ENREACH CONTACT REPORTING APP

USER DOCUMENTATION

As of: October 2025

CONTENTS

1 REPORTING APP

1.1 USER INTERFACE

For licensing of the Reporting App please refer to the service description. To access the Reporting App, every user requires a permission set in Operator by the administrator.

1.1.1 LOGIN

1. Access Enreach Contact Reporting App via the URL hub.enreach.com in your web browser.
2. Enter your Email address and your password and click on SIGN IN.
   ✓ After you have successfully logged in, the Enreach Contact Reporting App is displayed.

The login credentials are your Enreach Contact account details. If you have forgotten your credentials or have a license issue, contact your administrator or supplier.

- If no reports have been created yet, click on CREATE A REPORT and proceed with step (2) in *To create a report or task*, page 9 to view the functions described below.
- If at least one report has been created, proceed with *1.1.3 Overview*, page 3.

1.1.2 LOGOUT

1. In the top right, click on AC with the initials of your account.
2. Click on Log out.
   ✓ You are logged out and forwarded to the login page.

1.1.3 OVERVIEW

- Last updated: X ago: To refresh the Reporting App data, click on the top right.

You can choose between the following tabs:

Reports (default view)

Calendar

Tasks

To search a report

1. You can enter a search term in the Search bar. The search only applies to report names.
   ✓ The search is carried out immediately.
2. If no results are found for your input, click on CLEAR FILTER to go back to the previous page.

To filter a report type

1. Click on and select your desired report type, see *1.2 Report Types*, page 5.
   ✓ A number on the Icon shows how many filters are set and the selected report types appear as buttons.
2. To clear a filter, click on the respective button
   Or

   Click on and uncheck the respective report type(s). Here you can also click Clear filter to deselect all.

Reports

1. On the start page, select the Reports tab.
   There are three sections:

- Available: Lists all completed reports
- Recurring: Lists tasks (recurring reports) with the scheduled status

- **Planned:** Lists reports that are either pending execution, being executed or have an unknown status

The reports are displayed in a list with the following information:

Item	Explanation
Report type	Shows the report type, see ***1.2 Report Types***, page 5.
Date	**Non-recurring reports:** Shows the date when the report was generated. **Recurring reports:** Shows the date when the next report will be generated.
Report Name	The name of the report.
Description	If available, shows the description added for the report.
Status	Reports/ Tasks can have the following statuses: Done: The report is finished and generated. Running: The report is being executed. Scheduled: The report is scheduled (by a task) and has not yet been executed. Cancelled: The execution of the task was cancelled while the job was in the 'Scheduled' status. Error: The report/task is completed but threw an exception during the execution, or it has failed due to a certain problem. The job of creating the report has failed.

2 To view a report, click on it. See *1.1.4 View a report*, page 5.

Calendar

1 On the start page, select the Calendar tab.

The Calendar section gives an overview of the dates when reports have been created and when recurring reports will be generated in the future.

The reports are displayed below the respective dates.

- Click on < to go to the previous week or > to go to the next week.
- Click on Today to jump to today’s date.
- Click on a recurring report to view the task.

Tasks

The tasks tab gives an overview of all scheduled tasks and completed reports in a table.

1 On the start page, select the Tasks tab.
   ✓ A table with your reports is displayed showing the following information:

Item	Explanation
Name	Name of the report.
Description	Description of the report.
Type	File type of the report: PDF (fixed-layout, read-only), CSV (comma separated, plain text format) or XLS (Excel table)
Status	Reports/ Tasks can have the following statuses: Done: The report is finished and generated. Running: The report is being executed. Scheduled: The report is scheduled (by a task) and has not yet been executed. Cancelled: The execution of the task was cancelled while the job was in the 'Scheduled' status. Error: The report/task is completed but threw an exception during the execution, or it has failed due to a certain problem. The job of creating the report has failed.
Next report	If the report is recurring, shows the date, when the next report will be generated.
Start	Start date of the report.
End	End date of the report.
Interval	**Recurring reports:** Interval in which the recurring reports are generated. **Non-recurring reports:** Sum of the time in the interval (from Start to End).
Recurrences	Shows how often the report is recurring.

