broadcore
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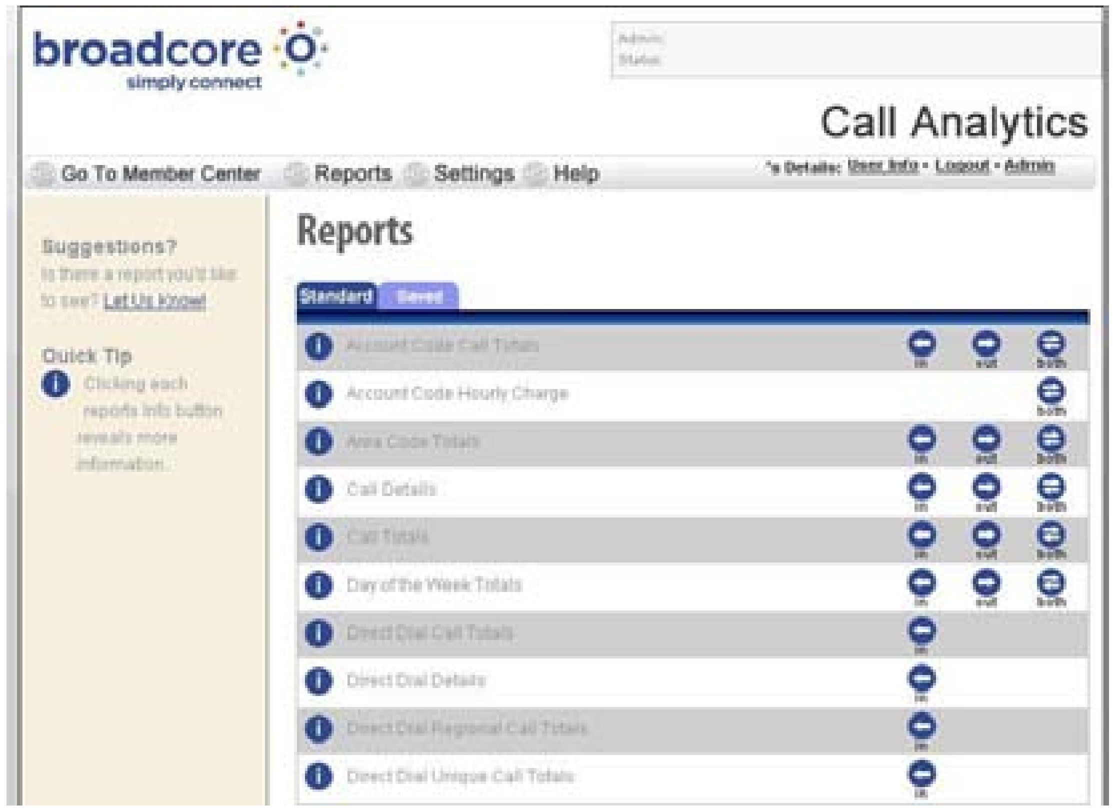
Call Analytics Quick Guide



