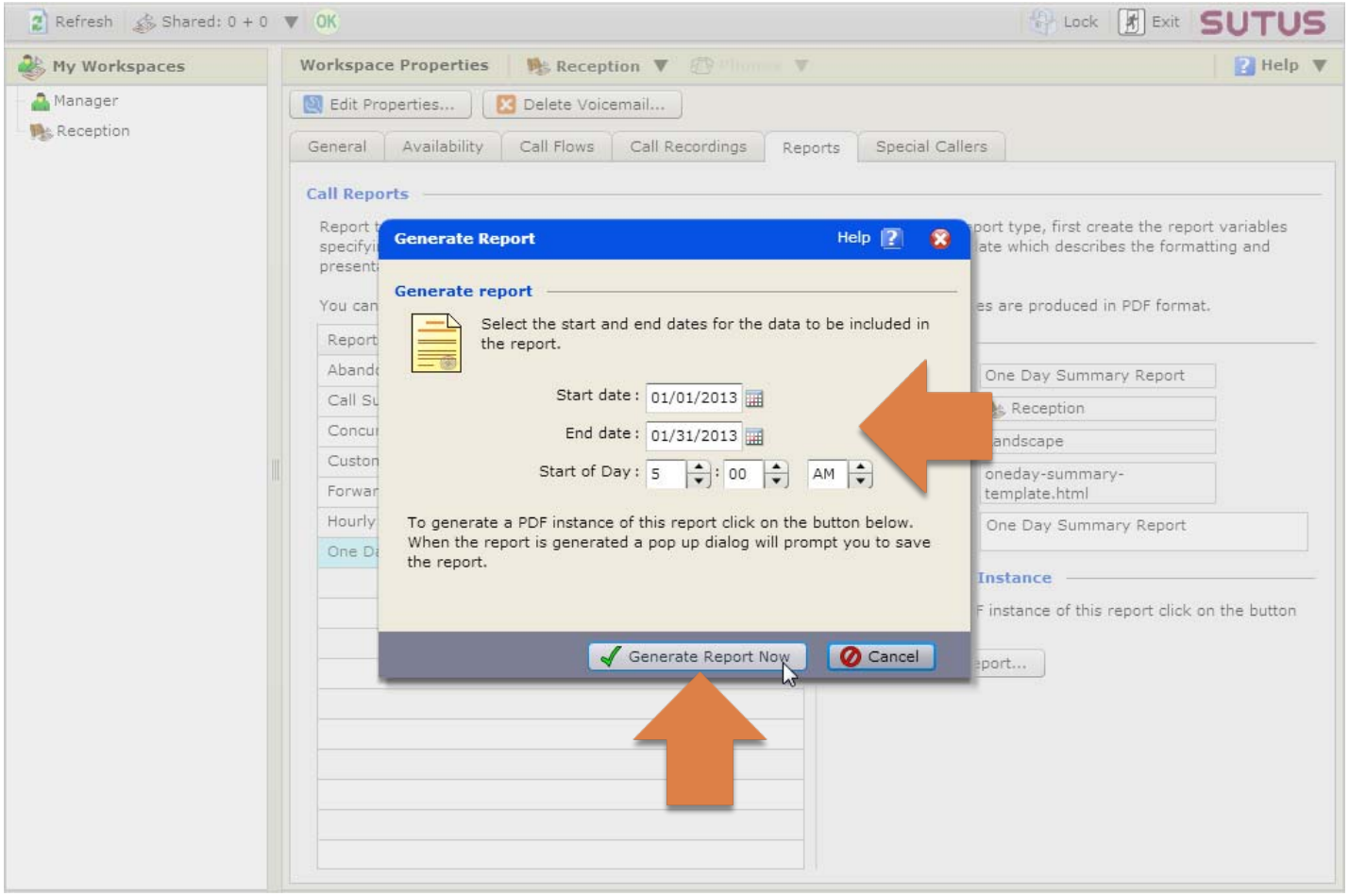
Select the Start and End date, the start of the business day, and then click the **Generate Report Now** button.