2 To sort the table by a column value in ascending ▲ or descending ▼ order, click the respective arrow(s).

3 To cancel a task of recurring reports click ⊗ and confirm with **CANCEL TASK**.

4 To delete a report, click on 🗑 and confirm with **DELETE**.

1.1.4 VIEW A REPORT

1 On the **Reports** or **Calendar** tab, click on the report you want to view.

2 If there are multiple reports (for recurring reports) listed, select the desired report from the **dropdown list**. You can also click on **See all created reports** to access an overview.

For more information on the data shown and the respective report types, see *1.2 Report Types*, page 5.

1.2 REPORT TYPES

There are 4 different report types:

- *Queue Statistics*
- *Agent Statistics*
- *Agent Statistics per Queue*
- *Queue Occupancy*

1.2.1 QUEUE STATISTICS

The Queue Statistics Report shows the data based on a list of queues.

The report includes the following information:

Header Item	Explanation
Report Properties	Shows the report type and the name of the report.
Report Period	The selected time frame that will be covered in the report.
Recurrence	Whether the report is a recurring report. If not, it is created as a one time report.
Scheduled at	The date (dd/mm/yyyy) and time (hh:mm), when the report has been generated.
Included extensions	List of the queues included in the report. If queues have been manually selected for the report, they are listed with their extensions.
Recipients (X)	The recipients that have been selected to receive the report are listed with their email addresses.
Scheduled by	Email address of the person who created the report.
Description	Optional description of the report added when creating the report.

Table Item	Explanation
Queue Name	Listing the queue names.
Queue Extension	Listing the queue extensions.
Strategy	The queue strategy, see help.enreach.com/contact/1.00/web/Enreach/en-US/index.html#context/help/QUEUE_STRATEGY_$.
Total Number of Calls	Total number of calls offered to the queue within the selected report period.
Answered Calls	Number of calls that were answered by an agent.
Unanswered Calls	The sum of Total Number of Calls minus the number of Answered Calls. Calls can be 'unanswered' because the caller used the breakout option, the caller abandoned the call, the call was forwarded by the queue, or the call was missed.

Table Item	Explanation
Breakout Calls	Number of calls in which the call was redirected to another destination because the caller selected the queue breakout option.
Abandoned Calls	Number of calls that were abandoned by the caller before being answered.
Picked up Calls	Number of calls that were answered via call pickup by another user, that is not a member of the respective queue. Picked up calls are counted as answered.
Forwarded Calls	Calls that were forwarded by the queue. Queue calls will be forwarded when: ● Busy / No Answer Forward Forward option is enabled and either the queue is full and busy or the forward timer is expired ● when the no agents are logged in Forward option is enabled and no agents were logged into the queue when the call entered the queue
Missed Calls	Number of missed and failed calls that were terminated because... ● the queue was full and the queue Busy / No Answer Forward option is disabled (thus the calls were not forwarded) or ● the calls were not answered due to another reason than Unanswered, Breakout Calls, Abandoned or Forwarded (e. g. due to technical issues)
Average Wait Time	The average wait time callers have waited in the queue.
Total Wait Time	The total time callers have waited in the queue.
Average Ring Time	The average time during which calls from this queue were ringing at an agent.
Total Ring Time	The total time during which calls from this queue were ringing at an agent.
Average Call Duration	The average call duration of all inbound calls of the queue.
Total Call Duration	The total call duration of all inbound calls of the queue.
Average Talk Time	The average talk time of all inbound calls of the queue.
Total Talk Time	The total talk time of all inbound calls of the queue.

Queue Statistic Reports also contain diagrams as a visual aid:

- By clicking on Percentage Diagram or Number Diagram you can access a visual overview of the percentage or number of answered and abandoned calls for the respective queues.
- Hover over a bar to see the exact number.
- Click on Answered or Abandoned to hide the corresponding bars.
- You can download the diagram using the DOWNLOAD button at the bottom right.

1.2.2 AGENT STATISTICS

The Agent Statistics Report shows the data for each of the selected agents.

