Call Reports

RingCentral Reports helps you optimize the advantages of your phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. With four separate views and many filtering options, you can target your report to reveal exactly what you want to know to increase your business performance.

Features and benefits

- Intuitive graphical dashboards let you quickly view company-wide, group, or user-level call activities and patterns.

- Flexible configuration options enable you to create reports to target your business needs.

- Saved report preferences make it easy to run frequently used reports on a regular basis.

- Easily export report data to spreadsheet and visualization tools for closer analysis and polished presentations.

- Use historical data to forecast costs and track productivity.

- Variable views offer flexibility to analyze performance and trends based on call queues, users, or phone numbers.

- At-a-glance dashboards enable executive staff to quickly understand overall system usage and caller experience.

- Enable team managers to evaluate team performance or balance workloads based on call volume and call wait times.

RingCentral®

How it works

RingCentral Reports provides you with five different views of phone system usage. Each view can empower a different role in your company, so your entire organization can better understand their phone usage patterns. Reports are available to administrator-only accounts.

Get to reports

To view Reports, first log in to your RingCentral online account, then click **Reports** from the top menu.

Reports views
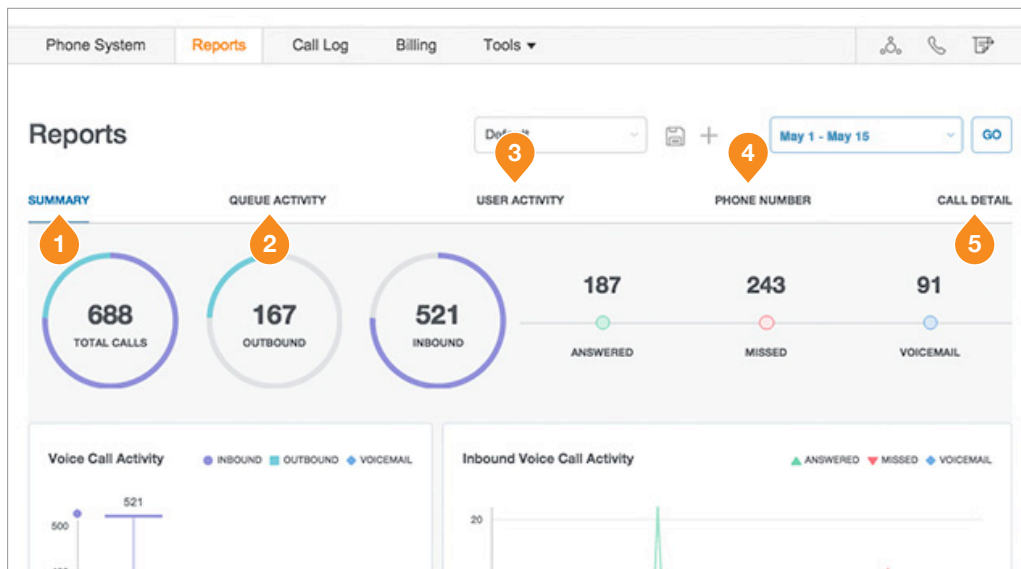
1. Summary view
- Ideal for the business owner or executive staff.
- Provides an at-a-glance, high-level usage overview of the entire phone system.
- *So you can:* Use the metrics to assess the volume of incoming and outgoing calls, or answered and missed calls, then review your business hours to ensure they're consistent with caller patterns.

2. Queue activity view
- Ideal for group or department managers.
- Summarizes call queue activity and volume for historical activity.
- *So you can:* Discover the ratio of calls answered vs missed, call wait times, and average talk time on a call, and fine-tune your call queue responses accordingly.

3. User activity view
- Ideal for team leaders.
- Summarizes inbound and outbound call volume and usage for historical activity.
- *So you can:* Compare call volume metrics with a user's job performance or workload to understand how to optimize the calls for best results.

4. Phone number view
- Ideal for Marketing and Sales teams.
- Summarizes the call activities of each purchased phone number.
- *So you can:* Understand which numbers gets the most calls, which numbers result in the highest placement results, and which calls are getting answered or not.

5. Call detail view
- Ideal for IT managers.
- Lists all inbound and outbound call activities during the given time frame.
- *So you can:* View all call log information, including caller ID, destination, call duration, call results, etc. to understand and control the usage of the company's phone system.

*RingCentral Reports is available for RingCentral Office customers with two or more lines.

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