

# BT Inbound Analyst

### General Reports

- [Summary by No. Answered Calls](#)
- [Summary by No. Ineffective Calls](#)
- [Summary Calls by Selected Period](#)
- [1000 Longest Calls](#)

### Answer Statistics

- [Calls to Each Inbound No.](#)
- [Calls to Each Inbound No./Answer Pt.](#)
- [Calls to Each Answer Pt. for Each Inbound No.](#)
- [1000 Ineffective Calls by Ring Time](#)
- [Answered Calls Profile by Timeband](#)
- [Answered Calls Profile by No. Group](#)
- [Ringtime Threshold](#)
- [Shift Pattern Profile](#)

### Financial Reports

- [Costs/Revenue by Inbound No. Group](#)
- [Call Detail](#)

### Charts

- [Call Distribution by Selected Period](#)
- [Daily Call Distribution](#)
- [Distribution by Number of Calls](#)
- [Distribution by Duration](#)
- [Answer Times Distribution](#)
- [Simultaneous Calls](#)

### Additional Services

- [Auto Report Processor](#)
- [Visualise Data on Maps](#)
- [Bespoke Report Generator](#)

### Caller Analysis

- [Repeat Call Analysis by Calling Location](#)
- [Repeat Call Analysis by Day](#)
- [Repeat Call Analysis by Multiple Inbound No.](#)
- [Unique and Lost Caller Summary](#)
- [Lost Caller Detail](#)
- [Answered Caller Detail](#)
- [Received Calls Threshold](#)
- [New Callers/Campaign Analyser](#)
- [Persistent Callers](#)
- [Call Frequency](#)

### Demographic Reports

- [Calls by STD/Originating No.](#)
- [Calls by Originating Location](#)
- [Calls by CSG](#)
- [Calls by DMSU](#)
- [Calls by Post Code](#)
- [Calls by TV Region](#)
- [Calls by Customer Group](#)
- [Fixed Vs Payphone Vs Mobile Vs VOIP](#)
- [Calls by Calling Number Group](#)

### Trend Reports

- [Answered Call Trend by Answer Pt.](#)
- [Answered Call Trend by Inbound No.](#)
- [Activity Trend Selected Inbound No.](#)
- [Activity Trend Selected Answer Pt.](#)

### Select Call Period

Dates between  And

#### Include Calls For

- Sat  Sun  Mon  Tue  
 Wed  Thu  Fri

#### Select Call Hours / Shifts

Defined hours  Select Shifts  
 Hours after  And before   
 00:00:00 23:59:59

OverNight [Help](#)

Cost/Revenue between (£)  And (£)

Duration between(secs)  And(secs)

Ring Time Between(secs)  And(secs)

#### Ineffective Calls

- RTNR  Engaged  Other

#### Inbound No. / Community Group

- All  Selected Nos  Community Group

#### Answer Pt. / Answer Pt. Group / Destination ID

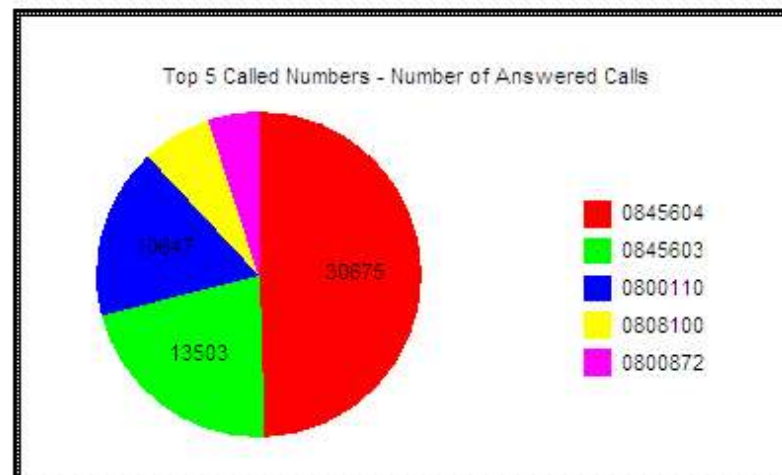
- All  Selected Destination ID  
 Selected Answer Pt  Selected Answer Pt Group

