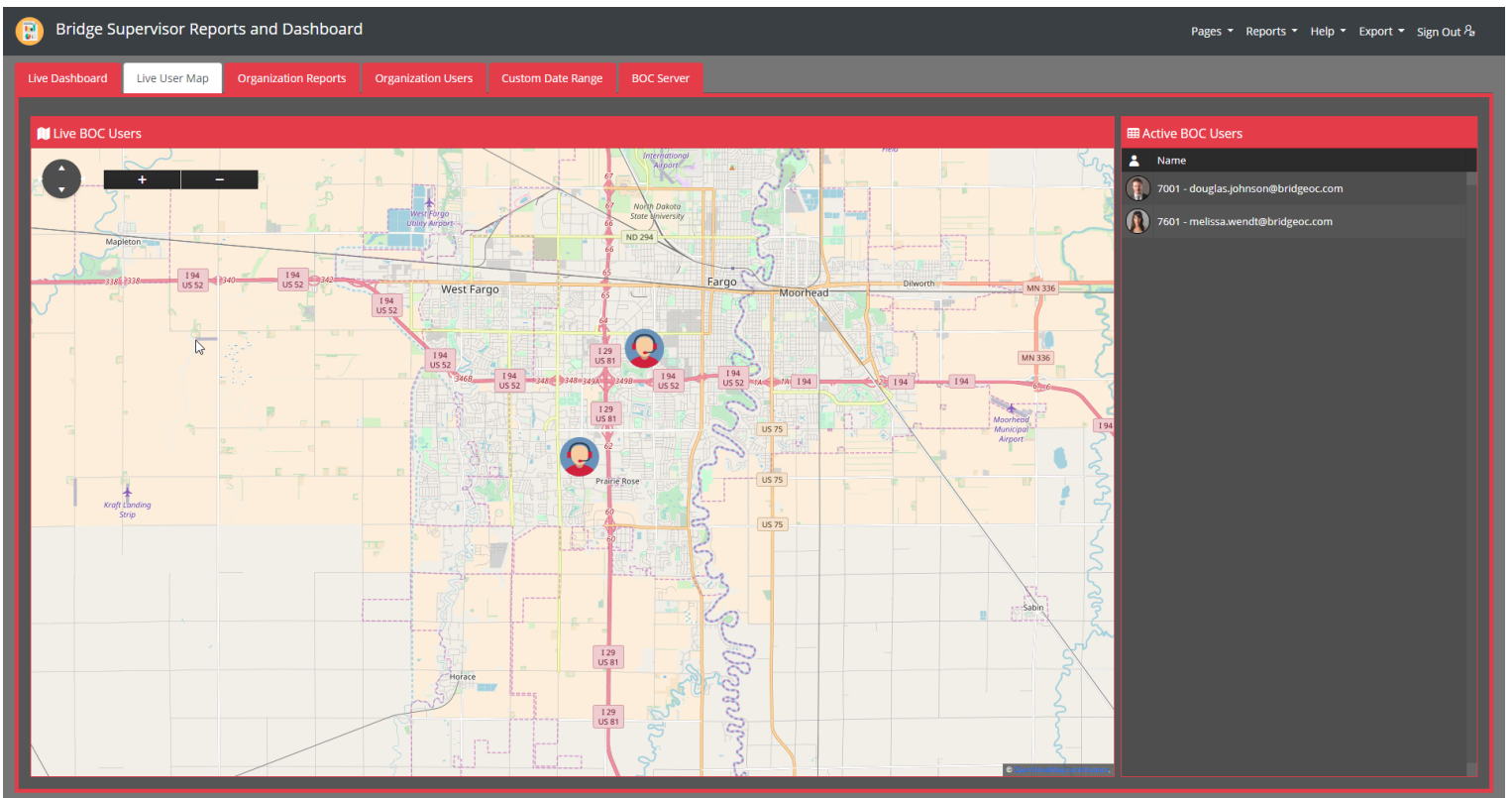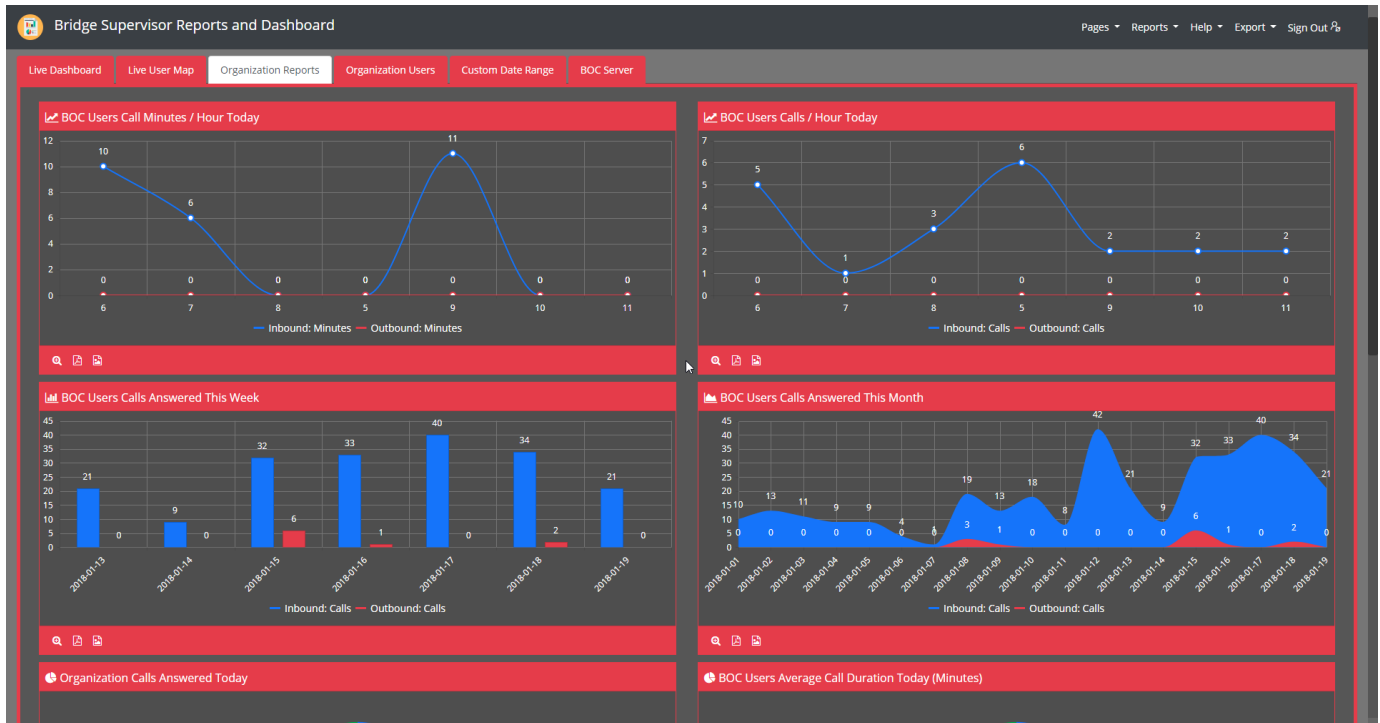