**DESCRIPTIVE APPROACH TO XCALLY DASHBOARDS FOR INICIA SOLUCIONES DE VOZ S.A. (IN ORDER TO INTRODUCE TO GITHUB REPOSITORY)**

**XCALLY MAIN FOLDER:**

**AGENT DETAILS**. This folder in turn, contains AGENT especific folders:

***It´s mandatory to select a time-gap at the upper-right drop-down time list.***

* *SUMMARY*

. Motion Bull Campaings. This list shows every campaing the agent is logged in.

. Voice Queues. This list shows voice queues current agent is added to

. Queues and Campaings. Pie chart graphically representing totals for Dialer Campaign and Voice Queues for current agent (selected in “agent” uper drop-down list)

. Summary. Text description showing internal user id, login expresión, user name, e-mail andn PBX entension

* *CALLS*

. Outgoing Agent Calls. This panel expecifically shows totals for Call numbers, call type executed depending on dialing system, and the result for every call groups.

. Outgoing Calls graphic. This linear-evolution graphic shows Outgoing Agent Calls in just one sight.

. Manual Calls. This grouped bar graph shows effectiveness totals for this calling type.

. Dialer Calls. This grouped bar graph shows effectiveness totals for this calling type.

* *LAST CALLS*

. Last 15 minutes. This panel shows every detail for the last fifteen minutes calls.

. Last 15 minutes Calls Type. This pie-chart graphically represents every calling type for the last fifteen minutes.

* *SALES DISPOSITIONS*

. Dialer Positive Dispositions. Showing totals for valid dispositions related to sales using current dialing type.

. Dialer Scheduled Calls. This panel informs about totals for scheduled calls

. Dialer Total Dispositions. This pie-chart shows totals for the whole types of dispositions.

. Inbound Positive Dispositions. This panel shows totals for valid diospositions related to inbound queue.

. Total Inbound Dispositions. Current pie-chart shows totals for every disposition type related to inbound queue.

* *STATES*

. Agent Pauses. This panel helps Administrator to quick-view pauses expecificacion in time parameter for selected agent.

. Total Time. Global system time in use for current agent.

. Changes last 15 minutes. This panel helps to understand last fifteen minutes pauses executed by agent.

. Last 15 minutes state times. This panel shows totals in time for every agent state in system.

**AGENT GLOBAL**. This folder contains system info related to signed up agents (registered agents regardless of whether they are active):

***It´s mandatory to select a time-gap at the upper-right drop-down time list.***

. Total logged. Agents logged expressed in totals.

. Total Agents. Registered agents in totals.

. Total Unavailable. Registered agents non active currently. Total agents minus logged agents

. Logged Agents. Detailed info for logged agents;

internal Id, system name, context…

. Logged Agents (graph). The following pie-chart shows available agents refered to total agents expressed in percentage and colors.

. Unavailable Agents. Detailed info for registered agents but currently not logged.

**CONTEXTS**. This folder contains the whole contexts information broken down into different variables.

***It´s mandatory to select a time-gap at the upper-right drop-down time list and a context at the upper-left “Context” drop-down list.***

* *STAFF*

. Agent per context. This panel shows every agent attached to selected context (registered agents regardless of whether they are active or not)

. Users per Context. Administrator allowance users registered (in system)

. Phones per context. Internal configured phones (physical, not PBX, just type “Grandstream”)

* *VOICE*

. Inbound Routes. Detailing every inbound route and description.

. Outbound Routes. Detailing every outboud route, dialing rules and descriptión for each one.

. Internal Routes. System defined extensions for internal use (agent to agent), and description for each one.

**MOTION BULL CALLS (LLAMADAS POR CAMPAÑA)**. This folder contains calling information for every registered motion bull campaign observed in a time interval.

***It´s mandatory to select a time-gap at the upper-right drop-down time list and a motion bull at the upper-left “motion bull” or “Campaña” drop-down list.***

. Fresh (Hopper). This panel shows fresh contacts expressed in totals (unused, unedited, unopened…)

. New (Hopper). This panel shows last upload in order to increase contacts number

. Total Open. List Contacts with any interaction.

