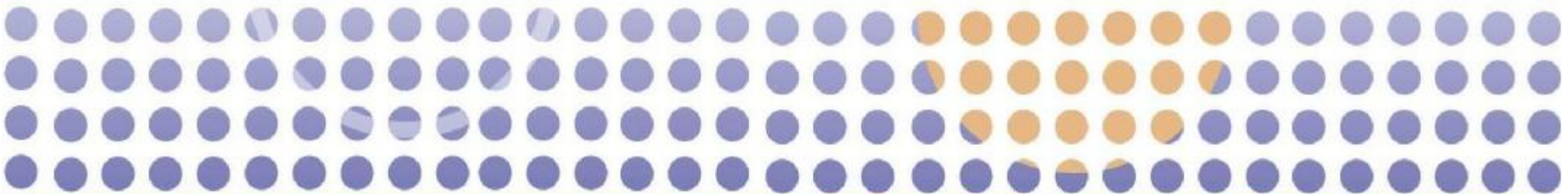

























**CyTrack** Unified Communications  
Technologies & Call Centre Solutions

























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Category	SubCategory	Name	Description	Presentation	
<b>Call Details Reports</b>					
	Call Details	All Calls	Directory, Grouped by Extension	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped by directory structure</li> <li>Date/time, Call type, destination name</li> <li>Extension that took the call</li> <li>Duration, cost and group total</li> </ul>	Table
	Call Details	All Calls	Grouped By Day	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped by the day</li> <li>Date/time, Call type, destination name</li> <li>Extension that took the call</li> <li>Duration, cost and group total</li> </ul>	Bar Graph / Table
	Call Details	All Calls	Grouped By Hour	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped every hour of the day</li> <li>Date/time, Call type, destination name</li> <li>Extension that took the call</li> <li>Duration, cost and group total</li> </ul>	Bar Graph / Table
	Call Details	All Calls	Grouped By Minute	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped every minute of the day</li> <li>Date/time, Call type, destination name</li> <li>Extension that took the call</li> <li>Duration, cost and group total</li> </ul>	Table
	Call Details	All Calls	Grouped By Your Selection	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped by your selection of either; Extensions, Sites, Call Type, Carrier, Account Code, Trunk, Access Code, Authorisation Code, Dialed Number or Caller ID.</li> <li>Date/time, Call type, Duration,</li> </ul>	Bar Graph / Table



	Category	SubCategory	Name	Description	Presentation
	Call Details	All Calls	Listed	<ul style="list-style-type: none"> <li>• Extension that took the call</li> <li>• Duration, Dialed Number, Cost and Destination Name</li> </ul> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Itemised listing of calls with out any grouping</li> <li>• Date/time, Call type, destination name</li> <li>• Extension that took the call</li> <li>• Duration, cost and group total</li> </ul>	Table
	Call Details	Incoming	Answer Time Grouped By Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Incoming traffic grouped by the day of the week</li> <li>• Total incoming calls answered and the answer time</li> <li>• Best and worst case time</li> </ul>	Bar Graph / Table
	Call Details	Incoming	Answer Time grouped by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Incoming traffic grouped by the hour</li> <li>• Total incoming calls answered and the answer time</li> <li>• Best and worst case time</li> </ul>	Bar Graph / Table
	Call Details	Incoming	Grouped by Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Incoming traffic grouped by the day of the week</li> <li>• Total number of calls, total duration and the average number of calls</li> </ul>	Bar Graph / Table
	Call Details	Incoming	Grouped by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Incoming traffic grouped by the hour</li> <li>• Total number of calls, total duration and the average number of calls</li> </ul>	Bar Graph / Table
	Call Details	Outgoing	Grouped By Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Outgoing traffic grouped by the day of the week</li> </ul>	Bar Graph / Table





	Category	SubCategory	Name	Description	Presentation
	Call Details	Outgoing	Grouped by Hour	<ul style="list-style-type: none"> <li>Total number of calls, total duration and the average number of calls</li> </ul> <p>This report shows:</p> <ul style="list-style-type: none"> <li>Outgoing traffic grouped by the hour</li> <li>Total number of calls, total duration and the average number of calls</li> </ul>	Bar Graph / Table









