8x8 Global Cloud Communications

Analytics for 8x8 Work - User Guide

Contents

About Analytics for 8x8 Work

Your 8x8 Work phone system now offers extensive historical and real-time data that helps company executives and managers understand overall system usage and call quality performance.

Analytics for 8x8 Work is a robust suite of web-based tools that provide enterprise-level analytics and democratization of information that can be used to make highly informed business decisions. This suite of services deliver easy-to-use, customizable, and rapid insights into historical and real-time information associated with all extensions and devices in an organization’s 8x8 Work phone system. Granular details are available from a highly-scalable data platform, and can be viewed in a graphical or tabular format on any device. You can also export many reports into Excel or CSV for further evaluation and archiving.

Features

- Access user-friendly dashboards with company-wide, department, or extension user-level call metrics at your fingertips.
- Get vital custom reports on desktop and mobile devices.
- Apply custom filters and extract desired data.
- Export report data to CSV or Excel for further evaluation and archiving.
- Offer workgroup managers the ability to monitor call traffic and adjust their workforce.
- Allow managers to monitor agent performance.
- Retrieve call quality trends and call quality detail information.
- Get individual endpoint device status around the globe in real time, and take corrective measures in the event of a disaster.

Localization support

We offer localization support in English US and French.

What's new in the Analytics for 8x8 Work 2.7 release?

In the Analytics for 8x8 Work 2.7 release, we introduced an extended support for French.

What's new in the Analytics for 8x8 Work 2.6 release?

In the Analytics for 8x8 Work 2.6 release, we have introduced the following enhancements:

- Introducing new time metrics in the Extension Summary report
- Ability to receive a report at a specific time
- Enhanced date time range filtering for Call Detail Records report

Introducing new time metrics in the Extension Summary report

This release introduces two new metrics in the Extension Summary report:

- **Inbound Talk Time**: Cumulative talk duration of the inbound answered calls. It also includes the extension to extension calls.
- **Outbound Talk Time**: Cumulative talk duration of the outbound answered calls. It also includes the extension to extension calls.

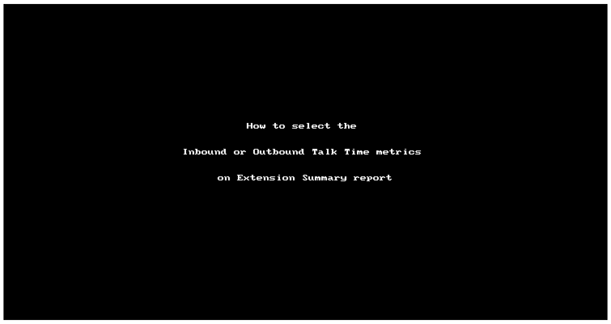
You now can see at a glance the time spent on answered calls, based on their inbound or outbound direction.

These metrics are available to customers through Analytics for 8x8 Work and also through the public API.

You can choose to display the **Inbound Talk Time** and the **Outbound Talk Time** metrics in the **Extension Summary** report, in the extensions summary chart, the extensions table view, and in the extension summary dashboard. You can do that either from the Extension Summary report or when scheduling an **Extension Summary** scheduled report email, from **Customize table**.

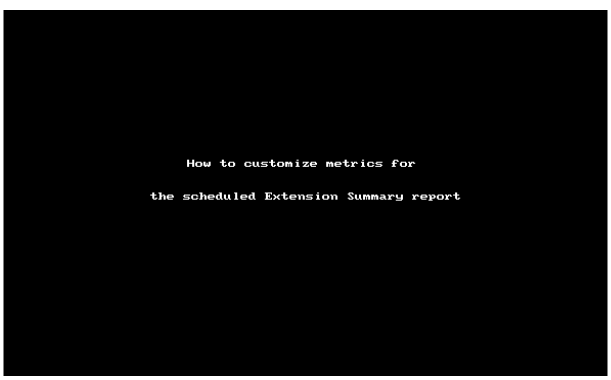
To display the Inbound Talk Time and/or the Outbound Talk Time metrics in the Extension Summary report:

1. In the **Extension Summary** report, in the **Top <x> extensions summary**, select the desired metric, such as **Inbound Talk Time** or **Outbound Talk Time**.
2. To view or hide fields in the report table, select **Customize table** and click .
3. In the extensions table view, click the extension whose details you want to see.
4. On the **<Extension>** window, under **Time Statistics**, select the desired metrics, such as **Inbound Talk Time** or **Outbound Talk Time**.



To customize an Extension Summary scheduled report email:

1. While scheduling an existing report or creating a new scheduled report email, select the **Extension Summary** report and other parameters.
2. Click **Customize Report** to view and hide or expose the data fields available in the report.
3. Click to expose **Inbound Talk Time** and **Outbound Talk Time** metrics.
4. Optional: You can click to hide any field.
5. Optional: Use to move a field up or down.
6. Click **Save > Schedule**.



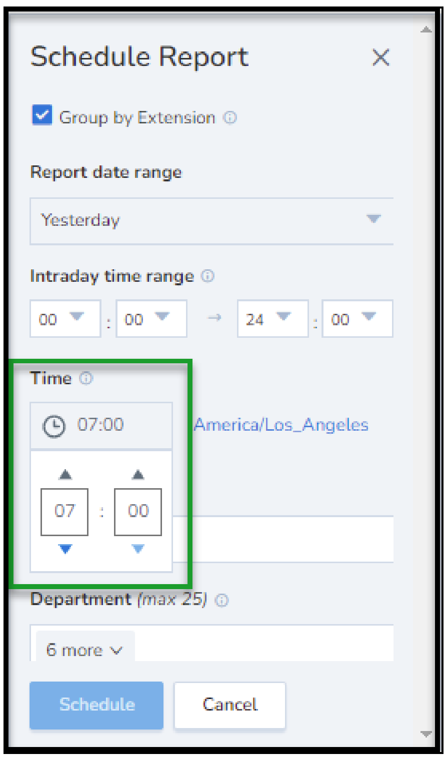
Ability to receive a report at a specific time

In this release, you now can receive any report from Analytics for 8x8 Work at any time of the day you choose. Otherwise, the reports from Analytics for 8x8 Work will be delivered at the hour scheduled by default.

Note: The generated scheduled report will contain data up to 2 hours before the scheduled time. For example, if you schedule to receive your report at 6 am, the report will contain data up until 4 am.

To schedule to send a report at a specific time:

1. While scheduling an existing report or creating a new report email, select the report you want to schedule and the other parameters.
2. Under **Time**, select the desired time of the day when you want to receive the report.



For more details, see Scheduled Report Emails.

Enhanced date time range filtering for Call Detail Records report

In this release, by using the enhanced data time range filter, you now can generate one single CDR report across two days.

Let's say you need to generate a report to assess the call traffic for an overnight shift, such as from 7 pm to 7 am the next day. Select both dates, and start and end time of the overnight shift, and generate the data in a single CDR report.

Select both dates and start and end time of the overnight shift and generate the data in a single CDR report. You no longer need to generate two separate reports (first one for the first day, from 7 pm to midnight, and the second for the next day, from midnight to 7 am), and then to merge them in a final report.

To filter CDR reports by date range for the calls tracking for a cross-day time range:

1. While you are on **Call Detail Records** report, click to select the date range.
2. From the calendar, select your desired date range:
   - Select the both dates that cover the overnight shift.
   - Select the start date and end date for the overnight shift.
3. Click **Search**. The dashboard refreshes and displays the data for the overnight shift date range.

To learn more, see Scheduled report emails and Ring Group Summary report.

Previous Releases

To learn more about the features and enhancements introduced in the previous releases, click here.

Analytics for 8x8 Work: Previous Releases

Check out the features and enhancements introduced in the previous releases of Analytics for 8x8 Work.

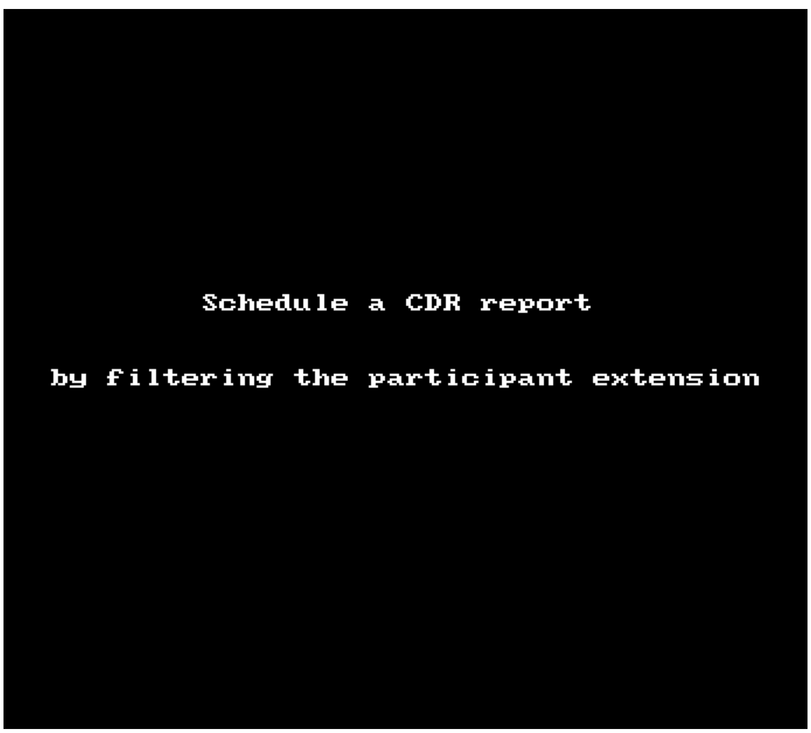
Release 2.5

In the Analytics for 8x8 Work 2.5 release, we have introduced the following enhancements:

Ability to filter the scheduled report data by participant extension number

In this release, when scheduling the Call Detail Record report, customers can now filter the reporting data by participant extension number they are interested in, and the generated data refers only to the calls connected to the selected extension number(s).

Let's say you wish to schedule a Call Detail Record report for all calls (inbound and outbound), for both participants (caller and callee), but only for specific users. When scheduling the Call Detail Record report, select the site and department you are interested in, and select both inbound and outbound directions. Then, simply select both caller and callee participants, enter the extension numbers of users you are interested in, and filter by them.



Note: This filter applies only to the Call Detail Record report.

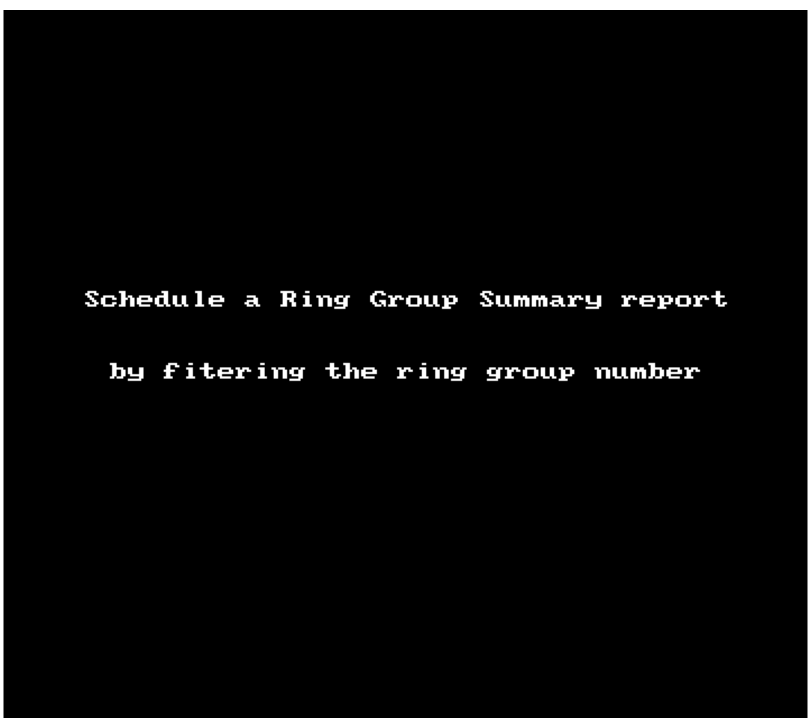
To learn more, see Scheduled report emails and Call Detail Record report.

Ability to filter the scheduled report data by ring group number

In this release, when scheduling the report emails, customers can now filter the reporting data by the ring group number they are interested in, and the generated data refers only to the calls connected to the selected ring group(s) only.

Let's say you wish to schedule the Ring Group Summary report only for specific ring groups. When scheduling the Ring Groups Summary report, simply select the site(s) and then select the ring groups you are interested in, and then filter by them.

Note: Each site may have associated specific ring groups. The Ring Groups filter is automatically populated only if the sites were selected first.



Note: This filter applies only to the Ring Groups Summary report.

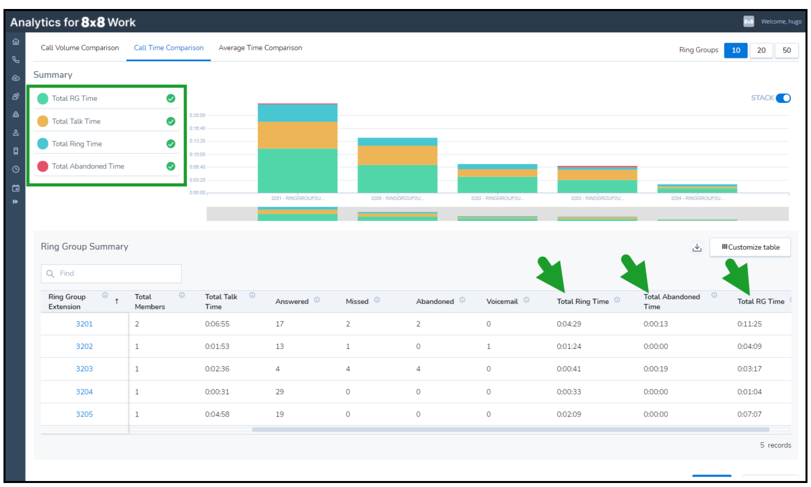
Release 2.4

We have introduced the following features along with key usability improvements in the Analytics for 8x8 Work 2.4 release:

Reintroducing time metrics in the Ring Group Summary report

In this release, we are promoting the Ring Group Summary report from beta status to be the primary report. Additionally, we are introducing the following time metrics in the Ring Group Summary report:

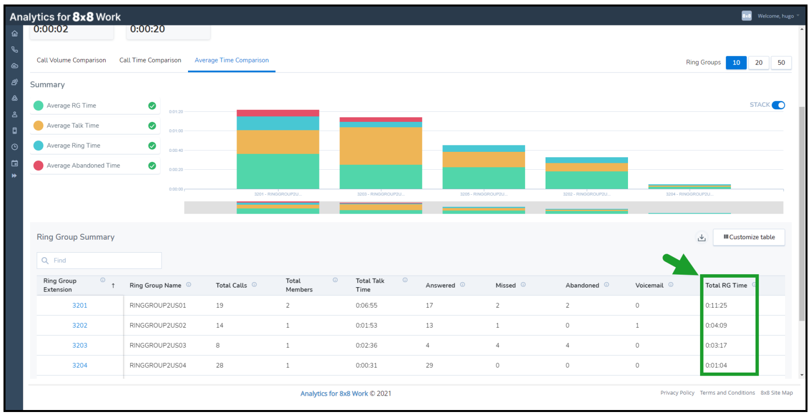
- **Total Ring Time**: Cumulative time spent ringing for ring group members before being answered or missed.
- **Average Ring Time**: Average time spent ringing for ring group members before being answered or missed.
- **Total Abandoned Time**: Cumulative duration of all abandoned calls to this ring group extension (all calls where caller ends the call before being answered). Abandoned Time for ring group is time spent where the caller ends the call after it was transferred to the ring group extension, but before being answered.
- **Average Abandoned Time**: Average duration of all Abandoned Time for calls to this ring group extension.



New metrics

We are introducing the following new metrics:

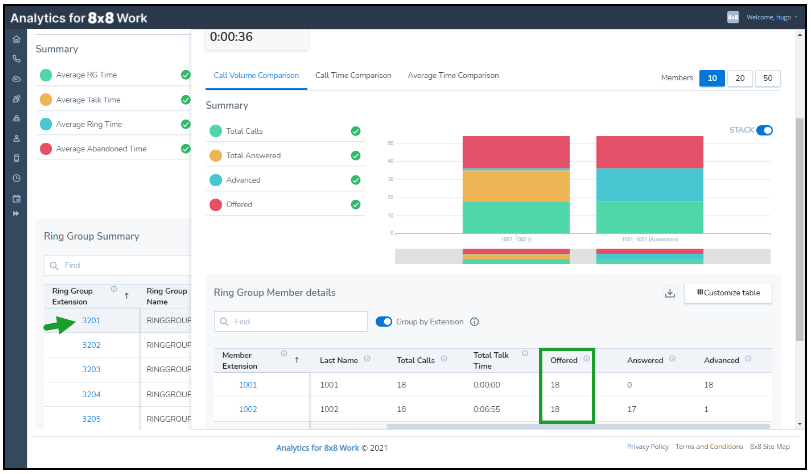
- **Total RG (Ring Group) time** (New): This is the total time spent (ring time + talk time + voicemail time) by callers in a specific ring group. It includes multiple visits during the same call. This helps determine how much time a given caller spent in a given Ring Group (or Ring Groups) as part of their call journey. Let’s say John answered a customer call from Tier 1 Support ring group. After talking to the customer, he transferred it to the Tier 2 Support ring group for attention. The RG time for Tier 1 Support ring group and Tier 2 Support ring group are now tracked separately, helping you understand the time spent in each ring group. This metric is available for both Ring group summary and individual ring groups.



Note: If no members are logged in, and the call can not be offered to any members, the RG Time will NOT increment.

- **Average RG time**: This is the average time (ring time + talk time + voicemail time) spent by callers in a ring group.
- **Offered**: This metric is applicable to ring group members only. It is the total number of calls offered to a ring group member. This includes multiple offers of the same call. Let’s say a call was offered twice to the member, the count for Offered will be two. How many times is the call offered to the ring group member before being answered? This

metric helps in understanding the efficiency of ring group members.



Revised metric

We are improving the following metric:

Advanced: The Advanced metric will now increment each time a call is offered to a member but NOT answered, and will increment with each offered call from the same caller ID.

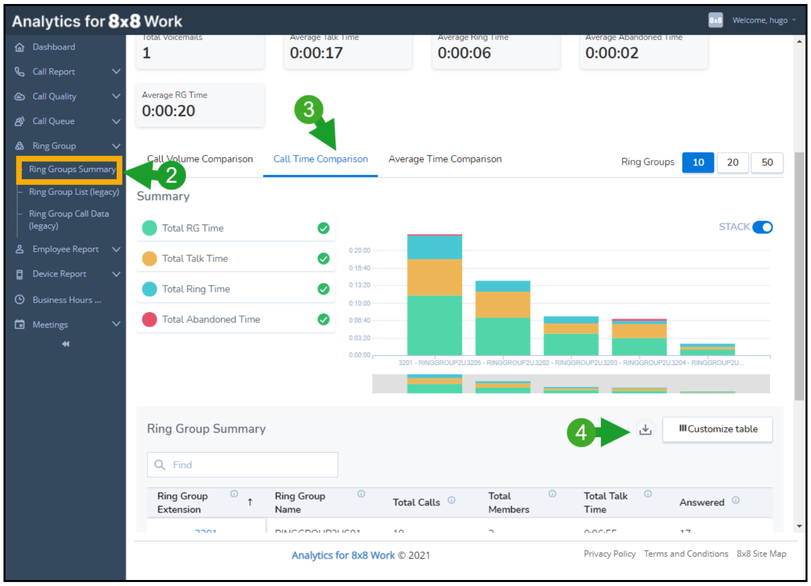
Retired metric

We are removing the following metric:

Voicemail (Ring Group Member): The beta version incorrectly included a Voicemail metric for ring group members, however this is an invalid metric as ring groups can not be configured to direct a caller to a member voicemail box. The Voicemail metric at the Ring Group level remains unchanged.

To access the Ring Group Summary report:

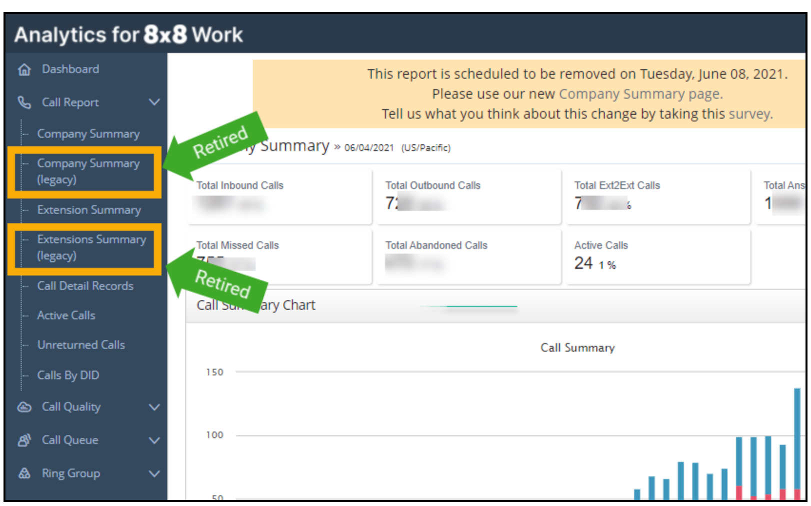
1. Log in to Analytics for 8x8 Work.
2. From the menu, go to **Ring Group > Ring Group Summary**. The Ring Group Summary report launches with call volume metrics.
3. To access time metrics, select the **Call Time Comparison** tab. For average time metrics, select the **Average Time Comparison** tab.
4. To view or hide fields in the report table, select **Customize table** and click .



Learn more about the Ring Groups Summary report and access the glossary.

Announcing EOL of Company Summary and Extension Summary legacy reports

As you are aware, we have been preparing to retire our legacy reports for Company Summary and Extension Summary reports. We introduced the updated and enhanced reports last year and in this release we are retiring the legacy reports.



Learn more about the enhanced Company Summary and Extension Summary reports.

Release 2.3

We have introduced the following features along with key usability and performance improvements in the Analytics for 8x8 Work 2.3 release:

Promoting the Company Summary and Extension Summary beta reports

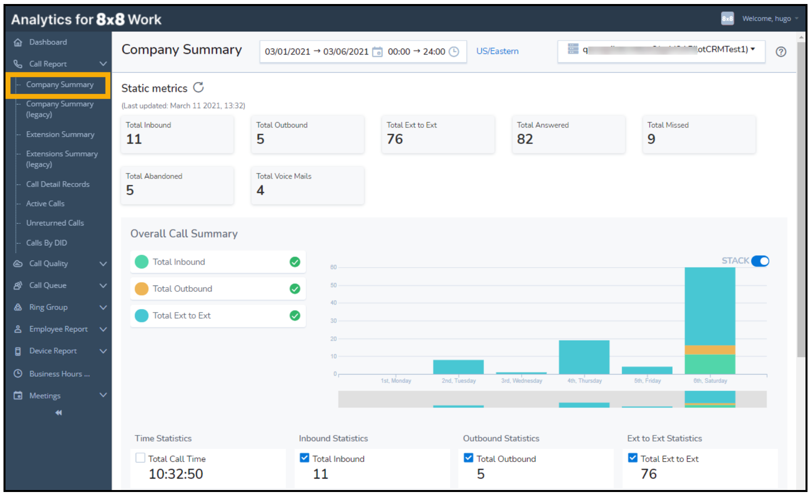
The beta versions of the Company Summary and Extension Summary reports will now be your primary reports as we prepare to retire the legacy reports. We recommend switching to the primary reports as the legacy reports will be at the end of life in the near future.

- The beta reports for Company Summary and Extension Summary will no longer have a beta label in the report name.
- Legacy versions will now have a “legacy” label in the report name (e.g. Company Summary (legacy))
- Users will be able to take a survey to provide feedback regarding the EOL of legacy reports & satisfaction with new versions.

Note: Legacy versions will remain available until April 30, 2021.

To access the Company Summary report:

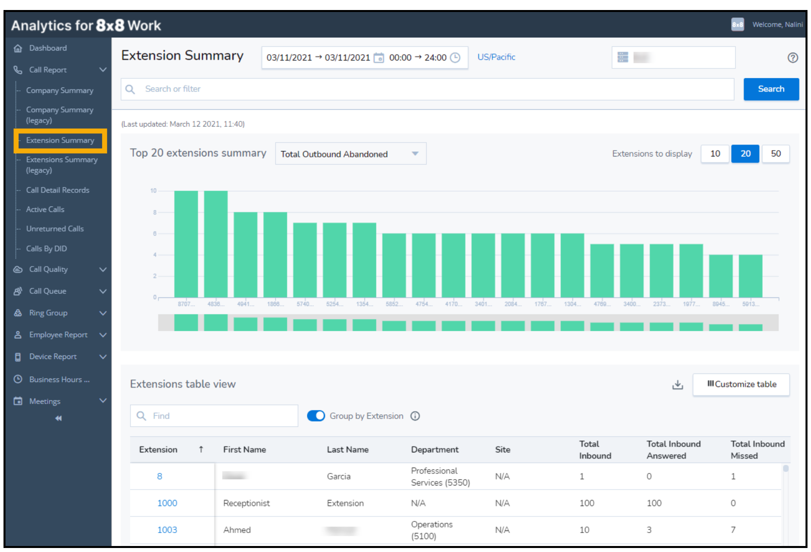
1. Log into Analytics for 8x8 Work.
2. From the menu, select **Call Report > Company Summary**.



To learn more, see Company Summary report.

To access the Extension Summary report:

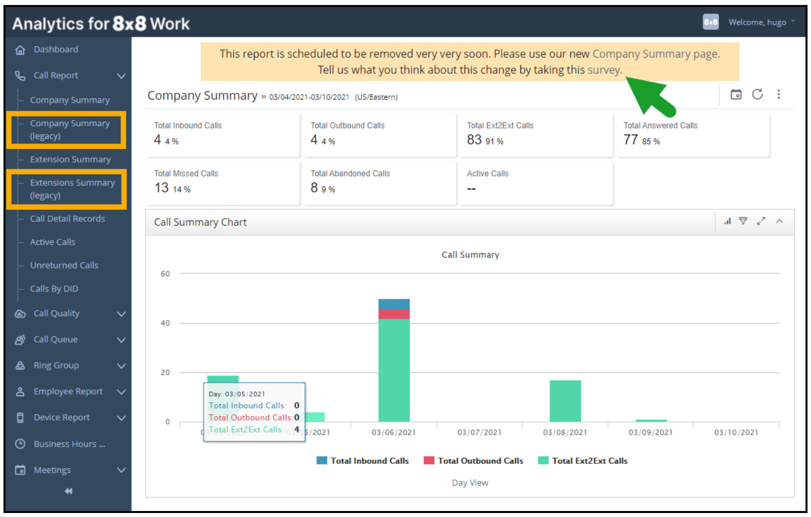
1. Log into Analytics for 8x8 Work.
2. From the menu, select **Call Report > Extension Summary**.



To learn more, see Extension Summary report.

To access the legacy reports:

1. From the menu, go to **Call Report > Company summary (Legacy)**.
2. From the menu, go to **Call Report > Extension Summary (Legacy)**.
3. If you wish to provide feedback about the usability of the legacy or new reports, click the Survey link in the banner at the top of the page.



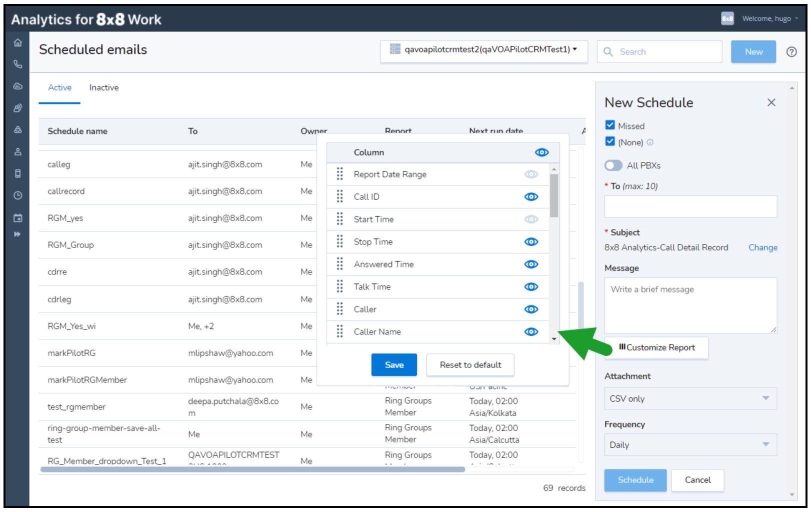
Ability to customize scheduled reports

You can now customize your scheduled reports with a column picker for inclusion or exclusion and field order. Select the desired data you wish to share via the scheduled reports.

To customize a scheduled report:

1. Select an existing report or create a new report.
2. Select the report type and other parameters.
3. Click **Customize Report** to view and hide or expose the data fields available in the report.
4. Click  to hide a field, and click  to expose.

5. Use the icon to move a field up or down.

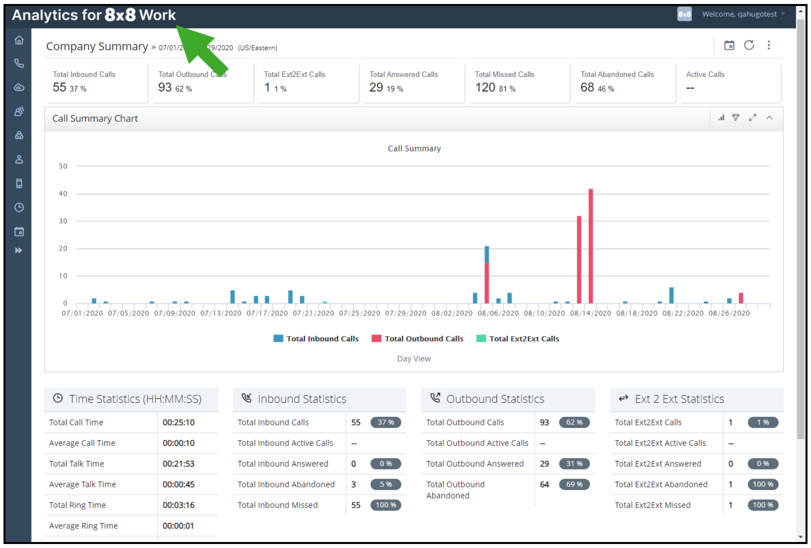


Release 2.2.0.2

We have changed the product name in this release.

Say hello to Analytics for 8x8 Work!

8x8 Virtual Office Analytics is now Analytics for 8x8 Work. In support of the renaming of Virtual Office to 8x8 Work, Virtual Office Analytics is being renamed to Analytics for 8x8 Work. Please note that we have adopted this change in the product documentation.



In recognition of the increased importance of digital tools and changes to how we all work, the 8x8 products and services you work with were rebranded with new names as part of their transformation:

- Virtual Office -> 8x8 Work
- Virtual Office desktop app -> 8x8 Work for Desktop
- 8x8 Video Meetings -> 8x8 Meet
- 8x8 Meeting Rooms -> 8x8 Spaces

And more!

Release 2.2

We have introduced the following features along with key usability and performance improvements in the Analytics for 8x8 Work 2.2 release:

- Enhanced Ring Group Summary report
- Introducing scheduled report for ring groups
- Introducing new and improved APIs
- Call Detail Record enhancements:
  - To improve the quality and usability of call data, we have made some changes in how service data is represented in call detail records.
  - The scheduled report for Call Detail Record, and the Call Detail Records API, both now support reporting of call legs or call records.

- Ability to select/deselect and reorder columns in the reports: Whether you want to view all columns or a few columns in a report, you can now view and download columns that matter to your business needs.
- End of Life: Legacy scheduled reports have been discontinued. Please use our New Scheduled Report Emails.

Introducing the Ring Groups Summary report

In this release, as part of the migration to our new analytics platform, we have migrated and enhanced the Ring Groups report and are offering it as a beta version. We expect to discontinue the legacy Ring Group reports in the next several months. This report contains the same metrics offered in the legacy reports, with significant improvements in usability and performance.

The enhanced Ring Group Summary report will replace the legacy Ring Group Listing and Ring Group Detail reports. With the enhanced Ring Group Summary report in beta, you can:

- Enjoy easier and faster reporting.
- Enjoy more flexible metric comparisons.
- Access related call records easily (Let’s say a ring group shows a few abandoned calls, simply sort and find the call detail records of abandoned calls.)
- Filter ring group data by sites.
- Access call details records for every call handled by ring groups. Take a deeper look at the call legs or simply view the call summary.
- Download member summaries for any ring group. (New)
- Select the desired columns in your report to meet your business needs.

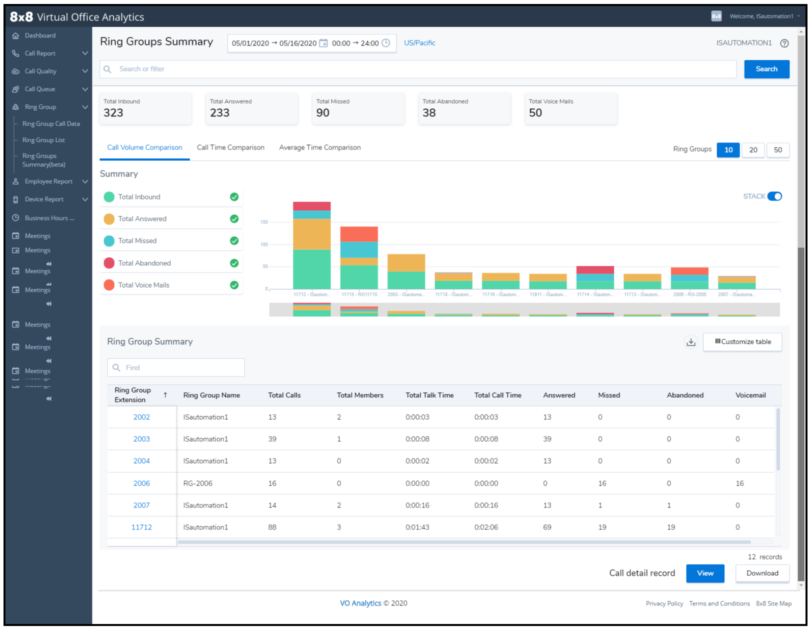
Note: The beta report does not include the following time metrics:

- Call time, Total call time, Average call time
- Ring time, Total ring time, Average ring time
- Abandoned, Total abandoned time, Average abandoned time

To access the Ring Group Summary beta report:

1. Log into Analytics for 8x8 Work.

2. Go to **Ring Group > Ring Groups Summary (beta)** from the menu. The Ring Group Summary report launches.

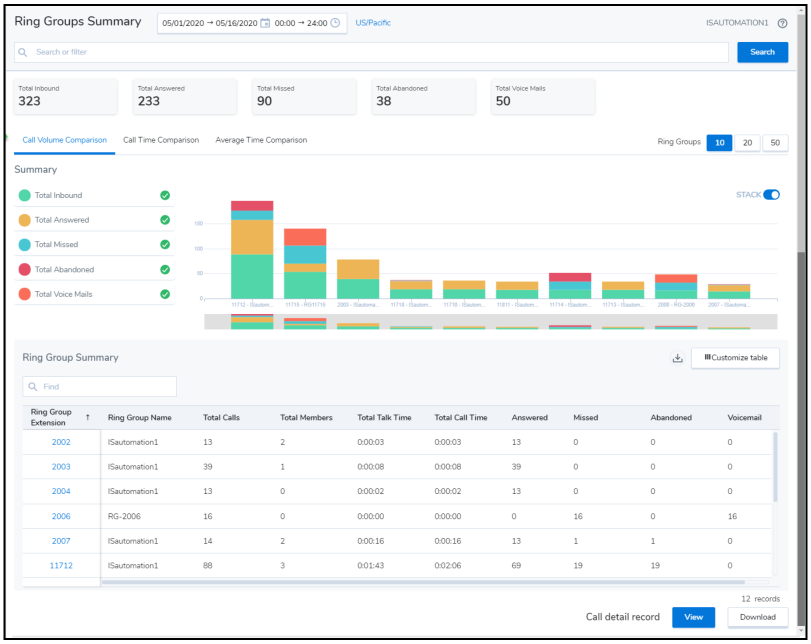


Access Ring Group data charts

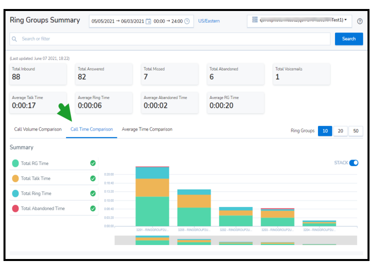
You can access comparative data for all ring groups using the following data charts:

- The Call Volume Comparison chart offers comparative metrics for total inbound, answered, missed, abandoned, and voice calls

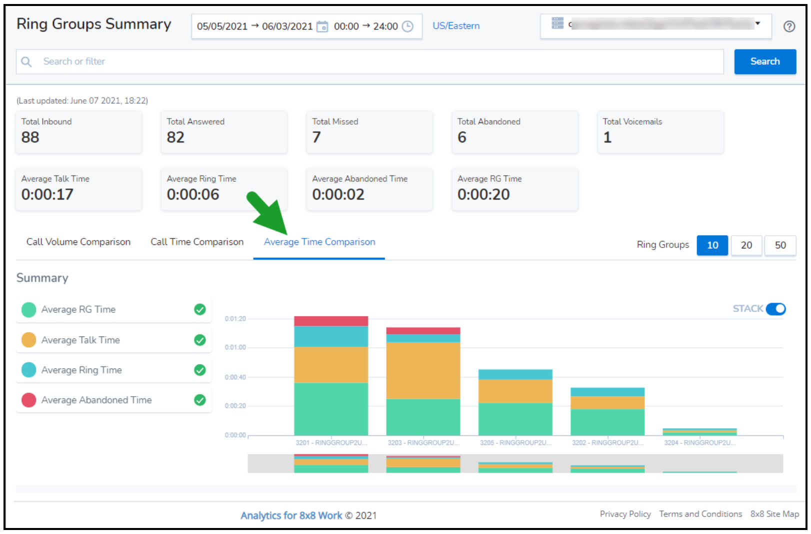
  .



- The Call Time Comparison chart shows comparative metrics for Total Talk Time,for all the ring groups.



- The Average Time Comparison chart shows comparative metrics for Average Talk Time, Average Ring Time, and Average RG Time, and Average Abandoned Time for ring groups.



Access Call Detail Records of ring group calls

The new report now offers integrated call detail records (CDRs) for all ring group calls. You can access CDRs related specifically to the displayed summaries, and can download them as call records or call legs. Learn more.[1]

Let’s say you are reviewing call details of a transferred ring group call, it is currently presented as two individual call legs with detailed call data. While the individual call leg metrics are quite helpful for investigation or analysis, they can be challenging to consume. For example, if you want summary values by call for metrics such as total talk time or total ring time of the entire call, you would need to sum up those time metrics of the two individual call legs. With CDRs presented as call records, you can get the consolidated data in a simple click.