* CALLS/INTERVAL

. Total calls status/hour. This linear-evolution graphic shows every call status registered per hour and day.

* *RESUME.*

. Total outbound calls status. This pie-chart shows every contact interaction related to call status defined. Expressed in totals and percentage anyway, and using different colors.

. Total calls. This panel shows outbound calls summation.

. Not connected. This panel shows non effective calls number (calling status summation except “contestadas” calls.

. Connected. This panel shows effective calls number.

. Dispositions. This panel shows every disposition in totals, using different colors and percentages.

**MOTION BULL CAMPAING DETAILS**. This folder contains Motion Bull campaign conFiguration info for every campaign.

***It´s mandatory to select a time-gap at the upper-right drop-down time list and a campaign at the upper-left “campaign” drop-down list.***

* *SUMMARY*

. Assigned. This panel shows agents assigned to current campaign.

. Logged In. This panels shows detailed info for every assigned agent if logged in. (agent, ip and typology)

. Summary. In this case, panel shows tecnical info circumscribed to campaign set up.

* *HOPPERS*

*.* Total Hoppers. This panel shows remaining contacts assigned to campaign.

*.* Fresh Hoppers. This panel shows contacts with no interactions.

. Hoppers State. This pie-chart show total and fresh hoppers in color and percentage.

. Hoppers by List. This panel breaks down hoppers displaying contacts that provide each list.

. Closed Selected Interval. Disposed contacts in current time Interval.

. Total Closed. Disposed contacts at all.

. Calls Selected Interval. Total calls in “time” gap.

. Total Called. Total called at all.

* *HOPPER FINAL CALL STATES AND DISPOSITIONS*

. Selected Range Dispositions. This pie-chart graph shows the whole dispotions number and percentage (using color code). The summary is the total disposed calls in time gap.

. Total Closed Dispositions. This pie-chart only shows disposed calls as closed, broke down in every set up dispositions, using colors and totals.

. Selected Range Call States. This pie-chart shows every call state for Hopper in the selected time Interval.

. Total Call States. Call states summation at all.

. Call States. This linear-evolution graphic shows call states in a time interval,

. Dispositions By Agent. This linear-evolution graphic shows dispositions by assigned agents to Campaing in current time Interval.

. Agent Sales. This linear-evolution graph shows seffectiveness agent related to saled

* *HISTORY CALLS*

. Answer Calls. This bar graph shows call states during the selected time Interval. Answered or not in different colors.

. Total Range States. This pie-chart shows total range since motion bull campaing set up.

. Range Call States Detail. This linear-evolution graphic shows answered calls and breaks down no answered in different states in the selected time interval.

. Total Range States. This pie-chart shows every call state since motion bull campaing set up.

**MOTION BULL GLOBAL**. This folder contains global information for every motion bull.

***It´s mandatory to select a time-gap at the upper-right drop-down.***

* *SUMMARY*

. Campaigns. This panel displays every campaign data as well as names, dial methods, originate caller id number…etc.

. Agents per Campaign. This panel shows agents assigned to every campaign in totals.

. Campaign Dial Method. This pie-chart shows dial methods in totals for the whole campaings.

. Agents Available. This panel shows total number of agents assigned to a campaign at all.

. Available Agents. This panel show already connected agents. Real time panel.

. Campaign Status. This pie-chart graph shows the whole number of created campaigns, active and inactive ones.

. Campaign Status (bis). This panel shows the whole number os created campaigns in totals.

* *DISPOSITIONS*

*.* Campaign Sales. This panel shows the effectiveness in sales for every campaign.

*.* Total Sales. This panels show effectiveness for sales in totals.

*.* Total Dispositions. This panel shows dispositions summary in totals for the whole campaigns.

*.* Total Dispositions (bis). This pie-chart graph shows dispositions with colors and percentages, also partials.

*.* Calls per Campaign. This pie-chart graph shows calls number using colors and percentages, also partials, in a time Interval.

* *CALLS*

. Calls per Campaign. This pie-chart shows values for calls in totals for every campaing in the selected interval.

. Total Calls, This panel shows calls in totals observed in the interval selected.

