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GVP Reporting

VAR report filters

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Voice Application Reporting (VAR) helps you measure the efficiency of your contact center.

Related documentation:

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Of all the calls your center handled, how many reached a successful outcome—and how many did not? Why? Fewer failures quickly translates into better experiences for your customers.

In technical terms, VAR reports on the logical success and failure rates: for calls, and for the IVR Actions in an IVR Profile that you choose.

The screenshot shows a web interface for generating a VAR Report. At the top left is the title 'VAR Report' and a back arrow. A 'Generate' button is at the top right. Below this, the 'Report Type' section has three radio button options: 'Call Completion' (selected), 'Interactive Voice Response (IVR) Action', and 'Last IVR Action'. The 'From Date' and 'From Time' fields are set to '2015-10-01' and '00:00:00' respectively. The 'To Date' and 'To Time' fields are set to '2015-10-31' and '00:00:00' respectively. The 'Granularity' dropdown menu is set to 'Hour'. The 'IVR Profiles' text field contains the word 'conference'. A small folder icon is visible at the bottom right of the form area.

Filters focus on specific components

For example, the filters in the screen shot will deliver a report on number of calls completed (vs. total) for the month of October. The report will have 1-hour granularity.

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Report filter controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type (mandatory)	Select a report type from this list of radio buttons: Call Completion, IVR Action, Last IVR Action.
Query Data From (mandatory)	Select a site to be the source of the report's data: Click the Browse button and select up to eight sites from the list of check boxes in the Sites panel to the right.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.

Sample VAR report

