



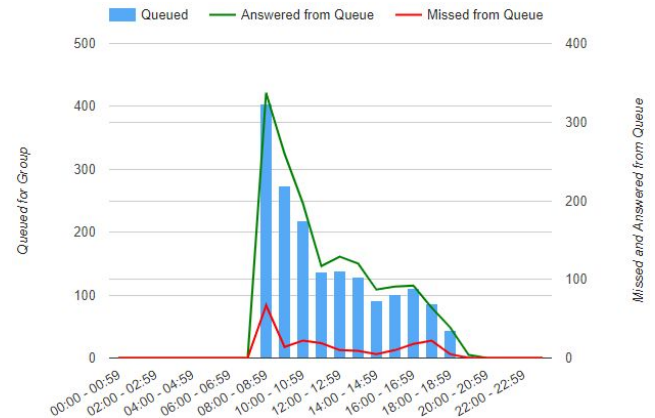
Reporting Platform

Surgery Connect excels in giving you both live and historic visibility of your call handling patterns and performance allowing you to react to peaks in call traffic accordingly. Key to this analysis is the online **Reporting Platform** giving you access to a wealth of user generated reports covering all of the key areas of your Surgery Connect service.

Group	Queued for Group	Answered from Queue	% Answered from Queue	Missed from Queue	% Missed from Queue	Missed from Queue (Queued < 10 secs)	Longest Queue Duration Answered
Admin Group	6	5	83.3%	1	16.7%	0	1m 10s
Bypass Group	2	2	100%	0	0%	0	27s
Reception Group	1,734	1,535	88.5%	199	11.5%	77	27m 28s
Secretaries Group	23	1	4.3%	22	95.7%	0	12m 25s
Total:	1,765	1,543	87.4%	222	12.6%	77	27m 28s

Providing both graphical and tabular data views and with the ability to export the data for further manipulation, users can select service elements and date ranges to view focussed data, meaning no aspect of your telephony solution is unknown.

The Reporting Platform is regularly expanded and enhanced and all new reports will be available to you by default.



Element	Description
Full Reporting Suite	Report data covering inbound numbers, distribution groups, queues and individual staff activity and performance accessible from your single Surgery Connect sign on.
Graphical and Tabular	Data is presented both graphically for a visual representation and in tabular format.
Time Frame	Users can specify the time frame for which they want to view data, anything from 1 day upwards.
Filter	Data can be filtered before report generation or after ensuring the data is exactly what you want to see.
Data Ordering	Generated data can be ordered by any relevant column to ensure the data appears in the most appropriate format for the user.
Export	Export tabular data in .csv format for further data manipulation and presentation built up over time.
Enhancements	As we and our customers highlight additional reporting resources that would prove useful we will add them to your reporting solution.

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