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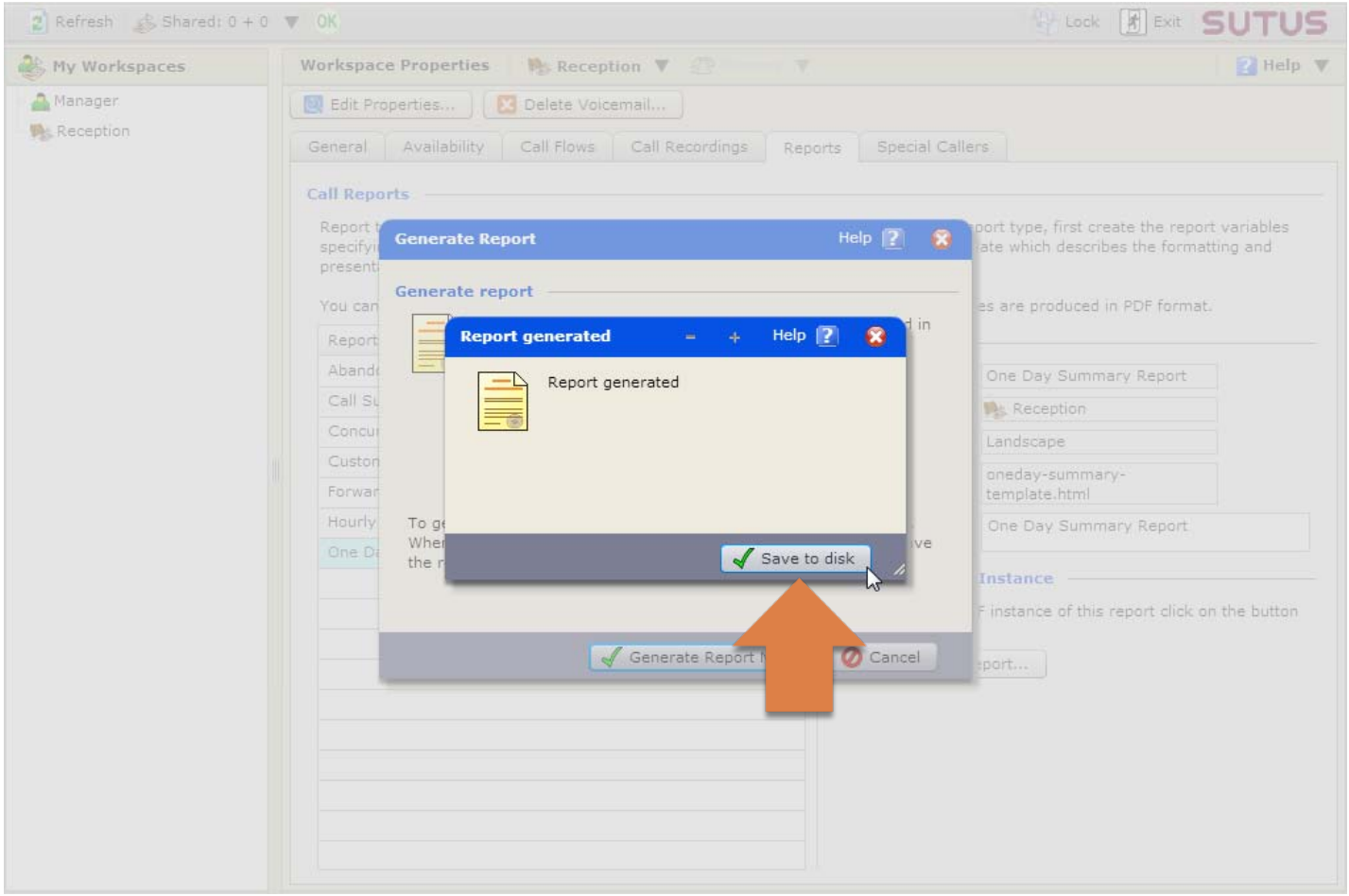
When the report finishes generating, click **Save to disk**.



