2Ring Dashboards & Wallboards

Introducing a brand new

Historical Reporting Module

(for Webex Contact Centers) ..

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Last Update: February 2026

Introducing .. 2Ring Historical Reporting Module

- Add-On to 2Ring Dashboards & Wallboards in 2Ring Cloud

- Built on Microsoft Azure Fabric (Power BI)

- A set of prebuilt reports to clone and modify

- The same exceptional 2Ring support that end-users can count on

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2Ring Historical Reporting Module
What does it enable?

Deeper Insights − Get the Full Picture

Advanced Interactivity:

Users can leverage the full **Power BI feature set**, including drill-downs, drill-throughs, dynamic filtering, and cross-filtering to explore data layers

Comprehensive Prebuilt Reports

Includes a growing library of reports such as Agent/Queue Performance, **First Call Resolution (FCR)**, and Abandoned Task analysis

Task Trace Troubleshooting

Enables users to follow a call's entire journey chronologically, viewing every event from IVR options and transfers to wrap-up codes

Trend & Time Analysis

Facilitates easy **Year-over-Year (Y/Y)** or Month-over-Month (M/M) comparisons to track long-term performance trends.

Flexible Data Portability

Reports and visuals can be exported to **MS Excel, CSV, PDF, and PPTX** for easy sharing with stakeholders

Interactive Reports .. Power BI Feature Set

- Drill Down Details

- Drill Throughs

- Dynamic Filtering

- Time Analysis incl. Y/Y or M/M comparisons

- Cross Filtering

- All types of Power BI visuals are supported

Reports Editing Mode .. Familiar Power BI Interface
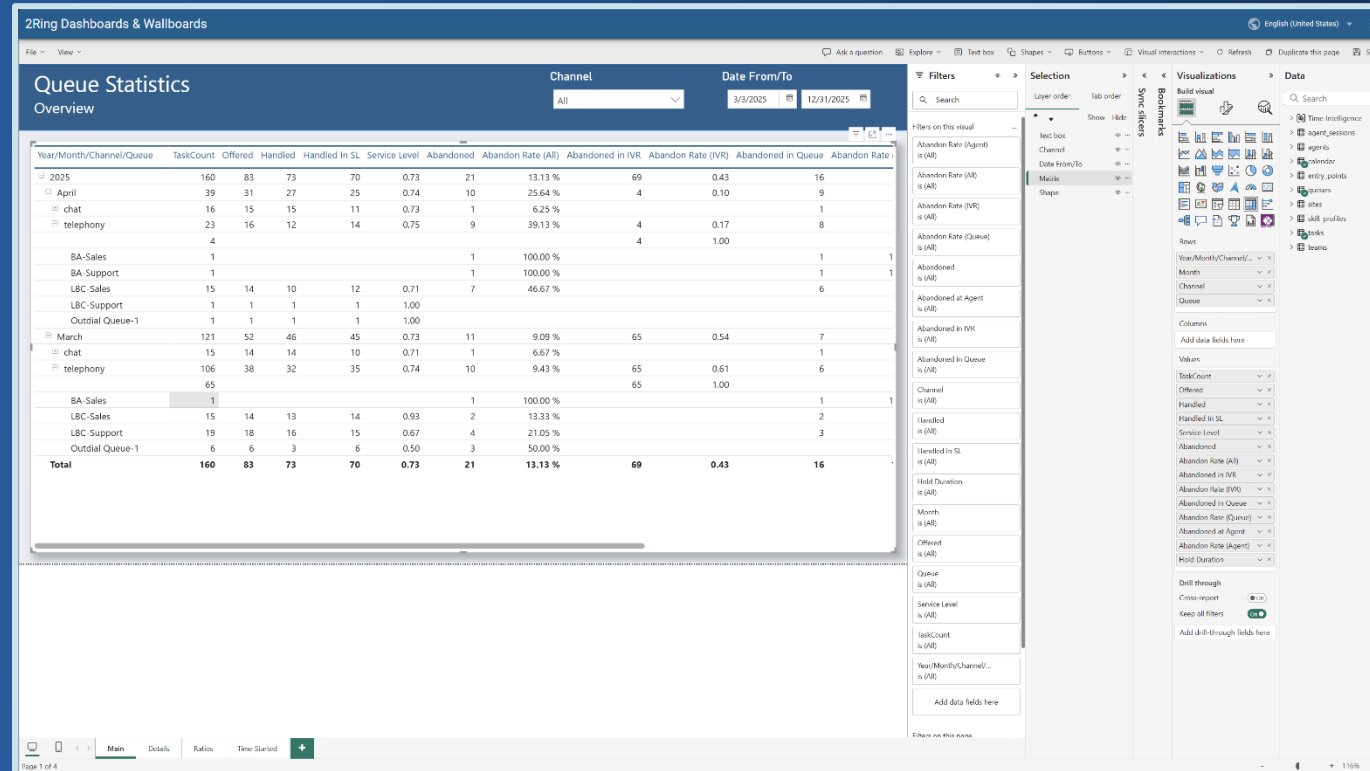
2Ring Removing All Complexities & Mng Overhead ..

