



Call center Report Fixture

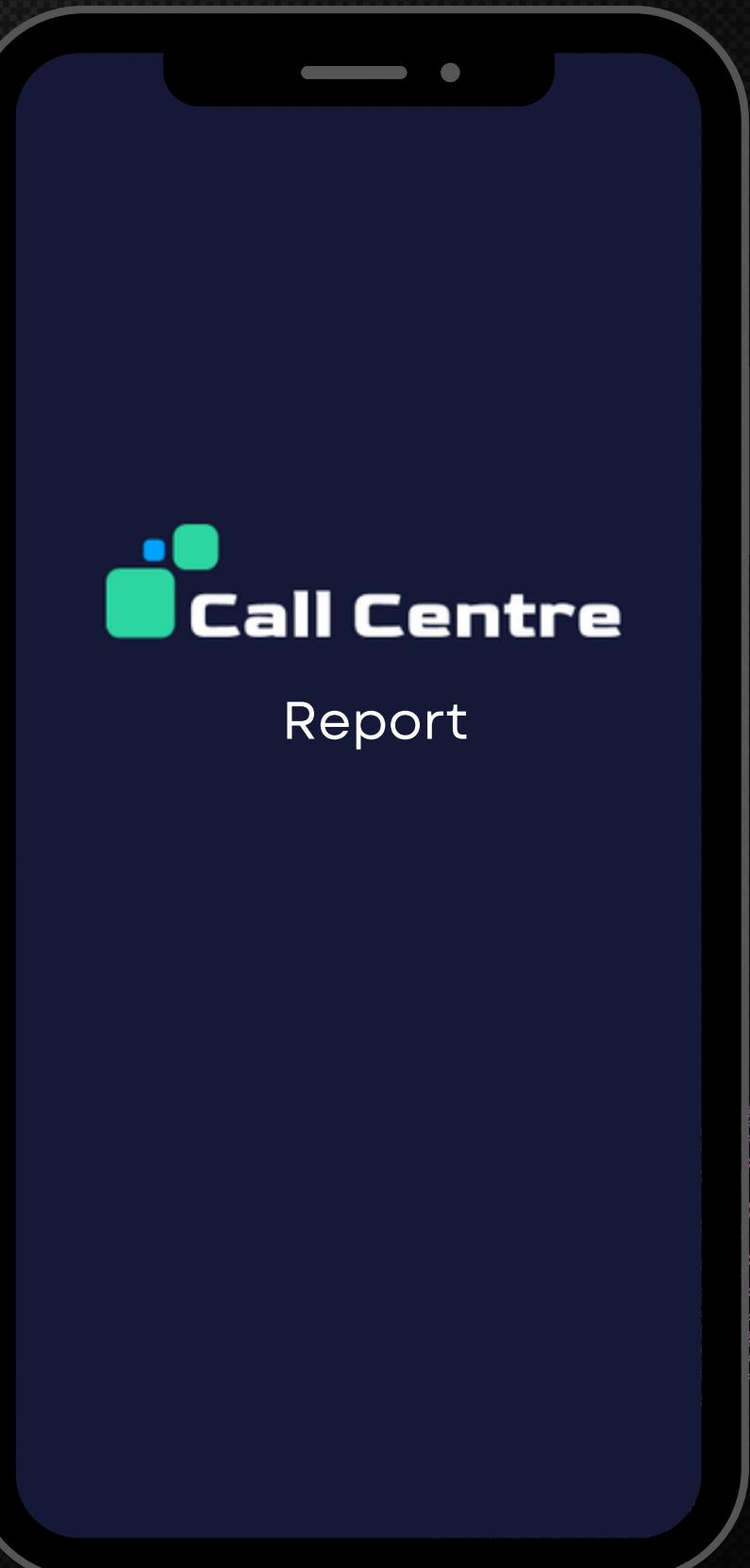
P R E S E N T A T I O N

Apa itu Report ?



Call Centre

Dalam Call Center Report membantu dalam pelaporan dan riwayat telepon customer dengan agent secara jelas dan detail.





