# Reporting

| Features | Insights | Analytics | Live Analytics Supervisor | Contact Centre Supervisor |
|---|:---:|:---:|:---:|:---:|
| **Features** | | | | |
| Filtering | ● | ● | ● | ● |
| Charts | ● | ● | ● | ● |
| Call Session View | | ● | ● | ● |
| Recording Playback | | ● | ● | ● |
| **Call List Reports** | | | | |
| Call List (Non-Segmented) | ● | ● | ● | ● |
| Abandoned Calls, Unreturned Abandoned Calls | ● | ● | ● | ● |
| Call List (Segmented), Call List (Internal) | | ● | ● | ● |
| Call List (Trunk to Trunk) | | ● | ● | ● |
| Call List Recorded Calls | | ● | ● | ● |
| **Call Cost Reports** | | | | |
| Call Cost by Number / Number Type | ● | ● | ● | ● |
| Call List (Rated Calls Non-Segmented) | ● | ● | ● | ● |
| Call List (Rated Calls Segmented) | | ● | ● | ● |
| Call Cost by User | | ● | ● | ● |
| **Call Tag Reports** | | | | |
| Call Tag Summary | | ● | ● | ● |
| **Caller Id & DDI Reports** | | | | |
| Calls by Location, Area Code, Country | ● | ● | ● | ● |
| Calls by Number, Number Type | ● | ● | ● | ● |
| Top Dialled/Received Numbers | ● | ● | ● | ● |
| Calls by DID, Service Number | | ● | ● | ● |
| Calls by State/Province | | ● | ● | ● |
| Outgoing Calls by Caller Id Name/Number | | ● | ● | ● |
| **Performance Reports** | | | | |
| Abandoned Calls by Day & Time | | ● | ● | ● |
| Service Level by Day & Time | | ● | ● | ● |
| **Queue Reports** | | | | |
| Call List (Queue Calls) | | ● | ● | ● |
| Calls by Queue | | ● | ● | ● |
| Queue Calls by Day & Time | | ● | ● | ● |
| Queue Performance | | ● | ● | ● |
| **Prefix Reports** | | | | |
| Incoming Calls by Route Path Name / Number | | ● | ● | ● |
| **Time-Based Reports** | | | | |
| Calls by Day & Time | | ● | ● | ● |
| Calls by Duration | | ● | ● | ● |
| Calls by Hold Time, Ring Time, Talk Time | | ● | ● | ● |
| Calls by Month, Week | | ● | ● | ● |
| Trunk Usage | | ● | ● | ● |
| **User & Device Reports** | | | | |
| Calls by Device, User, User Group | | ● | ● | ● |
| Calls Completed by User | | ● | ● | ● |
| **Agent Reports** | | | | |
| Agent, Agent Status & Away Reasons Summary | | | | ● |
| Agent Status Detail | | | | ● |
| Calls Completed by Agent | | | | ● |

## Dashboards / Wallboards

| | Insights | Analytics | Live Analytics Supervisor | Contact Centre Supervisor |
|---|---|---|---|---|
| **Features** | | | | |
| Customizable Views | ● | ● | ● | ● |
| Click-through | ● | ● | ● | ● |
| Alarms | ● | ● | ● | ● |
| Call Data / Modelling | Post Call / Session Only | Post Call | Live Call | Live Call |
| Filtering | | ● | ● | ● |
| Call Control | | | | ● |
| Silent Monitor, Agent/User Control | | | | ● |
| **Statistics** | | | | |
| Call Times (Sum, %, Avg, Min/Max, Total) | ● | ● | ● | ● |
| Call Totals (Sum, %) | ● | ● | ● | ● |
| Support, Misc | ● | ● | ● | ● |
| Tagged Calls, Service Levels, Current Period Stats | | ● | ● | ● |
| Active Call | | | ● | ● |
| Agent Status | | | | ● |
| **Views / Tiles** | | | | |
| Views / Tiles per view | 1 / 16 | 5 / 64 | 5 / 64 | 5 / 64 |
| Single Stat, Circular Gauge | ● | ● | ● | ● |
| Unreturned Abandoned Calls Grid | ● | ● | ● | ● |
| Image/Video | ● | ● | ● | ● |
| Multi-Stat List | 1 | ● | ● | ● |
| Multi-Stat Cycle | | ● | ● | ● |
| Status by Time Chart | | ● | ● | ● |
| User Grid | | ● | ● | ● |
| Agent, Queue Grid | | | | ● |