Category	SubCategory	Name	Description	Presentation	
<b>Summary Reports</b>					
	Summary	All Calls	Charge Zone grouped by Account Codes	This report shows: <ul style="list-style-type: none"> <li>A Summary report breaking calls down into Outgoing call Charge Zones, detailing Quantity and total Cost per account code.</li> <li>Totals all Call Numbers and Costs</li> <li>Charge Zones include; Local, STD &amp; Other, International and Mobile</li> <li>Shows only account code in CyReport Directory</li> </ul>	Bar Graph / Table
	Summary	All Calls	Charge Zone grouped by Dialed Numbers	This report shows: <ul style="list-style-type: none"> <li>Summaries categorized by dialed numbers</li> <li>Number of Local calls, STD calls, Mobile calls, International calls, Incoming calls</li> <li>Total number of calls and cost</li> </ul>	Bar Graph / Table
	Summary	All Calls	Charge Zone grouped by Directory then by Agent	This report shows: <ul style="list-style-type: none"> <li>Summaries categorized by Directory then Agent</li> <li>Number of Local calls, STD calls, Mobile calls, International calls, Incoming calls</li> <li>All columns are totalled for each Agent</li> <li>Total number of calls and cost</li> </ul>	Table
	Summary	All Calls	Charge Zone grouped by Extension	This report shows: <ul style="list-style-type: none"> <li>Summaries categorized by Extensions</li> <li>Number of Local calls, STD calls, Mobile calls, International calls, Incoming calls</li> <li>Total number of calls and cost</li> </ul>	Bar Graph / Table
	Summary	All Calls	Charge Zone grouped by Trunks	This report shows: <ul style="list-style-type: none"> <li>Summaries categorized by Trunks</li> <li>Number of Local calls, STD calls, Mobile calls, International calls, Incoming calls</li> <li>Total number of calls and cost</li> </ul>	Bar Graph / Table




	Category	SubCategory	Name	Description	Presentation
	Summary	All Calls	Extensions grouped by Day, Portrait	This report shows: <ul style="list-style-type: none"> <li>• Summary of all incoming and outgoing calls grouped by the day</li> <li>• Categorized by extensions</li> <li>• The number of calls and cost</li> </ul>	Table
	Summary	All Calls	Grouped by Directory then Date, then by Hour	This report shows: <ul style="list-style-type: none"> <li>• Summary of all incoming and outgoing calls grouped by Directory, then Date, and then hourly</li> <li>• The hour of the calls, Number of calls, Duration and cost</li> <li>• Structured according to CyReport Directory</li> </ul>	Table
	Summary	All Calls	Grouped by Directory then Extension, then by Hour	This report shows: <ul style="list-style-type: none"> <li>• Summary of all incoming and outgoing calls by CyReport Directory, Extension then by hour</li> <li>• The number of calls and cost</li> </ul>	Table
	Summary	All Calls	Grouped by Extension then Date, then by Hour	This report shows: <ul style="list-style-type: none"> <li>• Summary of all incoming and outgoing calls grouped by Extension, then Date, and then by hour</li> <li>• The hour of the calls, Number of calls, Duration and cost</li> <li>• Structured according to CyReport Directory</li> </ul>	Table






Category	SubCategory	Name	Description	Presentation	
<b>Advanced Reports</b>					
	Advanced	Billing	Charge Zone Summary Linked by Directory Account Codes	This report shows: <ul style="list-style-type: none"> <li>Summaries per account codes</li> <li>Shows only account code in CyReport Directory</li> </ul>	Table
	Advanced	Billing	Itemised, Directory, grouped by Extension	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped by the directory structure</li> <li>Date/time, Call type, destination name</li> <li>Extension that took the call</li> <li>Duration, cost and group total</li> </ul>	Table
	Advanced	Billing	Itemised, grouped by Extension	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped by extensions</li> <li>Type of Call, Extension number, Dialed number, Destination</li> <li>Date, time, and duration</li> <li>Total cost mark-up and GST</li> </ul>	Table
	Advanced	Billing	Itemised, Local Calls Summarised, grouped by Extension	This report shows: <ul style="list-style-type: none"> <li>Itemised listing of calls grouped by extensions</li> <li>Type of Call, Extension number, Dialed number, Destination</li> <li>Date, time, and duration</li> <li>Total local calls, total cost exc. GST, GST, total cost inc. GST</li> </ul>	Table
	Advanced	Frequency	User Selection, Averaged	This report shows: <ul style="list-style-type: none"> <li>Top n of your selection of either: Dialed Number, Caller ID, Account Code, Extensions, Trunks, Access Codes or Destination Names, by your selection of either; Average Cost, Average Duration, Average Incoming</li> </ul>	Bar Graph / Table