- **ETL Pipeline** managed by 2Ring
  - monitoring changes to Webex CC API
  - proactive troubleshooting
  - updates addressed promptly

- **Data Storage** provided by 2Ring
  - default history set to 13-months (optionally extended on request)
  - data exports per each visual to MS Excel, csv, pdf, pptx (live connection to Excel is not supported)
  - full data exports on request

- Familiar **Power BI Experience**
  - Power BI Licensing included
  - Leverage MS Power BI expertise
  - existing 2Ring Cloud user accounts – role based to view or edit

Reports Built for Business Users ..

- **Predefined Reports**
  - Agent Performance
  - Agents Statistics
  - Agent Tasks Daily
  - First Call Resolution (FCR)
  - Queue Performance
  - Task (Call) Trace – lists all events on a specific task in a chronological order – IVR options, queues, agents, wrap-up
  - Task Abandoned
  - Task Handled
  - Task Incoming
  - And the list is growing ..

- New **Custom Reports**
  - Clone and modify any report
  - Resellers can create a library of co-branded reports
  - Live Support / Assistance from 2Ring

Agent Performance Report
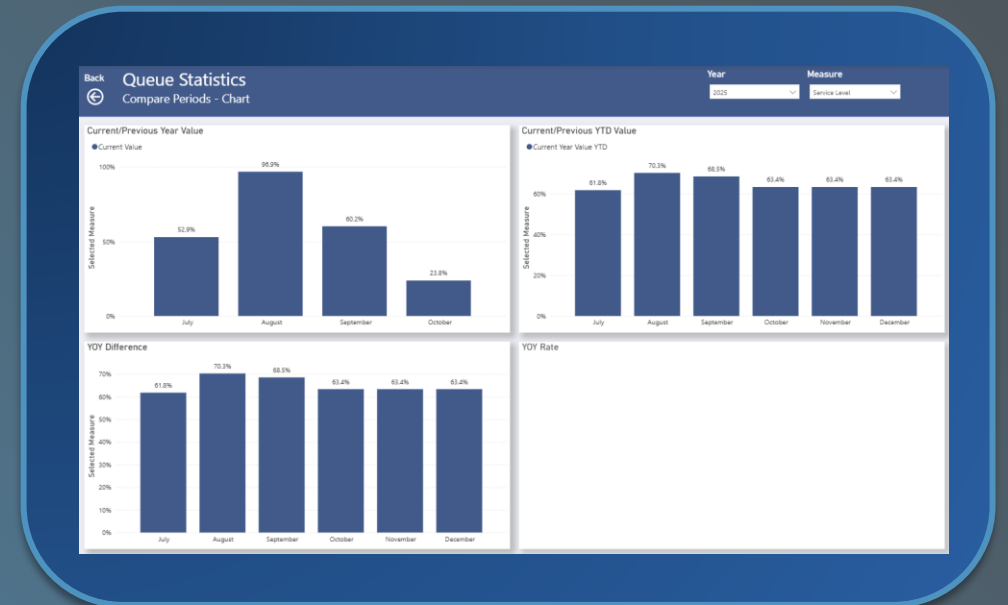
- export friendly report aimed at assessing performance of an individual agent

- addressing transfer ins vs queue-based calls

- timeline chart with handle rate and bar chart with number of tasks offered (by 15-minute time interval)

- task volume over time in tabular form with heat map like coloring

- task volume by wrap-up codes in both tabular and bar chart form

- states – key metrics related to time in different states
  - Brutto (includes Available) and Netto (without Available) utilization of time spent logged in
  - Netto and Brutto utilization can be finetuned to contain states based on your choice

- average state durations by specific time intervals

- idle state reasons - views on specific idle codes during various time periods
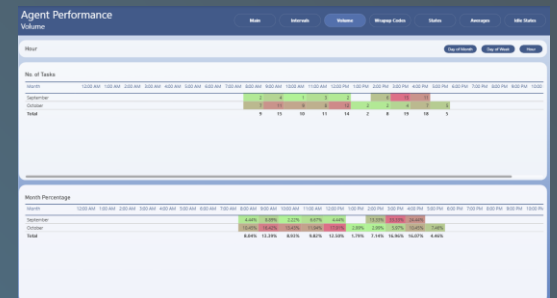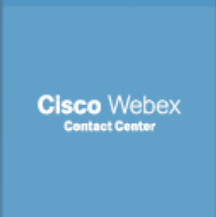
Agent Statistics Report

- Compare agents among each other by call stats and time in states

- Can be filtered by Direction, Team, Channel and Time Period

- Timeline charts showing calls started in each interval

- Drill-through friendly for multiple data points

  - CSAT Top Scores

  - Tasks by time started

  - Task Details

  - Statistics
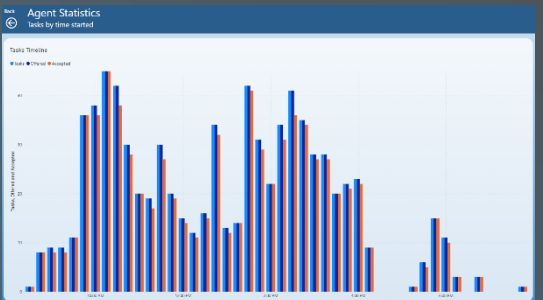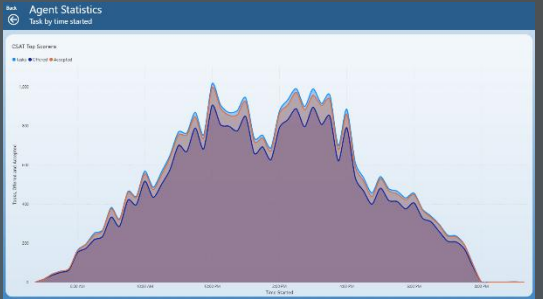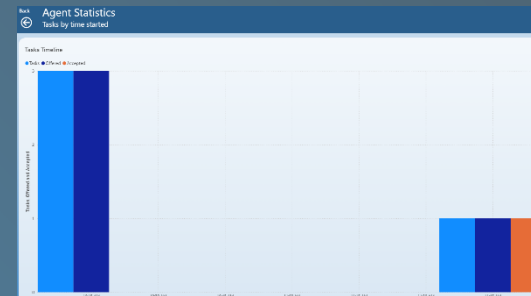
Agent Tasks Daily Report

- Provides Daily Report for Individual Agent Tasks

- Ability to filter by Date and Agent Name

- Multiple Table Columns including

  - Channel

  - Queue

  - Start Timestamp

  - Duration

  - Direction

  - Termination Type

First Call Resolution Report

- Provides detailed information on successfully resolved issues in first call

- Various methods to measure first call resolution

- 2Ring FCR Mechanism Requirements

  - Is there an Issue ID?

  - Is there a customer ID?

  - Number of days for Time Resolution Interval

Queue Performance Report

- Great report for analyzing performance of a single queue

- An Overview Report as a dashboard

- Queue Volume – How busy a queue is through
  - Day
  - Hour
  - Week

- Wrap up Codes

- Queue Statistics
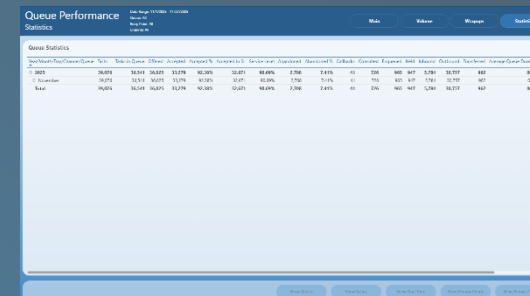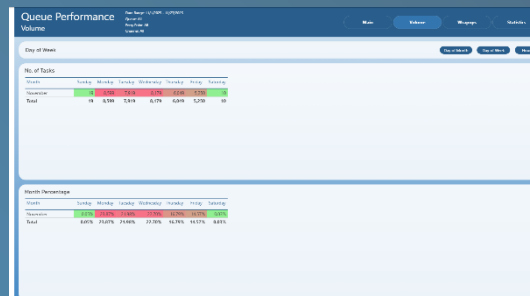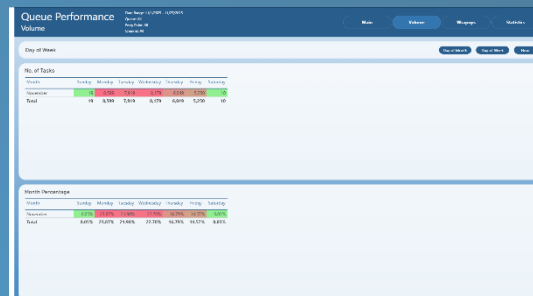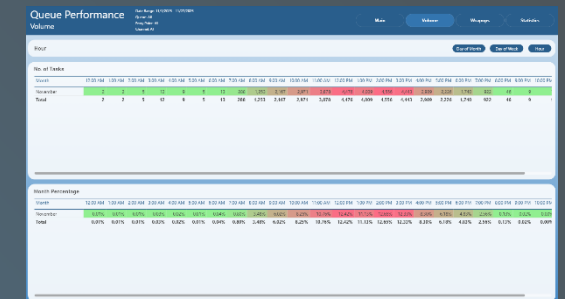
Task Trace Report

- Great Report for troubleshooting Call's journey
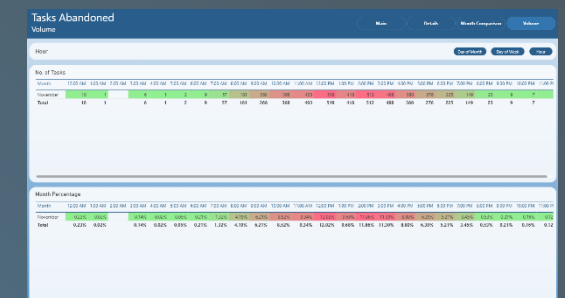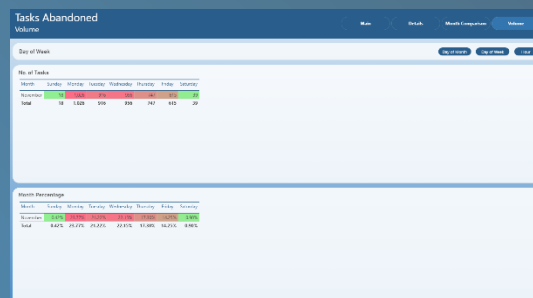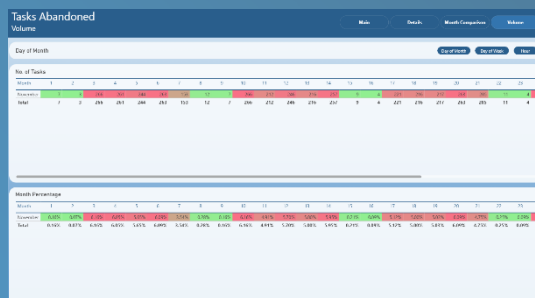- Display all data recorded by Cisco during Call Journey

Task Abandoned Report

- Provides reasons for abandoned Calls

- Detailed Information for further Analysis
  - Time of the day
  - Specific Queues Abandoned

