

Mitel® Customer Service Manager

REPORTER REAL-TIME

Reporter Real-Time shows real-time external call and routed e-mail statistics, allowing you to see real-time details against all or selected call and e-mail message criteria on the telephone system.

 **Note:** For detailed information and instructions for Reporter Real-Time and Auto Reporter, refer to the online Help.

START REPORTER REAL-TIME

From the Start menu, select Programs – **Mitel Customer Service Manager**, and then select **Reporter Real-Time**.

MAIN WINDOW

Reporter Real-Time's main window consists of two areas, the toolbar and the tile area, as shown in the following example.



TOOLBAR

The table below provides a description for the toolbar buttons.

Table 1:

Button	Description
	Displays the main menu where you can access most commands.
	Immediately saves your settings.
	Displays the Add Tile menu, allowing you to add a tile to the Tile Area.
	Displays the Filter Manager for creating and editing filters.
	Displays the Options dialog box.
	Displays the Network Settings dialog box.
	Repositions the tiles in a particular style. Use the drop-down arrow to view the various options.
	Displays a menu of tiles that you currently have displayed. Use the drop-down arrow to view the selections.
	Answers the call ringing at the Call Control extension.
	Drops all calls at the Call Control extension.
	Holds a call or retrieves a held call at the Call Control extension.
	Completes an inquiry transfer from the Call Control extension.
	Displays the Auto Reporter menu, allowing you to configure Auto Reporter schedules.
	Launches Reporter.
	Displays the Node Status dialog.

TILES

Tiles are the basic building blocks of Reporter Real-Time and provide important information about the application.

There are several types of tiles, each of which can display information in different ways. Based on the type of information you want to see, select the appropriate type of tile, as explained in this guide.

Each tile (except for Station Viewer) includes the following buttons:

- **Zoom/Unzoom:** Click the Zoom button () to enlarge the tile to fill the whole Reporter Real-Time display area. Click the Unzoom button () to reduce the tile to the original, unzoomed size.
- **Properties:** Click the Properties button () to change the content, description, color, or alarm settings for the tile.
- **Filter:** Click the Filter button () to choose an existing filter to apply to the particular tile or create a new one.

Dashboard Tiles

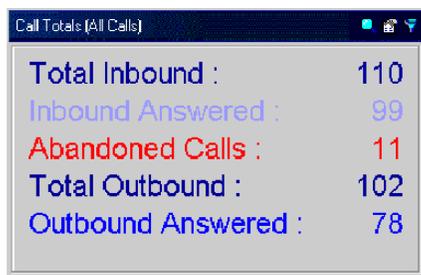
Dashboard tiles display a single call summary statistic, as shown below.



If you only want to see information for a particular set of extensions, such as a group of agents, you can add a filter to the tile. The statistic can also have an associated alarm, to notify you when the statistic falls within a certain range.

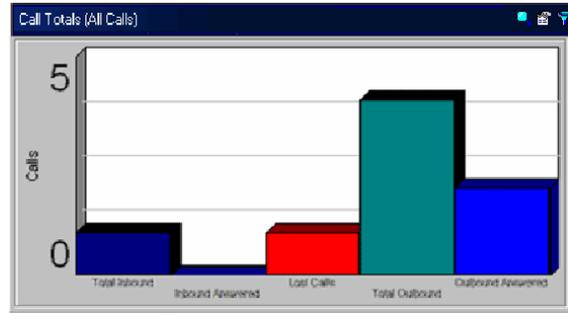
Multi Stat Tiles

Multi Stat Tiles are similar to dashboard tiles, but they display summary statistics as shown below.



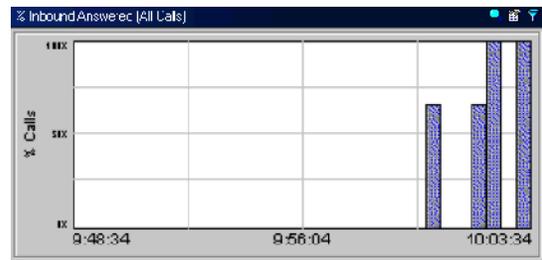
Graph (Multi Stat) Tiles

This graph tile displays several similar statistics on one graph. The data included in the graph can be shown as a bar, column, or pie chart.



Graph over Time Tiles

This graph tile displays a single statistic over a period of time. The statistic can also be summarized by a particular time period to give an indication of telephone activity.



StationViewer Tiles

StationViewer tiles display StationViewer buttons that indicate the current status of an extension or agent. Each button contains a lamp (bulb) and an icon that depicts the state of the device. The device extension and description (usually the user name) are also displayed, allowing you to easily identify status. StationViewer list tiles are not filtered like other tile types.



Extension List Tiles

The Extension List tile shows various statistics by extension using icons or a report list. This tile can display summary information for that extension, including total talk time or calls handled. Devices that have keys for multiple line appearances are also visible in the Extension Tile, showing both the device upon which the primary directory number is assigned, and those multi-line appearance devices upon which the extension also rings.

Extension List (All Calls)					
Sta	No / Ic	Description	InErid	OutErid	Last
	20812	Main Number Sta	806	0	0
	31417	Hoggman,Chris	74	13	0
	31415	Sunzar,Rick	80	16	0
	31418	Schmidt,Christina	83	14	0
	31424	Lyngar,Rick	92	15	1
	21405	Benson,Marla	7	14	0
	31432	Sanger,Sarah	76	8	0
	31444	Thomas,Jeff	98	16	0
	31411	Freeman,Isaac	6	16	0
	38357	Test IVR 1	5	0	1
	31427	Sanches,Natalie	46	5	0
	31428	Duchamp,Charl	89	16	0

Graph By Device Tiles

This graph tile displays a single statistic for every device type (e.g., agents, extensions, etc.) as shown below. This allows you to visually compare a particular statistic, such as total talk time, against a group of agents.



Agent List Tiles

This tile displays various statistics per agent using either icons or a report list. In addition to displaying information, such as the Caller ID of the call at the agent extension, the tile can display summary information for each agent, such as total time logged in or percentage of busy time.

Sta	No / Ic	Description	Ext	Current Status	Time in Status
	39866	Phi [LCR]	39866	Free	00:03:00
	31406	Angela Viliciana	31406	Busy (Call)	00:02:15
	5988	Rebecca Bisti	31133	Not Available	00:01:45
	5015	Michelle Viera	31103	Free	00:01:40
	31407	Debbie Hall	31407	Busy (Call)	00:03:40
	1321	Shylee Ludt	31109	Wrapup (Call)	00:03:40
	9626	Barbara McNair	31130	Wrapup (Call)	00:03:30
	1756	Ken Fletcher	31115	Free	00:03:30

Trunk List Tiles

This tile displays various statistics per trunk using icons or a report list. In addition to displaying information, such as the Caller ID of a call on the trunk, the tile can display summary information for each trunk, such as calls handled or average ring time. Where calls are made or received on SIP Trunks, a SIP Peer Name representing the

entire trunk group will be reported, instead of a specific numeric trunk. Multiple calls will show the same SIP Peer Name for the trunk.

Trunk List (All Calls)					
Sta	No / Ic	Dir	Field 2	First Rang	Last Rang
	94700	Out	[NewContact!]	217	

Contact List Tiles

The contact list displays a list of active contact traffic, for example, external and internal calls, as well as e-mail messages. The Contact List differs from the Trunk List in the following ways:

- The contact list displays the Caller ID field and this field is sorted by default.
- The contact list can only display call detail statistics and is dynamic, showing only calls that are currently active.

Sta	Call ID	Dir	Field 2	Telephone No
	10:2490	In	INTER TEL TECHN	480 4038684
	11:24#0	In	Extension 1001	1001
	11:24#0	Out	Extension 1102	1102

New Tile Wizard

The New Tile Wizard helps you to quickly create many variations of tiles with default settings without having to worry about some of the more detailed properties.

