

Reporting Overview

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The reporting menu allows administrators and call center managers to view and analyze call traffic.

Various reports are available within this module and all include the following actions:

- **Render:** Displays the report on screen. Reports can then be downloaded as a CSV.
- **Print Report (PDF):** Generates a PDF output of the report.
- **Email Report:** A PDF file is routed to the selected email address.
- **Schedule Report:** Establish a recurrence for the report. Scheduled Reports are available from the **Dashboard > Reports** tab.
- **Export to CSV:** Generates a CSV (comma-separated values) file, ideal for viewing and manipulating the data in Microsoft Excel.

 Render Report

 Print Report (PDF)

 Email Report

 Schedule Report

 Export to CSV