



Sample TFB Auto Attendant Report

TFB's Enhanced Auto Attendant is bundled with powerful reporting tools that allow call center managers to directly measure performance and usage.

What's on the Auto Attendant Report...

Menu Name and Number

Total Number of Callers who Used this menu

Caller Interaction times

PEG count for each menu item

Complete summary of menu options

```

-----
AUTO ATTENDANT REPORT
MENU DESCRIPTION COUNT DURATION AVERAGE SHORTEST LONGEST
-----
0003-0 Main Automated Menu 7099 14:33:04 00:07 00:01 01:27
-----
ACTION COUNT DESCRIPTION
-----
0 198 Transfer to 5023 Pilot 5023 English General.
1 5174 ST # 9 - Payments
2 867 ST # 12 - Case Status
3 109 GoTo Menu 0011 Office Information.
4 67 GoTo Menu 0020 General Case Info.
5 113 GoTo Menu 0030 Collections.
6 0 N/A
7 0 N/A
8 0 N/A
9 131 GoTo Menu 0003 Main Automated Menu.
* 0 N/A
# 218 GoTo Menu 0002 Main Menu.
TIMEOUT 32 HangUp
ERROR 3 HangUp
HANGUP 187

```

Technology For Business
 File name < 20000912.log >.
 Daily Auto Attendant Report.

```
-----
AUTO ATTENDANT REPORT
MENU   DESCRIPTION                               COUNT   DURATION AVERAGE SHORTEST LONGEST
-----
```

```
0012-0 Office Addresses                        71      28:03  00:23   00:01   01:46
-----
```

```
ACTION   COUNT DESCRIPTION
-----
```

```
0          8 Transfer to 5023 Pilot 5023 English General.
1          6 Speak 5310 Office Division 1.
2          7 Speak 5320 Office Division 2.
3          8 Speak 5330 Office Division 3.
4          3 Speak 5340 Office Division 4.
5          5 Speak 5350 Office Division 5.
6          1 Speak 5360 Office Division 6.
7          0 N/A
8          0 N/A
9          2 GoTo Menu 0003 Main Automated Menu.
*          0 N/A
#          7 BackUp Menu
TIMEOUT    1 HangUp
ERROR      0 HangUp
HANGUP     24
```

```
-----
AUTO ATTENDANT REPORT
MENU   DESCRIPTION                               COUNT   DURATION AVERAGE SHORTEST LONGEST
-----
```

```
0003-0 Main Automated Menu                    7099   14:33:04  00:07   00:01   01:27
-----
```

```
ACTION   COUNT DESCRIPTION
-----
```

```
0          198 Transfer to 5023 Pilot 5023 English General.
1          5174 ST # 9 - Payments
2          867 ST # 12 - Case Status
3          109 GoTo Menu 0011 Office Information.
4          67 GoTo Menu 0020 General Case Info.
5          113 GoTo Menu 0030 Collections.
6          0 N/A
7          0 N/A
8          0 N/A
9          131 GoTo Menu 0003 Main Automated Menu.
*          0 N/A
#          218 GoTo Menu 0002 Main Menu.
TIMEOUT    32 HangUp
ERROR      3 HangUp
HANGUP     187
```

 AUTO ATTENDANT REPORT

MENU	DESCRIPTION	COUNT	DURATION	AVERAGE	SHORTEST	LONGEST
0051-0	Initial After Hours Gree	1219	02:52:06	00:08	00:01	00:36

 ACTION COUNT DESCRIPTION

0	0	N/A
1	1125	GoTo Menu 0053 Main Auto Menu After Hrs.
2	31	GoTo Menu 0053 Main Auto Menu After Hrs.
3	0	N/A
4	0	N/A
5	0	N/A
6	0	N/A
7	0	N/A
8	0	N/A
9	0	N/A
*	0	N/A
#	0	N/A
TIMEOUT	26	GoTo Menu 0053 Main Auto Menu After Hrs.
ERROR	6	GoTo Menu 0053 Main Auto Menu After Hrs.
HANGUP	31	

 AUTO ATTENDANT REPORT

MENU	DESCRIPTION	COUNT	DURATION	AVERAGE	SHORTEST	LONGEST
0053-0	Main Auto Menu After Hrs	1510	02:56:00	00:06	00:01	01:17

 ACTION COUNT DESCRIPTION

0	11	Transfer to 5023 Pilot 5023 English General.
1	1113	ST # 9 - Payments
2	183	ST # 12 - Case Status
3	21	GoTo Menu 0011 Office Information.
4	17	GoTo Menu 0020 General Case Info.
5	32	GoTo Menu 0030 Collections.
6	0	N/A
7	0	N/A
8	0	N/A
9	14	GoTo Menu 0053 Main Auto Menu After Hrs.
*	0	N/A
#	45	HangUp
TIMEOUT	19	HangUp
ERROR	0	HangUp
HANGUP	55	