


Setting Up Your Emailed Reports is as Easy 1, 2, 3

1. Navigate to portal.clarityvoice.com, you should see the login page:



Clarity
FranchisePhones | phone system in a box*

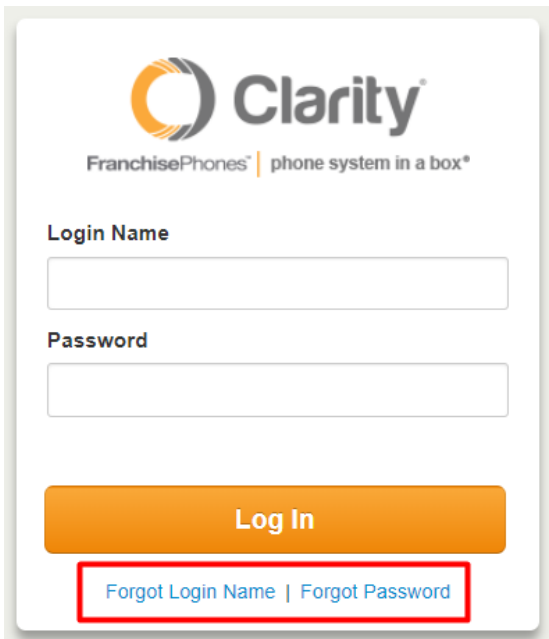
Login Name
extension@domain|

Password
••••

Log In

Powered by Clarity®
Manager Portal: Version 1227.1.1 (01-N)

2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login.**



The image shows a login form for Clarity. At the top is the Clarity logo with the tagline "FranchisePhones | phone system in a box". Below the logo are two input fields: "Login Name" and "Password". A prominent orange "Log In" button is centered below the fields. At the bottom of the form, there is a red-bordered box containing the links "Forgot Login Name" and "Forgot Password".

3. The main landing page has several tabs, click the **Scheduled Reports** tab.



Scheduled Reports

4. Click the **Add Report** button, and you will see two options: **Daily Queue Report** and **Daily Agent Report**. Select the desired report type and click **Next**.



Daily Queue Report



Daily Agent Report



Daily Queue Report

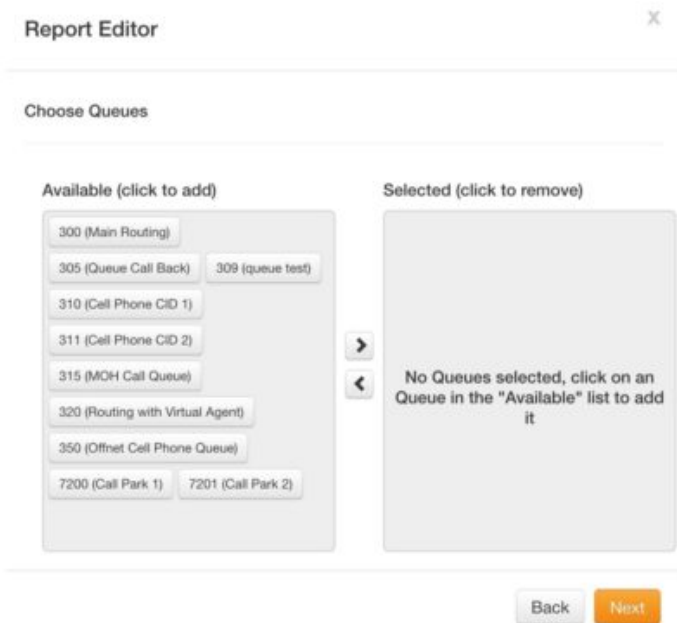
This report type provides a daily report on the selected call queues. These reports detail **Call Volume, Calls Handled (Answered), Average Talk Time, Service Level, and Average Answer Speed**. See below for a full guide to the reports.

Daily Agent Report

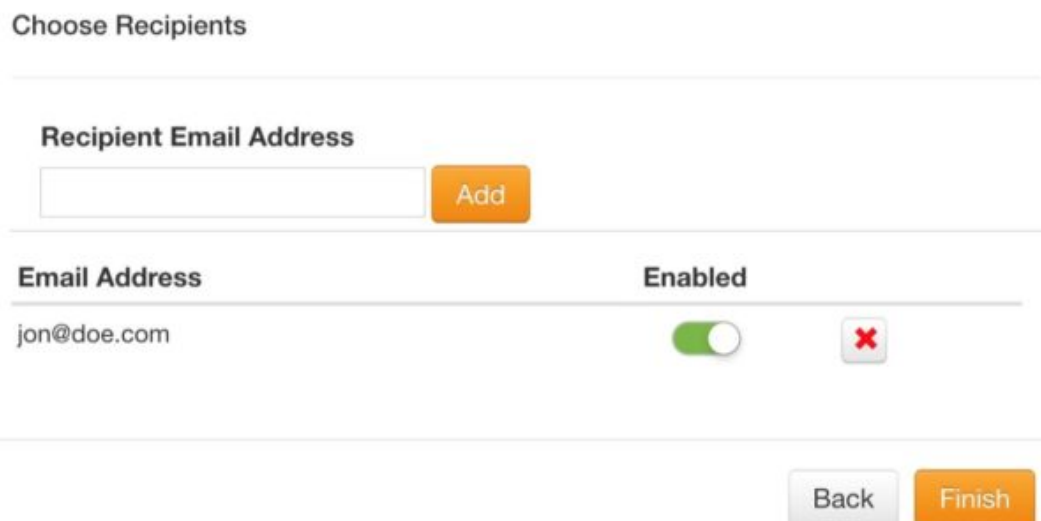
This report type provides a daily report on the selected on selected agents. These reports detail **Calls Handled (Answered), Average Talk Time, Average Handle Time, and Total Talk Time**. See below for a full guide to the reports.