To access call details records for ring group calls:

1. Log into Analytics for 8x8 Work.
2. Go to **Ring Group > Ring Group Summary (beta)** from the menu. The Ring Group Summary report launches.
3. Scroll down, click **View**. A pop-up window launches presenting the call detail records.

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[1]CDRs can be presented as Call Records or Call Legs. The Call Record is a single record view of the overall call designation and metrics and is represented by a single Call ID. The Call Leg provides detailed metrics for each individual call segment within the same call journey and is represented by a Call Leg ID associated with the Call ID. Call Legs (Simplified) does not include child calls (e g. ring group offers).

4. If you wish to view detailed call legs (formerly the default view), select **Call legs** from the menu.

Introducing scheduled reports for ring groups

The new scheduled reports for ring groups offer you the flexibility to:

- Schedule and automatically send ring group reports
- Generate reports for any user-specified timezone
- Deliver the report via email as CSV or PDF attachments to any valid email address
- Email the report as often as the user wants - daily, weekly, monthly, first day of the week, or the first day of the month and more, for any date range up to the first day of the previous month.

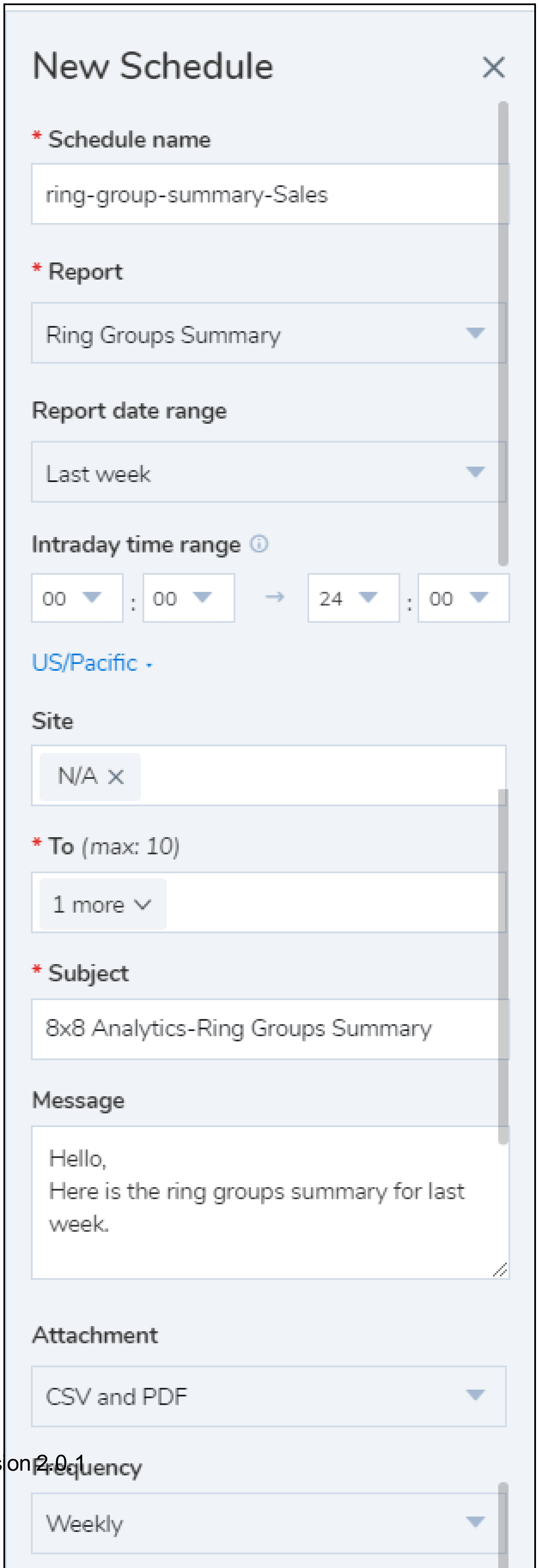
To access the new scheduled report for ring groups:

1. Click the header menu next to your name.
2. From the drop-down list, select **Schedule Report Emails (New)**.

3. Click **New** to schedule a new report. In the drop-down menu for Report, select **Ring Group Summary** or **Ring Group Member Summary**.

Schedule a Ring Group Summary report

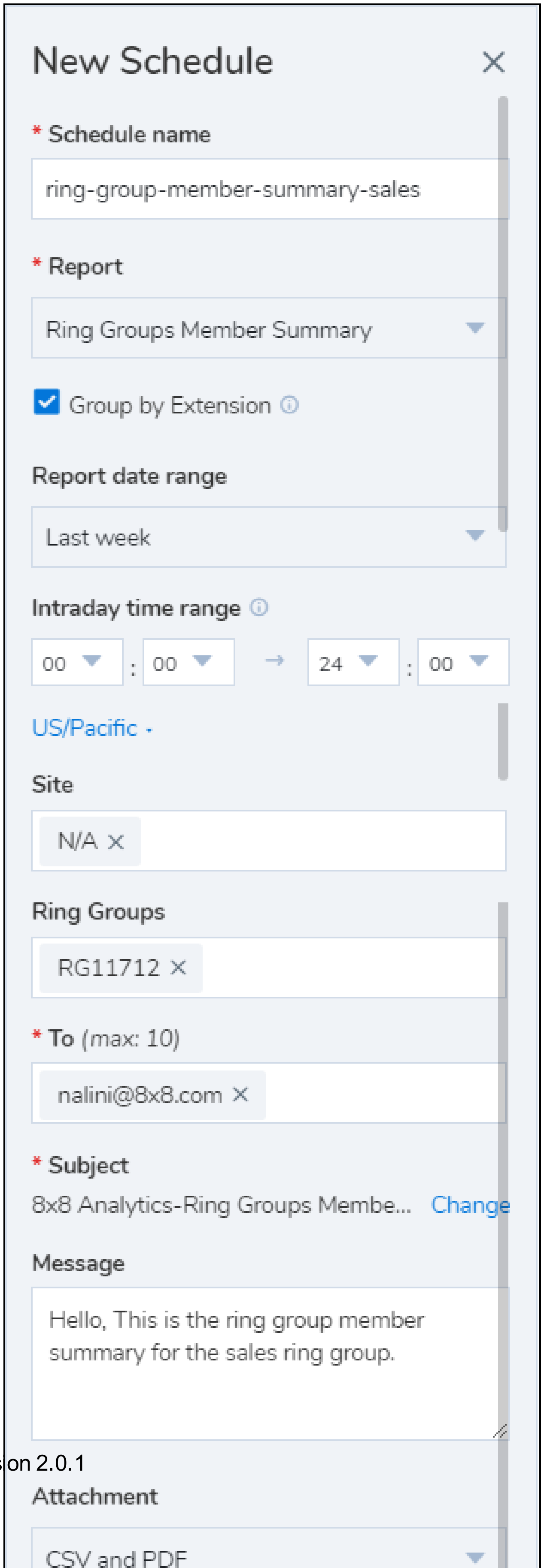
Wish to track key metrics such as total number of calls, answered calls, missed calls, abandoned calls for each ring group? The ring group summary report offers you the summary of all your ring groups, one row for each ring group. You can now get the dashboard data by email attachments.


New Schedule
* Schedule name
ring-group-summary-Sales
* Report
Ring Groups Summary
Report date range
Last week
Intraday time range
00 : 00 → 24 : 00
US/Pacific
Site
N/A
* To (max: 10)
1 more
* Subject
8x8 Analytics-Ring Groups Summary
Message
Hello,
Here is the ring groups summary for last week.
Attachment
CSV and PDF
Frequency
Weekly

Schedule a Ring Group Member Summary report

Wish to track the performance of your ring group members? Schedule a ring group member summary report to know the number of calls answered by each ring group member, their total talk time, and more.

Let’s say Bob, a Sales supervisor wants to get a daily update about the call activity of his ring group members to track the team’s performance. Bob can schedule a ring group member summary report for this specific ring group and set it to a daily frequency. If Bob supervises three ring groups, he can get detailed metrics for each ring group member across all ring groups. If Robin is a member of all these ring groups, Bob can check Robin’s performance in each ring group separately.


New Schedule
* Schedule name
ring-group-member-summary-sales
* Report
Ring Groups Member Summary
Group by Extension
Report date range
Last week
Intraday time range
00 : 00 → 24 : 00
US/Pacific
Site
N/A
Ring Groups
RG11712
* To (max: 10)
nalini@8x8.com
* Subject
8x8 Analytics-Ring Groups Membe... Change
Message
Hello, This is the ring group member summary for the sales ring group.
Attachment
CSV and PDF

Introducing new and improved APIs

In this release, Analytics for 8x8 Work introduces an API for ring groups. The Ring Group API offers both ring group summaries and member summaries. Additionally, an updated version of Call Detail Records API is available allowing you to access call information by call legs or call records.

Also, we have added the ability to acquire call data for all PBXs for most APIs under a single customer in the same API call. Company Summary, Extension Summary and Call Detail Records now support using the `allpbxes` value.

If your company has the need to create your own custom dashboards, or integrate data directly with your CRM, you can leverage our APIs for Analytics for 8x8 Work. For documentation, click here. For more information and an API Key, please reach out to your 8x8 representative.

Call Detail Records - Service information improvement

As part of ongoing work to improve the quality and usability of call data, we have made some recent changes in how some services are represented in call records:

- Service Name and Extension Change: For PBX-defined AutoAttendants, Call Queue, and Ring Group calls, we will now use the actual extension called, not the internal service extension. This will change what appears in the Callee field as follows (assuming the extension is 1050):
  - AutoAttendant: CPXML => 1050
  - Call Queue: CallQueue(1050) => 1050
  - Ring Group: RingGroup(1050) => 1050

Users can still see what the service was by checking the **Callee Service Name** field.

Other benefits of this change:

- We should now get the Site (Branch), Department, etc., that is assigned to the AA, CallQueue, or RingGroup extension.
- For calls to an AutoAttendant, the Callee Name should now be the name of the AutoAttendant. This will be in all caps.
- For Voicemail call legs, we should now get the Site (Branch), Department., etc., for the originally called extension.

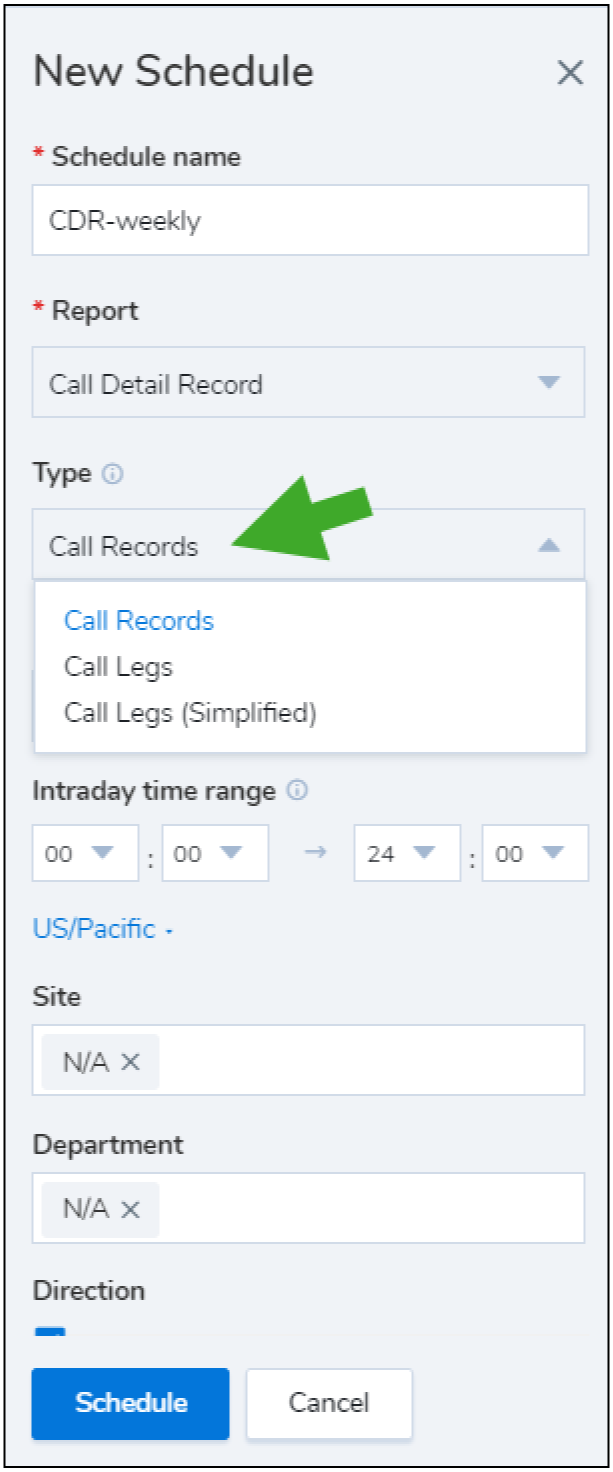
Note: These changes may break existing automation.

Access call records in scheduled call detail reports

In an earlier release, we introduced the capability of presenting call detail records as call records or call legs. Learn more.[1]

In this release, you can schedule to receive call details records with call records or call legs.

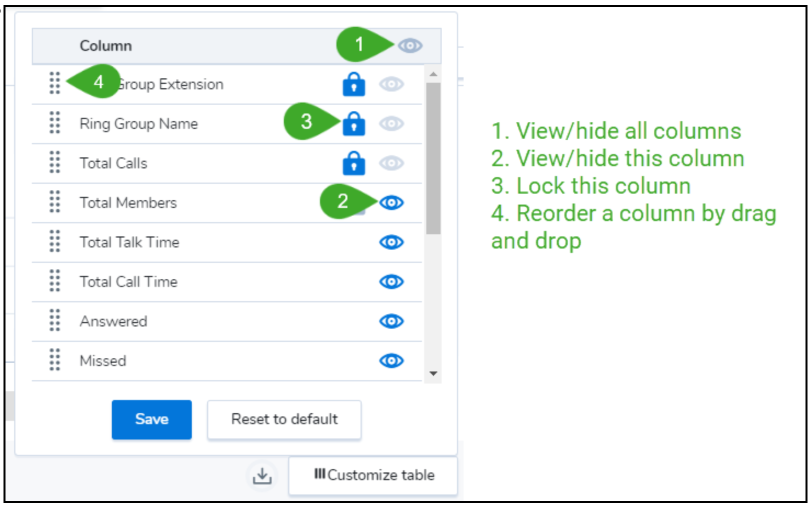
[1] CDRs can be presented as Call Records or Call Legs. The Call Record is a single record view of the overall call designation and metrics and is represented by a single Call ID. The Call Leg provides detailed metrics for each individual call segment within the same call journey and is represented by a Call Leg ID associated with the Call ID. Call Legs (Simplified) does not include child calls (e g. ring group offers).


New Schedule
* Schedule name
CDR-weekly
* Report
Call Detail Record
Type
Call Records
Call Records
Call Legs
Call Legs (Simplified)
Intraday time range
00 : 00 → 24 : 00
US/Pacific
Site
N/A
Department
N/A
Direction
Schedule
Cancel

Enhanced usability of column selector

The column selector allows you to customize the data to view or download in your reports. Now referred to as Customize Table, this feature is now enhanced and is available for all your reports. Select the columns you wish to view, hide, or lock. Locking a column disables hiding the column data. Some columns are locked by default to give you the context of the report. For example, in a ring group summary report, the ring group extension number is critical to the report, hence it must always be visible.

You can also order the columns based on your business needs by simply dragging and dropping them



End of Life Announcement

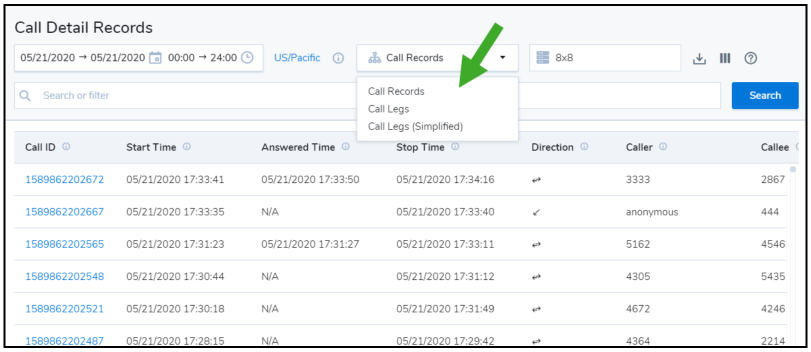
Legacy Scheduled Reports: As of May 10, we have discontinued our legacy Schedule Reports feature. The feature will remain available in the product for the next ~60 days, to allow customers to both review their discontinued schedules and download any old reports from the archive.

Scheduled Report Emails support the same reports as the legacy version: Call Detail Records, Extension Summary and Company Summary, and now also includes Ring Group Summary reports.

Release 2.1.1

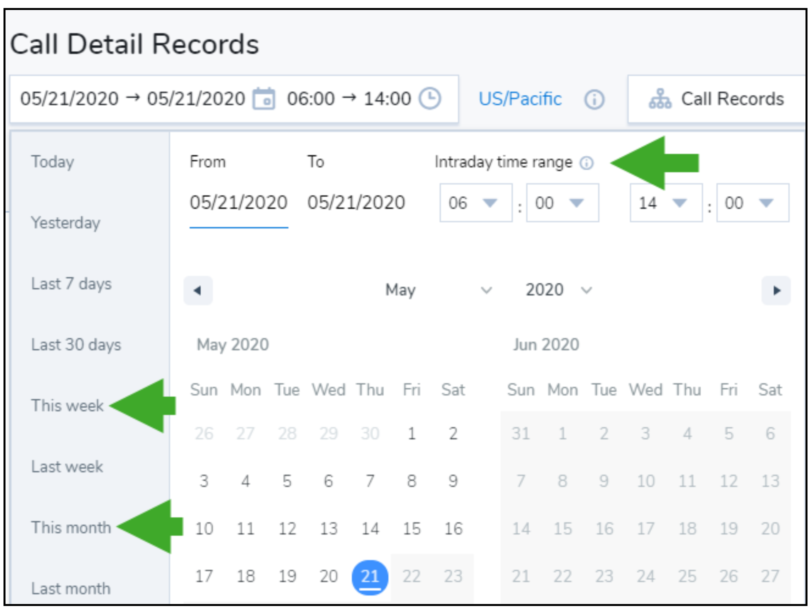
Improved usability in Call Detail Records

You can now view call details records with call leg information or call record information via the choices in the simple drop-down menu. The experience is now simplified with the drop-down menu.

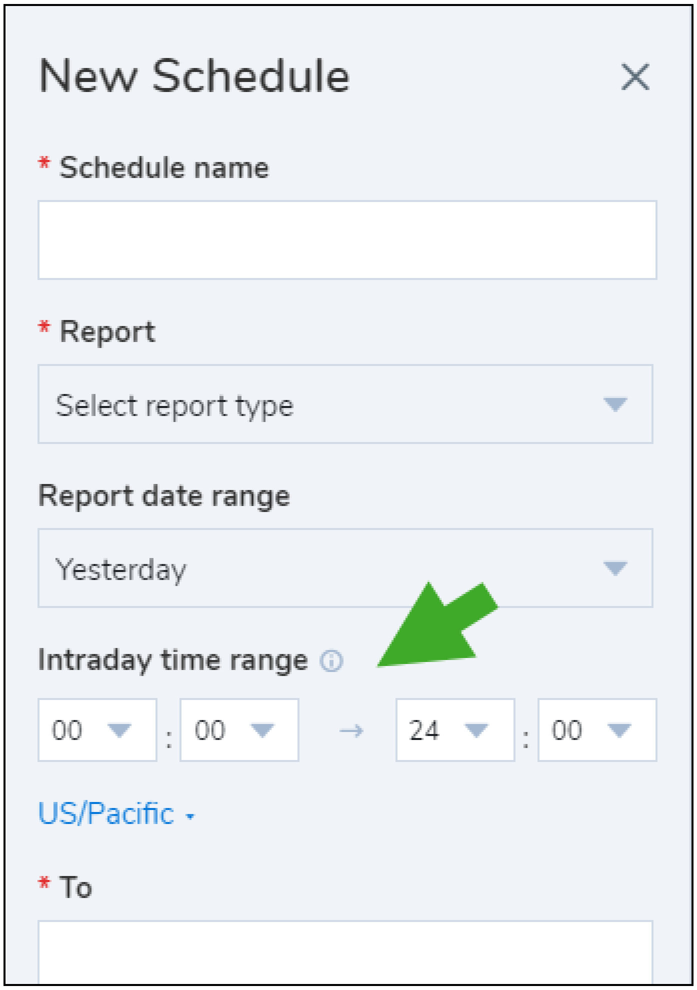


Introducing intraday time range

Let's say your business operates in multiple shifts and you want to track call traffic for evening shift vs. morning shift this past week. The new intraday time picker allows you to extract data for specified hours within the day. For your morning shift, specify 6 am - 12 pm, and your evening shift runs between 6 pm and 12 pm, simply choose these hours and run the reports. The reports now show the time range next to the date range. We have also introduced two new filters in the date range dimension - This week and This month.

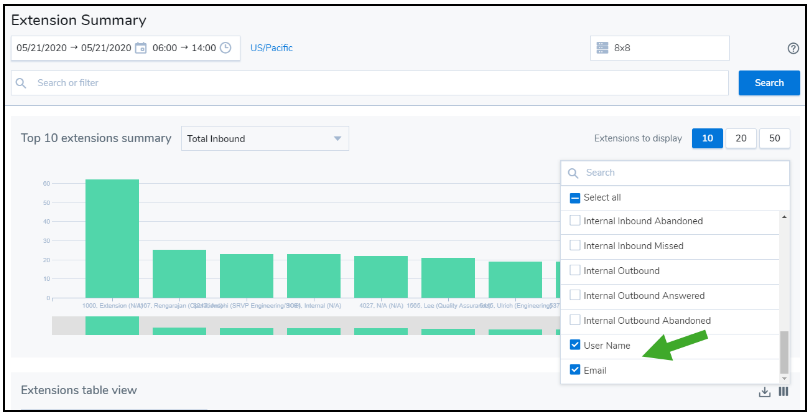


The intraday time range is also available for scheduled reports.



Additional information in the Extension Summary (Beta)

The Extension Summary Beta report now includes username and email address information for each call reported. When you run a report to track extension to extension call traffic, you may have individuals with the same names within the same department. Username and email addresses enable easier reconciliation in this case.



Improved loading performance of ring groups list

In businesses which have implemented a large number of ring groups, while running a ring group list report, the large number of ring groups had occasional loading issues. It is now resolved.

Support for multi-PBXs in APIs

Our APIs for Company Summary, Extension Summary, and Call Detail Records now support data across multiple PBXs.

Release 2.1

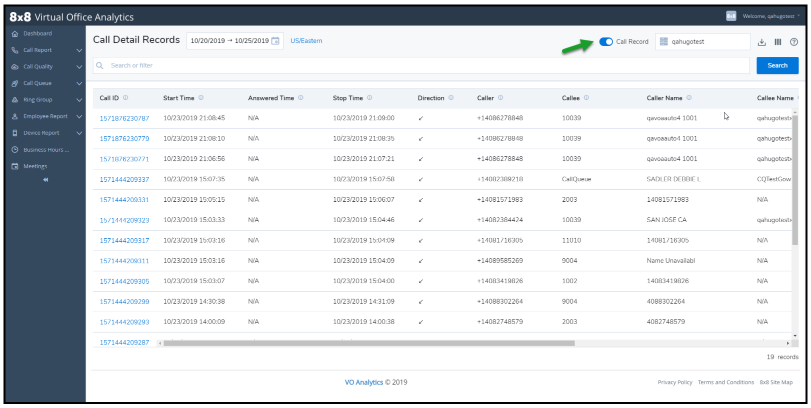
We have introduced the following features along with key usability and performance improvements in the Virtual Office Analytics 2.1 release:

Introducing the Call Record

The Call Detail Records report offers detailed information about all voice calls, from simple internal calls to complex multi-legged calls, such as calls that are answered by an auto attendant, offered to multiple extensions at once in a ring group, are sent to voicemail, and more. . Previously, detailed call information was only offered as Call Legs, with each call leg presented separately.

Let’s say you are reviewing call details of a transferred call, it is currently presented as two individual call legs with detailed call data. While the individual call leg metrics are quite helpful for investigation or analysis, they can be challenging to consume. For example, if you want summary values by call for metrics such as total talk time or total ring time of the entire call, you would need to sum up those time metrics of the two individual call legs. With the introduction of Call Record, you can get the consolidated data in a simple click.

1. Log into Virtual Office Analytics.
2. Go to **Call Report > Call Detail Records** from the menu. The Call Detail Record launches.
3. In the header, notice the toggle for **Call Record**. It is enabled by default.
4. If you wish to view detailed call legs (formerly the default view), disable the toggle for **Call Record**.



Introducing New and Improved Reports

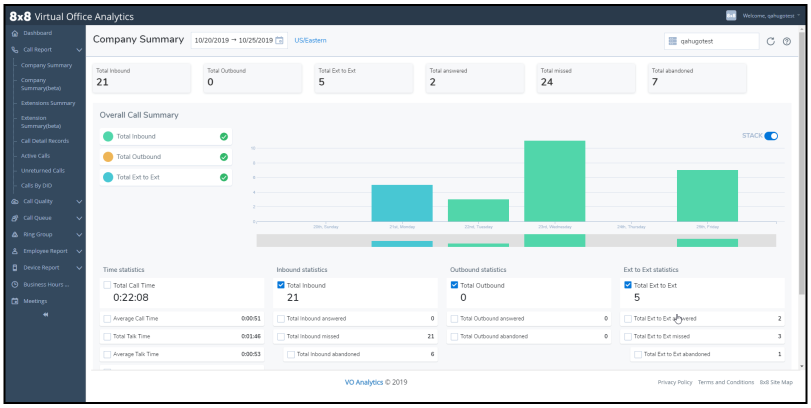
In this release, the most recent phase of our migration to our new analytics platform, we have migrated and enhanced two existing reports and are offering them as beta versions. Each report contains the same metrics offered on the legacy reports, with significant improvements in usability and performance.

Enhanced Company Summary (beta)

With the enhanced Company Summary report in beta, you can now enjoy:

- Easier and faster reporting
- More flexible metric comparisons
- Easy access to relevant call records and call legs

To access the Company Summary beta report, go to **Call Report > Company Summary (Beta)** from the menu.

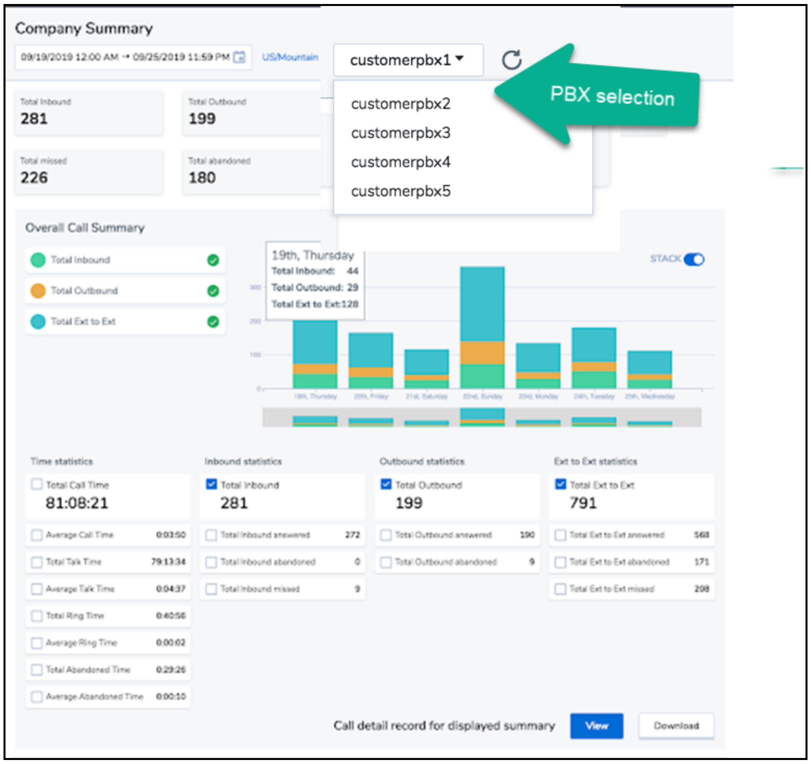


Improved Date Picker

Reports on the new analytics platform (Call Detail Records, Company Summary (beta) and Extension Summary (beta) now share the same Date Picker, which enables the date range selected to be retained across those reports for that login session. Pick your date range once and simply run all new platform reports without having to pick your date range each time. Let's say you run all your reports Monday to Thursday weekly, select your custom date range in one report and retain it across all other reports for that session.

Easier Access to Cross-PBX Reporting

If your company runs a multi-PBX phone system, gathering call data across all the PBXs now just got easier! In the header of our new reports, you can now choose which PBX you want to report on with a simple pull-down selection.

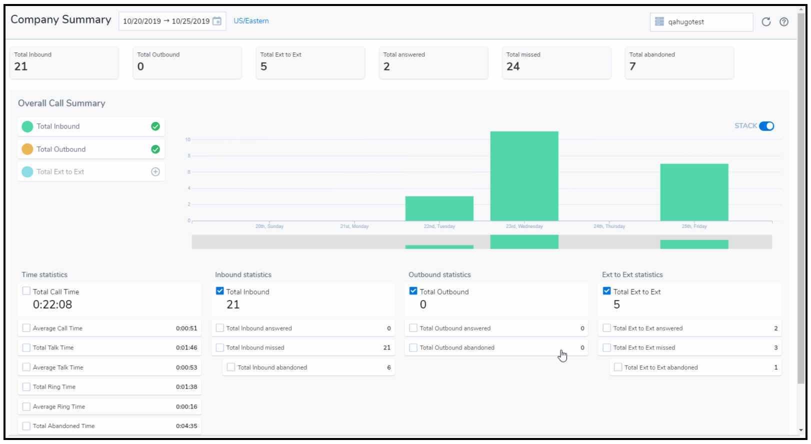


Interactive Charting

Select the desired metrics to track and customize the dashboard to suit your business needs.

Integrated access to the Call Detail Records

As you are reviewing Company Summary or Extension Summary reports, where you may be reviewing a particular date range and/or applied filters, you may want to dig deeper and review the specific call details of calls being summarized. Previously you had to visit the Call Detail Records report and search once again for this data. Now, you can choose to view or download the detailed call data, either as Call Records or Call Legs for the displayed summary - without exiting the Company Summary or Extension Summary reports.

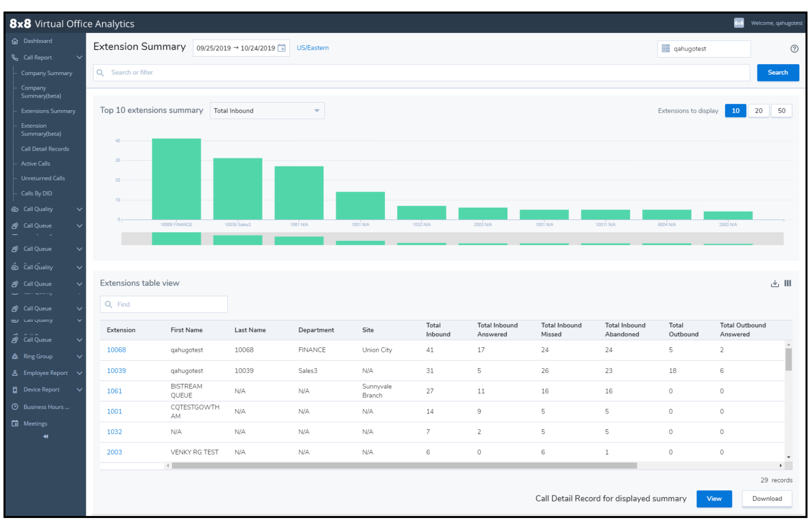


Enhanced Extension Summary (beta)

The new Extension Summary (beta) shares many of the same enhancements as Company Summary (beta), such as:

- Improved date picker
- Easier access to multi-pbx reporting
- Integrated call detail - Call Records or Call Legs
- Interactive charting
- Addition of first name and last name of the extension user

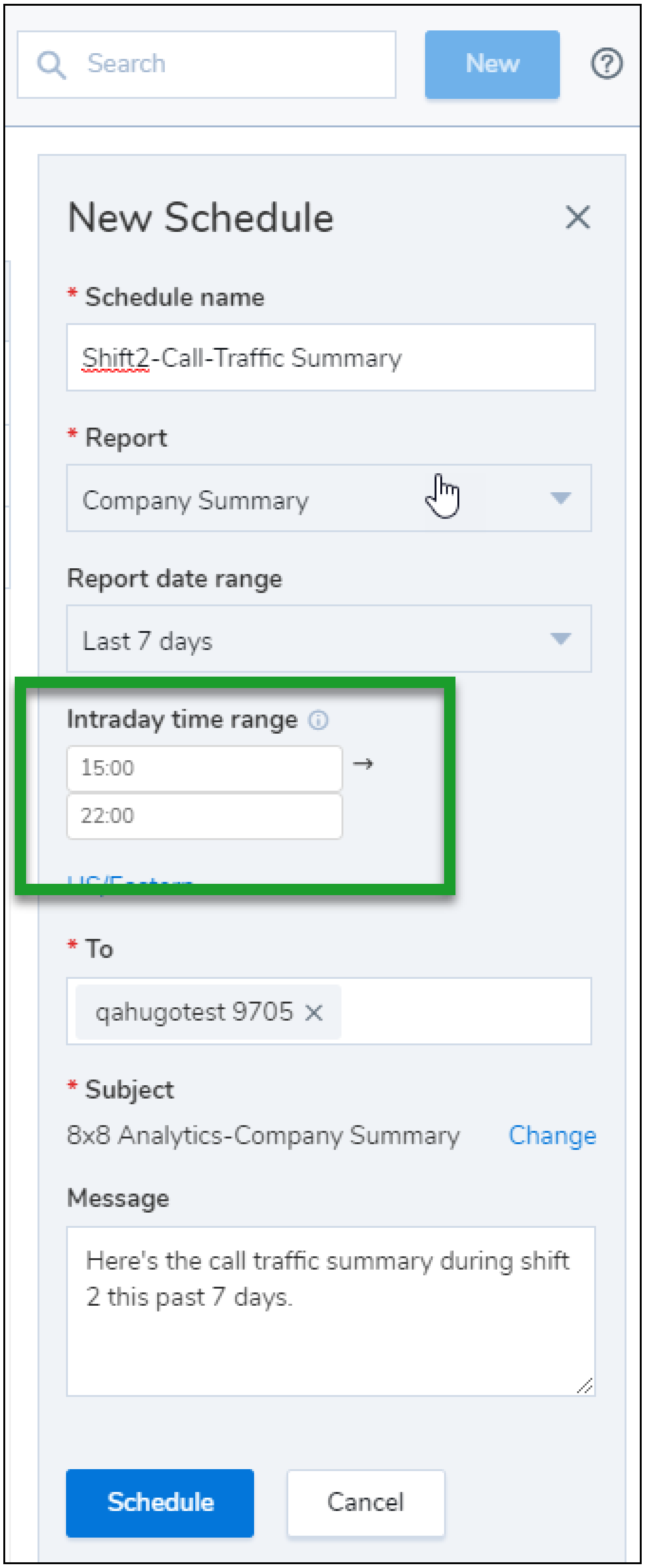
To access the report, select **Call Report > Extension Summary Beta** from the menu.



Enhanced Scheduled Report Emails

The Scheduled report is now enhanced to include Intraday reporting, which allows you to restrict the report to only certain hours of each reporting day. For example, Iif your company’s business hours follow shifts and you wish to track the call traffic during your late evening shift say 3 pm - 10 pm, you can choose the Intraday date range.

From the menu in the header, select **Schedule Report Emails (New)** option. In the following window, select **Create new report** to begin creating a new report.


Search
New
New Schedule
* Schedule name
Shift2-Call-Traffic Summary
* Report
Company Summary
Report date range
Last 7 days
Intraday time range
15:00
22:00
* To
qahugotest 9705
* Subject
8x8 Analytics-Company Summary
Change
Message
Here's the call traffic summary during shift 2 this past 7 days.
Schedule
Cancel

Flexible scheduling: Whether you want to track the call traffic daily, for the past week, or for only the night shift each M-F, you can do it all using the new flexible scheduling options in the Schedule reports.

Improved Business Hours report: Tracking call volume business hours

Do you want to compare the incoming call volume for your most important DID numbers/Extensions between business hours and after business hours? If your company is typically staffed to answer calls from 8 am to 5 pm, but you want to know if the call volume after hours warrants additional staffing, then look at the enhanced Business Hours report. Check out the call volume during the specified business hours and after business hours in percentages, sorted by the biggest opportunities.

Additionally, we now display the aggregated metrics such as the total number of inbound calls, number of calls during business hours, after business hours, and % of calls received after business hours.

If the percentage of calls after business hours exceeds 25%, we will alert you by displaying the percentage metrics in bold red font.

To access the Business Hours report:

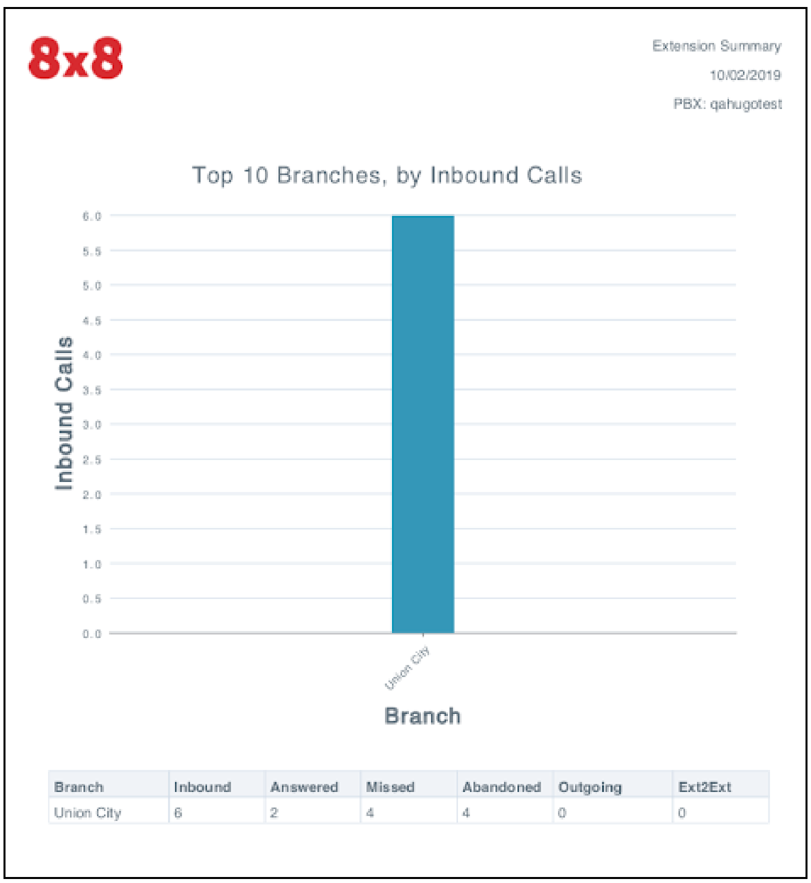
1. Go to **Business Hours** from the menu.
2. Select the desired date to view data.
3. If you have not configured your company's business hours, click **Configure** in the Business Hours box in the header.
4. Select the business hours and save.
5. Click to apply the filters. The report data is displayed.