- Tasks Abandoned Details

- Tasks Abandoned Monthly Comparison
  - Abandoned
  - Abandon Rate

- Volume
  - Day of Month
  - Day of Week
  - Hour

Task Handled Report

- Details all the Handled Tasks
- Month Comparison both as Table and Graph
- Average Talk Time
- Average Wait Time
- Volume
  - Day of Month
  - Day of Week
  - Hour

Task Incoming Report
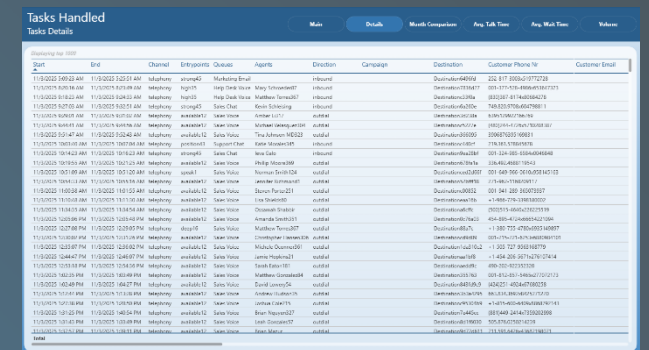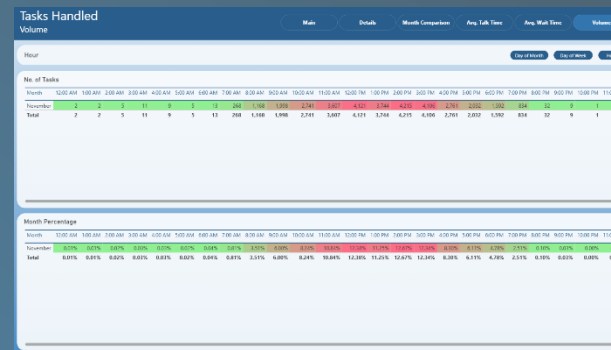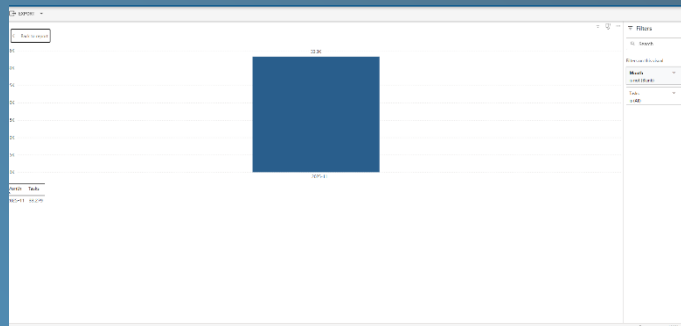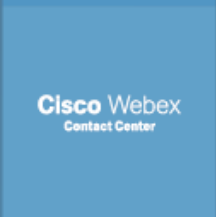
- Complete view of ALL incoming tasks without Filters

