

SUTUS



BC313 & BC5860

How To:

Read the Customer Callback Report

About the Customer Callback Report

- The Customer Callback Report provides details about customer callbacks made during the report period, including summary information, as well as a detailed listing of the date, time, and phone number of each callback.
- Use this report to verify that callbacks are being made.
- You can run this report for a single day or multiple day periods.
- The report is designed to display in either landscape or portrait format.

Sample Customer Callback Report

Shuswap Pizza Callback Report 2012-09-01 - 2012-09-30

Total Incoming Calls Answered: 2786

Total Callbacks Attempted: 771

Total Callbacks Answered: 746

Percentage of Callbacks Answered: 97%

Percentage of Callbacks Attempted to Incoming Calls Answered: 28%

Callbacks answered table:

Time	Phone Number	Total Call Length (s)
2012-09-01 10:42:10	xxxxxyzzzz	8
2012-09-01 11:26:21	xxxxxyzzzz	14
2012-09-01 12:11:01	xxxxxyzzzz	7
2012-09-01 12:30:49	xxxxxyzzzz	31
2012-09-01 12:51:18	xxxxxyzzzz	17
2012-09-01 13:14:13	xxxxxyzzzz	8
2012-09-01 14:08:29	xxxxxyzzzz	16
2012-09-01 15:16:24	xxxxxyzzzz	4
2012-09-01 15:54:42	xxxxxyzzzz	7
2012-09-01 16:04:17	xxxxxyzzzz	5
2012-09-01 16:51:17	xxxxxyzzzz	17
2012-09-01 17:25:16	xxxxxyzzzz	25
2012-09-01 17:28:27	xxxxxyzzzz	9
2012-09-01 17:37:35	xxxxxyzzzz	9
2012-09-01 17:43:42	xxxxxyzzzz	19
2012-09-01 18:03:30	xxxxxyzzzz	28

Shuswap Pizza Callback Report 2012-09-01 - 2012-09-30

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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>