

# BT Call Tracker User Guide

Analyse your incoming and  
outgoing call performance



## This user guide has been put together to walk you through BT Call Tracker, so that you can:

- Understand how to access your data
- Understand how to update your preferences so you only see data that you value the most
- Navigate your way through the dashboard summary
- Use Call Tracker to view and compare up to 12 months of call data\*
- Learn where to access ★ new ★ features including DDI activity reports
- Create custom reports

\*Call data will build up to create a 12 month store. Initially, data will only be available for those months where the data has been processed in Call Tracker



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The Call Tracker dashboard is the first screen you see when you have logged in. It shows a key summary of call highlights for the current month. On your very first login you will need to set your working hours and click save to populate all reports. These preferences will then be saved for all subsequent visits

Use BT Call Tracker preferences to set your businesses working days and hours.

Set working hours period (UK time)

This limits the call data shown in some reports to the selected working hours. After making any changes, click Save.

Use default period - Monday to Friday (08:00-17:59) and closed Saturday and Sunday

Monday From 08:00 to 00:59  Use Monday's time period for all weekdays

Tuesday From 08:00 to 00:59

Wednesday From 08:00 to 00:59

Thursday From 08:00 to 00:59

Friday From 08:00 to 00:59

Saturday From Closed to 00:59

Sunday From Closed to 00:59

Note: You can set any time up to 24hrs after the 'From' time. This period may include hours of the following day, eg From 20:00 to 02:59.

Cancel Save

Dashboard Call reports Usage reports My reports My downloads BT Call Tracker Preferences Need help?

Last month you missed calls worth **£112,260.00** Based on £10.00 (average call value) Change your average call value

Incoming calls summary

Call highlights for August 2015

|                  |        |               | Compared to last month | Compared to last year |
|------------------|--------|---------------|------------------------|-----------------------|
| Engaged Calls    | 1.04%  | 2,432 calls   | 0.22%                  | 1.04%                 |
| Answered Calls   | 95.19% | 221,949 calls | 0.36%                  | 95.19%                |
| Unanswered Calls | 3.77%  | 8,794 calls   | 0.13%                  | 3.77%                 |

4.81% Calls not completed

Longest time to answer an incoming call: 367 secs View longest time to answer incoming call details below

+ Your incoming calls

+ Longest time to answer call details (incoming calls only)

+ Your service numbers details

The dashboard shows the total value of calls missed because they were unanswered or engaged. You can set the average value placed on each call here

BT Call Tracker Preferences

Set the value of a missed call to your business

1) Type the average value of a missed call £ 10.00 Average call value

2) Click Re-calculate **Re-calculate** **£112,260.00** Re-calculated value of missed calls last month

3) Click Save

Look here to see your longest time to answer a call for the current month. You can also click to see your longest times to answer in more detail

The default view shows the incoming calls summary but you can also choose to display outgoing calls only or all calls



Expand here to look at the summary data in more detail. There are three options to choose from

Your incoming calls shows a summary of calls answered, unanswered or engaged by each day of the month

Dashboard | Call reports | Usage reports | My reports | My downloads | BT Call Tracker Preferences | Need help?

Last month you missed calls worth **£112,260.00** Based on £10.00 (average call value)  
Change your average call value

Incoming calls summary Show me: Incoming Calls | Outgoing Calls | All Calls

Call highlights for August 2015

|                  |        |               | Compared to last month | Compared to last year |
|------------------|--------|---------------|------------------------|-----------------------|
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Longest time to answer an incoming call: 367 secs View longest time to answer incoming call details below

- Your incoming calls
- Longest time to answer call details (incoming calls only)
- Your service numbers details

**Your incoming calls**

| Date        | Answered calls | Engaged calls | Unanswered calls |
|-------------|----------------|---------------|------------------|
| 14 Aug 2015 | 9672           | 1492          | 434              |
| 10 Aug 2015 | 11729          | 77            | 410              |
| 20 Aug 2015 | 10238          | 70            | 392              |
| 12 Aug 2015 | 10461          | 69            | 436              |
| 28 Aug 2015 | 10227          | 68            | 393              |
| 17 Aug 2015 | 11474          | 61            | 400              |
| 24 Aug 2015 | 11805          | 61            | 431              |
| 05 Aug 2015 | 10398          | 51            | 325              |
| 19 Aug 2015 | 10874          | 50            | 325              |

Open Call Reports tab to view call reports

Download this report | Print

Click at the top of any field to sort by ascending or descending

On each report you can click here to print the report or download to MS Excel



Longest time to answer call details shows the 500 calls that rang for the longest time

Click on any field to sort your data. Choose any field and click to sort by ascending or descending

