

SUTUS



BC313 & BC5860

How To:

Read the One Day Summary Call Report

About the One Day Summary Report

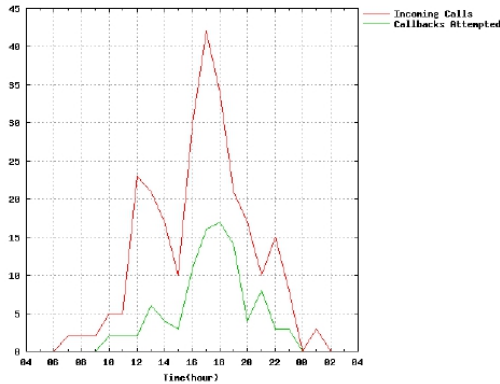
- This report gives an overview of a store's incoming call activity during a single day.
- The report fits on one page and consolidates two or three reports into one, including the Concurrent Call Report and Call Summary Report.

Using the One Day Summary Report

- This report is designed to be used for a single day's data.
- When you run the report, select the same start and end date.
- This report is designed to display in landscape mode only.

Your Daily Dashboard

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

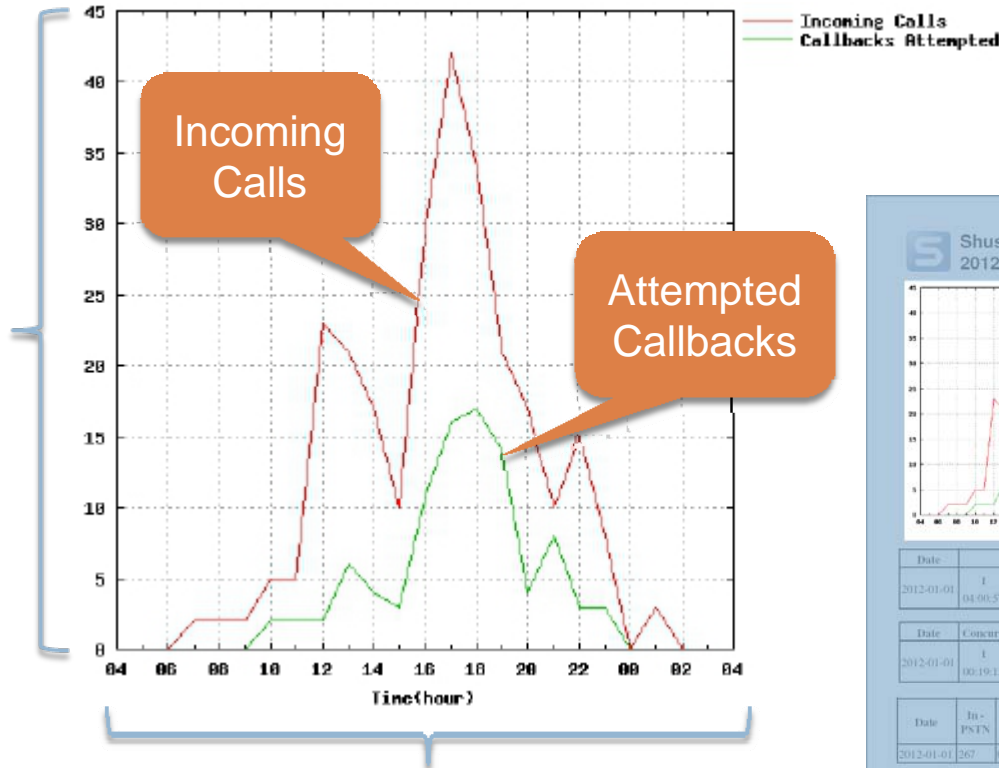
Concurrent VoIP Calls	
1	2
0:19:15	0:00:20