	Category	SubCategory	Name	Description	Presentation
	Advanced	Frequency	User Selection by Directory, Averaged	<p>Duration or Average Outgoing Duration</p> <ul style="list-style-type: none"> <li>Result data columns include: Incoming Calls and Duration, Outgoing Calls and Duration, Unanswered, Total Calls, Total Duration and Total Cost</li> </ul> <p>This report shows:</p> <ul style="list-style-type: none"> <li>Top n of your selection of either; Dialed Number, Caller ID, Account Code, Extensions, Trunks, Access Codes or Destination Names, by your selection of either; Average Cost, Average Duration, Average Incoming Duration or Average Outgoing Duration, by Directory Structure</li> <li>Result data columns include: Incoming Calls and Duration, Outgoing Calls and Duration, Unanswered, Total Calls, Total Duration and Total Cost</li> </ul>	Table
	Advanced	Frequency	User Selection, by Directory	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Top n of your selection of either; Dialed Number, Caller ID, Account Code, Extensions, Trunks, Access Codes or Destination Names, by your selection of either; Total Calls, Outgoing Calls, Incoming Calls, Total Duration, Outgoing Duration, Incoming Duration, Total Cost or Unanswered Calls, by Directory Structure</li> <li>Result data columns include: Incoming Calls and Duration, Outgoing Calls and Duration, Unanswered, Total Calls, Total</li> </ul>	Table







	Category	SubCategory	Name	Description	Presentation
	Advanced	Frequency	User Selection	<p>Duration and Total Cost</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Top n of your selection of either; Dialed Number, Caller ID, Account Code, Extensions, Trunks, Access Codes or Destination Names, by your selection of either; Total Calls, Outgoing Calls, Incoming Calls, Total Duration, Outgoing Duration, Incoming Duration, Total Cost or Unanswered Calls</li> <li>• Result data columns include; Incoming Calls and Duration, Outgoing Calls and Duration, Unanswered, Total Calls, Total Duration and Total Cost</li> </ul>	Bar Graph / Table
	Advanced	Traffic	Answer Time over target grouped by Extension	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• A Summary of calls grouped by Extension in Portrait format</li> <li>• The total call Duration</li> <li>• The total number of calls</li> <li>• The total number of calls that exceeded the Answer Time Target</li> </ul>	Table
	Advanced	Traffic	Answer Times	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• a standard answer time summary of all the calls on a group band</li> <li>• number of Answered calls, number of Unanswered calls, percentage of total</li> <li>• group summary</li> </ul>	Bar Graph / Pie Chart / Table
	Advanced	Traffic	Erlangs Per Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Incoming and Outgoing Erlangs grouped by hour over the entire week</li> <li>• Total and average summary</li> <li>• Start and Finish Time can be set on</li> </ul>	Bar Graph / Table







