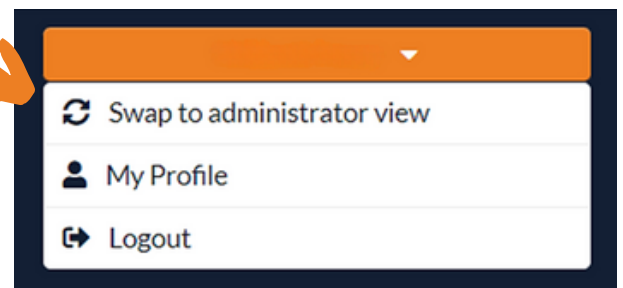


Reporting

1.) Login to the universe portal: <https://selfcare.thisisuniverse.io/>
(if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

2.) Once logged in hover over the dropdown menu with your username on the top right and select **"Swap to administrator view"**



3.) Select **"My Reports"**



4.) The reports section allows you to generate the company's incoming and outgoing call statistics and usage data.

The usage tab allows you to see specific dates and times for incoming and outgoing calls, you can also use this section to see exactly who has answered calls, the length of time the call went on and you can also see which user/device picked up or made a call

The Statistics tab lets you see specific agent groups for the business and the data associated with these in a graph format. You can get a good idea here on your call data such as lost calls and the average talk time.

5.) The “Usage” section can be selected on the left-hand side and will show the below drop-down menus for you to use to then generate your chosen data

Usage

Select user: All x

Select service: All x

Select type: All

Select destination type: All

From date: 2024-04-19

To date: 2024-04-20

Download spreadsheet | Reset | Get usage

6.) Once you have changed the filtering boxes to how you'd like and set a date **from** and **to** you then click “Get Usage”

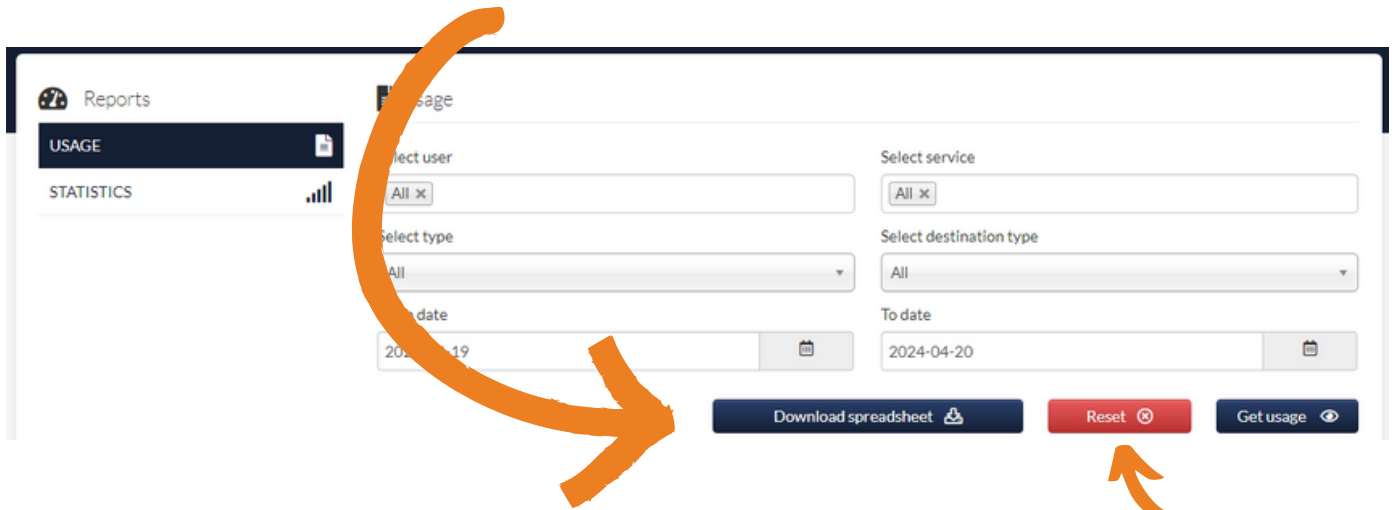
Please note if you'd like to look at today's data, you need to add today's date in the “From” box and tomorrow's date in the “To” box to generate this correctly

7.) You will then see a usage report like the example below :

