

# Reports and statistics via the Fonzer Panel

A REPORTS module is available via the Fonzer Management Panel. Call reports and other statistics can be viewed and downloaded here.

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## 1. CDR Reports

1. Log in as [Administrator] to the company's Panel and go to [REPORTS] in the left menu.
2. The first tab at the top of the menu opens the [CDR Reports], which is an overview of all call lines with the most recent call at the top.

From	To	Duration	Call start date	Call answer date	Call end date
+3226161*** +3226161***	Trunk Failover 0000	00:00:12	14:28	14:28	14:29
+32486522*** +32486522***	Trunk Failover 0000	00:00:07	16/12/2021 16:20	16/12/2021 16:20	16/12/2021 16:20
+32486522*** +32486522***	Trunk Failover 0000	00:00:09	16/12/2021 16:20	16/12/2021 16:20	16/12/2021 16:20
+4935571*** +4935571***	Demo Company +3232326242	00:00:04	15/12/2021 14:53	15/12/2021 14:53	15/12/2021 14:53
+32497137*** +32497137***	Trunk Failover 0000	00:00:09	15/12/2021 11:36	15/12/2021 11:36	15/12/2021 11:36

3. The **basic filters (Simple Filter)** can already be used to filter on various data. Here you can filter on answered or unanswered, incoming or outgoing calls and choose a specific period.

From	To	Duration	Call start date	Call answer date	Call end date
+3226161*** +3226161***	Trunk Failover 0000	00:00:12	14:28	14:28	14:29
+32486522*** +32486522***	Trunk Failover 0000	00:00:07	16/12/2021 16:20	16/12/2021 16:20	16/12/2021 16:20
+32486522*** +32486522***	Trunk Failover 0000	00:00:09	16/12/2021 16:20	16/12/2021 16:20	16/12/2021 16:20
+4935571*** +4935571***	Demo Company +3232326242	00:00:04	15/12/2021 14:53	15/12/2021 14:53	15/12/2021 14:53
+32497137*** +32497137***	Trunk Failover 0000	00:00:09	15/12/2021 11:36	15/12/2021 11:36	15/12/2021 11:36

4. At the top right of the screen you can click on the **Advanced Filter** button to use the additional options. By user or internal number, but also by manual entry of an external number (32XXX), you can report on who has or has been called within a certain time interval and when these calls were answered and terminated. Finally, you can also choose to show only accepted calls.

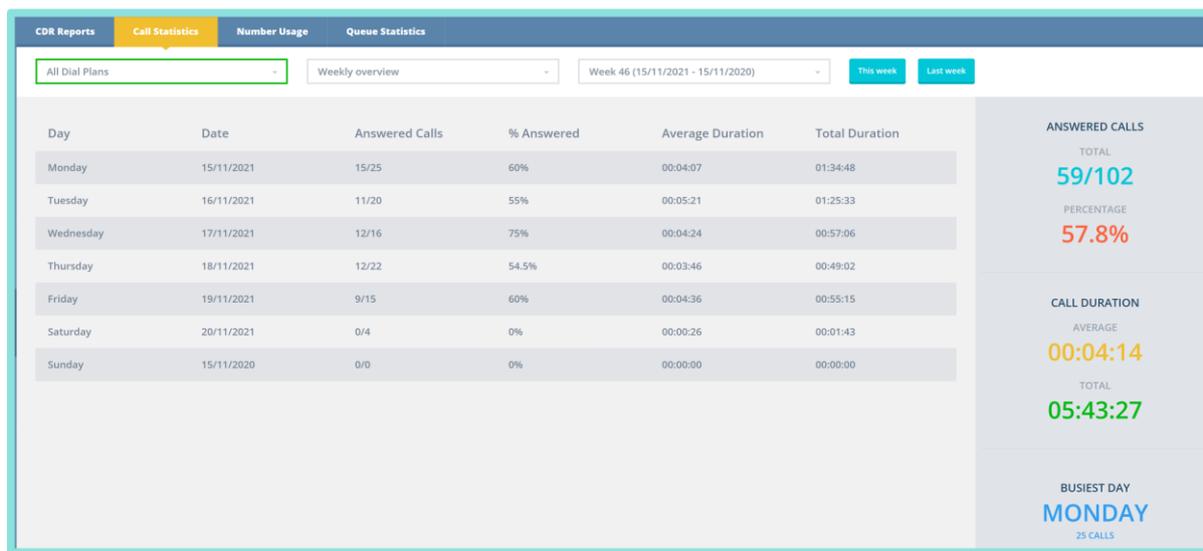
The screenshot shows the 'CDR Reports' section of the Fonzer interface. It features a search bar at the top left and a navigation menu with 'CDR Reports', 'Call Statistics', 'Number Usage', and 'Queue Statistics'. The main area contains filter fields for 'From (number/user)', 'To (number/user)', 'Call start date', 'Call answer date', and 'Call end date'. Each date field has a calendar icon and a time selector (00:00 and 23:59). A 'Show only recorded' checkbox is also present. At the bottom, there are summary statistics: 'ALL 2287' and 'ANSWERED 1420', along with filter buttons for 'Answered / Unanswered', 'Incoming / Outgoing', and 'Last 30 days'.

5. You can also **Export** the result via the button at the top right, next to the Advanced/Simple Filter button. The data is then presented in **Excel**, where you can filter, sort or calculate as you wish (e.g. total call duration for the past week).
  
6. Some interesting reports:
  - a. **Call data for 1 day from a specific device**
    1. Open the Advanced Filter
    2. At FROM, enter the desired internal number or user
    3. In the fields CALL START DATE - CALL ANSWER DATE - CALL END DATE you enter the date of the day in question
  - b. **Call data for 1 week of some employees**
    1. In the Basic Filter or via the Simple Filter button, select the period: *Last week* (or use the Advanced Filter and select the correct period via the calendar buttons)
    2. Open the Advanced Filter - At FROM, select the internal device number of one of the employees. The analysis appears for this employee, so you repeat the previous steps separately for each employee **OR** you leave the FROM field empty after which the data of all devices/users of the indicated period is displayed. Then export this result where you can use the Excel file to further filter the data on the desired employees.
  - c. **Overview of how often a particular number calls the organisation**
    1. In the basic filter, select INCOMING
    2. Open the Advanced Filter
    3. Enter the number you wish to view under FROM (32XXX)

## 2. Call Statistics - Number usage - Queue Statistics

### 2.1 Call Statistics

This screen gives you an overview and on the right a dashboard per hour of the number of accepted calls for all call plans or a device/user of your choice with the average and total duration of these calls as well as the percentage that was answered. You can also filter the overview to an overview per day or per week or compare this week and last week with one click using the buttons on the top right.



### 2.2 Number Usage

This is a simple overview of all the numbers stored with the user or dial plan to which they are linked and the date they were assigned.

Numbers	Used in	Assigned
+31658028008	User   Filip Muylle	12/12/2018 09:20
+31850160099	Dialplan   Ben NL	25/03/2016 17:25
+31850160100	Dialplan   Kristof NL	27/02/2015 12:49
+3225805000	Dialplan   Fonzer Supportdesk	26/03/2015 17:16

## 2.3 Queue Statistics

Three statistics are available. The first shows you the minimum, maximum and average call duration per queue for all agents or an agent of your choice for a given period. The second statistic shows the number of accepted, missed and total calls per agent. The third statistic shows the minimum, maximum and average waiting time for callers.

