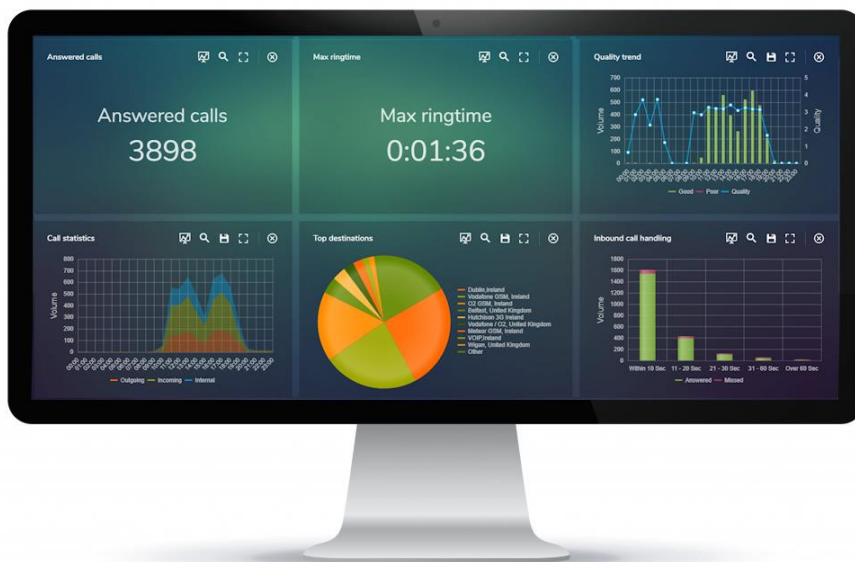# MAF ICIMS™

Response Group Reports

For Skype for Business


MAF InfoCom™

Response Groups

Every response group has assigned: phone number, sip address and description. A list with all response groups that were imported in MAF ICIMS™ is displayed by accessing **Organization -> Response groups.**