. Answered Calls. This panel shows the numeric value for answered calls in the selected time interval.

. Unanswered Calls. This panel shows the numeric value for unanswered calls in the selected time interval.

. Call Results. This pie-chart graphic shows totals for every call status in the time interval.

* *HOPPERS*

. Total hoppers. This panel shows in totals the summary of contacts scheduled at all (all campaigns) . Hoppers By Campaign. This pie-chart shows total hoppers broken down in campaigns.

. New Hoppers. This panel shows last contacts scheduled in totals for all campaigns.

. New Hoppers by Campaign. This pie-chart shows last contacts scheduled represented in percentage and different colors, also broken down.

. Hoppers by list. This panel shows the whole contacts scheduled for every campaign.

. Hoppers by list (bis). This panel shows last scheduled contacts broken down for every campaign

**MOTION BULL IVR CAMPAIGNS**. This folder contains Motion Bull campaign conFiguration info for every campaign.

***It´s mandatory to select a time-gap at the upper-right drop-down time list and a campaign at the upper-left “campaign” drop-down list.***

* *SUMMARY*

. Summary. In this case, panel shows tecnical info circumscribed to campaign set up.

* *HOPPERS*

*.* Total Hoppers. This panel shows remaining contacts assigned to campaign.

*.* Fresh Hoppers. This panel shows contacts with no interactions.

. Hoppers State. This pie-chart show total and fresh hoppers in color and percentage.

. Hoppers by List. This panel breaks down hoppers displaying contacts that provide each list.

. Closed Selected Interval. Disposed contacts in current time Interval.

. Total Closed. Disposed contacts at all.

. Calls Selected Interval. Total calls in “time” gap.

. Totall Called. Total called at all.

* *HOPPER FINAL CALL STATES*

. Call States. This linear-evolution graphic shows call states in a time interval,,

. Selected Range Call States. This pie-chart shows every call state for Hopper in the selected time Interval.

. Total Call States. Call states summation at all.

* *HISTORY CALLS*

. Answer Calls. This bar graph shows call states during the selected time Interval. Answered or not in different colors.

. Total Answer Calls. This pie-chart shows total calls since motion bull ivr campaing set up.

. Range Call States Detail. This linear-evolution graphic shows answered calls and breaks down no answered in different states in the selected time interval.

. Total Range States. This pie-chart shows every call state since motion bull campaing set up.

**MOTION V2-VOICE**. This folder contains Motion-V2-Voice .

***It´s mandatory to select a time-gap at the upper-right drop-down time list a “Server” at the upper-left drop-down list and a “Queue” or some of them.***

* *CALLS DISTRIBUTION*

. Inbound Calls. This linear-evolution graphic shows inbound calls evolution, regardless of whether the status is Answer or No Answer, observed in a previously selected time interval.

. Manual Outbound Calls. This linear-evolution graphic shows manual outbound calls evolution, regardless of whether the status is Answer or No Answer, observed in a previously selected time interval.

. Inbound Call Heatmap. This peculiar graphic, depicts values for a main variable of interest (inbound calls number) across two axis variables as a grid of colored squares. The axis variables are divided into ranges like a bar chart or histogram, and each cell's color indicates the value of the main variable in the corresponding cell range attached below the heatmap.

. Outbound Call Heatmap. This graphic shows, depicts values for a main variable of interest (Outbound Calls number) across two axis variables as a grid of colored squares. The axis variables are divided into ranges like a bar chart or histogram, and each cell's color indicates the value of the main variable in the corresponding cell range attached below the heatmap.

* *QUEUE CALLS*

. Answered rate. This speedometer chart template shows the average percentage for this variable in a time interval

. Abandon tate. This speddometer chart template shows the average percentage for this variable in a time interval.

. AVG Talking Time. This panel shows the average call duration in a selected time interval.

. AVG Answer Time. This panel shows the average time a call is answered in a time interval.

. AVG Abandon Time. This panel shows the average time agents declined interaction with calls.

. Total Offered. This panel shows the number of calls in totals for selected queues.

. Total Answered. This panel shows answered calls from total offered.

. Total Unanswered. This panel shows unanswered calls from total offered.

