

EVOLUTION REPORTS & REPORTING TOOLS

Standard Report Set

The following reports are provided as the standard report set. Custom reporting requirements can also be accommodated.

- ✓ Agent – Call Statistics Inbound – Day
- ✓ Agent – Call Statistics Outbound – Day
- ✓ Agent – Performance Detail – Daily
- ✓ Agent – Performance Summary – Daily
- ✓ Agent – Response Analysis – Daily
- ✓ Agent – Time in System
- ✓ Agent – Log In and Log Out
- ✓ Calls – Per Agent
- ✓ Client – Calls per Day
- ✓ Client – Calls per Hour
- ✓ Client – Calls per week
- ✓ Client – List
- ✓ Delivery – Fax, Alpha Page, E-Mail
- ✓ Long Distance – Detail by Client
- ✓ Long Distance – Detail by Agent
- ✓ Messages – Count
- ✓ Messages – per Agent
- ✓ System – Details
- ✓ System – In Progress
- ✓ System – Statistics

User Reporting Tools

Tascom Interactive Graphing & Reports (TIGR) gives the user control to produce customized reports, charts and graphs relating to a wide range of system activities and parameters using a dynamic, point & click interface. Additional data analysis can be prepared by using any ODBC reporting tools such as Crystal Reports or Excel. Each of the reports provides the ability to export the results into Excel or other ODBC-compliant tools for further analysis.

Pre-Defined TIGR Reports

Some of the Pre-Defined Reports are:

- Abandoned Per Client
- Adandoned Per Hour
- Agent Connections (Count and Duration) per Hour
- All Values Per Client in Half Hourly Intervals
- Average Wait and Call Count per Client
- Client Inbound Calls
- Client Outbound Calls
- Inbound (Count and Duration) per Client per Hour
- Outbound (Count and Duration) per Client per Hour
- System Average Wait Time