

**Features:**

- \* Includes most ShoreTel standard reports
- \* Includes additional detailed and condensed reports
- \* Reports optimized to greatly reduce generation time
- \* Access to reports from any machine via the web portal
- \* Allows multiple users to generate reports simultaneously
- \* Reports can be exported to Excel, Word or PDF
- \* Ability to have scheduled reports sent to email
- \* Ability to schedule processor intensive reports to run during off hours
- \* Customized reports available for an additional fee

**CNP Reporting Portal Plus**

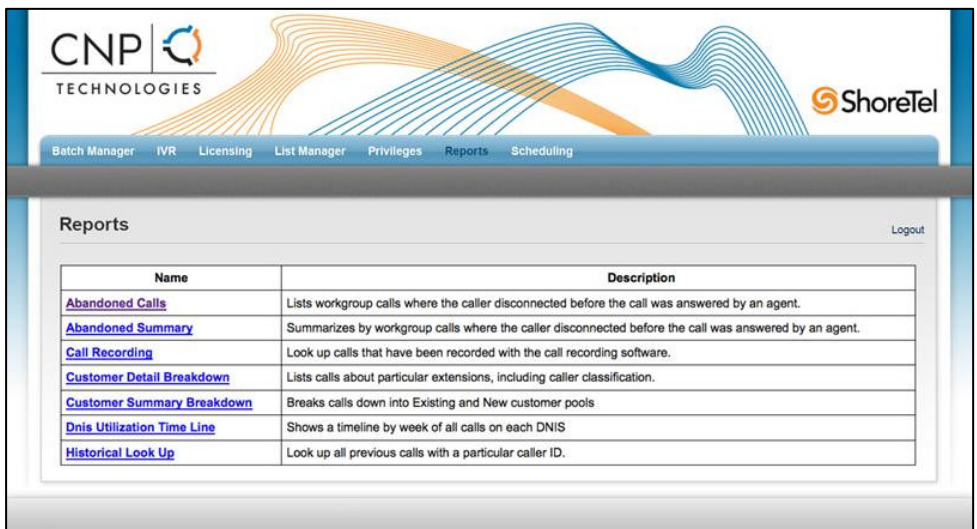
**Reporting Portal**

The CNP Reporting Portal Plus is a convenient, web-based portal that allows authorized users access to ShoreTel reports from any internet browser.

The reporting section of the portal offers all of the ShoreTel standard reports plus additional detailed and condensed reports that we have developed based on the needs of our customers. All of the reports have been optimized to reduce the generation time to a fraction of what ShoreTel’s native reporting feature requires.

The CNP Reporting Portal allows multiple users the ability to simultaneously access and generate reports. The web portal was designed so that report generation speeds are not affected by the number of simultaneous users. This feature is particularly useful for customers with a large ShoreTel infrastructure who may be having a hard time generating reports efficiently using ShoreTel’s native reporting feature.

The CNP Reporting Portal also gives users the ability to export reports from the web portal into Excel, Word or PDF documents.



**Scheduled Reports**

The scheduler is one of the key features of the entire system. It has the ability to schedule many items such as emailing reports by the hour/day/week. These reports can then be sent in Excel, Word or PDF format to the appropriate party. Additionally if reports are processor intensive they can be scheduled to run during off hours to be available when you are ready for them.



## Included Reports

- 1.) Abandoned Calls - Lists workgroup calls where the caller disconnected before the call was answered by an agent.
- 2.) Abandoned Summary - Summarizes by workgroup calls where the caller disconnected before the call was answered by an agent.
- 3.) Account Code Detail - Lists calls by account code.
- 4.) Account Code Summary - Summarizes calls by account code.
- 5.) Historical Lookup - Look up all previous calls with a particular caller ID.
- 6.) Trunk Utilization Detail - Shows a detailed list of all calls inbound or outbound of all trunks.
- 7.) Trunk Utilization Summary - Shows a summary of all calls inbound or outbound of all trunks.
- 8.) User Activity Summary - Lists the summary of particular extensions
- 9.) User Activity Detail Enhanced - Lists calls about particular extensions, with connect reasons.

User Activity Report													
From Dates: 1/21/2011 8:00:00 AM to 1/24/2011 9:00:00 AM (Using Shift Time)													
For All Extensions													
Name	Date	Time	Type	WG	Wan	Time Stamp	Action	From	Dialed Number	Caller ID	Trunk	Duration	
Winkler, Laurie (x101)													
	1/21/2011	08:00:48	Ext/In	Yes	Yes	08:00:55	Transfer	129	129	+13306126521	330-335-7276	0:00:07	
	1/21/2011	08:03:20	Ext/Out	No	No	08:03:21	Originate		+13304141986	101	SIP Trunks (6)	0:00:00	
	1/21/2011	08:03:03	Ext/In	Yes	No	08:03:06	Transfer	121	121	+13303357227	330-335-7271	0:00:34	
	1/21/2011	08:28:57	Ext/Out	No	No	08:28:58	Originate		+16782253143	101	SIP Trunks (6)	0:00:00	
	1/21/2011	08:47:10	Ext/In	Yes	No	08:47:18	Transfer	121	121	+13303357227	330-335-7271	0:00:15	
	1/21/2011	08:52:49	Int/Out	No	No	08:52:49	Originate		284	101		0:00:07	
	1/21/2011	08:52:33	Ext/In	Yes	No	08:52:41	Transfer	121	121	+13303357227	330-335-7271	0:00:22	
	1/24/2011	08:31:30	Int/Out	No	No	08:31:30	Originate		103	101		0:01:37	
	1/24/2011	08:36:49	Int/In	No	No	08:36:49	Called		101	103		0:00:29	
	1/24/2011	08:48:54	Ext/In	Yes	No	08:48:57	Transfer	121	121	Unknown	330-335-7272	0:00:38	
	<b>Total</b>			<b>5</b>	<b>1</b>				<b>10 call(s)</b>		<b>Average: 0:00:25</b>	<b>Total: 0:04:09</b>	

- 10.) Workgroup Queue Summary - Lists the summary of queue calls in a particular workgroup
- 11.) Work Group Service Level Summary - Provides details about the service level of a particular workgroup.
- 12.) Workgroup Agent Detail - Detailed list of workgroup agent activity.
- 13.) Workgroup Agent Activity Summary - Lists a summary of activity that an agent has in a particular workgroup.