

In-Call Analytics

Last Modified on 02/05/2020 11:09 am EST

Render desired report within the Reporting menu and click the analytics link for the specific call to review in call analytics. Kerauno users can access In-Call Analytics from the **My Calls** tab from the dashboard.

In-Call Analytics is useful for viewing and analyzing in depth individual call data. In-Call Analytics provides the life cycle of a call through Kerauno. For example, ring time, length of call, transfer, conference, hold, or other activities that took place during the call.

Note: Duplicate entries may appear on this report as a result of calls entering your system and then routed through a Ring Group or IVR.

To access in call analytics, simply click on the call **Date/Time** hyperlink within any of the available reports as shown here:

Date/Time	Type	From	To	Destination	Duration	Trunk	CID Name
(1) 2020-01-10 14:43:20	Incoming	+16140000000	+18330000000	+18330000000	00:00:06	Services Group	
(2) 2020-01-10 14:43:10	Outgoing	Marcus Watson	3170000000	3170000000	00:02:45	Services Group	Marcus Watson

In-Call Analytics Data

Main Menu:

A table displays detailed call information, available recording, and a breakdown of call activities (ring, hold, transfer, etc.).

IN-CALL ANALYTICS

In-Call Analytics:
(0000000.000000)

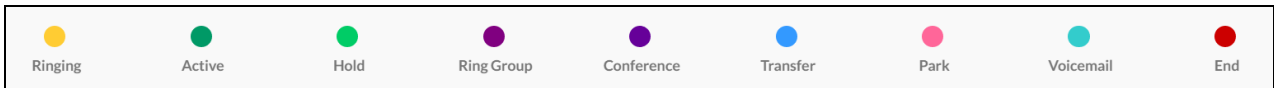
Date/Time	Type	From	To	Destination	Duration	Hold Time	Disposition	Trunk	CID Name	Recording	Actions
2020-01-13 17:14:57	Outgoing	Albert Holman	3170000000	7650000000	00:01:14	N/A	Answered	Services Group	Albert Holman	▶ 0:00	Remove Recording

Time Event

17:14:57 BOLT4471 called 7650000000

● Ringing ● Active ● Hold ● Ring Group ● Conference ● Transfer ● Park ● Voicemail ● End

The color-coded chart illustrates call activity from start to finish:



Ringing	Call initiated and awaiting answer.
Active	Active two-way audio between caller and agent.
Hold	Caller placed on Local Hold and hears hold music.
Ring Group	Call entered a Ring Group and hears hold music and Ring Group messages, when configured.
Conference	Local conference call or Ad-Hoc or Leader-Based Kerauno Conference Room initiated.
Transfer	Call transferred to another extension either blind or assisted.
Park	Call placed in a parking lot.
Voicemail	Call placed into an extension's voicemail box.
End	Call terminated by either agent or caller.

Hover over any color-coded segment to view an approximate duration of the activity.

