

2Ring Dashboards & Wallboards

Introducing a brand new
Historical Reporting Module
(for Webex Contact Centers) ...

Questions: sales@2Ring.com

Last Update: February 2026

Dashboards & Wallboards ...



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

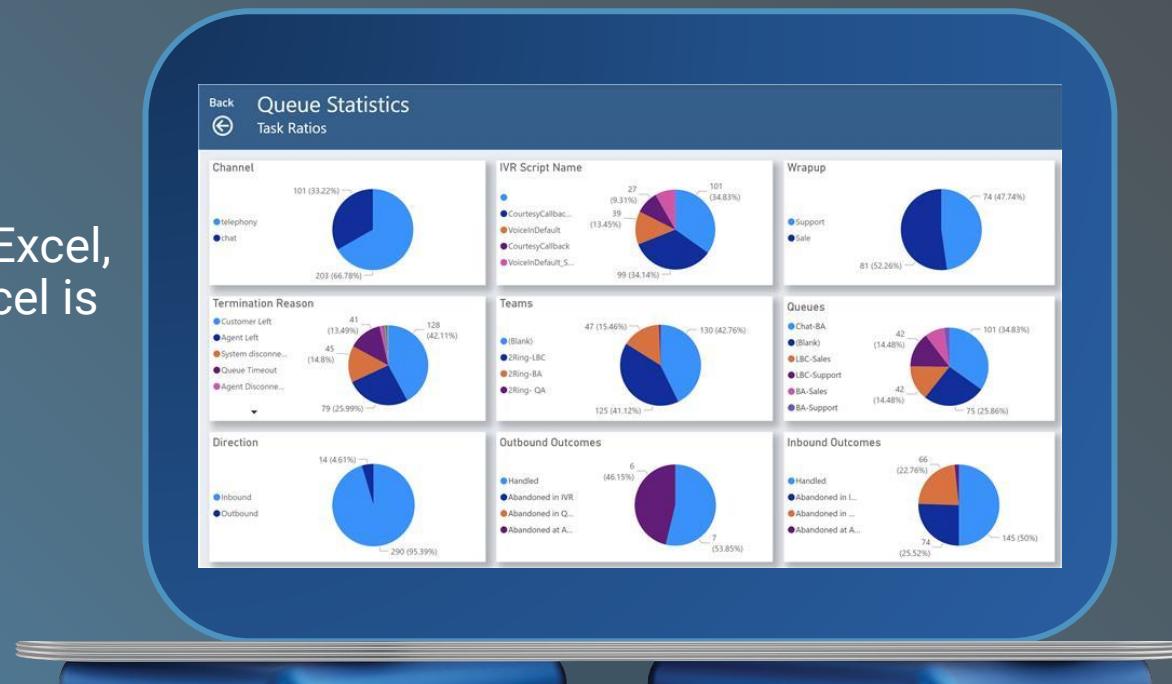




Reports Editing Mode .. Familiar Power BI Interface

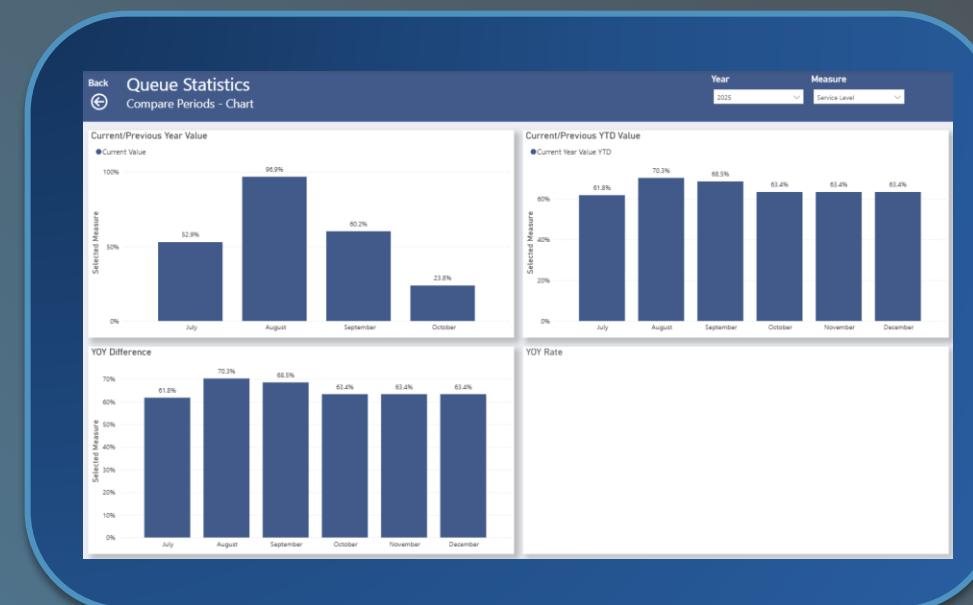
2Ring Removing All Complexities & Mng Overhead ..