The first five digits\* of the calling number will be shown where available. When we do not receive the calling number from the exchange switch this will be shown as UNKNOWN 

Longest time to answer call details (incoming calls only)

| Date        | Time of call<br>HH:MM:SS | Service number | Calling number ^ | Time (secs)<br>to answer |
|-------------|--------------------------|----------------|------------------|--------------------------|
| 03 Sep 2015 | 15:10:06                 | 0190           | 07984            | 83                       |
| 11 Sep 2015 | 12:04:10                 | 0208           | 07984            | 102                      |
| 22 Sep 2015 | 13:41:21                 | 0190           | 07985            | 76                       |
| 29 Sep 2015 | 13:15:48                 | 0122           | 07985            | 102                      |
| 18 Sep 2015 | 15:36:10                 | 0137           | 07990            | 113                      |
| 22 Sep 2015 | 12:57:15                 | 0137           | 08006            | 81                       |
| 11 Sep 2015 | 10:59:19                 | 0120           | UNKNOWN          | 103                      |
| 12 Sep 2015 | 10:40:36                 | 0208           | UNKNOWN          | 104                      |

Records per page: 30 | 50 | 100 | 200 | 500      Showing 1 - 500 of 500      Previous | Page 1 | Next

[Download this report](#)   [Print](#)

Your service number details shows all telephone numbers that are included in your NCP report

⊖ Your service numbers details

| Service number | Line Type   | Lines | BT Call Tracker | Installation Address    |
|----------------|-------------|-------|-----------------|-------------------------|
| 0118           | ISDN30E     | 8     | standard        | CLOVE<br>READI          |
| 0118           | ISDN30E     | 30    | standard        | LANCA<br>ROVER<br>OQX   |
| 0120           | ISDN30 DASS | 8     | standard        | LANCA<br>COLCH<br>WESTS |
| 0120           | ISDN30E     | 20    | standard        | LANCA<br>COLCH          |
| 0120           | ISDN30E     | 8     | standard        | Phoeni                  |

Records per page: 30 | 50 | 100 | 200 | 500      Showing 1 - 30 of 61      Previous | Page 1 2 3 | Next

Your service number inventory now includes the line type, number of lines and the installation address for all of your main service numbers



The Call Reports tab displays your summary data in more detail

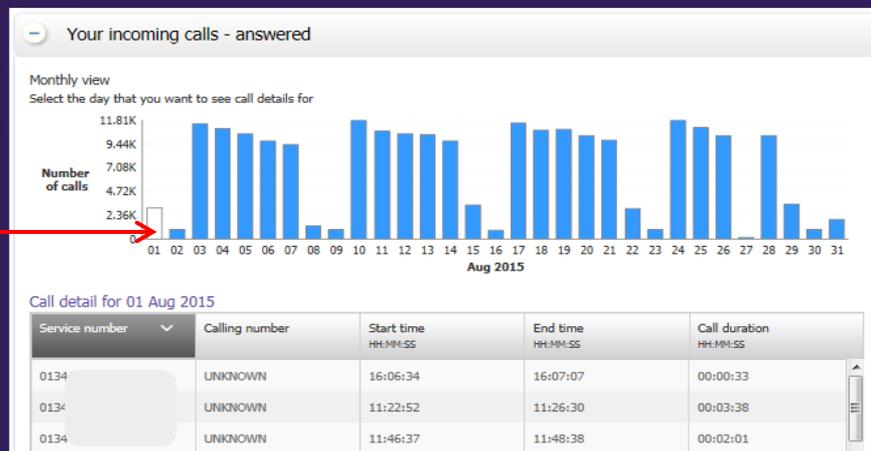
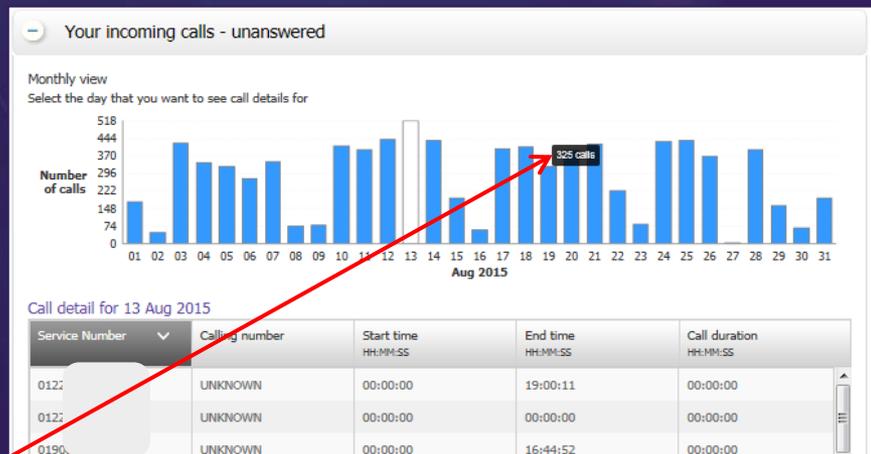
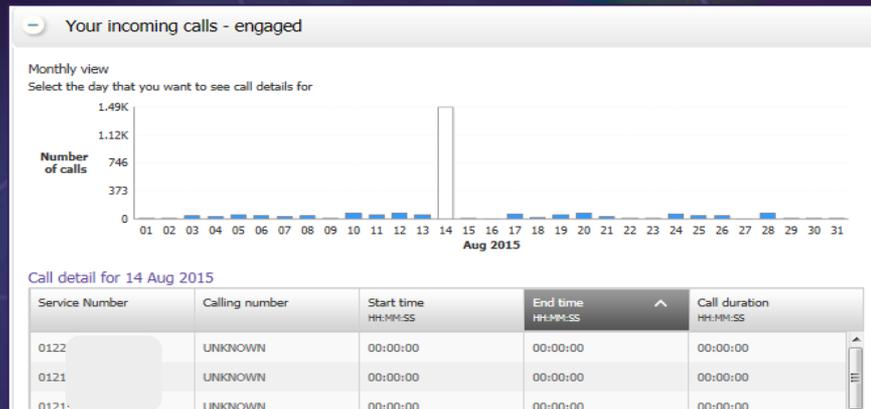
## BT Call Tracker

