Virtual Office

Virtual Office Analytics—An Overview

Version 1.0

Revision 1.0
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Office Analytics</td>
<td>1</td>
</tr>
<tr>
<td>&quot;Overview&quot;</td>
<td>1</td>
</tr>
<tr>
<td>&quot;Features&quot;</td>
<td>1</td>
</tr>
<tr>
<td>&quot;Login&quot;</td>
<td>2</td>
</tr>
<tr>
<td>&quot;Know the Interface&quot;</td>
<td>2</td>
</tr>
<tr>
<td>&quot;Get Call Metrics&quot;</td>
<td>3</td>
</tr>
<tr>
<td>Company Summary</td>
<td>3</td>
</tr>
<tr>
<td>Select Call Metrics</td>
<td>3</td>
</tr>
<tr>
<td>Filter Data By Date</td>
<td>4</td>
</tr>
<tr>
<td>Download and Export a Report</td>
<td>5</td>
</tr>
<tr>
<td>Extensions Summary</td>
<td>5</td>
</tr>
<tr>
<td>Call Detail Record</td>
<td>6</td>
</tr>
<tr>
<td>Active Calls</td>
<td>7</td>
</tr>
<tr>
<td>Unreturned Calls</td>
<td>8</td>
</tr>
<tr>
<td>DID Calls</td>
<td>9</td>
</tr>
<tr>
<td>&quot;Get Call Quality Detail&quot;</td>
<td>10</td>
</tr>
<tr>
<td>Call Quality Trend</td>
<td>10</td>
</tr>
<tr>
<td>Call Quality Detail</td>
<td>11</td>
</tr>
<tr>
<td>&quot;Get Device Status&quot;</td>
<td>11</td>
</tr>
<tr>
<td>&quot;Get Queue Metrics&quot;</td>
<td>12</td>
</tr>
<tr>
<td>Queue Dashboard</td>
<td>12</td>
</tr>
<tr>
<td>Queue Lists</td>
<td>12</td>
</tr>
<tr>
<td>Queue Detail</td>
<td>13</td>
</tr>
<tr>
<td>Queue Call Data</td>
<td>13</td>
</tr>
<tr>
<td>&quot;Get Ring Group Call Data&quot;</td>
<td>13</td>
</tr>
<tr>
<td>&quot;Get Employee Status&quot;</td>
<td>14</td>
</tr>
<tr>
<td>Configuring Privileges for Dashboards</td>
<td>15</td>
</tr>
<tr>
<td>Appendix</td>
<td>17</td>
</tr>
</tbody>
</table>
Virtual Office Analytics

Overview

8x8 Virtual Office phone system now offers extensive historical and real–time data that helps company executives and managers to understand the overall system usage and call quality performance.

Virtual Office Analytics – is a robust suite of web based tools that provide enterprise level analytics and democratization of information that can be used to make highly informed business decisions. This suite of services deliver easy to use, customizable and rapid insights into the historical and real-time information associated with all extensions and devices in an organization’s Virtual Office phone system. Granular details are available from a highly scalable data platform and can be viewed in a graphical or tabular format on any device. Many reports are also exportable into Excel or CSV for further evaluation and archiving.

Features

- Access user-friendly dashboards with company-wide, department, or extension user-level call metrics at the fingertips.
- Get vital canned and ad-hoc reports on desktop as well as mobile devices.
- Apply custom filters and extract desired data.
- Export report data to CSV or Excel for further evaluation and archiving.
- Offer workgroup managers the ability to monitor call traffic and adjust work force.
- Allow managers to monitor agents’ performance.
- Retrieve call quality trends and call quality detail information.
- Get individual end-point device status around the globe in real time and take corrective measures in the event of disasters.

NOTE

The glossary definitions of terms used in the reports are currently available in a spreadsheet format. [Click here to access the glossary.](#)
Virtual Office Analytics—An Overview

Login

1. To log in to Virtual Office Analytics, navigate to https://sso.8x8.com/login/dashboard.
2. At the prompt, enter your Virtual Office user credentials.

3. The Virtual Office Dashboard launches.
   Note: Based on the type of 8x8 Virtual Office Analytics subscription, the corresponding dashboard launches.