- **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 ..

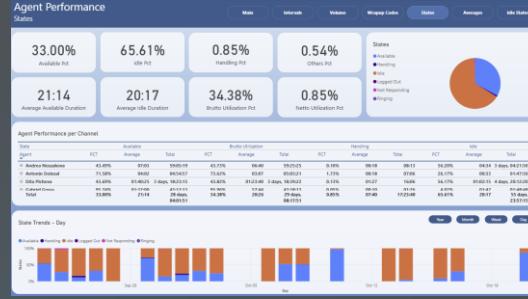
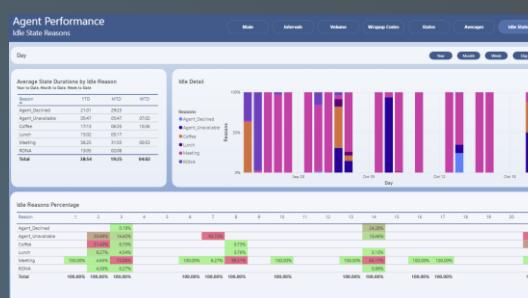
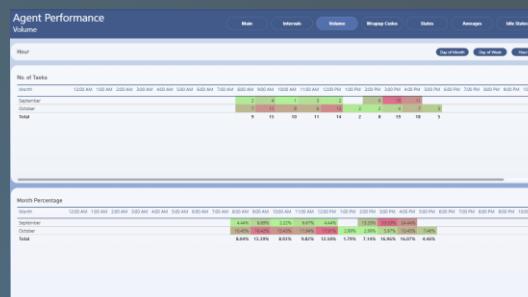
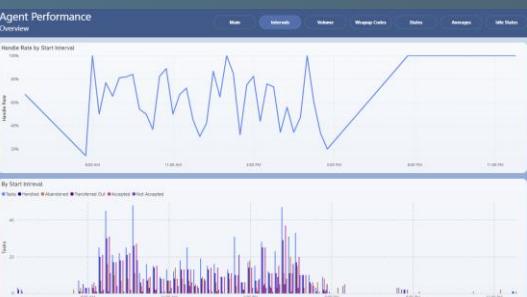
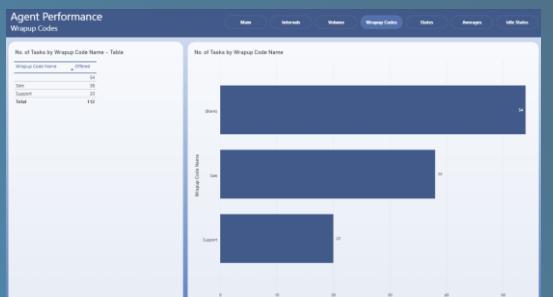
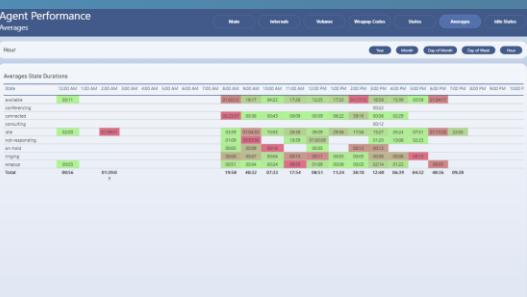
- **Predefined Reports**
 - Agent Performance
 - Agents Statistics
 - Agent Tasks Daily
 - First Call Resolution (FCR)
 - Queue Performance
 - Task (Call) Trace – lists all events on a specific task in a chronological order – IVR options, queues, agents, wrap-up
 - Task Abandoned
 - Task Handled
 - Task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

