

Downline Report

Last Modified on 01/29/2020 12:34 pm EST

Navigate to **Reporting > Downline Report**.

This report allows administrators the ability to view all outbound call activity. This analytics report is designed for use with sales teams or other employee groups making a large number of outbound calls.

Main Menu:

↓ DOWNLINE REPORT

Downline Report:

User(s):
↓ Select Extensions: [dropdown]

Reports:
[line graph icon] Select Reports: Unselected [dropdown]

Start Date:
[calendar icon] 24-January-2020

End Date:
[calendar icon] 24-January-2020

[pencil icon] Render Report [print icon] Print Report (PDF) [email icon] Email Report [calendar icon] Schedule Report

To run a report, select the desired **Extension(s)** and corresponding **Reports**.

User(s):
↓ Select Extensions: 3401, 3432, 4201, 4460 [dropdown]

Reports:
[line graph icon] Select Reports: #1, #2, #3, #4, #5, #6 [dropdown]

Populate a **Start Date** and **End Date** for the report.

Start Date:
[calendar icon] 10-January-2020

End Date:
[calendar icon] 10-January-2020

Click **Render Report** once search criteria is populated.

[pencil icon] **Render Report** [print icon] Print Report (PDF) [email icon] Email Report [calendar icon] Schedule Report [export icon] Export to CSV

Report results are displayed on screen for each selected report. **Export to CSV** is available at the top of each individual report as well.

Downline Reports

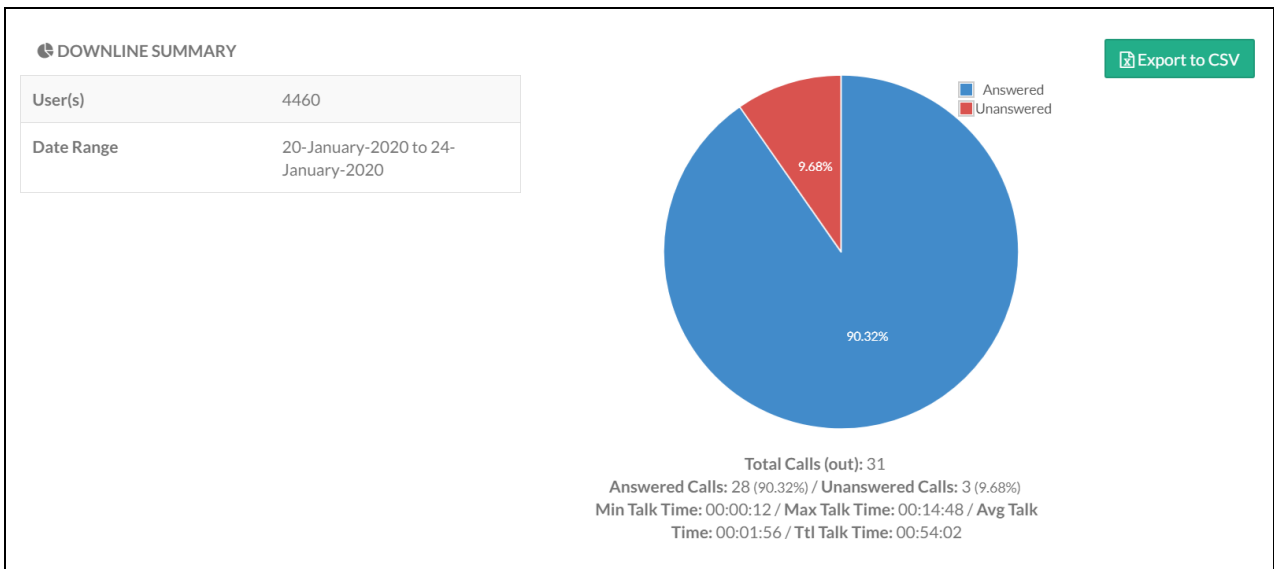
There are six available reports within the Downline Report menu. Select desired reports(s) or click **Select All Reports** to return all available data.

