



Fusion Connect Enhanced Call Center Reporting Sample Reports

Report styles available within
Fusion Connect's portal

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A. Introduction

Fusion Connect's Enhanced Call Center Reporting (ECCR) enables call center managers to gain the visibility and intelligence you need to make smarter decisions and turn every customer interaction into an opportunity for improvement:

- **See What's Happening in Real Time** - Gain clear visibility into call activity, team performance, response times, and missed opportunities so you can identify issues and respond faster.
- **Turn Insights into Action** - Use real-time and historical reporting to spot trends, optimize staffing, improve call handling, and continuously refine your customer experience.
- **Connect Communications to Business Value** - Transform call data into meaningful business insights that help improve customer retention, support sales opportunities, and maximize the value of your communications investment.

When you log into the ECCR portal, you'll have the option to view two menu items:

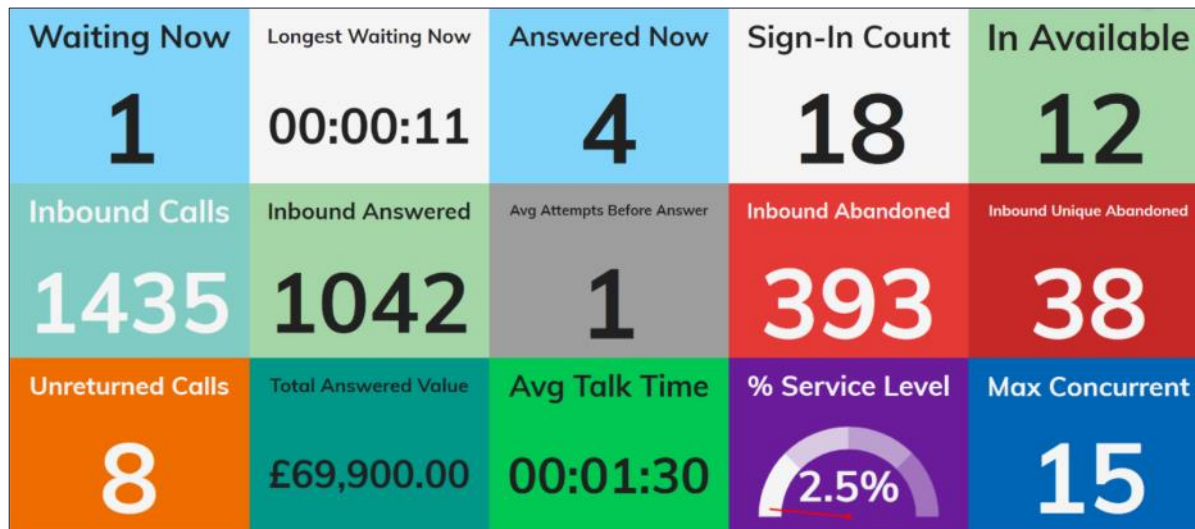
- **Insights** – Provides live call and queue statistics
- **Analytics** – Provides pre-built reports and templates that you can customize for agent reports, call center reports and dashboards.

This guide will show you samples of various templates and reports that you can access from the ECCR portal to improve performance, elevate your customer experience, and drive greater business value.

B. Call Center Reports

Call Center Wallboard

See your company's key real-time events for today in a single dashboard.



This real-time, at a glance view shows what is going on in your business. It provides you with a fully customizable report, enabling you to display your real-time business KPIs such as how many calls are waiting, call answer performance statics and even the value of calls that you've missed. Over 150 real-time statistics are available to be used on the wallboard. Go to modify fields to add/remove different tiles.

Calls Center Overview

Identify your busy periods throughout the day and week.



Real-time template in half hour periods to show your current trends throughout the week so you can identify busy times and staff accordingly. You can view the number of calls, how long it takes to answer, and abandoned times.