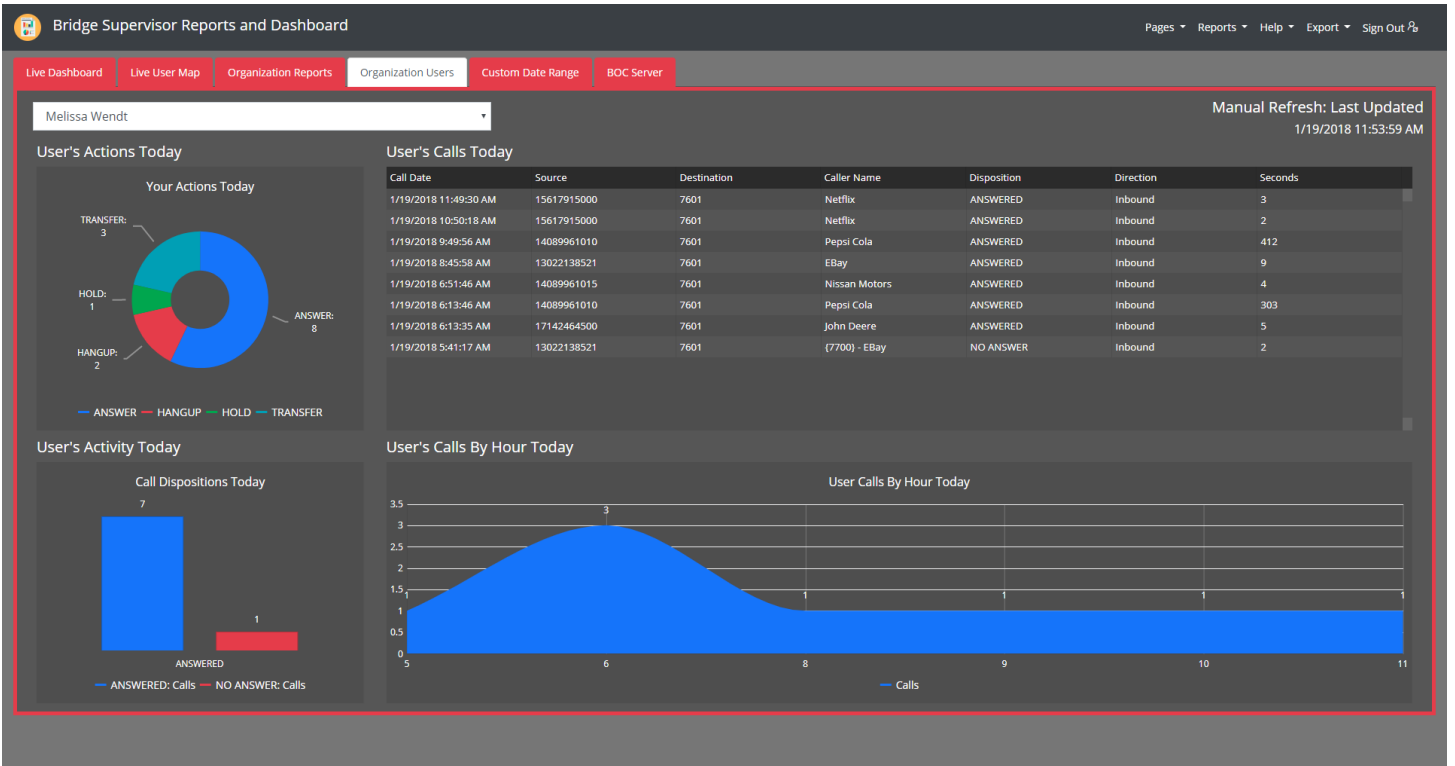# Bridge Supervisor Reports and Dashboard

