



Reporting Services

Reporting without any Effort

This keeps you up-to-date
and fully informed.

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Reporting Services

No Detail is Lost

This keeps you up-to-date and fully informed.

See what is really going on!

** Two versions

 Zero Config Mode


 Automatic timed report generation

 Delivery by mail

 Taking into account forwarded calls

 Output in table format
as CSV file

 Output as PDF file

 Output as HTML file

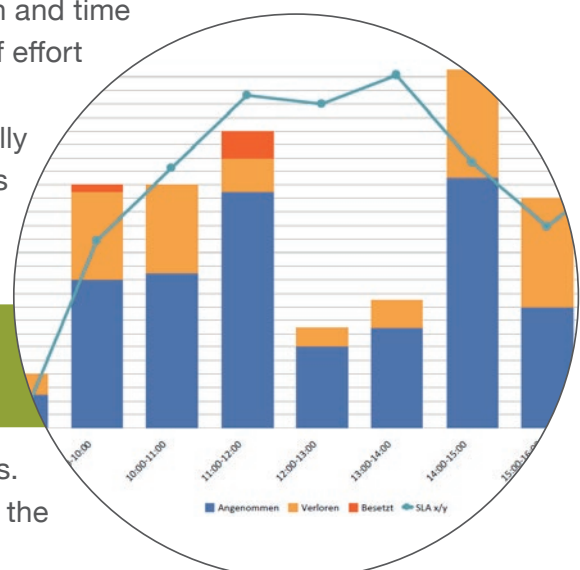
 Custom reports

 GDPR compliant

Reporting solutions can be complicated on installation and time consuming in maintenance. That is why we put a lot of effort into development to make both as easy as possible. After installation, all necessary reports are automatically generated and available on your demand. Adjustments to the PBX system are automatically detected and included in the reports.

Thus, you are always up to date and able to see what is really going on!

All results can be saved to Excel, CSV files or PDF files. Daily statistics and data can be easily displayed using the Wallboard option.



Two Versions, Tailored for your Requirements



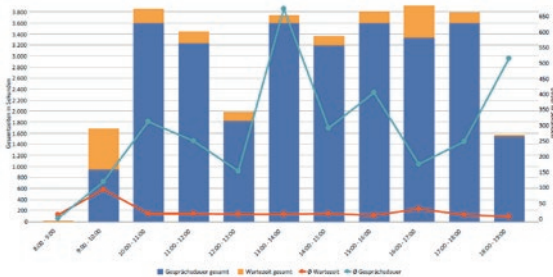
Reporting Services

Reporting Services for **SwyxWare** – Reporting Services for **Queue Controller**

3iMedia Reporting Services for **SwyxWare**

Ideal for customers who want to perform reports based on Swyx users, groups and call routing users.

- Swyx Agent Report (*inbound/outbound*)
- Swyx Hotline Report (*inbound*)
- Swyx Itemized Bill Report (*inbound/outbound*)



Licensing:

Reporting Services for **SwyxWare** including all reports that can be created based on Swyx-CDR data.

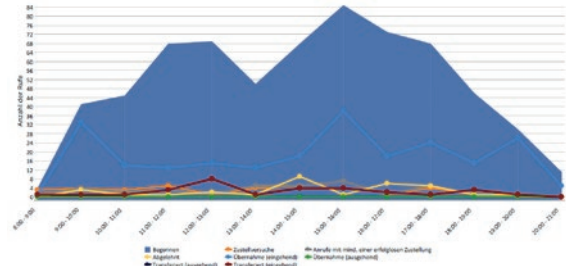
System requirements:

- SwyxWare Version 7.00 or higher
- MS-SQL-Server Version 2008 or higher
- Swyx CDR data into a database is required

3iMedia Reporting Services for **Queue Controller**

Perfect for customers who need more in-depth analysis of their queues and agents.

- Queue-Report (*inbound*)
- Agent Report (*inbound*)
- Status Report



Licensing:

Reporting Services for **Queue Controller** including all reports that can be created based on Queue Controller-CDR data

System requirements:

- SwyxWare Version 7.00 or higher
- Queue Controller Version 4.00 or higher
- MS-SQL-Server Version 2008 or higher
- Queue Controller CDR data into a database is required



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