Call Center Agent Report

See your agents' statistics in real-time

S	DESCRIPTION	ACTIVE	ADV	IN	IN ANS	OUT ANS	OUT	ACD STATE	IN STATE FOR	ON DUTY FOR	DEV AT	TOT TLK	AVG TLK	TOT ON DUTY	TELNO (REM)	TYPE/DIR
Esther Pigeon		0	58	140	65	14	21	Avail	00:00:48	00:00:48	01234567108	01:38:08	00:01:14	05:52:35		
Ella Parsons		0	60	135	62	9	10	S/Out	00:08:12	00:00:00		01:39:51	00:01:24	05:42:14		
Simon Parsons		1	51	133	55	12	15	Busy/O	00:02:48	00:22:06	01234567119	01:19:18	00:01:11	05:22:38	01448089807	Ext/in
Anthony Campbell		0	69	133	47	6	7	Avail	00:02:36	00:02:36	01234567118	01:08:07	00:01:17	05:01:25		
Anne Hunter		0	67	130	53	5	10	Avail	00:01:06	01:28:55	01234567120	01:25:06	00:01:28	05:40:48		
Amelia Bower		0	72	128	40	9	13	S/Out	00:02:24	00:00:00		01:03:30	00:01:17	04:59:39		
Jan Bond		0	61	123	43	10	13	Avail	00:04:06	00:13:24	01234567128	01:05:02	00:01:13	05:27:57		
Heather Randall		0	60	122	47	7	9	Avail	00:02:48	00:20:06	01234567122	01:09:26	00:01:17	05:37:56		
Colin Sharp		0	49	120	62	4	7	Avail	00:00:36	00:02:12	01234567127	01:23:33	00:01:15	05:01:27		
Joan Greengrass		0	60	120	43	9	15	Avail	00:01:36	00:11:48	01234567107	01:14:36	00:01:36	05:34:13		
Cameron Knox		0	57	116	43	10	12	Busy/A	00:01:03	00:08:12	01234567111	01:15:50	00:01:25	05:59:21	eda.rigby@mai...	Ext/in (ACD)
Jan Newman		0	53	115	48	7	12	S/Out	00:08:48	00:00:00		01:14:37	00:01:21	05:10:29		
Austin Hudson		0	56	115	46	9	11	S/Out	00:07:30	00:00:00		01:23:55	00:01:31	04:45:52		
Tony Webster		0	58	115	46	8	14	S/Out	00:00:48	00:00:00		01:18:49	00:01:27	05:30:13		
Cameron Clark		0	56	115	45	16	18	S/Out	00:07:00	00:00:00		01:23:01	00:01:21	05:45:32		
Elwyn Watkins		1	59	115	44	11	14	Busy/A	00:00:30	00:07:00	01234567109	01:11:55	00:01:18	05:13:51	00809890145	Ext/in (ACD)
Jennifer Marshall		1	62	115	41	14	19	Alert/A	00:00:12	00:23:48	01234567121	01:15:42	00:01:22	05:30:24	06295048498	Ext/in (ACD)
Emily Hodges		0	62	113	38	11	13	Busy/A	00:01:36	00:07:30	01234567126	01:08:01	00:01:23	05:09:27	helen.schroede...	Ext/in (ACD)
David Harris-Jones		0	45	112	48	11	12	S/Out	00:02:12	00:00:00		01:21:13	00:01:22	05:25:22		
Caroline Morrison		0	47	109	48	10	16	Avail	00:00:54	00:02:24	01234567115	01:15:24	00:01:18	05:02:58		
Victoria Turner		0	57	109	40	7	9	Avail	00:01:06	00:12:06	01234567123	01:05:12	00:01:23	04:46:38		
Andrew Johnston		1	58	104	32	8	9	Alert/A	00:00:18	00:11:06	01234567112	00:58:36	00:01:27	04:32:12	09181949359	Ext/in (ACD)
Julian Stewart		0	39	101	45	6	10	Avail	00:00:30	00:08:54	01234567110	01:03:25	00:01:14	04:40:58		
Yvonne McGrath		1	50	96	30	6	9	Busy/A	00:00:42	00:14:42	01234567125	00:53:19	00:01:28	04:34:14	00322489478	Ext/in (ACD)
Luke Davies		0	48	95	37	6	7	Busy/A	00:00:55	00:13:30	01234567114	00:47:55	00:01:06	04:05:13	pascal.enrique...	Ext/in (ACD)
			1414	2929	1148	225	305					30:43:31	00:01:20			

By monitoring agent activity and real-time call statistics, you can optimize your workforce, increase productivity and improve customer experience. You can see which of your team are out for lunch, in a meeting or wrapping-up the previous call. Agents automatically change color based on their status. This makes it the ideal tool whether you and your team are working remotely or in the office.

Call Center Abandoned/Unreturned

View the missed opportunities for your call center

S	DEVICE	DESCRIPTION	WAITING NOW	LONGEST WAITING NOW	CALLS IN	CALLS ABANDONED	UNIQUE ABANDONED	UNRETURNED CALLS	% CALLS ABANDONED	AVG ABANDONED TIME	MAX LONGEST WAIT	AVG WAIT TIME
	01234567400	Tech Support	1	00:00:04	262	78	24	13	29.8%	00:00:36	00:00:55	00:00:31
	01234567401	Administration	0	00:00:00	223	64	23	8	28.7%	00:00:31	00:00:54	00:00:28
	01234567402	Sales	0	00:00:00	242	72	24	9	29.8%	00:00:31	00:00:54	00:00:29
	01234567403	Customer Services	0	00:00:00	221	83	24	10	37.6%	00:00:34	00:00:54	00:00:30
			1	00:00:04	948	297	24	8	31.3%	00:00:33	00:00:55	00:00:30

S	TYPE	CALL TIME	RING TIME	NUMBER CALLING	CALL CENTRE CALLED	AGENT OFFERED	CALL RETURNED AT
✓	Ext/in	02/06/2023 06:38:59	00:00:24	03406063888	Tech Support	Yvonne McGrath	02/06/2023 06:46:36
✓	Ext/in	02/06/2023 06:39:18	00:00:05	00190317056	Simon Parsons	Simon Parsons	02/06/2023 06:46:12
✓	Ext/in	02/06/2023 06:40:53	00:00:24	09180531386	Tech Support	Caroline Morrison	02/06/2023 07:04:42
✓	Ext/in	02/06/2023 06:41:17	00:00:24	00809890145	Customer Services	Caroline Morrison	02/06/2023 07:08:54
✓	Ext/in	02/06/2023 06:42:48	00:00:18	08718570698	Sales	Cameron Knox	02/06/2023 06:45:24
✓	Ext/in	02/06/2023 06:42:42	00:00:42	03406063888	Jan Bond	Jan Bond	02/06/2023 06:46:36
✓	Ext/in	02/06/2023 06:44:06	00:00:36	09181949359	Tech Support	Anthony Campbell	02/06/2023 06:46:24
✓	Ext/in	02/06/2023 06:47:00	00:00:00	09180531386	Administration		02/06/2023 07:04:42

This report template can be used for both real-time and historical reports to provide information related to calls that are abandoned by callers. Rows highlighted in red show the calls you've missed, so you can determine where call-backs are required. When you've returned the call or the customer calls back and gets through to you, the row will turn green and eventually drop off the report. Use the built-in call controls to respond to the missed calls directly from the report.