The report includes the following information:

Header Item	Explanation
Report Properties	Shows the report type and the name of the report.
Report Period	The selected time frame over which the agent statistics will be reported.
Recurrence	Whether the report is a recurring report. If not, it is created as a one time report.
Scheduled at	The date (dd/mm/yyyy) and time (hh:mm), when the report has been generated.

Header Item	Explanation
Included extensions	List of the agents extensions included in the report. If agents have been manually selected for the report, they are listed with their extensions.
Recipients (X)	The recipients that have been selected to receive the report are listed with their email addresses.
Scheduled by	Email address of the person who created the report.
Description	Description of the report optionally added by the owner of the report.

Table Item	Explanation
Agent Name	Listing the names of the agent(s).
Agent Extension	Listing the extension numbers of the agent(s).
Offered Calls	Number of inbound calls offered to the respective agent.
Answered Calls	Number of inbound calls answered by the agent.
Unanswered Calls	Number of inbound calls in which the agent did not respond and the call was redirected back to the queue.
Declined Calls	Number of calls declined by the agent.
Picked up Calls	Number of calls to the queue picked up (using *8) by another user than the agent to which the call was offered.
Redirected Calls	Number of calls forwarded or transferred by the agent.
Average Talk Time	The average talk time of all inbound calls handled by the agent.
Total Talk Time	The total talk time of all inbound calls handled by the agent.

1.2.3 AGENT STATISTICS PER QUEUE

The Agent Statistics per Queue shows the data based on a list of agents where the data is further subdivided by the agents respective queues. This report type is useful if agents are logged in multiple queues and you want to report their data per queue.

The report includes the following information:

Header Item	Explanation
Report Properties	Shows the report type and the name of the report.
Report Period	The time period covered in the report.
Recurrence	Whether the report is a recurring report. If not, it is created as a one time report.
Scheduled at	The date (dd/mm/yyyy) and time (hh:mm), when the report has been generated.
Included extensions	List of the agents per queue included in the report. If agents have been manually selected for the report, they are listed with their extensions. All queues of the respective included agents are added.
Recipients (X)	The recipients that have been selected to receive the report are listed with their email addresses.
Scheduled by	Email address of the person who created the report.
Description	Optional description of the report added when creating the report.

Table Item	Explanation
Agent Name	Listing the agents' names.
Agent Extension	Listing the agents' extensions.
Queue Name	Listing the queues of the respective agents.
Queue Extension	Listing the extensions of the agents' queues.

Table Item	Explanation
Offered Calls	Total number of inbound calls offered to the respective agent.
Answered Calls	Number of calls that the agent has answered.
Unanswered Calls	The sum of Total Number of Calls minus the number of Answered Calls. Calls can be unanswered because the agent declined the call, the call was abandoned by the caller, the call was forwarded or transferred by the agent.
Declined Calls	Number of calls declined by the agent.
Picked up Calls	Number of calls to the queue picked up (using *8) by another user than the agent to which the call was offered.
Redirected Calls	Number of calls that were redirected (forwarded or transferred) by the agent.
Average Talk Time	The average talk time of all inbound calls handled by the agent.
Total Talk Time	The total talk time of all inbound calls handled by the agent.
Availability	The time that the agent spent in the active state (was logged into the queue).
Availability (%)	The time in percentage the agent had an active queue status and was available for calls from the queue.
Unavailable Time	The time that the agent spent in the inactive state (was not logged into the queue) or was not a member of the queue.
Occupancy (%)	The time in percentage the agent was actively engaged in interaction handling activities for the respective queue, based on the agents' Total Talk Time in relation to the agents Availability.

1.2.4 QUEUE OCCUPANCY

The Queue Occupancy Report shows for each queue the occupancy rate for each agent. It shows the time an agent is occupied in a queue in percentage, which can be used as a measurement how the agents perform.