Analyse your incoming and outgoing call performance

Easily navigate to show data volumes for incoming, outgoing or all calls

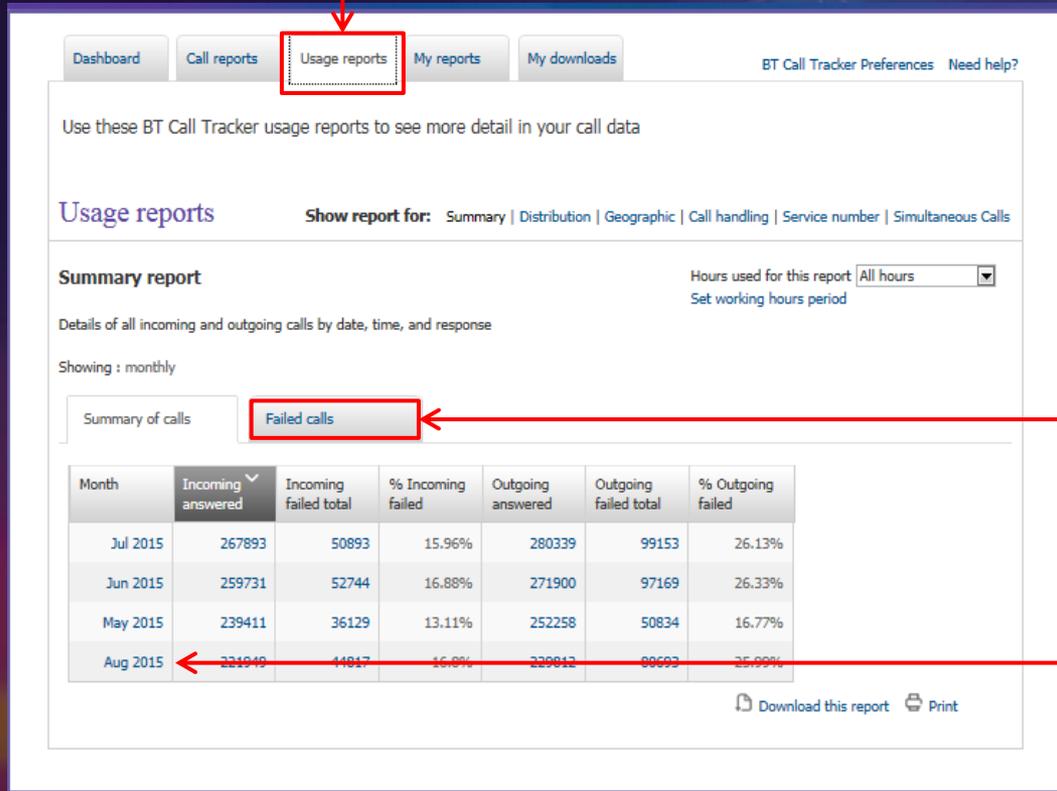
Hover your mouse over any point on the graph to see the volumes for that day