Call Center Call Details Report

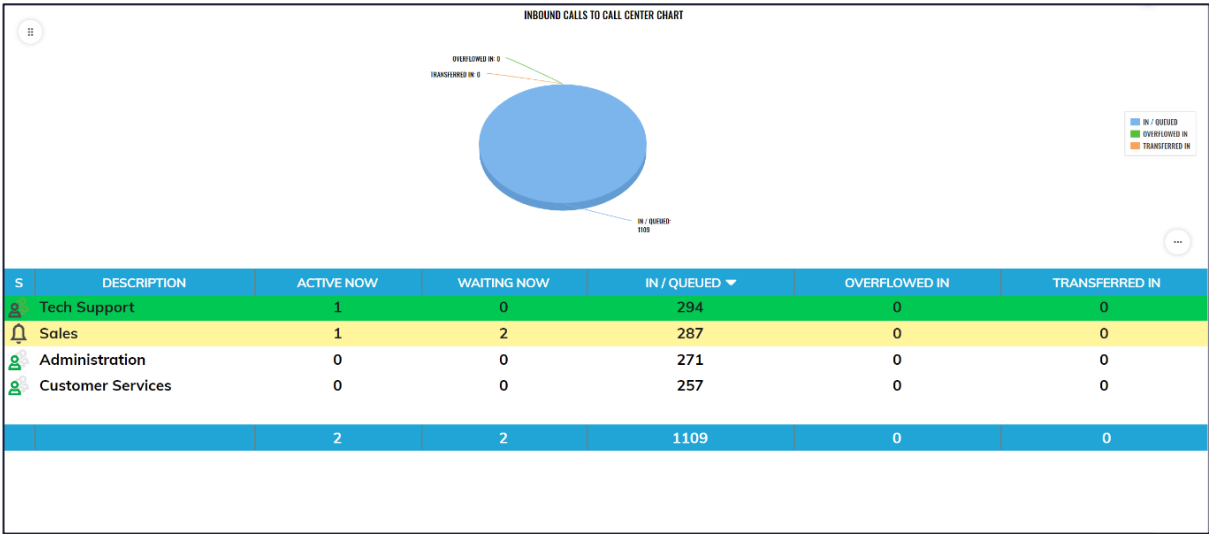
View an in-depth call report for your call center

S	AGENT NAME	CALL START TIME	CALL END TIME	CALL TYPE	SEGS	CALLERS NUMBER	NUMBER CALLED	DEVICE CALLED	WAIT TIME	TALK TIME	HOLD TIME	ACC CODE	ACCOUNT CODE DESCRIPTION
✓	Heather Randall	01/06/2023 23:57:43	00:00:00	Ext/In	2/2	00809890145	01234567401	Administration	00:00:24	00:02:06	00:00:00	111	Capital Sale (Credit Card)
👤	Amelia Bower	01/06/2023 23:59:48	00:00:00	Ext/In	1	06295048498	01234567403	Customer Services	00:00:12	00:00:00	00:00:00		
✓	Ella Parsons	01/06/2023 23:58:36	00:00:12	Ext/In	1/1	00190317056	01234567124	Ella Parsons	00:00:30	00:01:06	00:00:00		
✓	Yvonne McGrath	02/06/2023 00:00:01	00:00:12	Ext/In	2	06295048498	01234567403	Customer Services	00:00:24	00:00:00	00:00:00		
✓	Ella Parsons	01/06/2023 23:58:31	00:00:24	Ext/In	3/3	01765430917	01234567400	Tech Support	00:00:36	00:01:42	00:00:00		
👤	Cameron Knox	02/06/2023 00:00:12	00:00:24	Ext/In	1	08718570698	01234567401	Administration	00:00:12	00:00:00	00:00:00		
✓	Simon Parsons	01/06/2023 23:58:43	00:00:24	Ext/In	3/3	00958023206	01234567400	Tech Support	00:00:36	00:01:30	00:00:00		
👤	Heather Randall	02/06/2023 00:00:13	00:00:24	Ext/In	3	06295048498	01234567403	Customer Services	00:00:36	00:00:00	00:00:00		
👤	Victoria Turner	02/06/2023 00:00:25	00:00:36	Ext/In	2	08718570698	01234567401	Administration	00:00:24	00:00:00	00:00:00		
👤	Simon Parsons	02/06/2023 00:00:37	00:00:48	Ext/In	3	08718570698	01234567401	Administration	00:00:36	00:00:00	00:00:00		
✓	Colin Sharp	01/06/2023 23:58:37	00:01:00	Ext/In	4/4	09180531386	01234567401	Colin Sharp	00:00:05	00:02:18	00:00:00		
✓	Luke Davies	01/06/2023 23:59:24	00:01:00	Ext/In	1/1	09883052759	01234567401	Administration	00:00:12	00:01:24	00:00:00		
✓	Amelia Bower	02/06/2023 00:00:25	00:01:24	Ext/In	4/4	06295048498	01234567403	Customer Services	00:00:48	00:00:48	00:00:12	222	Capital Sale (On Account)
✓	Anthony Campbell	01/06/2023 23:58:55	00:01:36	Ext/In	3/3	03406063888	01234567403	Customer Services	00:00:42	00:02:24	00:00:00		
✓	Common trunk gateway ...	02/06/2023 00:00:36	00:02:06	Ext/Out	1/1	01234567117	09883052759	Common trunk gateway ...	00:00:36	00:00:54	00:00:00		
✓	Heather Randall	02/06/2023 00:02:00	00:02:12	Ext/In	1	05464526791	01234567403	Customer Services	00:00:12	00:00:00	00:00:00		
✓	Jan Bond	02/06/2023 00:00:49	00:02:36	Ext/In	4/4	08718570698	01234567401	Administration	00:00:48	00:01:36	00:00:00	555	Warranty Claim
👤	Cameron Clark	02/06/2023 00:03:00	00:03:12	Ext/In	1	00190317056	01234567400	Tech Support	00:00:12	00:00:00	00:00:00		
👤	Jan Bond	02/06/2023 00:03:13	00:03:24	Ext/In	2	00190317056	01234567400	Tech Support	00:00:24	00:00:00	00:00:00		
👤	Anthony Campbell	02/06/2023 00:03:06	00:03:36	Ext/In	1/1	01448089807	01234567400	Tech Support	00:00:12	00:00:18	00:00:12	999	Voice Audio Problems
👤	David Harris-Jones	02/06/2023 00:03:30	00:03:42	Ext/In	1	05268330516	01234567400	Tech Support	00:00:12	00:00:00	00:00:00		
👤	Cameron Knox	02/06/2023 00:02:13	00:03:48	Ext/In	2/2	05464526791	01234567403	Customer Services	00:00:30	00:01:18	00:00:00		
✓	Esther Pigeon	02/06/2023 00:01:18	00:03:54	Ext/In	1/1	00190317056	01234567108	Esther Pigeon	00:00:24	00:02:12	00:00:00		
👤	Tony Webster	02/06/2023 00:03:25	00:04:00	Ext/In	3	00190317056	01234567400	Tech Support	00:00:42	00:00:18	00:00:00		
👤	Julian Stewart	02/06/2023 00:03:43	00:04:00	Ext/In	2/2	05268330516	01234567400	Tech Support	00:00:30	00:00:00	00:00:00		
👤	Anne Hunter	02/06/2023 00:03:48	00:04:00	Ext/In	1	03126866642	01234567402	Sales	00:00:12	00:00:00	00:00:00		