The report includes the following information:

Header Item	Explanation
Report Properties	Shows the report type and the name of the report.
Report Period	The time period covered in the report.
Recurrence	Whether the report is a recurring report. If not, it is created as a one time report.
Scheduled at	The date (dd/mm/yyyy) and time (hh:mm), when the report has been generated.
Included extensions	List of the agents included in the report. If agents have been manually selected for the report, they are listed with their extensions.
Recipients (X)	The recipients that have been selected to receive the report are listed with their email addresses.
Scheduled by	Email address of the person who created the report.
Description	Optional description of the report added when creating the report.

Table Item	Explanation
Queue Name	Listing the queues.
Queue Extension	Listing the queues' extensions.
Agent Name	Listing the names of the agents of the respective queue.
Agent Extension	Listing the extensions of the agents of the respective queue.

Table Item	Explanation
Total Ring Time	The total time calls from this queue were ringing at the agent.
Total Talk Time	The total talk time of all inbound calls handled by the agent for the respective queue.
Availability	The time that the agent spent in the active state (was logged into the queue).
Availability (%)	The time in percentage the agent had an active queue status and was available for calls from the queue.
Unavailable Time	The time that the agent spent in the inactive state (was not logged into the queue) or was not a member of the queue.
Occupancy (%)	The time in percentage the agent was actively engaged in interaction handling activities for the respective queue, the agents' Total Talk Time in relation to the agents Availability.

Queue Occupancy Reports also contain diagrams as a visual aid:

- By clicking on **Occupancy Diagram** you can access a visual overview showing per queue the occupancy in percentage for each agent
- Hover over a bar to see the exact number.
- Click on an agent's name to hide them from the diagram.
- You can download a diagram using the **DOWNLOAD** button at the bottom right.

1.3 MANAGE REPORTS

You can create, export or delete reports.

To create a report or task

To export a report/ multiple reports

To cancel a task

To delete a report or task

To create a report or task

1 On the start page or any tab, click on **CREATE REPORT**.

> All parameters you set for the report are displayed on the right side giving you an overview of your entries.

2 Select a report type. With the **Hide descriptions / Show descriptions** button you can toggle a description of the report types. Confirm your selection with **NEXT**.

Report Type	Explanation
Queue Statistics	Creating a report that shows the data based on a list of queues.
Agent Statistics	Creating a report that shows the data based on a list of agents.
Agent Statistics per Queue	Creating a report that shows the data based on a list of agents where the data is further subdivided by the agents respective queues. This report type is useful if agents are logged in multiple queues and you want to specify their data per queue.
Queue Occupancy	Creating a report that shows the occupancy rate for each queue per agent. It shows the time an agent is occupied in a queue in percentage, which can be used as a measurement, how the agents perform.

3 In the input fields, enter a **Name** (min. 3 and max. 16 characters) and, if required, a **Short description** (max. 96 characters).

4 Select the **file format** for the report that can be downloaded and proceed with **NEXT**.

- **PDF** (fixed-layout, read-only)
- **CSV** (comma separated, plain text format)

- XLS (Excel table)

  See also *To export a report/ multiple reports*.

5 In the dropdown List, select or deselect the respective agents or queues to be included in the report by clicking on them. Here, you can also click on Select all. You can scroll in the list.
   - ✓ The number of queues or agents selected appears below. You can open a list of all selected users or queues by clicking here. Click on the X in the respective field to deselect the agent or queue.

6 Proceed with NEXT.

7 Select whether the task should generate a One Time Report (8) or a Recurring Report (9).

> If you make a selection here and in the following step, click on the X on the top right of the respective Box to go back to the selection.

8 One Time Report:

- Choose between the **pre-defined** days Today or Yesterday, the pre-defined periods This Week, Last Week, This Month and Last Month by clicking on the respective box.
- To enter a **custom** date or period, select Custom Day, Custom Period, or Last X Days.
   - For Custom Day click on 📅 and select a day from the calendar. Here you can toggle between Day, Month and Year view.
   - For Custom Period click on 📅 and select a start and an end date from the calendar. Here you can toggle between Day, Month and Year view.
   - For Last X Days, enter the number (max. 2 digits) of days in the input field or by using the - or + buttons.