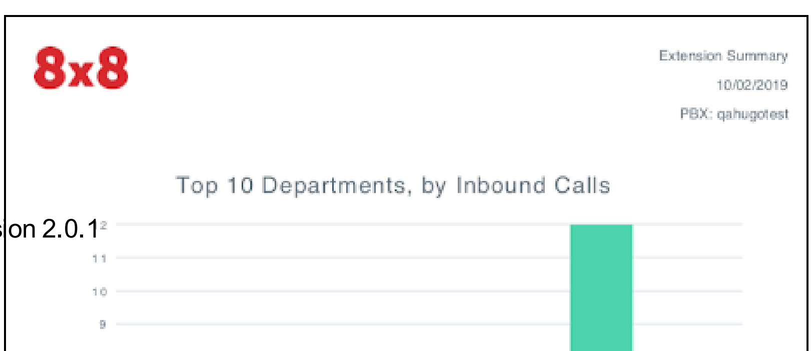
Introducing the Company Summary API

In addition to the Call Detail Records (CDR API), Extension Summary (ES API) and the Meetings API, VO Analytics now offers a Company Summary API. If your company has the need and the technical chops to retrieve your call data using this on-demand method, for example you may want to create your own custom dashboards, or integrated directly with your CRM, you can now also leverage our Company Summary API. For documentation, click here. For more information and an API Key, please reach out to your 8x8 representative.

Enhanced PDF Reports

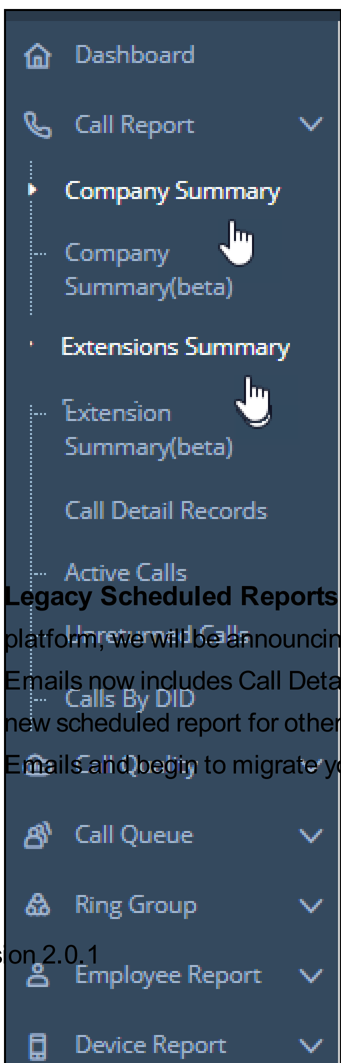
With the enhanced PDF reports, you can now access additional metrics such as the total number of answered, missed, abandoned calls along with outbound calls and extension to extension calls. The report also includes the first and last names of each extension user.

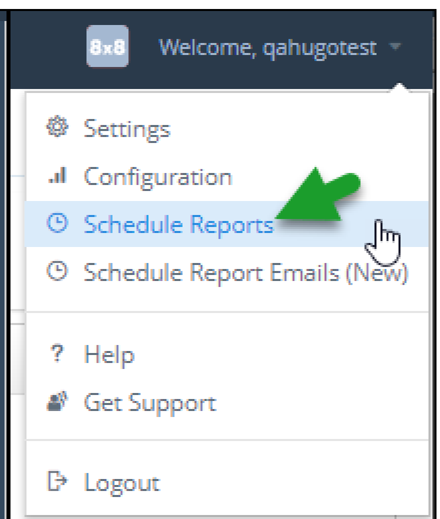




End of Life Announcements

Company Summary and Extension Summary reports: With the introduction of these new reports, Company Summary (beta) and Extension Summary (beta), we plan to announce the deprecation of their legacy counterparts over the next 60-90 days. Please check out our beta reports, give us your feedback, and prepare to migrate to the new reports.





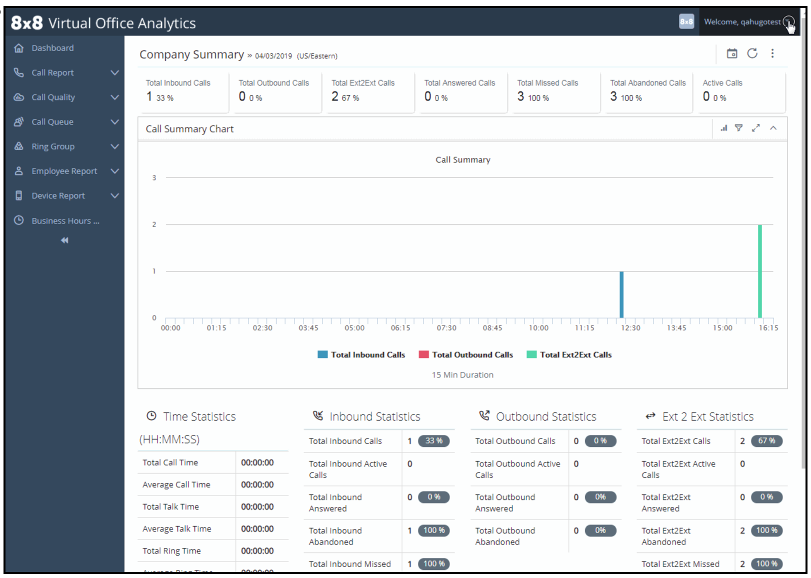
Legacy Scheduled Reports: Now that we have added Company Summary to our new Scheduled Report Emails platform, we will be announcing the phasing out the legacy Schedule Reports in the next 60-90 days. Scheduled Report Emails now includes Call Detail Records, Extension Summary and Company Summary reports. We plan to support the new scheduled report for other reports over the next several releases. So please check out the new Scheduled Report Emails and begin to migrate your legacy reports to the new more flexible platform.

Release 2.0.3

In this release, we have introduced an enhanced version of scheduled reports which will allow you to schedule Extension Summary and Call Detail Records (CDR) reports. The new enhanced scheduled report offers you the flexibility to:

- Schedule and generate reports at a user-specified timezone
- Deliver the report via email as CSV or PDF attachments
- Email the report as often as the user wants - daily, weekly, monthly, first day of the week, or the first day of the month and more.

To access the new scheduled reports, click the header menu next to your name. From the drop-down list, select **Schedule Report Emails (New**).



NOTE: The new scheduled report does not support scheduling Company Summary reports.

Scope

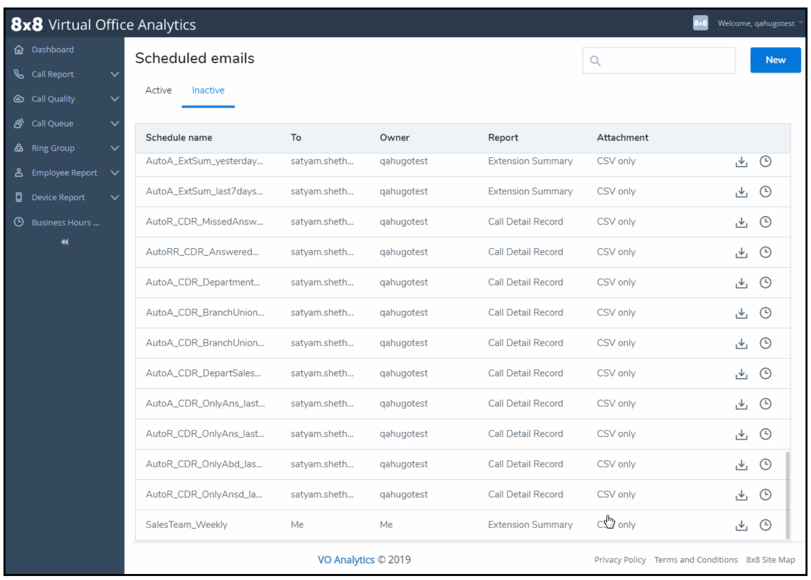
The new Schedule Report supports Extension Summary reports and Call Detail Records reports. In this release, we do not support the company summary report.

Features

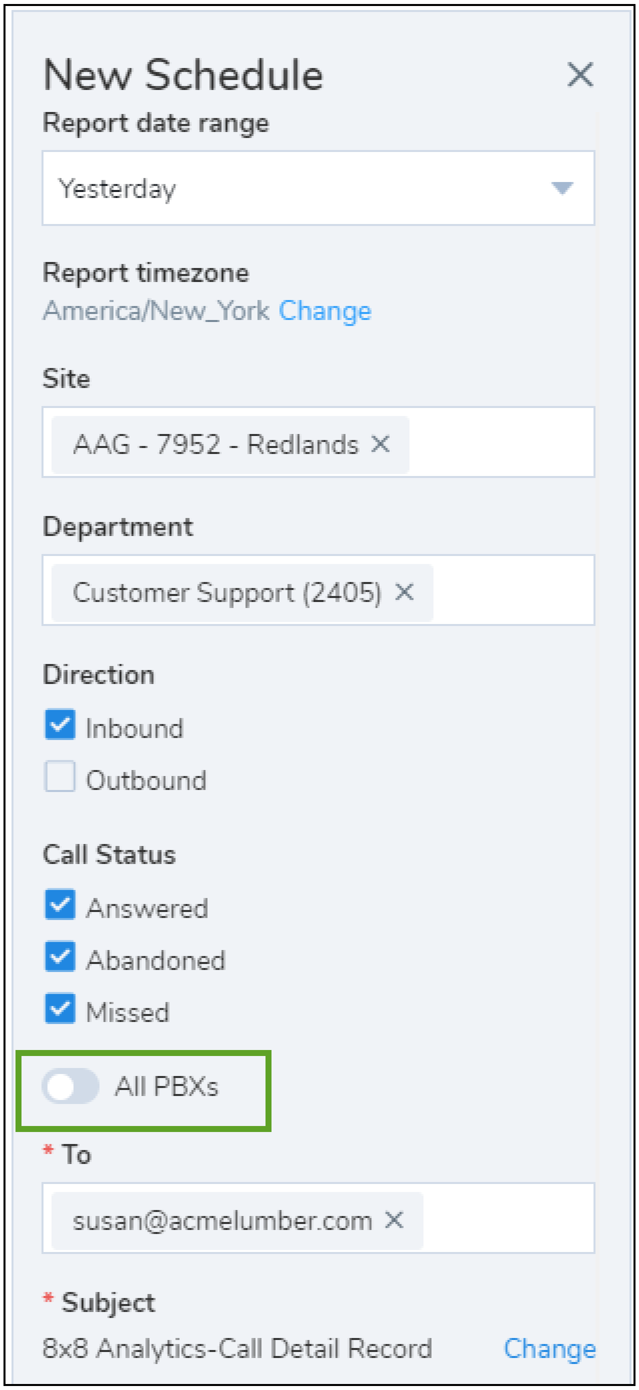
- **Custom timezone for the scheduled report**: Select your preferred timezone for the scheduled report and no longer be tied to the PBX timezone.
- **Ability to reactivate reports**: You can now reactivate reports which you have marked as inactive. Marking a report inactive stops generating and delivering the report to the scheduled recipients.

  Simply click to mark a report inactive. Once marked, the report gets listed in the Inactive tab.

  To reactive a report, click . Find it in the **Active** tab.



- **Improved accessibility of Cross-PBX CDR reports**: Scheduling CDR reports across PBXs is now enabled within the scheduled report. You do not have to enable it under Settings anymore.



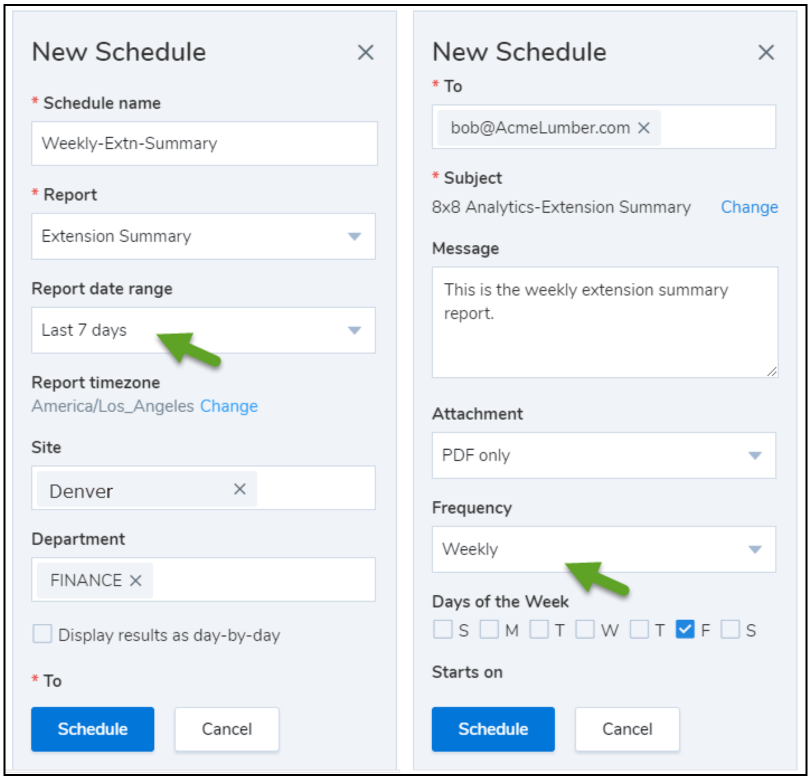
- **Report date range** now allows you to generate reports for yesterday, last 7 days, last 30 days, and last month.
- **Email Frequency**: Allows you to schedule reports via email daily, weekly, monthly, first day of the month, and Monday- Friday. These options come in handy to meet your reporting needs. You can also specify the start and end date for receiving the scheduled reports.
- **Ability to email scheduled reports to unlimited recipients**: You can now email the scheduled report to any number of recipients. Simply enter a valid email address and hit enter.
- **Add custom email subject and message**: Use the default subject or add a custom subject and write a brief message to be sent to the recipients for better user experience.
- **Attach reports as PDFs**: You can now choose to email reports as PDF files, CSV files, or in both formats. The user-friendly PDF format provides quick insight into top incoming calls by extension, site and department..
- **Updated security**: The email will continue to include a link to access the report, which will now expire after seven days. Additionally, the email will now include the report as an attachment, provided it does not exceed 6mb in size. Archived reports will continue to be available in VO Analytics.

Use cases

Here are some use cases that demonstrate the improved usability of the new scheduled reports.

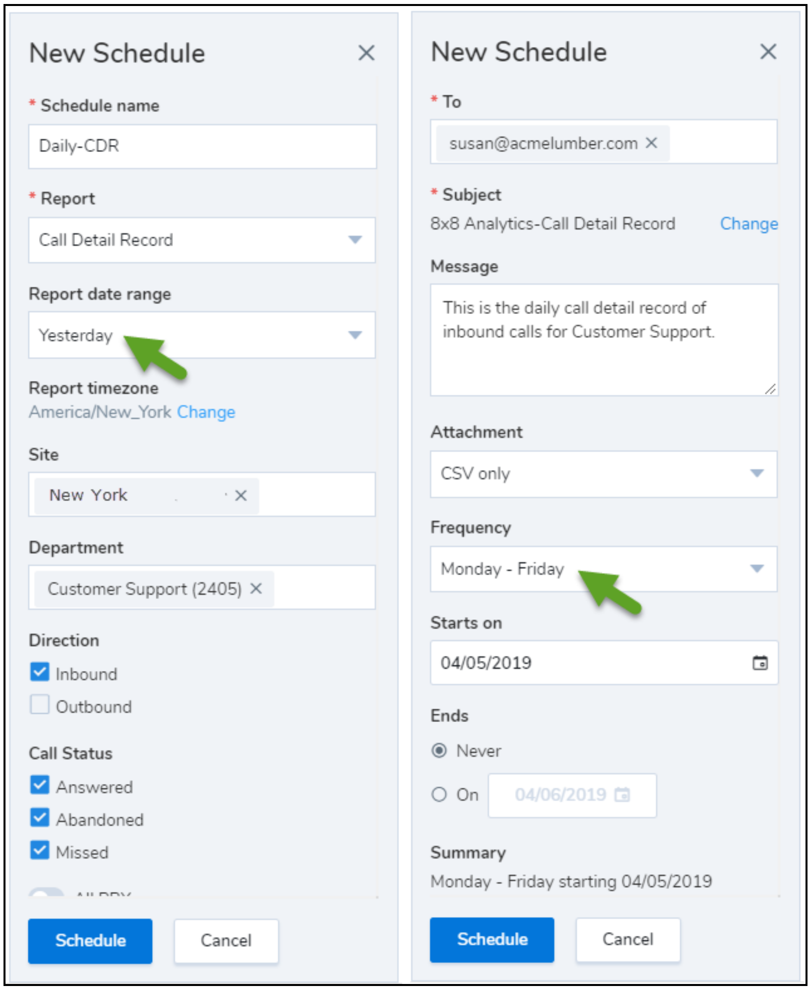
Use case 1

Bob, a site supervisor for Acme Lumber’s Denver office, needs to include call data from VOA Extension Summary report in his weekly status report each Friday. Instead of logging in to VOA each week, Bob schedules a Scheduled Email that will generate a weekly Extension Summary report, each week beginning this Friday, for the previous 7 days, using US/Mountain time zone (his corporate office is on CA, so his PBX’s Analytics default time zone is set to US/Pacific), and sets a filter that limits the data for that report to ‘Site = Denver’. Each Friday Bob will receive the report he needs, already limited to the data he cares about, presented in the proper timezone.



Use case 2

Susan, the VP of Acme's Support department, is located along with her team in NY, and on weekday mornings she needs to see Call Detail Records for all inbound calls from the day before, so that she can work with her team to optimize coverage. Susan schedules daily Call Detail Records reports, scheduled for M-F, and uses filters for 'Department = Sales' and 'Direction = Inbound', using the US/Eastern time zone. Each weekday morning she will have the details she needs in her Inbox.

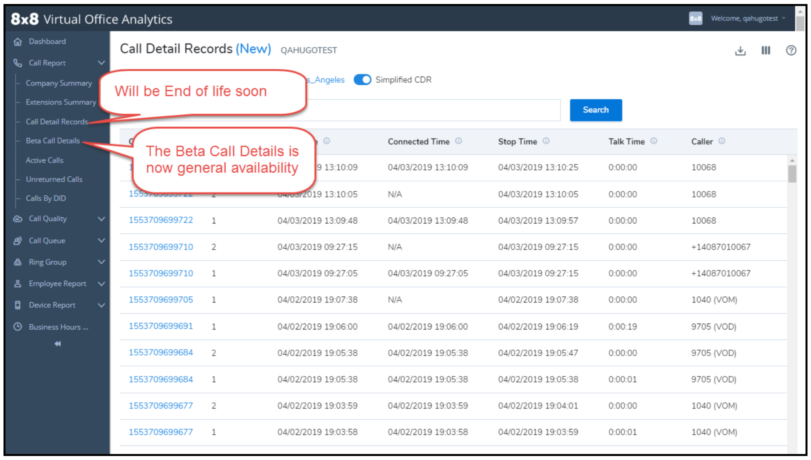


Use case 3

Fred, the Sales team admin at Acme, needs to provide weekly updates to the senior Sales executives regarding call activity for his Inside Sales and Outside Sales departments, but only needs to share Inbound Call rankings by Extension and by Department, and doesn't want to have to download the detail and prepare an easily-consumed custom report for them each week. Instead Fred schedules an Extension Summary report, using the PDF-only option, applying 2 department filters (Inside Sales and Outside Sales), and including the sales team' group email address on the To: field. Each week the sales executives will receive a PDF report that includes Top Inbound Calls by Extension, Department and Site for his team, and it will be attached to the email and will not require any VOA authentication.

End of Life Announcement

The legacy call detail record report is now deprecated. It is replaced with the enhanced Call Details report.



Release 2.0.2

In this release we have introduced the following features, along with key usability and performance enhancements:

Enhancements in Call Detail Records Report

You now have the ability to access all of your CDR data in one report! We have removed the 20k record limit on screen and in downloaded reports. You can now search and access the entire set of call detail records without any upper limit, and filters are applied to the entire results set.

Timezone Based Reporting

In the new Call Details Report, you now have the ability to select a custom timezone for your report.

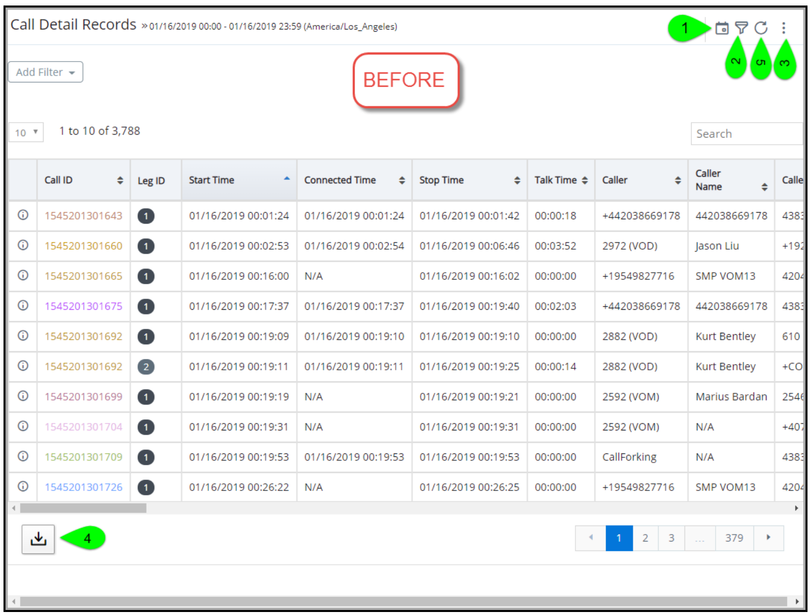
Improved Performance

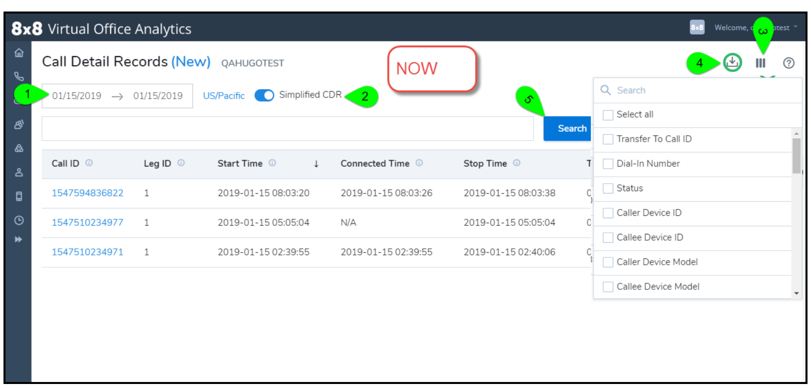
We have also introduced improvements in the ease of use and performance. No matter how big your CDR report is, we will present it to you at warp speed.

Improved Usability

We made frequently used options/features easier to find to make your experience more intuitive and faster.

1. Date filter: The date filter has improved and is now located on the desktop. By default you can view today's data. It's quicker and easier to set the desired date range.
2. Time Zone and Simplified CDR: Access the time zone and Simplified CDR options with a simple click.
3. Add Columns: Now it's easier than ever to add additional data to your report. Simply click and select the columns you want to include on screen and in the downloaded report.
4. Download button: Download the CDR report by clicking . The download button is now always available at the top right corner of the page.
5. Refresh search is now embedded in the search. Simply click the search button to refresh.





Enhanced Search Capabilities

- New tile-based search experience.
- Improved filtering capabilities: We have introduced the following filters:
  - Direction (Internal): Allows you to view just the extension-to-extension (Internal) call traffic.
  - Site: Allows you to access call records for a specific site. (previously Branch)
  - Account code: Allows you to access call records for specific account codes used in your organization.
- Keyword Search:
  - Search for any keyword, and build upon your filtered query, to find just the records you need.
  - Add up to eight keywords for a boolean OR search.
  - NOTE: We have a three character min for keyword search.

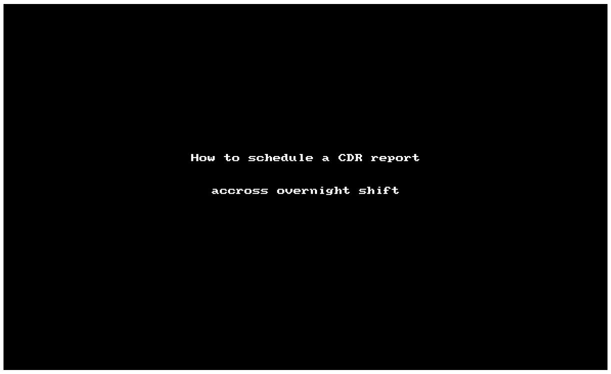
Enhanced data time range filtering the CDR Report

In this release, by using the enhanced data time range filter, you now can generate one single CDR report across two days.

Let’s say you need to generate a report to assess the call traffic for an overnight shift, such as from 7 pm to 7 am the next day. Select both dates, and start and end time of the overnight shift, and generate the data in a single CDR report. Select both dates and start and end time of the overnight shift and generate the data in a single CDR report. You no longer need to generate two separate reports (first one for the first day, from 7 pm to midnight, and the second for the next day, from midnight to 7 am), and then to merge them in a final report.

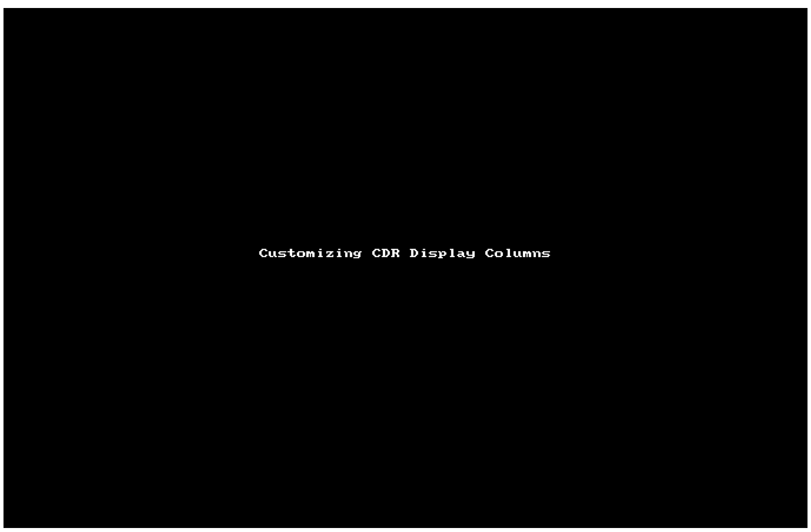
To filter CDR reports by date range for the calls tracking for a cross-day time range:

1. While you are on **Call Detail Records** report, click to select the date range.
2. From the calendar, select your desired date range:
   - Select the both dates that cover the overnight shift.
   - Select the start date and end date for the overnight shift.
3. Click **Search**. The dashboard refreshes and displays the data for the overnight shift date range.

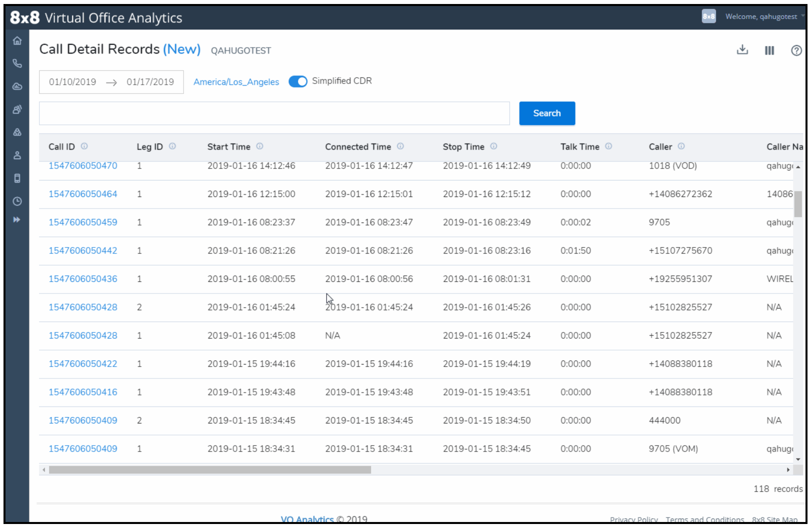


What has Changed?

Default Data Columns: In the CDR report, you cannot delete any of the default data columns from the display, but you can add more fields to the display. Simply click and select all columns or desired columns to view and click **Search**.



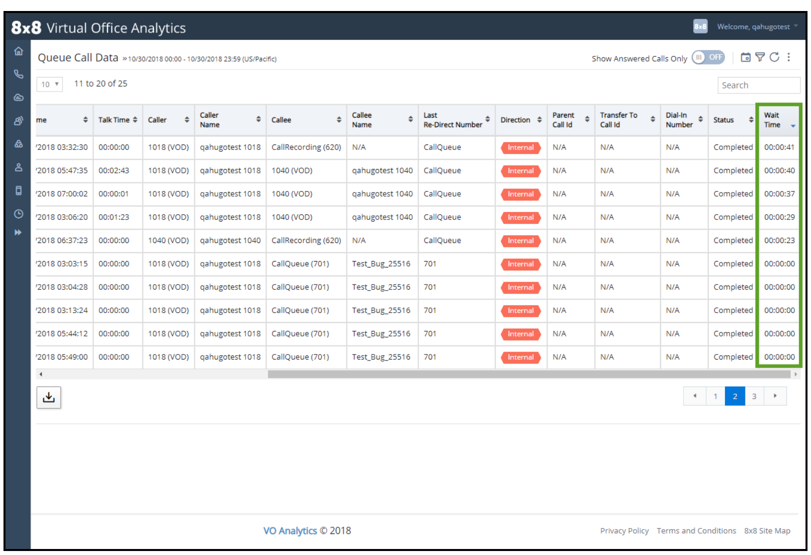
Improved presentation of call details: Simply select any call in your CDR report and click the call ID. The call details show in a dedicated panel that pops to the right.



Release 2.0.1

Enhanced Computation of Wait Time of Queued Calls

In the Queue Call Data dashboard, the wait time in the queue now offers data for abandoned calls in addition to the calls that were answered by an agent. If callers abandoned calls while waiting in a queue, but before being answered, you can now view how long they waited. This helps in understanding the wait time in queues and thereby allows making decisions on staffing.



Limitation

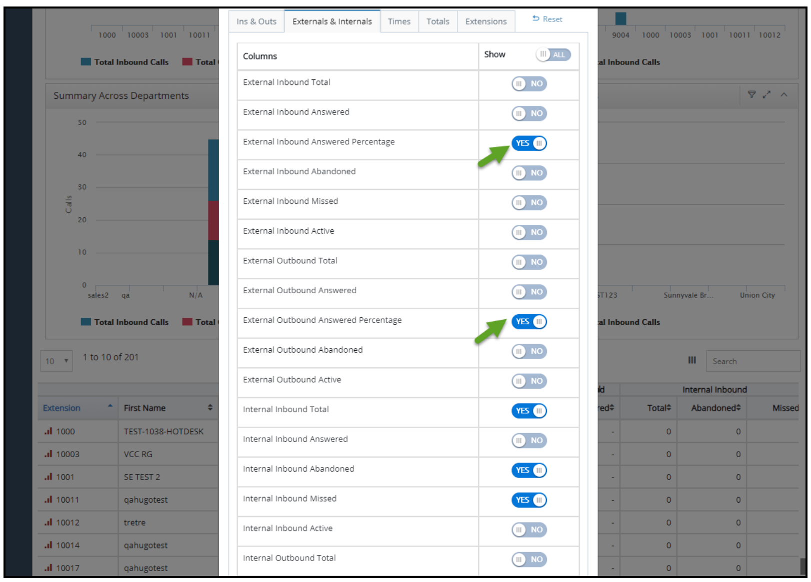
Calls directed to a queue do not display wait time when:

- No call queue member is logged in
- No voicemail is set up for the call queue

These calls are not placed in the queued state.

Introducing the Percentage of External Answered Calls

In the Extensions Summary report, you can now access the percentage of answered external inbound and outbound calls handled by extension users.



This data is available in scheduled reports and downloaded reports as well.

Usability Enhancements

We have introduced a few usability improvements in the application.

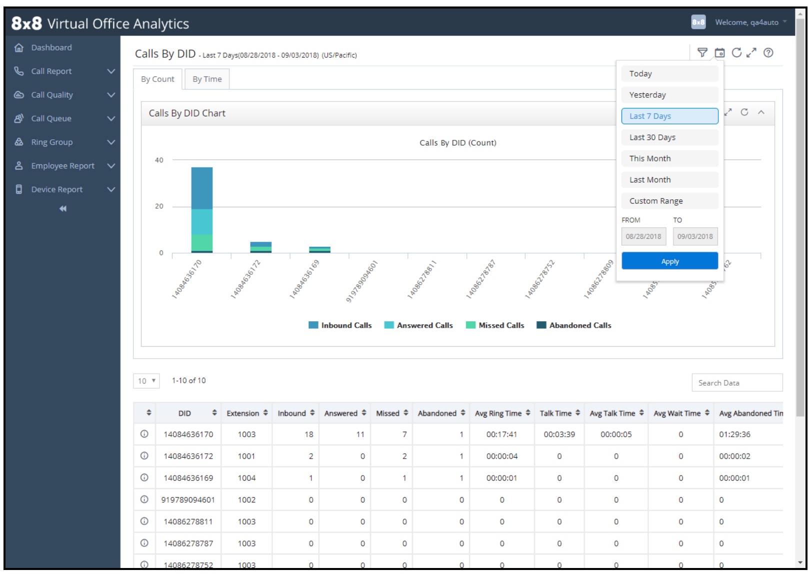
- **Employee Status report**: In this report which displays current active status of the employees, you can now apply a filter and easily reset by simply selecting **All**.

- **Better accessibility of the metric selector**: In the Extension Summary dashboard, the metric selector has been moved from the top of the page to closer to the extension summary data table for better accessibility.

Release 1.0.4

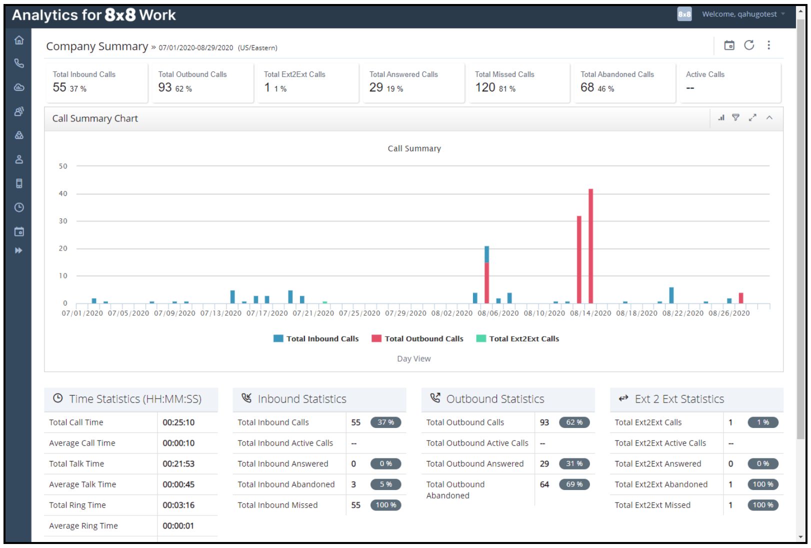
We have introduced the following enhancements in this release:

- **Introducing the Business Hours Report**:Have you ever wanted to track the call traffic during business hours of your company? Accessing the call volume during the peak hours of your business helps you with staffing decisions. With Analytics for 8x8 Work, you can now generate a report based on specific business hours you have stored. You can also download the report in CSV format.
- **Improved date range filters for Calls by DID**: In the report for DID calls, you can now filter data for the past 7 days, 30 days, and more. We have Introduced more date range options for filtering data.



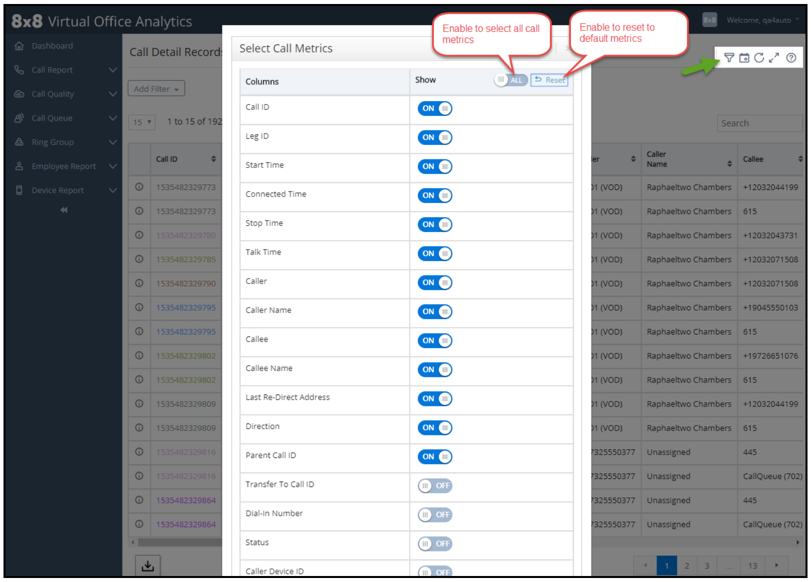
- **Refreshed new look for Virtual Office Analytics**: Whether you are monitoring call traffic or call quality or device status, you will certainly love the new refreshed user interface with a new color palette and updated icons.

Please note that we have kept all our functionality workflows intact so there is no learning curve for you.



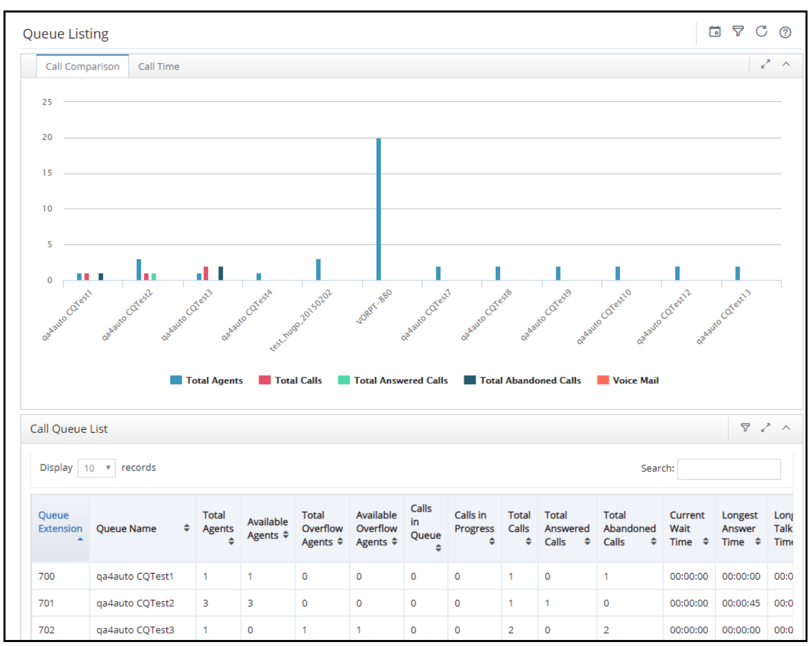
- **Enhanced user assistance for Virtual Office Analytics**: Looking for help using Analytics for 8x8 Work? Simply click the help link at the top right corner of every page of the application, access context sensitive and informative help content and check out the glossary tailored to the report you are accessing.
- **Improved filtering of data in the Call Detail Report**: With improved visibility and usability of the filtering option, you can dig the call details easily. Previously, the filtering option was a drop-down option. It is now easily accessible via the filter icon .