	Category	SubCategory	Name	Description	Presentation
	Advanced	Traffic	Trunk Usage	<p>Report Options</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Traffic passing trunks on a site</li> <li>• Number of incoming calls, outgoing calls, unanswered calls, engaged calls</li> <li>• Duration and cost</li> </ul>	Bar Graph / Table
	Advanced	Traffic	Unanswered grouped by Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• The number of unanswered calls grouped per week</li> </ul>	Bar Graph / Table
	Advanced	Traffic	Unanswered grouped by Extension	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• The number of unanswered calls grouped Extensions in Portrait format</li> </ul>	Table
	Advanced	Traffic	Unanswered grouped by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• The number of unanswered calls grouped per hour</li> </ul>	Bar Graph / Table
	Advanced	Traffic	Unanswered Percentage grouped by Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Incoming calls grouped by day of the week</li> <li>• Number of times the call is unanswered and percentage summary</li> </ul>	Bar Graph / Table
	Advanced	Traffic	Unanswered Percentage grouped by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• The percentage of unanswered calls grouped per hour</li> </ul>	Bar Graph / Table
	Advanced	Other	Directory Structure Report	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• The current CyReport Directory Structure in Portrait format</li> </ul>	Table
	Advanced	Other	Gaps Between Calls	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Time between each call to a particular extension</li> <li>• Date, time, and duration</li> <li>• Phone number, Cost, Destination</li> </ul>	Table






	Category	SubCategory	Name	Description	Presentation
	Advanced	Specific	Engaged Percentage grouped by Day	This report shows: <ul style="list-style-type: none"> <li>• Incoming calls grouped by day of the week</li> <li>• Number of times an engaged tone blocked the call and percentage summary</li> </ul>	Bar Graph / Table
	Advanced	Specific	Engaged Percentage grouped by Hour	This report shows: <ul style="list-style-type: none"> <li>• Incoming calls grouped by day of the hour</li> <li>• Number of times an engaged tone blocked the call and percentage summary</li> </ul>	Bar Graph / Table
	Advanced	Service Bureau	Itemised Miscellaneous Transactions	This report shows: <ul style="list-style-type: none"> <li>• A total picture of CyReport Directory tree</li> <li>• Group name/notes, people name/notes, extension number/notes</li> </ul>	Table






Category	SubCategory	Name	Description	Presentation	
<b>Call Centre Reports</b>					
	Call Centre	ACD Reports	Agent Log In/Out	This report shows: <ul style="list-style-type: none"> <li>The time an ACD agent logged in/out</li> <li>The duration agent stays logged in/out</li> <li>Total duration</li> </ul>	Table
	Call Centre	ACD Reports	Agent Summary by Group	This report shows: <ul style="list-style-type: none"> <li>Summary information for each agent in each queue</li> <li>Agent, total calls, overflown/abandoned, average talk time, maximum talk time, average queue time, average ring time, maximum ring time</li> <li>Summary of each queue agent</li> </ul>	Table
	Call Centre	ACD Reports	Agent Summary by Groups then Day	This report shows: <ul style="list-style-type: none"> <li>Daily ACD Group agent activities</li> <li>Total calls, total answered calls, total abandoned calls,</li> <li>Average and total talk time, average and total ring time</li> </ul>	Pie Chart / Table
	Call Centre	ACD Reports	Call Itemised	This report shows: <ul style="list-style-type: none"> <li>Itemised calls by ACD Group</li> <li>Date/time, call type, agent, queue time, ring time, talk time, caller id, dialled number</li> </ul>	Table
	Call Centre	ACD Reports	Daily Call Summary by Group then Hour	This report shows: <ul style="list-style-type: none"> <li>Details per day and hour on each day for each ACD group</li> <li>Total duration of calls, average duration, number of calls</li> <li>Summary of the group</li> </ul>	Bar Graph / Table







	Call Centre	ACD Reports	Detailed ACD Summary by Group, Day then Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Summarises calls within the hour of each day by ACD Group</li> <li>Date/time, calls answered, calls abandoned, total calls, average duration, average queue time, maximum call time</li> </ul>	Bar Graph / Table
	Call Centre	ACD Reports	Group Daily Summary	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Daily summary for each ACD Group</li> </ul>	Table
	Call Centre	ACD Reports	Group Hold Statistics by Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Hold statistics for an ACD Group, grouped by day of the week</li> <li>Average Hold Time and Total Hold Time</li> <li>Number of calls, total agent logged in</li> </ul>	Bar Graph / Table
	Call Centre	ACD Reports	Groups Hourly Summary	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Hourly report per day for each ACD Group</li> <li>Accepted calls, Answered Calls, Abandoned calls</li> <li>Average time and longest time before a call is answered or abandoned</li> </ul>	Table
	Call Centre	ACD Reports	Hold Statistics by Hour then Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Hold statistics for an ACD Group, grouped by day and hour</li> <li>Average Hold Time and Total Hold Time</li> <li>Number of calls, total agent logged in</li> </ul>	Bar Graph / Table
	Call Centre	ACD Reports	Hold Statistics by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Hold statistics for an ACD Group, grouped by day of the week</li> <li>Average Hold Time and Total Hold Time</li> <li>Number of calls, total agent logged in</li> </ul>	Bar Graph / Table