5. You should now see the **Report Editor** screen to configure your report:



- Simply click an item under **Available** to add it to the report. Click any items under **Selected** to remove them.
- To add all items to the report, click the  icon. To remove all items from the report, click the  icon.
- When you've selected the items for which you want to receive reports, click **Next**.



6. On the next screen you can specify which emails the reports should send.



- Under **Recipient Email Address**, type the desired email address, and click **Add**. You can add multiple email addresses.

- Click the  button to enable or disable an email address.
- Click the  button to remove an email address.
- When you're done, click **Finish**.

7. The report will now show under the **Scheduled Reports** section. You can **Edit** or **Remove** the report as needed.



8. The reports you receive have a graph for the selected queues or agents, as well as a table displaying the stats for each item. See the list below for a definition of each item:

Daily Queue Reports

- **Queue** - The Queue number you selected
- **Name** - The name of the Queue you selected
- **VOL** - The total number of inbound calls
- **CH** - The total number of answered calls
- **ATT** - The average talk time
- **SL** - Service Level, the percentage of answered calls
- **AAS** - The average answer speed

Daily Agent Reports

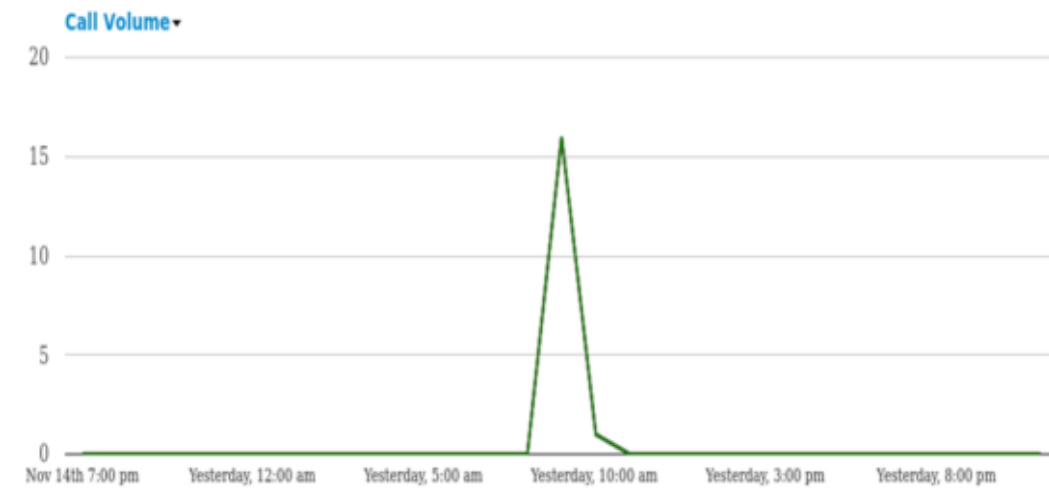
- **Ext** - The Agent number you selected
- **First** - The First name of the Agent you selected
- **Last** - The Last name of the Agent you selected
- **Department** - The Department to which the selected Agent belongs
- **CH** - The total number of answered calls
- **ATT** - The average talk time
- **AHT** - The average handle time, or duration
- **TT** - The total talk time

This is a Daily Agent Report that shows the metrics for three agents

Call Center Reports

Type: Agent Stats Queue: All Queues

11/15/2016 to 11/15/2016



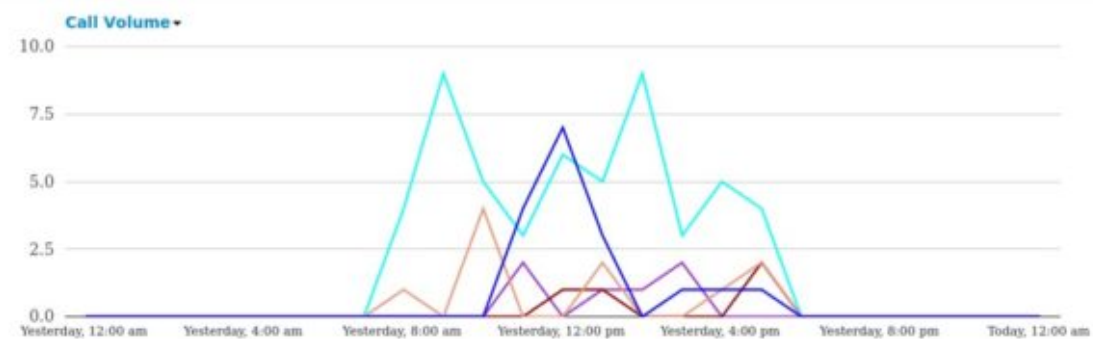
Ext.	First	Last	Department	CH	ATT	AHT	TT
200	Phone	200		17	0.4	0.4	6.0
201	Phone	201	n/a	17	0.3	0.3	5.6
202	Phone	202	n/a	17	0.3	0.3	5.2

This is a Daily Queue Report that shows metrics for individual queues

Call Center Reports

Type: Queue Stats

11/15/2016 12:00 a to 11/16/2016 12:00 a



Queue	Name	VOL	CH	ATT	SL	AAS
300	Support Main	53	45	5.6	77.4%	32
301	Network Specialists	6	6	11.9	100.0%	14
302	Ring All Support	4	3	9.1	75.0%	33
303	Support Overflow	10	8	3.8	60.0%	35

If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

[CLICK HERE FOR MORE CLARITY QUICK TIPS!](#)