

24 hour call analysis

# InReports

NEC's InReports is an always-on, embedded application, providing dashboard reports of your entire companies' call efficiency

**This low cost, easy to use solution monitors your system all day, every day. This provides real-time statistics enabling greater productivity, lower costs & enhanced customer service.**

Call Lists, Reports, Graphical Data and Wallboards can be viewed in a Web Browser and are available 24/7. Up to 90,000 call records per year can be stored internally on your system without the need for extra hardware.

Reports are pre-defined or easily customised and can be analysed via a department, user or call type. Using Google API - reports can be displayed as graphs and also exported as csv files.



## InReports Uses & Business Benefits



- > **Monitor** your entire companies' communications
- > **Measure** and manage your productivity & efficiency by department, individual, etc
- > **Manage** customer service levels e.g reducing call abandonment rates, matching staffing levels
- > **Increase** transparency of call activity helps create a positive deterrent of business call abuse
- > **Motivate** teams with real-time wallboard call statistics

## At a Glance

- > 24/7 call analysis
- > Data presented graphically
- > Multiple users viewing the same data

**As one of NEC's InApps solutions, features include:**

- > Built-in / embedded application
- > Browser-based & available 24 / 7
- > Extremely cost-effective
- > No extra PC / Server required - data is stored on the CPU
- > Save on hardware costs & IT maintenance



## Specification

InReports provides pre-defined reports of all your call activities plus a large number of easily customised views, reports and graphs. View summaries or drill down for specific vital call information.

### Call Types

Pre-defined call types including: All Calls, Incoming, Incoming Unanswered (Abandoned), Outgoing, Internal, Barred

### Call Details

Trunk number, Extension Number/Name, CLI Number/Name, DDI Number / Name, Call/Ring duration, Account codes, Time & date, Transfer information

### Call Lists

- > Time defined reporting; date/time range
- > Show specific call types
- > Group by DDI, Extension, Trunk
- > Sort by any of the Call details
- > Save Call lists templates

### Reports

Call Type	Week	Number of Calls	Average Duration	Total Duration	Shortest Call	Longest Call	Average Ring Duration
Barred	2016/29	1	00:00:00	00:00:00	00:00:00	00:00:00	
Incoming Answered	2016/29	5	00:00:23	00:00:23	00:00:01	00:00:14	00:00:05
Incoming Unanswered	2016/29	2	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10
Internal	2016/29	1	00:00:01	00:00:01	00:00:01	00:00:01	
Outgoing Answered	2016/29	1	00:00:00	00:00:00	00:00:00	00:00:00	
Outgoing Unanswered	2016/29	3	00:00:00	00:00:00	00:00:00	00:00:00	

- > Pre-defined reports – These can be broken down into weekly, daily or hourly reports & even device type
- > Standard reports – System, Extension, Trunk
- > Summary reports – System, Extension, Trunk
- > Export reports to CSV file

### Charts



- > Uses Google API – Graphical representation
- > Pie Charts – Call Types
- > Bar charts – Summary / Per Hour

### Configurable User accounts

Define the access to InReports features:

- > Configuration settings
- > Reports
- > Real Time Screens
- > Call Lists

### Wallboards



Real-time statistics displayed in large tiles for trunks, DDIs & extensions:

- > Total Answered
- > Average Answer time
- > Total Unanswered
- > Average ring duration
- > Outgoing
- > Average Outgoing duration

### Call Data Storage

- > **SV9100:** 3MB - up to 90,000 calls per year
- > **SL1000/SL1100:** 0.5MB - up to 15,000 calls per year
- > Calls are automatically deleted after 1 year - eliminates storage issues & IT 'housekeeping'

### System Requirements

#### NEC Systems:

- > **SV9100:** System software V5.00 or higher
- > **SL1000 / SL1100:** System software V6.11 or higher
- > Access to the Google API via the internet, required to perform the reporting function

### Supported Browsers

- > Internet Explorer, Chrome, Firefox

For further information please contact NEC EMEA or:

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