Each call report shows a graphical view of all call volumes for each day of the current month. Click on any day in the month to show the detail in the table below



The usage report shows a summary of all data but also allows you to drill down into the detail

You can now view and easily download up to 12 months of call data\* 



Dashboard Call reports **Usage reports** My reports My downloads [BT Call Tracker Preferences](#) [Need help?](#)

Use these BT Call Tracker usage reports to see more detail in your call data

**Usage reports** **Show report for:** [Summary](#) | [Distribution](#) | [Geographic](#) | [Call handling](#) | [Service number](#) | [Simultaneous Calls](#)

**Summary report** Hours used for this report    
Set working hours period

Details of all incoming and outgoing calls by date, time, and response

Showing : monthly

Summary of calls [Failed calls](#)

| Month    | Incoming answered | Incoming failed total | % Incoming failed | Outgoing answered | Outgoing failed total | % Outgoing failed |
|----------|-------------------|-----------------------|-------------------|-------------------|-----------------------|-------------------|
| Jul 2015 | 267893            | 50893                 | 15.96%            | 280339            | 99153                 | 26.13%            |
| Jun 2015 | 259731            | 52744                 | 16.88%            | 271900            | 97169                 | 26.33%            |
| May 2015 | 239411            | 36129                 | 13.11%            | 252258            | 50834                 | 16.77%            |
| Aug 2015 | 221040            | 44817                 | 16.00%            | 230812            | 80693                 | 25.99%            |

[Download this report](#) [Print](#)

See the same level of detail displayed for failed calls only.

Any link which is blue is a hyperlink and can be clicked to see more detail. Choose any month to drill down to see activity by day or even any hour within a day.

## Usage reports

Show report for: Summary | **Distribution** | Geographic | Call handling | Service number | Simultaneous Calls

## Distribution report

Distribution of all calls and call types across the year

Hours used for this report: All hours  
Set working hours period

|                         |   |
|-------------------------|---|
| Highest number of calls | 31693 calls on 15 Jun 2015<br><input checked="" type="checkbox"/> Highest number of calls |
| Above yearly average    | <input checked="" type="checkbox"/> Show calls above yearly average                       |
| Below yearly average    | <input checked="" type="checkbox"/> Show calls below yearly average                       |
| No calls                | <input checked="" type="checkbox"/> Show no calls   |

Show call type(s): All calls

| Date ^ | Aug 2015 | Jul 2015 | Jun 2015 | May 2015 | Apr 2015 | Mar 2015 | Feb 2015 | Jan 2015 | Dec 2014 | Nov 2014 | Oct 2014 | Sep 2014 |
|--------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 01     | 7297     | 28356    | 31587    | 25959    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 02     | 2101     | 27449    | 28823    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 03     | 28786    | 26990    | 27328    | 1969     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 04     | 27842    | 7992     | 27010    | 3398     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 05     | 26758    | 2045     | 27835    | 29988    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 06     | 25986    | 30512    | 8187     | 28387    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 07     | 24575    | 30264    | 2272     | 27662    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 08     | 3621     | 30224    | 30963    | 26744    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 09     | 2179     | 29594    | 28906    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 10     | 30174    | 26698    | 29103    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 11     | 28449    | 7974     | 27395    | 30688    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 12     | 27364    | 2174     | 26855    | 28879    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 13     | 27009    | 30818    | 7869     | 28438    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 14     | 27125    | 29215    | 2269     | 27463    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| 15     | 8080     | 28648    | 31693    | 27801    | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |

The distribution report contains a heat map that helps you to easily identify problem areas

Quickly drill down further into the detail by clicking any cell to see which service numbers made up that days activity

The geographic report allows you to see the origin of each incoming UK call, handy to see where your customers are based

**Usage reports**    Show report for: Summary | Distribution | **Geographic** | Call handling | Service number | Simultaneous Calls

Geographic report for August 2015    Hours used for this report: All hours  
 Details of all incoming UK calls    Set working hours period

Change month: Aug 2015

Showing: all countries

| Country                     | Total calls | Answered | Total failed | Engaged | Unanswered | Failed other |
|-----------------------------|-------------|----------|--------------|---------|------------|--------------|
| Channel Islands_Isle Of Man | 13          | 12       | 1            | 0       | 0          | 1            |
| England                     | 63648       | 42341    | 21307        | 562     | 2391       | 18354        |
| Northern Ireland            | 40          | 30       | 10           | 0       | 2          | 8            |
| Scotland                    | 441         | 224      | 217          | 1       | 19         | 197          |
| Wales                       | 458         | 354      | 104          | 1       | 5          | 98           |

Drill down even further into each home country to view which region each call originated from

