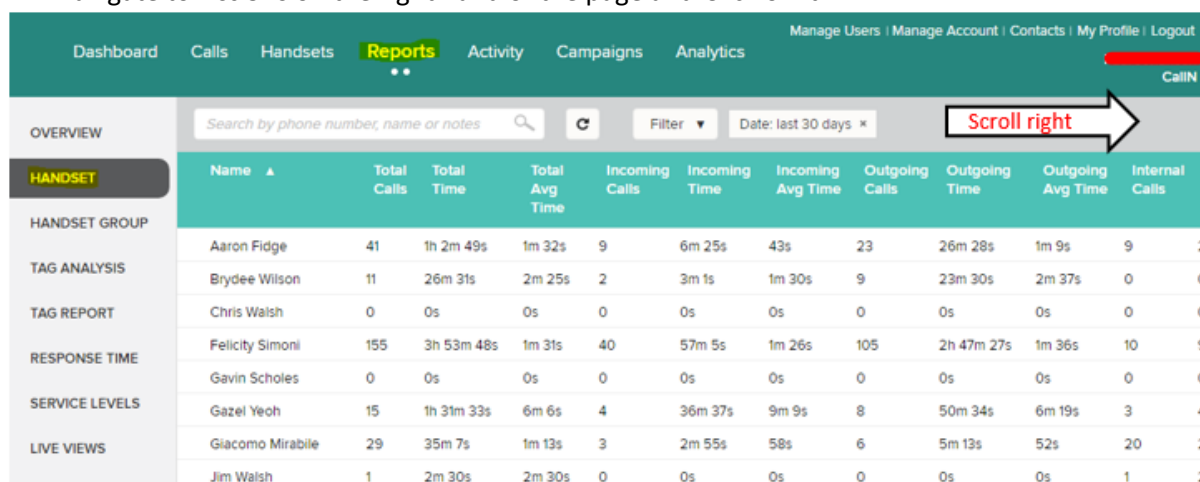


Custom Reports

CallN offers standard reports from the CallN Portal but you can create and modify reports of your own.

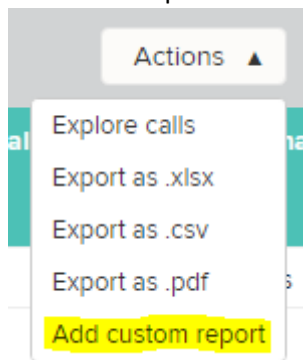
How to Customise Reports

- Select **Reports** from the top horizontal navigation bar.
- On the left vertical navigation bar, there are all basic reports like overview, handset, handset groups, etc.
- First, select any basic report to customise.
- Navigate to **Actions** on the right hand of the page and Click on it.



OVERVIEW	Search by phone number, name or notes											
HANDESET	Name	Total Calls	Total Time	Total Avg Time	Incoming Calls	Incoming Time	Incoming Avg Time	Outgoing Calls	Outgoing Time	Outgoing Avg Time	Internal Calls	
HANDESET GROUP	Aaron Fidge	41	1h 2m 49s	1m 32s	9	6m 25s	43s	23	26m 28s	1m 9s	9	2
TAG ANALYSIS	Brydee Wilson	11	26m 31s	2m 25s	2	3m 1s	1m 30s	9	23m 30s	2m 37s	0	0
TAG REPORT	Chris Walsh	0	0s	0s	0	0s	0s	0	0s	0s	0	0
RESPONSE TIME	Felicity Simoni	155	3h 53m 48s	1m 31s	40	57m 5s	1m 26s	105	2h 47m 27s	1m 36s	10	9
SERVICE LEVELS	Gavin Scholes	0	0s	0s	0	0s	0s	0	0s	0s	0	0
LIVE VIEWS	Gazel Yeoh	15	1h 31m 33s	6m 6s	4	36m 37s	9m 9s	8	50m 34s	6m 19s	3	4
	Giacomo Mirabile	29	35m 7s	1m 13s	3	2m 55s	58s	6	5m 13s	52s	20	2
	Jim Walsh	1	2m 30s	2m 30s	0	0s	0s	0	0s	0s	1	2

- From the drop-down list select **“Add Custom Report”**.



- **‘Add Custom report’** window tab will open.
 - Give your report a name.
 - Set the filters, schedule report filed.
 - Click **Apply** to save changes.
- Now you see Custom Handset button under Custom on left vertical navigation bar.

Dashboard
Calls
Handsets
Reports
Activity
Campaigns
Analytics

Search by phone number, name or notes

Name ▲	Total Calls	Total Time	Total Avg Time	Incoming Calls	Incoming Time	Inco Avg Time
Giacomo Mirabile	29	35m 7s	1m 13s	3	2m 55s	58s
John Sadler	6	19m 14s	3m 12s	1	2m 0s	2m 0s
Paul Johansen	38	1h 9m 46s	1m 50s	14	26m 9s	1m 52s
Sean Cronin	21	2h 51m 14s	8m 9s	5	25m 17s	5m 3s
Simon Yuen	1	7m 16s	7m 16s	0	0s	0s
Tim Ward	21	1h 21m 39s	3m 53s	11	38m 9s	3m 28s

LIVE VIEWS

CUSTOM

CUSTOM HANDSET

Custom Handset	29
Custom	38

Note: “These reports can be generated on scheduled time and emailed to a destination email address. This can be set from Actions → edit custom report.”