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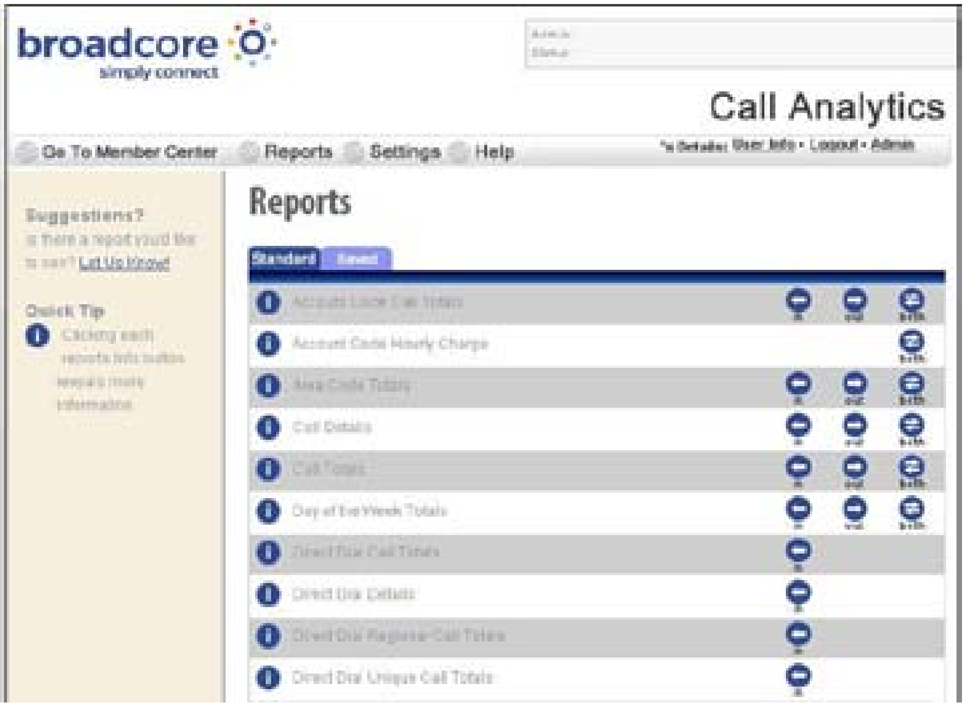


What is it?

Broadcore Call Analytics is a call accounting application that integrates seamlessly with your Broadcore services. Broadcore Call Analytics detects outbound and inbound calls, abandoned calls, and other activities. It works on your browser and can be view reports online and export them to .PDF and .CSV files.

Initial Setup

To get your login activated for Call Analytics

1. Go to http://login.broadcore.com and use your administrator credentials.
2. Go to the user that you want to activate Call Analytics. (e.g. Group>>Profile>>Users>>One Specific User>>Profile.)
3. Go to Assign Services. (e.g. One Specific User>>Profile>>Assign Services.)
4. Add one and only one of these service packs:
   - Analytics Group.Admin
   - Analytics Enterprise Admin
5. Save your changes.

Logging in

You must be an administrator,

- Go to http://analytics.broadcore.com
- Enter your personal web portal credentials for your Broadcore user. (e.g. 3105552530@broadcore.com)
- Use your web portal password for this user account.
- Click on Reports.

Reports

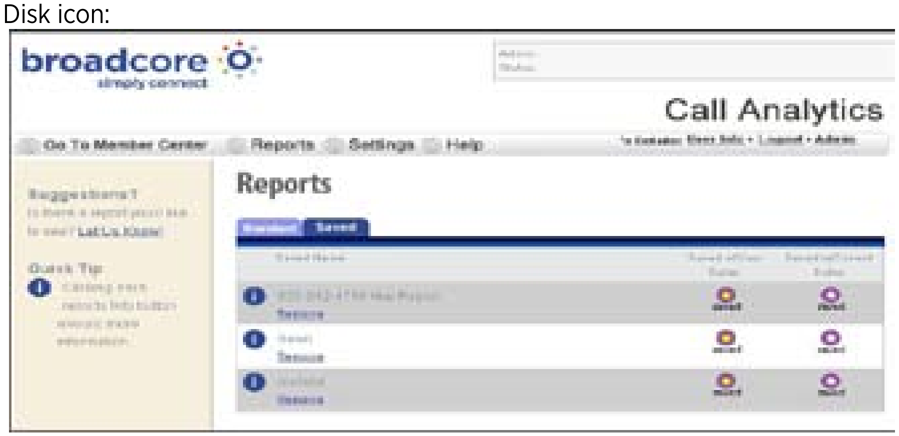
Reports Tab

There are many reports available. They are incoming, outgoing, or both. For details on what the report shows, click on the blue to the left of the report name.

To run the report click on the in, out, or both. You can view Reports in Table form and many are also available in Graph form.

Saved Reports

If you run a particular report, regularly, you can save it. While you are looking at a report, Click the Disk icon:



Custom Reports

If you do not see the report you would like, feel free to contact Client Services to see if we can create a custom report for you.