

Call Statistics

We offer call statistics for the following user applications:

- VoIP Account (ie all users)
- Groups
- Users

The amount of detail available differs based on the application.

Statistics By Account

[Telecoms](#) → [VoIP](#) → [Edit VoIP Account](#) → [Call Statistics](#)

| | | |
|-------------------------------------|--|--|
| Overview | Total Duration | A combined total of all inbound and outbound minutes across the VoIP account. |
| | Average Call Length | An average duration of all inbound and outbound minutes across the VoIP account. |
| Inbound | Missed Calls | The number of missed inbound calls. A missed call would appear when an inbound call was not answered within opening hours. |
| | Inbound Duration | Total time duration of inbound calls. |
| | Average Time to Answer | The average time taken to answer inbound calls. |
| Outbound | Not Answered | The number of outbound calls which failed to be answered. |
| | Inbound Duration | Total time duration of outbound calls. |
| Call Trends (by time of day) | Visualisation of popular times for inbound and outbound calls for the time period selected (eg today / this week / this month / custom). | |
| Call Trends (by month) | Visualisation of call patterns over the past 6 months. | |
| Call Success Trend | Answered and unanswered call patterns over the past 7 days. | |

Statistics By Group

[Telecoms](#) → [VoIP](#) → [Edit VoIP Account](#) → [Groups](#) → [Edit Group](#) → [Call Statistics](#)

Group statistics provide the same breakdown as the account level, with the following additions:

| | |
|-------------------------------|---|
| Inbound Answered Calls | The volume of inbound answered calls is broken down based on the user who handled the call. |
| Inbound Call Time | The talk time of inbound answered calls is broken down based on the user who handled the call. If the call is transferred internally, the stats do reflect this taking into the legs / path taken and proportion accordingly. |
| Outbound Placed Calls | The volume of outbound calls made is broken down based on the user who placed the call. |
| Outbound Call Time | The talk time of outbound placed calls is broken down based on the user who handled the call. If the call is transferred internally, the stats do reflect this taking into the legs / path taken and proportion accordingly. |

Statistics By User

[Telecoms](#) → [VoIP](#) → [Edit VoIP Account](#) → [Users](#) → [Edit User](#) → [Call Statistics](#)

User statistics provides the same breakdown as the account level, just specific to the user selected.

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