Know the Interface

- Use the navigation icons on the left, to access the dashboards and reports.
- The offers options to select call metrics and/or date range.
Get Call Metrics

**Availability:** For Virtual Office Analytics - Essentials users only

Get an overview of call activity for the company, for extensions, and access call details records for simple point-to-point as well as for complex multi-legged calls. The following call reports are available out-of-the-box.

**Company Summary**

The Company Summary dashboard provides a high level overview of usage of your business phone system. Using these metrics, you can analyze the inbound and outbound traffic pattern and adjust your business hours to serve your customers. Click on any metric listed on the dashboard to view a graph chart.

This view provides data from the beginning of the day (12 am) to the time you generate the report. You can get historical metrics for a specific day.

**Glossary of terms**

**Select Call Metrics**

1. Click the gear icon.
2. From the drop down menu, click **Select Call Metrics.**
A list of available call metrics is displayed.

3. Select the desired metrics and click **Apply**.
4. The dashboard refreshes to display the selected metrics.

**Filter Data By Date**

1. Click the 🔄 icon.
2. From the drop down menu, click **Select Date**.
3. From the calendar, select a desired date.
4. Click **Apply**.
5. The dashboard refreshes to display the metrics for the selected date.

### Download and Export a Report

You can download a report in CSV and Excel formats.

1. Scroll down on any report view.
2. Click 📞 and select a desirable format.

### Extensions Summary

This report provides a detailed summary of call activity for any extension in the PBX. Using this report, you can track the number of answered, abandoned, and missed calls for each extension in the PBX, You can also monitor the call traffic for each extension and supervise employee productivity. Learn the extension that received the highest number of calls or the extension that placed the highest number of outbound calls.
To customize the output of this report:

1. Click icon.
2. From the menu, click Select Columns.
3. Enable the desired metrics.
4. The report refreshes the view.

Glossary of terms

You can download the report to Excel format.

Call Detail Record

The Call Detail Record provides historical information about all (inbound and outbound) calls processed in the timeframe the user selects. This report provides real-time data, post call processing, including missed and abandoned call details to enable and manage a quick call back to insure a lead or customer service opportunity is not missed. The service also provides the caller’s entire journey (i.e. call transfers) throughout the organization to determine any patterns that may need attention. Complex calls are handled as one CDR per call leg.

- Ability to select metrics – Yes
- Ability to customize filter - Yes
- Ability to export – Yes
Glossary of terms

Active Calls

The Active Calls report offers real–time data on calls currently in progress. This includes information such as the caller, called time, the length of the call so far and more. To refresh data, you must click the refresh button on the right hand corner.

- Ability to select metrics – Yes
- Ability to export – Yes
Unreturned Calls

Unreturned calls are missed calls that are not returned from any extension within the PBX. This includes redirected calls that are unreturned by the final destination party. With this report, you can even track if calls from an important customer are not returned in a timely fashion.

Glossary of terms

- Ability to select metrics – Yes
- Ability to customize filter - Yes
- Ability to export – Yes
**DID Calls**

This report tracks incoming call activity to DIDs including DIDs leading to auto attendants, call queues, ring groups, and direct to end Users. Includes all missed and abandoned calls. But all extension to extensions calls are excluded.

- **By Count:** Track the call activity (number of answered, abandoned, missed, and abandoned calls) for the selected DIDs
- **By Time:** Track the total time and average time spent (ring time + talk time + wait time + answered + abandoned time) on all inbound calls handled by a DID.

![DID Calls](https://example.com/did-calls.png)
Get Call Quality Detail

**Availability:** For Virtual Office Service Quality Managers only

The Call Quality reports offer Individual call and consolidated MOS score detail in graphical format and granular detail for trouble analysis and resolution.

**Call Quality Trend**

This report captures call quality of all calls in the PBX over several days or months so the changes in call quality can be tracked. You can generate a report for a specific date range (daily, monthly, yearly).
Call Quality Detail

This report offers additional stats that indicate call quality such as Mean Opinion Score (MOS). The mean opinion score (MOS) provides a numerical measure of the quality of human speech at the destination end of the circuit.