To open the New Tile Wizard, do one of the following:

- Right click in the main window, select Add Tile, and then select **New Tile Wizard**.
- Click the Add Tile button (🧩) on the toolbar and select **New Tile Wizard**.

Based on the type of tile you choose, follow the wizard to set the settings for your specific file type. Navigate the New Tile Wizard using the following buttons:

- **Next:** Advances you to the next screen.
- **Back:** Returns you to the previous screen.
- **Cancel:** Stops the Wizard and returns you to the main screen.
- **Help:** Displays the online Help information for that screen.

Tile Property Dialog Box

Although creating a tile using the tile property dialog box gives you access to all properties for a tile, it may take slightly longer to create a new tile using this method, rather than using the New Tile Wizard.

To create a tile by configuring the tile properties:

1. Do one of the following:
 - Click the Add Tile button (🧩) on the toolbar.

- Select **Add Tile** from the main menu (.
 - Right-click the main window and select **Add Tile**.
2. Select the appropriate tile from the **Add Tile** menu.
 3. Refer to the online help for instructions about creating the specific type of tile you selected.

Edit Tiles

Each tile has a set of properties that define which statistics the tile displays and how they are displayed.

To edit a tile's properties, right-click on the tile title and select **Properties**.

The property dialog box displays the tile's current settings. Change the settings as desired and then click **OK**.

Zoom, Resize, Switch, and Remove Tiles

Tiles are moveable and sizeable within the space of the Tile Area.

To zoom a tile:

Right-click the tile title and select **Zoom**. Repeat this action to unzoom.

To resize a tile:

Resize tiles by clicking and dragging on the edge of a tile.

When repositioning tiles using the appropriate toolbar buttons, tiles are resized to their optimum size for that style.

To switch to a different tile:

1. Click the Switch Tile button (). A list of tiles in the tile area appears.
2. Select a tile from the list. The focus then shifts to the selected tile.

To remove a single tile:

1. Right-click the tile and click **Remove**.
2. At the prompt, click **Yes** to remove the tile.

You can also remove all tiles using the Tiles tab of the Options dialog box.

Filter Tiles

The power of the Reporter Real-Time comes from its ability to limit statistics to only certain types of calls (for example, inbound only or calls for a specific DID number or list of extensions). This is achieved by using filters.

Each tile can have a filter applied that limits the statistics associated with the tile. For example, you can specifically show statistics for calls on a particular DID number or for agents in a particular group.

To change the current filter:

1. Click the Filter button () in the tile you want to modify. A shortcut menu of available filters displays with the currently selected filter checked.
2. Select a new filter from the menu.

When you select a filter from this menu, it automatically applies to the currently selected tile. There may be a slight delay, however, while the filter change is processed.

To add a new filter:

1. Click the Filter button () in the tile you want to modify.
2. Click **Add Filter**. After you have added the new filter, it automatically applies to the selected tile.

AUTO REPORTER

Auto Reporter provides the following additional features to Reporter Real-Time:

- **Scheduled Reporting:** Allows you to schedule reports to be run at intervals ranging from every 15 minutes to once a month. Reports can be automatically displayed, printed, exported, published to the Internet, or e-mailed.
- **Batch Reporting:** Allows you to batch several reports together and perform the same action on all reports at once. For example, you can print your monthly reports all at the same time or publish key reports to the Internet every day.
- **Report Publishing:** Allows you to manually or automatically publish your reports to the Internet for viewing in a Web browser or on a WAP-enabled device. Your reports can be accessible no matter where you are.
- **E-mailing Reports:** Allows you to e-mail exported reports to your colleagues either automatically or at the touch of a button.

To access the Auto Reporter dialog box, click the Auto Reporter button () on the toolbar. Then select one of the following options:

- **Report Schedules:** Allows you to configure complete report schedules including adding and editing sites and viewing events. You can also access the Auto Reporter main window by pressing the **F8** key on your keyboard.
- **Sites:** Allows you to add and edit sites for scheduled reports.
- **Events:** Allows you to view results for recently scheduled reports.