



Global PBX Call Reporting: Features Overview

Features	Standard	Enhanced	Enhanced with ACD
Accessible via web browser across mobile device	●	●	●
GDPR compliance management (CLI masking, extension archiving)		●	●
Audit trail and reporting		●	●
Live data refresh	●	●	●
Multi-site call reporting	Single Site	●	●
Export reports in PDF and CSV formats	PDF only	●	●
Configurable dashboards	Pre-defined	●	●
Report filters		●	●
Wallboard with customisable tiles	Pre-defined	●	●
Live tile creator for creation of customised wallboard			●
Historical call analytics	12 months	●	●
Detailed call reporting; call activity by subscriber, by area and by duration	●	●	●
Reports by DDI	●	●	●
Call traffic reports by hour/ half hour	By hour only	●	●
Customer reports (by Caller ID)	●	●	●
Unreturned missed call reports	●	●	●
Incoming call analytics (measuring call volumes, targets, unanswered calls)	●	●	●
Incoming calls Percentage Calls Answered (PCA)	●	●	●
Incoming calls Grade of Service (GoS)	●	●	●
Multi-level reporting by site, division, department, cost centre		●	●
Restrict Supervisor access by role (Site, division, department, cost centre)		●	●
High level Executive Summary Report (Multiple reports consolidated into one single report)		●	●
Email and schedule reports (PDF/ CSV/ HTML)		●	●
Call ringtime, duration and missed calls by DDI / hunt group	●	●	●
Report on ACD group			●
ACD group wallboard; queue length, average / last / longest waiting time and total / answered / dropped calls			●
Option to add call recording playback (Entry level)	●		
Option to add call recording with evaluation (Enhanced level)		●	●
User activity reporting; incoming, outgoing and missed calls and average call duration			●
Personal wallboard		●	●
Personal call history		●	●



Global PBX Call Recording: Features Overview

Features	Entry	Enhanced
Call recording playback; search, play, download, email	●	●
GDPR compliance management (Manual deletion of call recordings)	●	●
Customisable call recording retention / deletion policy on a per organisation basis		●
Call recording essential reports, analysis, call outcomes	●	●
Schedule call recording reports		●
Call evaluation to set call outcomes, call tagging		●
Set playback permissions		●
Restrict Supervisor access to play call recordings by role (site, division, department, cost centre)		●
End user access to their own call recordings	●	●
Audit trail showing who listened (credentials) to which recordings on date/time		●
Full integration with Call Reporting modules	●	●