Ayu Anggraini

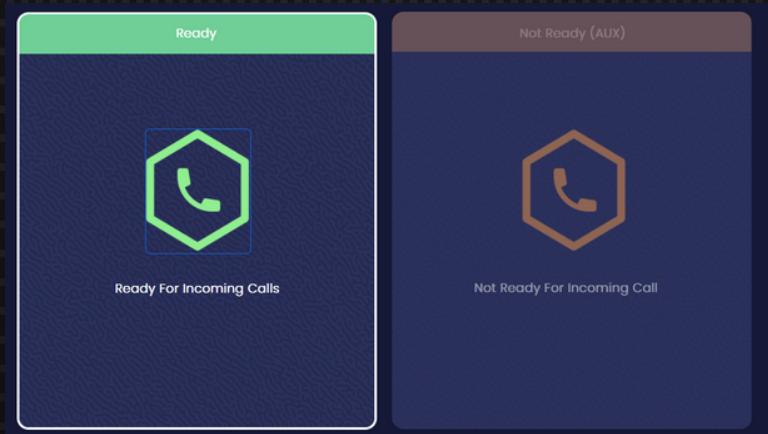
IT Programmer Internship
PT. Dika Danamas Insan Kreasi & Juara Coding

Alur Report

Report

ID	NAMA AGENT	CALL START TIME	CALL END TIME	DURATION	PHONE NUMBER	PHONE PRODUCT
■ AGENT01	Dian monica ottavia	2023-04-03 10:38:27.0	2023-04-03 10:42:16.0	00:03:49	0877839877883	0297895647
■ AGENT04	Mira	2023-04-07 18:26:38.0	2023-04-07 18:30:43.0	00:04:05	083879377986	0297807906
■ AGENT04	Mira	2023-04-10 09:31:00.0	2023-04-10 09:31:00.0	00:02:00	08209697882	0297895647
■ AGENT01	Dian monica ottavia	2023-04-11 10:21:00.0	2023-04-11 10:28:01.0	00:07:00	08209697882	0297895647
■ AGENT04	Mira	2023-04-11 11:00:01.0	2023-04-11 11:08:32.0	00:08:31	08209697882	0297895647
■ AGENT03	Nisa	2023-04-11 12:26:31.0	2023-04-11 12:32:42.0	00:06:11	08209697882	0297782297
■ AGENT04	Mira	2023-04-11 13:14:31.0	2023-04-11 13:32:42.0	00:18:11	08209697882	0297782297
■ AGENT01	Dian monica ottavia	2023-04-12 09:07:21.0	2023-04-12 09:15:28.0	00:08:07	08209697882	0297895647
■ AGENT04	Mira	2023-04-12 14:23:21.0	2023-04-12 14:38:28.0	00:13:07	08209697882	0297895647
■ AGENT03	Nisa	2023-04-12 15:20:42.0	2023-04-12 15:34:41.0	00:13:59	08209697882	0297895647

Task



User Management

User Management

Product Master

Recording

Agent Detail

The screenshot shows the 'Call Centre' application interface. The top navigation bar includes links for Agent Detail, Agent Call Summary, Agent State Detail, Abandoned Call Detail Activity, Call Activity, CDR Report, and Incoming Report. A user profile for 'Spv01' is displayed on the right. On the left, a sidebar menu lists Wallboard, User Management, Task, Report (which is selected), and Reset Password/Signout options. The main content area displays a table of call activity logs for agents Dian monica oktavia, Mira, and Nisa, spanning from April 3 to May 12, 2023. The table includes columns for ID, Nama Agent, Call Start Time, Call End Time, Duration, Phone Number, and Phone Product. At the bottom, pagination controls show 'Show Page : 10' and 'Showing 1 to 10 of 12 entries'.