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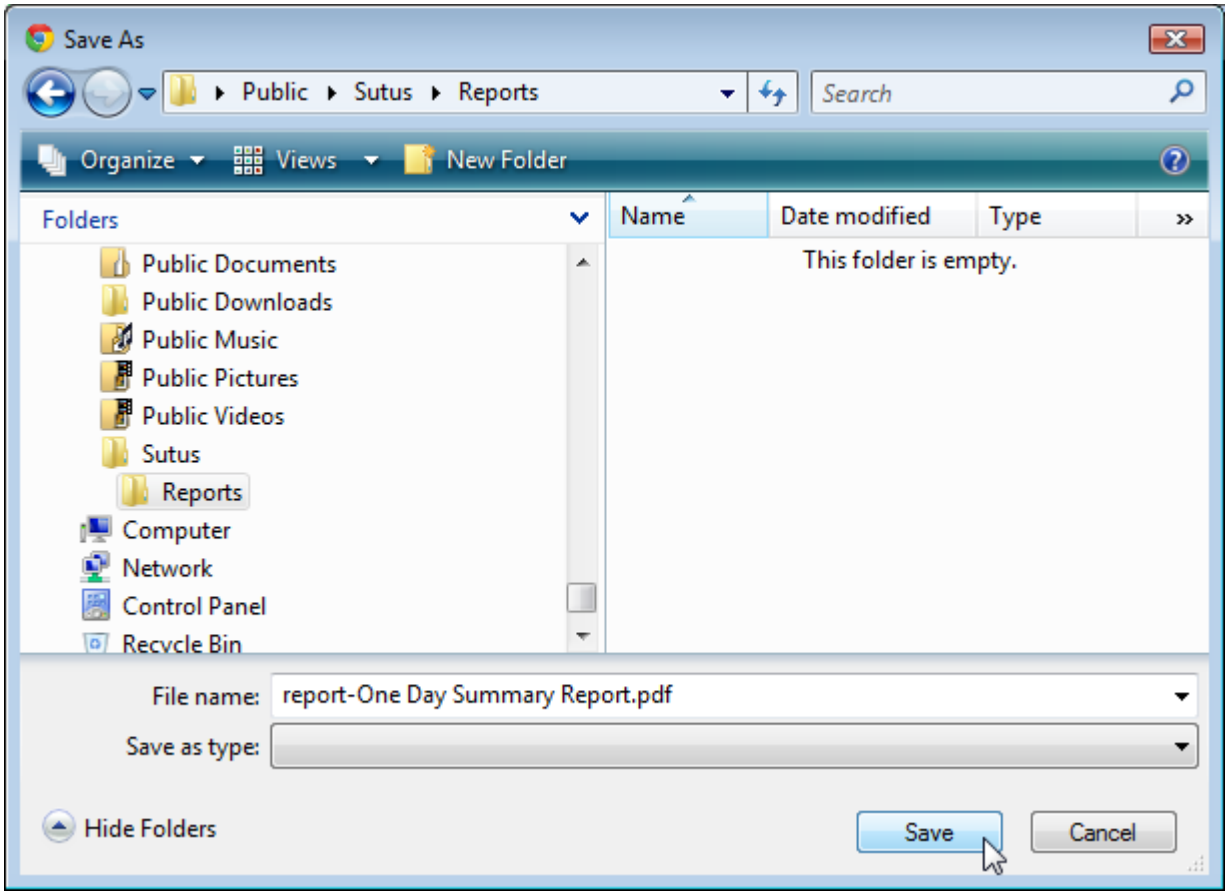
Save the file.



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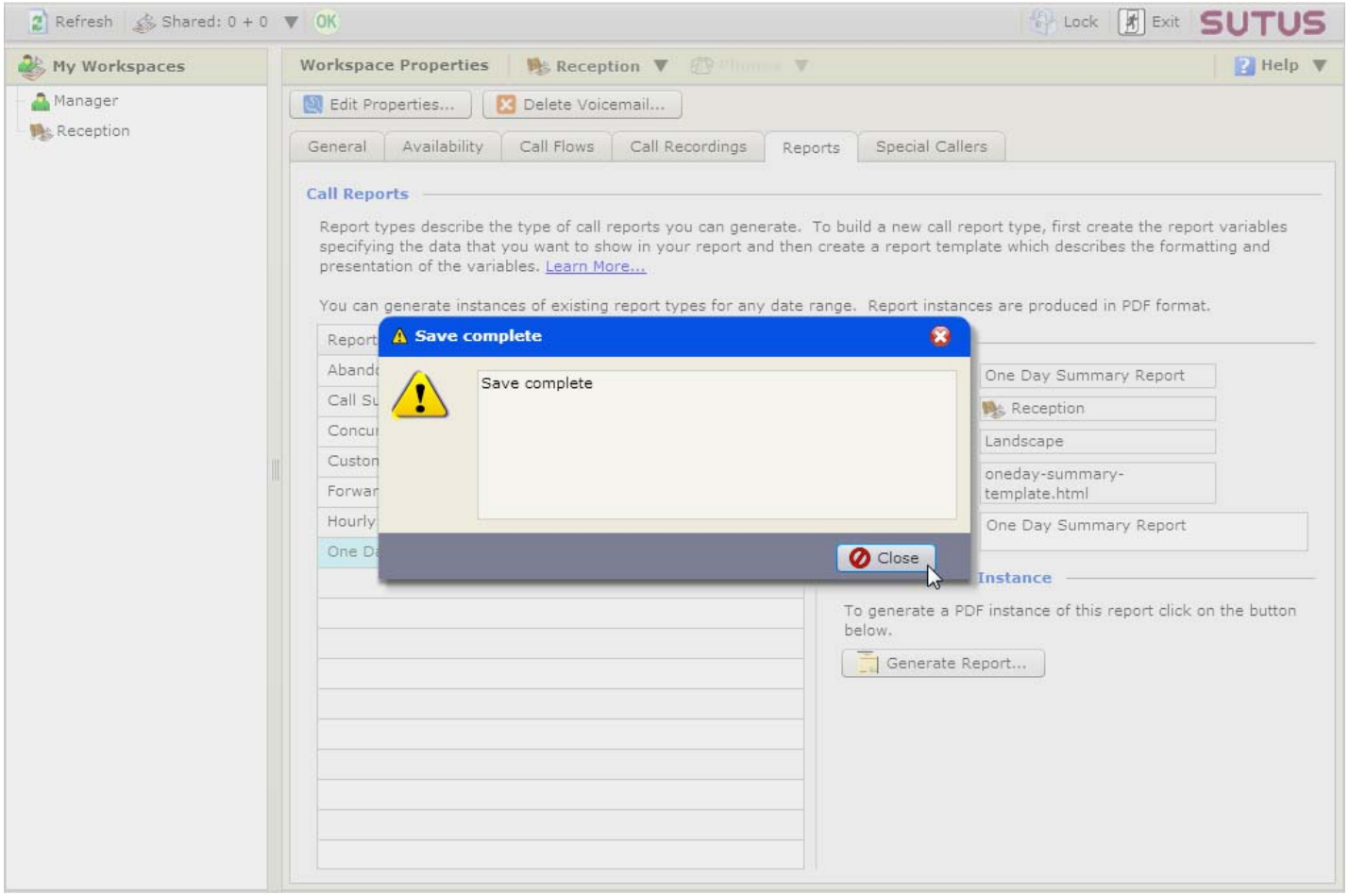
You have saved the report. Click Close.