. Queue Calls. This bar chart shows calls status in a time interval, related to completed, abandoned or unmanaged.

. Last 10 calls. This panel shows some details for the last ten calls, as date, type, origin number and destination number, duration and contact disposition.

**XCALLY CALLS DETAILS**. This folder contains quick-view xcally info related to billing.

***It´s mandatory to select a time-gap at the upper-right drop-down.***

. Calls per type. this pie-char shows calls info related to call type (internal, outbound, dialer…) expresed in totals and percentage.

. Total Called. This linear-evolution chart shows totals for outbound and dialer calls.

. Total Called (bis), This panel shows billing availability for called in a time interval.

. Approximate calls cost. This panel shows billing data for special numbers (mobile)

**XCALLY CAMPAIGN SALES**. This folder contains profuse information of sales

***It´s mandatory to select a time-gap at the upper-right drop-down. “Sale” and “pre-sale” dispositions must be defined in query in order to obtain desired client data.***

* *SALES & PRESALES (Hopper Final)*

. Pre-sales. This panel shows previous state to sales in totals in a time interval, related to diferent campaigns regardless of whether they are active or not. “pre-sale” disposition will be personalized in Query.

. Sales. This panel shows sales in totals in a time interval, related to diferent campaigns regardless of whether they are active or not. “sale” disposition will be personalized in Query.

. Sales and pre-sales by hour. This linear-evolution chart shows data evolution per hour.

. Sales and pre-sales per campaign. This linear-evolution chart shows every campaign data (sales and pre-sales) in order to observe campaigns effectivity in a time interval.

. Sales a pre-sales (bis. This pie-chart shows campaign effectity according to determined variables, in totals and percentage.

. Sales per Campaign. This linear-evolution chart shows only one variable in a time interval.

. Sales per Campaign (bis). This pie-chart graph shows one variable in totals.

. Pre-sales per Campaign. This linear-evolution chart shows only one variable in a time interval.

. Pre-sales per Campaign (bis). This pie-chart graph shows one variable in totals.

* *SALES & PRESALES (Report Call)*

. Pre-sales. This panel shows previous state to sales in totals in a time interval, related to diferent campaigns regardless of whether they are active or not.

. Sales. This panel shows sales in totals in a time interval, related to diferent campaigns regardless of whether they are active or not.

. Sales and pre-sales by call direction. This linear-evolution chart shows data evolution in a time interval broken down by call directions.

. Sales and pre-sales by hour. This linear-evolution graph shows two variables in a time interval in order to check effectivity.

. Sales and pre-sales by call direction (bis). This pie-chart graph shows data evolution in a time interval broken down by call directions. Expressed in totals ans percentage.

**XCALLY CONTACTS**. This folder contains profuse information of contact lists

***No need to select time interval.***

. Contact List. This panel shows every lists info including contacts number.

. Total List. This panel shows lists number in totals.

. Duplicate phones by list. This panel shows a detailed list identifying duplicate phone numbers related to the list they´re included.

**XCALLY LIST**. This folder contains profuse information of sales

***It´s mandatory to select a time-gap at the upper-right drop-down. “list” must be selected at the upper-left “list” drop-down list.***

* *SUMMARY*

. Total Contacts. This panel shows current list contacts in totals.

. No Such Number. This panel shows Innactive number or doesn’t exit,

. Disposed Contacts. This panel shows called contacts being disposed in any way.

. Contacts Called. This panel shows Total calls using selected list in time interval

. Available Contacts. This panels shows Non disposed contacts

. Fresh Contacts. This panel shows Non used contacts from current list

. Expired Contacts. This panel shows???

. Range Dispositions. This pie-chart graph shows every disposition in a time interval for current list, in totals and percentage.

. Total Dispositions. This pie-chart graph shows every disposition at all for current list, in totals and percentage.(since list creation).

. Call State Range. This pie-chart graph shows calla states in a time interval.

* *DETAILS*

. Range Dispositions. This panel shows every disposition in a time interval for current list, in totals.

. Total Dispositions. This panel shows every disposition at all for current list, in totals.(since list creation).