	Call Centre	ACD Reports	Itemised ACD Calls	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Itemises calls in the ACD Group</li> <li>• Date/time, call type, duration, extension name, dialled number, cost, group</li> </ul>	Bar Graph / Table
	Call Centre	CyCall	Completion Codes Summary, by Week	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Total completion codes per day and per queue</li> <li>• Mean talk time, Maximum talk time</li> <li>• Mean queue waiting time, Maximum queue waiting time</li> <li>• Daily total number of calls</li> </ul>	Table
	Call Centre	CyCall	Completion Codes Usage Summary	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• A graph expressing the Completion Code results over a given time</li> <li>• A breakdown of calls per Completion Codes</li> </ul>	Bar Graph
	Call Centre	CyCall	Daily Calls by Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Daily Campaign and agent details</li> <li>• Completion codes</li> </ul>	Table
	Call Centre	CyCall	Itemised Completion Codes by Queue, grouped by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• date/time, duration</li> <li>• completion codes put in by queue agent(s)</li> </ul>	Table
	Call Centre	CyQueue	Abandoned, Answered and Escalated Calls	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Total number of calls per ACD Queue</li> <li>• Total number of abandoned calls per ACD Queue</li> <li>• Average Talk time, Maximum Talk Time for each ACD Group and its agent(s)</li> <li>• Average Answer Time, Maximum Answer Time for each ACD Group and its agent(s)</li> </ul>	Table

	Call Centre	CyQueue	Agents Daily Calls grouped by Queue	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Daily Itemised information for each agent in each queue</li> <li>• Queue time, talk time, ring time, hold time, extension, completion code, overflown/abandoned</li> <li>• Summary of each queue agent</li> </ul>	Table
	Call Centre	CyQueue	Call Details grouped by Month then Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Daily Itemised information for each agent in each queue</li> <li>• Queue time, talk time, ring time, hold time, extension, completion code, overflown/abandoned</li> <li>• Summary of each queue agent</li> </ul>	Table
	Call Centre	CyQueue	Calls grouped by Hour then Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Detailed report of calls coming to a queue per day and hour of each day</li> <li>• Total duration of calls, average duration, number of calls</li> </ul>	Bar Graph / Table
	Call Centre	CyQueue	Daily Calls grouped by Queue then Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Daily Itemised information for each agent in each queue</li> <li>• Queue time, talk time, ring time, hold time, extension, completion code, overflown/abandoned</li> <li>• Summary of each queue agent</li> </ul>	Table
	Call Centre	CyQueue	Hold Statistics grouped by Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Hold statistics grouped by the day of the week</li> <li>• Average Hold Time and Total Hold Time</li> <li>• Number of calls, total agent logged in</li> </ul>	Table
	Call Centre	CyQueue	Hold Statistics grouped by Hour then Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Hold statistics grouped by the day and the hour</li> </ul>	Table

