

Call Report

Planned:

This report shows you how many calls each of your users have planned to start within the current week. This allows you to see if your users are reaching their thresholds and making enough calls. There are two filtering options available. The *Start Date and Time* selector allows you to choose a different time period. *Owner* allows you to select one or multiple users.

Completed:

This report shows you how many calls each of your users have completed within the current week. This allows you to see if your users are reaching their thresholds and making enough calls. There are two filtering options available. The *Start Date and Time* selector allows you to choose a different time period. *Owner* allows you to select one or multiple users.

All Calls:

This report is a table-style report which can be exported as .CSV Excel file. It displays the key details of all of your users' calls. There are four filtering options available.

1. *Start Date and Time* selector allows you to see all calls that are starting within a certain time period.
2. *End Date and Time* selector allows you to see all calls that have ended within a certain time period.
3. *Status* allows you to filter into one or multiple activity statuses.
4. *Owner* allows you to choose one or multiple users to filter on.

*Note: All Calls does not have a default date range. It is displaying all historical calls, unless otherwise filtered by the user.