#### Customer / Calling Number Group

- No Group Selected  
 Selected Customer Group  
 Selected Calling Number

[Default Parameters](#)

Dates between / / and / /  
Hours after 00:00:00 and before 23:59:59



Inbound Tel No.	Total Calls	Total Duration(Secs)	Total Duration(Mins)	Av.Duration(Secs)	Av.Duration(Mins)	Cost/(Revenue) £
<b>Totals</b>	<b>113311</b>	<b>25838627.7</b>	<b>430644.6</b>	<b>228.0</b>	<b>3.8</b>	<b>3.377</b>
0845604	30675	9045151.4	150752.5	294.9	4.9	32.385
0845603	13503	2381679.9	39694.7	176.4	2.9	52.435
0800110	10647	1950512.1	32508.5	183.2	3.1	23.437
0808100	4343	937243.2	15620.7	215.8	3.6	04.690
0800872	3063	599984.6	9999.7	195.9	3.3	16.530
0800876	2604	360735.4	6012.3	138.5	2.3	96.785
08008761	2579	644972.5	10749.5	250.1	4.2	16.270
08456031	1957	334244.1	5570.7	170.8	2.8	36.735
08081008	1866	362413.8	6040.2	194.2	3.2	27.585
08456032	1425	226833.6	3780.6	159.2	2.7	79.370
08008763	1388	2525487.9	42091.5	1819.5	30.3	97.030

Summary of Answered Calls. Click on an Inbound Number for more information on that number. Right click on an Inbound Number to assign an Alias.  
Call costs shown as + values and revenue as - values. Sort report by clicking column headings.

[View by Community Groups](#)

[Disable Aliases](#)

[Print Text Only](#)

[Print Chart Only](#)

[Print All](#)

[Save As CSV](#)

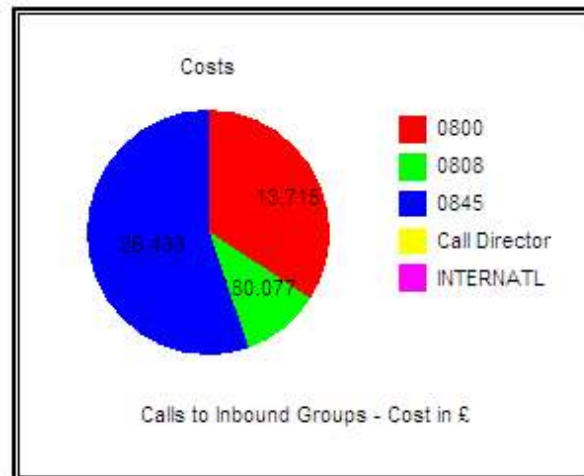
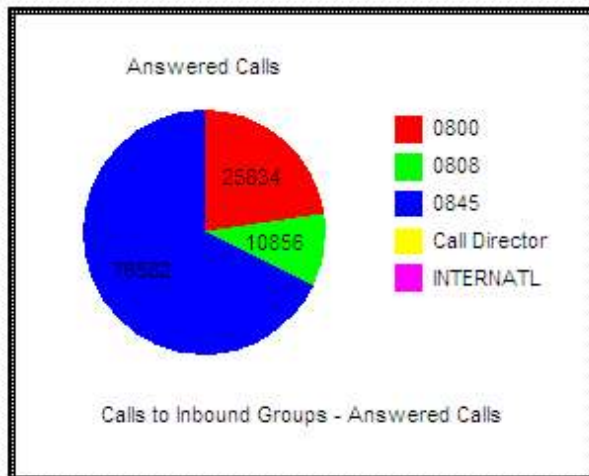
[Open in Excel](#)

[Exit](#)



Bringing it all together

Dates between / / and / /  
 Hours after 00:00:00 and before 23:59:59



Group	Answered Calls		Av. Duration		Cost £		Revenue £	
	Qty	%	(Secs)	(Mins)	Qty	%	Qty	%
<b>Totals</b>	<b>113311</b>				<b>3.377</b>		<b>0.000</b>	
0800	25834	22.80	283.190	4.720	13.715	34.24	0.000	0.00
0808	10856	9.58	201.022	3.350	80.077	10.45	0.000	0.00
0845	76582	67.59	213.352	3.556	26.430	55.28	0.000	0.00
Call Director	9	0.01	11.144	0.186	0.261	0.00	0.000	0.00
INTERNATL	30	0.03	45.573	0.760	12.894	0.03	0.000	0.00

Sort report by clicking column headings.

