



1. Reports

In this menu you'll find different reports based on historical data. Divided in categories you'll find different angles to view data. Beginning with information about your Agents, Call groups and Numbers. We'll continuously keep expanding this with more angles to view the data from as well as more possibilities within the reports along the way.

2. Historical reports

This button serves as a shortcut to the previous reporting environment during the time that we're remanufacturing old reports to a suiteable format for the ContactSuite platform. When you click this button we'll automatically log you into the previous environment. Be aware that your browser needs to allow pop-ups for the ContactSuite domain, the historical reporting will be openend in a seperate window.

3. Report

This is where the report will be shown. We'll fetch the data and show it in the different elements on screen. Depending on the data it can take a short while and you'll notice a loader, no worries, this is normal. Once loaded you can use the available filters to adjust the report to what you deem is important. We'll keep working to improve these filters. We're always hard at work behind the scene to create a reporting environment that supports your needs and gives you valuable insights.

4. Filters

For every report in ContactSuite you have the option to filter specifiek subjects to get the data that you need to steer your organisation in the right direction. Once you've created a selection of filters that you wish to reuse, you can save these filters as a preset by clicking the green plus symbol.