- Ability to select or clear all data fields at once



- Ability to reset to the default selections

- **Enhanced data presentation in Ring Group and Call Queue List reports**: While comparing call traffic, accessing call time, or call distribution information of ring groups or call queues, access the data presented in histogram charts with better readability. Earlier, we used to have bubble charts that presented some readability challenges.



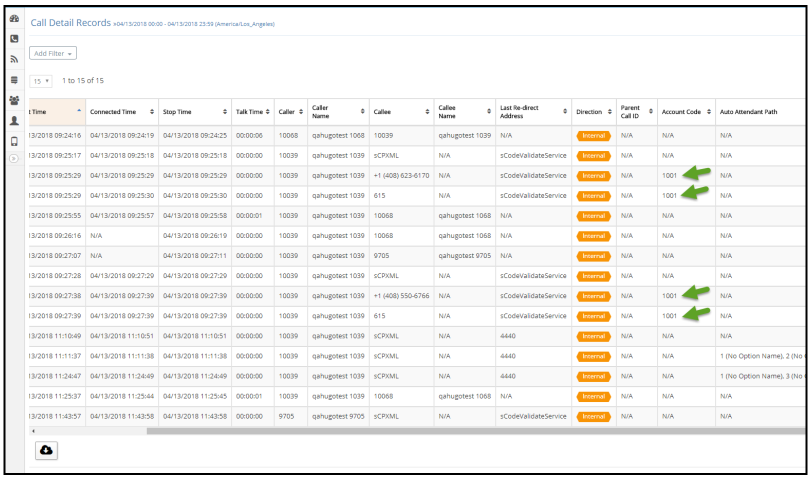
Release 1.0.3

We have introduced the following enhancements in the Analytics for 8x8 Work 1.0.3 release:

Ability to Report on Talk Time Using Account Codes

Businesses that have individual billable customers need to access their call time with each client for billing purposes. For example, Law firms typically bill their clients based on the talk time with each client. 8x8 now introduces account codes whereby you can specify an account code for each client. While dialing a client number, callers may be prompted to enter the account code, which can later be used to report on the talk time thus allowing billing. The Call Detail report now displays the account codes which can be sorted to fetch the talk time.

Limited Availability: This feature is currently in limited availability. To access this feature, contact 8x8 Support.



Call Detail Records »04/13/2018 00:00 - 04/13/2018 23:59 (America/Los_Angeles)

Add Filter

15 1 to 15 of 15

t Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Parent Call ID	Account Code	Auto Attendant Path
13/2018 09:24:16	04/13/2018 09:24:19	04/13/2018 09:24:25	00:00:06	10068	qahugotest 1068	10039	qahugotest 1039	N/A	Internal	N/A	N/A	N/A
13/2018 09:25:17	04/13/2018 09:25:18	04/13/2018 09:25:18	00:00:00	10039	qahugotest 1039	sCPXML	N/A	sCodeValidateService	Internal	N/A	N/A	N/A
13/2018 09:25:29	04/13/2018 09:25:29	04/13/2018 09:25:29	00:00:00	10039	qahugotest 1039	+1 (408) 623-6170	N/A	sCodeValidateService	Internal	N/A	1001	N/A
13/2018 09:25:29	04/13/2018 09:25:30	04/13/2018 09:25:30	00:00:00	10039	qahugotest 1039	615	N/A	sCodeValidateService	Internal	N/A	1001	N/A
13/2018 09:25:55	04/13/2018 09:25:57	04/13/2018 09:25:58	00:00:01	10039	qahugotest 1039	10068	qahugotest 1068	N/A	Internal	N/A	N/A	N/A
13/2018 09:26:16	N/A	04/13/2018 09:26:19	00:00:00	10039	qahugotest 1039	10068	qahugotest 1068	N/A	Internal	N/A	N/A	N/A
13/2018 09:27:07	N/A	04/13/2018 09:27:11	00:00:00	10039	qahugotest 1039	9705	qahugotest 9705	N/A	Internal	N/A	N/A	N/A
13/2018 09:27:28	04/13/2018 09:27:29	04/13/2018 09:27:29	00:00:00	10039	qahugotest 1039	sCPXML	N/A	sCodeValidateService	Internal	N/A	N/A	N/A
13/2018 09:27:38	04/13/2018 09:27:39	04/13/2018 09:27:39	00:00:00	10039	qahugotest 1039	+1 (408) 550-6766	N/A	sCodeValidateService	Internal	N/A	1001	N/A
13/2018 09:27:39	04/13/2018 09:27:39	04/13/2018 09:27:39	00:00:00	10039	qahugotest 1039	615	N/A	sCodeValidateService	Internal	N/A	1001	N/A
13/2018 11:10:49	04/13/2018 11:10:51	04/13/2018 11:10:51	00:00:00	10039	qahugotest 1039	sCPXML	N/A	4440	Internal	N/A	N/A	N/A
13/2018 11:11:37	04/13/2018 11:11:38	04/13/2018 11:11:38	00:00:00	10039	qahugotest 1039	sCPXML	N/A	4440	Internal	N/A	N/A	1 (No Option Name), 2 (No
13/2018 11:24:47	04/13/2018 11:24:49	04/13/2018 11:24:49	00:00:00	10039	qahugotest 1039	sCPXML	N/A	4440	Internal	N/A	N/A	1 (No Option Name), 3 (No
13/2018 11:25:37	04/13/2018 11:25:44	04/13/2018 11:25:45	00:00:01	10039	qahugotest 1039	10068	qahugotest 1068	N/A	Internal	N/A	N/A	N/A
13/2018 11:43:57	04/13/2018 11:43:58	04/13/2018 11:43:58	00:00:00	9705	qahugotest 9705	sCPXML	N/A	sCodeValidateService	Internal	N/A	N/A	N/A

Ability to Track the Call Path in Auto Attendants

Auto Attendants help callers self direct themselves to the desired destination without the aid of live receptionists. Businesses need to understand the call path of their customers when they call into their company numbers to ensure the effectiveness of the auto attendants in directing callers to the right destination.

Using the auto attendant, did the caller reach the desired destination or land in the wrong place? Did they drop the call before getting connected due to unclear options? How many callers landed in the voicemail? Tracking the Auto Attendant options chosen by a caller helps you analyze the effectiveness of the Auto Attendant, and troubleshoot flaws in its design. This also provides insight into the most commonly treaded paths in your company's auto attendant.

The Call Detail Report now provides visibility into the Auto Attendant options taken by the caller. For example, If a caller pressed 1 for English in the main menu, followed by 2 to be directed to the Sales department, and finally opted to leave a message to the Sales representative by pressing option 0, the CDR report shows the auto attendant options and the respective names separated by commas.

Example: 1 (English),2 (Sales),0 (Voicemail)

Caller and Callee Numbers in E.164 Format

We now support global display of phone numbers and ensure all numbers follow the E.164 format. For display purposes, US phone numbers are shown in the US format while phone numbers from other countries are shown in the E.164 format.

Example: +14155552222

Cross-PBX Call ID

In Analytics for 8x8 Work 1.0.2, we introduced cross-PBX scheduled reports which included separate metrics for Call ID and PBX ID. Since the Call ID was unique only within a PBX, we have now introduced a new Cross-PBX Call ID metric for the convenience of customers who have a cross-PBX phone system. The Cross-PBX Call ID is unique and a concatenation of the PBX ID and the Call ID.

Example:

The previous version of the report provided the following two metrics:

- Call ID: 1515651536838
- PBX ID: 8x8

The new report offers a call ID unique to the Cross-PBX environment.

Call ID: 8x81515651536838

Release 1.0.2

We have introduced the following enhancements in this release:

Ability to View Simplified Reports

We have introduced an option that allows users to access simplified dashboards. The simplified dashboard shows a summarized version of the metrics, and eliminates "total abandoned" metrics and "total time" metrics such as total call time, total ring time, and total talk time. The simplified reports are available in the Company Summary and Extension Summary dashboards.

To enable simplified reporting:

In the upper-right corner of the application header, click the arrow next to your name. The drop-down menu offers a new option for Configuration (disabled by default), which allows you to enable simplified reporting.

Note: Please note that this toggle impacts all users viewing Analytics for 8x8 Work for this PBX. Check with your administrator before changing this setting.

Ability to Generate Cross-Phone System Reports

Cross-phone system scheduled reports are now introduced for the Call Detail Records (CDR) report. You can now schedule and download reports across multiple phone systems. If your company phone system runs on a cross-phone system environment, this new capability streamlines the reporting across multiple phone systems.

To enable cross-phone system reports:

1. In the upper-right corner of the application header, click the drop-down menu next to your name.
2. From the drop down menu, click **Configuration**.
3. Enable **Cross-PBX CDR Schedule Report**.

Introducing Data About Last Leg Disposition

In the call detail records (CDR), we now offer data that provides insight on the disposition of every call. Was the call answered, missed, or abandoned by the caller? You can look at the last leg disposition information in the CDR to track the call handling efficiency of agents, as well as understand your staffing needs.

In the CDR report, the last leg disposition offers the following results for the last leg of every call:

- **Answered**: This indicates the call connected to a live speaker with talk time greater than 0:00.
- **Missed**: This indicates the callee is alerted, but did not reach voicemail.
- **Abandoned**: The call is hung up before the callee is alerted.
- **Voicemail**: The call reaches voicemail. This does not indicate whether the caller left a voicemail.
- **N/A**: This value indicates it is not the last leg of the call.

For example, the last leg disposition helps to track:

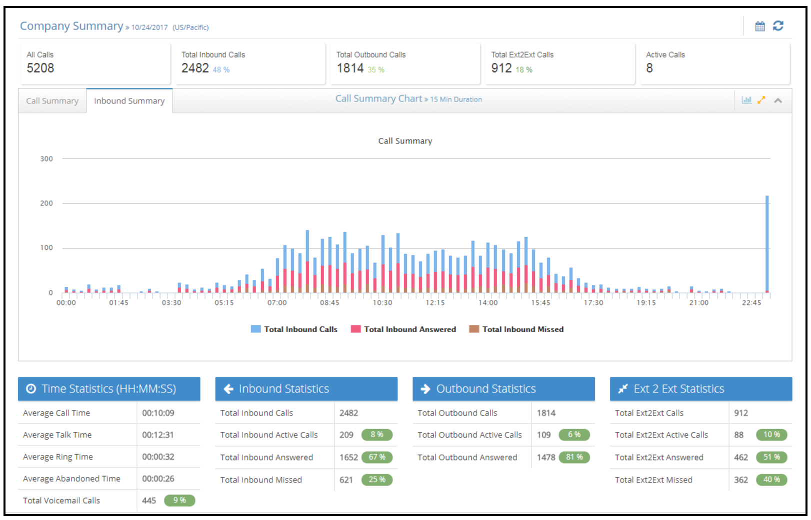
- Lost opportunities (total number of calls that were abandoned and missed).
- Callers to follow up with (total number of voicemails).
- Total number of calls not received by an agent (Abandoned + Missed + Voicemail) to help with business decision making on staffing.

This helps you understand if the callee had an opportunity to answer the call (Missed) or not (Abandoned). This can be also used to determine how many calls dropped in the auto attendant. If the last party the call was routed to was the auto attendant and the Last Leg Disposition indicated the call was abandoned, it means the caller dropped during the auto attendant.

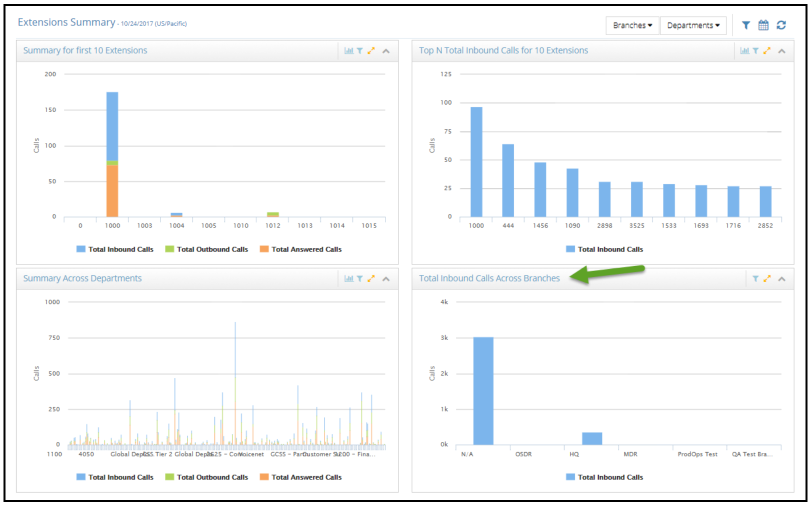
Release 1.0.1

In this release, we have simplified a few dashboards by removing metrics that were confusing to users. We have also streamlined some key metrics:

- Company Summary: We have removed "total abandoned" metrics and total time metrics such as total call time, total ring time, and total talk time. The inbound call data (such as total inbound calls, answered, and missed) are grouped together in the new **Inbound Summary** tab.



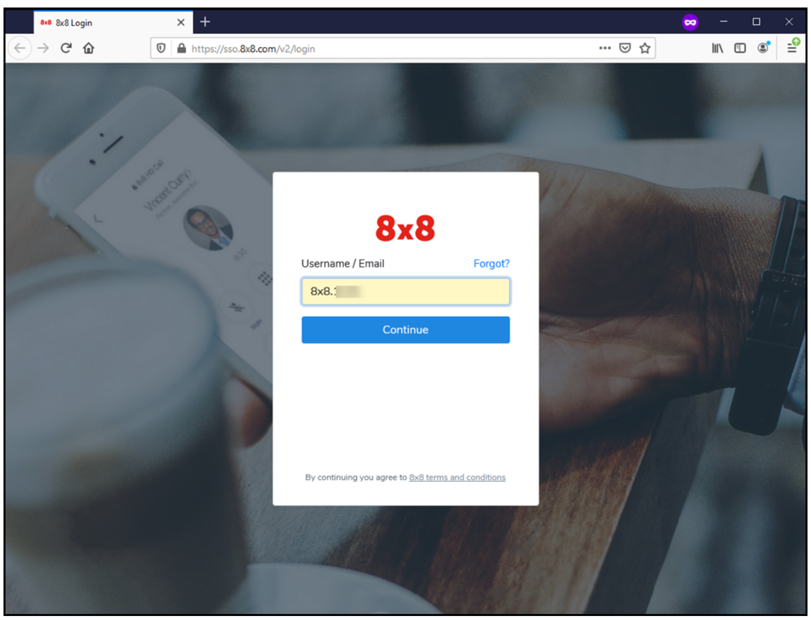
- Extensions Summary: In this dashboard, we have removed total abandoned metrics and total time metrics. We have introduced a new data chart for Branches along with Departments, allowing you to review the call activity summary at the branch level.



- Ring Group Dashboard: A new filter is added to select the ring groups you are interested in. To select the desired ring groups, click  in the upper-right corner, and select the desired ring groups.

Log in to Analytics for 8x8 Work

1. To log in to Analytics for 8x8 Work, go to https://sso.8x8.com/login/dashboard.
2. At the prompt, enter your 8x8 Work username and click **Continue**.

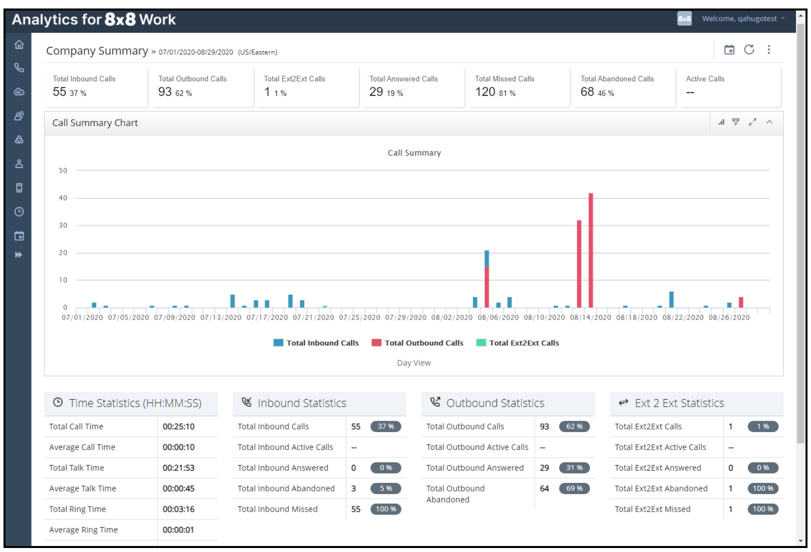


3. Enter the password and click **Login**. The dashboard for Analytics for 8x8 Work launches.

Note: Based on your 8x8 Analytics for 8x8 Work subscription, the corresponding dashboard launches.

Know the Interface of Analytics for 8x8 Work

When Analytics for 8x8 Work launches, it opens the **Company Summary** report. Use the navigation menu on the left to access the dashboards that are grouped based on call activity per extension, queues, and ring groups. Additionally, dashboards on call quality, employee status, and device status are available from the menu.



The following table lists the dashboards along with a brief description:

Dashboard Category	Dashboard Name: Description	
Call Report	Company Summary	Provides a high-level overview of usage of your business phone system. At a glance, learn the total number of calls handled, inbound, outbound, missed, and active.

Dashboard Category	Dashboard Name: Description	
	Extension Summary	Provides a detailed summary of call activity for any extension user in the phone system. See aggregate call volume and how calls were handled at the level of every user.
	Call Detail Record	Using the call detail record, see the entire call journey from initiation to termination. This report is ideal for tracing a specific call to see how the call was routed, who answered the call, the duration of the call, whether the call was placed on hold, the duration of the hold, whether the caller or callee disconnected during the hold, and more.
	Active Calls	Offers real-time data on calls currently in progress.
	Unreturned Calls	Helps you track missed calls that are not returned from any extension within the phone system.
	Calls By DID	Track incoming call activity to phone numbers including direct calls and those leading from auto attendants, call queues, and ring groups.
Call Quality	Call Quality Trend	This report captures the quality of all calls in the phone system over several days or months so that the changes in call quality can be tracked.
	Call Quality Detail	The Call Quality reports offer individual call and consolidated MOS score detail in graphical format and granular detail for analysis and problem resolution.
Call Queue	Queue Board	This report provides real-time and historical metrics for a call queue, such as the number of agents waiting to serve the queue, number of calls waiting in the queue, waiting time, number of calls answered so far, and more. This provides a snapshot of critical stats for a queue.

Dashboard Category	Dashboard Name: Description	
	Queue Listing	Select this option for a quick view of critical metrics for all call queues in the phone system. Select the desired queue for additional stats.
	Queue Detail	The queue detail report provides additional insight about the current status of agents assigned to the queue, a breakdown of the talk time, the number of answered calls, and abandoned calls for each agent. With just a click, you can check out active and queued calls.
	Queue Call Data	This report captures the call details of all calls processed by queues. You can pull these metrics for a desired time period.
Ring Group	Ring Group Call Data	This report provides a real-time view of all call activity in any designated ring group in the 8x8 cloud phone system. Using these stats, you can monitor the performance of agents assigned to the ring group. This report presents call details of all calls processed by ring groups. You can view all attempted calls, or filter to view only answered calls.
	Ring Group List Data	You can track the inbound call activity of any ring group and compare it with other ring groups in your phone system. View how many calls were received, answered, missed, and more by each ring group. You can also check how efficiently the ring groups are handling calls by reviewing the time data.
Employee Report	Display Status	This report provides the real-time status of all extension users within the phone system.
	Employee Activities	Look at the current status, previous status, and the time of last status change of users in the phone system.
Device Report	Device Status Detail	Provides real-time information about the status

Dashboard Category	Dashboard Name: Description
	of all endpoint devices associated within the organization's 8x8 cloud phone system to rapidly view the health of any device, and adjust to any areas of failure. This report shows how many IP endpoints are in service (connected to 8x8 servers online) or out of service.

Customize report settings

You can customize the Analytics for 8x8 Work dashboard to suit your needs. Whether it is changing time zone of the reports or filtering metrics or filtering data by time period, Analytics for 8x8 Work offers you the flexibility to tailor your reports.

Set up time zone

You can set the timezone for reports in Analytics for 8x8 Work:

- Via the custom timezone that can be set directly on our newer reports at report time
- Via the default timezone which applies to all legacy reports

By default, the time zone of your reports are set to the default time zone of your phone system.

Set the time zone for Legacy Reports

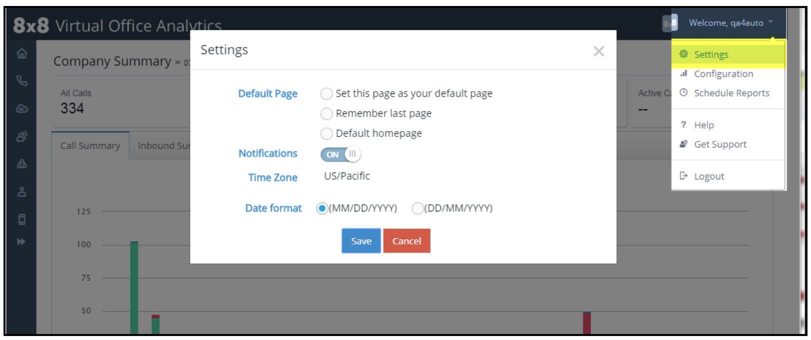
In the legacy reports the only timezone the user can report on is the default timezone, which limits customers where users are geographically dispersed.

- Ring Group Listing (legacy) - planned for EOL in late 2021
- Ring Group Call Data (legacy) - planned for EOL in late 2021
- Active Calls Report
- Unreturned Calls Report
- Call Queue Reports
- Call Quality Reports
- Employee Reports
- Device Reports

The default timezone, which is shown in the Settings menu, is the timezone for that PBX as set in 8x8 Admin Console (or Account Manger for Classic users). When new PBXs are added, the timezone is automatically set to the timezone associated with the new licenses for that PBX.

Note: Occasionally, the automatic timezone setting fails and the PBX is set to US/Pacific. Please reach out to your 8x8 Support representative to resolve this issue.

To look at the time zone settings in Analytics for 8x8 Work, go to **Settings** from the header menu.



All other reports inherit time zone settings from Account Manager. However, some legacy reports may also offer the flexibility to change the timezone from the report settings.

Set the time zone for new platform reports

To enable all users to have the ability to report based on their desired timezone, the new platform reports offer a custom timezone option. The value you set for that custom timezone will be used in all the new platform reports, and is saved in the user's cookie, which means it gets reset when the user clears their cookies.

Note: Changes to the timezone are cached locally on the user's browser. If they clear cache or log in from another device, they will need to set the timezone again.

New Platform Reports

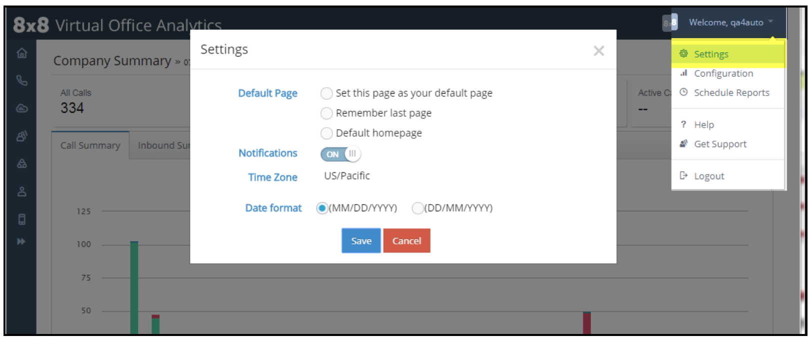
- Company Summary
- Extension Summary
- Call Detail Records

- Ring Group Summary
- Business Hours Report

To set the time zone, go to the individual report and select the desired time zone as well as date range.

Set up date format

You can set up US or UK date format for all your reports. To change the current settings, go to **Settings**. Select either DD/MM/YYYY or MM/DD/YYYY.



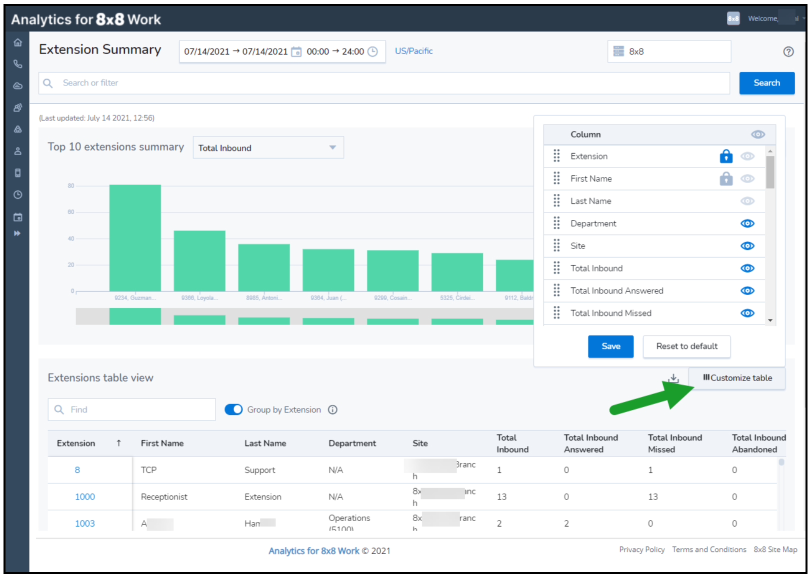
Customize viewable data

You can customize the data you wish to view for each report.

For example, to customize the date you wish to view in the Extension Summary report:

1. Click **Customize Table**..
2. From the list that pops, select to hide or view the individual metrics you wish.

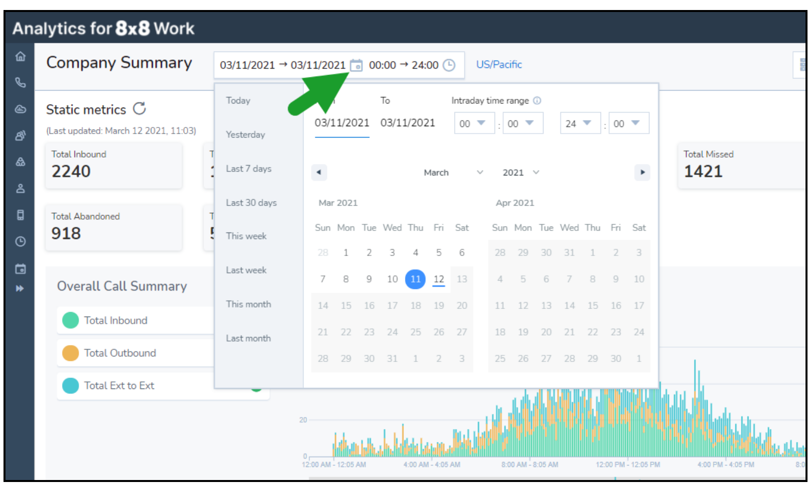
3. Click **Save**. The dashboard refreshes to display the selected metrics.



4. Click **Reset to default** to view the metrics displayed by default.

Filter data by date

1. From the new reports, click to select the date range.



2. From the calendar, select a preset date range such as Last Month or Last Week, or select a custom date range.
3. Click **Search**. The dashboard refreshes to display the metrics for the selected date range.

Get call metrics for 8x8 Work

Note: Available for Analytics for 8x8 Work Essentials users only.

From business-level to user-level activity, you can now track and improve the performance of your call center more effectively than ever before! You can access call detail records for basic calls and complex multi-legged calls, and even track the activity of active calls in real time. Concerned about whether or not an important customer has been called back? You can even keep track of unreturned calls to ensure that your customers are receiving prompt and effective service. With Analytics for 8x8 Work, you can get a bird's-eye view of the call center activity of your business, and drill down to examine potential areas of improvement.

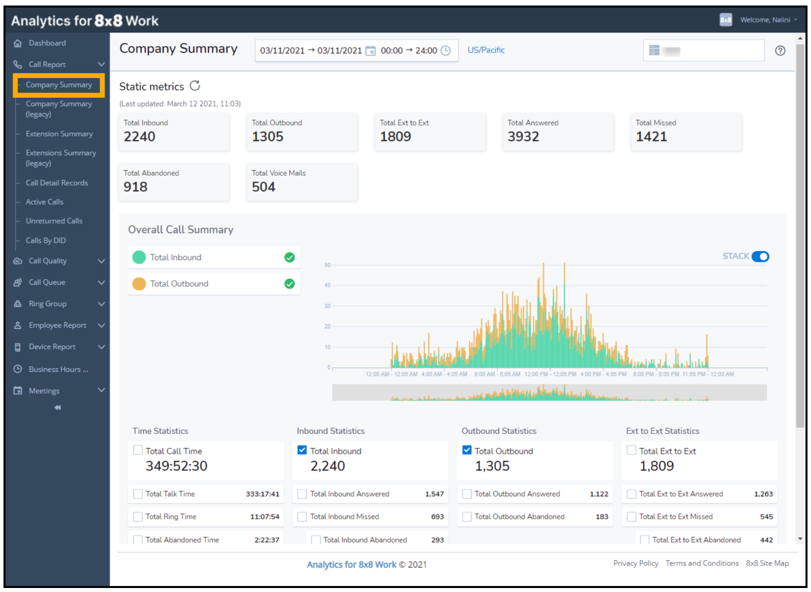
Features

- **View company summary**: Access a high-level overview of your business phone system, analyze inbound and outbound traffic patterns, and adjust your business hours to serve your customers.
- **View extension summary**: Track the number of answered, abandoned, and missed calls for each user, and supervise employee productivity to improve service.
- **Review call detail records**: Trace a specific call to see how the call was routed, who answered the call, the duration of the call, whether the call was placed on hold, and much more. With access to the call path, you can determine any call handling patterns that may need attention within the company.
- **Access details on active calls**: View real-time data on calls that are currently in progress, and get a more detailed view of your organization's productivity.
- **Keep track of unreturned calls**: View a list of calls that have not been answered, or were redirected to a destination that did not return them. This way, you can make sure that calls to important customers are returned in a timely fashion.

- **Track calls by DID**: View incoming call activity to a specific number, including calls that reached the number via auto attendant, call queue, or ring group, allowing you to reliably view how many incoming calls were answered by the user.

Run the enhanced Company Summary report

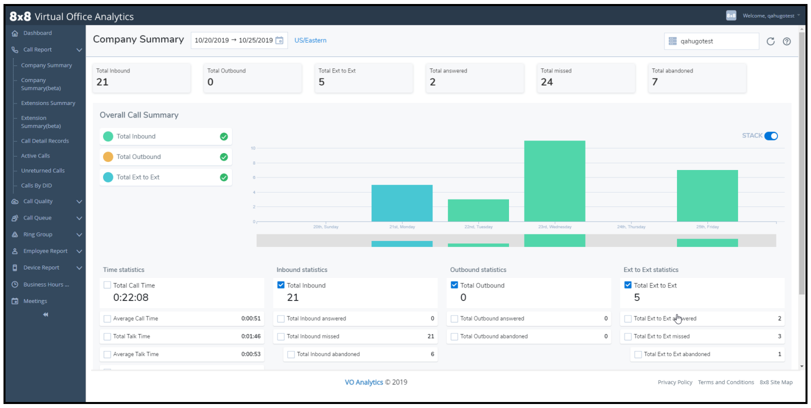
The **Company Summary** dashboard provides a high-level overview of usage of your business phone system. Using these metrics, you can analyze the inbound and outbound traffic pattern and adjust your business hours to serve your customers. Click on any metric listed on the dashboard to view a chart. At a glance, access key metrics such as the total number of inbound calls, outbound calls, internal calls, missed calls, answered calls, and more. Additionally, you can track time metrics such as the total duration of call time, total ring time, and more.



In Analytics for 8x8 Work, with the enhanced Company Summary report, you can now enjoy:

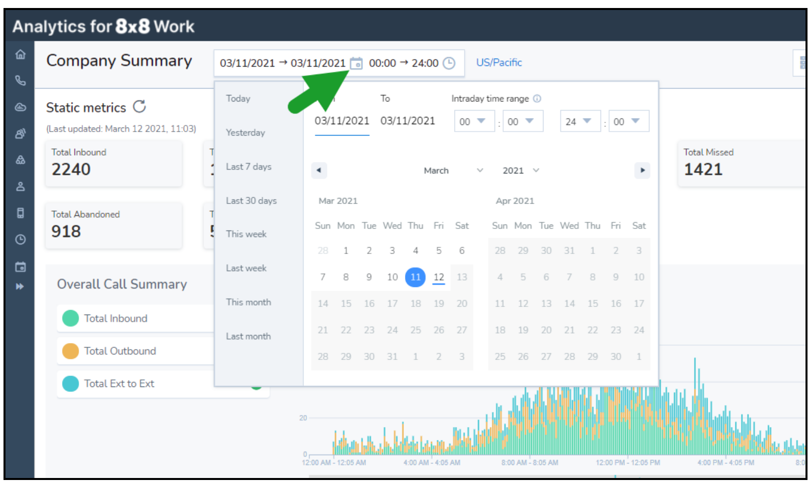
- Easier and faster reporting
- More flexible metric comparisons
- Easy access to relevant call records and call legs

To access the Company Summary beta report, go to **Call Report > Company Summary** from the menu.



The default view provides data from the beginning of the day (12 AM) to the time you generate the report. You can track call activity trends for that day, the previous day, the last 7 days, the last 30 days, or for a custom date range.

To select the desired time period, click and select an option from the drop-down menu.

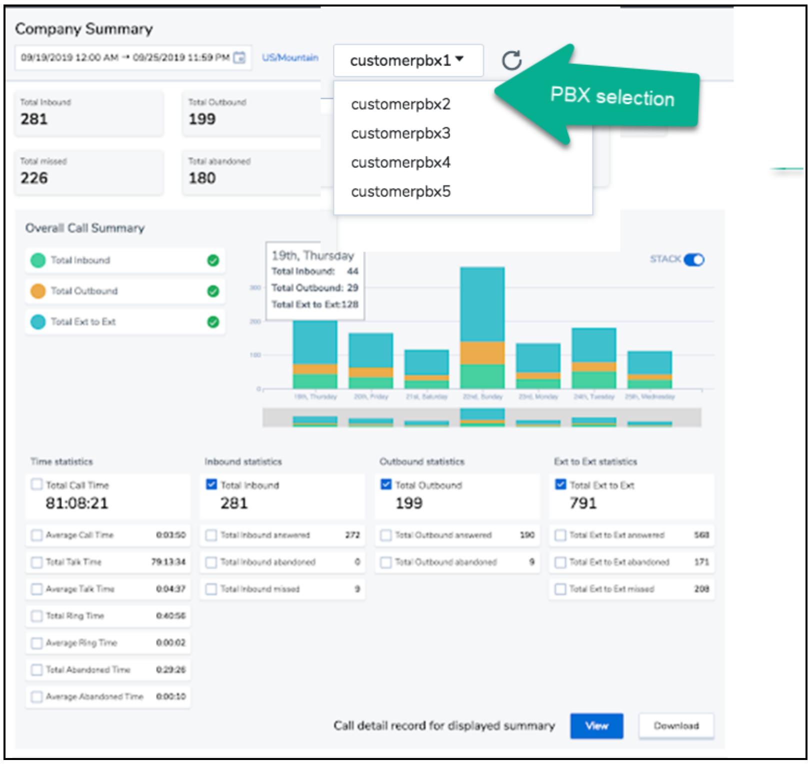


Improved date picker

Reports on the new analytics platform (Call Detail Records, Company Summary and Extension Summary now share the same Date Picker, which enables the date range selected to be retained across those reports for that login session. Pick your date range once and simply run all new platform reports without having to pick your date range each time. Let's say you run all your reports Monday to Thursday weekly, select your custom date range in one report and retain it across all other reports for that session.

Easier access to Cross-PBX reporting

If your company runs a multi-PBX phone system, gathering call data across all the PBXs now just got easier! In the header of our new reports, you can now choose which PBX you want to report on with a simple pull-down selection.

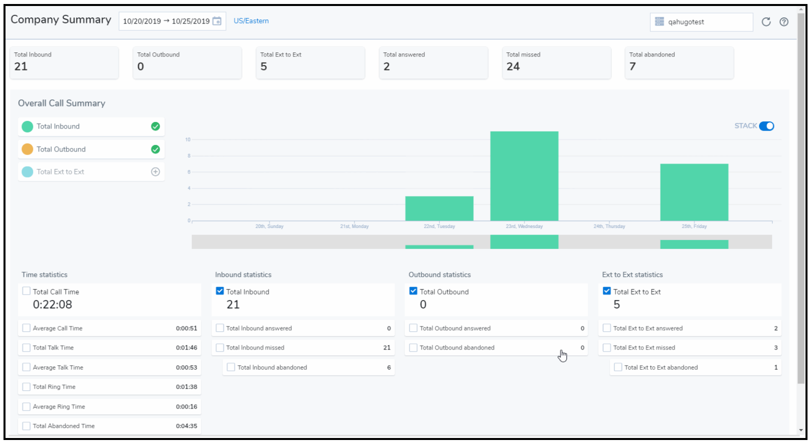


Interactive Charting

Select the desired metrics to track and customize the dashboard to suit your business needs.

Integrated access to the Call Detail Records

As you are reviewing Company Summary or Extension Summary reports, where you may be reviewing a particular date range and/or applied filters, you may want to dig deeper and review the specific call details of calls being summarized. Previously you had to visit the Call Detail Records report and search once again for this data. Now, you can choose to view or download the detailed call data, either as Call Records or Call Legs for the displayed summary - without exiting the Company Summary or Extension Summary reports.



Glossary: Company Summary report

These metrics are provided for the phone system for a given day. By default, the report extracts data from the beginning of the current day.

Column	Description
All Calls	Total number of incoming and outgoing calls from the phone system.
Total Inbound Calls	Total number of incoming calls received by the phone system from outside.
Total Outbound Calls	Total number of outgoing calls from the phone system to the outside.
Total Ext2Ext Calls	Total number of calls dialed within the phone system from one extension number to another extension number.
Active Calls	Number of calls currently in progress at the time of this report. This excludes Ext2Ext calls.
Additional Statistics (Includes Ext2Ext Activity)	
Average Call Time	Average length of a call.
Average Talk Time	Average length of a call's talk time.
Average Ring Time	Average duration of ringing time for a call. This includes Ext2Ext Calls.
Average Abandoned Time	Average length of calls that are abandoned. This includes Ext2Ext Calls.
Total Voicemail Calls	Total number of incoming calls that reached voicemail.