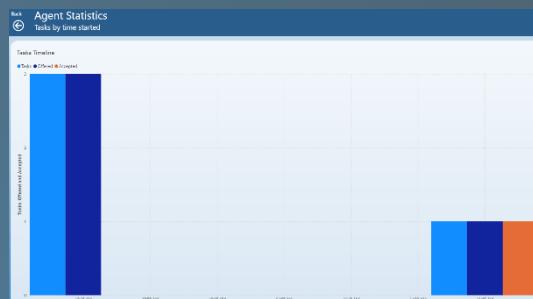
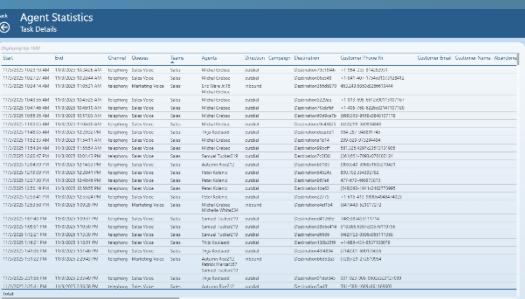
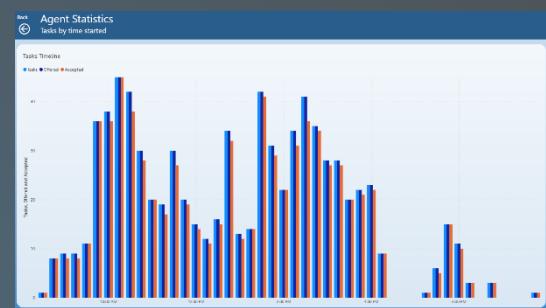
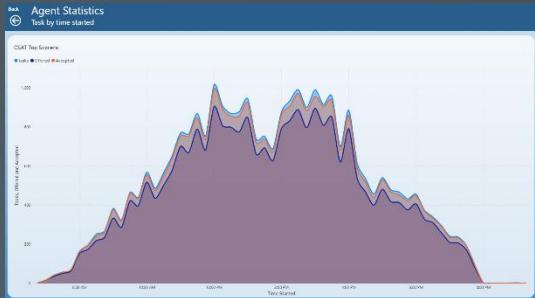
- export friendly report aimed at assessing performance of an individual agent
- addressing transfer ins vs queue-based calls
- timeline chart with handle rate and bar chart with number of tasks offered (by 15-minute time interval)
- task volume over time in tabular form with heat map like coloring
- 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