Name	Device	Destination	A-number	Dest. No.	Call Type	Category	Started	Qty.	Call Direction
Engineer Test		Incoming call to service	0333 023 7000	0330 164 2028	National	Speech	Friday, Apr 19, 2024 14:48 BST	00:01:10	Incoming
Engineer Test		Incoming call to service	0333 023 7000	0330 164 2028	National	Speech	Friday, Apr 19, 2024 14:49 BST	00:00:22	Incoming
Engineer Test	Device 192475	Outgoing call	Hidden number	01204 543562	National	Speech	Friday, Apr 19, 2024 14:51 BST	00:00:43	Outgoing
Engineer Test	Device 192475	Outgoing call	Hidden number	01204 543560	National	Speech	Friday, Apr 19, 2024 14:52 BST	00:00:22	Outgoing
Engineer Test	Device 192475	Outgoing call	Hidden number	0333 023 7000	National	Speech	Friday, Apr 19, 2024 14:52 BST	00:00:26	Outgoing
Engineer Test		Incoming call to service	Hidden number	0330 164 2028	National	Speech	Friday, Apr 19, 2024 14:53 BST	00:00:06	Incoming
Firstcom Europe		Incoming call to service	Hidden number	0330 164 2025	National	Speech	Friday, Apr 19, 2024 15:02 BST	00:00:10	Incoming
Firstcom Europe		Call to colleague	0330 164 2025		National	Speech	Friday, Apr 19, 2024 15:02 BST	00:00:06	Outgoing
Firstcom Europe		Incoming call to service	Hidden number	0330 164 2025	National	Speech	Friday, Apr 19, 2024 15:03 BST	00:00:21	Incoming
Firstcom Europe		Incoming call to service	Hidden number	0330 164 2025	National	Speech	Friday, Apr 19, 2024 15:04 BST	00:00:38	Incoming
Firstcom Europe		Call to colleague	0330 164 2025		National	Speech	Friday, Apr 19, 2024 15:04 BST	00:00:32	Outgoing
Firstcom Europe		Incoming call to service	0333 023 7000	0330 164 2025	National	Speech	Friday, Apr 19, 2024 15:05 BST	00:00:18	Incoming
Engineer Test		Incoming call to service	0333 023 7000	0330 164 2028	National	Speech	Friday, Apr 19, 2024 15:05 BST	00:01:41	Incoming
Engineer Test	Device 192475	Outgoing call	Hidden number	0333 023 7000	National	Speech	Friday, Apr 19, 2024 15:07 BST	00:00:47	Outgoing

8.) The report will display multiple different columns of information which can be useful when looking back on specific calls.

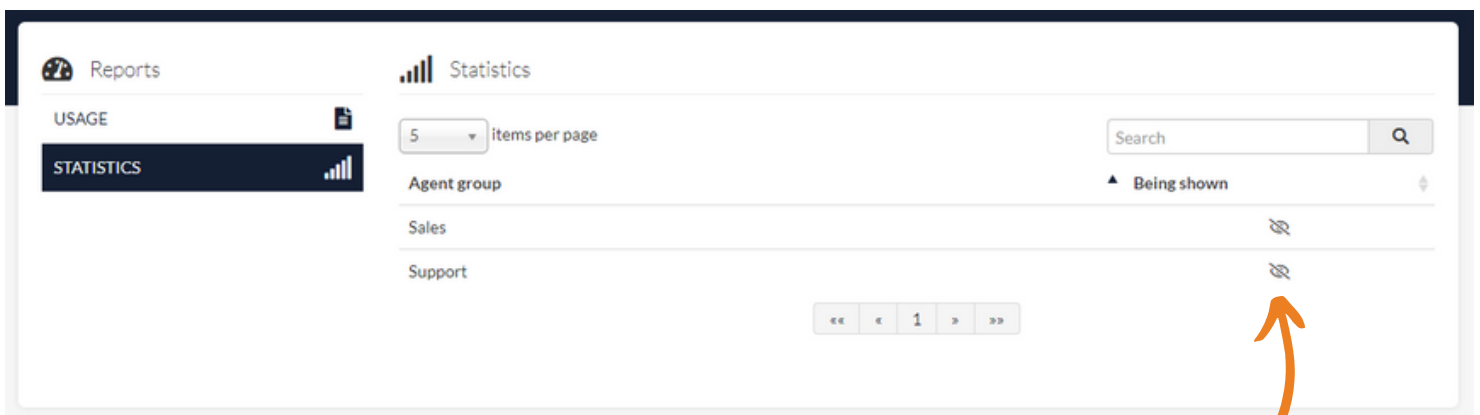
9.) If you are happy with the below report and you'd like to keep it then click the **"Download spreadsheet"** button to save it to your device



10.) If you'd like to generate further reports then you can click the **"Reset"** button and start again.

