

STATISTICAL EXPERT SOFTWARE

SCOPSTATS is the complete historical and real-time data management environment of SCOPTEL IPBX that provides a variety statistical report.

SCOPSTATS hierarchical links system is the ideal tool to process paired data.

A wide variety of both text and graphic reports are available to enable quick analysis of servers, phone extensions, and line usage.

Easy access to company CDR history and to ACD Contact center reports with integrated voice recordings in .WAV format.

CDR / ACD reports to analyze all calls in real time:

- Real-time graphical summary of calls
- Number of calls received
- Number of abandoned calls
- Duration of call
- Call volume reports
- Call Logs: Call Log Reports will show a log of all calls (outgoing and incoming) on your IPBX

<https://www.scopserv.com/products/documentation/>

ADVANTAGES

- High precision graphic and chart
- Strongly effective
- Quick response
- Easy to use
- Compatible with iPhone and iPad

SCOPSTATS is an integral part of SCOPTEL IPBX



FUNCTIONALITIES



- More user-friendly layout to improve user efficiency
- More-dynamic and attractive bar & pie charts, thanks to HTML5 technology
- Simplified and unified filters, easier access to reports (CDR, DAA, RVI)
- Hierarchical links between data and reports
- Available in French and English
- Totally rethought and redesigned real-time monitor for greater flexibility in use with a more fluid, faster and less system-demanding display
- New real-time monitoring systems for System Reports with system services controls (startup, shutdown, reboot)
- New Call Detail Reporting (CDR)
- Faster access to the database of Agent Call Distribution Reports
- Displays historical usage data for your call queue, including details of individual calls, agent usage, and time of day statistics
- Phone status in real time
- Displays the latest errors, which links are broken or which files do not exist
- Provides statistical and detailed views of the activity on a queue or a member of the queue
- Imported into Microsoft® Excel to take advantage of formatting and graphic capabilities