[Print Text Only](#)

[Print Chart Only](#)

[Print All](#)

[Save As CSV](#)

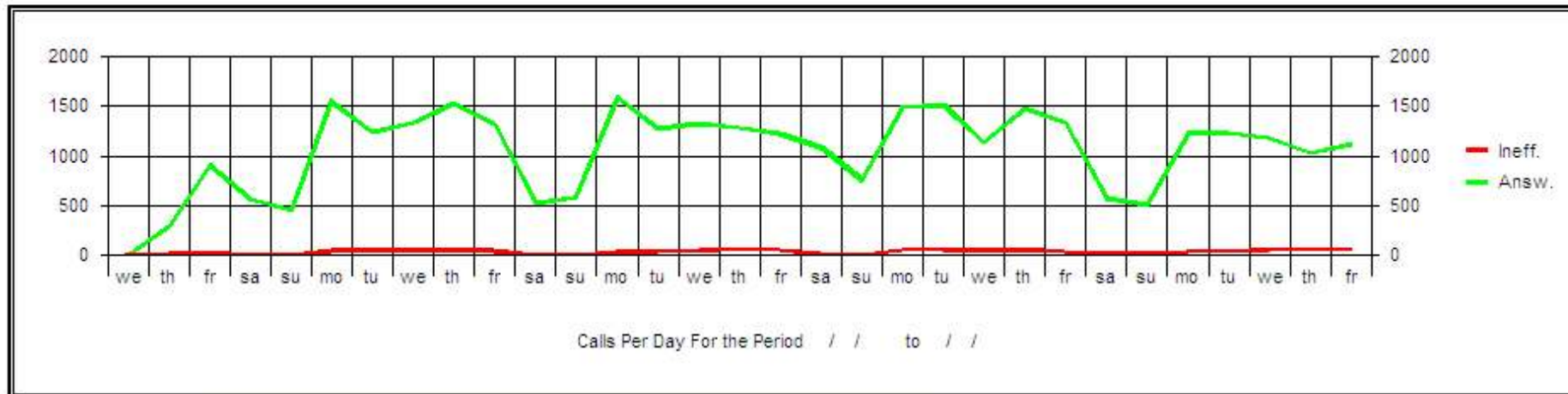
[Open in Excel](#)

[Exit](#)



Bringing it all together

Dates between / / and / /  
 Hours after 00:00:00 and before 23:59:59



Date	Weekday	Answered Callers	Answered	Ineffective Callers	Ineffective
31/12/	Wed	1	1	1	1
01/01/	Thu	54	288	8	18
02/01/	Fri	177	909	19	34
03/01/	Sat	88	568	6	7
04/01/	Sun	66	460	9	9
05/01/	Mon	402	1545	36	51
06/01/	Tue	380	1236	31	44
07/01/	Wed	332	1330	33	52
08/01/	Thu	340	1530	44	62
09/01/	Fri	313	1323	33	48
10/01/	Sat	70	531	5	5
11/01/	Sun	66	460	9	9

**Ineffective**  
 X1  X10  X100

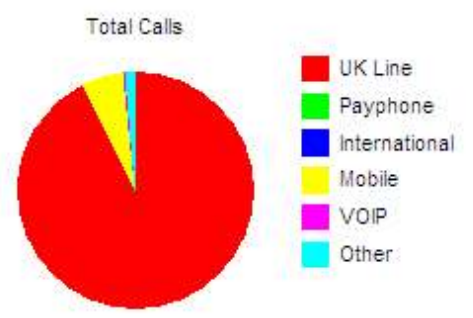
**User Defined Time Period**  
[Activity Analyser](#)

**Select chart period**  
 From: / /  
 To: / / [Redraw Graph](#)

Click on a Date for More Information.

