



Call Center Reports (Supervisor)

Overview

Call Center Standard and Premium provide reporting functions for supervisors to report on activity and performance of agents and call centers under their supervision. These reports are also referred to as Enhanced Reports.

There are two main categories of reports:

- Agent Reports – Displaying individual agent performance.
- Call Center Reports – Displaying the performance of the call center queue.

Feature Prerequisites

- In order to access the supervisor console, the Broadworks Supervisor service must be assigned to the user.
- Agents must be assigned to the supervisor in order for agent data to display.
- You must be using either a Standard or Premium Call Center.

Running Reports

To run a report:

1. From the Call Center Application, click the Reporting link (upper right hand corner).
2. A Report window appears. Select a report template from the drop-down list. Options will include all Agent and Call Center report templates.
3. The page displays the input parameters for the report which will vary depending on the report template chosen. Fill in the required information. The following window provides information regarding each input parameter option.