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%

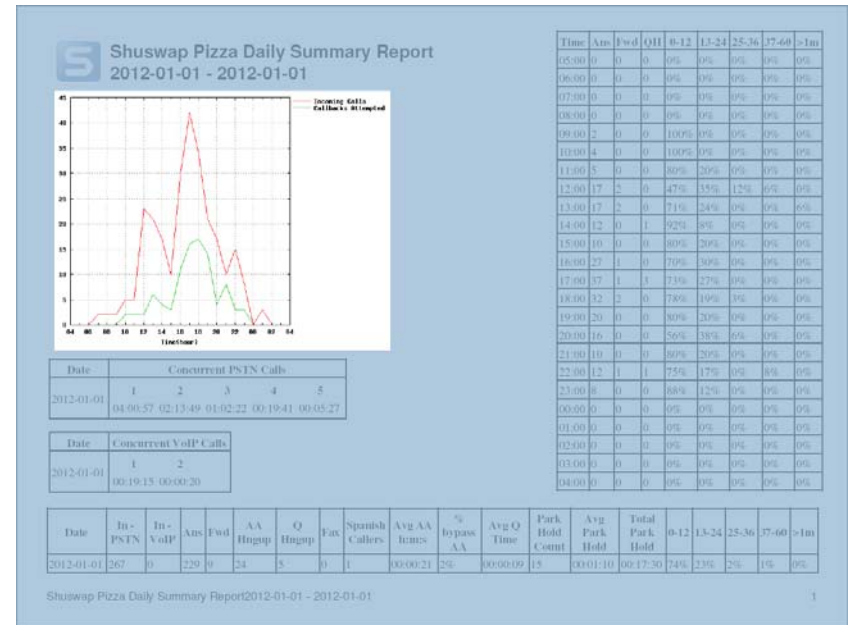
In - PSTN	In - VoIP	Ans	Fwd	AA Hngup	Q Hngup	Fax	Spanish Callers	Avg AA h:m:s	% bypass AA	Avg Q Time	Park Hold Count	Avg Park Hold	Total Park Hold	0-12	13-24	25-36	37-60	>1m
267	0	229	9	24	5	0	1	00:00:21	2%	00:00:09	15	00:01:10	00:17:30	74%	23%	2%	1%	0%

The graph shows incoming calls and attempted callbacks.

Number of calls



Time of day

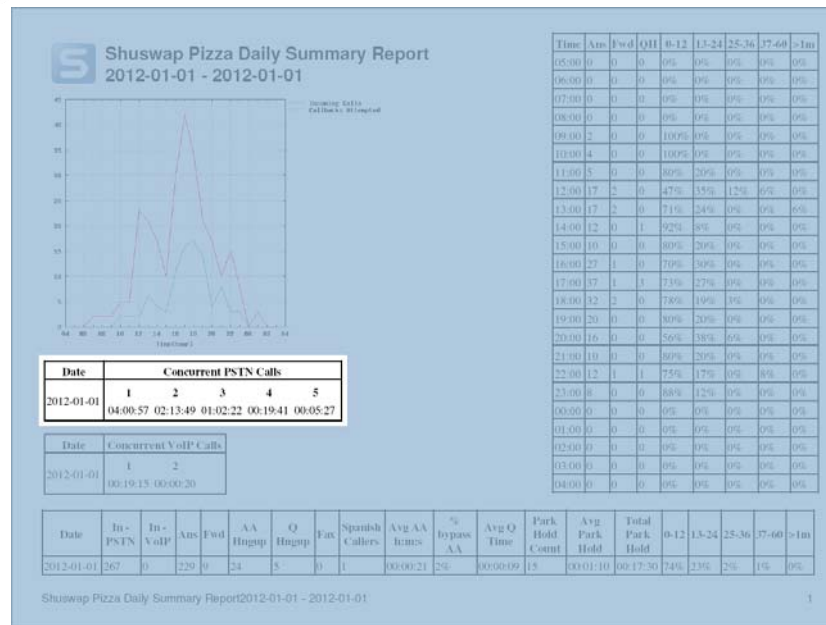


Concurrent PSTN Calls shows the total usage of your PSTN phone lines for the day.

Date	Concurrent PSTN Calls				
2012-01-01	1	2	3	4	5
	04:00:57	02:13:49	01:02:22	00:19:41	00:05:27

Only one PSTN line required for 4 hours and 57 seconds of the day.

Five PSTN lines required for 5 minutes and 27 seconds of the day.

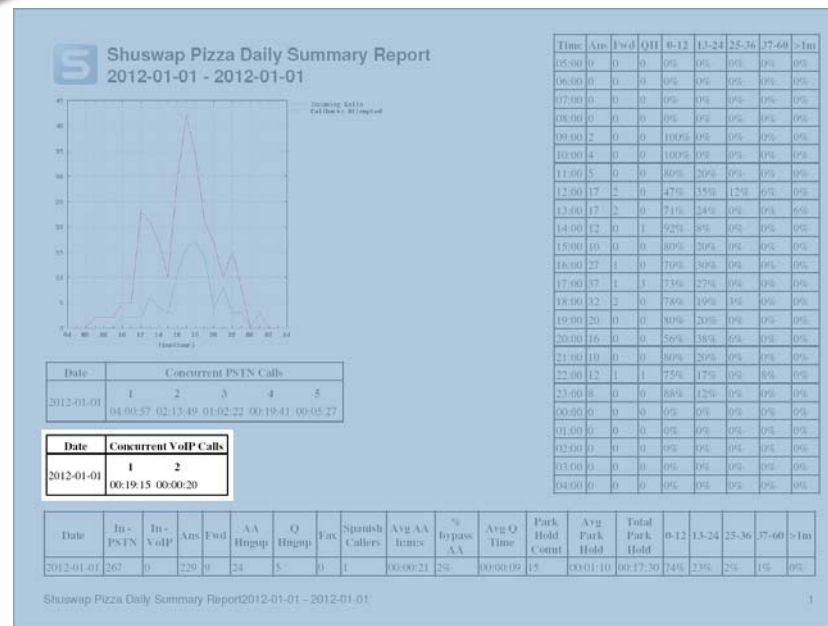


Concurrent VoIP Calls shows the total usage of your VoIP lines for the day.

Date	Concurrent VoIP Calls	
2012-01-01	1 00:19:15	2 00:00:20

Only one VoIP line required for 19 minutes and 15 seconds of the day.

Two VoIP lines required for 20 seconds of the day.

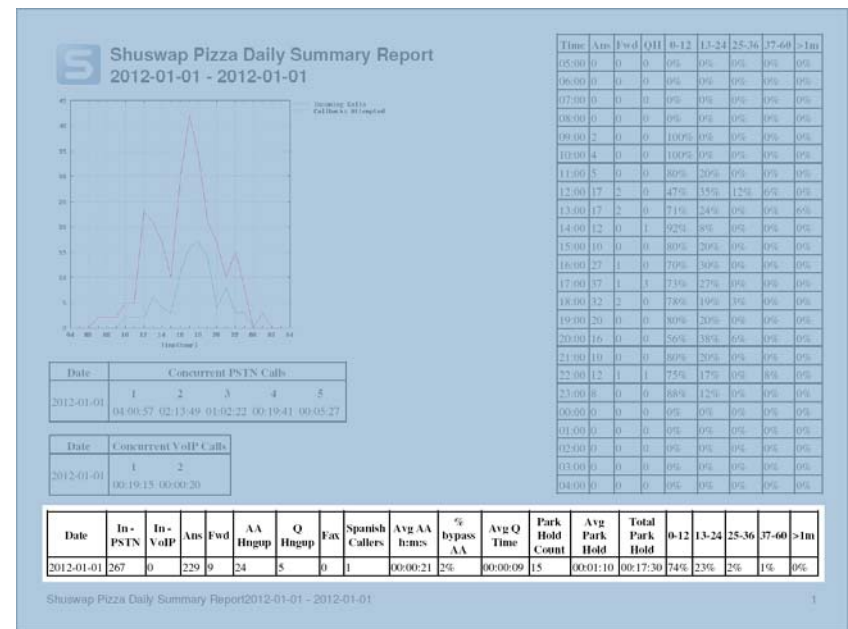


This table shows a summary of information about incoming calls for the entire day.

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%

Date	Date of calls
In-PSTN	# of incoming PSTN calls
In-VoIP	# of incoming VoIP calls
Ans	# of calls answered in queue or by voicemail
Fws	# of calls forwarded
AA Hngup	# of calls that hung up during the auto-attendant message
Q Hngup	# of calls that hung up from the queue
Fax	# of fax calls
Spanish Callers	# of callers who chose Spanish option
Avg AA h:m:S	Average time spent listening to auto-attendant message

% bypass AA	% of callers who bypassed auto-attendant message
Avg Q Time	Average time 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



This table shows a summary of information about incoming calls broken down by hour.

Time	Hour of day
Ans	Total calls answered in queue or by voicemail
Fwd	Total calls forwarded from the queue to another destination
QH	Number of calls that hung up while in the queue
0-12	% of calls that were ringing for 0 to 12 seconds
13-24	% of calls that were ringing for 13 to 24 seconds
25-36	% of calls that were ringing for 25 to 36 seconds
37-60	% of calls that were ringing for 37 to 60 seconds
>1 m	% of calls that were ringing for more than one minute

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

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>