[Print Text Only](#)   [Print Chart Only](#)   [Print All](#)   [Save As CSV](#)   [Open in Excel](#)   [Exit](#)

UK Line / Mobile / International / VOIP / Other Split

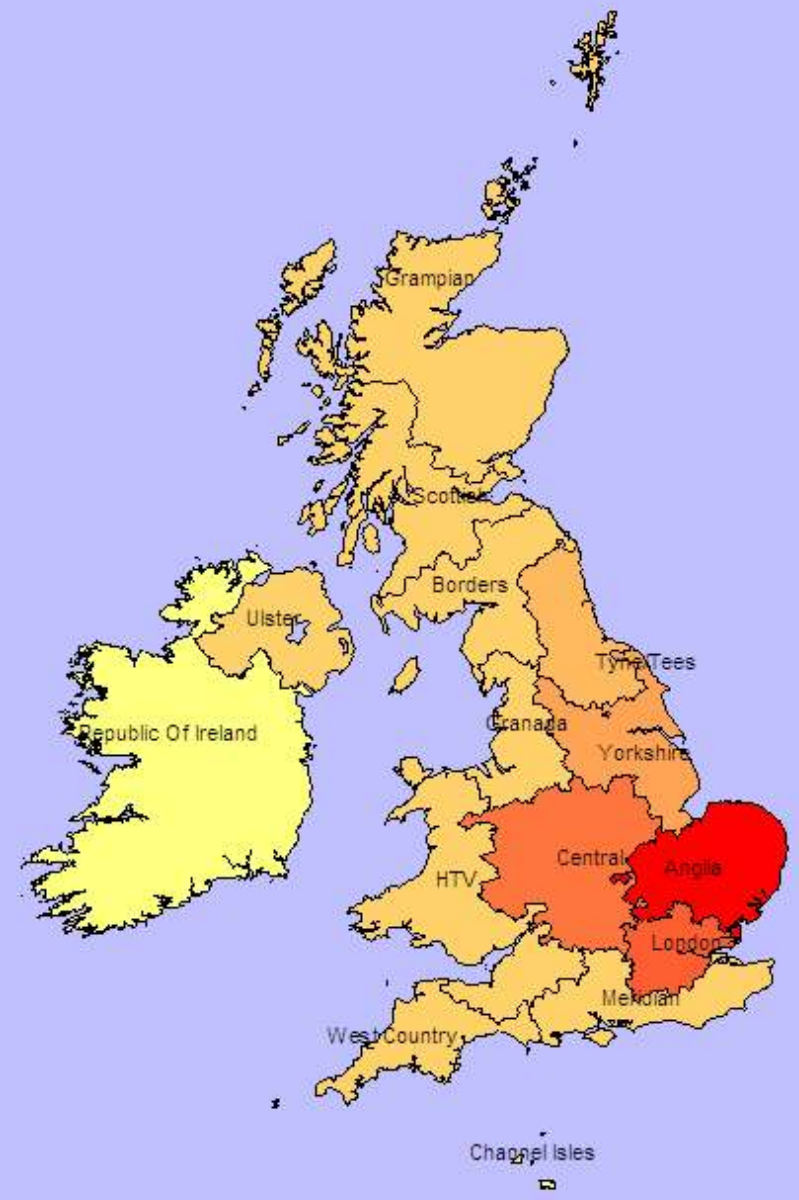


Map Colour Key

- 0
- 1 to 4
- 5 to 3999
- 4000 to 7999
- 8000 to 11999
- 12000 to 15999
- 16000 to 19999
- 20000 to 23999
- 24000 to 27999
- 28000 to 31999
- 32000 +

Settings

Total Calls [Dropdown Arrow]



- [View Map Data](#)
- [Excel](#)
- [Show Group Tools](#)
- [Help](#)
- [Map Menu](#)