- Downline Summary
- Calls Per Hour
- Calls Per Day
- Average Talk Time
- Downline Stats by User
- Downline Call Details

Downline Summary

This report provides the most basic information about the selected extension(s) overall:

- Total Calls
- Answered Calls
- Unanswered Calls
- Minimum Talk Time
- Maximum Talk Time
- Average Talk Time
- Total Talk Time

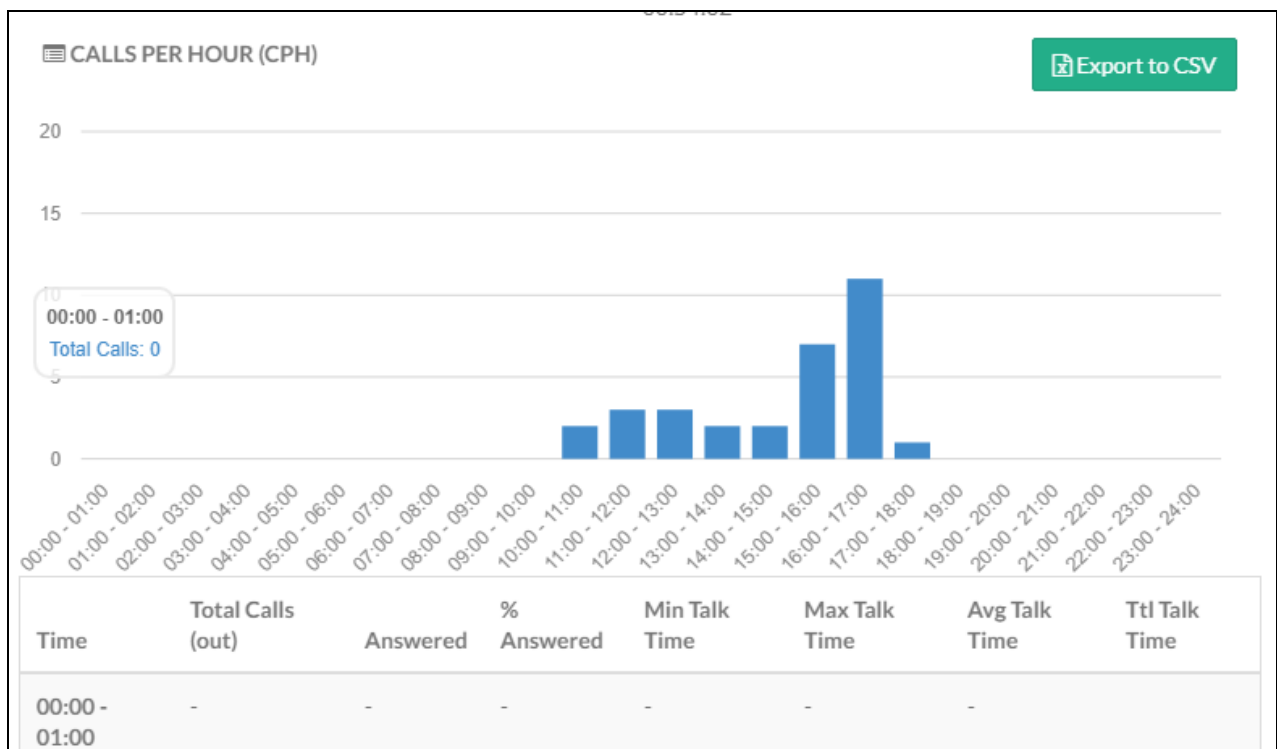


Calls Per Hour

This report displays the number of calls in a bar graph per hour. Hover over a particular time frame to display the total number of answered calls during that hour.

Hovering the mouse over any specific bar in the graph illustrates the number of calls for that hour.

A detailed chart displays below the graph with the number of calls taken by hour with additional metrics.