ID	NAMA AGENT	CALL START TIME	CALL END TIME	DURATION	PHONE NUMBER	PHONE PRODUCT
AGENT01	Dian monica oktavia	2023-04-03 10:38:27.0	2023-04-03 10:42:16.0	00:03:49	087783987883	02167895647
AGENT04	Mira	2023-04-07 13:26:38.0	2023-04-07 13:30:43.0	00:04:05	083879377186	02167807906
AGENT004	Mira	2023-04-10 09:31:18.0	2023-04-10 09:33:18.0	00:02:00	082106967882	02167895647
AGENT01	Dian monica oktavia	2023-04-11 10:21:01.0	2023-04-11 10:28:01.0	00:07:00	082106967882	02167895647
AGENT04	Mira	2023-04-11 11:00:01.0	2023-04-11 11:08:32.0	00:08:31	082106967882	02167895647
AGENT003	Nisa	2023-04-11 12:26:31.0	2023-04-11 12:32:42.0	00:06:11	082106967882	02167782197
AGENT004	Mira	2023-04-11 13:14:31.0	2023-04-11 13:32:42.0	00:18:11	082106967882	02167782197
AGENT01	Dian monica oktavia	2023-04-12 09:07:21.0	2023-04-12 09:15:28.0	00:08:07	082106967882	02167895647
AGENT04	Mira	2023-04-12 14:23:21.0	2023-04-12 14:36:28.0	00:13:07	082106967882	02167895647
AGENT003	Nisa	2023-04-12 15:20:42.0	2023-04-12 15:34:41.0	00:13:59	082106967882	02167895647

merupakan report tiap agent
(riwayat) semua kegiatan
agent

Agent Call Summary

The screenshot shows the 'Agent Call Summary' section of a call center application. The top navigation bar includes links for 'AGENT DETAIL', 'AGENT CALL SUMMARY' (which is underlined, indicating it's the active tab), 'AGENT STATE DETAIL', 'ABANDONED CALL DETAIL ACTIVITY', 'CALL ACTIVITY', 'CDR REPORT', and 'INCOMING REPORT'. A user profile for 'Spv01' is displayed on the right. On the left, a sidebar menu lists 'Wallboard', 'User Management', 'Task', and 'Report' (which is currently selected). The main content area displays a table of agent performance data. The table has columns for ID, NAMA AGENT, NAMA PRODUCT, EXTEND, TOTAL TALK, AVG TALK, TOTAL HOLD, TOTAL AUX, and AVG AUX. The data is as follows:

ID	NAMA AGENT	NAMA PRODUCT	EXTEND	TOTAL TALK	AVG TALK	TOTAL HOLD	TOTAL AUX	AVG AUX
AGENT003	Nisa	INDOSAT IMkas	2005	00:34:45	00:11:35	00:00:00	00:00:00	00:00:00
AGENT004	Mira	OTTO	2004	01:06:10	00:22:03	00:00:00	00:00:00	00:00:00
AGENT01	Dian monica oktavia	OTTO	2001	00:30:56	00:10:18	00:00:00	00:00:00	00:00:00
AGENT04	Mira	OTTOCASH	2001	00:42:23	00:14:07	00:00:00	00:00:00	00:00:00

Below the table, there are buttons for 'View' and 'Export', and a date range selector from '01/04/2023' to '16/05/2023'. At the bottom, there are buttons for 'Show Page : 10' and 'Showing 1 to 4 of 4 entries'.

merupakan report dari aktivitas agent (performance) menampilkan list kegiatan agent menjawab telephone beberapa kali

Agent State Detail

The screenshot shows the 'Call Centre' software interface. The top navigation bar includes links for AGENT DETAIL, AGENT CALL SUMMARY, AGENT STATE DETAIL (which is underlined in blue), ABANDONED CALL DETAIL ACTIVITY, CALL ACTIVITY, CDR REPORT, and INCOMING REPORT. A user profile for 'Spv01' is displayed on the right. On the left, a sidebar menu lists Wallboard, User Management, Task, Report (selected), Reset Password, and Signout. The main content area displays a table of agent activity data from April 1 to May 16, 2023. The table columns are: ID, NAMA AGENT, NAMA PRODUK, EXTEND, STATE TRANSITION TIME, AGENT STATE, REASON CODE, TOTAL AUX, and DURATION. The data shows various agents (AGENT01, AGENT04, AGENT004) interacting with clients (Dian monica oktavia, Mira, Nisa) using products like OTTO, OTTOCASH, and INDOSAT IMkas. The 'Report' section of the sidebar is highlighted.