England Regions

| England Regions      | Total calls | Answered | Total failed | Engaged | Unanswered | Failed other |
|----------------------|-------------|----------|--------------|---------|------------|--------------|
| East Midlands        | 2034        | 1003     | 1031         | 6       | 17         | 1008         |
| East Of England      | 21861       | 13573    | 8288         | 54      | 363        | 7871         |
| Greater London       | 6542        | 4500     | 2042         | 10      | 175        | 1857         |
| North East England   | 2455        | 719      | 1736         | 0       | 29         | 1707         |
| North West England   | 3814        | 3165     | 649          | 17      | 85         | 547          |
| South East England   | 18958       | 13137    | 5821         | 227     | 1596       | 3998         |
| South West England   | 1028        | 788      | 240          | 5       | 33         | 202          |
| West Midlands        | 5290        | 4145     | 1145         | 226     | 69         | 850          |
| Yorkshire And Humber | 1666        | 1311     | 355          | 17      | 24         | 314          |

**Usage reports**    Show report for: Summary | Distribution | Geographic | **Call handling** | Service number | Simultaneous Calls

Call handling reports for August 2015    Hours used for this report: All hours  
 Incoming calls and call handling performance    Set working hours period

Change Month: Aug 2015

All service numbers

Showing : All Service Number

| Service number | Total incoming time to answer | Average time to answer | Total incoming call duration | Average incoming call duration | Total outgoing call duration | Average outgoing call duration |
|----------------|-------------------------------|------------------------|------------------------------|--------------------------------|------------------------------|--------------------------------|
| 02085          | 00:00:00                      | 00:00:00               | 00:00:00                     | 00:00:00                       | 290:30:10                    | 00:01:59                       |
| 02084          | 00:00:00                      | 00:00:00               | 00:00:00                     | 00:00:00                       | 26:43:58                     | 00:01:20                       |
| 02083          | 00:05:51                      | 00:00:00               | 140:00:18                    | 00:02:28                       | 131:02:44                    | 00:01:56                       |
| 02078          | 00:00:00                      | 00:00:00               | 00:00:00                     | 00:00:00                       | 00:00:00                     | 00:00:00                       |
| 01925          | 00:09:50                      | 00:00:00               | 252:37:09                    | 00:02:41                       | 189:54:24                    | 00:01:38                       |
| 01915          | 00:00:00                      | 00:00:00               | 00:00:00                     | 00:00:00                       | 00:00:00                     | 00:00:00                       |
| 01913          | 06:36:17                      | 00:00:10               | 90:17:43                     | 00:02:18                       | 114:43:12                    | 00:01:42                       |
| 01912          | 00:00:12                      | 00:00:00               | 01:26:56                     | 00:00:59                       | 02:32:35                     | 00:05:52                       |

The call handling report details your call performance for all successful calls

Click any service number to see the DDI activity beneath

Click any call duration to see the activity beneath



Usage reports **Show report for:** Summary | Distribution | Geographic | Call handling | **Service number** | Simultaneous Calls

Service number report for August 2015 Hours used for this report: All hours  
Set working hours period

Incoming and outgoing call performance by service number

Change Month: Aug 2015

All service numbers

Showing: all service numbers

Summary of calls **Failed calls**

| Service Number     | Incoming Answered | Incoming failed total | % Incoming failed | Outgoing Answered | Outgoing failed total | % Outgoing failed |
|--------------------|-------------------|-----------------------|-------------------|-------------------|-----------------------|-------------------|
| <b>01908 XXXXX</b> | 6820              | 414                   | 5.728%            | 3221              | 465                   | 16.628%           |
| 0190               | 5957              | 26                    | 0.43%             | 6979              | 1778                  | 20.3%             |
| 0190               | 5758              | 41                    | 0.71%             | 7849              | 1286                  | 14.08%            |
| 0170               | 5689              | 2                     | 0.04%             | 7833              | 1168                  | 12.98%            |
| 0192               | 5632              | 2                     | 0.04%             | 6965              | 1278                  | 15.5%             |
| 0121               | 5569              | 1203                  | 17.76%            | 15743             | 3866                  | 19.72%            |
| 0151               | 5215              | 16                    | 0.31%             | 6133              | 1415                  | 18.75%            |

The service number report is where you see all activity for each of your service numbers

We listened to your feedback and for the first time we can now show call activity broken down to each DDI, just click on any service number in blue to see the DDI activity beneath 

Usage reports **Show report for:** Summary | Distribution | Geographic | Call handling | **Service number** | Simultaneous Calls

Service number report for August 2015 Hours used for this report: All hours  
Set working hours period