Reports

All reports can be scheduled to run automatically or generated on a one-off basis. Delivery is typically via email or saved to disk and can be in a variety of formats such as Excel, PDF or CSV. Standard report templates are available for user adoption, capacity planning, conferences, call carrier comparisons, costs and more.
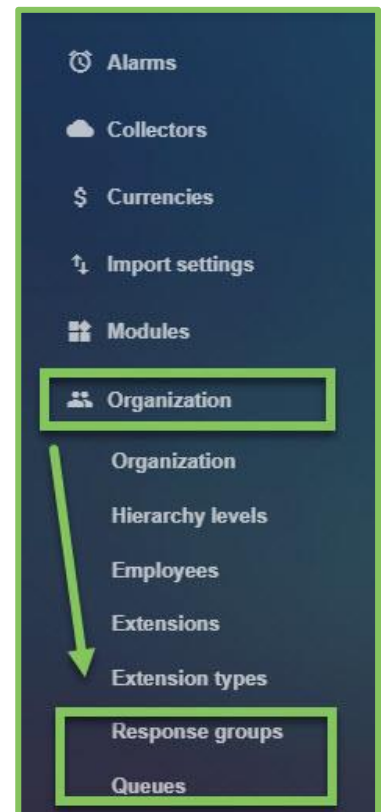
The Report Builder allows reports to be sorted and grouped by three levels, including by date, department, employee, cost, duration and call volume. Filters can be applied such as date, time, call direction, call type, employee, extension, department, hunt group. There is the option to include or exclude charts which can be bar, pie, line or stacked bar. Details displayed on the Y-Axis can also be selected dependent upon report type.
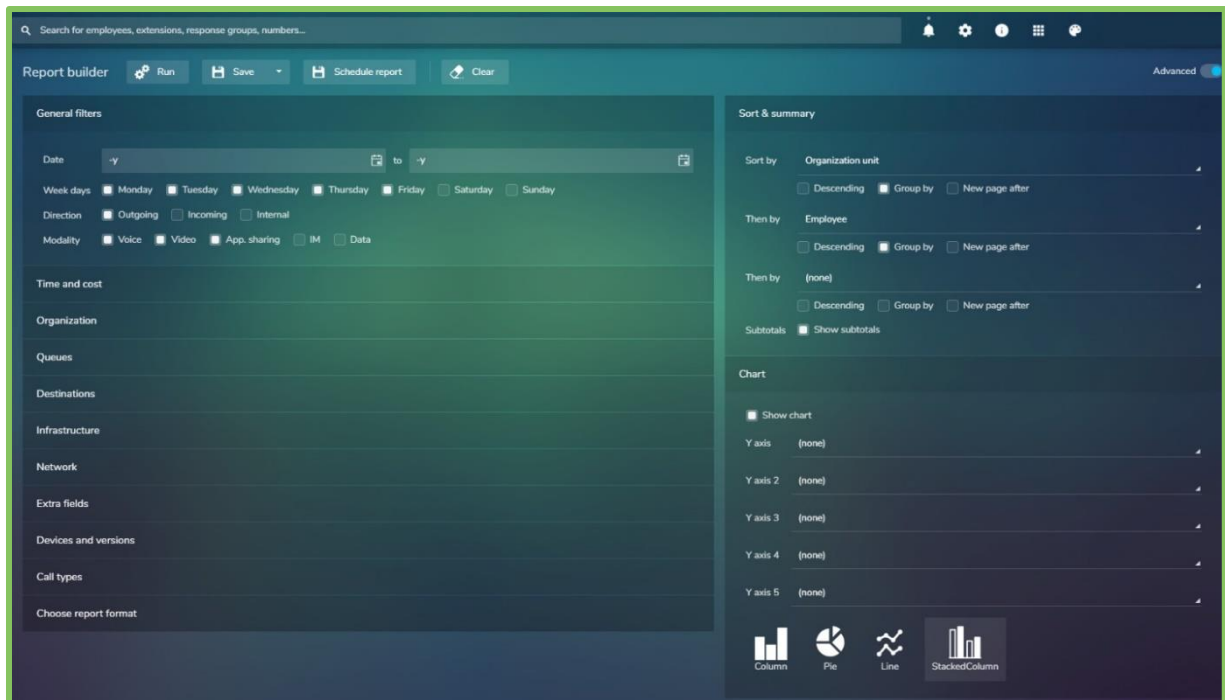
There is specific filter to select desired response groups and it is possible to sort and group the results in the reports based on response groups:
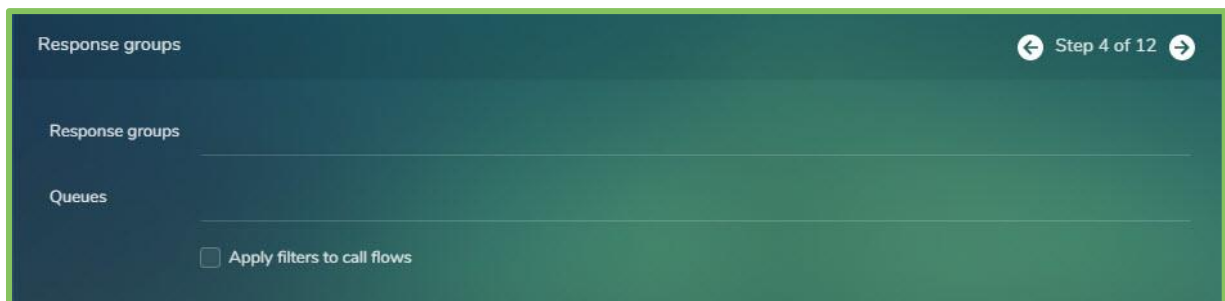
In order to apply a filter to certain response groups, simply start typing the name of the response group, then select the one you're interested in.
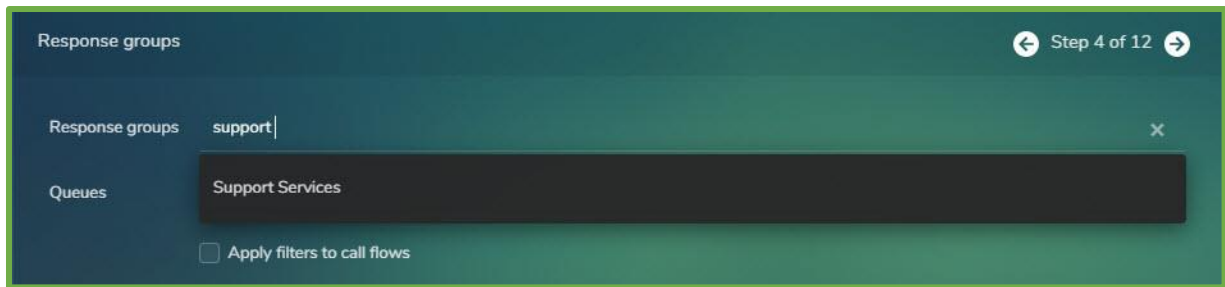
Users can choose a single selection, multiple selection or use a wildcard. For example: "+3531*".

