



## How much do you know about your company's call traffic flows?

Have you ever thought about accessing a real treasure, your **repository of data** (so far untapped) through which you can finally optimize your business processes?

### The advanced reporting module of the Kalliope Nexus platform

Transform your call data into valuable insights with Kalliope Analytics, the advanced reporting module that offers a comprehensive and detailed overview of your company's phone resource usage.

Kalliope Analytics collects all the data gathered from **CDRs** (Call Detail Records), processing it into **graphs** and **reports** that provide a simple, fast, and intuitive way to analyze call performance within your company.

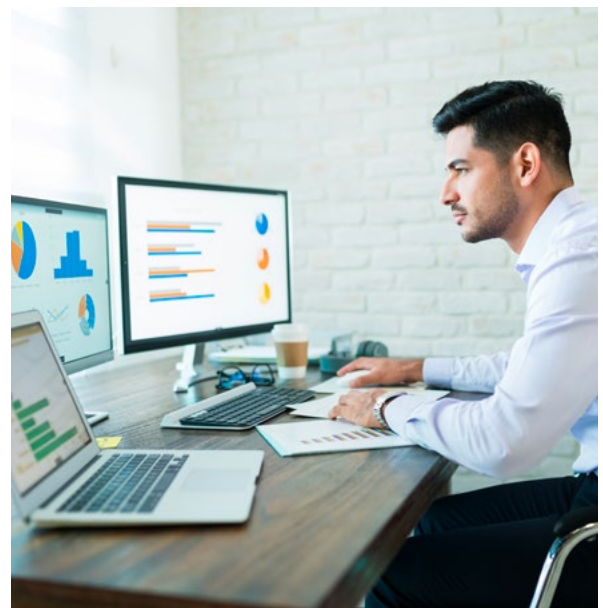
The module is structured into two main sub-modules, both divided into sections. The first sub-module collects and processes data from CDRs, while the second does the same for Call Center data. The section structure is very similar in both cases, with an initial dashboard followed by various report sections. The collected data is then processed and made available to the different report groups (CDR or Call Center) within the various sections into which they are organized.

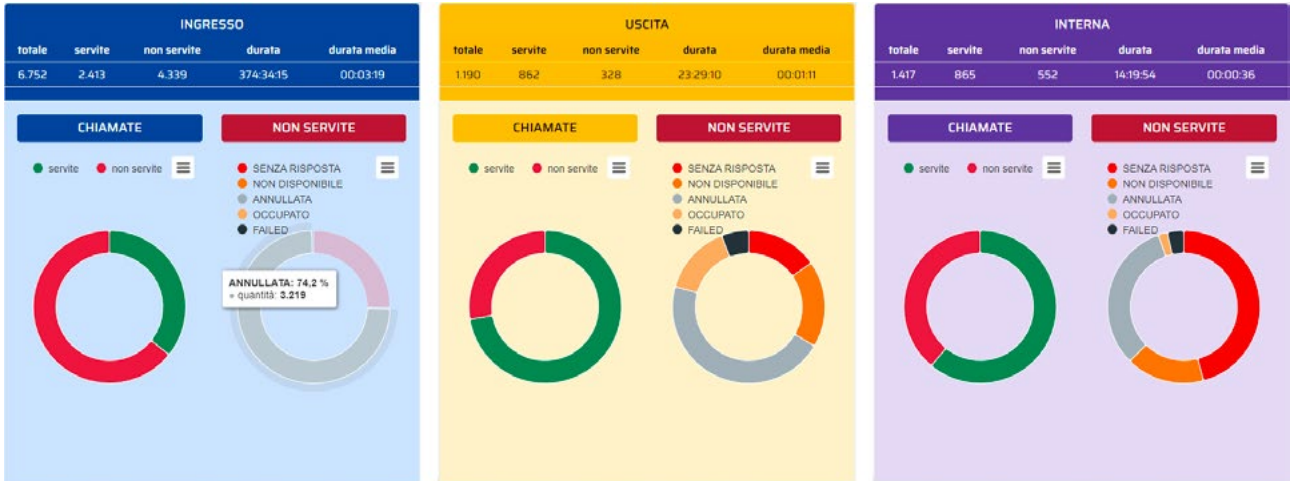
**Communication made easy**

## Data at the core of everything

Kalliope Analytics allows you to collect all data gathered from CDRs to provide a detailed analysis of your company's phone resource usage. In particular, the Kalliope Analytics module allows you to have:

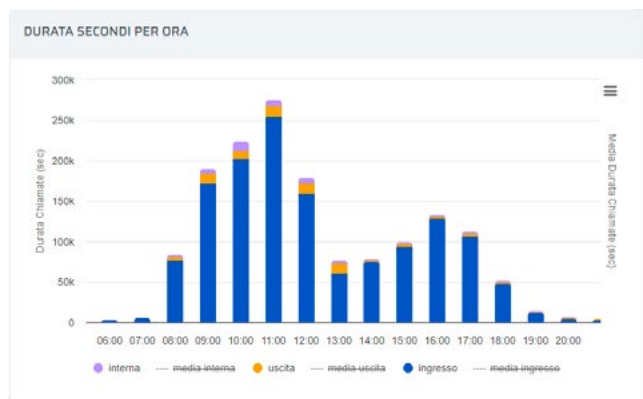
- Professional yet intuitive reports
- Effective and accurate graphs
- Clear and comprehensive dashboards
- Customizable reports
- Exportable data tables





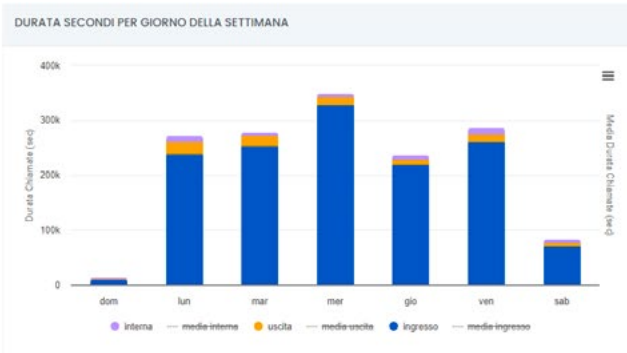
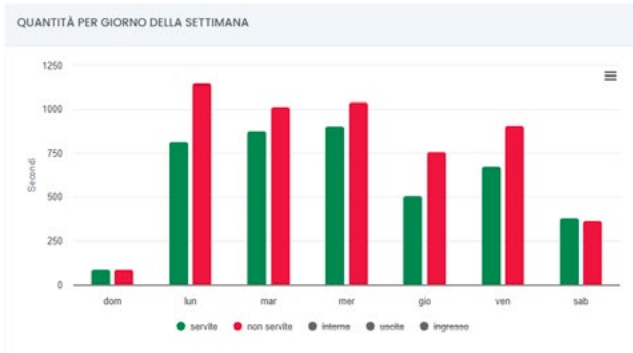
### Dashboard: an initial glance

This dashboard provides an overview of incoming, outgoing, and internal calls. It includes pie charts showing the percentage and quantity of answered and unanswered calls for each category and details on unanswered calls (no answer, unavailable, canceled, busy, and failed).



### Call flow trends

The dashboard includes charts that display the quantity and total duration (in seconds) of calls received on a specific day and time.



## Weekly distribution

Breakdown that allows for data analysis (number of calls and their duration) divided by day of the week.

TOTALE [ESPORTA XLSX](#)

DATA	servite		non servite		INGRESSO				USCITA			INTERNA		
	servite	non servite	servite	non servite	tempo totale	tempo attesa	tempo conversazione	% tempo attesa	servite	non servite	tempo totale	servite	non servite	tempo totale
01/12/2023	373	330	189	247	21:37:23	14:37:08	07:00:15	67.61%	89	37	02:05:48	95	46	01:45:46
02/12/2023	117	94	68	72	05:08:44	05:06:41	00:02:03	99.34%	22	7	00:32:00	27	15	00:27:31
03/12/2023	15	14	8	72	00:12:09	00:12:09	100%	100%	7	1	00:05:47	8	5	00:06:45
04/12/2023	372	763	176	683	37:41:47	30:34:34	07:07:13	81.11%	103	35	03:24:27	93	45	01:26:29
05/12/2023	371	485	250	440	34:32:29	25:09:55	09:22:34	72.86%	76	27	02:26:45	45	18	00:38:34

## Report by date

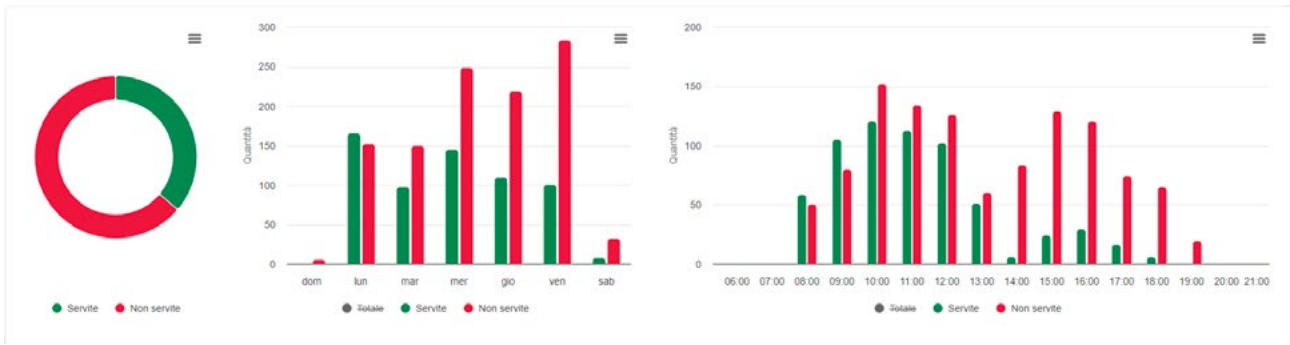
The scenario shown in the charts is further detailed in a table, which breaks down answered/unanswered calls, incoming, outgoing, and internal calls. The table also allows you to export data in XLSX format.