This is a historical report template that provides information related to calls received by the call center.

Call Center Incoming Call Report

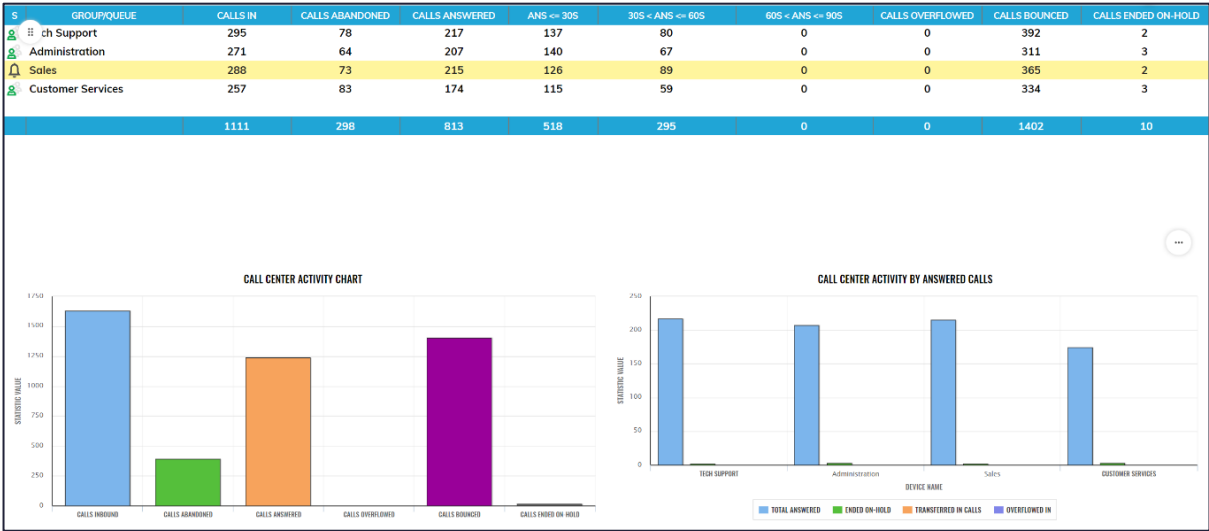
Incoming call report for your call center



This template is a real-time report that provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued. Easily see the type of calls and where customers are waiting to be answered.

Call Center Report

Call report for your call center



This is a real-time report template that provides information related to how calls are handled by call centers once they have been queued.

Call Center Summary

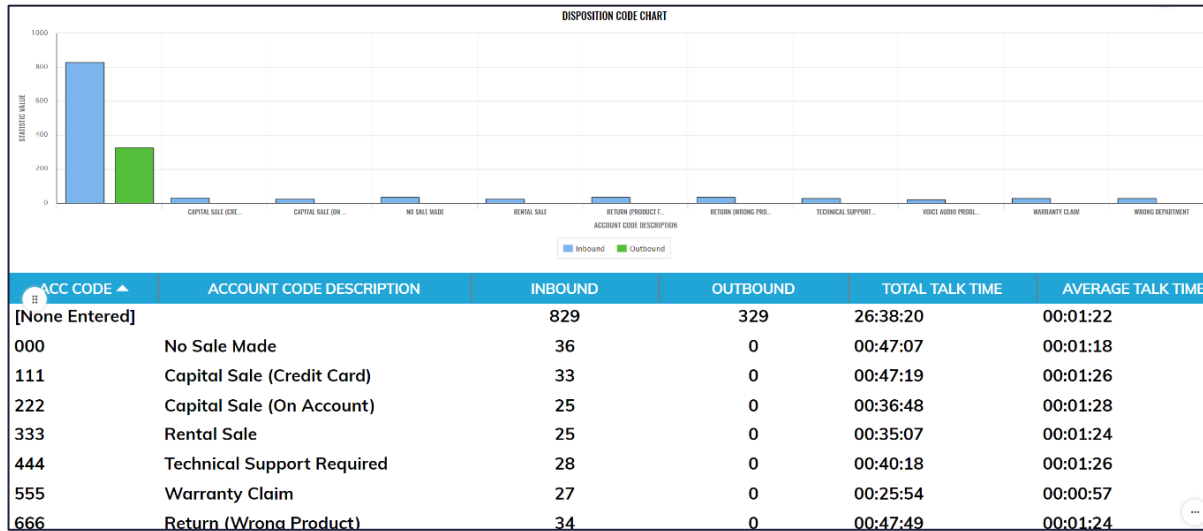
Call summary for your call center



This template is a historical report that provides summary information related to call center performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

