



Inform Communications End User Reporting

Version 1.0

27/10/2017

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Introduction

Instructions for clients to be able to login and view or download their reports.

The report data provided in this portal is real time and up-to-date within a minute of a call ending.

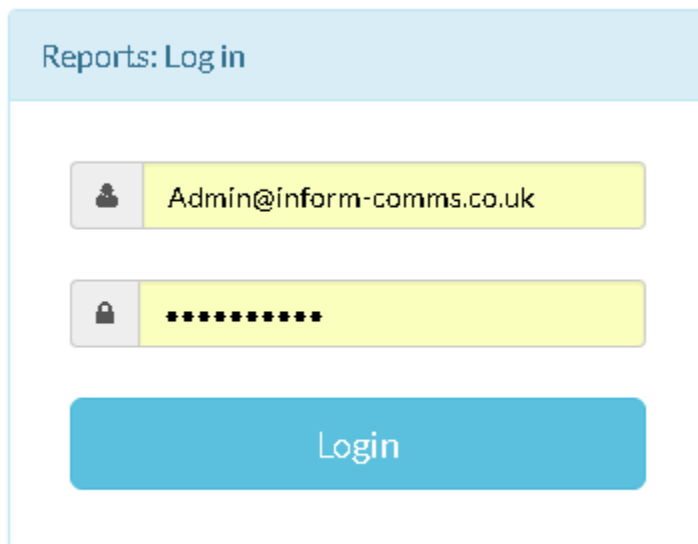
Backdated reports can be retrieved on a 12 month rolling period.

Login to Report Portal

Request username and password information.

Using a web browser (Internet Explorer, Edge, Firefox or Chrome), go to

www.inform-comms.com and select 'Customer Portal'. You should see this:



The screenshot shows a login form titled "Reports: Log in". It features two input fields: the first for the username, containing "Admin@inform-comms.co.uk", and the second for the password, containing ten asterisks. Below the fields is a blue "Login" button.

Enter your username and password, then click 'Login'

Once logged in, you should see the Dashboard Home Page showing the reports currently available with a brief note on their provision.

The screenshot shows the Inform Communications dashboard. The header includes the logo, 'Dashboard Home', and user details 'Head Office' with a 'Logout' button. The main content area is titled 'Dashboard' and contains six report cards:

- Call Dominant Path Analysis:** This chart gives a breakdown of the call flow, or 'modules' expressed in a hierarchical format based on the menu choices made over the duration of a call.
- Call Duration Analysis:** This chart gives a breakdown of call duration trends, in terms of number of calls made and the average call duration.
- Call Volumes:** This chart gives a breakdown of call volumes over a date range, in terms of concurrency and duration.
- Call Volumes By Hour:** This chart gives a breakdown of call volumes by hour over a date range, in terms of concurrency and duration.
- Management Summary Report:** This chart offers a high level breakdown of calls received and transferred, average call length, call volumes and concurrency trends per hour and customer menu choices.
- Section Breakdown:** This chart offers a breakdown of the call flow, or 'modules' based on the customer menu choices in terms of requests and time spent per module.

The list of reports available will vary as new reports are developed.

Viewing the report

Simply click once on the report you wish to view.

Management Summary Report

Customer	Inform Test Customer ▼
Service	Test Inbound ▼
Date Range	📅 October 3, 2017 - October 10, 2017 ▼
Generate Report	

Please select a Customer and a Service

Click the Service drop down box and make your selection.

Customer	Inform Test Customer ▼
Service	Test Inbound ▼
Date Range	📅 October 3, 2017 - October 10, 2017 ▼
Generate Report	

The default date range will show the last 8 days. You can change the date range by clicking on the arrow in the Date Range drop down box and make your selection.

For a single date – double click 'date'. i.e '10' then click 'apply' followed by 'generate report'.

For a custom date range i.e 3rd – 5th October, click '3' then '5', click 'apply' followed by 'generate report'.

Customer: Inform Test Customer

Service: Test Inbound

Date Range: October 3, 2017 - October 5, 2017

Generate Report

Today: 2017-10-03

2017-10-05

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Custom Range

Apply Cancel

Sep 2017							Oct 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	1	2	3	4	5	6	7
10	11	12	13	14	15	16	8	9	10	11	12	13	14
17	18	19	20	21	22	23	15	16	17	18	19	20	21
24	25	26	27	28	29	30	22	23	24	25	26	27	28
1	2	3	4	5	6	7	29	30	31	1	2	3	4

Example of report

inform communications 24/7 customer contact solutions Dashboard Home Head Office Logout

Management Summary Report

Customer: Inform Test Customer

Service: Test Inbound

Date Range: October 3, 2017 - October 5, 2017

Generate Report

Total Calls Received & Transferred

	Total Dur. (secs)	Avg Dur. (secs)
Total Calls Received:	0	0
Total Calls Transferred to Agent:	0	0
Total Calls Handled by Inform 360 SS:	0	0

SMS Requests

Total Requested SMS: 0

No data

Average Call Length Trend (secs)

Average Call Length: 0.00 Max Length: 0

Call Volumes & Concurrency Trend by Hour

Maximum & Average Call Concurrency: 0.00

Main Menu Customer Choices

To return to the Home page select 'Dashboard Home' top left of screen.

Logging Out

When you have finished viewing and wish to log out just click the 'Logout' option in the top right corner of the screen.