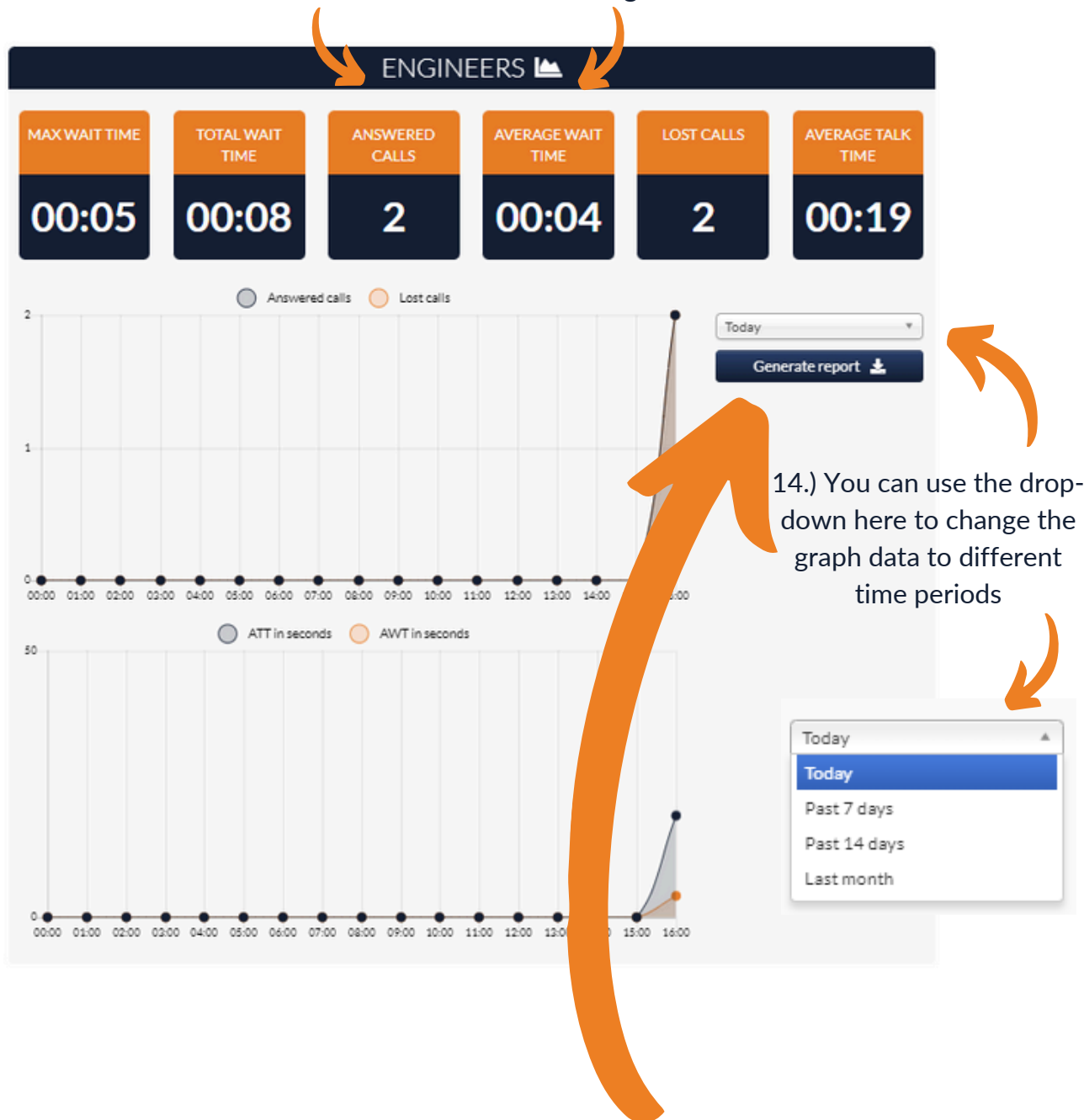
Please note, when generating larger periods of time for reports there is a file size limit, it will pop up and let you know if the data selected is too large of a file and you would then have to reduce the time frame and break it up into smaller usage reports. For example, if one month from the 1st of January to the 1st of February is too large we would suggest splitting it into two reports. the first would be inputted from the 1st of January until the 15th and the second report from the 16th of January until the 31st.

11.) The second section of the reporting side is the **"Statistics"**



12.) Here you can see all active agent groups like the example above. To look at the specific groups call data then click the **eyeball icon** on the right

13.) Here you have access to call data statistics such as the number of **Answered calls** and the **Average wait time**



14.) You can use the drop-down here to change the graph data to different time periods

15.) If you'd like to keep the report then click **"Generate Report"** to save it to your device

If you have any questions or problems regarding the reporting please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk