

# Offline Reporting Destinations

The internal reports that can be generated by the Contact are operational reports, designed to be used by supervisors for the day-to-day running of the Contact system. They focus on a detailed view of recent events.

Management reports tend to cover longer periods, with a higher degree of aggregation. For these reports, presentation, including graphics, tends to be important. Users need to be able to manipulate the data and create their own reports to suit a company's requirements on data presentation. Numerous Business Intelligence (BI) tools are available that enable users to do this. Most of these are designed to run on separate SQL databases, which are best suited to run large aggregations.

Contact supports adding offline reporting destinations at the system level to allow events to be sent to external reporting tools for analysis. An offline reporting destination is a remote host server that sits externally to the Contact system.

If offline reporting has been enabled and you have been granted the relevant privileges you will be able to define the destinations you want events to be sent to and choose the events to be sent. It's possible to define multiple destinations. Once configured you can use a BI tool of your choice to allow customers access to the event data and create reports.

## Enable Offline Reporting

If you want to make use of offline reporting you will need to have the feature enabled by Gamma Support. Once enabled you will be able to define the destination and choose the events you want to send offline.

## Add a new destination

**Note:** Be aware that the data transmitted to the URL of the host to receive events may contain General Data Protection Regulation (GDPR) sensitive information. As the reporting destination provider, you are responsible for taking any necessary precautions.

1. Navigate to **System > Offline Reporting**
  
2. (Mandatory) Enter **the Name** of the reporting destination
  
3. Enter an optional **brief Description** for the reporting destination
  
4. (Mandatory) For URL of host to receive events, enter **the URL address** on the remote host server to which the events are exported
  - The URL address must be in the format: https://hostname. For example: https://localhost:3612/example.
  
5. To allow a non-secure URL address (HTTP rather than HTTPS) to receive event transmissions, **tick the Allow non-secure URL checkbox** (not recommended)
  
6. For Channel Support Levels, select **the event type(s)** that may be sent to the offline reporting destination and the API version for each data stream
  - A “channel” is an individual index within an offline reporting destination for a specific company. The following channel event types can be selected:
    - Agent calls
  
  
  
  
  
  
  
  
  
  
    - Agent chats
  
  
  
  
  
  
  
  
  
  
    - Agent emails
  
  
  
  
  
  
  
  
  
  
    - Agent SMS
  
  
  
  
  
  
  
  
  
  
    - Agent status
  
  
  
  
  
  
  
  
  
  
    - Contact calls
  
  
  
  
  
  
  
  
  
  
    - Contact chats

- Contact emails
  
  - Contact SMS
  
  - Missed calls
  
  - Queue calls
  
  - Queue chats
  
  - Queue emails
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- The version of a channel indicates which fields are supported for an event. Only these fields are sent to the reporting destination. To view a list of the fields associated with that channel and the version at which they were introduced, click **the question (?) icon**

7. Select **the resellers** that may use the offline reporting destination

8. Click **Save Changes**

The Offline Reporting Destination will be added.

**Note:** Not every event will include all of the fields shown in the help list; they may not be present in the original event as stored in the reports database. Multiple channel event types can be selected for a company. The selected version does not have to be the same for each channel.

# Pause Event Transmission

You might want to pause event transmission, for example, while upgrades are performed on the remote host server. It may take a minute for this control to take effect.

1. Select the **appropriate reporting destination** in the list
2. Tick the **Pause event transmission checkbox**

## Offline Reporting Types

Enum Name	Value	Description
CallData	callData	Call data reports (e.g. calls per agent, queue, service number)
StatusData	statusData	Status data reports (e.g. time spent in each status)
Diagnostics	diagnostics	Diagnostic reports (e.g. all call events for a day)
EmailData	emailData	Email data reports (e.g. emails per agent/queue)
WebchatData	webchatData	Webchat data reports (e.g. webchats per agent/queue)
SMSData	smsData	SMS data reports (e.g. SMS per agent)
PayByLinkData	payByLinkData	Pay by Link reports (e.g. links per agent)
ServiceTypeData	serviceTypeData	Service type data associated with each user/account

## Offline Reporting Subtypes

### Call Data Subtypes

Enum Name	Value	Description
ServiceNumber	serviceNumber	Call data by service number
Queue	queue	Call data by queue
Agent	agent	Call data by agent
VirtualAgent	virtualAgent	Call data by virtual agent
Ivr	ivr	Call data by IVR menu
Classification	classification	Call classification data
CallTransfer	callTransfer	Call transfer-focused data
QueueTransfer	queueTransfer	Queue transfer-focused data
Callers	callers	Call data by caller
CallFlows	callFlows	Call flow data
Voicemail	voicemail	Voicemail-related call data
Calls	calls	Per-call records
QueueKpi	queueKpi	Queue KPI statistics
ScheduleCalls	scheduleCalls	Scheduled call records
UnreturnedMissedCalls	unreturnedMissedCalls	Unreturned missed calls
CallTrace	callTrace	Call trace report
DroppedCalls	droppedCall	Dropped calls

## Email Data Subtypes

<b>Subtype</b>	<b>Value</b>	<b>Description</b>
EmailQueue	emailQueue	Email data by queue
EmailAgent	emailAgent	Email data by agent
EmailFlows	emailFlows	Email flow node transit data
EmailClassification	emailClassification	Email classification data
InboundEmail	inboundEmail	Inbound email data
OutboundEmailAgent	outboundEmailAgent	Outbound emails by agent
OutboundEmailRecipient	outboundEmailRecipient	Outbound emails by recipient
OutboundEmailTemplate	outboundEmailTemplate	Outbound emails by template

## Webchat Data Subtypes

<b>Subtype</b>	<b>Value</b>	<b>Description</b>
WebchatAgent	webchatAgent	Webchat data by agent
WebchatQueue	webchatQueue	Webchat data by queue
WebchatFlows	webchatFlows	Webchat flow node transit data

## Status Data Subtypes

<b>Subtype</b>	<b>Value</b>	<b>Description</b>
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WorkingHours	workingHours	Time spent working
BreakReasons	breakReasons	Time spent on different break types

### Diagnostics Subtypes

Subtype	Value	Description
CallEvent	callEvent	Breakdown of call events
StatusChange	statusChange	Breakdown of status changes
ActivityAudit	activityAudit	User activity audit

### SMS Data Subtypes

Subtype	Value	Description
SMSAgent	smsAgent	SMS data by agent
SMSTemplate	smsTemplate	SMS data by template
OutboundSMSRecipient	outboundSMSRecipient	SMS data by recipient

### Pay by Link Data Subtypes

Subtype	Value	Description
SMSAgent	smsAgent	SMS data by agent

SMSTemplate	smsTemplate	SMS data by template
OutboundSMSRecipient	outboundSMSRecipient	SMS data by recipient

**Service Type Subtypes**

Subtype	Value	Description
UserCount	userCount	User count by service type

## View the status of an Offline Reporting Destination

1. Navigate to **System > Offline Reporting**
2. Select the **appropriate reporting destination** in the list
3. Click **Status**

The destination status will display in the dialog. This will take a minute to collect all of its data before displaying the status. While it is loading, "Upload in progress" is displayed. Once it has loaded, it will show the destination and the current status of its connections.

## Possible statuses:

- **Up**
- **Lagging channels** - It is in catchup mode and will return to a status of “Up” when the catchup has completed.
- **Remote end failure** - The Contact has tried to deliver an event to the configured URL address for the reporting destination, but that destination has not accepted the event packet. The contents of the failed event packet are also shown. This may help you to determine why the transmission has failed. To bypass sending this failed event packet and continue with the next packet to be sent, click Skip. However, if an event packet is skipped, its contents may never be delivered to the offline reporting destination.
- **Offline**
- **Unknown**

## Delete an Offline Reporting Destination

1. Navigate to **System > Offline Reporting**
2. Select the **appropriate reporting destination** in the list
3. Click **Delete**
4. Click **Delete to confirm**

The destination will be deleted.