Disposition Code Report

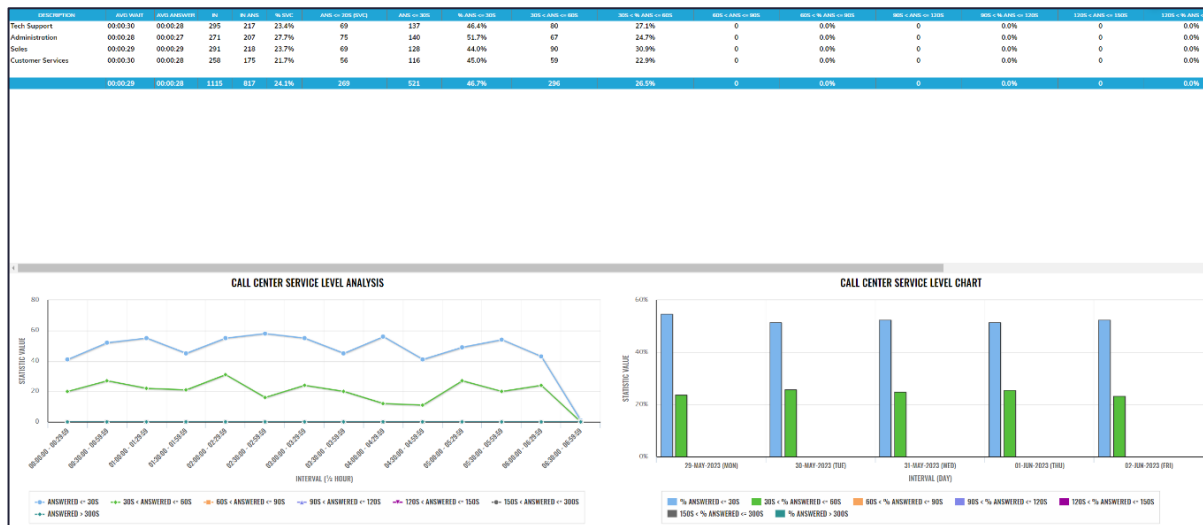
Disposition code statistics for your call center



This template is a historical report that provides information related to disposition codes used by agents for a given call center. Track your customizable Account Codes to easily see how many of your business calls are categorized by the type of inquiry.

Service Level Report

SLA / KPI summary for your call center



This template is a historical report that provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

C. Agent Reports

Agent Activity Detail Report

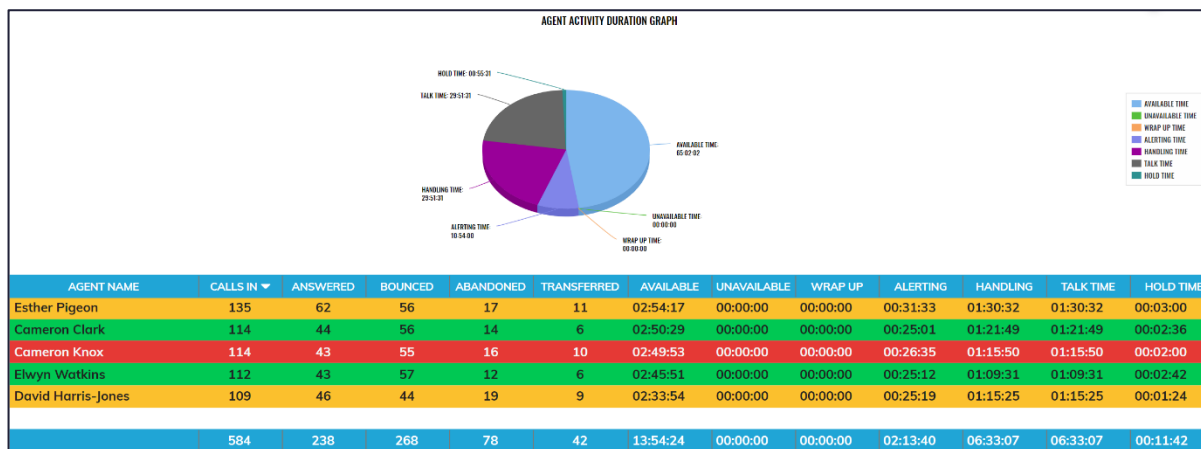
View the activity of your agents

AGENT NAME	ACTIVITY TIME	SIGNIN CNT	ACTIVITY DETAIL	STATE / CALL TYPE	SIGNED IN GROUP
Heather Randall	02/06/2023 00:00:00	1		Avail	
Amelia Bower	02/06/2023 00:00:00	1		Avail	
Yvonne McGrath	02/06/2023 00:00:00	2		Alrt(Call)/A	
Cameron Knox	02/06/2023 00:00:12	1		Alrt(Call)/A	
Yvonne McGrath	02/06/2023 00:00:12	2		Avail	
Heather Randall	02/06/2023 00:00:12	1		Alrt(Call)/A	
Victoria Turner	02/06/2023 00:00:18	1		Avail	
Tony Webster	02/06/2023 00:00:21	2		S/In	Sales
Tony Webster	02/06/2023 00:00:21	2		S/In	Customer Services
Tony Webster	02/06/2023 00:00:21	2		Busy(Email)/A	
Joan Greengross	02/06/2023 00:00:21	2		S/In	Sales
Joan Greengross	02/06/2023 00:00:21	2		S/In	Customer Services
Joan Greengross	02/06/2023 00:00:21	2		Avail	
Julian Stewart	02/06/2023 00:00:21	1		S/In	Customer Services
Julian Stewart	02/06/2023 00:00:21	1		Avail	
Cameron Knox	02/06/2023 00:00:21	1		S/In	Customer Services

This template is a historical report that provides details related to the activity of agents including all State, Disposition, and Call Activity.