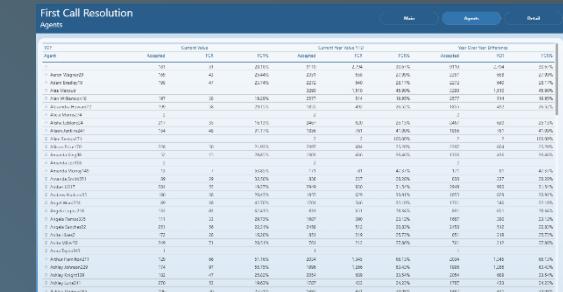
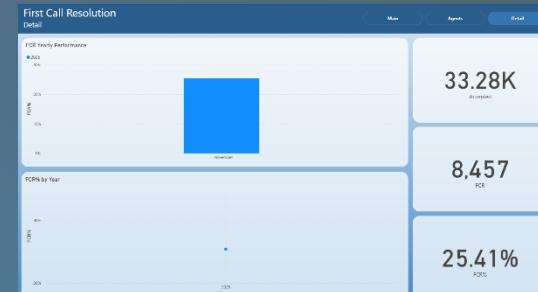
Agent Tasks								
Agent	Channel	Queue	Start Timestamp	Duration	Direction	Termination Type	Customer Name	Customer Address
Aaron Wagner29	telephony	Sales Voice	1/2/2023 10:31:05 AM	00:02:43	outdial	normal	337-919-9481#69184388	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 11:57:19 AM	00:00:10	outdial	sudden_disconnect	(346)377-0520150747	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 11:57:52 AM	00:00:19	outdial	sudden_disconnect	(534)317-7399#839130748	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 11:58:34 AM	00:00:24	outdial	sudden_disconnect	264-677-3679#64298167039	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 12:26:45 PM	00:00:06	outdial	sudden_disconnect	+1-507-459-3234#64298167039	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 12:27:05 PM	00:00:23	outdial	normal	362557732167213	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 12:49:59 PM	00:00:38	outdial	normal	001-376-356-1453#78181717210	
Aaron Wagner29	telephony	Support Chat	1/2/2023 1:14:45 PM	00:09:51	inbound	normal	(562)323-4866#1189919118	
Aaron Wagner29	telephony	Support Chat	1/2/2023 1:45:54 PM	00:09:29	inbound	normal	+1-955-669-7114#269624500	
Aaron Wagner29	telephony	South Anthony17	1/2/2023 2:42:33 PM	00:26:00	inbound	normal	9789130854998	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 4:23:32 PM	00:01:30	outdial	normal	+1-464-440-4311#7297137199	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 4:30:00 PM	00:00:25	outdial	normal	998-976-4971#60345	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 4:40:23 PM	00:01:23	outdial	normal	001-546-826-3993#8071772233	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 4:59:00 PM	00:00:40	outdial	sudden_disconnect	(481)782-9699#70372180464	
Aaron Wagner29	telephony	Sales Voice	1/2/2023 5:02:38 PM	00:00:36	outdial	sudden_disconnect	(481)782-9699#70372180464	

Agent Tasks								
Agent	Channel	Queue	Start Timestamp	Duration	Direction	Termination Type	Customer Name	Customer Address
Alan Williamson18	telephony	Sales Voice	1/2/2023 12:07:17 PM	00:01:11	outdial	normal	(413)910-5032#09941105033	
Alan Williamson18	telephony	Sales Voice	1/2/2023 12:13:41 PM	00:01:22	outdial	normal	875-853-9831#24105094	
Alan Williamson18	telephony	Sales Voice	1/2/2023 12:25:51 PM	00:01:18	outdial	normal	560-590-0129#641053229	
Alan Williamson18	telephony	Sales Voice	1/2/2023 12:44:52 PM	00:00:54	outdial	normal	560-590-0129#641053229	
Alan Williamson18	telephony	Support Chat	1/2/2023 2:36:54 PM	00:09:33	inbound	normal	727-451-0881#271802976	
Alan Williamson18	telephony	Support Chat	1/2/2023 3:26:28 PM	00:04:06	inbound	normal	001-577-593-2169#527215648	
Alan Williamson18	telephony	Sales Voice	1/2/2023 3:53:36 PM	00:02:29	outdial	normal	790-183-1822#01266576	
Alan Williamson18	telephony	Sales Voice	1/2/2023 4:23:38 PM	00:06:08	outdial	normal	790-183-1822#01266576	
Alan Williamson18	telephony	Sales Voice	1/2/2023 4:41:00 PM	00:01:22	outdial	normal	+1-495-384-0933#44460125061	
Alan Williamson18	telephony	Sales Voice	1/2/2023 4:53:24 PM	00:00:37	outdial	normal	475-863-3785#01182	
Alan Williamson18	telephony	Support Chat	1/2/2023 4:57:28 PM	01:02:58	inbound	normal	531-671-0209#0284862	
Alan Williamson18	telephony	Sales Voice	1/3/2023 10:02:30 AM	00:01:04	outdial	normal	790-183-3822#012666576	
Alan Williamson18	telephony	Sales Voice	1/3/2023 10:28:01 AM	00:01:12	outdial	normal	+1-601-560-3041#01029	
Alan Williamson18	telephony	Sales Voice	1/3/2023 11:14:45 AM	00:01:38	outdial	normal	283-874-8774#013273129	
Alan Williamson18	telephony	Sales Voice	1/3/2023 11:34:00 AM	00:02:14	outdial	normal	283-874-8774#013273129	