Column	Description
Inbound Statistics (Excludes Ext2Ext Activity)	
Total Inbound Calls	Total number of calls received by the phone system from outside.
Total Inbound Active Calls	Total number of inbound calls in progress at the time of the report.
Total Inbound Answered	Total number of incoming calls answered live. This excludes calls answered by voicemail or by auto attendant.
Total Inbound Missed	Total number of calls that were not answered live (calls that reached voicemail, plus calls that were abandoned).
Outbound Statistics (Excludes Ext2Ext Activity)	
Total Outbound Calls	Total number of outgoing calls from the phone system to the outside.
Total Outbound Active Calls	Number of outbound calls in progress at the time of the report.
Total Outbound Answered	Number of outbound calls that were connected. It includes all calls answered live or by auto attendant, or calls that reached voicemail.
Ext2Ext Statistics	
Total Ext2Ext Calls	Total number of calls dialed within a phone system from one extension to another extension.
Total Ext2Ext Active Calls	Number of extension-to-extension calls in progress at the time of the report.
Total Ext2Ext Answered	Number of calls between extensions that were answered by a live person. This excludes calls answered by voicemail or auto attendant.
Total Ext2Ext Missed	Number of calls between extensions that went unanswered (either abandoned, or answered by voicemail).

Run the enhanced Extension Summary report

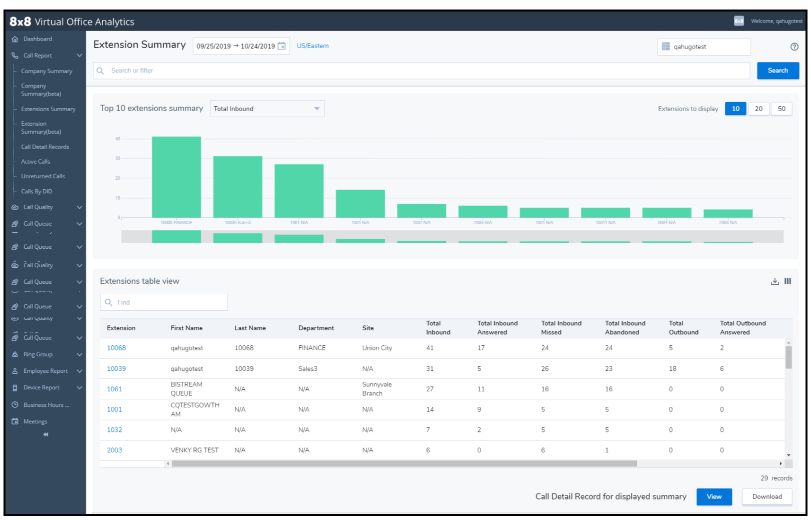
This report provides a detailed summary of call activity for any extension user in the phone system. See aggregate call volume and how calls were handled at the level of every user, regardless of how the call arrived at the user's extension. Using this report, you can track the number of answered, abandoned, and missed calls for each user, and supervise employee productivity. You can sort data by the total number of calls handled and view users that have been busy handling calls. If you are tracking call activity based on phone numbers, you should check the Calls by DID dashboard.

Let's say that John answered 10 calls dialed directly to his extension, five calls directed from a ring group that John is a member of, two calls from an auto attendant, and three calls from a call queue that he is a member of, bringing him up to a total of 20 answered calls. Whether or not the calls were dialed directly to John's extension or routed via other services, all calls ultimately arrived at John's extension.

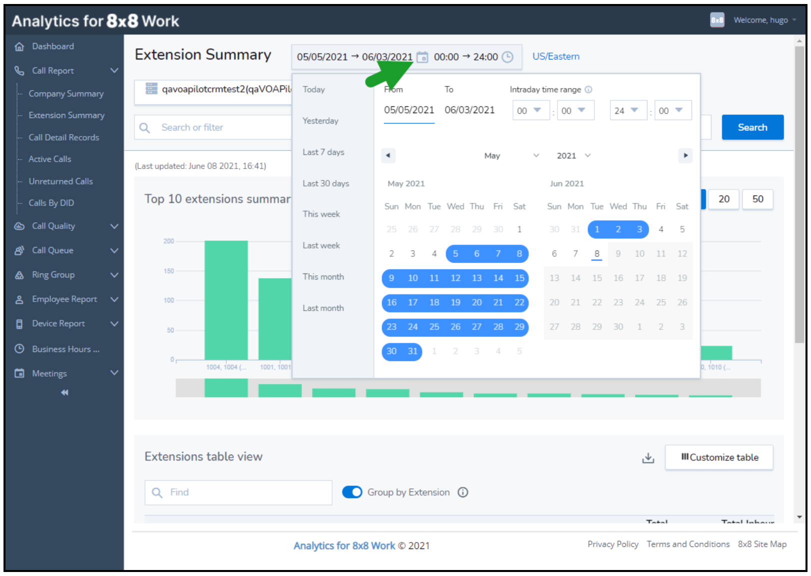
In the **Extension Summary** report, you can get data in tabular format, as well as look at the visual charts for a quick analysis.

Access the report

To access the Extension Summary report, select **Call Report > Extension Summary** from the menu.



The default view provides data from the beginning of the day (12 AM) to the time you generate the report. You can track call activity trends for that day, the previous day, the last 7 days, the last 30 days, or for a custom date range. To select the desired time period, click  and select an option from the drop-down menu.



In Analytics for 8x8 Work, the new Extension Summary shares many of the same enhancements as Company Summary, such as:

- Improved date picker
- Easier access to multi-pbx reporting
- Integrated call detail - Call Records or Call Legs
- Interactive charting
- Addition of first name and last name of the extension user

Glossary: Extensions Summary

The metrics for extension call activity are now grouped under:

- Extensions: Access extension details such as extension number, first name, last name, branch, and department of the extension user.
- Ins and Outs: Cumulative metrics of external and internal call activity.
- Externals and Internals: Tracks call activity of extensions with numbers outside of the phone system and with other extensions.
- Times: Tracks metrics on ringing time, abandoned time, or talk time of calls directed to or handled by extensions.
- Totals: Track cumulative metrics (inbound and outbound) on the total number of answered, abandoned, missed, and active calls.

You can download a report as an Excel file.

Extensions

Extensions	Description
Extension	The user extension number.
First Name	The first name of the user assigned to the extension.
Last Name	The last name of the user assigned to the extension.
Department	The department of the extension user.
Site	The site the user belongs to.

Ins & Outs

Calls from/to numbers outside (External) and within the phone system (Internal).	Description
Total Inbound	Total number of calls (external and internal) received by the extension.
Total Inbound Answered	Total number of incoming calls (external and internal) answered live by the extension. This excludes calls answered by voicemail or by an auto attendant.
Total Inbound Abandoned	Total number of calls abandoned by callers before being answered live by the extension or before reaching voicemail (such as missed calls, minus calls that reached voicemail).
Total Inbound Missed	Total number of calls that were not answered live by the extension.
Total Outbound	Total number of calls placed from an extension.
Total Outbound Answered	Total number of outbound calls dialed from the extension that were connected at the destination. This includes calls answered by a live person, auto attendant, voicemail, and so on.
Total Outbound Abandoned	Total number of outbound calls that never connected to the external system. For example, calls that ring with no answer.

Externals and Internals

Externals: Calls from/to numbers outside the PBX.	Description
External Inbound	Total number of direct calls received by the extension from outside the phone system. This excludes calls from other extensions, and external calls that went

Externals: Calls from/to numbers outside the PBX.	Description
	through an auto attendant or ring group before alerting the extension.
External Inbound Answered	Total number of incoming calls answered live. This excludes calls answered by voicemail or by an auto attendant.
External Inbound Answered Percentage	The percentage of inbound calls from an external caller handled by extension users.
External Inbound Abandoned	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls, minus calls that reached voicemail).
External Inbound Missed	Total number of calls that were not answered live.
External Outbound	Total number of calls placed from an extension to an external number.
External Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. This includes calls answered by a live person, auto attendant, voicemail, and so on.
External Outbound Answered Percentage	The percentage of outbound calls to an external number handled by extension users.
External Outbound Abandoned	Total number of outbound calls abandoned by the extension user before being answered by the destination party.
Internals: Calls from/to extensions within the PBX.	**Description**
Internal Inbound	Total number of calls received by the extension from within the phone system. This excludes calls received from outside the phone system.
Internal Inbound Answered	Total number of incoming calls answered live. This excludes calls answered by voicemail or auto attendant.
Internal Inbound Abandoned	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls, minus calls that reached voicemail).
Internal Inbound Missed	Total number of calls that were not answered live.
Internal Outbound	Total number of calls placed from the extension to other extensions.
Internal Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. This includes calls answered by a live person, auto attendant,

Externals: Calls from/to numbers outside the PBX.	Description
	voicemail, and so on.
Internal Outbound Abandoned	Total number of calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls, minus calls that reached voicemail).

Times

Times	Description
Talk Time	Cumulative duration of the talk time of all successful calls from the time of connection to termination (includes the hold time).
Avg Talk Time	Average duration of the talk time of all successful calls.
Ring Time	Cumulative duration of ringing before answering incoming calls.
Avg Ring Time	Average duration of ringing before answering incoming calls.
Abandoned Time	Cumulative duration of all abandoned calls to this extension (all calls where the caller ends the call before being answered). Includes extension-to-extension activity.
Avg Abandoned Time	Average length of calls that are abandoned including extension-to-extension calls.
Inbound Talk Time	Cumulative duration of the talk time of all answered calls, including extension to extension calls, for the selected time period. .
Outbound Talk Time	Cumulative duration of the talk time of all answered calls, including extension to extension, for the selected time period.

Totals

Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	Description
Total Answered	Total number of incoming calls answered live by the extension, plus the total number of outbound calls dialed from the extension that were answered at the destination. This excludes calls answered by voicemail or auto attendant.

Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	Description
Total Abandoned	Cumulative total calls abandoned by callers before being answered by the extension user or before reaching voicemail (missed calls, minus calls that reached voicemail), plus the total number of outbound calls abandoned by the extension user before being answered by the destination party.
Total Missed	Total number of inbound calls that were not answered live by the extension (calls that reached voicemail, plus calls that were abandoned or neither), plus the total number of outbound calls abandoned by the extension user.
Total VM Calls	Total number of incoming calls that reached voicemail.

Computation scenario for the Internal Inbound Missed metric

Note: The metrics displayed in the Extension Summary report now are counted based on call legs.

Let's say an internal caller initiates a call to its own ring group, but the first agent doesn't answer the call.

During the same call ID:

1. The Agent 1 (caller) initiates a call to a ring group.
2. Agent 2 doesn't answer the call, and the incoming call is forwarded to the next agent, based on the sequential ring pattern applied to that ring group.
3. Agent 3 answers the call.

Note: For the Agent 2 extension, the call is counted as a missed call but not as an abandoned one, as Agent 2 did not answer.

The counters indicates:

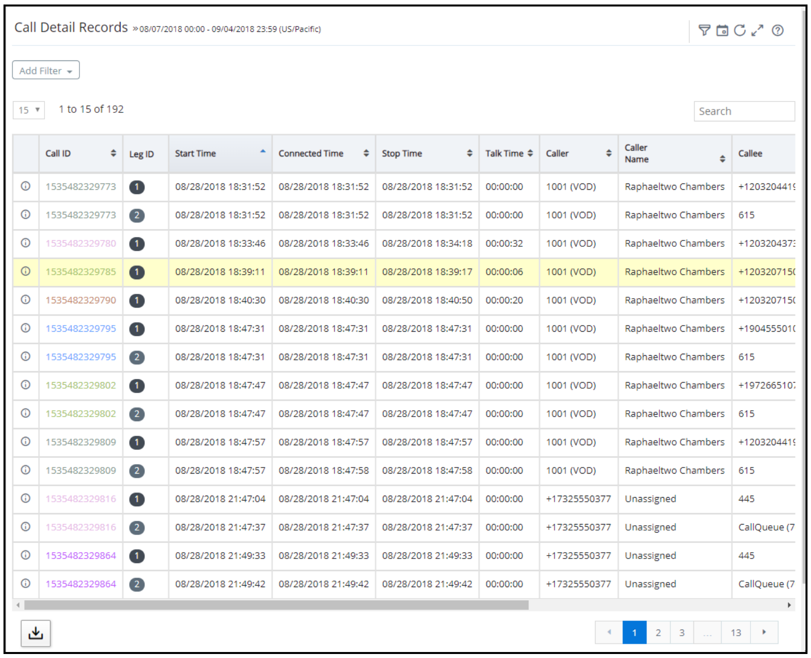
- **Total Inbound** = 1
- **Internal Inbound Missed** = 1

- **Internal Inbound Abandoned** = 0

Download and Export a Report

You can download a report in CSV and Excel formats.

1. Scroll down on any report view.



	Call ID	Leg ID	Start Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee
	1535482329773	1	08/28/2018 18:31:52	08/28/2018 18:31:52	08/28/2018 18:31:52	00:00:00	1001 (VOD)	Raphaeltwo Chambers	+120320441
	1535482329773	2	08/28/2018 18:31:52	08/28/2018 18:31:52	08/28/2018 18:31:52	00:00:00	1001 (VOD)	Raphaeltwo Chambers	615
	1535482329780	1	08/28/2018 18:33:46	08/28/2018 18:33:46	08/28/2018 18:34:18	00:00:32	1001 (VOD)	Raphaeltwo Chambers	+120320437
	1535482329785	1	08/28/2018 18:39:11	08/28/2018 18:39:11	08/28/2018 18:39:17	00:00:06	1001 (VOD)	Raphaeltwo Chambers	+120320715
	1535482329790	1	08/28/2018 18:40:30	08/28/2018 18:40:30	08/28/2018 18:40:50	00:00:20	1001 (VOD)	Raphaeltwo Chambers	+120320715
	1535482329795	1	08/28/2018 18:47:31	08/28/2018 18:47:31	08/28/2018 18:47:31	00:00:00	1001 (VOD)	Raphaeltwo Chambers	+190455501
	1535482329795	2	08/28/2018 18:47:31	08/28/2018 18:47:31	08/28/2018 18:47:31	00:00:00	1001 (VOD)	Raphaeltwo Chambers	615
	1535482329802	1	08/28/2018 18:47:47	08/28/2018 18:47:47	08/28/2018 18:47:47	00:00:00	1001 (VOD)	Raphaeltwo Chambers	+197266510
	1535482329802	2	08/28/2018 18:47:47	08/28/2018 18:47:47	08/28/2018 18:47:47	00:00:00	1001 (VOD)	Raphaeltwo Chambers	615
	1535482329809	1	08/28/2018 18:47:57	08/28/2018 18:47:57	08/28/2018 18:47:57	00:00:00	1001 (VOD)	Raphaeltwo Chambers	+120320441
	1535482329809	2	08/28/2018 18:47:57	08/28/2018 18:47:58	08/28/2018 18:47:58	00:00:00	1001 (VOD)	Raphaeltwo Chambers	615
	1535482329816	1	08/28/2018 21:47:04	08/28/2018 21:47:04	08/28/2018 21:47:04	00:00:00	+17325550377	Unassigned	445
	1535482329816	2	08/28/2018 21:47:37	08/28/2018 21:47:37	08/28/2018 21:47:37	00:00:00	+17325550377	Unassigned	CallQueue (7
	1535482329864	1	08/28/2018 21:49:33	08/28/2018 21:49:33	08/28/2018 21:49:33	00:00:00	+17325550377	Unassigned	445
	1535482329864	2	08/28/2018 21:49:42	08/28/2018 21:49:42	08/28/2018 21:49:42	00:00:00	+17325550377	Unassigned	CallQueue (7

2. Click  and select a desirable format. You can select CSV, Excel, or a customizable format.

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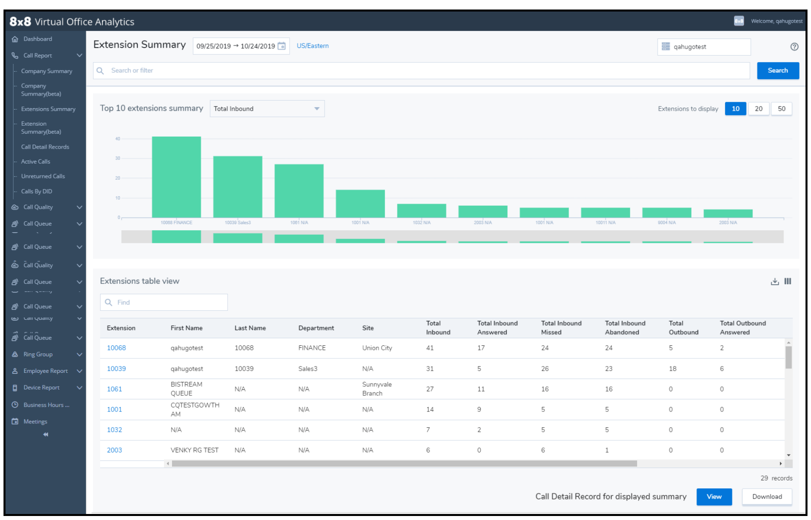

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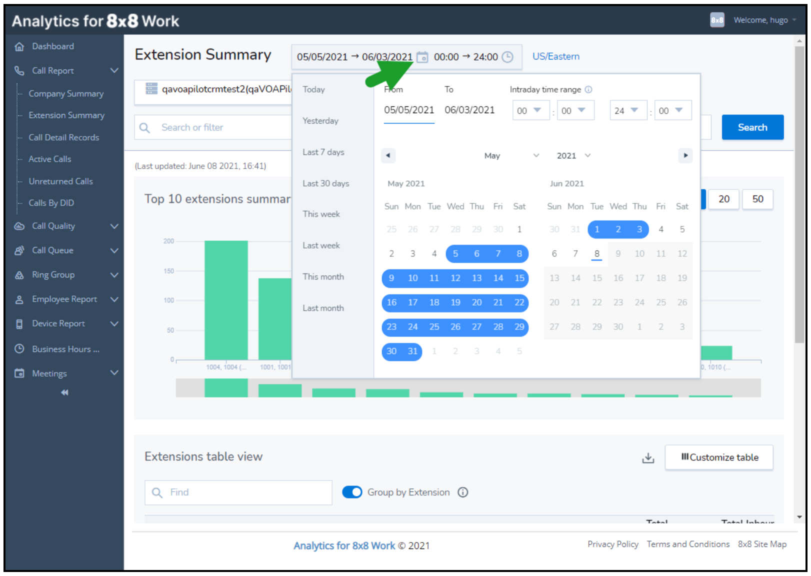

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- Totals: Track cumulative metrics (inbound and outbound) on the total number of answered, abandoned, missed, and active calls.

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Extensions

Extensions	Description
Extension	The user extension number.
First Name	The first name of the user assigned to the extension.
Last Name	The last name of the user assigned to the extension.
Department	The department of the extension user.
Site	The site the user belongs to.

Ins & Outs

Calls from/to numbers outside (External) and within the phone system (Internal).	Description
Total Inbound	Total number of calls (external and internal) received by the extension.
Total Inbound Answered	Total number of incoming calls (external and internal) answered live by the extension. This excludes calls answered by voicemail or by an auto attendant.
Total Inbound Abandoned	Total number of calls abandoned by callers before being answered live by the extension or before reaching voicemail (such as missed calls, minus calls that reached voicemail).
Total Inbound Missed	Total number of calls that were not answered live by the extension.
Total Outbound	Total number of calls placed from an extension.
Total Outbound Answered	Total number of outbound calls dialed from the extension that were connected at the destination. This includes calls answered by a live person, auto attendant, voicemail, and so on.
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Externals: Calls from/to numbers outside the PBX.	Description
External Inbound	Total number of direct calls received by the extension from outside the phone system. This excludes calls from other extensions, and external calls that went

Externals: Calls from/to numbers outside the PBX.	**Description**
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External Inbound Answered	Total number of incoming calls answered live. This excludes calls answered by voicemail or by an auto attendant.
External Inbound Answered Percentage	The percentage of inbound calls from an external caller handled by extension users.
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External Outbound Answered Percentage	The percentage of outbound calls to an external number handled by extension users.
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Internals: Calls from/to extensions within the PBX.	**Description**
Internal Inbound	Total number of calls received by the extension from within the phone system. This excludes calls received from outside the phone system.
Internal Inbound Answered	Total number of incoming calls answered live. This excludes calls answered by voicemail or auto attendant.
Internal Inbound Abandoned	Total number of incoming calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls, minus calls that reached voicemail).
Internal Inbound Missed	Total number of calls that were not answered live.
Internal Outbound	Total number of calls placed from the extension to other extensions.
Internal Outbound Answered	Total number of outbound calls dialed from the extension that were answered at the destination. This includes calls answered by a live person, auto attendant,

Externals: Calls from/to numbers outside the PBX.	Description
	voicemail, and so on.
Internal Outbound Abandoned	Total number of calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls, minus calls that reached voicemail).

Times

Times	Description
Talk Time	Cumulative duration of the talk time of all successful calls from the time of connection to termination (includes the hold time).
Avg Talk Time	Average duration of the talk time of all successful calls.
Ring Time	Cumulative duration of ringing before answering incoming calls.
Avg Ring Time	Average duration of ringing before answering incoming calls.
Abandoned Time	Cumulative duration of all abandoned calls to this extension (all calls where the caller ends the call before being answered). Includes extension-to-extension activity.
Avg Abandoned Time	Average length of calls that are abandoned including extension-to-extension calls.
Inbound Talk Time	Cumulative duration of the talk time of all answered calls, including extension to extension calls, for the selected time period. .
Outbound Talk Time	Cumulative duration of the talk time of all answered calls, including extension to extension, for the selected time period.

Totals

Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	Description
Total Answered	Total number of incoming calls answered live by the extension, plus the total number of outbound calls dialed from the extension that were answered at the destination. This excludes calls answered by voicemail or auto attendant.

Cumulative total (inbound and outbound) of all answered, abandoned, missed, active, and voicemail calls	Description
Total Abandoned	Cumulative total calls abandoned by callers before being answered by the extension user or before reaching voicemail (missed calls, minus calls that reached voicemail), plus the total number of outbound calls abandoned by the extension user before being answered by the destination party.
Total Missed	Total number of inbound calls that were not answered live by the extension (calls that reached voicemail, plus calls that were abandoned or neither), plus the total number of outbound calls abandoned by the extension user.
Total VM Calls	Total number of incoming calls that reached voicemail.

Computation scenario for the Internal Inbound Missed metric

Note: The metrics displayed in the Extension Summary report now are counted based on call legs.

Let's say an internal caller initiates a call to its own ring group, but the first agent doesn't answer the call.

During the same call ID:

1. The Agent 1 (caller) initiates a call to a ring group.
2. Agent 2 doesn't answer the call, and the incoming call is forwarded to the next agent, based on the sequential ring pattern applied to that ring group.
3. Agent 3 answers the call.

Note: For the Agent 2 extension, the call is counted as a missed call but not as an abandoned one, as Agent 2 did not answer.

The counters indicates:

- **Total Inbound** = 1
- **Internal Inbound Missed** = 1

- **Internal Inbound Abandoned** = 0

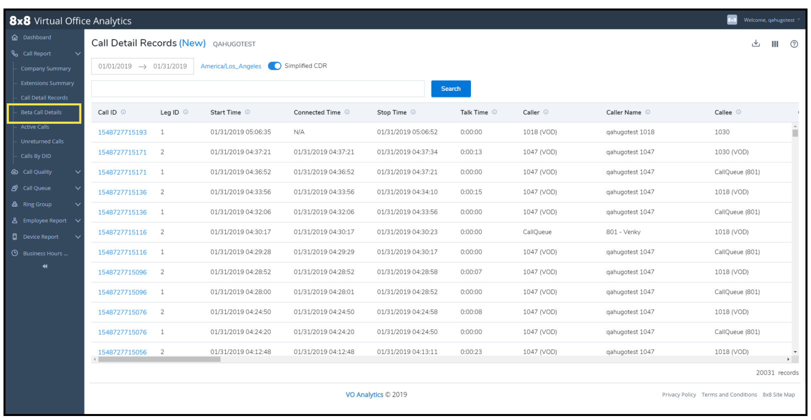
Run Call Detail Record reports

Using the call detail record (CDR), see the entire call journey from start to finish. This report is ideal for tracing a specific call to see how the call was routed, who answered the call, the duration of the call, whether the call was placed on hold, the duration of the hold, whether the caller or callee disconnected during the hold, and more. The CDR provides information about all inbound and outbound calls processed within the time frame the user selects. Access to the call path helps you determine any patterns that may need attention within the company. Complex calls are handled with one CDR per call leg.

- Ability to select metrics: Yes
- Ability to customize filter: Yes
- Ability to export: Yes

In the Analytics for 8x8 Work 2.0.2 release, we introduced an enhanced version of the call details record report.

To access the call detail record report, go to **Call Report > Call Details** from the navigation menu.



Enhancements in Call Detail Records Report

You now have the ability to access all of your CDR data in one report! We have removed the 20k record limit on screen and in downloaded reports. You can now search and access the entire set of call detail records without any upper limit, and filters are applied to the entire results set.

Timezone Based Reporting

In the new Call Details Report, you now have the ability to select a custom timezone for your report.

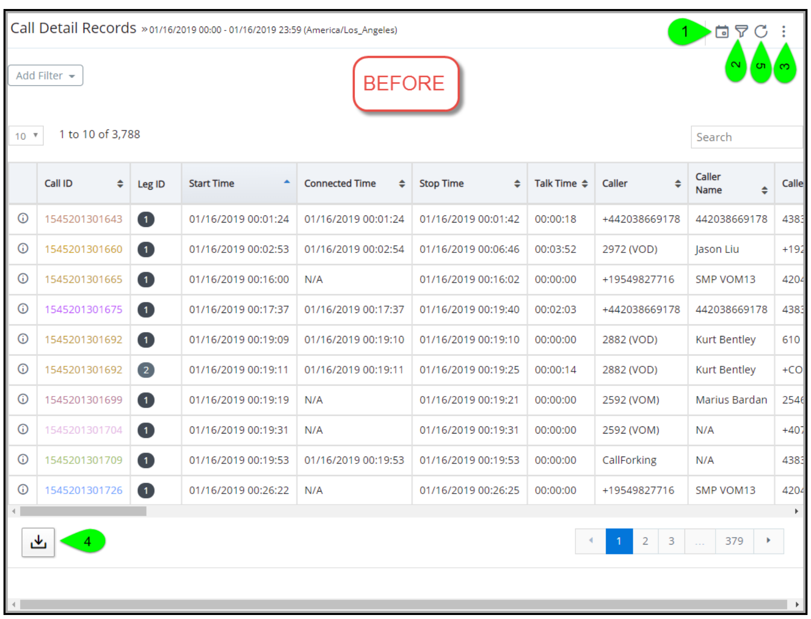
Improved Performance

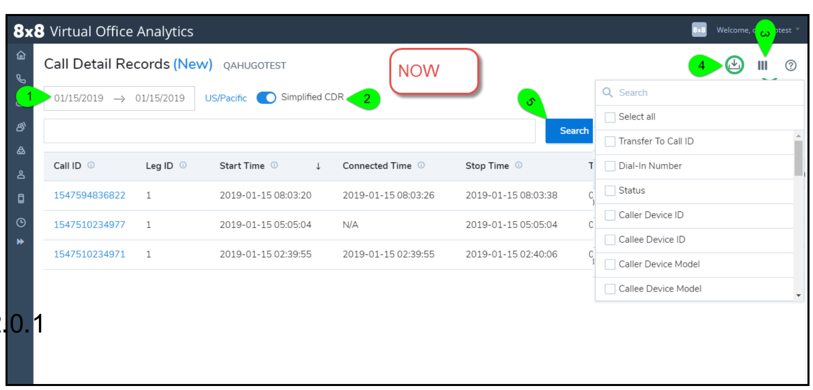
We have also introduced improvements in the ease of use and performance. No matter how big your CDR report is, we will present it to you at warp speed.

Improved Usability

We made frequently used options/features easier to find to make your experience more intuitive and faster.

1. Date filter: The date filter has improved and is now located on the desktop. By default you can view today's data. It's quicker and easier to set the desired date range.
2. Time Zone and Simplified CDR: Access the time zone and Simplified CDR options with a simple click.
3. Add Columns: Now it's easier than ever to add additional data to your report. Simply click and select the columns you want to include on screen and in the downloaded report.
4. Download button: Download the CDR report by clicking . The download button is now always available at the top right corner of the page.
5. Refresh search is now embedded in the search. Simply click the search button to refresh.





Enhanced Search Capabilities

- New tile-based search experience.
- Improved filtering capabilities: We have introduced the following filters:
    - Direction (Internal): Allows you to view just the extension-to-extension (Internal) call traffic.
    - Site: Allows you to access call records for a specific site. (previously Branch)
    - Account code: Allows you to access call records for specific account codes used in your organization.
- Keyword Search:
    - Search for any keyword, and build upon your filtered query, to find just the records you need.
    - Add up to eight keywords for a boolean OR search.
    - NOTE: We have a three character min for keyword search.

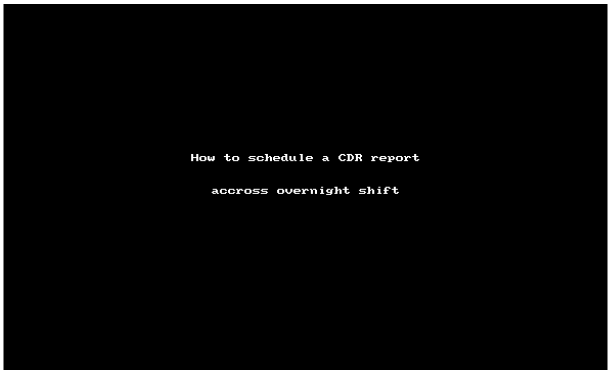
Enhanced data time range filtering the CDR Report

In this release, by using the enhanced data time range filter, you now can generate one single CDR report across two days.

Let's say you need to generate a report to assess the call traffic for an overnight shift, such as from 7 pm to 7 am the next day. Select both dates, and start and end time of the overnight shift, and generate the data in a single CDR report. Select both dates and start and end time of the overnight shift and generate the data in a single CDR report. You no longer need to generate two separate reports (first one for the first day, from 7 pm to midnight, and the second for the next day, from midnight to 7 am), and then to merge them in a final report.

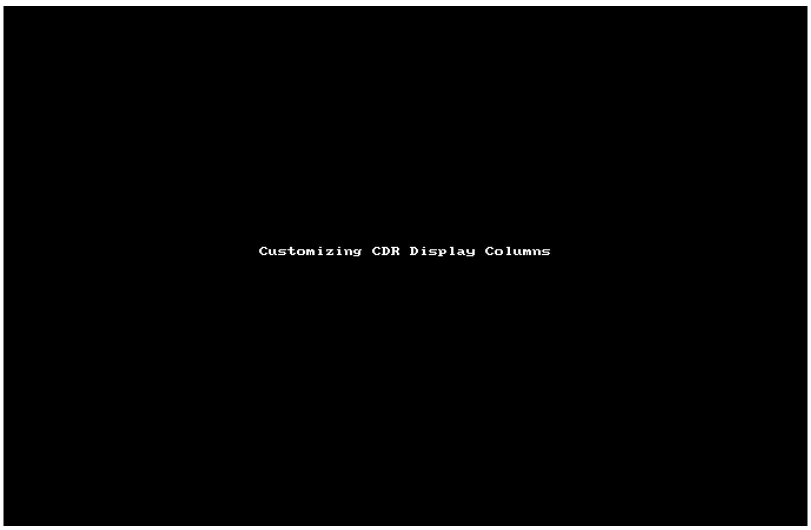
To filter CDR reports by date range for the calls tracking for a cross-day time range:

1. While you are on **Call Detail Records** report, click to select the date range.
2. From the calendar, select your desired date range:
    - Select the both dates that cover the overnight shift.
    - Select the start date and end date for the overnight shift.
3. Click **Search**. The dashboard refreshes and displays the data for the overnight shift date range.

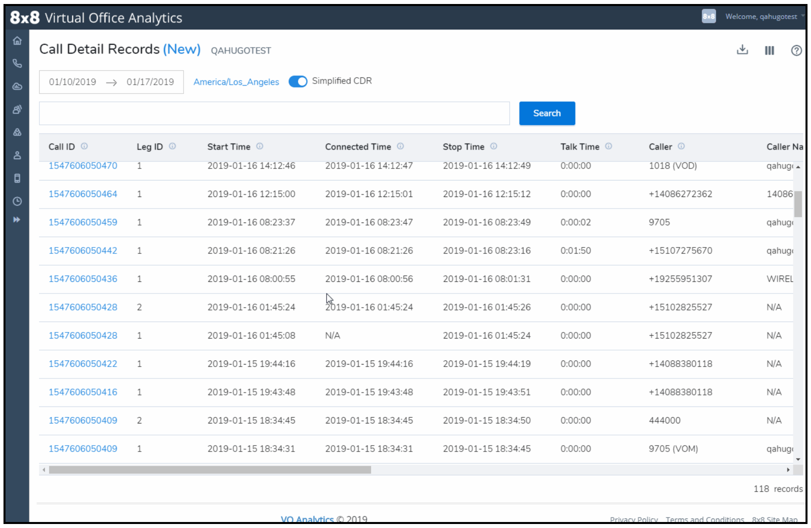


What has Changed?

Default Data Columns: In the CDR report, you cannot delete any of the default data columns from the display, but you can add more fields to the display. Simply click and select all columns or desired columns to view and click **Search**.



Improved presentation of call details: Simply select any call in your CDR report and click the call ID. The call details show in a dedicated panel that pops to the right.



Glossary: Call Detail Records

Call Detail Record Metrics	Example	Details
Call ID	131742827522	This is the unique identifier for each originating call on the 8x8 system. As the original call flows through the 8x8 system, the Call ID will typically remain the same for the duration of the original call. However, there are a few scenarios in which the originating call transitions to a new Call ID. The most common scenario is a warm/-consult transfer; the value of the **Transfer to Call ID** field can help identify calls that transitioned to a new Call ID. Filter for all call legs within the same Call ID show each call leg for the journey of that originating call.
Leg ID	3	As an originating call moves from one extension another, a new Call ID will be created for reflect this transition. Filtering for a single Call ID may result in multiple call legs for the same Call ID. This is useful to see the journey from extension to extension for a single originating call.
Start Time	8/31/2017 8:34	This is the time the call originated on the phone system. For outbound calls, this is the time the was dialed/placed. For inbound calls, this is the time the call came into the phone system and star-

Call Detail Record Metrics	Example	Details
		ted alerting.
Connected Time	8/31/2017 8:34	This is the time that the call transitioned from alerting to connected. This is logged for each call leg. If a direct call to a user rings but the caller disconnects before the call is answered, the connect time is listed as 0:00:00 for that call leg. There are multiple system events that can transition a call to connected without a user answering the phone. For example, when an auto attendant plays a prompt or Music on Hold, this causes the system to connect the call before playing the audio. In these cases, the connect time is established when the prompt or music is played. For call legs where a user did answer the phone, the connected time is the time between alerting the user and when the user answered for that call leg.
Stop Time	8/31/2017 8:35	This is the time that the call was disconnected from the system.
Talk Time	0:01:02	This is the time that the call was connected to a live person. Only user type extensions that connect to a call will be considered a live person. Talk time does include the time the call was on hold while connected to a user-type extension. It does not include any time when the call is connected to voicemail.
Caller	+1 (408) 924-5200	This is the phone number for the call that was placed. In most cases, this will be the same as the caller ID, phone number, or ANI. The separate caller ID stat in the CDR will show both the name and number for the "caller".
Caller Name	Shawn Myan	This is the name associated with the caller number. For external inbound calls, this is most often the name that was provided by the carrier. For internal calls, this will be the name associated with the extension placing the call.
Callee	2001	This is the phone number for the destination of the call that was placed. For calls to 8x8 (internal or external), this is the target extension number. For external outbound calls, this is the external phone.

Call Detail Record Metrics	Example	Details
Callee Name	Reception Desk	This is the name associated with the Callee number. For calls to 8x8 (internal or external), this will be the target extension number. For external outbound calls, the system does not know the name of the external party; the Callee Name will be listed as N/A. When users connect to 8x8 Meet audio via desktop or mobile, the Callee is listed as “Virtual Office Meeting” (Callee Name = N/A).
Last Re-direct Address	RingGroup	This is the user extension number or service type that transferred/redirected the call.
Direction	Incoming	Was the originating call external incoming, external outgoing or internal (extension-to-extension).
Parent Call ID	N/A	This is used for Call Queues and Ring Groups. Child calls (new call IDs) are created to alert the agent and will use this stat to reference the parent call ID for which they are alerting the agent. The system creates these child calls in case the agent does not answer the call. The child call can be disconnected without disrupting the parent call.
Transfer to Call ID	N/A	This is most commonly used in warm/consult transfer scenarios where a new call ID is branched from the originating call ID. This stat is used to keep track of the call id where the call was branched.
Dial-In Number	14082212000	This only applies to external inbound calls and it is the DID phone number dialed or DNIS.
Status	Completed	This is used to keep track of active calls currently in progress separate from calls that have been completed.
Caller Device ID	N/A	Device ID used by the caller for this call leg. Only applicable when Caller is an internal user extension.
Callee Device ID	N/A	Device ID used by the callee for this call leg. Only applicable when Callee is an internal user extension.
Caller Device	N/A	Device Model used by the caller for this call leg. Only applicable when Caller is an internal user extension.

Call Detail Record Metrics	Example	Details
Model		
Callee Device Model	polycom	Device Model used by the callee for this call leg. Only applicable when Callee is an internal user extension.
Caller ID	Shawn Myan,14089245200	For external outbound calls, this is the name and number that is provided to the carrier of the external party. For external inbound calls, this is typically the name and number provided by the carrier. 8x8 offers options to change the Caller ID to present to internal users. For example, see the Ring Group settings.
Missed	-	A call leg is counted as missed if that call leg was never connected to a user-type extension. Calls that were abandoned before alerting a user are also counted as missed. Calls that go to voicemail are also counted as missed.
Abandoned	-	A call leg is counted as abandoned if that call leg was never connected to a user-type extension. Even if the call alerted a user and the user did not answer, the call is counted as abandoned. However, call legs that go to voicemail are not counted as abandoned.
Answered	Answered	A call leg is counted as answered if that call leg was connected to a user-type extension, indicating that the call was connected to a user, and talk time will increment.
Cause	Transfer	Indicates the reason the call was redirected. The possible values are: Normal: Indicates that the call took the default routing behavior setup for the extension. Redirected: Indicates the a transfer action was initiated by the user. Ring No Answer: Indicates that the call alerted a user or ring group members but the call was not answered (flow out). Transfer: Indicates that the caller was transferred by a service.
Caller Service Name	N/A	VMadvanced MasterSlaveService

Call Detail Record Metrics	Example	Details
		RingGroupService Transfer2VoiceMail OneNumberAccess CallPark ACDOperatorService HotDeskingService Custom
Caller Service Type	N/A	Service types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	N/A	VMadvanced MasterSlaveService RingGroupService Transfer2VoiceMail OneNumberAccess CallPark ACDOperatorService HotDeskingService
Callee Service Type	N/A	Service types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Last Re-direct Type	6	Indicates whether the call is a normal extension call, directed to a queue, ring group, or etc. Possible values are: 0 - N/A (usually there is no LRA in this case), 1 (Normal Extension), 2 - external phone number, 3 (Ring Group), 4 (Queue), 5 (Virtual Extension), 6 (Media Service, such as Voicemail, Auto Attendant, or Master-slave), and 7 (Call Park Extension).
Auto Attendant Path	In an auto attendant, If a caller selected 1 for English in the main menu, followed by 2 to be directed to the Sales department, and finally opted to leave a message to the Sales	The path shows the options selected by a caller in the auto attendant. Auto Attendants allow callers to direct themselves to the desired destination without the aid of live receptionists.