Agent Activity Report

View the activity of your agents



This template is a real-time and historical report that provides information related to the activity of agent(s), such as the time that an agent spends in various states.

Agent Call Detail Report

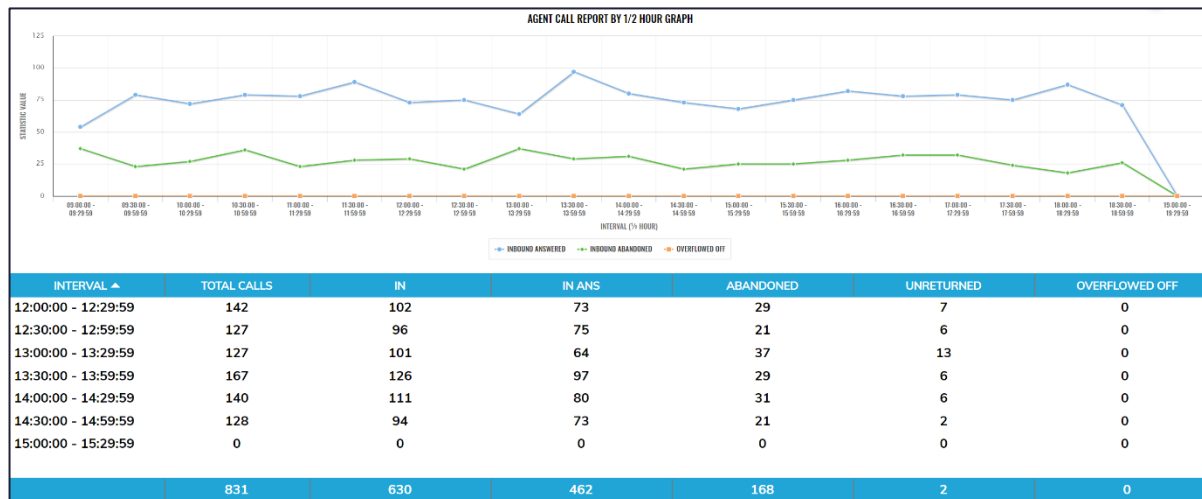
View the agent call activity in detail

S	AGENT NAME	CALL START TIME	CALL END TIME	CALL TYPE	SEG	CALLERS NUMBER	NUMBER CALLED	DEVICE CALLED	WAIT TIME	TALK TIME	HOLD TIME	ACC CODE	ACCOUNT CODE DESCRIPTION
✓	Heather Randall	01/06/2023 23:57:43	00:00:00	Ext/In	2/2	00809890145	01234567401	Administration	00:00:24	00:02:06	00:00:00	111	Capital Sale (Credit Card)
✓	Amelia Bower	01/06/2023 23:59:48	00:00:00	Ext/In	1	06295048498	01234567403	Customer Services	00:00:12	00:00:00	00:00:00		
✓	Ella Parsons	01/06/2023 23:58:36	00:00:12	Ext/In	1/1	00190317056	01234567124	Ella Parsons	00:00:30	00:01:06	00:00:00		
✓	Yvonne McGrath	02/06/2023 00:00:01	00:00:12	Ext/In	2	06295048498	01234567403	Customer Services	00:00:24	00:00:00	00:00:00		
✓	Ella Parsons	01/06/2023 23:58:31	00:00:24	Ext/In	3/3	01765430917	01234567400	Tech Support	00:00:36	00:01:42	00:00:00		
✓	Cameron Knox	02/06/2023 00:00:12	00:00:24	Ext/In	1	08718570698	01234567401	Administration	00:00:12	00:00:00	00:00:00		
✓	Simon Parsons	01/06/2023 23:58:43	00:00:24	Ext/In	3/3	00958023206	01234567400	Tech Support	00:00:36	00:01:30	00:00:00		
✓	Heather Randall	02/06/2023 00:00:13	00:00:24	Ext/In	3	06295048498	01234567403	Customer Services	00:00:36	00:00:00	00:00:00		
✓	Victoria Turner	02/06/2023 00:00:25	00:00:36	Ext/In	2	08718570698	01234567401	Administration	00:00:24	00:00:00	00:00:00		
✓	Simon Parsons	02/06/2023 00:00:37	00:00:48	Ext/In	3	08718570698	01234567401	Administration	00:00:36	00:00:00	00:00:00		
✓	Colin Sharp	01/06/2023 23:58:37	00:01:00	Ext/In	4/4	09180531386	01234567401	Colin Sharp	00:00:05	00:02:18	00:00:00		
✓	Luke Davies	01/06/2023 23:59:24	00:01:00	Ext/In	1/1	09883052759	01234567401	Administration	00:00:12	00:01:24	00:00:00		
✓	Amelia Bower	02/06/2023 00:00:25	00:01:24	Ext/In	4/4	06295048498	01234567403	Customer Services	00:00:48	00:00:48	00:00:12	222	Capital Sale (On Account)
✓	Anthony Campbell	01/06/2023 23:58:55	00:01:36	Ext/In	3/3	03406063888	01234567403	Customer Services	00:00:42	00:02:24	00:00:00		
✓	Common trunk gateway ...	02/06/2023 00:00:36	00:02:06	Ext/Out	1/1	01234567117	09883052759	Common trunk gateway ...	00:00:36	00:00:54	00:00:00		
✓	Heather Randall	02/06/2023 00:02:00	00:02:12	Ext/In	1	05464526791	01234567403	Customer Services	00:00:12	00:00:00	00:00:00		
✓	Jan Bond	02/06/2023 00:00:49	00:02:36	Ext/In	4/4	08718570698	01234567401	Administration	00:00:48	00:01:36	00:00:00	555	Warranty Claim
✓	Cameron Clark	02/06/2023 00:03:00	00:03:12	Ext/In	1	00190317056	01234567400	Tech Support	00:00:12	00:00:00	00:00:00		
✓	Jan Bond	02/06/2023 00:03:13	00:03:24	Ext/In	2	00190317056	01234567400	Tech Support	00:00:24	00:00:00	00:00:00		
✓	Anthony Campbell	02/06/2023 00:03:06	00:03:36	Ext/In	1/1	01448089807	01234567400	Tech Support	00:00:12	00:00:18	00:00:12	999	Voice Audio Problems
✓	David Harris-Jones	02/06/2023 00:03:30	00:03:42	Ext/In	1	05268330516	01234567400	Tech Support	00:00:12	00:00:00	00:00:00		
✓	Cameron Knox	02/06/2023 00:02:13	00:03:48	Ext/In	2/2	05464526791	01234567403	Customer Services	00:00:30	00:01:18	00:00:00		
✓	Esther Pigeon	02/06/2023 00:01:18	00:03:54	Ext/In	1/1	00190317056	01234567108	Esther Pigeon	00:00:24	00:02:12	00:00:00		
✓	Tony Webster	02/06/2023 00:03:25	00:04:00	Ext/In	3	00190317056	01234567400	Tech Support	00:00:42	00:00:18	00:00:00		
✓	Julian Stewart	02/06/2023 00:03:43	00:04:00	Ext/In	2/2	05268330516	01234567400	Tech Support	00:00:30	00:00:00	00:00:00		
✓	Anne Hunter	02/06/2023 00:03:48	00:04:00	Ext/In	1	03126866642	01234567402	Sales	00:00:12	00:00:00	00:00:00		

