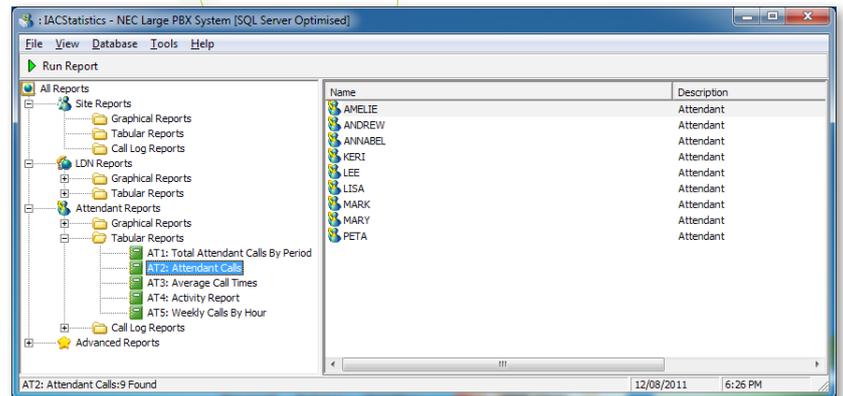


# IAC Statistics

The Integrated Attendant Console (IAC) for the NEC PBX is a PC-based switchboard attendant console, with enhanced functionality available through LAN connectivity to corporate E-mail, Voice mail and Database systems.



The IAC Console generates attendant statistics at the end of each call and these statistics are logged to a centralised database.

The IAC Statistics application is an easy to use report generation tool for producing a range of Standard hourly, daily, weekly, and monthly reports from any workstation that can view the centralised IAC database on the LAN.

Statistics data is logged, as far as possible, in a "raw" format allowing a high level of customisation for the production of non-standard reports. This allows for software to provide customer specific reports to be developed.

IAC Statistics is a Windows application that generates reports which can easily be viewed on screen, printed, exported to Microsoft Excel or saved to file in a range of different formats including Acrobat PDF format. A comprehensive User Guide and sample reports are available.

An Advanced Reporting option is also available for Large PBX systems which provides additional more complex reports such as abandoned calls and average time to answer.

## BENEFITS

- » Allows management to easily get a "snapshot" view of the current performance levels of an operator call centre
- » Provides a mechanism for management to view "historical" reports of past performance and so identify trends
- » Gives an empirical yardstick to gauge staff levels and performance
- » Familiar, powerful, and easy to learn Windows interface to the Reporting software reduces training and familiarity time, whilst providing a consistent user interface between desktop applications.
- » Reports can be saved to Excel, PDF or RTF file format.
- » Reports can be scheduled to run or print overnight.
- » Old statistics data can be Deleted or Archived via the Data Maintenance menu option (helps to reduce the database size).

## REPORTS

The following Standard hourly, daily, weekly and monthly reports are available:

- » Attendants Activity
- » Average Calls per hour (chart or table)
- » Average Call Times
- » Dialed Calls Log
- » Inbound Calls Log
- » LDN Total Calls (chart or table)
- » LDN Average Call Times
- » Staff Calls to Attendants
- » Total Calls (All Calls or by Attendant, chart or table)
- » Weekly Attendant Calls By Hour

There are two extra reports for Serviced Offices:

- » Department/Client Calls to Attendant
- » Email Counts

# Examples of Standard Reports

## CALLS HANDLED BY ATTENDANT

Attendant	Day	Transfr Call	Forward Busy	Forward No Ans	Forward All	Forward LDN	Operatr Call	Recall	Totals
David	21/05/2007	9	0	11	20	12	22	19	92
	22/05/2007	11	0	14	16	18	9	6	74
	23/05/2007	16	0	17	20	12	13	14	92
	24/05/2007	12	0	8	18	15	17	19	89
	25/05/2007	12	0	12	10	9	16	9	68
<b>Totals</b>		<b>60</b>	<b>0</b>	<b>62</b>	<b>84</b>	<b>66</b>	<b>77</b>	<b>66</b>	<b>415</b>
Geoff	21/05/2007	11	0	11	17	16	11	8	74
	22/05/2007	11	0	13	8	8	14	9	63
	23/05/2007	12	0	13	13	13	8	12	71
	24/05/2007	12	0	9	18	11	14	12	76
	25/05/2007	13	0	11	10	11	4	13	62

This report breaks down the number of calls answered by each attendant, and groups them by call type e.g. calls forward to the attendant from busy extensions or LDN calls.

The available report periods are: Daily, Daily by Hour, Weekly by Day or Monthly by Day.

## ATTENDANT ACTIVITY

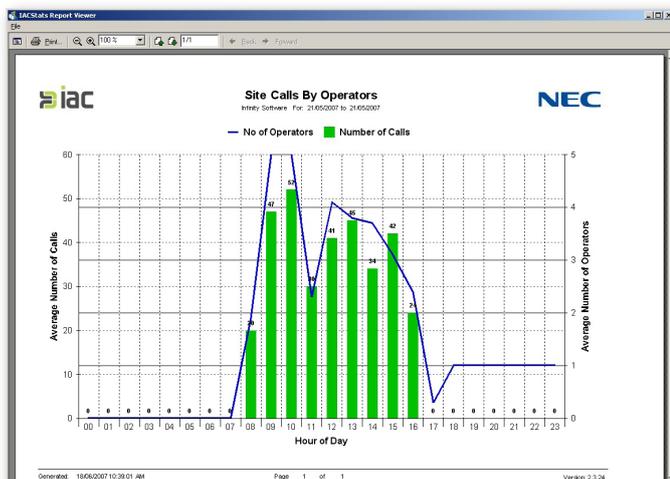
Attendant	Log On	Log Off	Calls	Calls Time (h:mm:ss)	Average Call Time (secs)
Andrea	8:37:23 AM	12:26:21 PM	00:00	03:21	237
	1:07:19 PM	3:54:49 PM	00:00	02:12	220
	4:30:43 PM	5:00:53 PM	00:00	00:20	243
<b>Logged On Time (h:mm:ss)</b>	<b>07:06</b>		<b>92</b>	<b>06:54</b>	<b>231</b>
Christopher	8:35:04 AM	11:23:39 AM	00:00	01:47	202
	12:00:34 PM	1:31:23 PM	00:00	00:39	198
	2:12:47 PM	2:35:36 PM	00:00	00:03	184
3:13:09 PM	5:00:32 PM	00:00	01:09	219	
<b>Logged On Time (h:mm:ss)</b>	<b>06:29</b>		<b>64</b>	<b>03:29</b>	<b>206</b>
Dan	8:40:34 AM	11:09:48 AM	00:00	01:28	242
	11:46:12 AM	3:08:53 PM	00:00	02:18	219
	3:48:48 PM	4:00:28 PM	00:00	00:16	321
	4:39:48 PM	4:49:17 PM	00:00	00:04	244

This report lists the login and logout times for the attendant over the day.

For each 'logged in' session, the number of calls taken and average length of call is displayed.

This report is only available in a Daily By Hour format.

## TOTAL CALLS LINE CHART



This is a graphical report and shows the total volume of calls over a selected time period.

This is a good report for identifying trends and busy periods.

The available report periods are: Daily, Daily by Hour, Weekly by Day or Monthly.