

The SolSwitch logo consists of the word "SolSwitch" in a blue, sans-serif font, with a trademark symbol (TM) to the right.**Reporting and Monitoring Tools****Description****Agent Stats**

Select one or multiple agents/extensions and get a detailed report for a specific time frame that includes: total calls, inbound calls, outbound calls, average handle time, average time to answer and average service level.

Call Detail Records

Provides the call history with vital information such as the start date, start time, duration, caller name, caller number, dialed number, call path, call disposition, call type and call length.

CDR Report Builder

Build custom Call Detail Record reports using specified filters and parameters. You can also save your custom reports for future use.

Current Call Report

Displays all active calls currently taking place with the source number, inbound/outbound direction, destination number and duration along with the ability to hang up the call.

Customer Call Reports (Multi-Tenant Licence)

A report outlining existing customers and their call usage.

Extension Time Report

Provides a detailed report of inbound and outbound call quantity, time on inbound calls, time on outbound calls, total wrap-up time, average wrap-up time, total log-in time, total log-out time, total time in Not Ready mode and total time in Ready mode per extension(s) and/or queue(s) within specific dates.

Live Agent Stats Report

A live dashboard presenting a breakdown of all agents and all queues along with countless live statistics concerning the queues and agents.

Live Queue Stats

The live queue statistics will show live details for all queues including total calls, callbacks, available agents, answered calls, abandoned calls, wait time, estimated wait time, voicemails and service level.

Queue Agent Busy Report

When the system is configured to use agent 'busy codes', this report will present which agents and which queues are using which 'busy codes'.

Queue Call Breakdown Report

A report broken down and/or filtered by queue display the daily calls queued, calls handled, calls abandoned along with the minimum and maximum wait times, average wait time, answered rate and abandoned rate.

Queue Call Reason Report

When the system is configured to use agent 'reason codes', this report will present which agents and which queues are using which 'reason codes'.

Queue Callback Details

Provides a list of scheduled queue callbacks and their details.

Queue Graphs

This feature generates a graph which represents queue activity between selected date and times.

Queue Service level Report

A detailed report of queue service levels and abandoned calls for any specified time frame and on any or multiple queues.

Real-Time Log

View real-time debugging logs regarding the VoIP activity or provisioning activity on the system.

Scheduled Report

Configure your system to run a specific report and email the results to any recipient(s). Reporting schedules can run simultaneously. Schedules are fully customizable as are the details of the report itself.

SIP Ping Monitor Report

This feature generates a graph which represents SIP account activity between selected date and times.

System Status Report

Get details regarding your system's database and server status. Useful to see system stats such as total processed calls and system uptime.

Toll Reporting

Get detailed reports regarding toll plans and long distance calling per customer.

Trunk Usage Report

Trunk usage allows clients to view a list of their trunk names and usage levels. Our system also produces graphical data to better analyze your system.

Voicemail Usage Report

A list of voicemail boxes on the system, their name, telephone extension as well as the current size of their mailbox inbox.