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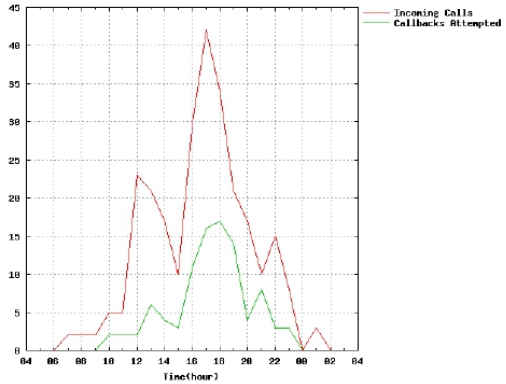
Open the saved report from the location where you saved it.

Shuswap Pizza Daily Summary Report
2012-01-01 - 2012-01-01



Concurrent PSTN Calls				
1	2	3	4	5
4:00:57	2:13:49	1:02:22	0:19:41	0:05:27

Concurrent VoIP Calls	
1	2
0:19:15	0:00:20

Time	Ans	Fwd	QH	0-12	13-24	25-36	37-60	>1m
05:00	0	0	0	0%	0%	0%	0%	0%
06:00	0	0	0	0%	0%	0%	0%	0%
07:00	0	0	0	0%	0%	0%	0%	0%
08:00	0	0	0	0%	0%	0%	0%	0%
09:00	2	0	0	100%	0%	0%	0%	0%
10:00	4	0	0	100%	0%	0%	0%	0%
11:00	5	0	0	80%	20%	0%	0%	0%
12:00	17	2	0	47%	35%	12%	6%	0%
13:00	17	2	0	71%	24%	0%	0%	6%
14:00	12	0	1	92%	8%	0%	0%	0%
15:00	10	0	0	80%	20%	0%	0%	0%
16:00	27	1	0	70%	30%	0%	0%	0%
17:00	37	1	3	73%	27%	0%	0%	0%
18:00	32	2	0	78%	19%	3%	0%	0%
19:00	20	0	0	80%	20%	0%	0%	0%
20:00	16	0	0	56%	38%	6%	0%	0%
21:00	10	0	0	80%	20%	0%	0%	0%
22:00	12	1	1	75%	17%	0%	8%	0%
23:00	8	0	0	88%	12%	0%	0%	0%
00:00	0	0	0	0%	0%	0%	0%	0%
01:00	0	0	0	0%	0%	0%	0%	0%
02:00	0	0	0	0%	0%	0%	0%	0%
03:00	0	0	0	0%	0%	0%	0%	0%
04:00	0	0	0	0%	0%	0%	0%	0%

In - PSTN	In - VoIP	Ans	Fwd	AA Hngup	Q Hngup	Fax	Spanish Callers	Avg AA h:m:s	% bypass AA	Avg Q Time	Park Hold Count	Avg Park Hold	Total Park Hold	0-12	13-24	25-36	37-60	>1m
267	0	229	9	24	5	0	1	00:00:21	2%	00:00:09	15	00:01:10	00:17:30	74%	23%	2%	1%	0%

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Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- support@sutus.com
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

- http://help.sutus.com

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