Get Device Status

Virtual Office Service and Quality manager provides real–time information about the status of all endpoint devices associated within the organization’s 8x8 cloud PBX to rapidly view the health of any device, and adjust to any areas of failure. This report shows how many IP endpoints are in service (connected to 8x8 servers online) or out of service.
Get Queue Metrics

**Availability:** For Virtual Office Analytics Supervisors only

Virtual Office Workgroup Dashboard and Reports provides a real–time view of call activity in any designated Call Queue or Ring Group within the 8x8 cloud PBX. Comprehensive call center-like reporting on agent and queue performance is provided in a single dashboard view, available on any device. This an excellent tool in managing to customer Service Level Agreement standards for help desk, sales teams, and other workgroups with high call volume.

![Queue Dashboard Image](image)

**Queue Dashboard**

This report provides real-time and historical metrics for a call queue such as number of agents waiting to serve the queue, number of calls waiting in the queue, waiting time, number of calls answered so far and more. This provides a snap shot of critical stats for a queue.

**Glossary of terms**

**Queue Lists**

Select this option to for a quick view of critical metrics for all call queues in the PBX. Select the desired queue for additional stats.

![Queue Lists Image](image)
Queue Detail

The Queue detail report provides additional insight about the current status of agents assigned to the queue, breakdown of talk time, number of answered calls, abandoned calls for each agent. With just a click, you can check out the active calls and calls in the queue.

Glossary of terms

Queue Call Data

This report captures call details of all calls processed by queues. You can pull these metrics for a desired time period. From the Settings , click Select Dates and select a date range.

- Ability to select metrics – Yes
- Ability to export – Yes

Get Ring Group Call Data

The Ring Group Dashboard provides a real-time view of all call activity in any designated Ring Group in 8x8 cloud PBX. Using these stats, you can monitor performance of agents assigned to the ring group. This report presents call details of all calls processed by ring groups. You can view all attempted calls or filter to view only the answered calls.
Get Employee Status

You can track the status of all employees within the 8x8 PBX in this view.

- This report provides real-time status of all extension users within the PBX.
- The employee activity reports the current status, previous status and the time of last status change.
Configuring Privileges for Dashboards

Virtual Office Analytics is currently offered in three separate bundles:

- **VO Analytics (Essentials):** Comprehensive set of unique dashboards and reporting options for all extensions in an organization’s 8x8 cloud PBX.

- **VO Work Group Reports (Supervisor):** A real-time view of all call activity for selected call queues or ring groups within the 8x8 cloud PBX. Get comprehensive call center-like reporting in a single dashboard view, available on any device.

- **VO Monitoring and Management (Service Quality):** Real-time information about end point devices and call quality.

**To configure privileges for Virtual Office Analytics:**

1. Log in to Account Manager.
2. Navigate to **Accounts** tab.

3. Select **Dashboard Privileges** from the left navigation menu. A list of available administrators is displayed. The dashboard privileges provisioned for the PBX are shown.
4. Select an administrator and assign the desired privileges.
5. To customize the default privileges, click **Edit**.

6. Enable or disable permissions to access each report.
7. Save your settings.
### Appendix

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Call</td>
<td>A call currently in progress.</td>
</tr>
<tr>
<td>Answered call</td>
<td>An incoming call answered live (excludes incoming calls answered by auto attendant, ring group, call queue and calls that reach voicemail)</td>
</tr>
<tr>
<td>Abandoned call</td>
<td>An incoming call abandoned by the caller before being answered live (excludes calls answered by voicemail).</td>
</tr>
<tr>
<td>Missed call</td>
<td>A call that was not answered live but reached voicemail or abandoned.</td>
</tr>
<tr>
<td>Unreturned call</td>
<td>An incoming call that entered the PBX and reached voicemail but was not returned by any extension within the PBX.</td>
</tr>
<tr>
<td>DID Call</td>
<td>All incoming calls to DIDs including DIDs leading to auto attendants, call queues, ring groups, and direct to end users. Includes all missed calls. Excludes extension to extension calls.</td>
</tr>
<tr>
<td>Ext2Ext Call</td>
<td>A call between two extensions within the PBX.</td>
</tr>
</tbody>
</table>

For the glossary of terms used in the reports, go to [Glossary of terms](#).