



TalkSwitch Call Reporting: Knowledge is power

Drill deep into your calling patterns with sophisticated, powerful reports that deliver the information you need to save money and manage your business more effectively.

The TalkSwitch Call Reporting application builds highly effective reports about the call activity of your TalkSwitch system. With the power to reveal details about who is making and taking your calls, how long they last, how much they cost and more, TalkSwitch Call Reporting is an essential tool for managing your telephone usage.

Half Hourly Report		Your Business Name							
Wednesday, August, 8 2007									
Time	Total Calls	Incoming		Outgoing	Longest Ring	Av. Ring Time	Highest Cost	Longest Call	Av. Duration
		Answered	Lost						
08:00 - 08:29	4	0	0	4	00:00:00	00:00:00	0.08	00:02:25	00:01:17
08:30 - 08:59	39	22	7	10	00:00:20	00:00:08	2.86	00:13:53	00:02:01
09:00 - 09:29	68	49	0	19	00:00:14	00:00:03	0.37	00:24:52	00:02:14
09:30 - 09:59	133	95	18	20	00:00:20	00:00:06	2.08	00:24:01	00:02:15
10:00 - 10:29	129	96	5	28	00:00:22	00:00:03	0.94	00:15:45	00:01:47
10:30 - 10:59	84	64	0	20	00:00:32	00:00:03	0.75	00:20:45	00:02:27
11:00 - 11:29	110	79	0	31	00:00:25	00:00:04	1.28	00:22:30	00:02:22
11:30 - 11:59	88	61	0	27	00:00:37	00:00:04	1.20	00:21:05	00:02:59
12:00 - 12:29	80	54	0	26	00:00:33	00:00:04	0.52	00:16:40	00:02:15
12:30 - 12:59	90	75	0	15	00:00:22	00:00:03	1.17	00:33:48	00:02:34
13:00 - 13:29	75	59	0	16	00:00:16	00:00:03	1.08	00:22:55	00:02:34
13:30 - 13:59	90	68	0	22	00:00:19	00:00:03	3.83	00:18:51	00:02:13
Total	990	722	30	238	00:00:37	00:00:04	3.83	00:33:48	00:02:19

Better than your phone bill

TalkSwitch Call Reporting delivers more granular information than your typical phone bill, and you don't have to wait a month. Your reports are available whenever you want them, and you can run them over any time frame you like; the last hour, day, week, month or year — even in real time!

Your phone bill may list the outgoing calls for your entire business, but with TalkSwitch Call Reporting, you can drill right down to the calls made by each person and each department in your office.

All events on your TalkSwitch system — including transfers, calls on hold, and time spent in a

queue, are tracked and reportable through the easy-to-use TalkSwitch Call Reporting interface.

You can also generate reports on all incoming calls. Who answered each call, who the call came from (caller ID), duration, incoming ring times, lost (unanswered) calls, and even calls to your advertised directory numbers.

More than just reports

TalkSwitch Call Reporting gives you more than just reports. You can use the information to bill clients for calls with built-in account codes, schedule reports to be e-mailed automatically when you want them and monitor real-time call activity of particular departments such as your sales or support center.

There are also archive and restore functions, so you can maintain and access your call records without worrying.

Ext	Name	Outgoing	Incoming	Lost	Time	First Call	Last Call	Cost
204	Paul Messenger	29	28	1	00:06:34	8:28:13 AM	4:08:49 PM	11.90
205	Phil Race	31	1	0	00:04:59	8:31:12 AM	3:08:48 PM	9.78
210	Sam Stone	57	48	0	00:03:21	7:08:13 AM	4:12:48 PM	31.79
212	Anita Gibbs	3	6	0	01:12:14	11:08:12 AM	2:00:46 PM	1.50
221	David Smith	2	6	0	00:02:30	9:40:54 AM	12:43:20 AM	1.26
224	May Jones	6	28	0	00:02:01	8:30:52 AM	3:13:10 PM	2.85
Total		128	117	1	00:10:10			59.08

Easy to set up, easy to use

Like all TalkSwitch products, Call Reporting is designed to make things easy. Its intuitive interface and built-in help files ensure that you'll be generating reports in minutes.