In the right side there is the option to sort and group the report including the option to sort on Response Groups.
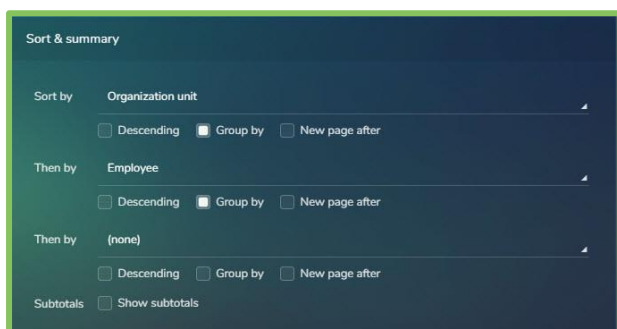
For example, if there is a need to see a summary for all response groups, you select the Summary report format and sort & group by response group.

There is also the option to include a graph in the report:

Summary grouped by Response groups

09/11/2019
Call Direction In

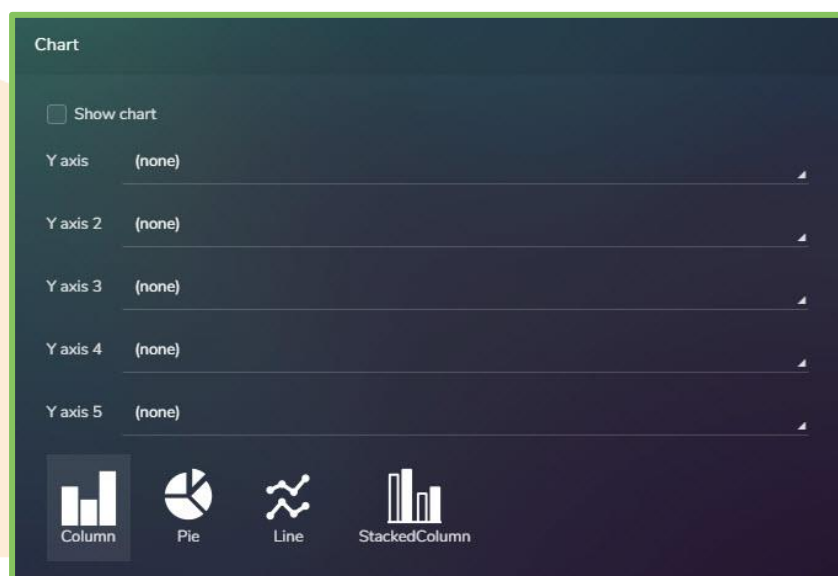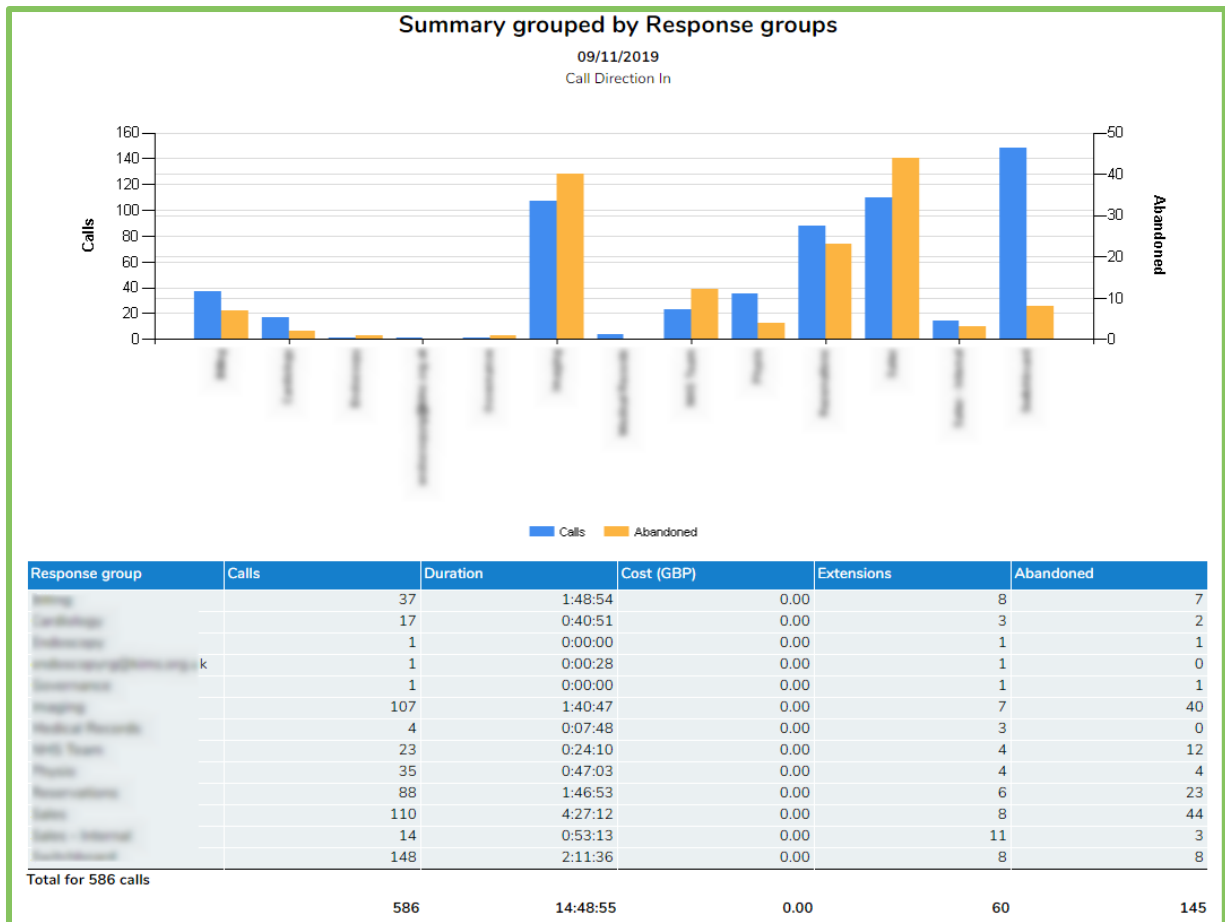| Response group	Calls	Duration	Cost (GBP)	Extensions	Abandoned
	37	1:48:54	0.00	8	7
	17	0:40:51	0.00	3	2
	1	0:00:00	0.00	1	1
k	1	0:00:28	0.00	1	0
	1	0:00:00	0.00	1	1
	107	1:40:47	0.00	7	40
	4	0:07:48	0.00	3	0
	23	0:24:10	0.00	4	12
	35	0:47:03	0.00	4	4
	88	1:46:53	0.00	6	23
	110	4:27:12	0.00	8	44
	14	0:53:13	0.00	11	3
	148	2:11:36	0.00	8	8
Total for 586 calls					
	586	**14:48:55**	**0.00**	**60**	**145**

