

SUTUS



BC313 & BC5860

How To:

Read the Hourly Breakdown Report

About the Hourly Breakdown Report

- The Hourly Breakdown Report gives a detailed breakdown of incoming and outgoing call activity on a per-hour basis.
- Use this report to monitor how quickly CSRs are answering phones and how many outbound calls are taking place each day.
- Note that this report is designed to report on a single day's calls only. If you run the report on a time range spanning multiple days, the values will be averaged and may be incorrect.
- This report is designed to display in landscape format only.

Sample Hourly Breakdown Report – Page 1



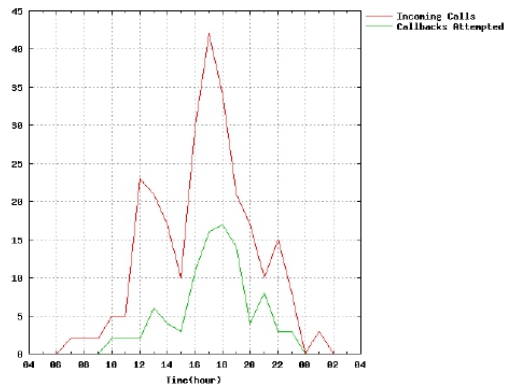
Shuswap Pizza Hourly Breakdown Report: 2012-01-01 - 2012-01-01

Total Inbound Calls: 267

Total Outbound Calls: 160

Average Answer Time (hh:mm:ss): 00:00:09

Calls answered or hung up in less than 2 rings (12secs): \$PERCENT_RINGING_LTE_12



Shuswap Pizza Hourly Breakdown Report:2012-01-01 - 2012-01-01

1

Sample Hourly Breakdown Report – Page 2

Average incoming calls per hour:

Time	In - PSTN	In - VoIP	Ans	Fwd	AA Hngup	Q Hngup	Fax	Spanish Callers	Avg AA (sec)	% bypass AA	Avg Q (sec)	Park Hold Count	Avg Park Hold(s)	Total Park Hold(s)	0-12	13-24	25-36	37-60	>1m
05:00	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0%	0%	0%	0%	0%
06:00	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0%	0%	0%	0%	0%
07:00	2	0	0	0	2	0	0	0	34	0%	0	0	0	0	0%	0%	0%	0%	0%
08:00	2	0	0	0	2	0	0	0	33	0%	0	0	0	0	0%	0%	0%	0%	0%
09:00	2	0	2	0	0	0	0	0	23	0%	6	0	0	0	100%	0%	0%	0%	0%
10:00	5	0	4	0	1	0	0	0	22	0%	3	1	13	13	100%	0%	0%	0%	0%
11:00	5	0	5	0	0	0	0	0	23	0%	9	0	0	0	80%	20%	0%	0%	0%
12:00	23	0	17	2	4	0	0	0	20	0%	14	0	0	0	47%	35%	12%	6%	0%
13:00	21	0	17	2	2	0	0	1	20	5%	15	1	214	214	71%	24%	0%	0%	6%
14:00	17	0	12	0	4	1	0	0	20	0%	5	2	42	85	92%	8%	0%	0%	0%
15:00	10	0	10	0	0	0	0	0	21	0%	7	0	0	0	80%	20%	0%	0%	0%
16:00	30	0	27	1	2	0	0	0	21	0%	9	1	89	89	70%	30%	0%	0%	0%
17:00	42	0	37	1	1	3	0	0	22	2%	9	0	0	0	73%	27%	0%	0%	0%
18:00	34	0	32	2	0	0	0	0	22	0%	8	1	32	32	78%	19%	3%	0%	0%
19:00	21	0	20	0	1	0	0	0	19	15%	8	3	74	223	80%	20%	0%	0%	0%
20:00	17	0	16	0	1	0	0	0	20	6%	10	3	111	334	56%	38%	6%	0%	0%
21:00	10	0	10	0	0	0	0	0	19	0%	7	3	20	60	80%	20%	0%	0%	0%
22:00	15	0	12	1	1	1	0	0	22	0%	11	0	0	0	75%	17%	0%	8%	0%
23:00	8	0	8	0	0	0	0	0	20	0%	6	0	0	0	88%	12%	0%	0%	0%
00:00	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0%	0%	0%	0%	0%
01:00	3	0	0	0	3	0	0	0	19	0%	0	0	0	0	0%	0%	0%	0%	0%
02:00	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0%	0%	0%	0%	0%
03:00	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0%	0%	0%	0%	0%
04:00	0	0	0	0	0	0	0	0	0	0%	0	0	0	0	0%	0%	0%	0%	0%

Time	Hour of day
In-PSTN	# of incoming PSTN calls
In-VoIP	# of incoming VoIP calls
Ans	# of calls answered in queue or by voicemail
Fwd	# of calls forwarded
AA Hngup	# of calls that hung up in the auto-attendant
Q Hngup	# of calls that hung up from the queue
Fax	# of fax calls
Spanish Callers	# of callers who chose Spanish option
Avg AA (sec)	Average seconds spent listening to auto-attendant
% bypass AA	% of callers who bypassed auto-attendant message
Avg Q (sec)	Average # of seconds spent in the queue
Park Hold Count	# of calls put on hold or park
Avg Park Hold	Average length of call hold or park
Total Park Hold	Total time all calls spent on hold or park
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

Sample Hourly Breakdown Report – Page 3

Average outgoing calls per hour:

Time	Incoming Answered	Outbound - PSTN	Outbound - VoIP	Callbacks Attempted	Callbacks Answered	Callbacks no answer	Outbound PSTN Time (sec)	Outbound VoIP Time (sec)
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	1	0	0	0	0	46	0
10:00	4	2	0	2	2	0	68	0
11:00	5	2	0	2	2	0	68	0
12:00	17	2	4	2	2	0	68	2074
13:00	17	8	7	6	6	0	204	960
14:00	12	4	0	4	4	0	136	0
15:00	10	3	1	3	3	0	102	59
16:00	27	12	4	11	11	0	374	151
17:00	37	21	3	16	16	0	544	983
18:00	32	26	3	17	17	0	576	590
19:00	20	19	7	14	14	0	476	208
20:00	16	4	1	4	4	0	136	3
21:00	10	8	0	8	8	0	272	0
22:00	12	3	6	3	3	0	102	919
23:00	8	4	0	3	3	0	102	0
00:00	0	1	4	0	0	0	47	82
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

Time	Hour of day
Incoming Answered	Total # of calls answered in queue or by voicemail.
Outbound-PSTN	Number of outbound PSTN calls.
Outbound - VoIP	Number of outbound VoIP calls.
Callbacks Attempted	Number of callbacks attempted.
Callbacks Answered	Do not use
Callbacks no answer	Do not use
Outbound PSTN Time (sec)	Total number of seconds PSTN lines were used for outbound calls during hour.
Outbound VoIP Time (sec)	Total number of seconds VoIP lines were used for outbound calls during hour.

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>