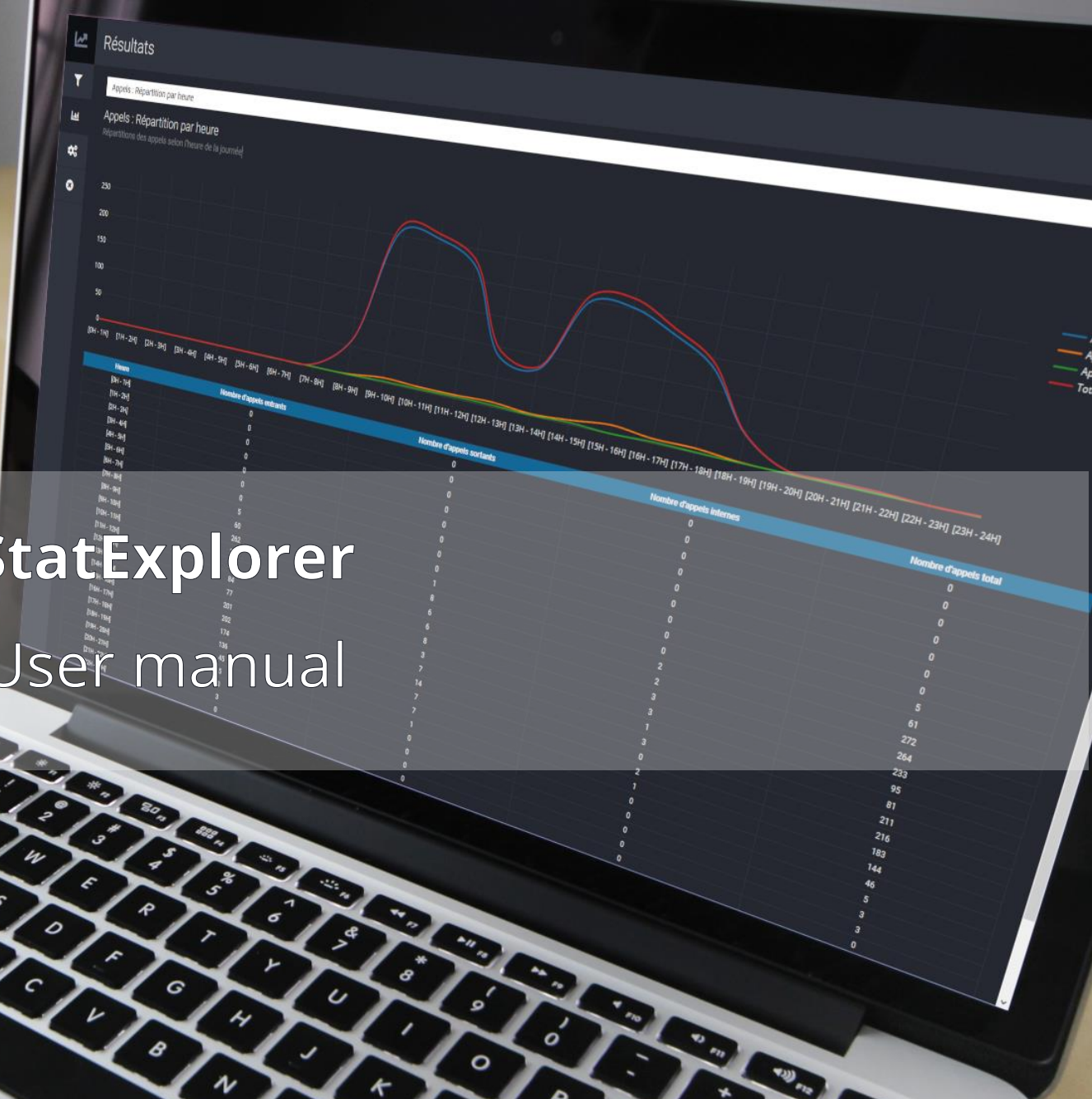




StatExplorer

User manual



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Introduction

Statexplorer help companies and call center improving the way they use their phones and PBX by providing statistics of calls, queues and agents performances.

With Statexplorer, companies can reduce the lost call count, analyze the reason of fails, reduce queue wait duration, and identify saturated trunks and services.

Using agents and queues statistics, call center supervisors can identify less performant agents, track pause and session duration, and improve call flow.

