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How To: Read the Forwarded Calls Report

About the Forwarded Calls Report

- This report gives detailed summaries of calls forwarded from the call queue and special callers that were held in the queue and not forwarded.

- This report gives you a picture of how often calls are being forwarded to your call center.

- You can run this report for a single day or multiple days.

- This report can display in landscape or portrait mode.

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Sample Forwarded Calls Report – Section 1

Shuswap Pizza Forwarded Calls Report (2012-09-01 to 2012-09-30)

Total incoming calls: 3447

Special Callers (Repeat/Flagged etc): 769

Calls answered before forward timeout: 2786

Calls exceeding queue forward timeout:

- Forwarded: 0

- Special Callers remaining in queue: 13

Total incoming calls	Both PSTN and VoIP calls over the total time period.
Special Callers	Number of inbound calls that were detected as repeat or flagged callers.
Calls answered before forward timeout	Number of calls that were answered by the store.
Forwarded	Number of calls that timed out in the queue and were forwarded to the call center.
Special Callers remaining in queue	Number of calls that would have timed out in the queue and been forwarded, but were flagged as a special caller and were therefore not forwarded.

Per Day summary of calls forwarded from Queue:

Date	Incoming	Fwded calls	Special Callers	NOT forwarded	Avg Fwded call length (sec)	Max Fwded call length (sec)	0-12	13-24	25-36	37-60	>1m
2012-09-01	225	0	61	0	0	0	77%	20%	2%	1%	1%
2012-09-02	159	0	50	3	0	0	76%	17%	2%	3%	2%
							85%	11%	3%	0%	0%
							95%	5%	0%	0%	0%
							80%	10%	3%	1%	5%
							91%	8%	1%	0%	0%
							91%	7%	1%	0%	0%

Date	Business date of calls (for example, 9:00 am to 3:00 am on January 1).
Incoming	Total PSTN and VoIP incoming calls for that day.
Fwded calls	Number of calls that timed out in the queue and were forwarded to the call center.
Special Callers	Number of inbound calls that were detected as repeat or flagged callers.
NOT forwarded	Number of calls that would have been forwarded due to a queue timeout but were detected as a special caller that day.
Avg Fwded call length (sec)	Average duration in seconds of forwarded calls that day. The duration is the total duration from the point the call was detected by the gateway to the time the forwarded call was answered by the call center.
Max Fwded call length	Longest duration forwarded call that day. The duration is the total duration from the point the call was detected by the gateway to the time the forwarded call was answered by the call center.

0-12	% of calls answered in 12 seconds or less
13-24	% of calls answered in 13 to 24 seconds
25-36	% of calls answered in 25 to 36 seconds
37-60	% of calls answered in 37 to 60 seconds
>1 m	% of calls answered after one minute

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Sample Forwarded Calls Report – Section 2

Detailed list of calls forwarded from Queue:

Date	Caller Name	Phone Number	Call Length	Incoming Line

Date	Date and time of the call.
Caller Name	Caller name as received on the line.
Phone Number	Caller number as received on the line.
Call Length	Length of the forwarded call in seconds. The duration is the total from the time the call was detected by the gateway to the time it was answered by the call center.
Incoming Line	Which line the call came in on. Can indicate whether the call was forwarded because there were many lines in use at the time.

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Sample Forwarded Calls Report – Section 3

Detailed list of special callers:

Date	Caller Name	Caller Number	Call Length	Keywords
2012-09-01 08:35:51	John Doe	xxxyyyzzzz	5	repeat_caller
2012-09-01 09:07:39	John Doe	xxxyyyzzzz	4	repeat_caller
2012-09-01 09:08:26	John Doe	xxxyyyzzzz	5	repeat_caller
2012-09-01 10:09:30	John Doe	xxxyyyzzzz	5	repeat_caller
2012-09-01 10:36:25	John Doe	xxxyyyzzzz	187	repeat_caller
2012-09-01 11:01:22	John Doe	xxxyyyzzzz	180	repeat_caller
2012-09-01 11:24:44	John Doe	xxxyyyzzzz	74	repeat_caller
2012-09-01 11:37:16	John Doe	xxxyyyzzzz	194	repeat_caller
2012-09-01 12:33:47	John Doe	xxxyyyzzzz	63	repeat_caller
2012-09-01 12:40:34	John Doe	xxxyyyzzzz	26	repeat_caller
2012-09-01 13:15:45	John Doe	xxxyyyzzzz	85	repeat_caller
2012-09-01 13:46:35	John Doe	xxxyyyzzzz	4	repeat_caller
2012-09-01 13:48:41	John Doe	xxxyyyzzzz	5	repeat_caller
2012-09-01 15:19:49	John Doe	xxxyyyzzzz	189	repeat_caller
2012-09-01 15:41:21	John Doe	xxxyyyzzzz	5	repeat_caller
2012-09-01 15:54:15	John Doe	xxxyyyzzzz	132	repeat_caller
2012-09-01 16:39:19	John Doe	xxxyyyzzzz	56	repeat_caller
2012-09-01 16:42:56	John Doe	xxxyyyzzzz	38	repeat_caller
2012-09-01 17:33:55	John Doe	xxxyyyzzzz	236	repeat_caller
2012-09-01 17:38:00	John Doe	xxxyyyzzzz	224	repeat_caller
2012-09-01 17:53:45	John Doe	xxxyyyzzzz	25	FLAGGED
2012-09-01 17:57:33	John Doe	xxxyyyzzzz	79	repeat_caller
2012-09-01 17:59:06	John Doe	xxxyyyzzzz	231	repeat_caller
2012-09-01 18:33:58	John Doe	xxxyyyzzzz	226	repeat_caller
2012-09-01 18:37:36	John Doe	xxxyyyzzzz	33	repeat_caller
2012-09-01 19:04:30	John Doe	xxxyyyzzzz	175	repeat_caller
2012-09-01 19:20:23	John Doe	xxxyyyzzzz	78	repeat_caller

Date	Date and time of the call.
Caller Name	Caller name as received on the line.
Caller Number	Caller number as received on the line.
Call Length	Length of the forwarded call in seconds. The duration is the total from the time the call was detected by the gateway to the time it was answered by the call center.
Keywords	Shows if the call was detected as a repeat or flagged caller.

Shuswap Pizza Forwarded Calls Report (2012-09-01 to 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

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