9 Recurring Report:

- Choose between the recurring reporting periods: Current Day, Previous Day, Current Week, Previous Week, Current Month or Previous Month by clicking on the respective box.
  You can set the following:

Item	Explanation
Select Report Interval	From the dropdown list, select whether the recurring report should be generated in a Daily, Weekly or Monthly interval.
Select the day for report generation	Visible only if Weekly or Monthly interval selected. From the dropdown list, select the day on which the weekly/ monthly report will be generated.
Schedule Time	Enter a time at which the report should be generated based on the configured interval.
Select Start	The Start is entered automatically based on the report period selected. To change the start date for the recurring report interval, click this field and select a day in the calendar. In the calendar, you can toggle between Day, Month and Year view.
Select End	Select one of the three: • Specific Date: Similar to the start date, select an end date. • After X Occurences: The number of how many times the report should be generated. You can enter the number in the input field or by using the - or + buttons • Indefinitely: The report is recurring indefinitely until the task is deleted.

10 Proceed with NEXT.

11 Activate the slider Send report by email to enable the Sending Options.

Item	Explanation
Add email address(es)	In the input field, enter the email address(es) of your colleague(s) to whom the report should be sent. Confirm your entry via enter key or by clicking on the appearing "Add..." line below. The suggestions during the entry are based on previous email-addresses remembered from the current local device.
[email(s) listed below]	Your email and the email(s) added are listed below the input field. Click on the X in the field with the respective email to remove it from the selection.

12 Confirm your entries via CREATE.
- ✓ The report or task is created and added to the lists.
- ✓ A confirmation popup window appears. Here, click on VIEW TASK to view the report or task (press F5 to update here) or click on CONTINUE to go to the Reporting App Overview.

- To refresh the Reporting App data, on the main page, click on the top right.

To export a report/ multiple reports

The reports can be generated in a PDF, CSV or XLS file that can be downloaded.

The data in the exported file corresponds to the data of the respective report types. For a description of the data see *Report Types*.

1 On the main page, select the Reports (or Calendar) tab.

2 Select the report you want to export.
If you have selected a task for recurring reports, you can select the desired report from the dropdown list or by clicking on See all created reports and selecting it here.

3 On the top right, click on / / (depending on what file type was selected when creating the report) to export and download the report in a .csv, .pdf or .xls file.

To download multiple reports from a recurring task, click on See all created reports and then on Download all reports.
✓ The report(s) are downloaded.

To cancel a task

1 On the start page, select the Tasks tab.

2 In the row of the respective task click on .
✓ A popup window appears asking whether you want to cancel the task.

3 Confirm with CANCEL TASK.
✓ The task is cancelled.

Or

1 On the start page, select the Reports or Calendar tab.

2 Select the task you want to cancel.

3 On the top right, click on .
✓ A popup window appears asking whether you want to cancel the task.

4 Confirm with CANCEL TASK.
✓ The task is cancelled.

To delete a report or task

1 On the start page, select the Tasks tab.

2 In the row of the respective report click on .
✓ A popup window appears asking whether you want to permanently delete the report or task.

3 Active the Download all generated reports option to safe them to your local machine before deleting them.

4 Confirm the deletion with DELETE.
✓ The report or task is deleted.

Or

1 On the start page, select the Reports or Calendar tab.

2 Select the report or task you want to delete.

3 On the top right, click on .
✓ A popup window appears asking whether you want to permanently delete the report or task.

4 Active the **Download all generated reports** option to safe them to your local machine before deleting them.

5 Confirm the deletion with **DELETE**.
✓ The report or task is deleted.

1.4 SETTINGS

You can set the following settings:

To change the Interface Language

To change the Interface Theme

To find the Reporting App Version

To access the documentation

To change the Interface Language

1 Click on .

2 Click on the dropdown menu and select your preferred language from the list.
✓ The change is applied immediately.

To change the Interface Theme

1 Click on .

2 Click on the desired theme:

- **Light** mode
- **System:** using your system browser's default settings
- **Dark** mode

✓ The change is applied immediately

To find the Reporting App Version

1 Click on .
✓ You find the current version displayed in the **About** section.

To access the documentation

1 Click on | **Help** to open the online help in the selected Language.