RIPARTIZIONE SETTIMANALE [ESPORTA XLSX](#)

GIORNO	servite		non servite		INGRESSO				USCITA			INTERNA		
	servite	non servite	servite	non servite	tempo totale	tempo attesa	tempo conversazione	% tempo attesa	servite	non servite	tempo totale	servite	non servite	tempo totale
dom	15	14	8	72	00:12:09	00:12:09	100%	100%	7	1	00:05:47	8	5	00:06:45
lun	372	763	176	683	37:41:47	30:34:34	07:07:13	81.11%	103	35	03:24:27	93	45	01:26:29
mar	371	485	250	440	34:32:29	25:09:55	09:22:34	72.86%	76	27	02:26:45	45	18	00:38:34
mer														
gio														
ven	373	330	189	247	21:37:23	14:37:08	07:00:15	67.61%	89	37	02:05:48	95	46	01:45:46
sab	117	94	68	72	05:08:44	05:06:41	00:02:03	99.34%	22	7	00:32:00	27	15	00:27:31

## Report by day of the week

The weekly distribution is also presented in a table with the same level of detail and export options in XLSX format. In addition to the reports available in the Dashboard, customized reports can be created based on desired parameters.



## Unanswered calls chart

The pie chart and hourly/weekly distribution allow for quick identification of the most critical periods.

STATISTICHE ESPORTA EXCEL

CODA	TOTALE	SERVITE						NON SERVITE		NCC			
		quantità	durata	media	media t. conversazione	media t. accodamento	media t. risposta op.	quantità	durata	media durata chiamata	t. conversazione	media t. conversazione	media
Amministrazione	165	6	00:01:29		00:01:20	00:00:00	00:00:09	159	6	00:08:59	00:01:29	00:08:03	00:01:20
Caposala Medicina e Cardiologia	36	4	00:03:10		00:00:34	00:00:01	00:02:35	32	4	00:12:40	00:03:10	00:02:18	00:00:34
Operatore	1.473	595	00:03:38		00:01:59	00:00:00	00:01:39	878	494	1gg 08:02:51	00:03:53	18:12:12	00:02:12
<b>Totale</b>	<b>1.674</b>	<b>605</b>	<b>00:03:37</b>		<b>00:01:58</b>	<b>00:00:00</b>	<b>00:01:38</b>	<b>1.069</b>	<b>504</b>	<b>1gg 08:24:30</b>	<b>00:03:51</b>	<b>18:22:33</b>	<b>00:02:11</b>

## Queue statistics

The analytical report provides a more detailed view of the overall scenario, highlighting the status of various queues.

EVENTI UTENTE - CODA: AMMINISTRAZIONE ESPORTA XLSX

INTERNO	sta	NON SERVITE		NCC-CALLER						CANCELED		TIMEDOUT	
		quantità	quantità	tempo lavorato	media tempo lavorato	tempo conversazione	media tempo conversazione	media tempo squillo	media tempo risposta	quantità	media tempo squillo	quantità	media tempo squillo
207 (Interno 207)	07	3	30	00:54:47	00:01:49	00:54:47	00:01:49	00:00:07	00:00:07	1	00:00:06	2	00:00:04
208 (Interno 208)	06	4	36	01:08:52	00:01:54	01:08:52	00:01:54	00:00:06	00:00:06	1	00:00:03	3	00:00:02
209 (Interno 209)	07	1	16	00:32:12	00:02:00	00:32:12	00:02:00	00:00:07	00:00:07	1	00:00:05		
210 (Interno 210)	06	1	34	00:59:20	00:01:44	00:59:20	00:01:44	00:00:06	00:00:06	1	00:00:05		
230 (Interno 230)	06	1	20	00:49:32	00:02:28	00:49:32	00:02:28	00:00:06	00:00:06	1	00:00:01		

## Queue details

Each individual queue can be further analyzed by examining the call flows related to each extension.