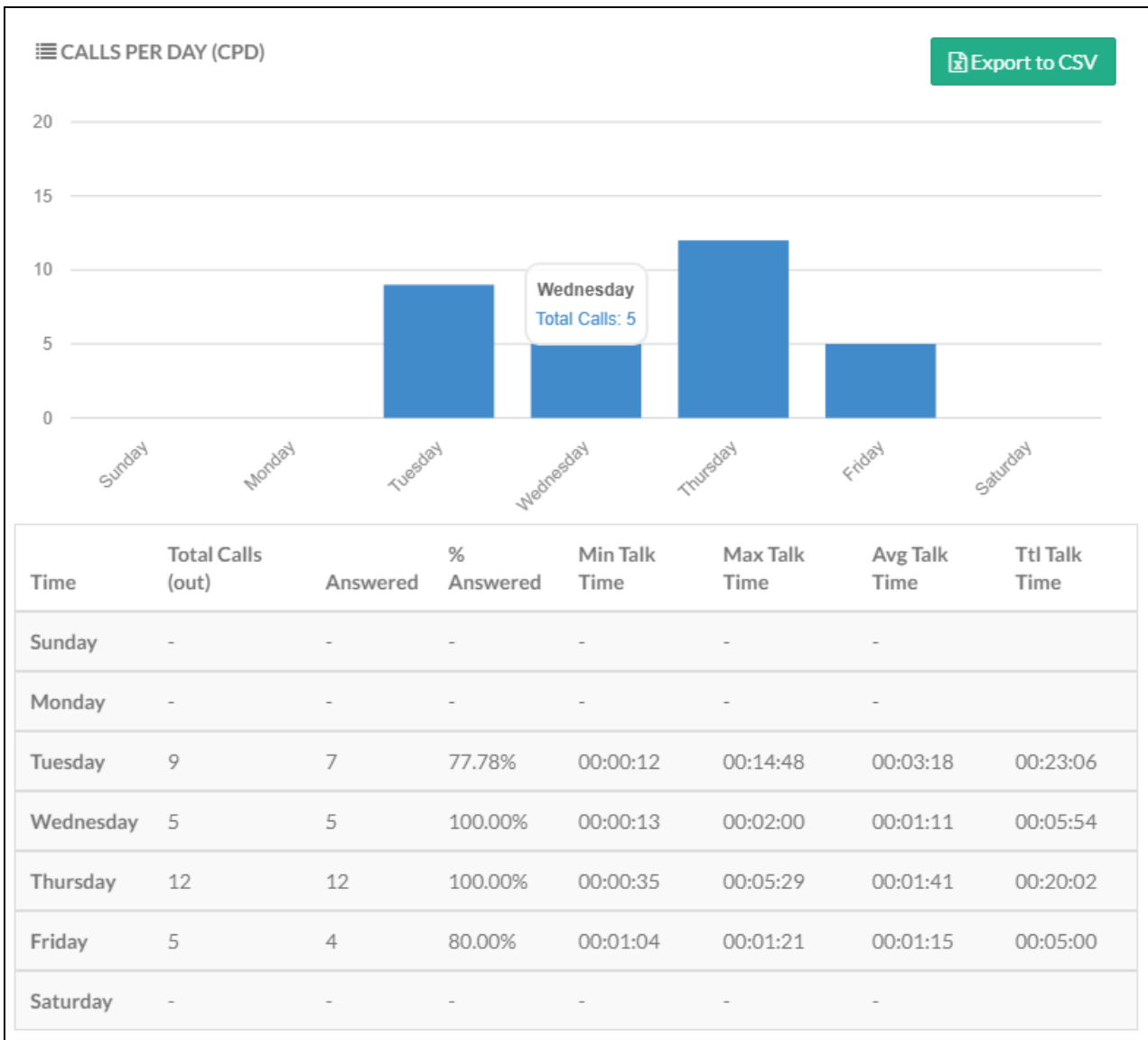


01:00 - 02:00	-	-	-	-	-	-	-
02:00 - 03:00	-	-	-	-	-	-	-
03:00 - 04:00	-	-	-	-	-	-	-
04:00 - 05:00	-	-	-	-	-	-	-
05:00 - 06:00	-	-	-	-	-	-	-
06:00 - 07:00	-	-	-	-	-	-	-
07:00 - 08:00	-	-	-	-	-	-	-
08:00 - 09:00	-	-	-	-	-	-	-
09:00 - 10:00	-	-	-	-	-	-	-
10:00 - 11:00	2	2	100.00%	00:01:19	00:01:21	00:01:20	00:02:40
11:00 - 12:00	3	2	66.67%	00:01:04	00:01:16	00:01:10	00:02:20
12:00 - 13:00	3	3	100.00%	00:00:35	00:01:29	00:00:57	00:02:51
13:00 - 14:00	2	2	100.00%	00:00:12	00:14:48	00:07:30	00:15:00
14:00 - 15:00	2	2	100.00%	00:01:24	00:05:29	00:03:27	00:06:53