. Doesn’t Exist. This panels shows a totally configurable demo for expecific disposition. (query)

* *DISPOSITIONS AND “NO SUCH NUMBER”*

. Dispotisions per list with custom fields. This panel shows every list info related to number of dispositions and type of disposition.

. No such number. This panel shows specifically failed calls related to non active destination.

**XCALLY VOICE QUEUES**. This folder contains profuse information of queues

***It´s mandatory to select a time-gap at the upper-right drop-down. Data expressed in totals, no need to select Queue.***

* *VOICE QUEUE CALLS*

. Incoming Queue Calls. This line-evolution chart shows results for all queues related to call results in a time interval

. Queue Call Results. This panel is a quide to quickly understand types o results (above).

. Queue Attended. This pie-chart graph shows call interactions in totals and percentage.

. Queue abandoned. This pie-chart graph shows abandoned calls related to each queue.

. Queue unmanaged. This pie-chart graph shows unnatended queue calls.

* *GLOBAL VOICE QUEUE STATS*

. Answer rate. This speedometer-chart graph shows global answer rate in percentage for the whole campaigns.

. Abandon rate. This speedometer-chart graph shows global “hang-up” rate in percentage for the whole campaigns.

. Unmanaged rate. This speedometer-chart graph shows global unnatended rate in percentage for the whole campaigns.

. Total. This pie-chart graph shows total number of interactions with queues in a time interval. (abandoned, attended, unnatended…

. AVG Talking Time. This panel shows average conversation time for the whole calls

. AVG Answer time. This panels shows de average time to connect a call.

. AVG Abandon time. This panel shows the average time to conclude a non answered call. (agent hang up the call with no response)

. Total Offered. This panel shows the whole number of calls executed in totals.

. Total answered. This panel shows the whole calls answered in totals.

. Total unanswered. This panel shows the whole calls unnaswered (abandoned and unmanaged).

* *SELECTED VOICE QUEUE STATS,* ***It´s mandatory to select a queue at the upper-left drop-down.***

. Answer rate. This speedometer-chart graph shows global answer rate in percentage for selected campaign.

. Abandon rate. This speedometer-chart graph shows global “hang-up” rate in percentage for selected campaign.

. Unmanaged rate. This speedometer-chart graph shows global unnatended rate in percentage for selected campaign.

. Total. This pie-chart graph shows total number of interactions with queues in a time interval. (abandoned, attended, unnatended…

. AVG Talking Time. This panel shows average conversation time for selected campaign.

. AVG Answer time. This panels shows de average time to connect a call.

. AVG Abandon time. This panel shows the average time to conclude a non answered call. (agent hang up the call with no response)

. Total Offered. This panel shows the whole number of calls executed in totals for selected campaign.

. Total answered. This panel shows the whole calls answered in totals for selected campaign..

. Total unanswered. This panel shows the whole calls unnaswered (abandoned and unmanaged) for selected campaign.

**XCALLY WARNINGS**. This folder contains profuse information about warnings. Extremely useful.

***No need to select time interval.***

* *CAMPAIGN WARNINGS*

. Campaing without hoppers. These two panels show campaigns with no hoppers, in totals with name and id.

. Recallme without agent. This panel shows agent name and recalls in totals

. Non DDI Campaigns. These two panels show campaigns with no DDI associated, using totals, names and id number.

. Campaigns without agent. These two panels show unuseful campaings related to the lack of agents in them. Expressed in Totals, names and Id numbers.

. Campaigns without recording. These two panels show no record availability configured campaigns in totals, names and id numbers.

* *LIST WARNINGS*

. List without hoppers. These two panels show campaigns with no hopper availability in totals, names and id numbers.

. List without agents, These two panels show lists without associated agents in totals, names and id numbers.

* *AGENTS WARNINGS*

. Agents without campaigns. These two panels show non associated agents to any campaign in totals, names and id numbers.

. Agents without list. These two panels show non associated agents to any list in totals, names and id numbers.

. Agents without “login in pause”. These two panels show misconfigured agents related to “login in pause” option in totals, names and id numbers

. Agents with “login in pause”. These two panels show agents related to “login in pause” option configured using this option in totals, names and id numbers