How to connect / Compatibility

Use your favorite web browser to connect to Statexplorer by typing the PBX IP address followed by “/statexplorer” (ex: <http://192.168.5.150/statexplorer>) in your address bar, or use the Single Sign On available in Complete PBX 5.

Statexplorer has been tested and is compatible with

- Firefox
- Chrome
- Opéra
- Vivaldi

Connection, theme and language

When login in Statexplorer, you must provide a username and password. By default, you can use:

- Username: admin
- Password: admin

We recommend you change your password as soon as possible as Statexplorer can provide sensitive information (phone numbers, call details...)

Statexplorer let you choose the language and theme when login in. Choosing a different theme will not change the software capabilities nor performances.

You can check the “remember login and password” checkbox to get these field automatically filled next time.



Language, theme and login/password are saved locally in the browser memory. These informations are not stored on the server and are not shared among users.

Demo mode

You can use Statexplorer without paying for it as demonstration purposes. All functionalities are available, but only the first 300 calls will be analyzed and displayed.

When running in demo mode, a message will appear asking to buy the software on the bottom of the screen.

Color codes

When using Statexplorer, some message can be displayed on the bottom of the screen. The importance of the information is given by the color of the message background:

- **Green:** Successful operation has been made
- **Blue:** Informative message.
- **Orange:** Message warning the user about a potential error.
- **Red:** Message warning the user about a critical error.

Side menu

The side menu on the left give user access to 4 different panels:

- **Filter:** Let user create request filter like date of calls, queues, agents to display or extension, DID and account code to filter.
- **Results:** Display current filter results and let user export results.
- **Settings:** Display user settings page, or administration settings
- **Logout:** Log out user and permanently delete authentication token.

Statistics categories

Statexplorer give user statistics of 2 different categories:

- Call statistics
- Queue/agent statistics

Call statistics

Call statistics can be used by any company who want to get information about the call count, call duration, get list of calls, get origin or destination of calls, extension performances, etc.

These statistics let company get information about call volumetric on the PBX, and know which service is the busiest using the DID number, or even bill customers with account codes.

Queue/agent statistics

Queue and agent statistics are more specifically made for call centers, even if regular companies can find here valuable information.

Queue statistics bring information about the call volumetric and wait duration of calls in a queue before being connected to an agent or hanging up. Queue performances will be measured as number of abandoned calls, hold time, call time, etc.

Agent statistics give information about how many time agents worked on the selected period, the number of call taker by each agent, pause duration, etc.

How to create a request filter

To get statistics, you must first create a request filter. The filter specifies on which extension, DID, account code, queue and agents' statistics will be made.

When a filter is created, it is used during the whole session of usage, until user create a new filter or log out.

Loading a saved filter

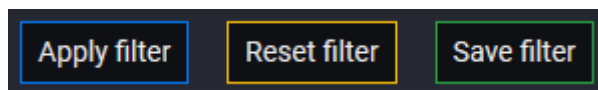
User can save and load a saved filter using the "Choose an existing filter" selector. Loading is immediate, filter criteria will then appear in the window below.

User can then navigate to results page by clicking in the "Apply filter" button.

Creating a new filter

To create a filter, user must select a period, choose call type, extension, DID and account code, queues and agents to filter.

If a filter is already loaded, user can click on the "Reset filter" button to remove the currently loaded filter.



The "Reset filter" will not delete a saved filter but will simply unload it from memory. Use this button to create a new filter. If you want to delete a saved filter, select it in the selector and then click on the "Delete filter" button.

Creating a filter need 3 steps:

Step 1: period

Selecting a period is mandatory. User can select an automatic period or choose a manual period.

Automatic periods are particularly interesting when the user wants to save a filter: an automatic period will change the dates depending of the selection.

Ex: if a user creates a filter with “this month” the 25th July, Stateplorer will do statistics between 1st July to 31 July. If the user load again the saved filter in September, the statistics will be between 1st September to 30 September.

User can choose between 11 different kind of dates:

- Manual
- Today
- Yesterday
- This week
- Previous week
- This month
- Previous month
- This quarter
- Previous quarter
- This year
- Previous year

Selecting “manual”, the user can define the period freely, including hours. All selected dates are inclusive.

Selecting an automatic date will update the dates displayed automatically. You cannot change the displayed date when an automatic date is set.