This template is a historical report that provides information related to calls made or received by agents. A call record can have one or more segments depending on the call journey through your platform. Click on each record to view the call journey.

Agent Call Report

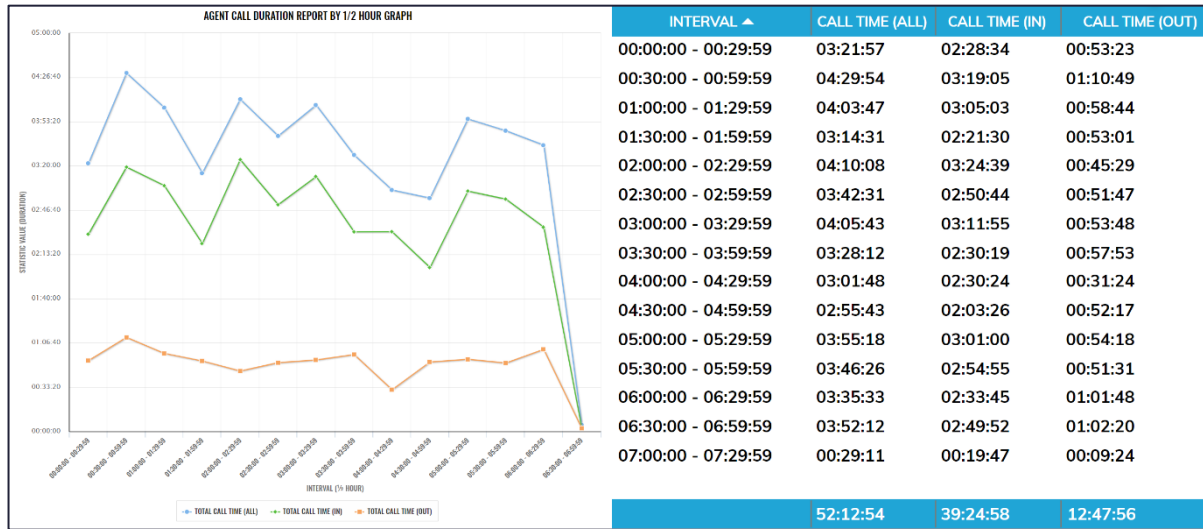
View the call activity of your agents by intervals



This template is a real-time report that shows call information in half hour intervals, such as giving you a summary of the number of calls handled by agents or how many calls are being answered against abandoned, reported by call type.

Agent Duration Report

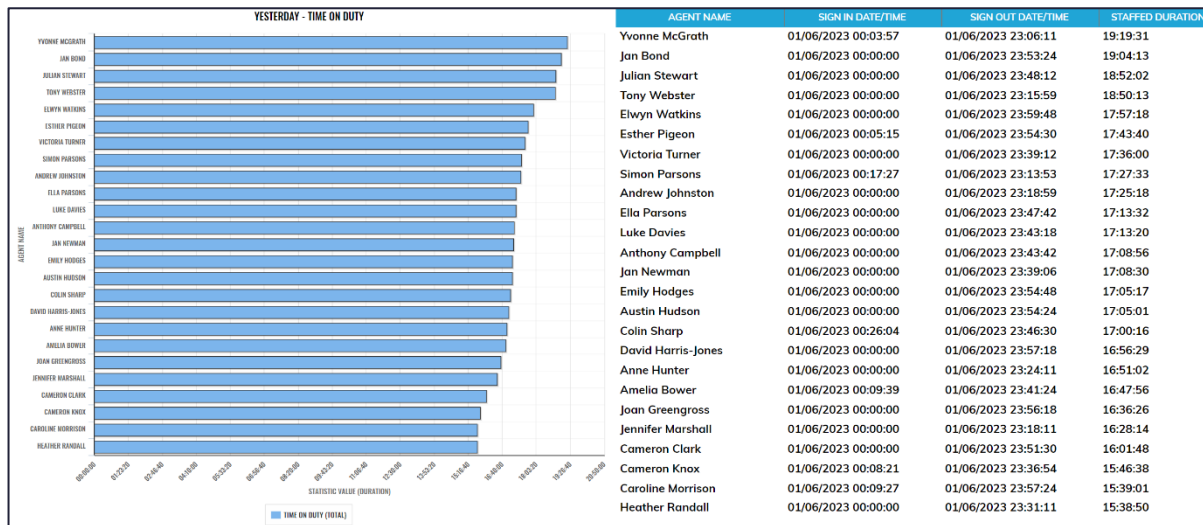
View the duration activity of your agents



This template is a real-time report that provides information related to the duration of calls handled by agents.