	Call Centre	CyQueue	Hold Statistics grouped by Hour	<ul style="list-style-type: none"> <li>• Average Hold Time and Total Hold Time</li> <li>• Number of calls, total agent logged in</li> </ul> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Hold statistics grouped by the hours</li> <li>• Average Hold Time and Total Hold Time</li> <li>• Number of calls, total agent logged in</li> </ul>	Table
	Call Centre	CyQueue	Hourly Calls Grouped by Queue, then by Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Hourly Itemised information for each agent in each queue</li> <li>• Queue time, talk time, ring time, hold time, extension, completion code, overflown/abandoned</li> <li>• Summary of each queue agent</li> </ul>	Table
	Call Centre	CyQueue	Hourly grouped by Queue	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Hourly Itemised information for each queue the agent is assigned</li> <li>• Queue time, talk time, ring time, hold time, extension, completion code, overflown/abandoned</li> <li>• Summary of each Queue Agent</li> </ul>	Table
	Call Centre	CyQueue	Itemised Queue Times	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Detailed information for each call that goes to a queue</li> <li>• Date/time, call type, agent name, queue wait time, ring time, talk time, caller ID, Dialed Number</li> <li>• Total and average summary for each queue</li> </ul>	Table
	Call Centre	CyQueue	Weekly Calls grouped by Agent, then by Queue	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Weekly Itemised information for each queue the agent is assigned</li> <li>• Queue time, talk time, ring time, hold time, extension, completion code,</li> </ul>	Table

	Call Centre	CyQueue	Weekly Calls grouped by Queue, then by Agent	<ul style="list-style-type: none"> <li>overflow/abandoned</li> <li>Summary of calls by queue</li> </ul> <p>This report shows:</p> <ul style="list-style-type: none"> <li>Weekly Itemised information for each agent in each queue</li> <li>Queue time, talk time, ring time, hold time, extension, completion code, overflown/abandoned</li> <li>Summary of each queue agent</li> </ul>	Table
	Call Centre	CyDesk	Agent Statistics	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Detailed information for each agent useful for comparison</li> <li>Hours recorded agent is logged in, ready, on a break, or on the phone</li> <li>Number of incoming and outgoing calls as well as duration</li> <li>Total summary</li> </ul>	Bar Graph / Table
	Call Centre	CyDesk	Agents Activity grouped by Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Combined agent statistics</li> <li>Activity grouped at each day of the week</li> <li>Total duration when agent(s) are ready, on break, or on the phone, number of calls</li> </ul>	Bar Graph / Table
	Call Centre	CyDesk	Agents Activity grouped by Hour then Day	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Combined agent statistics</li> <li>Activity grouped by each hour in each day</li> <li>Total duration when agent(s) are ready, on break, or on the phone, number of calls</li> </ul>	Bar Graph / Table
	Call Centre	CyDesk	Agents Activity grouped by Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>Combined agent statistics</li> <li>Activity grouped hourly</li> <li>Total duration when agent(s) are</li> </ul>	Bar Graph / Table

				ready, on break, or on the phone, number of calls	
	Call Centre	CyDesk	Break Count grouped by Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Break types taken by each agent</li> <li>• The total count the agent is for each break type</li> </ul>	Bar Graph / Pie Chart / Table
	Call Centre	CyDesk	Break Duration grouped by Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Break types taken by each agent</li> <li>• The total duration the agent is on each break type</li> </ul>	Bar Graph / Pie Chart / Table
	Call Centre	CyDesk	Break Duration grouped by Break Type	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Agent names who take each break type</li> <li>• The total duration agent is on the break</li> </ul>	Bar Graph / Pie Chart / Table
	Call Centre	CyDesk	Breaks grouped by Agent, Day then Hour	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Break types taken by each agent</li> <li>• Date and time when each break commenced</li> <li>• The total duration and count for each break type</li> </ul>	Table
	Call Centre	CyDesk	Breaks grouped by Agent	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Break types taken by each agent</li> <li>• The total count the agent is for each break type</li> </ul>	Bar Graph / Pie Chart / Table
	Call Centre	CyDesk	Detailed Agents Report	<p>This report shows:</p> <ul style="list-style-type: none"> <li>• Itemised calls grouped by Agent</li> <li>• Date, time and duration of call</li> <li>• The Extension, Dialed number, Call Type and Agent Activity at the time of call</li> <li>• Total count and duration of incoming, outgoing and internal calls</li> <li>• The average duration of each call type</li> </ul>	Table



Call Centre

CyDesk

Itemised Agent Breaks

This report shows:

- Date and time of each break taken by agent
- Duration for each break

Table



Call Centre

CyDesk

Top 20 Breaks grouped by Duration

This report shows:

- 20 Longest Breaks
- The break type
- Date, time, and duration
- Agent name

Table