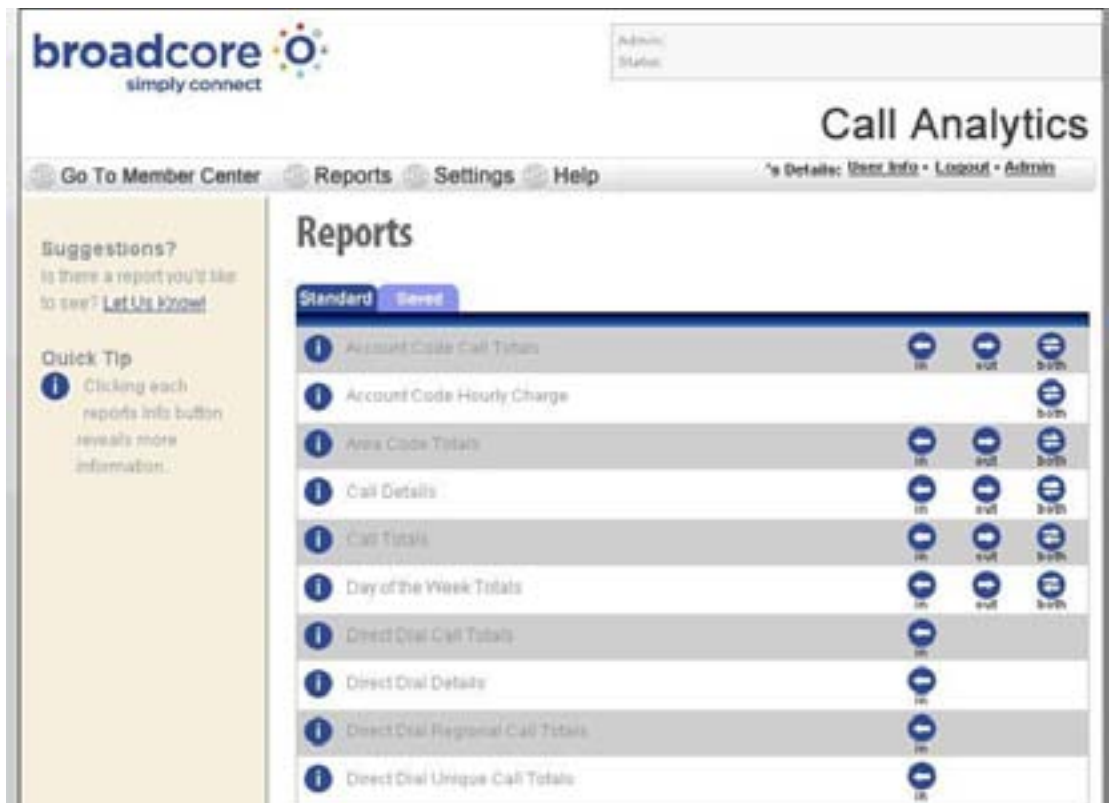


Call Analytics Quick Guide



The screenshot shows the Broadcore Call Analytics dashboard. At the top left is the Broadcore logo and 'simply connect' tagline. To the right, there are fields for 'Admin:' and 'Status:'. Below the logo is a navigation bar with 'Go To Member Center', 'Reports', 'Settings', and 'Help'. On the right side of the navigation bar, there are links for 'My Details', 'User Info', 'Logout', and 'Admin'. The main content area is titled 'Call Analytics' and features a 'Reports' section. On the left side of the reports section, there are tabs for 'Standard' and 'Saved'. The reports list includes:

- Account Code Call Totals (In, Out, Both)
- Account Code Hourly Charge (Both)
- Area Code Totals (In, Out, Both)
- Call Details (In, Out, Both)
- Call Totals (In, Out, Both)
- Day of the Week Totals (In, Out, Both)
- Direct Dial Call Totals (In)
- Direct Dial Details (In)
- Direct Dial Regional Call Totals (In)
- Direct Dial Unique Call Totals (In)

On the far left, there is a 'Suggestions?' section with a 'Let Us Know!' link and a 'Quick Tip' section stating: 'Clicking each reports info button reveals more information.'

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The screenshot shows the Broadcore Call Analytics interface. At the top left is the Broadcore logo with the tagline "simply connect". A search bar is located at the top right. The main header is "Call Analytics". Below the header is a navigation bar with links for "Go To Member Center", "Reports", "Settings", and "Help". On the right side of the navigation bar, there are links for "Details", "User Info", "Logout", and "Admin".

The main content area is titled "Reports" and has two tabs: "Standard" (selected) and "Saved". A list of reports is displayed, each with a blue information icon on the left and three circular icons (a left arrow, a right arrow, and a refresh icon) on the right. The reports listed are:

- Accounts Lock Call Totals
- Account Code Hourly Charge
- Area Code Totals
- Call Details
- Call Totals
- Day of the Week Totals
- Direct Dial Call Totals
- Direct Dial Details
- Direct Dial Regional Call Totals
- Direct Dial Unique Call Totals

On the left side of the page, there is a sidebar with a "Suggestions?" section asking "Is there a report you'd like to see? Let Us Know!". Below that is a "Quick Tip" section with an information icon and the text: "Clicking each reports info button reveals more information."

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.