Incoming and outgoing call performance by service number

Change Month: Aug 2015

ISDN30E service number: **01908 XXXXX**

Showing: all service numbers:

Summary of calls **Failed calls**

| Service Number | Incoming Answered | Incoming failed total | % Incoming failed | Outgoing Answered | Outgoing failed total | % Outgoing failed |
|----------------|-------------------|-----------------------|-------------------|-------------------|-----------------------|-------------------|
| 0190i          | 2070              | 66                    | 3.09%             | 0                 | 0                     | 0%                |
| 0190i          | 423               | 25                    | 5.58%             | 0                 | 0                     | 0%                |
| 0190i          | 340               | 82                    | 19.43%            | 0                 | 0                     | 0%                |
| 0190i          | 313               | 117                   | 27.21%            | 0                 | 0                     | 0%                |
| 0190i          | 180               | 35                    | 16.28%            | 0                 | 0                     | 0%                |
| 0190i          | 162               | 115                   | 41.52%            | 0                 | 0                     | 0%                |
| 0190i          | 117               | 4                     | 3.31%             | 0                 | 0                     | 0%                |
| 01906          | 82                | 19                    | 18.81%            | 0                 | 0                     | 0%                |

When you click on a service number the DDI activity for that number is then displayed. You can also see the same DDI activity isolated to failed calls only. Ideal for spotting problem lines within a DDI range

The simultaneous call report shows the times when you have calls being made both ways, great for determining how many lines you need and for identifying where any engaged bottlenecks are occurring

Usage reports **Show report for:** [Summary](#) | [Distribution](#) | [Geographic](#) | [Call handling](#) | [Service number](#) **Simultaneous Calls**

Simultaneous calls report for August 2015 Hours used for this report:    
 Set working hours period

Details of all calls made to numbers simultaneously

Change month  

**Calls for all service numbers**

Showing: All service numbers

| Service number <sup>^</sup><br>Links to daily detail | Channels | Max number of simultaneous calls | Incoming simultaneous calls | Outgoing simultaneous calls | Total engaged calls |
|--|----------|----------------------------------|-----------------------------|-----------------------------|---------------------|
| 0118   | 0        | 48                               | 23                          | 25                          | 0                   |
| 0118   | 0        | 130                              | 63                          | 67                          | 0                   |
| 0120   | 0        | 47                               | 21                          | 26                          | 0                   |
| 0120   | 0        | 59                               | 32                          | 27                          | 0                   |
| 0120   | 0        | 46                               | 27                          | 19                          | 0                   |
| 0120   | 0        | 28                               | 16                          | 12                          | 0                   |
| 0121   | 0        | 166                              | 22                          | 144                         | 0                   |
| 0122   | 0        | 62                               | 31                          | 31                          | 0                   |

Choose to view all hours, working hours or out of hours from the drop down

Quickly switch month from this menu. The drop down allows you to select any month from the last 12 (where no data has been processed for that month, reports will show as blank)

Click on any service number to see the simultaneous activity drill down - by day or by hour

Create and view reports

– Create a custom report

My report name\*

Report type\*

Call type\*

Answered calls  
 Unanswered calls  
 Engaged calls  
 Failed other

Charge Group

Calls from number\* (first 5 digits only)

Calls to number\*

Calls from geographic area

Date range\* From:  To:

Time range\* From:  To:

Time to answer (answered calls only)

Call duration (answered calls only)

Ring duration (unanswered calls only)

Secs

Hours Mins Secs

Secs

+ My report

Report name: ddi test

Report requested: 13:23 - 21/09/2015

Report ready to view

My reports is where you can create a custom report. Fill in the mandatory fields and up to the first 5 digits of a calling number to create a whole range of custom reports, including calls by charge band and calls by geographic area