The Bridge Supervisor Reports and Dashboard is a fantastic tool for managing reporting and analytics within your organization. Upon opening the Bridge Supervisor Reports and Dashboard you will land on the Live Dashboard tab, which will display your selected group, users available for a call, users that are away, busy, DND, or office, along with the users with the most calls answered today, and the average call duration today. The Current Status Breakdown is a graph detailing the basics on a call, available for call, and other. The group availability displays a percentage of user's available for a call.

The Live User Map utilizes Google Maps to display the locations of users that are active, giving operators a geographic point of reference.

The Organization Reports page displays graphs for several functions, including Users Call Minutes/ Hour Today, Users Calls / Hour Today, Users Calls Answered This Week, Users Calls Answered This month, Organization Calls Answered Today, Users Average Call Duration Today (Minutes),
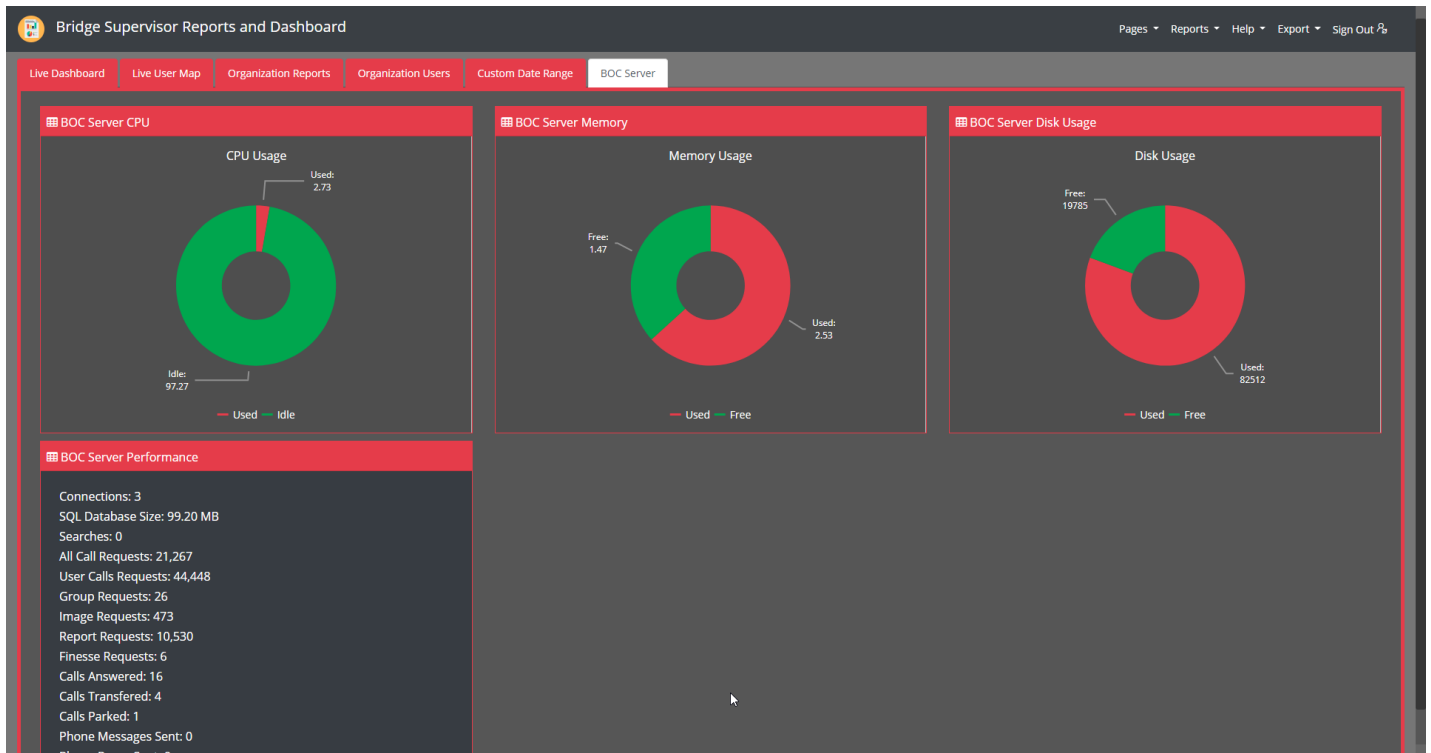
Organization Users allows you to select a user from a drop-down panel to view analytics for. User's Actions Today will display the number of answer, hang-up, hold, and transfer actions the user has performed today. User's Activity Today displays the number of answered calls versus the no answer calls. User's Calls Today displays more information on the calls they have received, showing the call date, the source, the destination, the caller name, the disposition, the direction, and the duration (seconds).