Agent Sign In/Out Report (Yesterday)

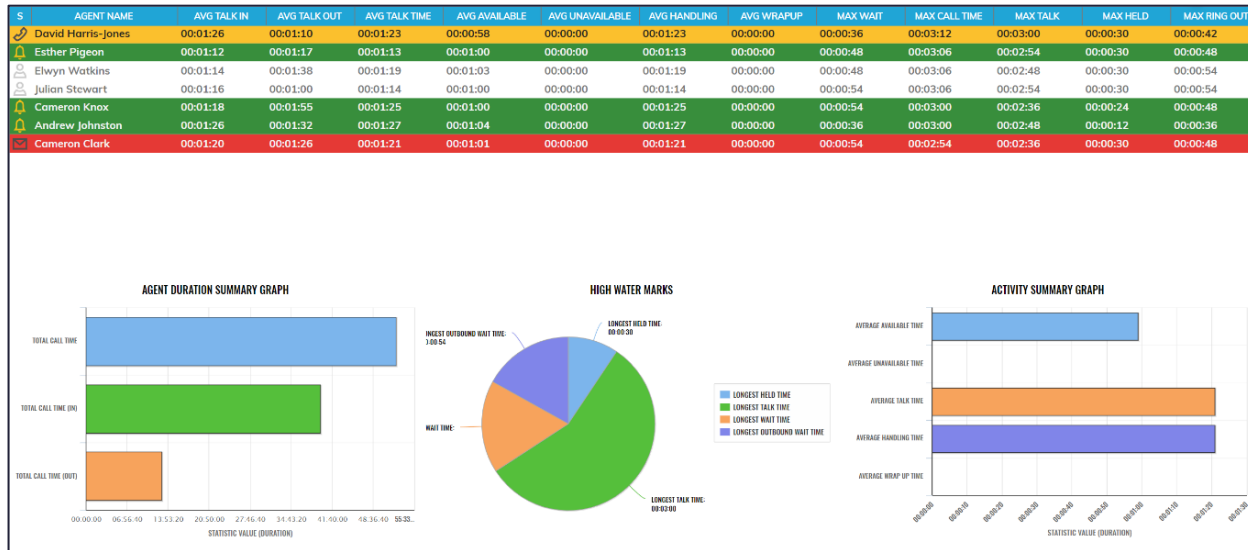
View the time on duties of your agents



This template is a historical report that provides information related to the sign-in and sign-out events of agents.

Agent Summary Report

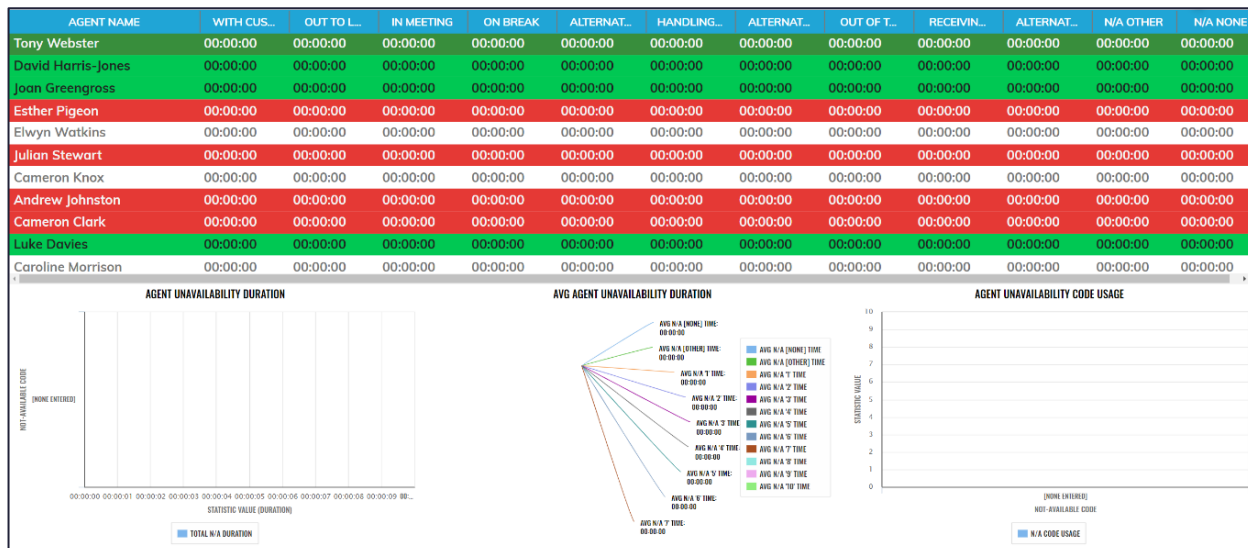
View the summary of your agents



This template is a historical report that provides summary information related to the performance of the agents, including the average and longest times spent on various types of calls and in various states. Add more statistics to this report to give further insights into your users' activity. You can also change the reporting period to view an agent's activity over a week, month, or custom interval.

Agent Unavailable Report

View when agents were unavailable and why



This historical report allows you to see how long staff is spending in each not-available state, along with how many of your team members are in these states right now. Identify if productivity issues caused by too many of your team taking breaks at the same time.