

SUTUS



BC313 & BC5860

How To:

Read the Call Summary Report

About the Call Summary Report

- The Call Summary Report gives an overview of incoming and outgoing calls over the period of several days.
- You can use this report to monitor how quickly customer service representatives are answering phones.
- You can also use it to monitor the number of outbound calls from the store.
- If configured to do so, the report considers a day to be a business day (for example, 9:00 am to 3:00 am) rather than a clock day (12:00 am to 11:59 pm.)

Using the Call Summary Report

- The Call Summary report was designed to report on multiple days, typically one week.
- If you run the report for a single day, the graph on the first page will be blank.
- This report is designed to display in landscape mode only.

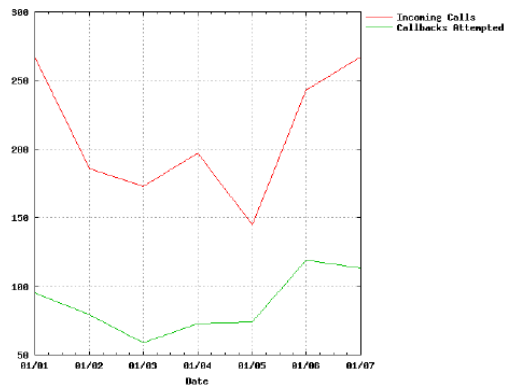
Sample Call Summary Report – Page 1

Shuswap Pizza Call Summary Report 2012-01-01 - 2012-01-07

Total Inbound Calls: 1478

Total Outbound Calls: 766

Average Answer Time (hh:mm:ss): 00:00:08



Shuswap Pizza Call Summary Report 2012-01-01 - 2012-01-07

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Sample Call Summary Report – Page 2

Summary of incoming calls per day

Incoming calls per day table:

Date	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
2012-01-01	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%
2012-01-02	186	0	168	4	12	1	1	7	00:00:19	4%	00:00:08	15	00:00:55	00:13:54	72%	25%	3%	0%	0%
2012-01-03	173	0	150	8	7	5	1	3	00:00:20	2%	00:00:11	25	00:01:35	00:39:45	64%	28%	5%	1%	1%
2012-01-04	197	0	171	6	17	3	0	0	00:00:20	2%	00:00:08	20	00:00:50	00:16:48	80%	20%	0%	0%	0%
2012-01-05	145	0	118	4	18	5	0	0	00:00:20	2%	00:00:06	6	00:00:58	00:05:49	88%	12%	0%	0%	0%
2012-01-06	243	0	216	5	21	1	0	2	00:00:20	1%	00:00:07	12	00:00:46	00:09:21	82%	17%	1%	0%	0%
2012-01-07	267	0	243	2	22	0	0	1	00:00:22	1%	00:00:07	21	00:00:58	00:20:32	85%	15%	0%	0%	0%

Date	Date of calls	Spanish Callers	# of callers who chose Spanish option	0-12	% of calls answered in 12 seconds or less
In-PSTN	# of incoming PSTN calls	Avg AA h:m:S	Average time spent listening to auto-attendant message	13-24	% of calls answered in 13 to 24 seconds
In-VoIP	# of incoming VoIP calls	% bypass AA	% of callers who bypassed auto-attendant message	25-36	% of calls answered in 25 to 36 seconds
Ans	# of calls answered in queue or by voicemail	Avg Q Time	Average time spent in the queue	37-60	% of calls answered in 37 to 60 seconds
Fws	# of calls forwarded	Park Hold Count	# of calls put on hold or park	>1 m	% of calls answered after one minute
AA Hngup	# of calls that hung up during the auto-attendant message	Avg Park Hold	Average length of call hold or park		
Q Hngup	# of calls that hung up from the queue	Total Park Hold	Total time all calls spent on hold or park		
Fax	# of fax calls				

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Sample Call Summary Report – Page 3

Summary of outgoing calls per day

Outgoing calls per day table:

Date	Incoming Answered	Outbound - PSTN	Outbound - VoIP	Callbacks Attempted	Callbacks Answered	Callbacks No Answer	Outbound PSTN time (hh:mm:ss)	Outbound VoIP time (hh:mm:ss)
2012-01-01	229	120	31	95	95	0	00:55:21	00:19:55
2012-01-02	168	103	18	79	79	0	00:51:44	00:07:58
2012-01-03	150	63	7	59	59	0	00:34:10	00:12:23
2012-01-04	171	74	9	73	73	0	00:42:11	00:05:24
2012-01-05	118	76	3	74	74	0	00:43:47	00:04:16
2012-01-06	216	123	10	119	119	0	01:10:43	00:12:39
2012-01-07	243	116	13	113	113	0	01:04:58	00:40:08

Date	Date of calls
Incoming Answered	Total number of calls answered in the queue or by voicemail. Does not include calls that hung up while in an auto-attendant or queue, or calls forwarded from the queue.
Outbound – PSTN	Number of outbound PSTN calls. If your outbound call processing is configured to use VoIP, any calls in this column indicate a problem with your VoIP service.
Outbound – VoIP	Number of outbound VoIP calls.
Callbacks Attempted	Total number of callbacks attempted. If this number is significantly lower than the Incoming Answered calls, there may be a problem with your callbacks.
Callbacks Answered	Number of callbacks answered.
Callbacks No Answer	Number of callbacks not answered.
Outbound PSTN time	Total amount of time PSTN lines were used for outbound calls.
Outbound VoIP time	Total amount of time VoIP lines were used for outbound calls.

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>