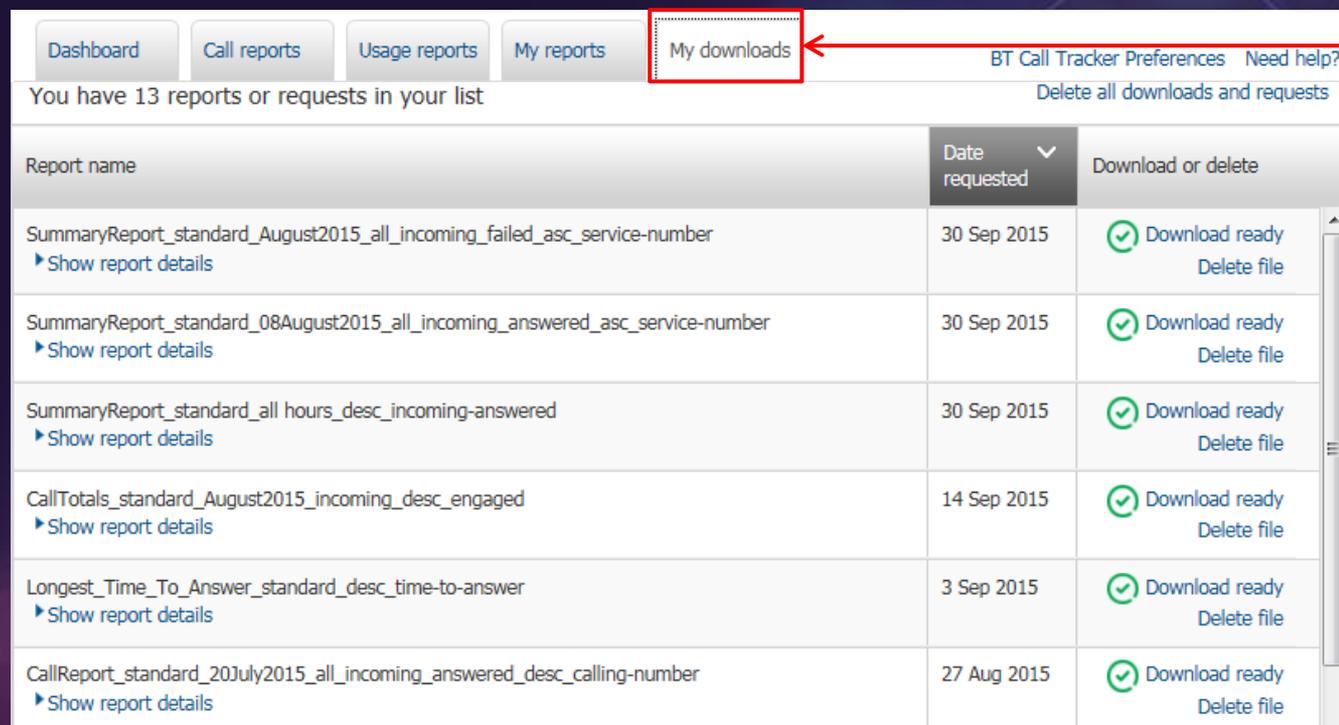
Select geographic areas

Need help? - To make or undo multiple selections hold down the Control key (Ctrl) when selecting a county

All areas  
 All England  
 London  
 South East  
 All South West  
 Dorset  
 Gloucestershire  
 Somerset  
 Wiltshire  
 Cornwall  
 Devon  
 All East of England  
 Bedfordshire  
 Essex  
 Hertfordshire  
 Norfolk  
 Suffolk  
 Cambridgeshire  
 All East Midlands  
 Leicestershire  
 Lincolnshire  
 Northamptonshire  
 Nottinghamshire  
 Derbyshire  
 All North West  
 Lancashire  
 Merseyside  
 Cheshire  
 Cumbria  
 All North East  
 Durham  
 Northumberland  
 Tyne & Wear  
 Yorkshire & Humberside  
 All West Midlands  
 Herefordshire  
 Shropshire  
 Staffordshire  
 Warwickshire  
 West Midlands  
 Worcestershire  
 All Scotland  
 Aberdeenshire  
 Angus  
 Argyllshire  
 Ayrshire  
 Banffshire  
 Berwickshire  
 Buteshire  
 Caithness  
 Clackmannanshire  
 Cromartyshire  
 Dumfriesshire  
 East Lothian  
 Fife  
 Invernesshire  
 Isle of Arran  
 Isle of Barra  
 Isle of Lewis  
 Kinrossshire  
 Kinshrosire  
 Kirkcudbrightshire  
 Lanarkshire  
 Midlothian  
 Morayshire  
 Nairnshire  
 Orkney  
 Peeblesshire  
 Perthshire  
 Renfrewshire  
 Rosshire  
 Roxburghshire  
 All Wales  
 Anglesey  
 Brecknockshire  
 Caernarfonshire  
 Cardiganshire  
 Carmarthenshire  
 Denbighshire  
 Dyfed  
 Flintshire  
 Glamorgan  
 Gwent  
 Merioneth  
 Monmouthshire  
 Montgomeryshire  
 Pembrokeshire  
 Powys  
 Radnorshire  
 All Channel Islands and Isle of Man  
 Isle of Man  
 Guernsey  
 Jersey  
 Northern Ireland

Your report will show beneath when it is ready to view and download





Dashboard Call reports Usage reports My reports **My downloads** BT Call Tracker Preferences Need help? Delete all downloads and requests