First Call Resolution Report

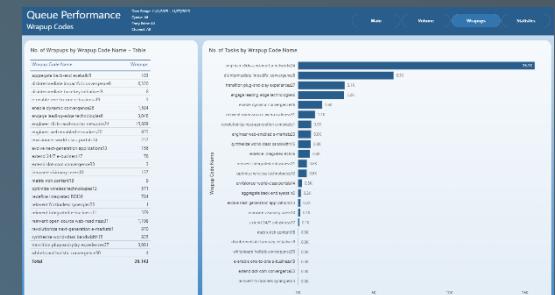
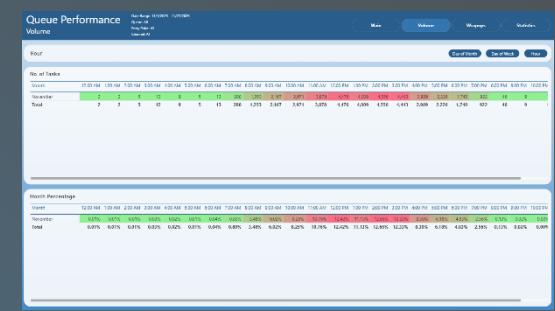
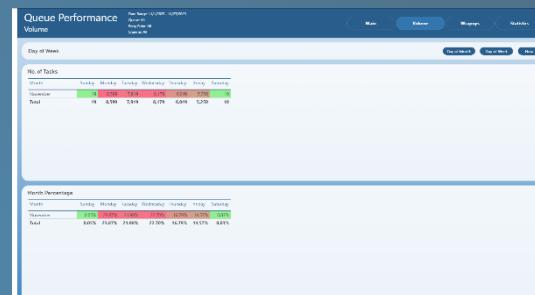
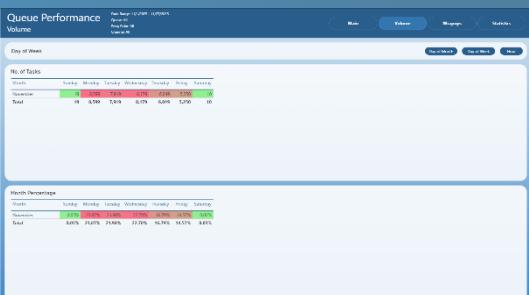
- Provides detailed information on successfully resolved issues in first call
- Various methods to measure first call resolution
- 2Ring FCR Mechanism Requirements
 - Is there an Issue ID?
 - Is there a customer ID?
 - Number of days for Time Resolution Interval





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

Back  Task Trace

 Detailed

Displaying top 1000

Task Id	Start Time	End Time	Event	Channel Type	Duration (ms)	Agent	Queue	Team	Site	Entry Point	IVR Script
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	new	telephony	210					position43	
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	flow-started	telephony	0					default	
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	flow-activity	telephony	0					position43	
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	ivr-connected	telephony	14938					position43	default
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:10:11 PM	11/27/2025 8:10:11 PM	flow-activity	telephony	0					position43	
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	flow-activity	telephony	0					position43	
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	ivr-done	telephony	0					position43	
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:10:13 PM	11/27/2025 8:10:13 PM	transferred-to-dn	telephony	57017						
edb3d263-1252-4486-af2c-17bab0ffe668	11/27/2025 8:11:10 PM	11/27/2025 8:11:10 PM	ended	telephony	0	Unknown	Unknown	Unknown	Unknown	position43	

Task Trace

Overview

Relative Date   

11/1/2025 - 11/30/2025

Site: All

Team: All

Channel: All

Queue: All

Entry Point: All

Agent: All

Tasks

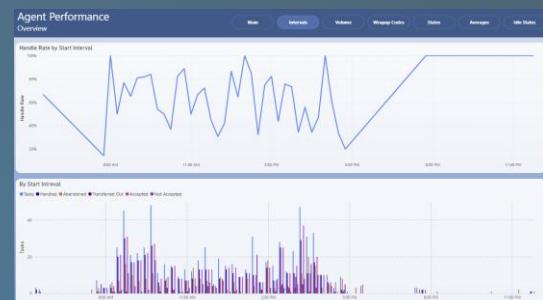
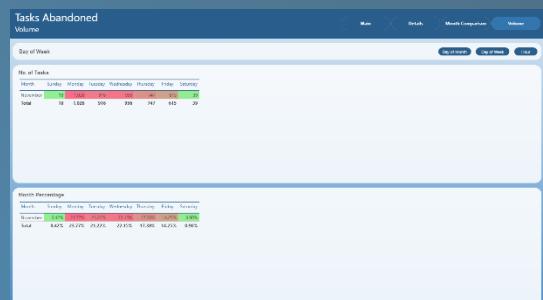
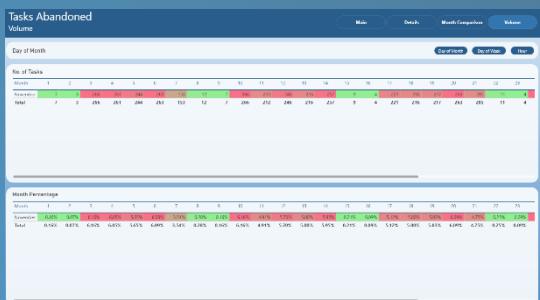
Start	End	Duration	Channel	Direction	Queues	Agents	Customer Phone Number	Customer Email	Customer
11/27/2025 8:09:57 PM	11/27/2025 8:11:10 PM	00:01:13	telephony	inbound			840.622.909147696		
11/27/2025 8:51:48 PM	11/27/2025 8:51:49 PM	00:00:00	telephony	inbound			339.70-64554250		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			001-561-480-0606411923831		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			001-904-300-00183883		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			001-904-300-00183883		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			231-540-118719151		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			001-414-606-239718165		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			338.793.89094211		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-246-305-8780x15314551		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-600-635-9607x952912578		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-600-635-9607x952912578		
11/27/2025 8:52:10 PM	11/27/2025 8:52:11 PM	00:00:00	telephony	inbound			+1-789-580-999216767		
11/26/2025 8:02:16 PM	11/26/2025 8:03:08 PM	00:00:51	telephony	inbound	Marketing Email		+1-561-618-7516x426427832		
11/26/2025 8:01:05 PM	11/26/2025 8:01:49 PM	00:00:43	telephony	inbound			(308)876-8445x9349726779		
11/26/2025 7:53:02 PM	11/26/2025 7:53:23 PM	00:00:20	telephony	outdial	Sales Voice	Michael Fritz51	(221)340-056372431		
11/26/2025 7:53:25 PM	11/26/2025 7:53:01 PM	00:00:04	telephony	inbound			(370)396-5281x2511441		
11/26/2025 7:53:55 PM	11/26/2025 7:57:47 PM	00:04:52	telephony	inbound	Support Chat	Miro Moravek	+1-509-845-8204x568084423		
11/26/2025 7:51:29 PM	11/26/2025 7:51:31 PM	00:00:01	telephony	inbound			531-797-0442x192610646		
11/26/2025 7:50:17 PM	11/26/2025 7:52:19 PM	00:02:02	telephony	outdial	Sales Voice	Michael Fritz51	001-889-815-020672430		
11/26/2025 7:47:08 PM	11/26/2025 7:48:04 PM	00:00:55	telephony	outdial	Sales Voice	Dr. Susan Edwards DDS159	+1-942-709-80990664		

  Show Task Trace (Simplified) Show Task Trace (Detailed)