Step 2: Call filters (Extension, DID, Account codes)

“Call type”, “Extensions”, “DID”, “Account code” criteria’s let user filter results on “generic calls” (calls not involved in any queues)

Call type let user filter the calls based on their type: inbound, outbound, internal.

- Inbound call: call coming from any carrier trunk.
- Outbound call: call sent to any carrier trunk
- Internal call: Call sent to any destination inside the same PBX. Calls sent to another PBX by sip trunk will be detected as inbound/outbound calls.

Extension filter let user filter calls based on the extension that made or received the call. The extension list also contains non extensions: queues, ring group, call forwards, or “None”

- Queues: queues can appear in the extension list as soon as a call was abandoned in the queue.
- FAX: this special extension shows fax received or sent.
- CF: this extension is displayed when a call was immediately forwarded (with CFI for example) before going to any device.
- None: this extension is displayed when the call was hung up before going to any known extension, queue, ring group.
- Ring group: displayed as RGxxx, they appear if a call was hung-up in a ring group.



Queues and ring group are displayed in the extension list when a call was hung up while in a queue/ring group. In this case, as more than 1 extension is ringing, Statexplorer cannot link the call to 1 specific extension. In this case, the number of the queue or ring group is used instead. It helps the user list the calls lost in ring group and queues!

DID filter lets user display only inbound calls to a specific DID. This filter has impact on incoming calls only.

Account codes filter lets user display only outbound calls with a specific account code. Account code can help user to list calls made to a specific customer. This filter has impact on outbound calls only.



Account codes are detected with 3 different ways : if a user has an account code in the extension configuration, if user has used an authorization code, customer code or pin code. If you want to identify called customers using account code, you can create pin list. Agents will be forced to type 1 of the pin listed, identifying the corresponding customer, before dialing out.

Step 3: choose queues specific filters

If you are using queues, you can select specific filters for the queues/agents dedicated statistics. Filter for queue/agent has no impact on regular statistics, and regular filter has no impact on queue/agent statistics

Queue filter lets you choose on which queue you want to get statistics. Queues are listed using their name.

Agent filter let you choose on which agents you want to get statistics. By selecting an agent, you'll get information on call list, session duration and pause duration.

Saving a filter

After creating the filter, user can click on the "Save filter" button. After entering a name, the filter will be stored in the server, allowing any users to load it.

Results

The result page shows the currently loaded filter on top of the page. You can close this resume by clicking the little cross on the top-right of the box.

IF you have any doubt regarding the currently loaded filter, you can use this box to check the date, extension, did, account code list, and the queue/agents displayed.

You can select any statistics in the selector "Choose statistics to display". Selecting a statistic will immediately clear the currently displayed result and load the new statistic results.

Results format show:

1. The title and description of the selected result
2. Graphics of the data
3. Table used to generate graphics
4. Links to export results.

Graphics

Graphics are dynamic: you can isolate or exclude datas, zoom, pan...

Available actions are:

- Hover on the graphic: display values
- Simple click on an element: hide this element from graphic
- Double click on an element: display this element only
- Drag on a graphic: zoom or pane
- Double click on an empty area: reset zoom/pane.

Tables

You can sort data in the tables by clicking on any column.




Numerical values are sorted ascending or descending while textual values are sorted alphabetically.

Exporting results

Links on the bottom of results let you export data.

3 export links are available:

- Export this statistic for printing: Display the statistic in a new tab/page with a white background, and with size of an A4 page (landscape orientation). Graphs and table are exported exactly as displayed.
- Export this statistic in CSV: export table content in CSV format for future usage in Excel or Open Office.
- Export all statistics for printing: export all results available in the “choose statistic to display” select. This export can take long time to be generated.

 [Export this statistic for printing](#)  [Export this statistic in CSV](#)  [Export all statistics for printing](#)

Settings

Changing current user password

The first part of the settings page let you change your login password.

Creating users

This part only appears for administrators.

Administrators can create/modify users.

Select a user in the "Select an existing user" selector or choose "* Create new user *".

Define a login and password. You can also set some permissions:

- This user is an administrator: user will be allowed to create/modify users
- Display full numbers: this user will see full caller/called numbers. If this checkbox is unchecked, the last 4 digits of numbers will be replaced with "*"
- Display contact name: this user will see contact name associated to caller/called number (if known). Contact names are displayed using this form "[Company name] name surname"