Call Detail Record Metrics	Example	Details
	representative by pressing option 0, the CDR report shows the auto attendant path as follows: 1 English,2 Sales,0 Voicemail	
Callee Hold Duration	0:00:00	The total time the call was on hold by another user. This does not include the time call was waiting in a call queue.
Caller Dis-connect On Hold	N/A	Did the caller disconnect when on hold?
Callee Dis-connect On Hold	N/A	Did the callee disconnect when on hold?
PBX ID	8x8	Unique phone system ID. There can be more than one phone sys-tem in an enterprise, and this ID uniquely identifies the phone sys-tem.
SIP Call ID	N/A	The SIP Call ID is a unique identifier to group together a series of messages. It must be the same for all requests and responses sent by either agent in a dialog, and is the same in each registration from an agent. A SIP agent is a logical network endpoint used to create or receive SIP messages, and thereby manage a SIP session.
Cross-PBX Call ID		The Cross-PBX Call ID is unique and a concatenation of the PBX ID and the Call ID. **Example**: If we have the following values for Call ID and PBX ID: ▪ Call ID: 1515651536838 ▪ PBX ID: 8x8 The Cross-PBX Call ID: 8x81515651536838
Branch	Finance	Location of the endpoint, as configured by the administrator.

Call Detail Record Metrics	Example	Details
Department	Facilities	A department within a company, as configured by the administrator.
Last Leg Disposition	Missed	Indicates the disposition of every call. Was the call answered, missed, or abandoned by the caller? The possible values are: Answered: This indicates the call connected to a live speaker with talk time greater than 0:00. Missed: This indicates the callee is alerted, but did not reach voice-mail. Abandoned: The call is hung up before the callee is alerted. Voicemail: The call reaches the voicemail. (This does not indicate if the caller left a voicemail.) N/A: This value indicates it is not the last leg of the call.
Record Service	Record Service On	Name of the service that handles call recording.
Barge Service	Barge Service On	Name of the service handles the barge-monitor-whisper service.
Master Slave Extensions	N/A	User's app or hardware endpoints that are configured by the administrator to be alerted.
Properties	Ring Group Advanced	Displays additional properties that were configured by the administrator.
Account Code	-	An account code is a number that is assigned to a client. Using the account code for billing purposes, businesses that have individual billable clients can access their call time with each client.

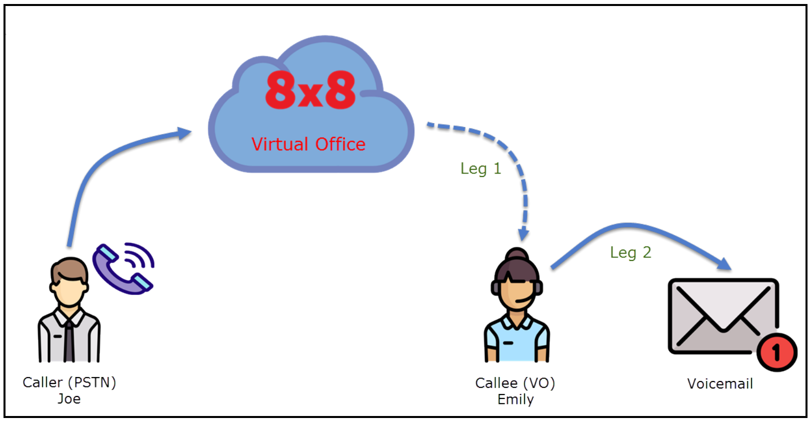
Call Detail Record Scenarios

This guide offers a quick look at basic and complex call flow scenarios, and describes the call detail records (CDRs) for these scenarios.

Using the call detail record, see the entire call journey from start to finish. This report is ideal for tracing a specific call to see how the call was routed, who answered the call, the duration of the call, whether the call was placed on hold, the duration of the hold, whether the caller or callee disconnected during the hold, and more. The call detail record provides information about all calls, inbound and outbound, processed in the time frame that the user defines . Access to the call path helps you determine any patterns that may need attention within the company. Complex calls are handled as one CDR per call leg.

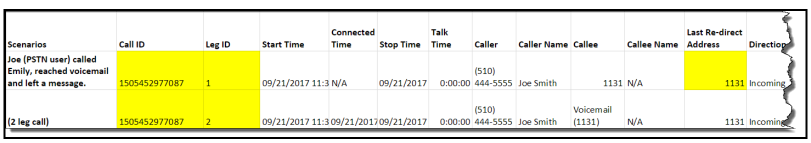
Scenario 1: A PSTN caller leaves a voicemail.

Joe calls Emily directly from a PSTN number. Joe reaches her voicemail, and leaves a message.The CDR for this call shows two legs.



- Leg 1: Joe calls Emily.
- Leg 2: The call is redirected to Emily’s voicemail.

Here is a sample call detail record.



Scenarios	Call ID	Leg ID	Start Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Directio
Joe (PSTN user) called Emily, reached voicemail and left a message.	1505452977087	1	09/21/2017 11:3	N/A	09/21/2017	0:00:00	(510) 444-5555	Joe Smith	1131	N/A	1131	Incoming
(2 leg call)	1505452977087	2	09/21/2017 11:3	09/21/2017	09/21/2017	0:00:00	(510) 444-5555	Joe Smith	Voicemail (1131)	N/A	1131	Incomin

Note: Both legs of the call share the same call ID, which helps identify the call path.

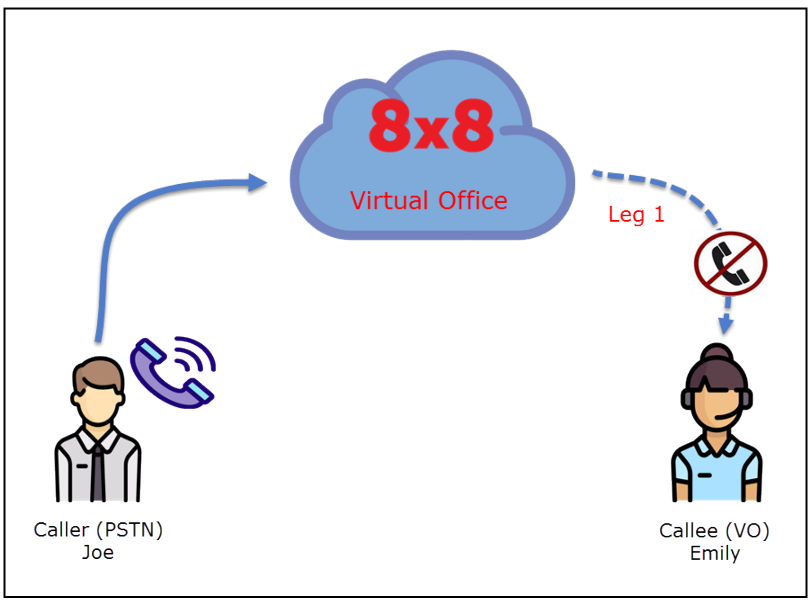
Key metrics in the report are described below. For the detailed glossary, click here.

Metrics	Details
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call; a hop number such as 1 for direct, and 2 for a forwarded or transferred call for which this record refers to.

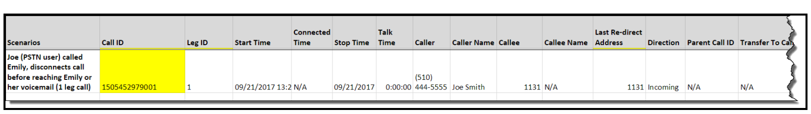
Metrics	Details
Caller Data	Caller data includes caller phone number, name, the device used to make the call, service type, and more.
Callee Data	Callee data includes caller phone number, name, the device used to make the call, service type, and more.
Missed, Abandoned	Leg 1: Missed and abandoned. Leg 2: Missed but not abandoned because the call advanced to voicemail.
Call Time Data (Start Time, end time, and duration)	Includes the time call started, connected, and ended, as well as the call duration.
Callee Service Name	Leg 1: **MasterSlaveService** indicates that the callee has a master-slave extension. Leg 2: **VMAdvanced** indicates that the call advanced to voicemail.

Scenario 2: (Abandoned Call)

Joe calls Emily, and disconnects the call before reaching Emily or her voicemail. This is considered an abandoned call, and the CDR for this call shows one leg.



Here is a sample call detail record.



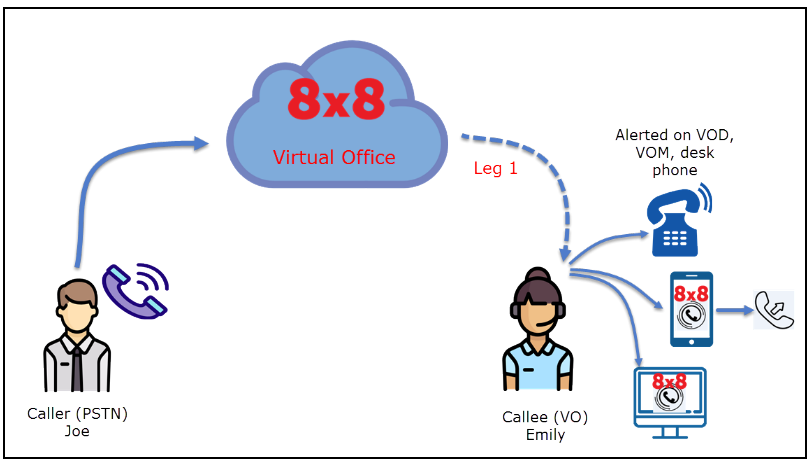
Scenarios	Call ID	Leg ID	Start Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Parent Call ID	Transfer To Ca
Joe (PSTN user) called Emily, disconnects call before reaching Emily or her voicemail (1 leg call)	1505452979001	1	09/21/2017 13:2	N/A	09/21/2017	0:00:00	(510) 444-5555	Joe Smith	1131	N/A	1131	Incoming	N/A	N/A

Key metrics in the report are described below. For the detailed glossary, click here.

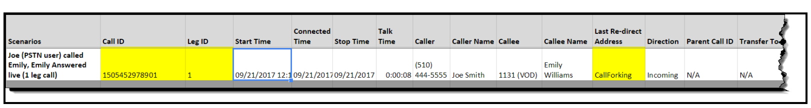
Metrics	Details
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call; a hop number such as 1 for direct, and 2 for a forwarded or transferred call for which this record refers to.
Caller Data	Caller data includes caller phone number, name, the device used to make the call, service type, and more.
Callee Data	Callee data includes caller phone number, name, the device used to make the call, service type, and more.
Missed, Abandoned	Missed and abandoned.
Call Time Data (Start Time, end time, and duration)	Includes the time call started, connected, and ended, as well as the call duration.
Callee Service Name	**MasterSlaveService** indicates that the callee has a master-slave extension and was alerted on multiple clients.

Scenario 3: A PSTN caller is answered by a 8x8 Work user on the Virtual Office mobile app.

Joe calls Emily from a PSTN number, and Emily is alerted both on the 8x8 Work for Desktop and Virtual Office mobile app, but answered the call using the Virtual Office mobile app. The CDR for this call shows one leg.



Here is a sample call detail record.



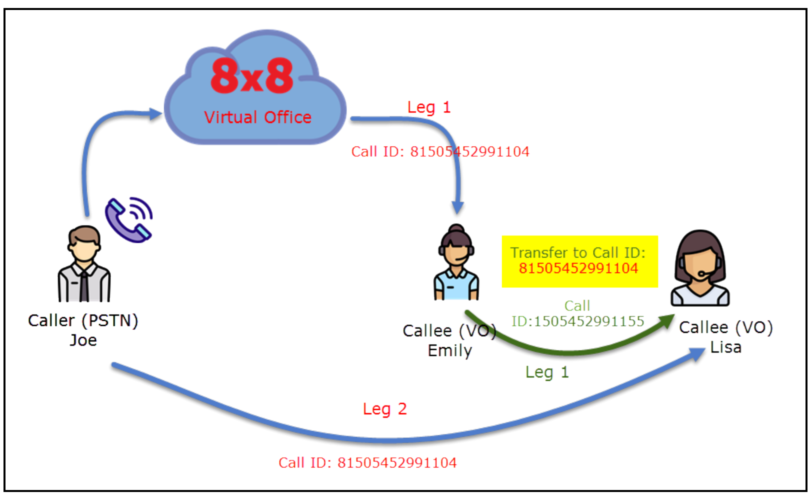
Scenarios	Call ID	Leg ID	Start Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Parent Call ID	Transfer To
Joe (PSTN user) called Emily, Emily Answered live (1 leg call)	1505452978901	1	09/21/2017 12:1	09/21/2017	09/21/2017	0:00:08	(510) 444-5555	Joe Smith	1131 (VOD)	Emily Williams	CallForking	Incoming	N/A	N/A

Key metrics in the report are described below. For the detailed glossary, click here.

Metrics	Details
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call; a hop number such as 1 for direct, and 2 for a forwarded or transferred call for which this record refers to.
Caller Data	Caller data includes caller phone number, name, the device used to make the call, service type, and more.
Callee Data	Callee data includes caller phone number, name, the device used to make the call, service type, and more.
Answered	Answered live.
Call Time Data (Start Time, end time, and duration)	Includes the time call started, connected, and ended, as well as the call duration.
Last Redirect Address	**Callforking** indicates that the callee has a master-slave extension and was alerted on multiple clients.
Callee Device Model	**VOM** indicates that the callee answered the call on the Virtual Office mobile app.

Scenario 4: Warm Transfer (AKA Consult Transfer)

Joe calls Emily from a PSTN number. Emily answers the call, and wants to transfer the call to Lisa. She initiates a call to Lisa on Line 2. When Lisa answers the call, Emily notifies her about Joe's call, merges the two calls, and then drops off, establishing a call between Joe and Lisa.



> **Note:** The call on line 2 initiated by Emily to Lisa is a new call and uses a new call ID. However, the Transfer to Call ID is the call ID of the call that initiated the transfer.

Here is a sample call detail record.

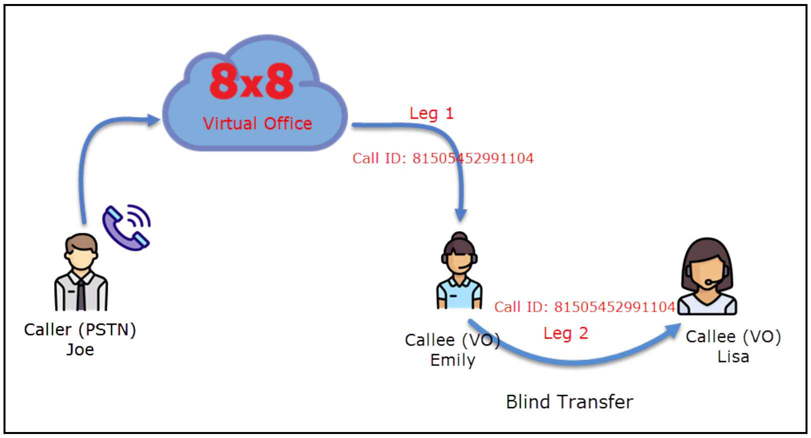
Transfer Scenarios	Call ID	Leg ID	Start Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Transfer To Call ID
Warm Transfer (Consult Transfer)	1505452991104	1	09/21/2017 13	09/21/2017	09/21/2017	0:01:37	(510) 444-5555	Joe Smith	1131 (VOD)	Emily Williams	CallForking	Incoming	N/A
	1505452991155	1	09/21/2017 13	09/21/2017	09/21/2017	0:00:42	1131 (VOD)	Emily Williams	2307	Lisa Black	N/A	Internal	1505452991104
	1505452991104	2	09/21/2017 13	09/21/2017	09/21/2017	0:00:20	(510) 444-5555	Joe Smith	2307	Lisa Black	1131 (VOD)	Incoming	N/A

Key metrics related to this call flow are described below. For the detailed glossary, click here.

Metrics	Details
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call; a hop number such as 1 for direct, and 2 for a forwarded or transferred call for which this record refers to.
Caller Data	Caller data includes caller phone number, name, the device used to make the call, service type, and more. **Note:** The callee in the original call becomes the caller in the add on call.
Callee Data	Callee data includes caller phone number, name, the device used to make the call, service type, and more.
Answered	Answered live.
Call Time Data (Start Time, end time, and duration)	Includes the time call started, connected, ended, as well as the call duration.
Transfer to Call ID	The Transfer to Call ID is the Call ID of the call that initiated the transfer. In a consult transfer, the added call displays the Call ID of the original call that initiated the transfer in the Transfer to Call ID.

Scenario 5: Blind Transfer

Joe calls Emily from a PSTN number. Emily answers the call, and blind-transfers the call to Lisa. The call terminates for Emily. When Lisa answers the call, a call is established with Joe. The CDR for this call shows two legs.

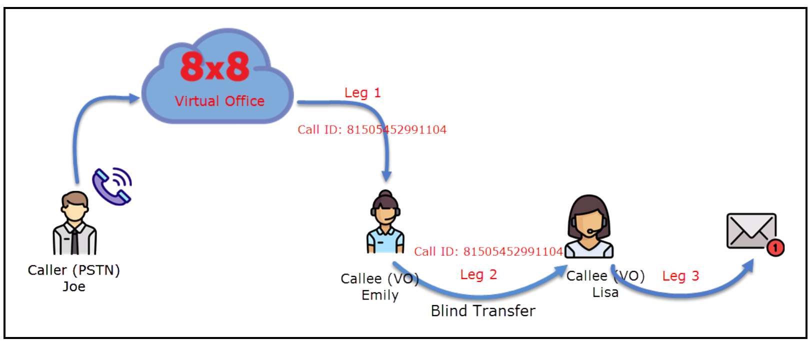


Here is a sample call detail record for a blind call transfer.

Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Parent Call ID	Dial-In Number	Transfer To Call ID	Status	Caller Device ID	Callee Device ID	Caller Device Model	Callee Device Model	Caller ID	Missed	Abandoned	Answered	Cause	Caller Name
Joe Smith	1131 (VOD)	Emily Williams	CallForking	Incoming	N/A	14086750258	N/A	Completed	N/A	N/A	N/A	VOD	Joe Smith,1408 4445555	-	-	Answered	Transfer	N/A
Joe Smith	2307	Lisa Black	1131 (VOD)	Incoming	N/A	14086750258	N/A	Completed	N/A	N/A	N/A	polycom	Joe Smith,1408 4445555	-	-	Answered	Normal	N/A

Scenario 6: Blind Transfer and Ring No Answer

This scenario is identical to Scenario 5, except that Lisa is unable to answer the transferred call, and the call is redirected to her voicemail. The CDR for this call shows three legs.



Here is a sample call detail record for this scenario.

Caller Name	Callee	Callee Name	Last Re-direct Address	Direction	Parent Call ID	Dial-In Number	Transfer To Call ID	Status	Caller Device ID	Callee Device ID	Caller Device Model	Callee Device Model	Caller ID	Missed	Abandoned	Answered	Cause	Caller Name
Joe Smith	2307	Emily Williams	N/A	Incoming	N/A	14084003857	N/A	Completed	N/A	N/A	N/A	polycom	Joe Smith,1408 4445555	-	-	Answered	Transfer	N/A
Joe Smith	1131	Lisa Black	1131	Incoming	N/A	14084003857	N/A	Completed	N/A	N/A	N/A	N/A	Joe Smith,1408 4445555	Missed	Abandoned	-	Normal	N/A
Joe Smith	Voicemail (1131)	N/A	1131	Incoming	N/A	14084003857	N/A	Completed	N/A	N/A	N/A	N/A	Joe Smith,1408 4445555	Missed	-	-	Ring No Answer	N/A

Scenario 7: Call Via Auto Attendant

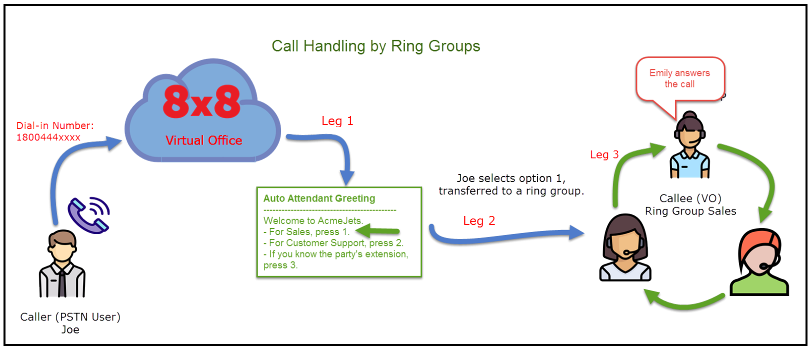
8x8 Auto Attendant is a powerful automated call response service that allows callers to direct themselves to their desired destination.

Joe calls the main number of AcmeJets Inc., and is greeted by the auto attendant. "Welcome to AcmeJets, your leading provider of high-quality services." The auto attendant then presents the following options:

- "For the Sales department, press 1." (Directed to a ring group of Sales representatives)
- "For Customer Service, press 2." (Directed to a call queue)
- "To Dial by Name, press 3." (Directed to an extension user)
- "To Dial by Extension, press 4." (Directed to an extension user)
- "To browse contacts, press 5."

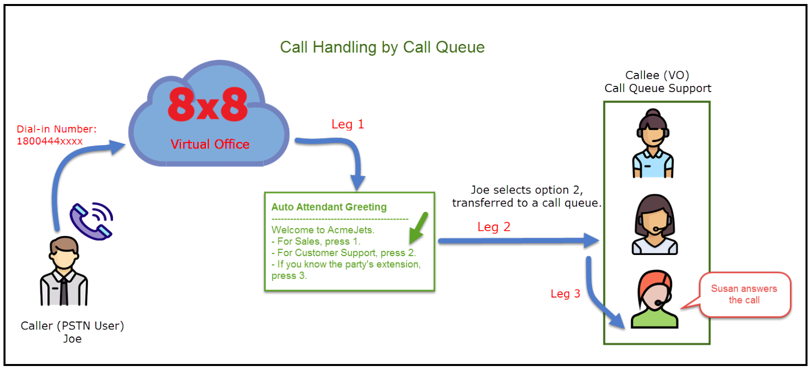
Let's examine the call detail record for some of these options:

- Call Via Auto Attendant to Ring Groups: Joe selects option 1, and is directed to the Sales ring group. The call is answered live by a ring group member. The CDR for this call has three legs. Every call initiated from the ring group service to a ring group member is a child call, and has its own Call ID. The CDR hides these child calls by default.
  - Leg 1: Caller calls the main number to be greeted by an Auto Attendant.
  - Leg 2: The call is transferred to a ring group and alerts ring group members.
  - Leg 3: A ring group member answers the call.

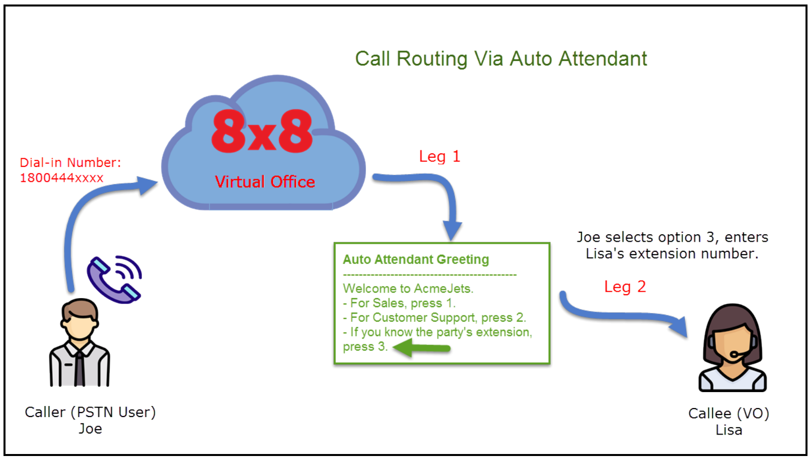


  Look for the following data: The Callee Service Name in Leg 2 shows as "RingGroupService," which indicates the call is directed to a ring group.

- Call Via Auto Attendant to Call Queues: Joe selects option 2, and is directed to the Support call queue. The call is answered live by a call queue member. The CDR for this call has three legs. Every call initiated from the call queue service to a call queue member is a child call, and has its own Call ID. The CDR hides these child calls by default.
  - Leg 1: Caller calls the company main number to be greeted by Auto Attendant.
  - Leg 2: Caller calls the call queue.
  - Leg 2: A call queue member answers the call.



- Joe selects option 4, and is prompted to enter the desired extension number. After dialing the extension, Joe is directed to Lisa, the desired extension user. Lisa answers the call. The CDR for this call has two legs.



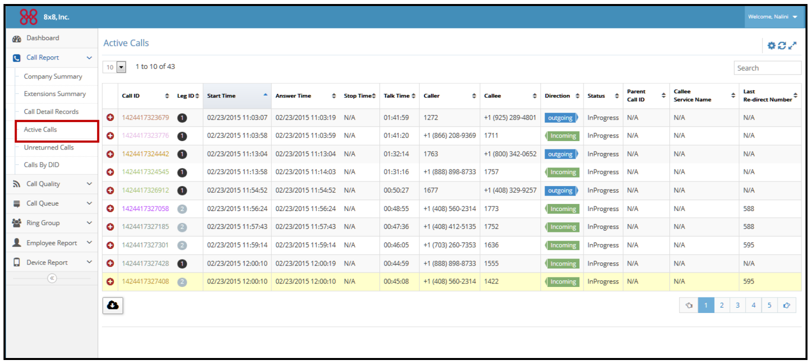
Important: In Leg 1:

- **Callee** indicates the extension number of the Auto Attendant. Example: 445
- **Last Redirected Address**: Auto Attendant
- **Cause**: Transfer
- **Callee Service Name**: AA8x8

Scenario	Call ID	Leg ID	Start Time	Connected Time	Stop Time	Talk Time	Caller	Caller Name	Callee	Callee Name	Last Re-direct Address	Cause	Direction
Joe is greeted by an Auto Attendant. Joe opts to be directed to an extension user.	1505453184073	1	09/26/2017 1	09/26/2017	09/26/2	0:00:27	(510) 444-555 5	Joe Smith	445	N/A	AutoAttendant	Transfer	Incoming
	1505453184073	2	09/26/2017 1	09/26/2017	09/26/2	0:00:31	(510) 444-555 5	Joe Smith	2049 (VOD)	Lisa Black	CallForking	Normal	Incoming

Run the Active Calls report

The Active Calls report offers real-time data on calls currently in progress. This includes information such as the caller, called time, the current length of the call, and more. To refresh data, you must click the refresh button in the upper-right corner.



- Ability to select metrics: Yes
- Ability to export: Yes

Glossary: Active Calls

Active Calls: Tracks metrics for calls in progress at the time of the report.

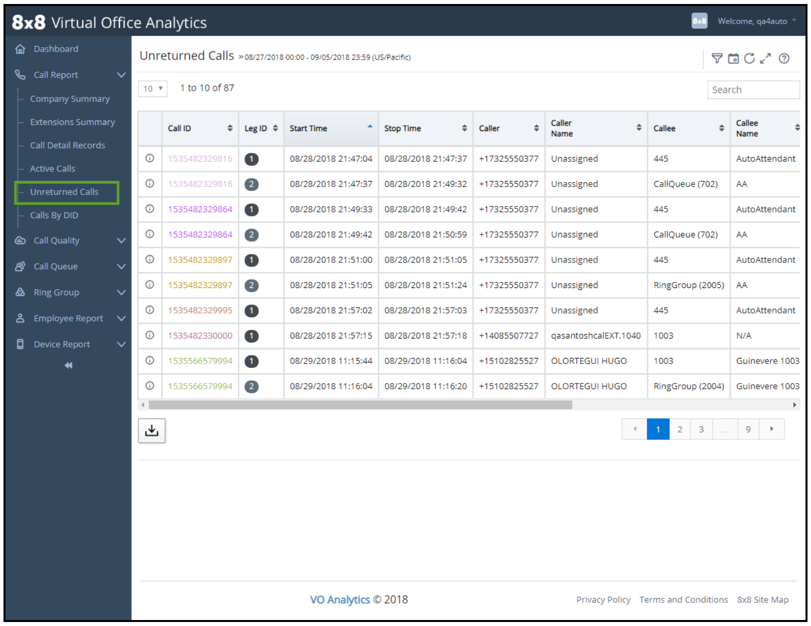
Column	Description
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call using a hop number, such as 1 for direct, or 2 for a forwarded or transferred call which this record refers to.
Start Time	The time a call starts. Call starts as soon as caller goes off hook to dial.
Answer Time	The time when the call is answered.
Stop Time	N/A for active calls.
Talk Time	Duration of the call so far (refresh the report to update this measurement to a later time).
Caller	The phone number of the caller.
Callee	The phone number of the called party.
Direction	Indicates the direction of the call as incoming or outgoing.

Column	Description
Status	Indicates the status of a call as In Progress (dialing, talking, or redirected).
Parent Call ID	Applicable only to a complex call.
Transfer To Call ID	Applicable only to a complex call.
Caller Name	Caller name of the extension from which the call originated.
Callee Name	Name of the called party, if available.
Caller Device ID	The device identifier unique to the device of the caller.
Callee Device ID	The device identifier unique to the device of the callee, if available.
Caller Device Model	Device model used by the caller in this leg of the call.
Callee Device Model	Device model used by the callee in this leg of the call.
Caller ID	Transmitted caller number and/or name.
Missed	N/A for active calls.
Abandoned	N/A for active calls.
Answered	N/A for active calls.
Caller Service Name	Service Names include Auto Attendent, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	Service Names include Auto Attendent, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Callee Ser-	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.

Column	Description
vice Type	
Last Re-Direct Number	The number of the last party that redirected the call.
Last Re-Direct Type	Indicates whether the call is a normal extension call, directed to a queue, ring group, and so on. Possible values are 1 (Normal Extension), 3 (Ring Group), 4 (Queue), 5 (Virtual Extension), 6 (Media Service, such as Voicemail, Auto Attendant, or Master-slave), and 7 (Call Park Extension).
Call Time	N/A for active calls.
Caller Hold Duration	The length of time that the caller placed the call on hold.
Callee Hold Duration	The length of time that the callee placed the call on hold (if available).
Callee Disconnect On Hold	Indicates if the callee disconnected while on hold (displays as True or False).
Caller Disconnect On Hold	Indicates if the caller disconnected while on hold (displays as True or False).
PBX ID	Caller's phone system ID.
SIP Call ID	SIP Call ID for this call.

Access the Unreturned Calls report

Unreturned calls are missed calls that are not returned from any extension within the PBX. This includes redirected calls that are unreturned by the final destination party. With the data from the Unreturned Calls report, you can ensure that calls to important customers are returned in a timely fashion.



- Ability to select metrics: Yes
- Ability to customize filter: Yes
- Ability to export: Yes

Glossary: Unreturned Calls

Unreturned calls are missed incoming calls that are not returned from any extension within the PBX. This includes all redirected calls that are unreturned by the final destination party.

Column	Description
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call using a hop number, such as 1 for direct, or 2 for a forwarded or transferred call which this record refers to.
Start Time	The time an incoming call arrived on the PBX.

Column	Description
Stop Time	The time the external caller disconnects the call.
Caller	The phone number of the original (external party) caller. A redirecting party is recorded in the LRA field.
Callee	The phone number of the original called party. If there is a redirection, two call legs are shown. The redirecting party shows in the first leg's callee and in the second leg's LRA field.
Cause	Reason for a call: Normal, Redirected, Ring No Answer, and so on.
Status	Indicates status of a call as In Progress (dialing or talking) or completed (ended).
Parent Call ID	Parent call identification number of a complex (transferred, forwarded, or conference) call. Searching by Parent Call ID collects the call details of all legs of a complex call.
Transfer To Call ID	Call Identification number to which a call is transferred to.
Caller Name	The name of the original (external party) caller.
Callee Name	The name of the original callee.
Caller Device ID	The device identifier unique to the device of the caller.
Callee Device ID	The device identifier unique to the device of the callee.
Caller Device Model	Device model used by the caller in this leg of the call.
Callee Device Model	Device model used by the callee in this leg of the call.
Caller ID	Transmitted caller number and/or name.
Missed	Indicates the call is missed (includes calls that reached voicemail and or abandoned).
Abandoned	Indicates the call is abandoned by the caller before it is answered or handled in this leg of the call (for this CDR).
Answered	N/A for unreturned calls.
Caller Ser-	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Ser-

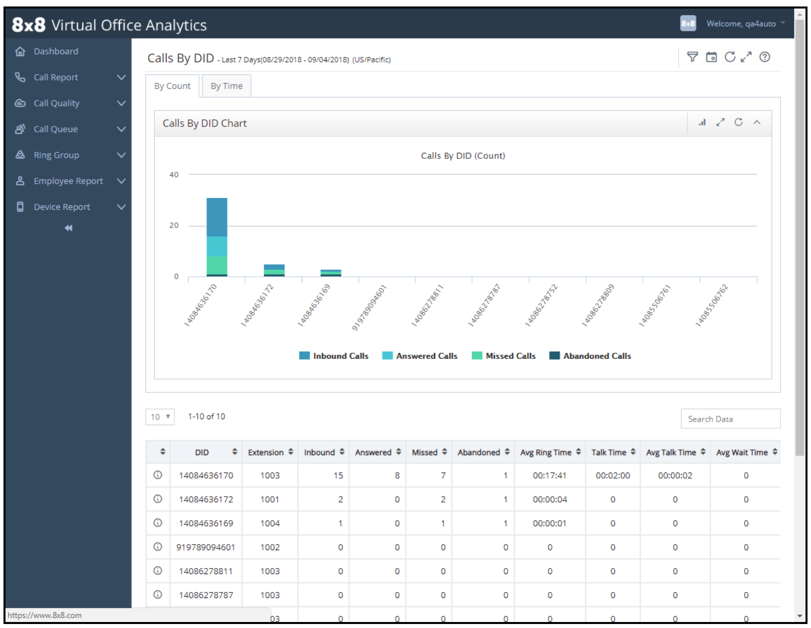
Column	Description
vice Name	vice, One Number Access, and Click To Dial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Callee Service Name	Service Names include Auto Attendant, Ring Group Service, ACD Operator Service, Master Slave Service, One Number Access, and Click To Dial.
Callee Service Type	Service Types include Custom, Virtual Extension, Voicemail, Auto Attendant, and Call Park Extension.
Last Redirect Number	The number of the last party that redirected the call.
Last Redirect Type	Indicates whether the call is a normal extension call, directed to a queue, ring group, or etc. Possible values are 1 (Normal Extension), 3 (Ring Group), 4 (Queue), 5 (Virtual Extension), 6 (Media Service, such as Voicemail, Auto Attendant, or Master-slave), and 7 (Call Park Extension).
Call Time	Total duration of this leg of the call.
Caller Hold Duration	N/A for unreturned calls.
Callee Hold Duration	N/A for unreturned calls.
Caller Disconnect On Hold	N/A for unreturned calls.
Callee Disconnect On Hold	N/A for unreturned calls.
PBX ID	Caller's phone system ID.
SIP Call ID	SIP Call ID for this call.

Run the DID Calls report

Use this report to track incoming call activity to phone numbers including direct calls and those leading from auto attendants, call queues, and ring groups. See aggregate call volume and how calls were handled at every number, regardless of who handled the call or how the call was handled. This report includes all missed and abandoned calls, but excludes all extension-to-extensions calls. You can track the total inbound calls received by a phone number and how many of them were answered. If you are looking for data about who handled the calls, you should check the Extensions Summary dashboard.

Let's say that the Sales team at AcmeJets received 40 calls on its main phone number; this is the cumulative sum of all direct calls to this number, as well as calls that were routed via auto attendant, call queues, and ring groups.

- By Count: Track the call activity (number of answered, abandoned, missed, and abandoned calls) for the selected DIDs.



- By Time: Track the total time and average time spent (ring time + talk time + wait time + answered + abandoned time) on all inbound calls handled by a DID.

Glossary: DID Calls

This report tracks incoming call activity to DIDs, including DIDs that lead to auto attendants, call queues, ring groups, and lead to end users from an external phone system. It includes all missed and abandoned calls. But all extension to extensions calls are excluded.

Column	Description
DID	The direct inward dialing number.
Extension	Extension number reached by this DID (for example, call queue extension number).
Inbound	Number of inbound calls received by the DID.
Answered	Number of inbound calls answered by this DID.
Missed	Number of calls that were not answered live by this DID (calls that reached voicemail, plus calls that were abandoned).
Abandoned	Number of incoming calls abandoned by callers before being answered by the DID or before reaching voicemail (Missed calls, minus calls that reached voicemail).
Ring Time	Cumulative ringing time incoming calls are answered.
Avg Ring Time	Average ringing time before incoming calls are answered.
Talk Time	Cumulative duration of the talk time of all successful calls, from the time of connection to termination. This includes time on hold.
Avg Talk Time	Average duration of the talk time of all successful calls.
Wait Time	The waiting time before a call is answered or abandoned. This is applicable to queued calls.
Avg Wait Time	Average duration of the wait time.
Answered Time	The waiting time before a call is answered by a live person. This is applicable only to queued calls.
Avg Answered Time	Average waiting time before a call is answered by a live person. This is applicable only to queued calls.
Abandoned Time	Cumulative duration of all abandoned calls to this DID (all calls where a caller ends the call before being answered). It includes extension-to-extension activity.
Avg Abandoned Time	The average duration of all abandoned calls to this extension (all calls where caller ends call before being answered). It includes extension-to-extension activity.