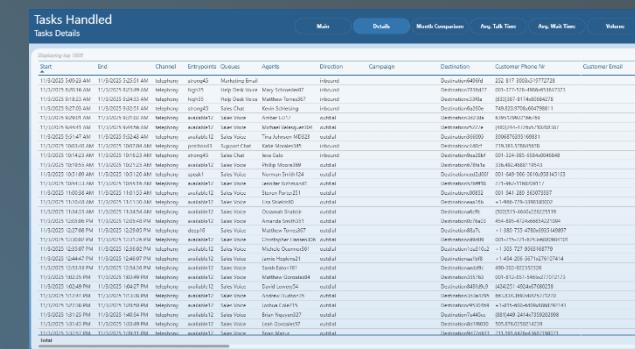
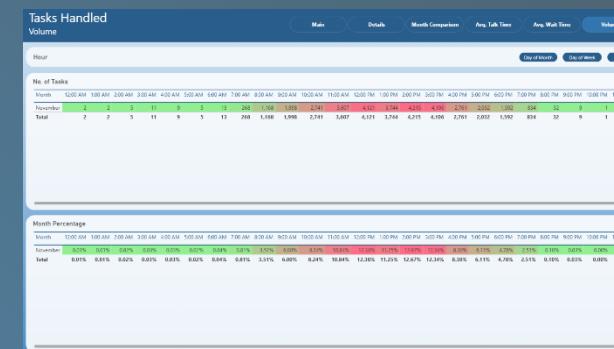
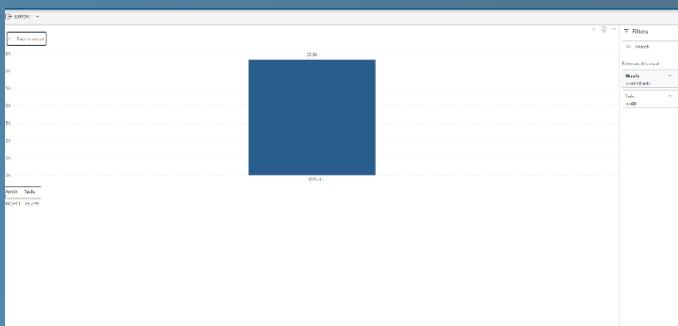
Task Abandoned Report

- 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



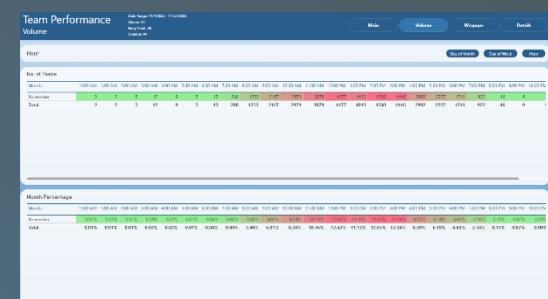
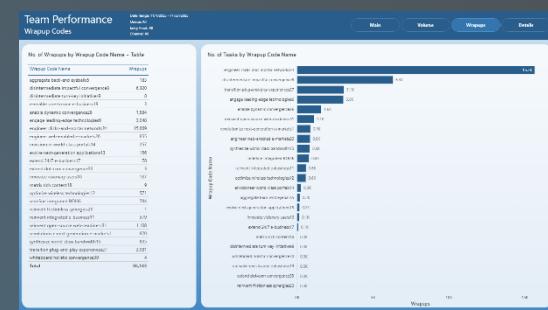
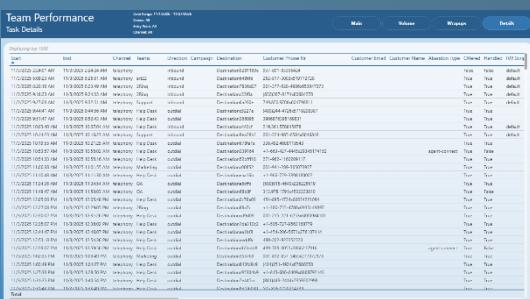
Month	Actual	Budget	Variance
January	120	100	20
February	150	120	30
March	180	150	30
April	200	180	20
May	220	200	20
June	240	220	20
July	260	240	20
August	280	260	20
September	300	280	20
October	320	300	20
November	340	320	20
December	360	340	20
Total	3,600	3,400	200





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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