- Month Comparison

- RONA Rate

- Avg Talk Time

- Avg Wait Time

- Wrapups

- Volume
  - Day of Month
  - Day of Week
  - Hour
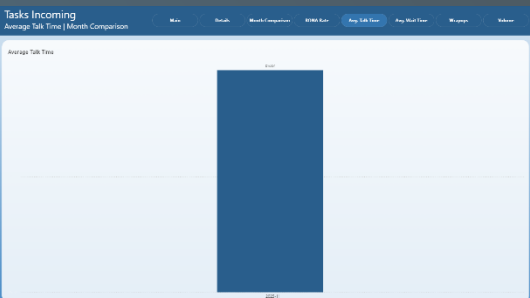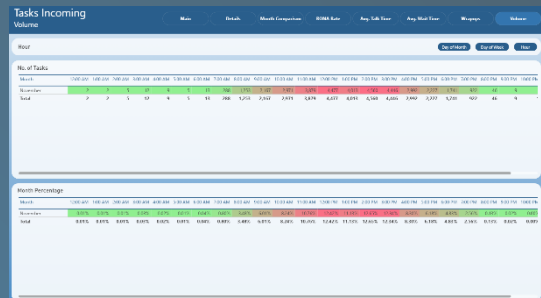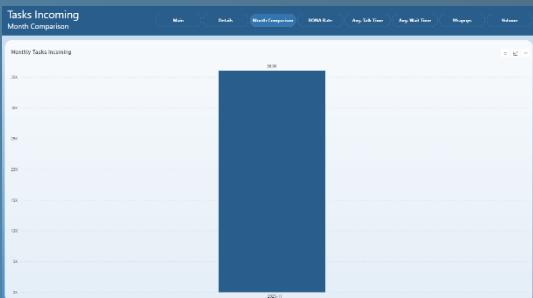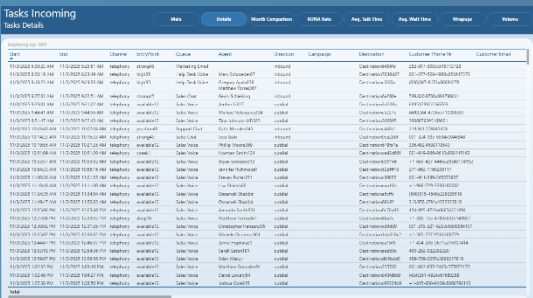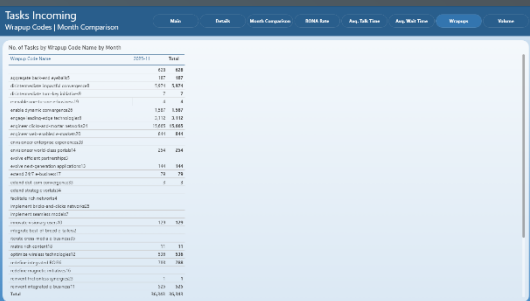
Team Performance Report

- **Main Overview**
  - Key Performance Metrics
  - Timeline Chart with Handle Rate by 15-min interval
  - Bar Chart with number of tasks offered by 15-min time interval

- **Volume – how busy team is each hour or day**
  - Showing Task Volume over time in tabular form with heat map like coloring

- **Wrap up Codes**
  - Task volume by wrap-up codes in both tabular and bar chart form
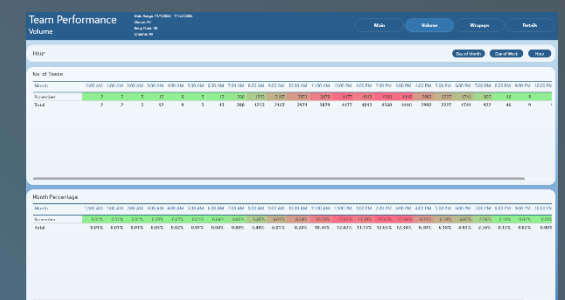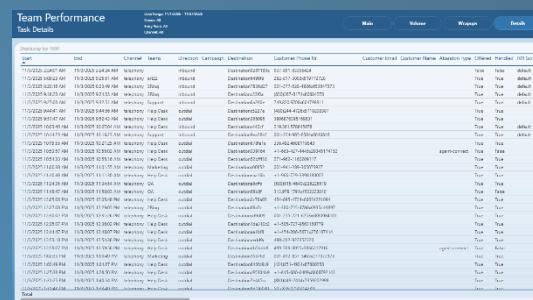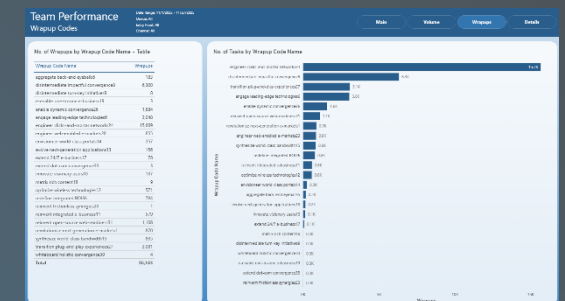
Notes .. Historical Reporting Module (HRM)

- **Data Sources:** Webex CC (additional connectors at works)

- **Data Refresh Rate:** once a day (data from yesterday)

- **Data Regions:** USA, Canada, UK, EU, Australia

- **2Ring Business Units (BUs):** Not Yet Available in HRM

- **Data Classes and Data Retention Document:**
  https://www.2ring.com/dataretention-historicalreporting

- **2Ring Cloud Legal Terms:**
  https://www.2ring.com/legalcloud

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