You have 13 reports or requests in your list

| Report name   | Date requested | Download or delete            |
|---|----------------|-------------------------------|
| SummaryReport_standard_August2015_all_incoming_failed_asc_service-number<br>▶ Show report details     | 30 Sep 2015    | Download ready<br>Delete file |
| SummaryReport_standard_08August2015_all_incoming_answered_asc_service-number<br>▶ Show report details | 30 Sep 2015    | Download ready<br>Delete file |
| SummaryReport_standard_all hours_desc_incoming-answerd<br>▶ Show report details                       | 30 Sep 2015    | Download ready<br>Delete file |
| CallTotals_standard_August2015_incoming_desc_engaged<br>▶ Show report details                         | 14 Sep 2015    | Download ready<br>Delete file |
| Longest_Time_To_Answer_standard_desc_time-to-answer<br>▶ Show report details                          | 3 Sep 2015     | Download ready<br>Delete file |
| CallReport_standard_20July2015_all_incoming_answered_desc_calling-number<br>▶ Show report details     | 27 Aug 2015    | Download ready<br>Delete file |

Where you have requested to download a report this will show in My downloads

- Files ready to download within 30 minutes of request
- Downloads are automatically deleted after 90 days
- Maximum number of reports allowed is 50

Dashboard | Call reports | Usage reports | **Site reports** | My reports | My downloads | BT Call Tracker Preferences | Need help?

Use these BT Call Tracker site reports to see more detail in your Embark network calls

**Site summary**

OnNet and OffNet call summary for February 2016 Showing calls for: OnNet and OffNet  
 Calls for all sites Change month: Feb 2016

Select filter: Site location code

Showing: all sites

| Site location code | Postcode | Main site number | Incoming answered | Incoming engaged | Incoming unanswered | Outgoing answered | Diverted answered | Diverted not completed |
|--------------------|----------|------------------|-------------------|------------------|---------------------|-------------------|-------------------|------------------------|
| 7031               | KA3 1NJ  | 01565            | 1626              | 242              | 148                 | 1096              | 1                 | 0                      |
| 7032               | ML1 1QW  | 01698            | 1018              | 72               | 55                  | 628               | 20                | 0                      |
| 7066               | M22 5LH  | 01614            | 909               | 40               | 44                  | 588               | 23                | 23                     |

**Download reports for February 2016**

Select a month and click the report type to download network summary details for all sites. Note. This will be for complete months only

Select month:

Download all reports (zip file containing all CSV format files)

| Report Types                                       | File name                                 |
|--|---|
| Call Volume by Day - OffNet with Diversions        | site_reports_CVDY_february2016.csv        |
| Call Volume by Day - OnNet with Diversions         | site_reports_CVDYVN_february2016.csv      |
| Call Volume by Hour - OffNet with Diversions       | site_reports_CVHRXW_february2016.csv      |
| Call Volume Time to Answer by Day by Hour - OffNet | site_reports_CVTTADYHR_february2016.csv   |
| Call Volume Time to Answer by Day by Hour - OnNet  | site_reports_CVTTADYHRVN_february2016.csv |
| Calls by Charge Band - OffNet                      | site_reports_CBRP_february2016.csv        |
| Total Call Count by Direction - OnNet & OffNet     | site_reports_CDRP_february2016.csv        |
| Ring Time by Hour - OffNet (Excluding Weekends)    | site_reports_RTHRXW_february2016.csv      |
| Most Frequently Dialed Numbers - OffNet            | site_reports_DNMF_february2016.csv        |
| Most Frequently Dialed Numbers - OnNet             | site_reports_DNMFVN_february2016.csv      |
| Dialed Numbers by Cumulative Duration- OffNet      | site_reports_DNCD_february2016.csv        |
| Dialed Numbers by Cumulative Duration - OnNet      | site_reports_DNCDVN_february2016.csv      |
| Directory Number Information                       | site_reports_DNINFO_february2016.csv      |
| Logger Port Information                            | site_reports_LPINFO_february2016.csv      |
| Site Information                                   | site_reports_STINFO_february2016.csv      |

If you have Embark (Featureline corporate lines) BT Call Tracker now presents this data online in an additional tab called 'Site reports'

In the site summary report you will see a summary of activity on all lines listed by telephone number and Site location code (SLC). By clicking on an SLC you can see the activity beneath listed by day and hour. You can use the drop down menus to switch months and filter for OnNet calls OffNet calls or both

In Download reports you can download all raw data in .csv format enabling you to perform your own analysis



If you need any help or would like to give feedback please contact the NCP Helpdesk on 0800 328 2006 or by email at [call.tracker.helpdesk@bt.com](mailto:call.tracker.helpdesk@bt.com) Monday to Friday 9am-5pm