Scheduled report emails

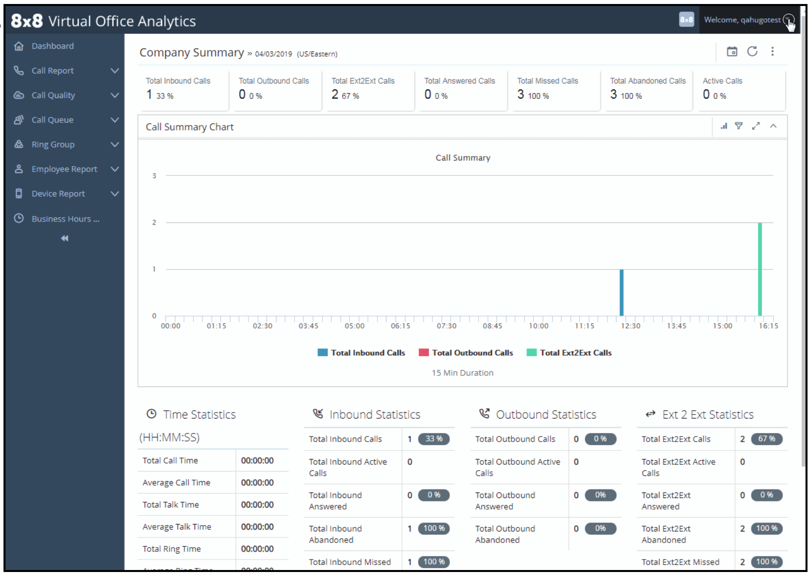
Want a quick overview of your organization's call activity? Simply schedule a report, and set the report to repeat after a certain period of time, giving you regular updates on agent activity and effectiveness. You can easily schedule the following reports and receive them via email daily, weekly, or monthly:

- Company Summary report
- Extension Summary report
- Call Details Record report
- Ring Groups Summary
- Ring Groups Member summary

The scheduled report offers you the flexibility to:

- Schedule periodical reports and generate reports at a user-specified timezone.
- Aggregate or break down metrics day-by-day.
- Deliver the report via email as CSV or PDF attachments.
- Deactivate report queries you no longer need.
- Filter call detail reports to track answered, abandoned, or missed calls.
- Email the report as often as the user wants - daily, weekly, monthly, first day of the week, or the first day of the month and more.
- Customize the report by selecting the data to be included in the report

To access the Scheduled Report Emails, click the header menu next to your name. From the drop-down list, select **Schedule Report Emails**.

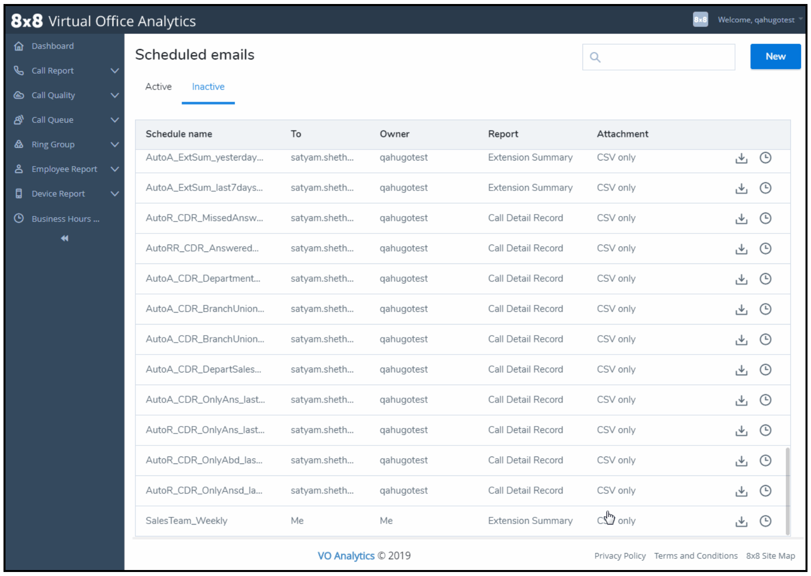


Features

- **Custom timezone for the scheduled report**: Select your preferred timezone for the scheduled report and no longer be tied to the PBX timezone.
- **Ability to reactivate reports**: You can now reactivate reports which you have marked as inactive. Marking a report inactive stops generating and delivering the report to the scheduled recipients.

  Simply click  to mark a report inactive. Once marked, the report gets listed in the Inactive tab.

  To reactive a report, click . Find it in the **Active** tab.


8x8 Virtual Office Analytics
Welcome, qahugotest
Dashboard
Call Report
Call Quality
Call Queue
Ring Group
Employee Report
Device Report
Business Hours ...
Scheduled emails
New
Active
Inactive
Schedule name
To
Owner
Report
Attachment
AutoA_ExtSum_yesterday...
AutoA_ExtSum_last7days...
AutoR_CDR_MissedAnsw...
AutoRR_CDR_Answered...
AutoA_CDR_Department...
AutoA_CDR_BranchUnion...
AutoA_CDR_DepartSales...
AutoA_CDR_OnlyAns_last...
AutoR_CDR_OnlyAns_last...
AutoR_CDR_OnlyAbd_las...
AutoR_CDR_OnlyAnsd_la...
SalesTeam_Weekly
satyam.sheth...
Me
qahugotest
Extension Summary
Call Detail Record
CSV only
VO Analytics © 2019
Privacy Policy
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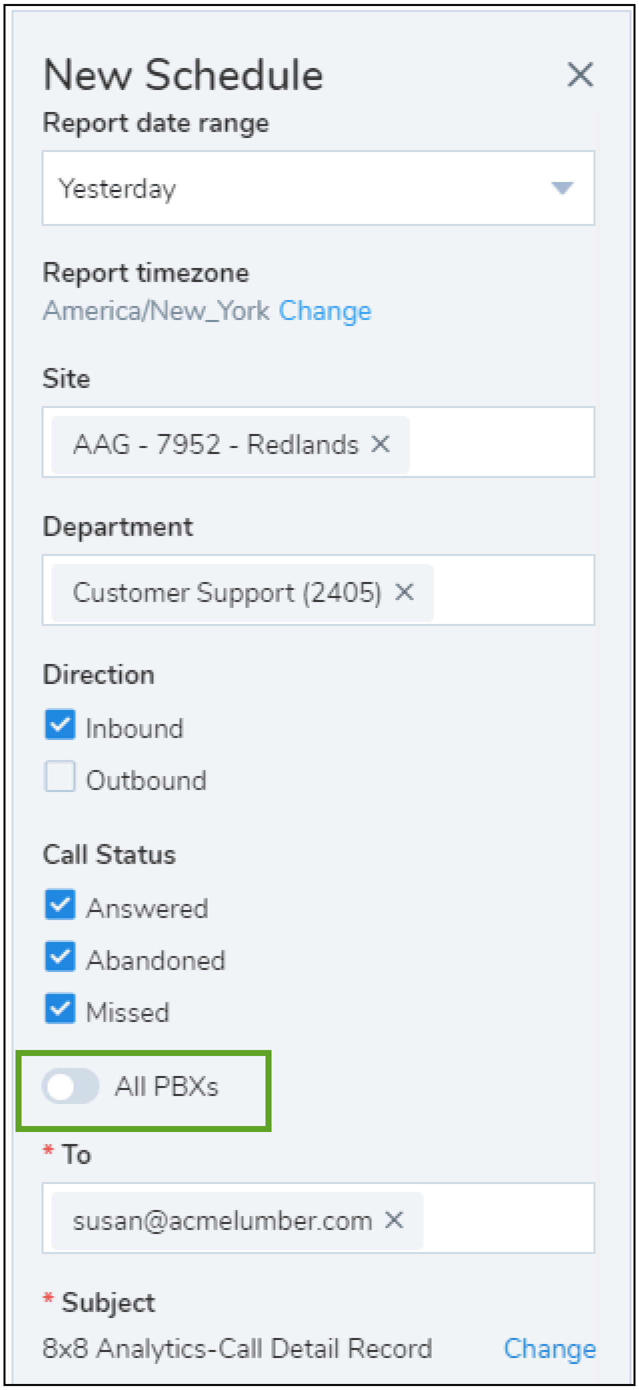
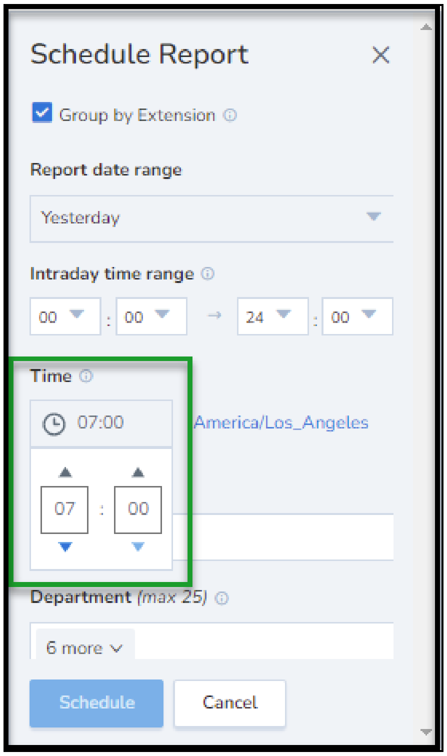
8x8 Site Map

- **Improved accessibility of Cross-PBX CDR reports**: Scheduling CDR reports across PBXs is now enabled within the scheduled report. You do not have to enable it under Settings anymore.

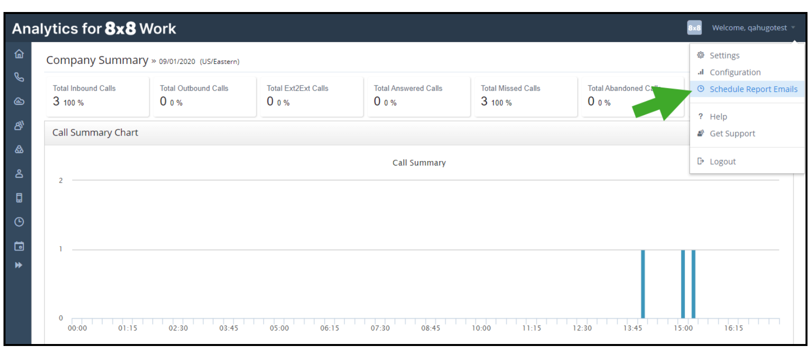


- **Report date range** now allows you to generate reports for yesterday, last 7 days, last 30 days, and last month.
- **Email Frequency**: Allows you to schedule reports via email daily, weekly, monthly, first day of the month, and Monday- Friday. These options come in handy to meet your reporting needs. You can also specify the start and end date for receiving the scheduled reports.
- **Ability to email scheduled reports to unlimited recipients**: You can now email the scheduled report to any number of recipients. Simply enter a valid email address and hit enter.
- **Add custom email subject and message**: Use the default subject or add a custom subject and write a brief message to be sent to the recipients for better user experience.
- **Attach reports as PDFs**: You can now choose to email reports as PDF files, CSV files, or in both formats. The user-friendly PDF format provides quick insight into top incoming calls by extension, site and department..
- **Updated security**: The email will continue to include a link to access the report, which will now expire after seven days. Additionally, the email will now include the report as an attachment, provided it does not exceed 6mb in size. Archived reports will continue to be available in VO Analytics.
- **Customized data**: You can now customize your scheduled reports with a column picker for inclusion or exclusion and field order. Select the desired data you wish to share via the scheduled reports.
- **Ability to receive any report at any time on the day**: You now can choose to schedule the time when you want to receive a report from Analytics for 8x8 Work at any time of the day you choose.

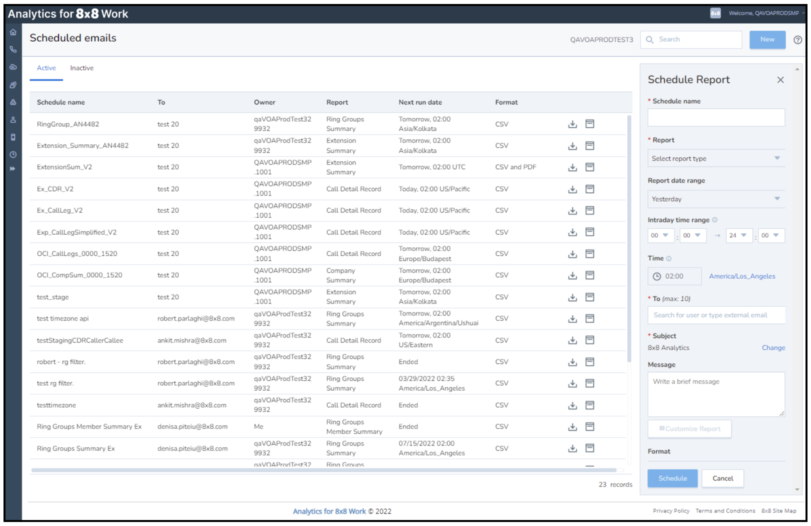


How do I schedule a report?

1. Log in to Analytics for 8x8 Work.
2. From the upper-right corner, select **Schedule Report Emails** from the drop-down menu under the username.



3. In the follow-up screen, click **New**.



4. Enter or select the following information:

   a. **Schedule name**: Enter a name for the report.

   b. **Report**: Select a report type from the available options. Currently, you can schedule only Company Summary, Extension Summary, Call Detail Record, and Ring Groups Summary and Ring Groups Member Summary reports.

   > **Note**: Depending on the report you choose to schedule, some of the selection fields may be enabled or disabled.

   c. **Report date range**: Select the date range for the report from the available options such as last week, last month, this week, this month, and more.

   d. **Intraday time range**: Select the time range within 24 hours of the day, such as 6 am to 2 pm only.

   > **Note**:When generating a CDR report to assess the call traffic for an overnight shift, first select both dates covering the overnight shift, and then select the start and end time of the overnight shift, such as 7 pm to 7 am the next day.

   e. **Time**:Select the desired time of the day when you want to receive the report during the day, such as 7 am.

Note: The generated scheduled report contains data up to 2 hours before the scheduled time. For example, if you schedule to receive your report at 6 am, the report will contain data up until 4 am.

f. **Site**: Filter data by selecting a specific site or all sites.

g. **Department**: Select the desired departments.

Note: At this time, we do not support a query for multiple branches with selective departments. You must create a separate report for each branch.

h. **Direction**: Indicate the direction of calls (Inbound, Outbound, Internal).

Note: This applies only to the Call Detail Record report.

i. **Call Status**: Select one of the options. This filter applies only to Call Detail Record report.

- **Answered**: Incoming calls answered live.
- **Abandoned**: Calls abandoned by callers before being answered by a live person or before reaching voicemail (missed calls, minus calls that reached voicemail).
- **Missed**: Calls that were not answered live (calls that reached voicemail, plus calls that were abandoned).
- **None**: Some call legs do not have a value for Answered, Missed or Abandoned. This filter allows you to include or exclude those call legs.

j. **Participant**: Filter data by selecting specific participants (caller and/or callee).

Note: This filter applies only to the Call Detail Record report.

k. **Extensions**: Filter data by adding specific participant extension number(s).

Note: This filter applies only to the Call Detail Record report.

l. **Ring Groups**: Filter data by selecting specific ring group number(s).

> **Note**:
> – Each site may have associated specific ring groups. The Ring Groups filter is automatically populated only if the sites were selected first.
> – This applies only to the Ring Groups Summary report.

m. **To**: You can now email the scheduled report to any number of recipients. Simply enter a valid email address and hit enter.

n. **Subject**: Use the default subject for the scheduled email or click **Change** to edit the subject.

o. **Message**: Write a brief message to be included in the scheduled report emails.

p. **Customize Report**: Select the data fields to be included in the report from the list of available fields for the report. Click to hide a field, and click to expose. Use the icon to move a field up or down.

q. **Attachment**: You can choose to email reports as PDF files, CSV files, or in both formats. The user-friendly PDF format provides quick insight into top incoming calls by extension, site and department..

r. **Frequency**: Select the frequency with which you wish to schedule the reports. You can select a daily, weekly, or monthly schedule.
Once the reports are saved:
- A daily report is delivered via email the next day.
- A weekly report is delivered on the next day of the following week.
- A monthly report is delivered on the 1st day of the following month.

s. **Starts on**: Select a date to begin scheduling the report.

t. **Ends on**: Select to never end scheduling the report email or select a date to end the scheduling.

5. Click **Schedule**. The report shows up in the list.

> **Note:** If you have already created a query with the same criteria, you will be prevented from creating a duplicate.

How Do I edit a report?

You can edit an existing report by clicking on it from the list. You can edit any field in the report and save your changes.

How do I download a scheduled report?

The scheduled report runs at the set time and sends an automatic email to all named recipients. The email contains a link to download the report. When you click the link, you are prompted to log in to Analytics for 8x8 Work, and a download page opens.

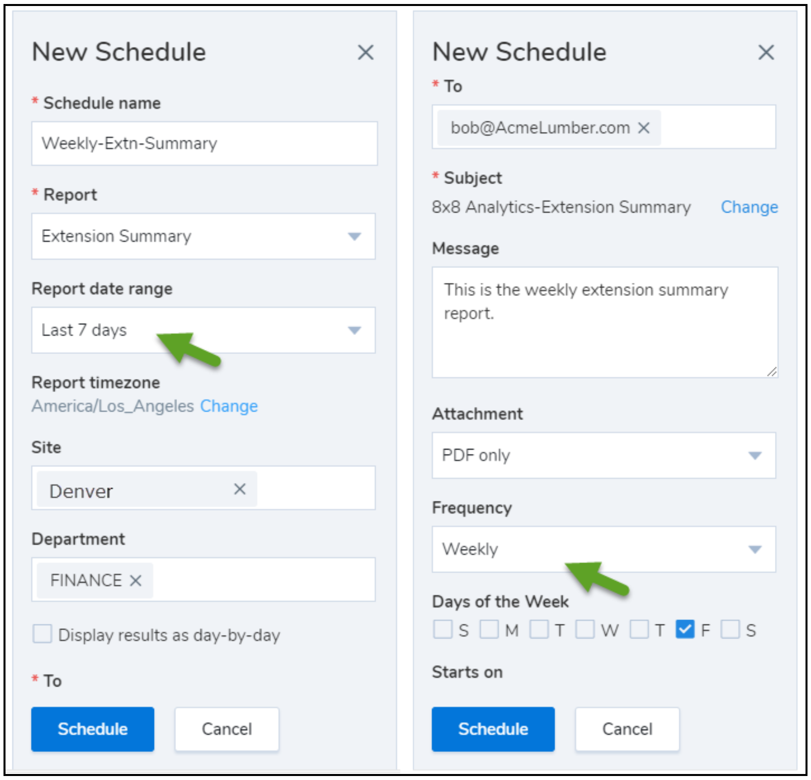
Click **Download**. The report is saved instantly as a zipped file. You can also navigate to the list of scheduled reports, select the desired report, and click to download the report.

Use cases

Here are some use cases that demonstrate the usability of the scheduled reports.

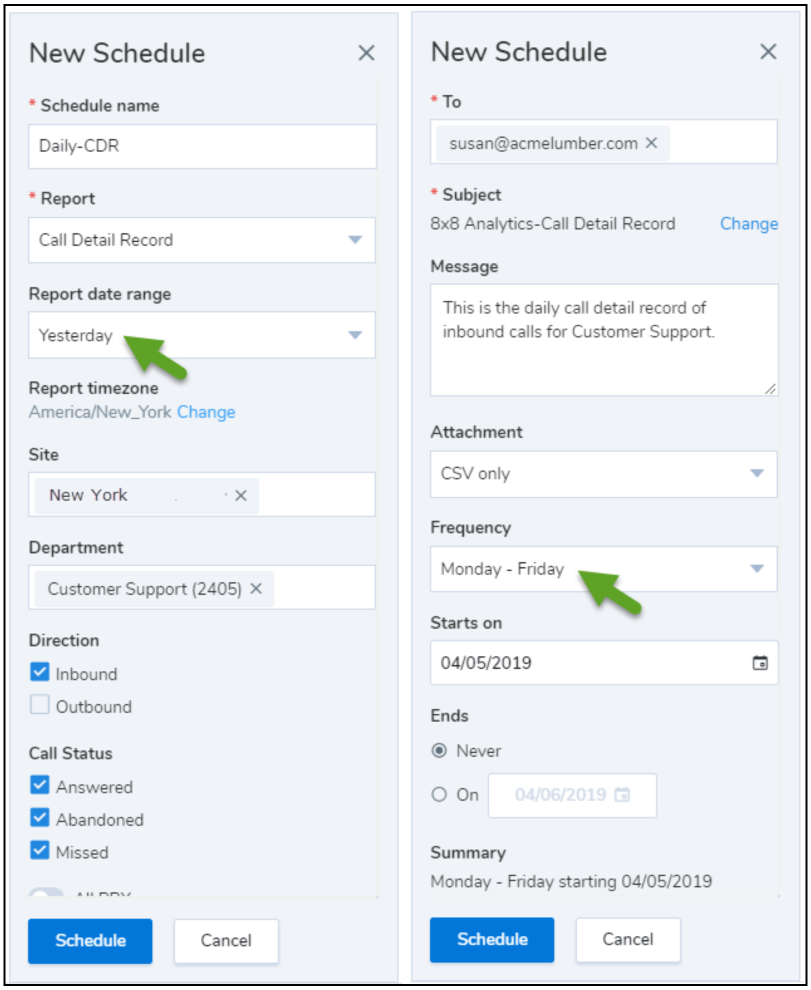
Use case scenario 1

Bob, a site supervisor for Acme Lumber's Denver office, needs to include call data from VOA Extension Summary report in his weekly status report each Friday. Instead of logging in to VOA each week, Bob schedules a Scheduled Email that will generate a weekly Extension Summary report, each week beginning this Friday, for the previous 7 days, using US/Mountain time zone (his corporate office is on CA, so his PBX's Analytics default time zone is set to US/Pacific), and sets a filter that limits the data for that report to 'Site = Denver'. Each Friday Bob will receive the report he needs, already limited to the data he cares about, presented in the proper timezone.



Use case scenario 2

Susan, the VP of Acme's Support department, is located along with her team in NY, and on weekday mornings she needs to see Call Detail Records for all inbound calls from the day before, so that she can work with her team to optimize coverage. Susan schedules daily Call Detail Records reports, scheduled for M-F, and uses filters for 'Department = Sales' and 'Direction = Inbound', using the US/Eastern time zone. Each weekday morning she will have the details she needs in her Inbox.



Use case scenario 3

Fred, the Sales team admin at Acme, needs to provide weekly updates to the senior Sales executives regarding call activity for his Inside Sales and Outside Sales departments, but only needs to share Inbound Call rankings by Extension and by Department, and doesn't want to have to download the detail and prepare an easily-consumed custom report for them each week. Instead Fred schedules an Extension Summary report, using the PDF-only option, applying 2 department filters (Inside Sales and Outside Sales), and including the sales team' group email address on the To: field. Each week the sales executives will receive a PDF report that includes Top Inbound Calls by Extension, Department and Site for his team, and it will be attached to the email and will not require any VOA authentication.

Get Call Quality Details

Note: Available for 8x8 Work Service Quality Managers only.

Has your call center been having trouble with call quality? With the Call Quality Details report, get a bird's-eye view of the overall call quality of your call center, and then quickly drill down to individual agent call quality to spot problem areas and improve service. This way, you can easily review individual call quality and consolidated MOS score details in graphical format and granular detail to better resolve call quality issues in your call center.

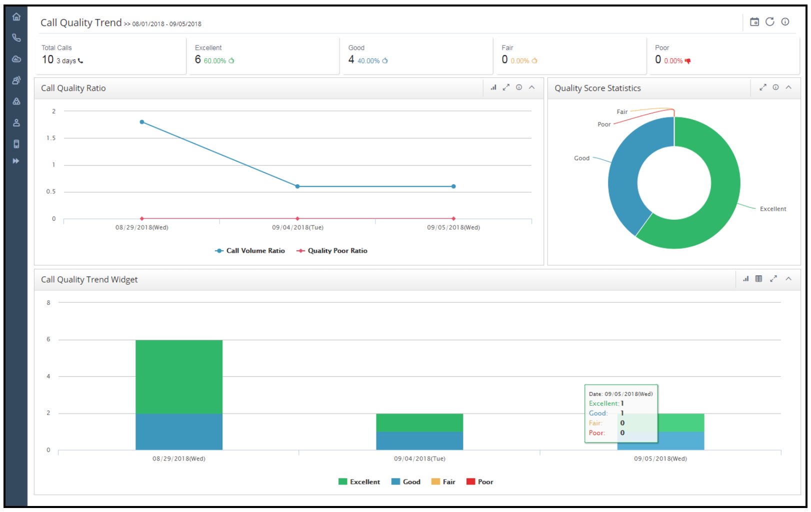
Features

- Analyze call quality trends and generate related reports.
- Review voice quality scores to ensure good audio quality and balanced call volume.
- View data on voice quality, consolidated or for individual calls, and analyze how to resolve persistent issues that show up.

Note: The Call Quality Trend and Call Quality Detail reports use different timezones. The Call Quality Trend report uses the date window based on UTC time, while Call Quality Detail uses Australian Time Zone. As a result, you may notice some differences in data between Call Quality Trend and Call Quality Detail reports.

Call Quality Trend

This report captures call quality of all calls in your phone system over several days or months to better help you track changes in call quality. You can generate a report for a specific date range (daily, monthly, or yearly) in order to narrow down and find the source of irregularities in call quality. This way, you can take action to improve the effectiveness of your call center.



Features

- Analyze call quality trends and generate related reports.
- Narrow down or widen the date range for the report to find the source of irregularities in call quality.

Voice Quality Score

The definition of Voice Quality Score is based on conversation and listening MOS score. The following table has definition of the VQ Score, and the corresponding MOS Score range.

VQ Score	MOS Score
Excellent	4.0-5.0
Good	3.0-4.0
Fair	2.5-3.0
Poor	1.5-2.5
Very Poor	0.1-1.5

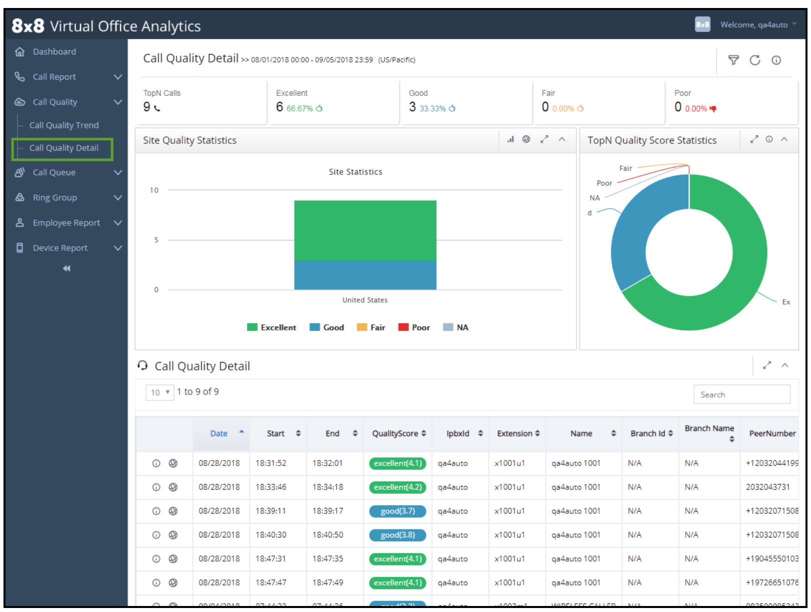
VQ Score	MOS Score
N/A(NA)	0.0/127

The report also tracks call volume ratio and poor quality ratio.

- **Call Volume Ratio**: Call volume / Average call volume for the selected date range
  If the ratio is greater than 1, it indicates that the number of calls handled by the phone system is greater than the average number of calls.
- **Poor Quality Ratio**: Number of poor quality calls / Total call volume for the selected date range
  Smaller ratios indicate an overall high call quality.

Call Quality Details

The Call Quality reports offer individual call and consolidated Mean Opinion Score (MOS) detail in graphical format and granular detail for trouble analysis and resolution. Voice Quality Score is based on conversation and listening MOS. The MOS provides a numerical measure of the quality of human speech at the destination of the circuit.



Glossary: Call Quality Details

The following table displays some of the most important parameters in a voice quality report.

Column	Description
Date	Date of call.
Start	Start time of the call.
End	End time of the call.
QualityScore	MOS quality rating. MOS measures the quality of human speech at the destination of the circuit.
IpbxId	Phone system identifier.
Extension	Phone system extension number involved in the call.
PeerNumber	The IP address, port, and SSRC of the session peer from the perspective of the remote endpoint that measures performance.
NLR%	Network packet loss ratio, in percentage.
JDR%	Packet ratio discarded from the jitter buffer, in percentage. Packet Loss occurs primarily due to handling jitter.
JBN	This is the current nominal jitter buffer delay in milliseconds, which corresponds to the nominal jitter buffer delay for packets that arrive exactly on time. Added latency occurs primarily due to handling jitter.
Payload	RTP payload indicates Codec usage.
UserAgent	Endpoint device model and firmware information.
SiteLocation	The originating location for the call.
PublicIP	The Public IP address of origination.
RouteLocation	The next location in the call path route.
RouteIP	The Public IP address of next location in the call path route.

Interpreting Call Quality Reports in Analytics for 8x8 Work

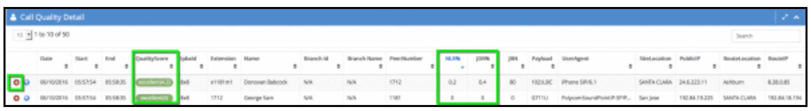
How do I interpret calls that last 30 seconds or more that show very high packet loss (40% loss or more)?

Calls that last for more than 30 seconds and show very high packet loss are false positives. In these cases, there is no actual packet loss. Calls with true high packet loss would not last more than a few seconds. Polycom phones may erroneously report packet loss due to synchronization source (SSRC) changes. This is a known issue with Polycom phones, and is being addressed in a new firmware version.

How do I interpret calls with a Quality Score of good or excellent, but that actually had quality issues?

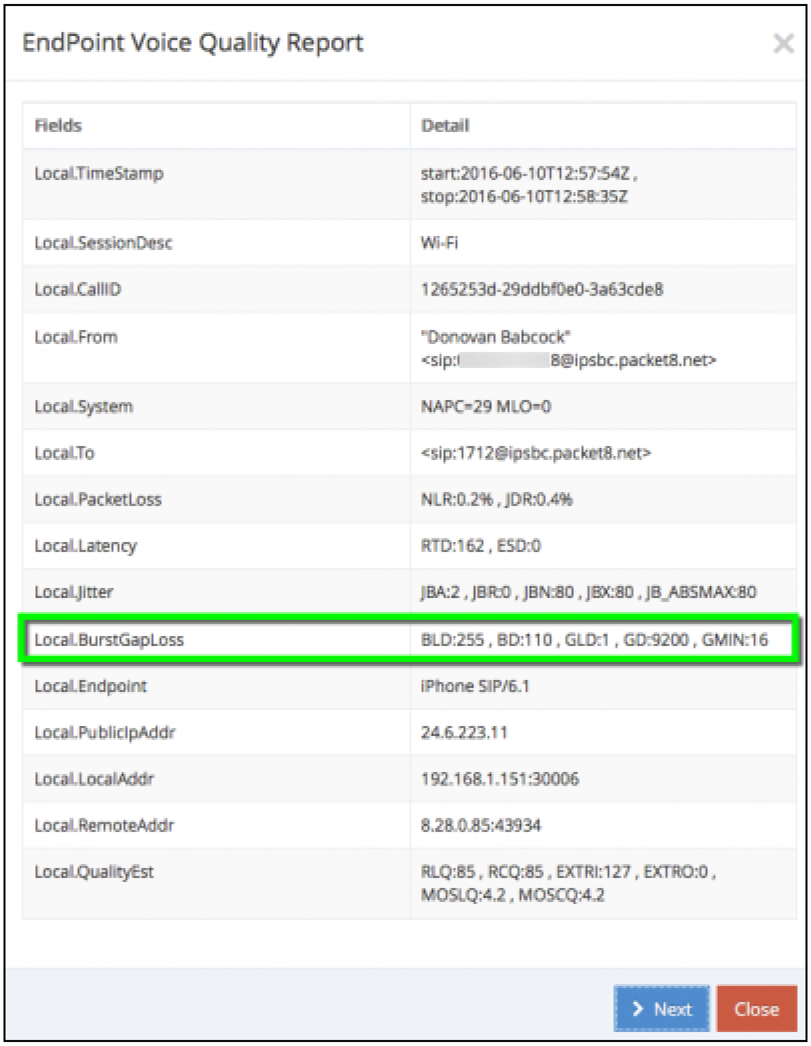
For a call with a rating of good or excellent that actually had poor quality, there are two possible scenarios:

- If the original call stream from the public switched telephone network (PSTN) is poor, such as a bad cell phone connection on the other side, the current technologies would not detect this if the IP stream is solid (The IP side between the underlying carrier and the end user is fine, but the original content is bad). These cases should be reported to the underlying carrier for investigation. The underlying carrier will determine if the issue was one bad call, such as a bad cell connection, or a bigger issue, such as a problematic PSTN switch in a particular market. When the issue lies with the underlying carrier, action is taken by the underlying PSTN carriers.
- It is important to pay attention to the **Net Packet Loss Ratio** (NLR%) and **Jitter Buffer Discard Ratio** (JDR%) portions of the report even for good or excellent calls. A call might be rated with an overall Quality Score of good, although the call experienced a 3% loss within a short period of time (such as 5 seconds in a 5 minute call). It is important to take into account the gap and loss density. Although a call may have an overall rating of good, a sudden burst of 3% packet loss in a period of 5 seconds may produce poor call quality. The same call with a 3% loss evenly distributed over the course of the call would sound good for the entire time.



How do I see what kind of loss was experienced?

To find out what kind of loss was experienced (evenly distributed or in bursts), click next to the Call Quality Detail report to open advanced details in the Endpoint Voice Quality Report. Look for the **Burst Loss Density (BLD)**. The range is from 1 to 100 for desk phones such as Polycom. The range is from 1 to 255 for the 8x8 Work for Desktop app and Virtual Office mobile app. The closer the number is to 100 (or 255, in the case of 8x8 Work), the more likely it is that the loss happened in a burst (sudden loss of data, creating a gap or poor quality for a short period). The smaller the number, the more evenly distributed the loss was (or the loss did not happen as frequently during the bursts). For example, you see a call quality report that lists a **Local.BurstGapLoss** of **BLD:99.6** which indicates the loss happened in a burst. The following image displays where to find the BLD information in the report.



EndPoint Voice Quality Report

Fields	Detail
Local.TimeStamp	start:2016-06-10T12:57:54Z , stop:2016-06-10T12:58:35Z
Local.SessionDesc	Wi-Fi
Local.CallID	1265253d-29ddbf0e0-3a63cde8
Local.From	"Donovan Babcock" <sip: 8@ipsbc.packet8.net>
Local.System	NAPC=29 MLO=0
Local.To	<sip:1712@ipsbc.packet8.net>
Local.PacketLoss	NLR:0.2% , JDR:0.4%
Local.Latency	RTD:162 , ESD:0
Local.Jitter	JBA:2 , JBR:0 , JBN:80 , JBX:80 , JB_ABSMAX:80
Local.BurstGapLoss	BLD:255 , BD:110 , GLD:1 , GD:9200 , GMIN:16
Local.Endpoint	iPhone SIP/6.1
Local.PublicIpAddr	24.6.223.11
Local.LocalAddr	192.168.1.151:30006
Local.RemoteAddr	8.28.0.85:43934
Local.QualityEst	RLQ:85 , RCQ:85 , EXTRI:127 , EXTRO:0 , MOSLQ:4.2 , MOSCQ:4.2

Next Close

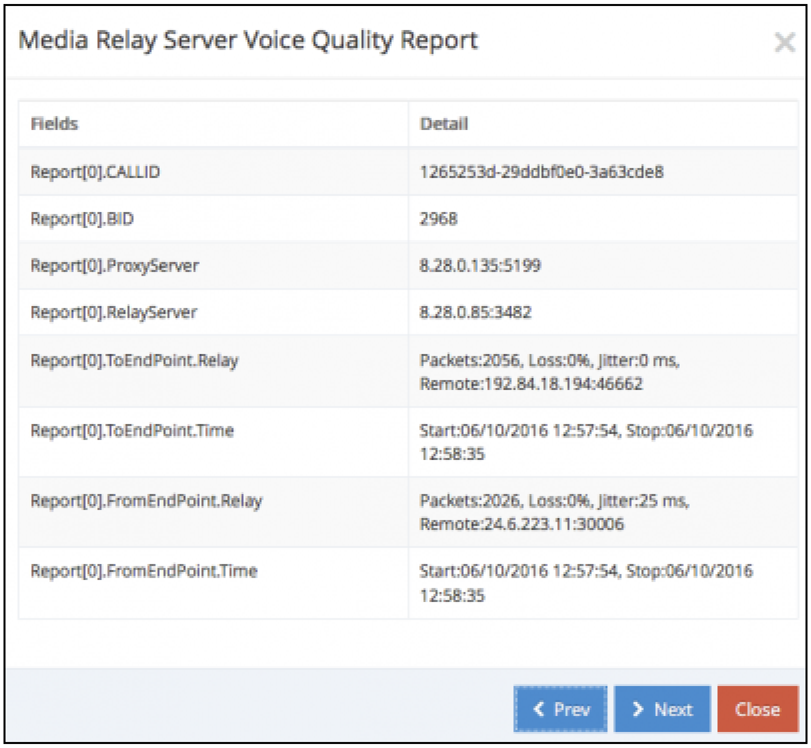
Analytics for 8x8 Work provides call quality details from both the endpoint perspective as well as from the 8x8 iPBX perspective. How can I access these metrics?

To see the call quality details:

1. Click next to the Call Quality Detail report to open the detailed metrics view.

   The first metrics that will be displayed are from the endpoint perspective.
2. Click **Next** to see metrics from the 8x8 iPBX perspective. The 8x8 iPBX perspective can come from one of two Media Relay servers used by the 8x8 platform. If no metrics are displayed for that Media Relay Server, that means that Media Relay Server was not used for this call.

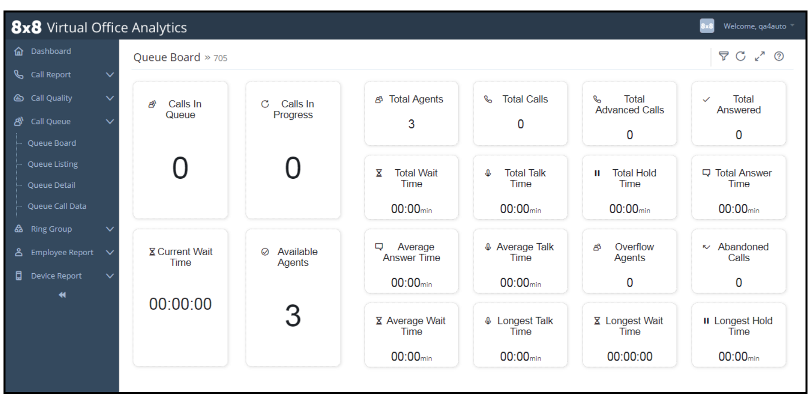
3. Click **Next** again to see the alternate Media Relay Server path metrics.



Get call queue metrics

Note: Available for Analytics for 8x8 Work Supervisors only.

8x8 Work Workgroup Dashboard and Reports provides a real-time view of call activity in any designated Call Queue or Ring Group within the 8x8 cloud phone system. Comprehensive call center-quality reporting on agent and queue performance is provided in a single dashboard view, available on any device. This is an excellent tool in managing customer Service Level Agreement (SLA) standards for help desk, sales teams, and other workgroups with a high call volume.



Features

- Review a queue dashboard to view overall and real-time data on the activity of any call queue in your call center.
- Get key metrics on all call queues in your organization at once, and compare their activity and quality of service.