ID	NAMA AGENT	NAMA PRODUK	EXTEND	STATE TRANSITION TIME	AGENT STATE	REASON CODE	TOTAL AUX	DURATION
AGENT01	Dian monica oktavia	OTTO	2001	2023-04-03 10:38:27.0	ANSWERED		00:00:00	00:03:49
AGENT04	Mira	OTTOCASH	2001	2023-04-07 13:26:38.0	ANSWERED		00:00:00	00:04:05
AGENT004	Mira	OTTO	2004	2023-04-10 09:31:18.0	ANSWERED		00:00:00	00:02:00
AGENT01	Dian monica oktavia	INDOSAT IMkas	2001	2023-04-11 10:21:01.0	ANSWERED		00:00:00	00:07:00
AGENT04	Mira	OTTOCASH	2001	2023-04-11 11:00:01.0	ANSWERED		00:00:00	00:08:31
AGENT003	Nisa	INDOSAT IMkas	2005	2023-04-11 12:26:31.0	ANSWERED		00:00:00	00:06:11
AGENT004	Mira	OTTO	2004	2023-04-11 13:14:31.0	ANSWERED		00:00:00	00:18:11
AGENT01	Dian monica oktavia	OTTO	2001	2023-04-12 09:07:21.0	ANSWERED		00:00:00	00:08:07
AGENT04	Mira	OTTOCASH	2001	2023-04-12 14:23:21.0	ANSWERED		00:00:00	00:13:07
AGENT003	Nisa	INDOSAT IMkas	2005	2023-04-12 15:20:42.0	ANSWERED		00:00:00	00:13:59

merupakan report aktifitas agent yang menampilkan list data panggilan client yang terjawab dan tidak terjawab

Abandoned Call Detail Activity

The screenshot shows the 'Call Centre' software interface. The top navigation bar includes links for Agent Detail, Agent Call Summary, Agent State Detail, Abandoned Call Detail Activity (which is the active tab), Call Activity, CDR Report, and Incoming Report. A user profile for 'Spv01' is visible on the right. On the left, a sidebar menu lists Wallboard, User Management, Task, Report (selected), Reset Password, and Signout. The main content area displays a table of abandoned call details. The table columns are: CALL START TIME, CALLED NUMBER, NAMA PRODUK, INITIAL CALL CALL ANI, INIDITAL CALL PRIORITY, ROUTED CSQ, AGENT NAME, CALL SKILLS, FINAL CALL CALL PRIORITY, ABANDON TIME, and DURATION. The table contains 12 entries of abandoned call data.

CALL START TIME	CALLED NUMBER	NAMA PRODUK	INITIAL CALL CALL ANI	INIDITAL CALL PRIORITY	ROUTED CSQ	AGENT NAME	CALL SKILLS	FINAL CALL CALL PRIORITY	ABANDON TIME	DURATION
02167895647	OTTO	082106967882	N/A			Mira	skill 4	N/A	2023-04-10 00:02:00	00:03:20
02167895647	OTTO	082106967882	N/A			Dian monica oktavia	skill 3	N/A	2023-04-12 00:08:07	00:13:27
02167782197	INDOSAT IMkas	082106967882	N/A			Nisa	skill 3	N/A	2023-04-12 00:01:15	00:01:55
02167895647	OTTO	082106967882	N/A			Mira	skill 4	N/A	2023-04-12 00:19:59	00:32:39
02167895647	INDOSAT IMkas	082106967882	N/A			Nisa	skill 3	N/A	2023-04-12 00:13:59	00:22:39
02167895647	OTTOCASH	082106967882	N/A			Mira	skill 4	N/A	2023-04-12 00:13:07	00:21:47
02167807906	OTTOCASH	083879377186	N/A			Mira	skill 4	N/A	2023-04-07 00:04:05	00:06:45
02167782197	OTTO	082106967882	N/A			Mira	skill 4	N/A	2023-04-11 00:18:11	00:30:11
02167782197	INDOSAT IMkas	082106967882	N/A			Nisa	skill 3	N/A	2023-04-11 00:06:11	00:10:11
02167895647	OTTOCASH	082106967882	N/A			Mira	skill 4	N/A	2023-04-11 00:08:31	00:13:51

merupakan report aktifitas agent secara detail dari client yang tidak terjawab

Call Detail

The screenshot shows the 'Call Centre' software interface. The top navigation bar includes links for Agent Detail, Agent Call Summary, Agent State Detail, Abandoned Call Detail Activity (which is underlined in blue), Call Activity, CDR Report, and Incoming Report. A user profile for 'Spv01' is displayed on the right. On the left, a sidebar menu lists Wallboard, User Management, Task, Report (which is highlighted in blue), Reset Password, and Signout. The main content area displays a table titled 'CALL ACTIVITY' with columns for ID, NAMA AGENT, IVR NAME, MENU NAME, PHONE NUMBER, DATE CALL, STATUS, LINKEDID, PHONE PRODUCT, QUEUE, and NOTE. The table contains 12 rows of call data. At the bottom, there are pagination controls and a message indicating 1 to 1,244 entries.

ID	NAMA AGENT	IVR NAME	MENU NAME	PHONE NUMBER	DATE CALL	STATUS	LINKEDID	PHONE PRODUCT	QUEUE	NOTE
■ DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	3042	2021-12-29 09:44:53.0	CONNECTED				vaa
■ DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 21:08:59.0	CONNECTED				
■ AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 22:19:28.0	CONNECTED				
■ DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	081293822455	2022-02-15 22:19:32.0	CONNECTED				
■ DEVELOPER	DEVELOPER	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 22:21:0.0	CONNECTED				
■ AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:50:29.0	CONNECTED				
■ AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	085697744656	2022-02-15 23:51:41.0	CONNECTED				
■ AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:54:37.0	CONNECTED				
■ AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:54:47.0	CONNECTED				
■ AGENT01	Dian monica oktavia	IVR - OTTOPAY	Layanan OTTOPAY	0816755791	2022-02-15 23:54:53.0	CONNECTED				

Show Page : 10 ▾ Showing 1 to 10 of 1,244 entries

merupakan report dari semua aktivitas dari data activity agent

CDR Report

The screenshot shows the 'Call Centre' software interface. The top navigation bar includes links for Agent Detail, Agent Call Summary, Agent State Detail, Abandoned Call Detail Activity, Call Activity, CDR Report (which is currently selected), and Incoming Report. A user profile for 'Spv01' is visible on the right. On the left, a sidebar menu lists Wallboard, User Management, Task, Report (which is also selected), Reset Password, and Signout. The main content area displays a table of CDR data. The table has columns for Agent ID, Nama Agent, Call Date, Nama Produk, Extention, Phone Product, Phone Cust, Call Status, and Duration. The data shows 12 entries of call records from April 10 to May 11, 2023, involving agents Nisa, Mira, and Dian monica oktavia across various products like INDOSAT IMkas, OTTO, and OTTOCASH.