To generate a detailed report for a specific response group, use the filter to select the response group or type it manually and chose a detailed report.

Calls sorted by Time
for Response group [redacted]

09/11/2019
Call Direction In

Response group description	Employee	Extension	Date	Day	Time	Ring time	Duration	Direction	Dialed number	Referred by	Ancestor unit	Organization unit	Call type
Medical Records	Kimberly [redacted]@loma.org.uk Kimberly Still	+44582222?764	09/11/2019	Wed	8:21:58 AM	0:00:16	0:01:37	In	3784 4974737	elena.hodges@loma.org.uk		Physical Therapy	F Hg
Medical Records	Jane Noble@loma.org.uk Jane Noble	+44582253817S	09/11/2019	Wed	10:00:14 AM	0:00:06	0:01:58	In	3301240888?	elena.hodges@loma.org.uk		Quality Governance & Records	F Hg
Medical Records	Jane Noble@loma.org.uk Jane Noble	+44582253817S	09/11/2019	Wed	11:36:42 AM	0:00:10	0:01:22	In		karen.mahoney@loma.org.uk		Quality Governance & Records	F Hg
Medical Records	Victoria [redacted]@loma.org.uk Victoria [redacted]	+44582253823?	09/11/2019	Wed	12:37:14 PM	0:00:08	0:02:51	In		geoff.baird@loma.org.uk		Customer Services	F Hg
Total for 4 calls													
						0:00:40	**0:07:48**						

www.mafinfo.com   info@mafinfo.com

Response groups reports examples

The first step for creating a report for response groups is to create a format which contains all the fields that the user wants to see in the report.
Go to **Administration –> Reports –> Report** Designer and select **New.**
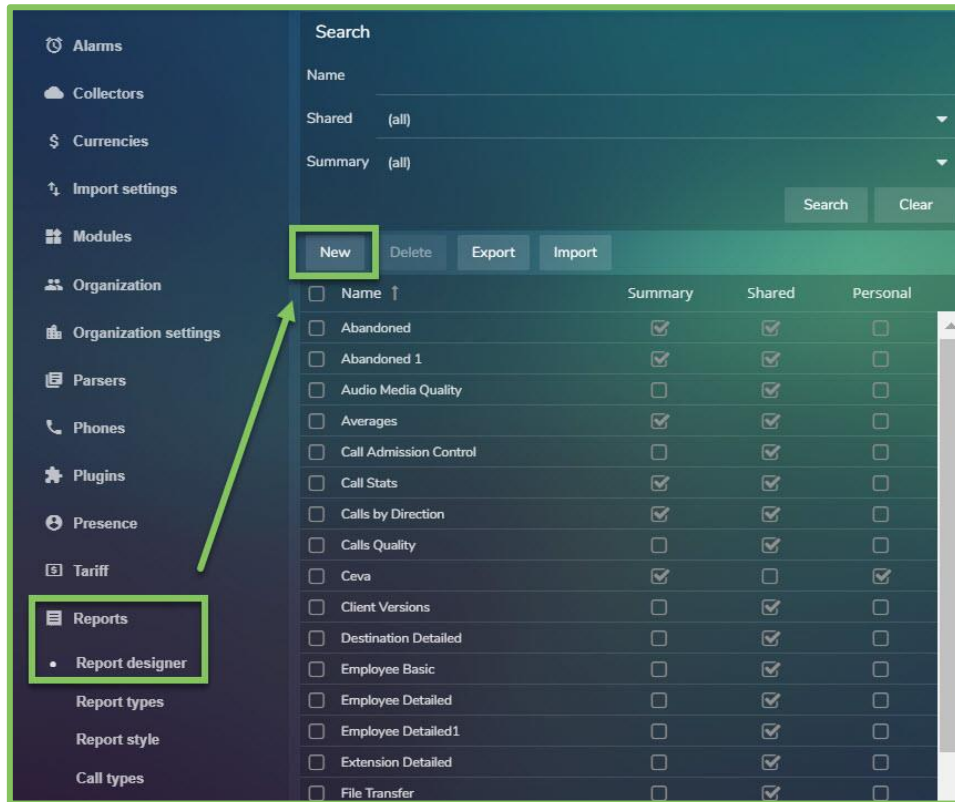
Users can build a new format by adding all the field that they need to see in report like in picture above. After the report format is created, go to Reports –> Report builder. From the filters, select date range, direction (for the response groups should be Inbound) and service type.
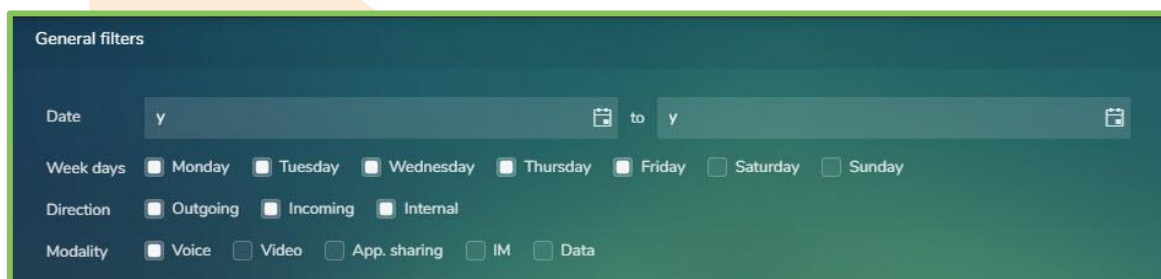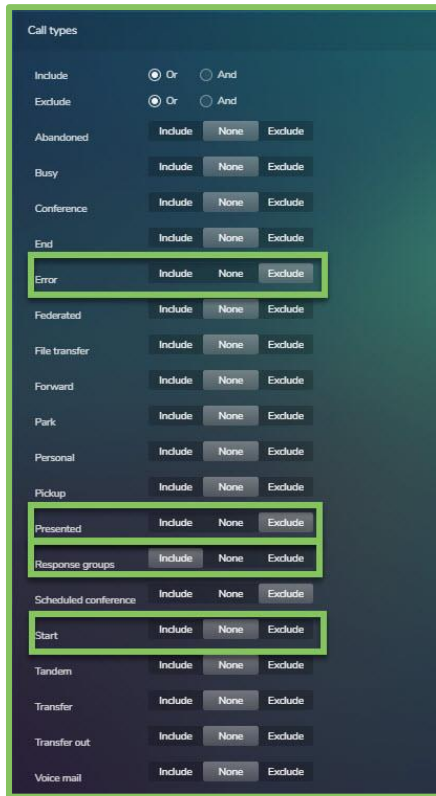
From the call types, users must include Response group, then eliminate Errors calls, Presented and Start legs (for internal RG calls).

* Presented calls – i.e. if someone calls into an RG with 5 agents, the call will be presented to all the members from that RG and the reports will display 4 Abandoned Presented RG (A PRS HG) and 1 successful call (if answered).

* Start/End leg – for every internal call UCA will generate 2 legs, start & end. If start leg it's not excluded from call types, internal calls will be duplicated in the reports.

* Error – error calls should be also removed from the call types.
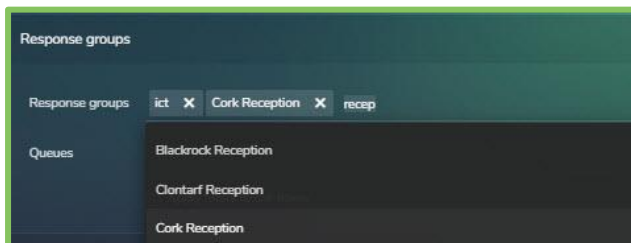
From the Response groups filters we can select specific response groups, queue names or all legs like in the picture.

It is possible to use sort options and to add a graph.
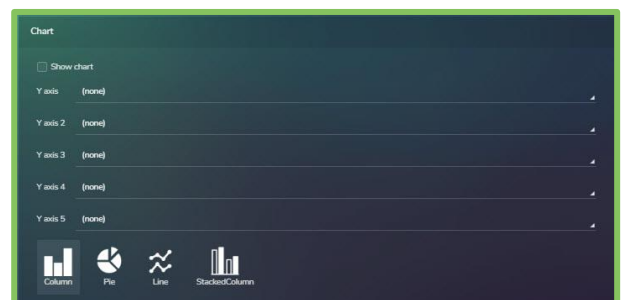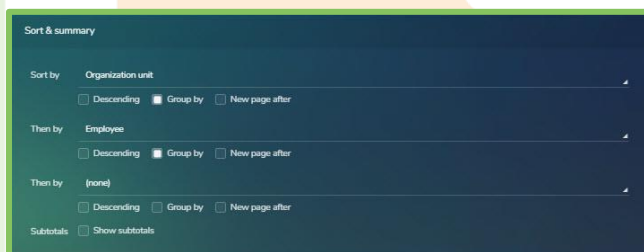
From Report Options you should choose the new format that was created.

After the report is generated you should see all the information interested in.

Most common response group reports

1. **Response group weekly performance**
   - Date range: **w** to **w** (which means current week);
   - Grouping based on **response groups**;
   - Summary report based on number of calls handled by response group (answered calls / abandoned calls / transferred calls / voicemail calls).

This type of report is showing the activity based on number of handled calls for all the response groups for the current week.

Summary grouped by Response groups for selected Response groups

1/2/2017 - 1/7/2017
Call Direction In

Response group	Answered Calls	Abandoned Calls	Transferred Calls	Voicemail Calls
Clontarf Reception	22	2	0	16
Comgest	164	6	0	1
Hunt	489	12	1	0
Oncall Engineer	608	9	0	0
Savills Reception	172	40	0	6
Total for 1524 calls	**1455**	**69**	**1**	**23**

2. Response group agent performance

- Date range: **w** to **w** (which means current week) or -**w** to -**w** (which means last week);
- Grouping based on **response groups**, then by **employees**;
- Summary report based on number of calls handled by response group (answered calls and ring time duration).

This kind of report allows to have an overview about the efficiency in calls handling for the response group employees.

Summary grouped by Response groups, Employees for selected Response groups

1/2/2017 - 1/7/2017
Call Direction In

Response group	Employee	Calls Handled	Calls Handled with Ringtime under 10 sec.	Calls Handled with Ringtime between 11-30 sec.	Calls Handled with Ringtime between 31-60 sec.	Calls Handled with Ringtime bigger then 60 sec.
Comgest	andy cooke	32	27	5	0	0
Comgest	angus potterton	44	44	0	0	0
Comgest	anne webb	37	37	0	0	0
Comgest	b2@codesoftware.net b2	46	46	0	0	0
Comgest	barry connolly	4	5	5	0	0
Comgest	servicedeskooh@codesoftware.net servicedeskooh	1	1	0	0	0
Hunt	bibin varghese	17	15	5	7	2
Hunt	boconnor@codesoftware.net boconnor	445	382	59	4	0
Hunt	brian guiry	6	4	2	0	0
Hunt	brian mcglew	10	8	1	1	0
Hunt	brid graham	11	11	0	0	0
Oncall Engineer	howard roberts	57	23	38	2	3
Oncall Engineer	maria marino	265	224	32	5	4
Oncall Engineer	maurice curry	61	45	12	2	2
Oncall Engineer	mazvita bwawa	220	137	70	9	4
Oncall Engineer	oncall_engineer@codesoftware.net oncall_engineer	5	0	4	1	0
Savills Reception	anne webb	5	5	0	0	0
Savills Reception	jane mcdonald	2	1	1	0	0
Savills Reception	raul popovici	54	46	6	0	2
Savills Reception	reception@um savills	6	0	6	0	0
Savills Reception	savills reception	0	1	1	0	0
Savills Reception	sean flood	64	51	12	0	1
Savills Reception	sean lestrange	5	3	2	0	0
Savills Reception	sean omalley	31	34	16	12	7
Savills Reception	sean oneill	5	4	1	0	0
Total for 1500 calls		**1433**	**1154**	**278**	**43**	**25**

3. Response group daily activity

- Date range: **d** to **d** (which means the current day) or **-d** to **-d** (which means yesterday);
- Grouping based on response groups;
- Summary report based on number of handled calls, total duration, average ring time.

This report is monitoring the response groups daily activity. This is showing a detailed report for every response group.

<div>

Summary grouped by Response groups
for selected Response groups

1/2/2017
Call Direction In

Response group	Calls Received	Calls Answered by Agent	Calls Answered by VM	Calls Abandoned	Avg Ring time - Abandoned	Avg Ring Time - Answered by Agent	Average Ring Time - Answered by VM	Calls Transfered	Calls Transfered %	Total Talk Time	Avg Talk Time	ASF %
Clontarf Reception	16	0	16	0	0:00:00	0:00:04	0:00:04	0	0.00	0:04:54	0:04:54	0.00
Comgest	49	45	0	4	0:00:21	0:00:05	0:00:00	0	0.00	1:14:37	1:14:37	91.84
Oncall Engineer	9	7	0	2	0:00:18	0:00:15	0:00:00	0	0.00	0:00:00	0:00:00	77.78
Ooh Ivr	4	0	0	4	0:00:03	0:00:00	0:00:00	0	0.00	0:00:00	0:00:00	0.00
Reception	2	0	2	0	0:00:00	0:00:33	0:00:33	0	0.00	0:00:49	0:00:49	0.00
Savills Reception	17	0	1	16	0:00:03	0:00:23	0:00:23	0	0.00	0:00:19	0:00:19	0.00
Total for 97 calls	97	52	19	26	0:00:07	0:00:07	0:00:08	0	0.00	1:20:39	1:20:39	53.61

</div>

4.   **Response group top performance**
   •   Date range: **w** to **w** or **m** to **m**;
   •   Grouping based on response groups and sort by answered calls;
   •   Summary report based on answered calls, abandoned calls and duration of the
          calls.

This top performance report shows a ranking for response groups based on total number of
answered calls.

**Top by Response groups
for selected Response groups
Sorted by Calls Answered**

1/2/2017 - 1/7/2017
Call Direction In

Response group	Total Calls	Calls Answered	Calls Answered %	Calls Abandoned	Calls Duration
Oncall Engineer	617	608	98.54	9	8:22:35
Hunt	501	489	97.60	12	5:38:32
Savills Reception	212	172	81.13	40	4:27:02
Comgest	170	164	96.47	6	2:53:35
Clontarf Reception	24	22	91.67	2	0:31:36
Total for 1524 calls	**1524**	**1455**	**95.47**	**69**	**21:53:20**

5. Response group monthly breakdown

- Date range: **y** to **y** (which means the current year);
- Grouping based on response groups;
- Summary based on total number of calls by every day of the week.

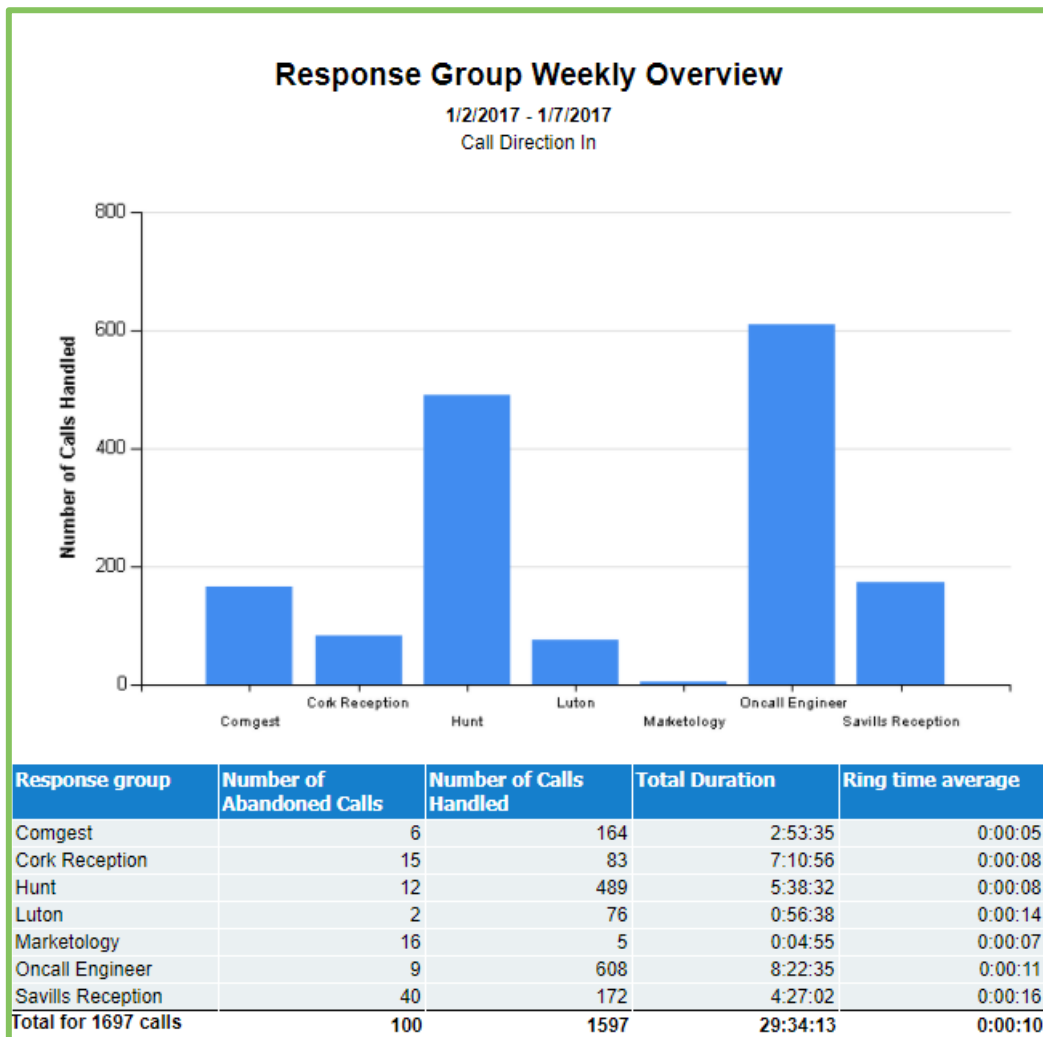Monthly breakdown is helping client to see a statistic for total number of calls, how the response groups activity has advanced during a year.

Summary grouped by Response groups for selected Response groups

1/1/2017 - 12/31/2017
Call Direction In

Response group	January	February	March	April	May	June	July	August	September	October	November	December
Clontarf Reception	220	184	314	285	142	331	421	154	297	463	354	154
Comgest	787	854	638	580	641	474	325	477	687	944	254	124
Hunt	3485	2247	3547	4741	2541	3354	1145	3547	6524	4784	6254	5547
Jennifer Byrne	60	47	68	84	110	124	214	354	432	535	674	841
Luton	511	442	524	423	354	541	335	354	224	424	334	114
Marketology	146	47	64	35	67	81	95	124	247	241	341	410
Oncall Engineer	3656	3241	4412	4124	6321	3214	4121	4441	3002	2103	1654	547
Ooh Ivr	661	543	621	512	454	364	245	321	362	332	298	285
Reception	388	374	345	312	302	274	263	352	436	485	521	632
Savills Reception	1377	1247	3210	2654	2241	3002	2145	3320	1245	2541	3254	4635
Total for 148745 calls	11291	9226	13743	13750	13173	11759	9309	13444	13456	12367	13938	13289

6.   Response group weekly overview
- •   Date range: **w** to **w**;
- •   Grouping based on **response groups**;
- •   Summary report based of total number of abandoned calls, handled calls with total duration.

This kind of report is focused on response group activity during a week.

Response Group Weekly Overview
1/2/2017 - 1/7/2017
Call Direction In

Response group	Number of Abandoned Calls	Number of Calls Handled	Total Duration	Ring time average
Comgest	6	164	2:53:35	0:00:05
Cork Reception	15	83	7:10:56	0:00:08
Hunt	12	489	5:38:32	0:00:08
Luton	2	76	0:56:38	0:00:14
Marketology	16	5	0:04:55	0:00:07
Oncall Engineer	9	608	8:22:35	0:00:11
Savills Reception	40	172	4:27:02	0:00:16
Total for 1697 calls	**100**	**1597**	**29:34:13**	**0:00:10**

MAF InfoCom™

Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with over two decades experience delivering solutions for Unified Communications and Collaboration including Monitoring, Analytics, Reporting, Recording, Headset & Device Management and DID Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications and Collaboration we expand our sales across the globe rapidly. Our solutions work with every major UC&C technology.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

MAF ICIMS™
UC&C Monitoring Analytics & Reporting

MAF ICIMS CC™
Live Wallboards, Real Time Agent Status

MAF NMS™
Number Management System, DID Range Management

MAF UCR™
UC Voice Recorder

MAF DMS™
Inventory Management for Headset and Devices

MAF QMS™
Microsoft Teams Call Queue Management System

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