Bridge Supervisor Reports and Dashboard					Pages ▾ Reports ▾ Help ▾ Export ▾ Sign Out

| Live Dashboard | Live User Map | Organization Reports | Organization Users | Custom Date Range | BOC Server |

Start Date / **End Date**

1/17/2018 12:00 AM   1/19/2018 12:00 AM

Show Missed Calls   Show Average Call Duration   Show Total User Calls

Organization Missed Calls Date Range

Date	Caller ID	Source	Desination	Direction
1/17/2018 4:58:29 AM	Douglas Johnson	7001	7520	Outbound
1/17/2018 4:58:29 AM	No Name	7520	7001	Outbound
1/17/2018 5:10:07 AM	Douglas Johnson	7001	7601	Outbound
1/17/2018 5:14:26 AM	Unknown	15005	7001	Outbound
1/17/2018 5:14:27 AM	Douglas Johnson	7001	15005	Outbound
1/17/2018 11:18:11 AM	{7700} - Shortprinter	19207274100	7007	Inbound
1/17/2018 11:18:11 AM	{7700} - Shortprinter	19207274100	7601	Inbound
1/17/2018 11:26:05 AM	Lisa Johnson	7007	7013	Outbound
1/17/2018 11:31:34 AM	Lisa Johnson	7007	7520	Outbound
1/17/2018 11:31:34 AM	No Name	7520	7007	Outbound
1/17/2018 11:34:15 AM	Mike Morris	7013	7520	Outbound
1/17/2018 11:35:01 AM	Mike Morris	7013	7520	Outbound
1/17/2018 11:35:37 AM	Lisa Johnson	7007		Outbound
1/17/2018 11:56:28 AM	{7700} - Nissan Motors	14089961015	7007	Inbound
1/17/2018 11:56:28 AM	{7700} - Nissan Motors	14089961015	7601	Inbound
1/17/2018 12:01:56 PM	{7700} - Nissan Motors	14089961015	7601	Inbound
1/17/2018 12:01:56 PM	{7700} - Nissan Motors	14089961015	7007	Inbound
1/17/2018 12:04:30 PM	Douglas Johnson	7001	7520	Outbound
1/17/2018 12:04:30 PM	No Name	7520	7001	Outbound
1/17/2018 12:04:36 PM	Nissan Motors	14089961015	7007	Inbound
1/17/2018 12:06:52 PM	{7700} - Nissan Motors	14089961015	7007	Inbound
1/17/2018 12:06:52 PM	{7700} - Nissan Motors	14089961015	7601	Inbound
1/17/2018 12:11:50 PM	{7700} - Nissan Motors	14089961015	7601	Inbound
1/17/2018 12:11:50 PM	{7700} - Nissan Motors	14089961015	7007	Inbound

Custom Date Range allows you to view all the Organizations missed calls in a selected date range, and is similar to the User's Calls Today window from the previous tab. It will display the date, caller ID, source, the destination, and the direction

The BOC Server tab will allow you to see analytics based on the server's performance and capacity. The BOC Server CPU displays the current CPU Usage, with the used and idle times displayed in a donut graph. The BOC Server Memory graph displays information in a comparable manner, but for memory that is used or free. The BOC Server Disk Usage displays the amount of disk space that is used or free on the server. The BOC Server Performance window contains detailed information about your system and is extremely valuable for properly managing performance.