AGENT ID	NAMA AGENT	CALL DATE	NAMA PRODUK	EXTENTION	PHONE PRODUCT	PHONE CUST	CALL STATUS	DURATION
■ AGENT003	Nisa	2023-04-12 16:17:10.0	INDOSAT IMkas	2005	082106967882	02167782197	ANSWERED	00:01:15
■ AGENT004	Mira	2023-04-12 15:50:42.0	OTTO	2004	082106967882	02167895647	ANSWERED	00:19:59
■ AGENT003	Nisa	2023-04-12 15:20:42.0	INDOSAT IMkas	2005	082106967882	02167895647	ANSWERED	00:13:59
■ AGENT004	Mira	2023-04-12 14:23:21.0	OTTOCASH	2001	082106967882	02167895647	ANSWERED	00:13:07
■ AGENT01	Dian monica oktavia	2023-04-12 09:07:21.0	OTTO	2001	082106967882	02167895647	ANSWERED	00:08:07
■ AGENT004	Mira	2023-04-11 13:14:31.0	OTTO	2004	082106967882	02167782197	ANSWERED	00:18:11
■ AGENT003	Nisa	2023-04-11 12:26:31.0	INDOSAT IMkas	2005	082106967882	02167782197	ANSWERED	00:06:11
■ AGENT004	Mira	2023-04-11 11:00:01.0	OTTOCASH	2001	082106967882	02167895647	ANSWERED	00:08:31
■ AGENT01	Dian monica oktavia	2023-04-11 10:21:01.0	INDOSAT IMkas	2001	082106967882	02167895647	ANSWERED	00:07:00
■ AGENT004	Mira	2023-04-10 09:31:18.0	OTTO	2004	082106967882	02167895647	ANSWERED	00:02:00

merupakan report yang sama seperti report agent detail, namun memiliki perbedaan menggunakan table update dari dataserver cdr, yang berguna sebagai pemeriksaan ulang (cross check) dari report agent detail.

Incoming Report

The screenshot shows the 'Call Centre' software interface. The top navigation bar includes links for Agent Detail, Agent Call Summary, Agent State Detail, Abandoned Call Detail Activity, Call Activity, CDR Report, and Incoming Report (which is currently selected). A user profile for 'Spv01' is displayed on the right. On the left, a sidebar menu lists Wallboard, User Management, Task, Report (selected), Reset Password, and Signout. The main content area displays an incoming call log table with columns: Date, Call Date, Extension, Nama Produk, Phone Product, Phone Cust, Call Status, and Duration. The table contains 12 entries of call logs from April 10 to April 12, 2023. At the bottom, there are pagination controls and a message indicating 10 entries per page.

Date	CALL DATE	EXTENTION	NAMA PRODUK	PHONE PRODUCT	PHONE CUST	CALL STATUS	DURATION
01/04/2023 - 16/05/2023	2023-04-12 16:17:10.0	2005	INDOSAT IMkas	082106967882	02167782197	ANSWERED	00:01:15
	2023-04-12 15:50:42.0	2004	OTTO	082106967882	02167895647	ANSWERED	00:19:59
	2023-04-12 15:20:42.0	2005	INDOSAT IMkas	082106967882	02167895647	ANSWERED	00:13:59
	2023-04-12 14:23:21.0	2001	OTTOCASH	082106967882	02167895647	ANSWERED	00:13:07
	2023-04-12 09:07:21.0	2001	OTTO	082106967882	02167895647	ANSWERED	00:08:07
	2023-04-11 13:14:31.0	2004	OTTO	082106967882	02167782197	ANSWERED	00:18:11
	2023-04-11 12:26:31.0	2005	INDOSAT IMkas	082106967882	02167782197	ANSWERED	00:06:11
	2023-04-11 11:00:01.0	2001	OTTOCASH	082106967882	02167895647	ANSWERED	00:08:31
	2023-04-11 10:21:01.0	2001	INDOSAT IMkas	082106967882	02167895647	ANSWERED	00:07:00
	2023-04-10 09:31:18.0	2004	OTTO	082106967882	02167895647	ANSWERED	00:02:00

Show Page : 10 Showing 1 to 10 of 12 entries

menampilkan list data client yang menghubungi produk yang di tuju

Demo Applikasi Call Centre Report



QNA

Conclusion

Aplikasi Call Centre ini di buat untuk membantu perusahaan dalam mengelola pusat layanan informasi yang menerima panggilan telepon dari pelanggan, yang bertujuan untuk memberikan informasi yang dibutuhkan oleh pelanggan. Dengan program Call Centre ini, juga dapat meningkatkan efisiensi operasional dari perusahaan yang menggunakannya, untuk itu Aplikasi Call Centre berbasis web dilengkapi dengan fitur user management, task dan report sebagai fitur utama penunjang call centre.

Thank You

