XMU+/SBX2 Statistical Reports

OPTIMIZE YOUR OPERATION

Do you wonder if your customers calls are being handled most efficiently? Both the XMU+ and SBX2 track the number of calls processed and the call flow activity of callers. This information can then be used to optimize your system operation.

AVAILABLE REPORTS

Line Reports
These display the amount of activity on individual lines, per card total and system total. There are 2 types of Line Reports:
- Line Call Counts – which states the number of calls to each line
- Simultaneously Active Lines – which states how many lines are active at the same time to ensure your system is configured with enough lines to handle the call volume

Node Reports
These calculate the amount of activity for each software node to identify call flow activity. This helps you understand what information is important to your customers. There are 9 types of Node Reports:
- Node Access – provides a count of the number of times each configured node was accessed by a caller and now many times each message was played
- Line Transfer (Xfer) – counts how many call transfers were performed
- Selections Made – provides list of how many total DTMF selections were made per call
- DTMF Selection – provides an individual count of the number of times each selection was made within a DTMF node
- Auto Selection - provides a count of the number of times each node within the Auto Attendant was accessed
- Table Selection - provides a count of the total number of calls that accessed a particular Table Node (carries out an action based on a defined schedule)
- Dial By Name (DBN) Selection - provides a count of the total number of calls that accessed the Dial By Name application
- Directory (DIR) - provides a count of the total number of calls that accessed the Directory of names and extensions used by the Dial By Name node

XMUCOM+ Scheduler can program the report collection at a defined interval (every day, week, etc.) which provides comparative data which could identify required adjustments to optimize your solution.

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