Calls Per Day

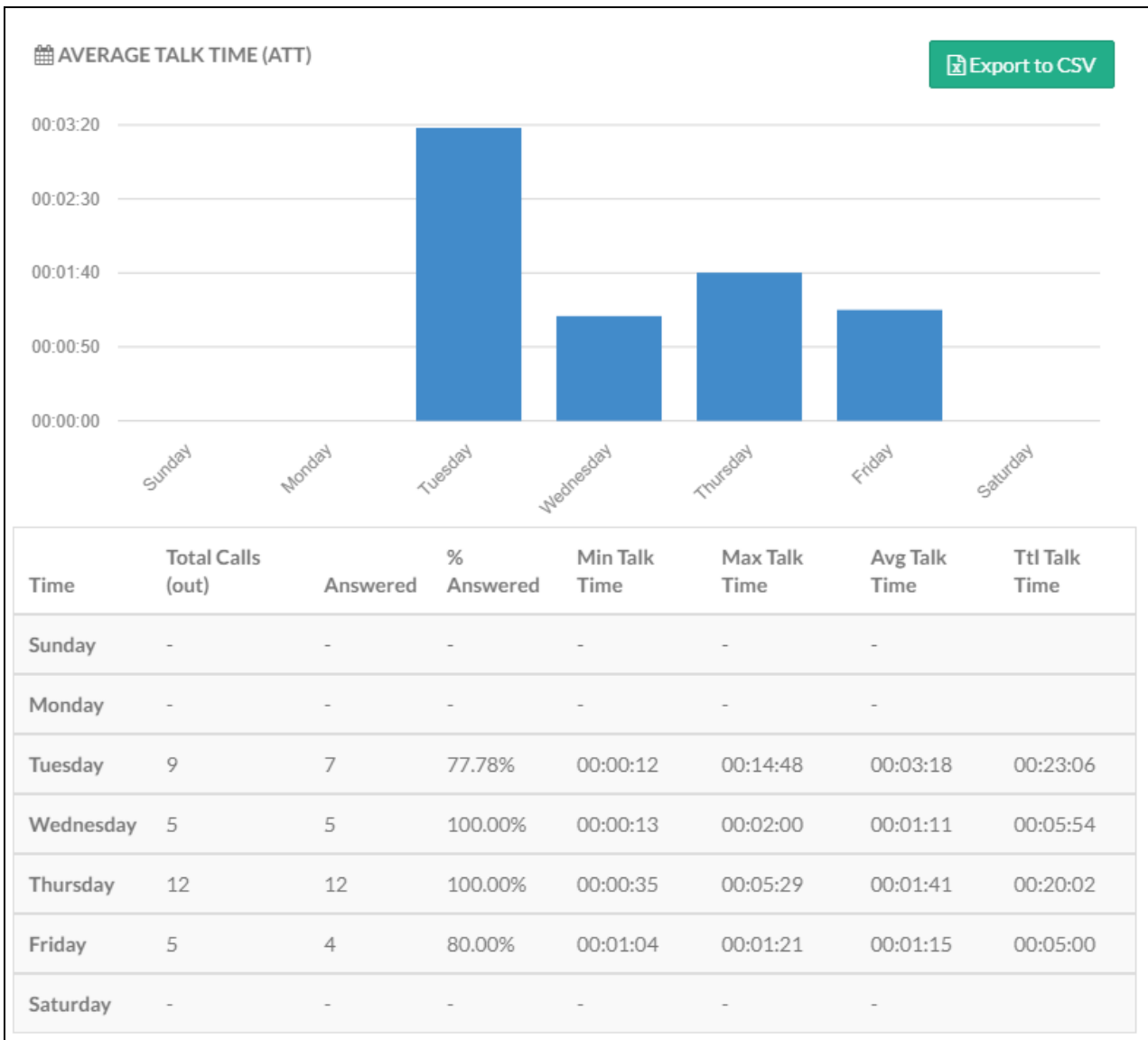
This report displays the number of calls in a bar graph per day. Hover over a particular day to display the total number of answered calls during that day. Hovering the mouse over any specific bar in the graph illustrates the number of calls for that day.

A detailed chart displays below the graph with the number of calls taken by day with additional metrics.



Average Talk Time

This report displays the average talk time by day. Blue reflects active calls during the corresponding hour on the graph. A detailed chart displays below the graph with the number of calls taken by day with additional metrics.



Downline Stats By User

This report provides the most basic information broken down by the individual extensions selected:

- Total Calls
- Answered Calls
- Unanswered Calls
- Minimum Talk Time
- Maximum Talk Time
- Average Talk Time
- Total Talk Time

DOWNLINE STATS BY USER

Export to CSV

User	Total Calls (out)	Answered	% Answered	Min Talk Time	Max Talk Time	Avg Talk Time	Ttl Talk Time
Marsha Collins	31	28	90.32%	00:00:12	00:14:48	00:01:56	00:54:02

Downline Call Details (CDR)

This report shows all available CDRs for the selected extensions. The report includes typical CDR data including date/time of call, duration, and Caller ID info. Answered calls display in blue, while abandoned calls display in red.

Clicking the Date/Time hyperlink retrieves the [In-Call Analytics](#).

DOWNLINE CALL DETAILS

Export to CSV

Date/Time	From	To	Duration	CID Name
(1) 2020-01-24 11:49:39	 Marsha Collins	 317000000	00:01:04	Marsha Collins
(2) 2020-01-24 11:28:45	 Marsha Collins	 317000000	00:00:00	Marsha Collins
(3) 2020-01-24 11:03:20	 Marsha Collins	 317000000	00:01:16	Marsha Collins
(4) 2020-01-24 10:52:43	 Marsha Collins	 317000000	00:01:21	Marsha Collins
(5) 2020-01-24 10:44:31	 Marsha Collins	 317000000	00:01:19	Marsha Collins