- Within a queue, view detailed information on historical and real-time agent-level activity.
- Within a queue, view data on individual calls handled by agents.

Queue Dashboard

This report provides real-time and historical metrics for a call queue such as number of agents waiting to serve the queue, number of calls waiting in the queue, waiting time, number of calls answered so far, and more. This provides a snapshot of critical stats for a queue.

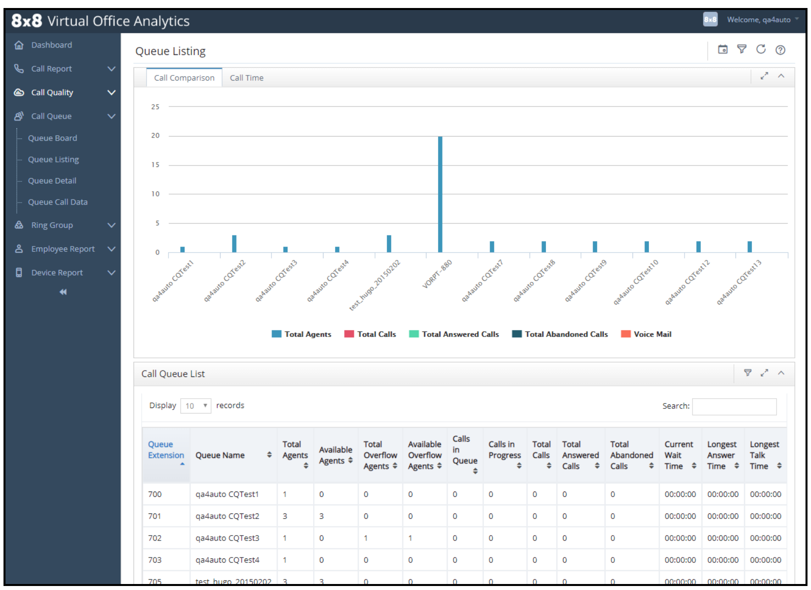
Glossary: Queue Board

Column	Description
Calls in Queue	Number of calls currently waiting to be served in the queue.
Calls in Progress	Number of calls currently handled by the agents logged in to the queue.
Total Agents	Total number of agents assigned to the queue, whether or not they are logged in.
Total Calls	Total calls being handled and waiting.
Total Advanced Calls	Calls that were advanced to the next available agent in the queue due to the unavailability of previous agents.
Total Answered	Total number of queued calls that were answered live in the time period monitored.
Total Wait Time	Total waiting time of all calls in the queue during the time period monitored.
Total Talk Time	Cumulative duration of the talk time of all answered calls during the time period monitored.
Total Hold Time	Cumulative duration of answered calls placed on hold during the time period monitored.
Total Answer Time	Cumulative time that calls in the queue waited before being answered during the time period monitored.
Current Wait Time	Cumulative wait time of calls currently waiting to be served in the queue.
Available Agents	Number of agents currently available to handle calls.
Average Answer Time	Total answer time averaged over all the calls during the time period monitored.
Average Talk Time	Total talk time averaged over all answered calls during the time period monitored.
Overflow Agents	Number of agents in the overflow call queue that are currently logged in to the queue.
Abandoned Calls	Number of queued calls abandoned by callers before being answered by agents during the time period monitored.

Column	Description
Average Wait Time	Total waiting time in queue averaged across all the calls during the time period monitored.
Longest Talk Time	The longest talk time of all calls answered during the time period monitored.
Longest Wait Time	The longest wait time of all calls answered during the time period monitored.
Longest Hold Time	The longest hold time of calls answered placed on hold during the time period monitored.

Queue Lists

Select this option for a quick view of critical metrics for all call queues in the phone system. Select the desired queue for additional stats.



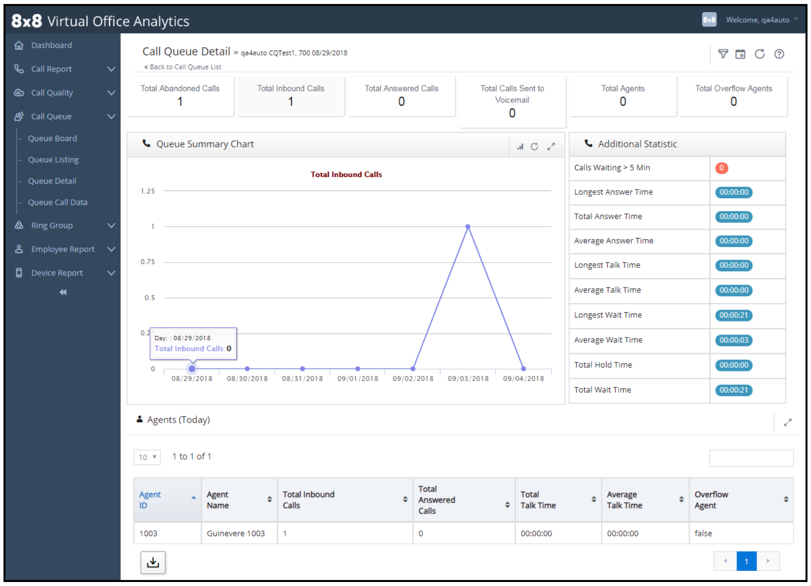
Glossary: Queue Listing

Column	Description
Calls in Queue	Number of calls currently waiting to be served in the queue.
Calls in Progress	Number of calls currently handled by the agents logged in to the queue.

Column	Description
Total Agents	Number of agents currently logged in to the queue.
Total Calls	Total number of calls being handled and waiting.
Total Advanced Calls	Total number of calls currently handled by the agents logged in to the queue.
Total Answered	Total number of queued calls that were answered live in the time period monitored. this excludes calls that went to voicemail.
Total Wait Time	Total waiting time of all calls in the queue during the time period monitored.
Total Talk Time	Cumulative duration of the talk time of all answered calls during the time period monitored.
Total Hold Time	Cumulative duration of answered calls placed on hold during the time period monitored.
Total Answer Time	Cumulative time that calls in the queue waited before being answered during the time period monitored.
Current Wait Time	Cumulative wait time of calls currently waiting to be served in the queue.
Available Agents	Number of agents available to handle calls at this time.
Average Answer Time	Total answer time averaged over all the calls during the time period monitored.
Average Talk Time	Total talk time averaged over all answered calls during the time period monitored.
Overflow Agents	Number of agents in the overflow call queue that are currently logged in to the queue.
Abandoned Calls	Number of queued calls abandoned by callers before being answered by agents during the time period monitored.
Average Wait Time	Total waiting time in queue averaged over all the calls during the time period monitored.
Longest Talk Time	The longest talk time of all calls answered during the time period monitored.
Longest Wait Time	The longest wait time of all calls answered during the time period monitored.
Longest Hold Time	The longest hold time of calls answered placed on hold during the time period monitored.
Total Calls Sent to Voicemail	Total calls that were forwarded to voicemail during the time period monitored.

Queue Detail

The queue detail report provides additional insight about the about the current status of agents assigned to the queue, breakdown of talk time, number of answered calls, abandoned calls for each agent. With just a click, you can check out the active calls and calls in the queue.



Glossary: Queue Detail

Column	Description
Agent ID	Extension number of the agent.
Agent Name	Name of the agent.
Current Status	Indicates the current status of the agent. Possible statuses are: Login, Logout, DND-On, DND-Off, Idle, Alerting, Ring pause, Wrap-up, Added (just added to queue), and Removed (Removed from the queue).
Last Status Change Time	The last time at which the agent changed status.
Total Inbound Calls	Total incoming calls presented to the agent during the time period being monitored.
Total Answered Calls	Total number of queued calls that were answered by this agent in the time period monitored.

Column	Description
Total Talk Time	Cumulative duration of the talk time of all answered calls by this agent during the time period monitored.
Average Talk Time	Average duration of the talk time of all answered calls by this agent during the time period monitored.
Login Time	The last time the agent logged in to this On Demand Login queue.
Logout Time	The last time the agent logged out.
Queue Type	The queue type can be Auto Login or On Demand. Auto Login allows agents to automatically log in to the queue when their extension is in service status. On Demand is when agents need to log in to the queue manually.
Overflow Agent	Indicates if the agent is an overflow agent or not an overflow agent (whether they are a primary agent in the queue).

Queue Call Data

This report captures call details of all calls processed by queues. You can pull these metrics for a desired time period.

From **Settings** , click **Select Dates** and select a date range.

- Ability to select metrics: Yes
- Ability to export: Yes

Glossary: Queue Call Data

This report provides call detail records of all calls handled by call queues.

Column	Description
Call ID	A unique call identification number that identifies all legs of the original call.
Leg ID	Identifies the leg of a call with a hop number, such as 1 for direct, or 2 for a forwarded or transferred call for which this record refers to.
Start Time	Call starts as soon as caller goes off hook to dial.
Answer Time	The time when the call is answered.

Column	Description
Stop Time	The time the first party disconnects the call.
Talk Time	Duration of the live call (Stop Time minus Answer Time).
Caller	The phone number of the caller.
Callee	The phone number of the called party.
Last Re-Direct Number	The number of the last party that redirected the call.
Cause	Reason for call, listed as Normal, Redirected, Transfer, or Conference.
Status	Indicates status of a call as InProgress (dialing, talking, redirected) or completed (ended).
Direction	Indicates the direction of the call as incoming or outgoing.
Parent Call ID	Parent call identification number of a complex (transferred, forwarded, or conference) call. Searching by a Parent Call ID collects call details of all legs of a complex call.
Transfer To Call ID	Call Identification number that a call is transferred to. If a call is transferred to a second call, it has a different Call ID. The second call will have a TransferToCall ID with the value of the first call's Call ID.
Caller Name	Caller name of the extension from which the call originated.
Callee Name	Name of the called party, if available.
Caller Device ID	The device identifier unique to the device of caller.
Callee Device ID	The device identifier unique to the device of the callee, if available.
Caller Device Model	Device Model used by the caller in this leg of the call.
Callee Device Model	Device Model used by the callee in this leg of the call.
Caller ID	Transmitted caller number and/or name.
Missed	Indicates whether the call is missed (includes calls that reached voicemail and or abandoned).

Column	Description
Abandoned	Indicates if the call is abandoned by the caller before it is answered or handled in this leg of the call (for this CDR).
Answered	Indicates if the incoming call was answered live (not including those answered by voicemail), or an outbound call that was answered (includes those answered by caller, auto attendant, and voicemail) for this leg of the call. In a multi-leg call, the first leg could be considered answered if answered by auto attendant.
Caller Service Name	Service Names include AutoAttendant, RingGroupService, ACDOperatorService, MasterSlaveService, OneNumberAccess, and ClickToDial.
Caller Service Type	Service Types include Custom, Virtual Extension, Voicemail, AutoAttendant, and CallParkExtension.
Callee Service Name	Service Names include AutoAttendant, RingGroupService, ACDOperatorService, MasterSlaveService, OneNumberAccess, and ClickToDial.
Callee Service Type	Service Types include custom, Virtual Extension, Voicemail, AutoAttendant, and CallParkExtension.
Last Re-Direct Type	Indicates if the call is a normal extension call, directed to a queue, or ring group. Possible values are 1 (normal extension), 3 (RINGGROUP), 4 (QUEUE), 5 (VIRTUALEXTENSION), 6 (MEDIASERVICE, like voicemail, Auto Attendant, or master-slave), and 7 (CALLPARKEXTENSION).
Caller Hold Duration	The length of time that the caller placed the call on hold.
Callee Hold Duration	The length of time that the callee placed the call on hold, if available.
Caller Disconnect On Hold	Indicates if the callee disconnected while on hold (listed as True or False).
Callee Disconnect On Hold	Indicates if the caller disconnected while on hold (listed as True or False).
PBX ID	Caller's phone system ID.
SIP Call ID	SIP Call ID for this call.
Original Caller	Original caller for this leg of the call.

Column	Description
Original Callee	Original Called Call Queue.

Introducing the Ring Groups Summary report

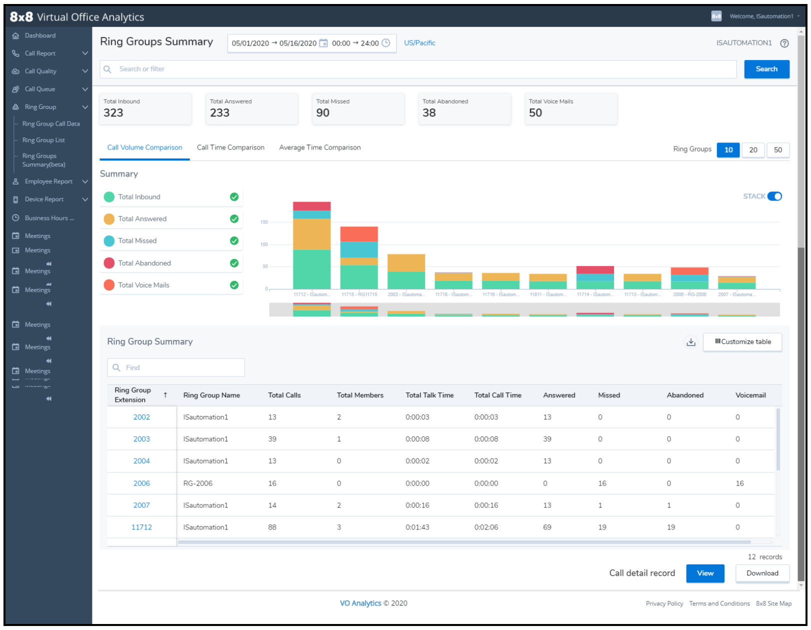
In the Analytics for 8x8 Work 2.4 release, as part of the migration to our new analytics platform, we have promoted the Ring Groups Summary report to be the primary report for ring group data. We expect to discontinue the legacy Ring Group reports in the next several months. This report contains the same metrics offered in the legacy reports, with significant improvements in usability and performance.

The enhanced Ring Group Summary report has replaced the Ring Group Listing and Ring Group Detail reports. With the enhanced Ring Group Summary report, you can:

- Enjoy easier and faster reporting.
- Enjoy more flexible metric comparisons.
- Access related call records easily (Let's say a ring group shows a few abandoned calls, simply sort and find the call detail records of abandoned calls.)
- Filter ring group data by sites.
- Access call details records for every call handled by ring groups. Take a deeper look at the call legs or simply view the call summary.
- Download member summaries for any ring group. (New)
- Select the desired columns in your report to meet your business needs.

To access the Ring Groups Summary beta report:

1. Log into Analytics for 8x8 Work.
2. Go to **Ring Group > Ring Groups Summary** from the menu. The Ring Group Summary report launches.

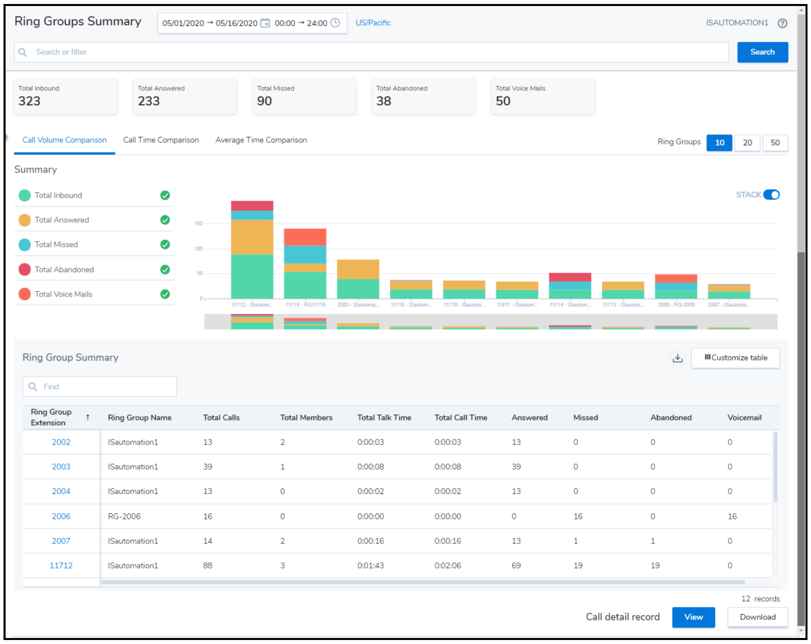


Access Ring Group data charts

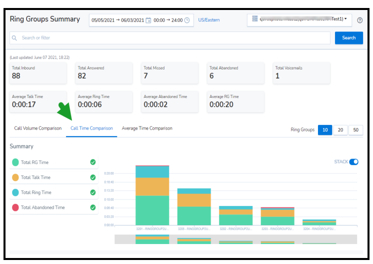
You can access comparative data for all ring groups using the following data charts:

- The Call Volume Comparison chart offers comparative metrics for total inbound, answered, missed, abandoned, and voice calls

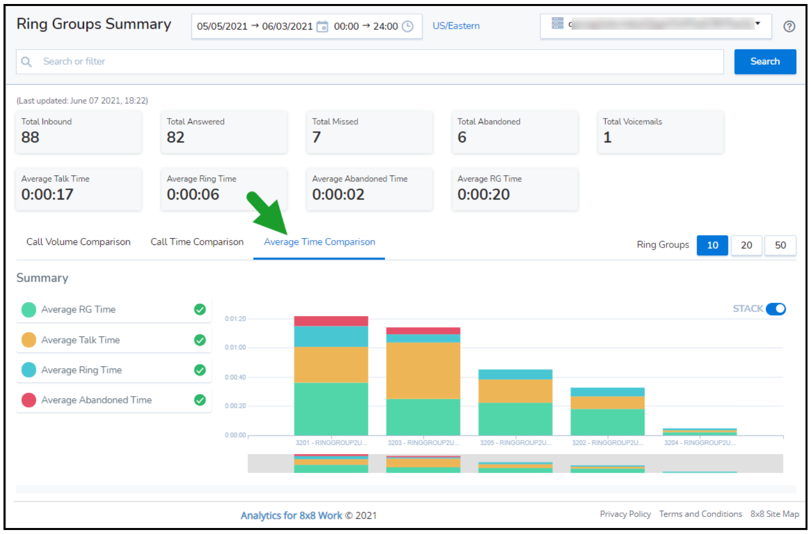
  .



- The Call Time Comparison chart shows comparative metrics for Total Talk Time,for all the ring groups.



- The Average Time Comparison chart shows comparative metrics for Average Talk Time, Average Ring Time, and Average RG Time, and Average Abandoned Time for ring groups.



Access Call Detail Records of ring group calls

The new report now offers integrated call detail records (CDRs) for all ring group calls. You can access CDRs related specifically to the displayed summaries, and can download them as call records or call legs. Learn more.[1]

Let's say you are reviewing call details of a transferred ring group call, it is currently presented as two individual call legs with detailed call data. While the individual call leg metrics are quite helpful for investigation or analysis, they can be challenging to consume. For example, if you want summary values by call for metrics such as total talk time or total ring time of the entire call, you would need to sum up those time metrics of the two individual call legs. With CDRs presented as call records, you can get the consolidated data in a simple click.

To access call details records for ring group calls:

1. Log into Analytics for 8x8 Work.
2. Go to **Ring Group > Ring Group Summary** from the menu. The Ring Group Summary report launches.
3. Scroll down, click **View**. A pop-up window launches presenting the call detail records.

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[1] CDRs can be presented as Call Records or Call Legs. The Call Record is a single record view of the overall call designation and metrics and is represented by a single Call ID. The Call Leg provides detailed metrics for each individual call segment within the same call journey and is represented by a Call Leg ID associated with the Call ID. Call Legs (Simplified) does not include child calls (e g. ring group offers).

4. If you wish to view detailed call legs (formerly the default view), select **Call legs** from the menu.

Glossary: Ring Groups Summary

This report tracks call traffic and average call handling times for each ring group.

Column	Description
Ring Group Extension	Extension number of the ring group
Ring Group Name	Name of the ring group
Total Members	Total number of members that were offered calls
Total Calls	Total number of unique calls received by the ring group extension that were answered or missed.
Answered	Number of incoming calls answered live; includes repeat answers within the same Call ID.
Total Answered	Total number of incoming calls answered live.
Missed	Number of calls that were NOT answered live; includes repeat interactions within the same Call ID.
Total Missed	Total number of incoming calls that were NOT answered live.
Abandoned	Number of incoming calls abandoned by callers before being answered live or reaching voicemail; includes repeat interactions within the same Call ID.

Column	Description
Total Abandoned	Total number of incoming calls abandoned by callers before being answered live or reaching voicemail.
Voicemail	Number of incoming calls that reached voicemail.
Total Voicemail	Total number of incoming calls that reached voicemail
Total RG (Ring Group) Time	Total time spent (ring time + talk time + voicemail time) by callers in a specific ring group. It includes multiple visits during the same call. Learn more.[1]
Total Ring Time	Total time callers experienced ringing. This is the cumulative time spent ringing for ring group members before being answered or missed.
Total Talk Time	Total time all callers engaged with a ring group member. This is the total duration of the live answered calls (Stop Time, minus Answer Time).
Total Abandoned Time	Total time callers waited, since the last successful transfer, before disconnecting. Cumulative duration of all abandoned calls to this ring group extension (all calls where caller ends the call before being answered). Abandoned Time for ring group is time spent where the caller ends the call after it was transferred to the ring group extension, but before being answered.
Average RG time	Average time (ring time + talk time + voicemail time) spent by callers in a ring group.
Average Ring Time	Average time a caller experienced ringing.
Average Talk Time	Average time a caller engaged with a member.
Average Abandoned	Average time a Caller waited, since the last successful transfer, before disconnecting.

[1] The Total RG Time metric helps determine how much time a given caller spent in a given Ring Group (or Ring Groups) as part of their call journey. Let's say John answered a customer call from Tier 1 Support ring group. After talking to the customer, he transferred it to the Tier 2 Support ring group for attention. The RG time for Tier 1 Support ring group and Tier 2 Support ring group are now tracked separately, helping you understand the time spent in each ring group. This metric is available for both Ring group summary and individual ring groups. Note: If no members are logged in, and the call can not be offered to any members, the RG Time will NOT increment.

Column	Description
Time	
Site	Site that the ring group is assigned to.

Glossary: Ring Group Member Details

This report tracks call traffic for each ring group member. If Joe and Robin are members of the Support ring group, you can now track the number of calls each member has answered, their total talk time and more.

Column	Description
Member Extension	Extension number of the ring group member
First Name	First name of the user assigned to the member extension
Last Name	First name of the user assigned to the member extension
Total Calls	Total number of incoming unique call IDs offered at least once to the ring group member
Offered	This metric is applicable to ring group members only. It is the total number of calls offered to a ring group member. This includes multiple attempts for the same call ID. (Offered = Answered + Advanced) Learn more.[1]
Answered	Total number of incoming calls answered live by a ring group member; includes repeat answers within the same callId (Offered = Answered + Advanced)
Advanced	Total number of incoming calls that were offered to the ring group member but NOT answered; includes repeat offers within the same call ID (Offered = Answered + Advanced).
Total Talk Time	Total time all callers engaged with a ring group member. This is the total duration of the live answered calls (Stop Time, minus Answer Time).
Average Talk Time	Average time a caller engaged with a ring group member

[1] Let's say a call was offered twice to the member, the count for Offered will be two. How many times is the call offered to the ring group member before being answered? This metric helps in understanding the efficiency of ring group members.

Column	Description
Total Ring Time	Total time callers experienced ringing
Average Ring Time	Average time Callers experienced ringing. This is the average time spent ringing for the ring group member before being answered.

Computation scenarios for the Total Calls metric

In the Ring Group Summary report, the **Total Calls** counts the total number of unique calls received by the ring group extension that were answered or missed. There are cases when the **Total Answered/Missed/Abandoned** metric is bigger then the **Total Calls** metric, as the **Total Answered/Missed/Abandoned** metrics counts each interaction with the Ring Group within the same call ID.

Scenario 1 - Answered inbound call ID

Let's say a ring group has 2 members logged in, and the ring group receives a call initiated by a caller outside the ring group.

During the same call ID:

1. Member 1 answers the incoming call.
2. Member 1 transfers the call back to the ring group.
3. Member 2 answers the call.

Note: For the ring group, the **Total Answered** metric counts the calls that were answered live within the same call ID (the call answered by Member 1 + the call answered by Member 2). No abandoned call was counted, as the caller did not abandon the call.

The counters indicates:

- **Total Inbound** = 1
- **Total Answered** = 2

Scenario 2 - Missed inbound call ID

Let's say a ring group receives a call initiated by a caller outside the ring group.

During the same call ID:

1. No member of the ring group answers the incoming call, and the incoming call is forwarded to another user, based on the call following rule applied to this user.
2. User 1 answers.
3. User 1 transfers the call back to the same ring group.
4. No one answers the call.
5. Caller abandons.

Note: For the ring group, the **Total Missed** metric counts the calls that were NOT answered live within the same call ID (the first forwarded call + the call forwarded by User 1).

The counters indicates:

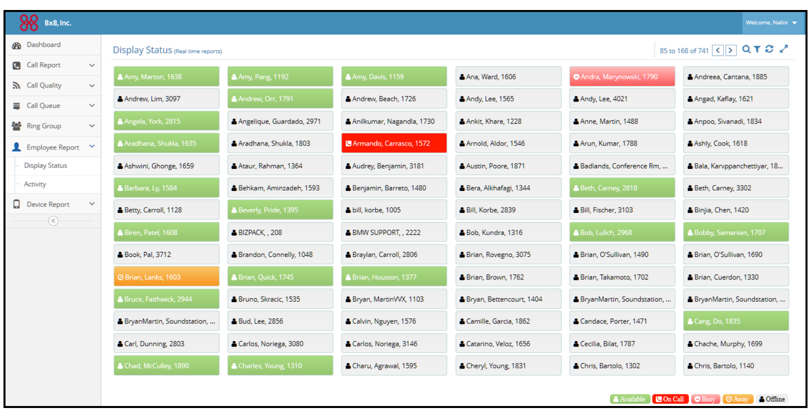
- **Total Inbound** = 1
- **Total Missed** = 2

Get the Employee Status report

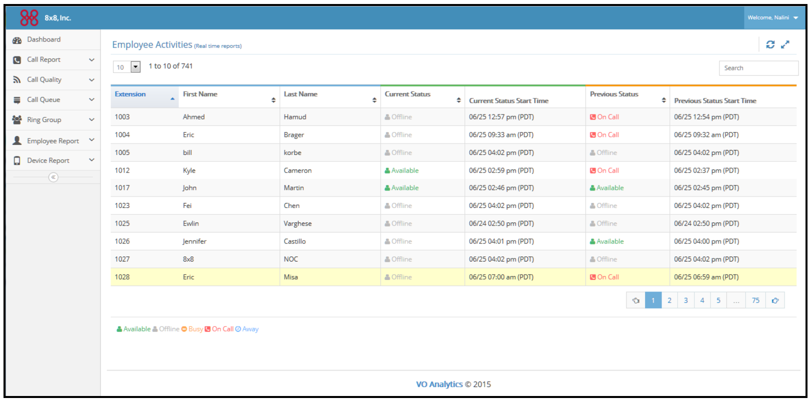
Need to see how many of your agents are on a call at any given time, or review the current and last-used status of your employees? With Analytics for 8x8 Work, you can track the status of all employees within the phone system in the Display Status and Employee Activities views, and get a better picture of how to optimize call center service. To get a better understanding of employee status at any time, you can search by first name or last name, or filter alphabetically.

Features

- From the Display Status view, access real-time status of all extension users within the phone system. You can filter employees based on their current status or reset the filter by selecting **All**.



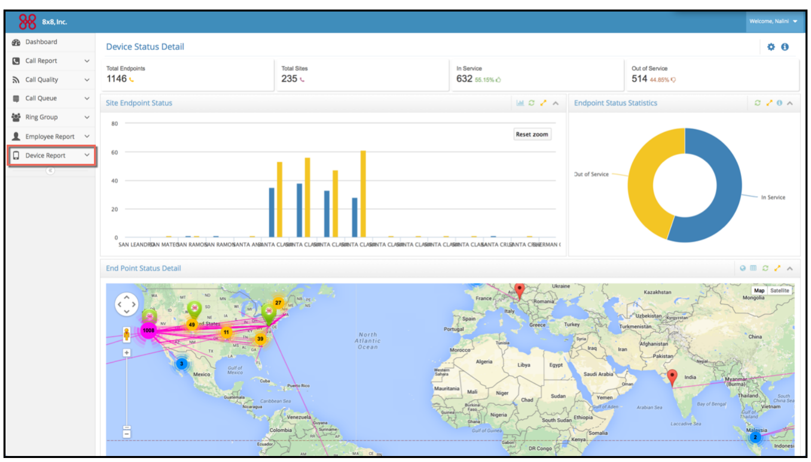
- From the Employee Activities view, easily view the current status of an employee, their previous status, and the time of their last status change.



Get the Device Status report

8x8 Work Service and Quality manager provides real-time information on the status of all endpoint devices within the organization's 8x8 cloud phone system to rapidly view the health of any device, and adjust to any areas of failure. This report shows how many IP endpoints are in service (connected to 8x8 servers online) or out of service.

Note: Unused extensions only disappear from the report after 90 days of inactivity.



Features

- Track devices and employee usage.
- Identify network service issues, such as outages during a large storm.
- Monitor the real-time status of devices connected to the network.

- View the geographic location of each phone in your network.
- Understand and manage any service disruption before it can negatively impact call center performance.

End-of-life announcement for the Meetings Report

On June 30th, 2021, the Meetings Report in Analytics for 8x8 Work was discontinued.

What does this mean?

That this report will not be available in this location within the application. Meetings details are still available, but require access via the 8x8 monitoring and troubleshooting service called callstats.

Am I affected?

Yes, because this report will no longer be available after July 30, 2021. Your administrator is able to give you access to callstats, which is our updated real-time metrics and analytics solution to help administrators to support and to track meeting performance. This capability is available via the admin console.

What do I need to do before June 30th?

If you continue to need meetings details, please contact your administrator to verify if you have access to callstats, the 8x8 WebRTC monitoring and troubleshooting service, which provides real-time metrics and analytics to track meeting performance.

What if I need help or have questions?

If you would like to learn more about how to use callstats, the 8x8 WebRTC monitoring and troubleshooting service, please take a look at our new training "Introduction to callstats". If you need access to callstats within Admin Console, reach out to your administrator. For any other questions, please reach out to 8x8 Support or your account representative.

Here is the link to Introduction to callstats https://www.callstats.io/trainings

Track inbound calls by business hours

Have you ever wanted to evaluate staffing needs based on the call traffic during business hours? Accessing the call volume during the peak hours of your business helps you with staffing decisions. With Analytics for 8x8 Work, you can now generate a report based on specific business hours you have stored. You can also download the report in CSV format.

Note: The Business Hours report is available with the Supervisor license only.

Features

- View inbound call traffic per extension for business hours and off hours.
- Define and store business hours as needed. This information is stored in the user's browser only.
- Download the report in CSV format.

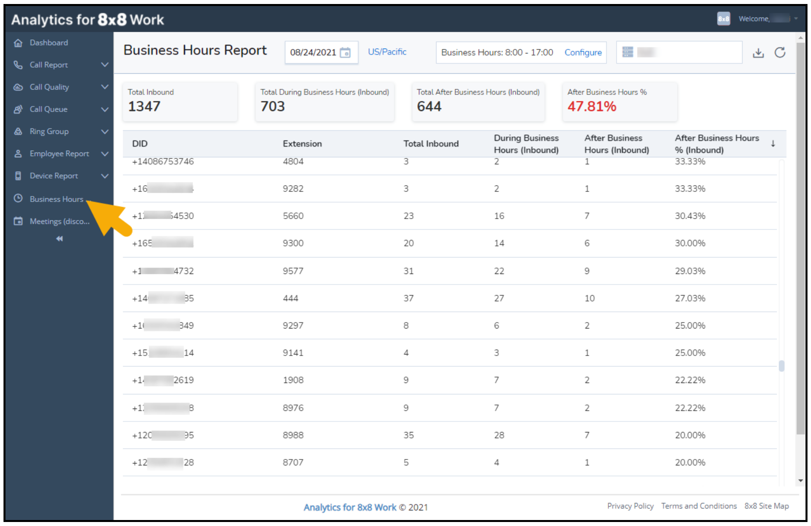
Limitations

- Calls are not split into Answered, Missed, and Abandoned. It includes the total number of calls.
- The data in the Business calls report is by PBX and not by site or other business entity.

Access the Business Hours report

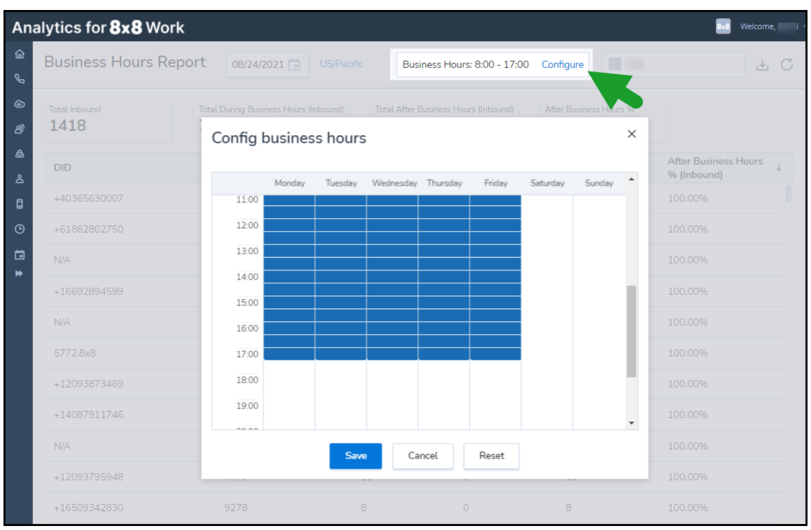
1. Log into Analytics for 8x8 Work.
2. From the navigation menu, select the **Business Hours** report. The report is automatically generated and presented. The report offers metrics for total number of inbound calls received during business hours and outside

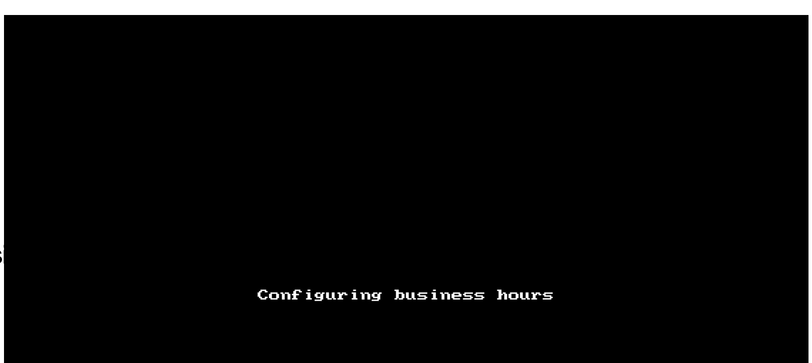
glossary.



Configure the business hours

By default, your company's business hours are set to 8 am to 5 pm. To modify the business hours, in the header, for business hours, click **Configure**. From the schedule that opens, select the start hour and the closing hour for each day as desired. Click **Save**.





The business hours data is stored as part of a cookie in the browser. You can modify the business hours. On clearing the browser cache the business hours information previously entered is removed. The information is kept only in the browser of the user and thus is not set for all the users of the PBX. Each user would have to set this up for themselves.

Viewing call data for a specific day

1. Select any day from the calendar to review the historical call data based on the business hours.
2. To select a day from the calendar, click to reveal the calendar.
3. Pick the desired date and click .
4. Select to save the report locally.

Glossary

The following metrics are applicable for a given day. By default, the report extracts data from the beginning of the current day.

Column	Description
DID	The direct inward dialing number.
Extension	Extension number reached by this DID.
Total Inbound Calls	Total number of incoming calls received by the phone system from outside.
During Business Hours (Inbound)	Total number of incoming calls received during the business hours.
After Business Hours (Inbound)	Total number of incoming calls received outside the business hours.
After Business Hours % (Inbound)	The percentage of inbound calls received after business hours.

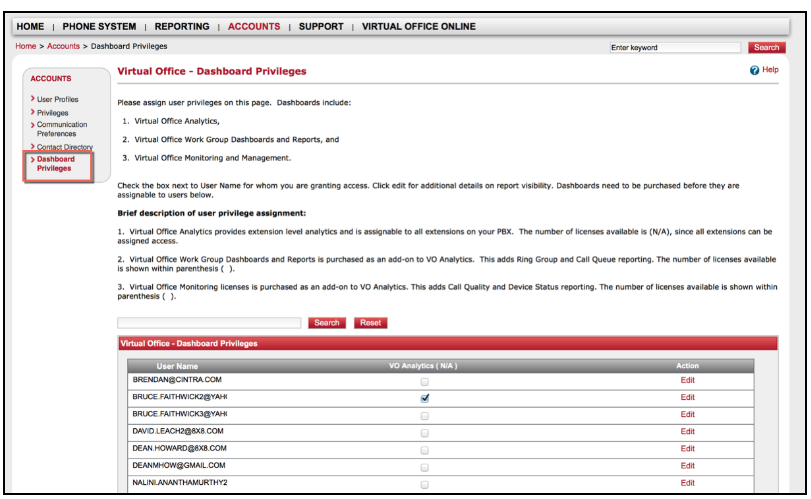
Configuring Privileges for Dashboards

Analytics for 8x8 Work is currently offered in three separate bundles:

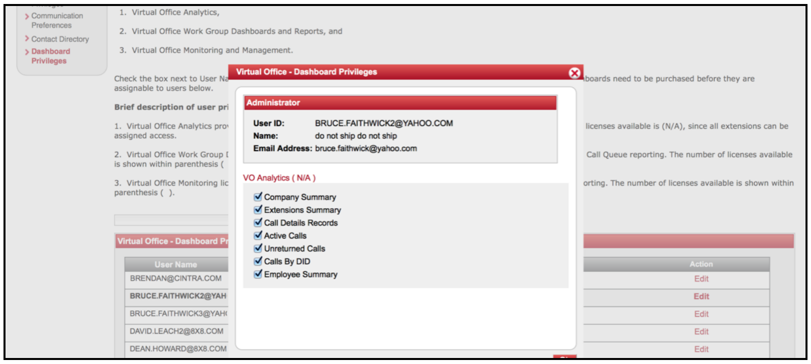
- **Analytics for 8x8 Work Essentials**: Comprehensive set of unique dashboards and reporting options for all extensions in an organization's 8x8 cloud phone system.
- **Analytics for 8x8 Work Supervisor**: Real-time view of all call activity for selected call queues or ring groups within the 8x8 cloud phone system. Get comprehensive call center-quality reporting in a single dashboard view, available on any device.
- **Analytics for 8x8 Work Service Quality**: Real-time information about endpoint devices and call quality.

To configure privileges for Analytics for 8x8 Work:

1. Log in to Account Manager.
2. Open the **Accounts** tab.
3. Select **Dashboard Privileges** from the navigation menu on the left to display a list of administrators.



4. Select an administrator, and edit to include the dashboard privileges.



5. Configure the desired privileges at the extension level, and **Save**.