



## **Fuse 2 Reporting**

Microsoft Teams Auto Attendant &  
Queue Reporting

[www.fuse2.net](http://www.fuse2.net)

# OVERVIEW

With the widespread deployment of Teams as a complete voice solution, many organizations are using the Queue and Auto Attendant features. As native features of Teams, they offer a basic solution to call routing and handling which can be a cost-effective alternative to 3rd party contact centre solutions.

**Call Queues** can provide a greeting message, music on hold, redirection of calls and other call handling options including shared voicemail. You don't directly associate a phone number to a call queue, instead the phone number is associated to a resource account. A call queue can be dialled directly or accessed by a selection on an auto attendant.

**Auto attendants (AAs)** let people call your organization and navigate a menu system to speak to the right department, call queue, person, or an operator. You can create auto attendants for your organization with the Microsoft Teams admin centre or with PowerShell.

Many organizations using Teams Queues and AAs feel they are missing the dashboards and detailed reporting available with some 3rd party contact centre systems, used to view performance and drive the highest levels of customer satisfaction. This is where Fuse 2 Reporting comes into its own delivering detailed, user-driven reporting, dashboard and summary screens showing queue, AA and agent performance.

## FUSE 2 REPORTING

### AUTO ATTENDANT / QUEUES SUMMARY

The summary screen shows the performance over a user defined range. The overview presents total calls, answered calls, missed calls, answered %, average call duration and average queue time. Details on each agent within the queue are displayed listing Call volume, Total Duration, Average Duration and Average Ring Time. There is the option to drill down on agents to a list of all calls handled and the associated call handling details.



# DASHBOARD DAILY VIEW

The dashboard is configurable according to a user's requirements. The number of monitors can be selected along with the dashboard type. Filters can then be applied to individual monitors such as displaying details on a selected queue or agent(s). The text description of the monitor can also be defined by the user. The specific monitors most relevant for queues are Call Details, Call Distribution by Location, Answered Calls, Average Duration, Average Ring Time, Inbound Call Handling, Inbound Summary, Maximum Ring Time and Queues Call Answering.



Example dashboard layout with tiled monitors



Example dashboard layout with chart monitors

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The net result of using Fuse 2 Reporting is an increase in the efficiencies and use of the auto attendant and queues. This is achieved through monitoring of call handling times and volumes which will ensure there are sufficient resources available in each queue. Spikes in call volumes during the day can also be identified allowing for additional resources to be made available at these times.

The user-defined nature of Fuse 2 Reporting means that the information presented is concise and relevant to an individual's requirements. In addition, the security policies allow for controlling access both at feature and organization level; for example, a team leader can be restricted to view only the dashboards and the details of their team members.

The automated reporting available with Fuse 2 Reporting will also assist in driving productivity especially with individual agents. We have found that productivity can increase by up to 40% when agents receive a daily email with a report detailing their activity for the day.

Fuse 2 Reporting is delivered either from Fuse 2's Cloud or on your servers which can either be on-premises or in your own cloud environment. If you would like to try it for yourself, Fuse 2 Reporting is available on a completely free-of-charge 30-day trial.

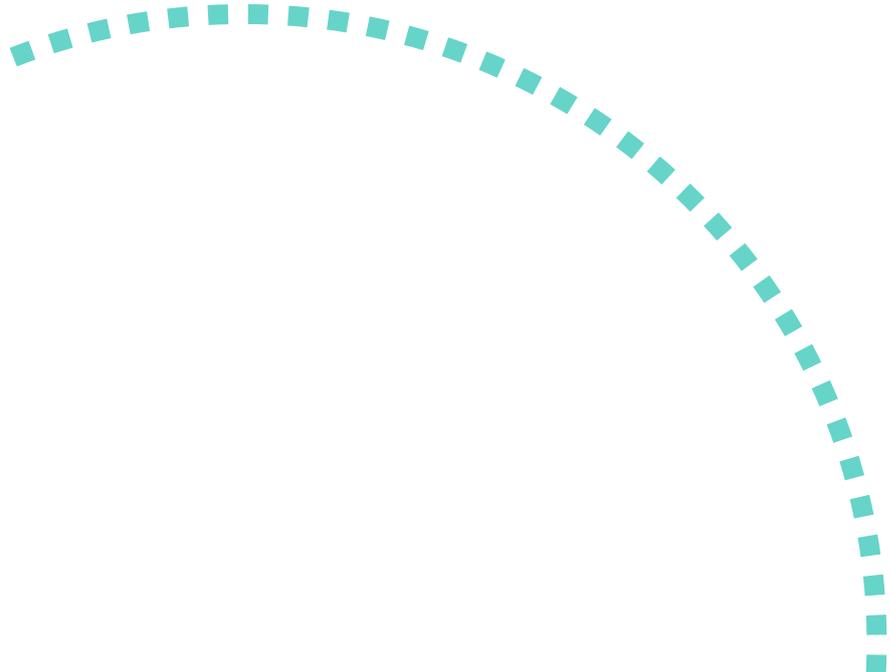


The Queues call answering monitor shows spikes in call volumes and handling throughout the day

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