**Account Codes – Detailed or Summary**
Displays the individual calls or total number of calls that were charged to each
account code.

**Call Group Call Service – Detailed or Summary**
Displays daily call waiting statistics for ACD groups. This report provides
information on the amount of time callers waited in queues before speaking to
an ACD agent.

**Call Group Detailed Report**
Displays the complete call sequence for ACD calls that are routed to other ACD
groups or users.

**Call Group Performance - Detailed or Summary**
Displays common performance indicators for agents in each ACD group.

**Agent Login and Logout Activity - Detailed or Summary**
Displays the initial login, final logoff, and total logged on time for all agents in
each ACD group during a specified period.

**Automated Attendant Usage**
Displays the input activity for each Auto Attendant input option. This report
displays the input option selected, date, time, action, and calling party number.

**Automatic Call Back Number - History**
Displays the history associated with each Automatic Call back. This includes
request time, call time, call back number, agent, duration, and result.

**Automatic Call Back Number – Detailed**
Displays the details associated with each Automatic Call back on a group basis.
This includes date, time, call back number, agent, duration, and result.

**Automatic Call Back Number – Summary**

Displays a summary associated with each Automatic Call back on a group basis.
This includes date, total calls, total Automatic Call Back requests, and a
percentage of total calls that were Automatic Call Back requests.

**Automatic Call Back Status - Detailed**
Displays the detail associated with each Automatic Call back status on a group
basis. This includes Agent, date, requests, total calls, Automatic Call Back
results, and a success percentage rate.

**Automatic Call Back Status - Summary**
Displays the summary associated with each Automatic Call back status on a
group basis. This includes Agent, date, total time, average time, requests, total
calls, Automatic Call Back results, and a success percentage rate.

**Call Back Status - Detailed or Summary**
Displays the call-back status for each agent in ACD groups.
Note this is not the Automatic Callback from Queue status.

**Call Queue - Summary**
Displays daily call queue information about the disposition of calls that entered
ACD Groups.

**Calls by Call Group - Detailed or Summary**
Displays the calls made and received by each agent in each ACD group.

**Calls by Extension - Detailed or Summary**
Displays the daily volume and duration of calls to the specified extensions.
Calls are categorized as Internal, Outbound, and Inbound.

**Calls by Operator Group - Detailed or Summary**
Displays the total number of calls made and received by each Operator Group.

**Calls Handled by Automated Attendant - Detailed or Summary**
Displays the time, date, duration, direction, transfer information, and number
for each call handled by the Automated Attendant.

**Dial Plan Activity - Detailed or Summary**
Displays the calls made for each dialing rule in the system's dial plan.

**Emergency Calls**
Displays calls made to emergency numbers as specified in the dial plan.
Information provided for each call includes date, time, user, number dialed,
route, and duration.

**Longest Calls**
Displays the 20 longest calls during the specified interval.

**Most Active Extensions**
Displays the 20 most active extensions, measured by the number of voice calls
for each extension.

**Most Frequently Called Numbers**
Displays calling statistics for the 20 most active extensions during the specified
interval.

**Presence by Group - Detailed or Summary**
Displays the average total time spent by each ACD group within each Presence
state.

**Presence by User - Detailed or Summary**
Displays the percentage of time each user spends at each Presence state.
Records are grouped by user profile, user, and date.

**Trunk Group Activity - Complete**
Displays the call count and duration of two systems that utilize a SIP server to
pass calls.

**Trunk Group Activity – Detailed or Summary**
Displays the number of calls made using each trunk group.

**User Profile – Detailed or Summary**
Displays the statistics associated with each User Profile.

**Trunk Usage – Detailed (grouped)**
Displays call time, call direction, number and duration on a per trunk group
basis.

**Trunk Usage - Detailed**
Displays call time, call direction, number and duration on a per trunk group
basis.

**Trunk usage – (Summary by date)**
Displays the total amount of inbound, outbound, total calls and duration for on
a daily basis for the date range specified.

**Trunk usage – (Summary extended)**
Displays the total amount of inbound, outbound, total calls and duration for
each trunk group on a daily basis for the date range specified.

**Trunk usage – (Summary)**
Displays call time, call direction, number and duration on a per trunk group
basis for the date range specified.