



2Ring Dashboards & Wallboards

Introducing a brand new

Historical Reporting Module

(for Webex Contact Centers) ..

Questions: sales@2Ring.com

Last Update: February 2026



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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

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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

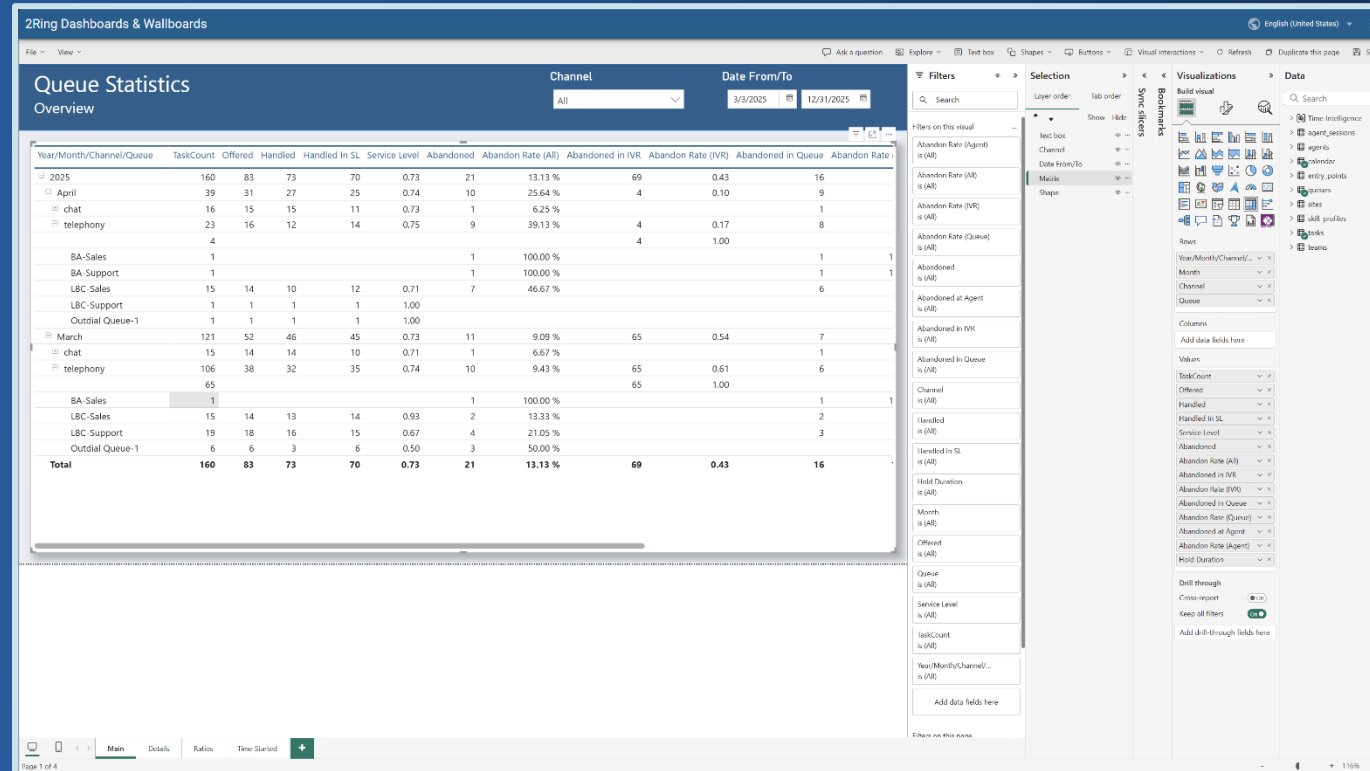


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Reports Editing Mode .. Familiar Power BI Interface



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2Ring Removing All Complexities & Mng Overhead ..

- **ETL Pipeline** managed by 2Ring
 - monitoring changes to Webex CC API
 - proactive troubleshooting
 - updates addressed promptly
- **Familiar Power BI Experience**
 - Power BI Licensing included
 - Leverage MS Power BI expertise
 - existing 2Ring Cloud user accounts – role based to view or edit
- **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



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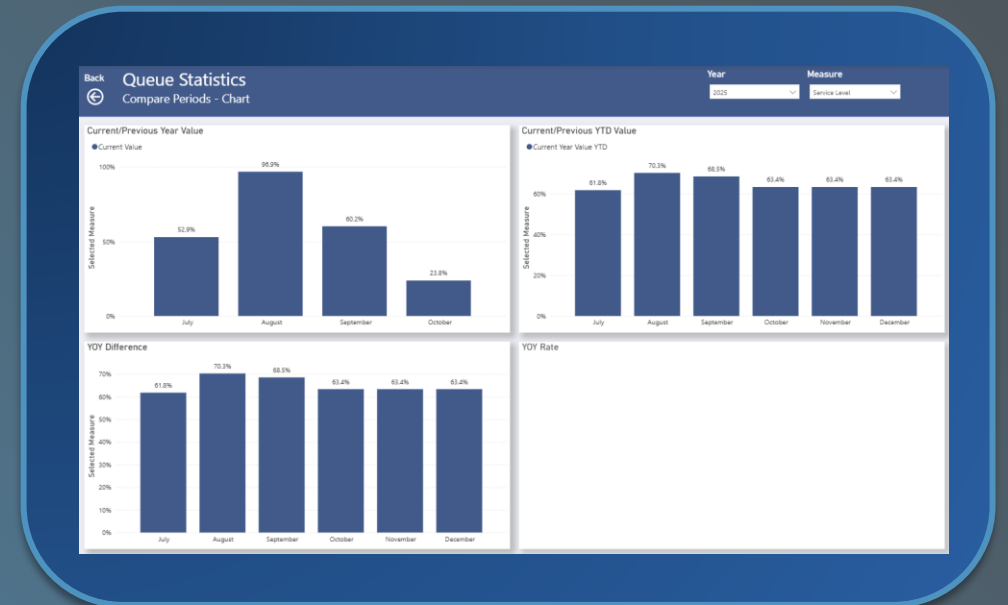
Reports Built for Business Users ..

- **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 ..

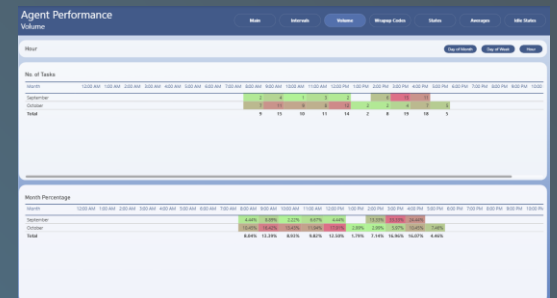
- **New Custom Reports**

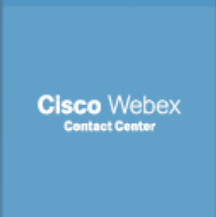
- Clone and modify any report
- Resellers can create a library of co-branded reports
- Live Support / Assistance from 2Ring





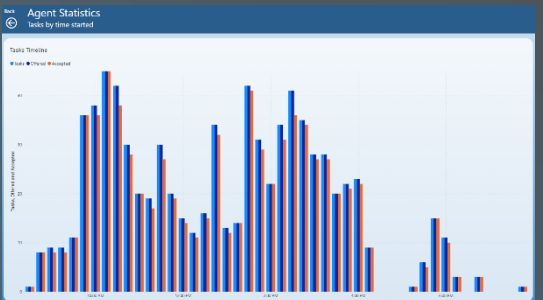
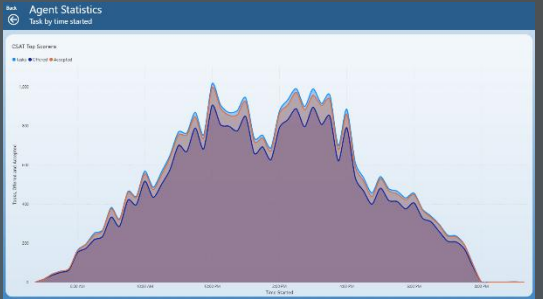
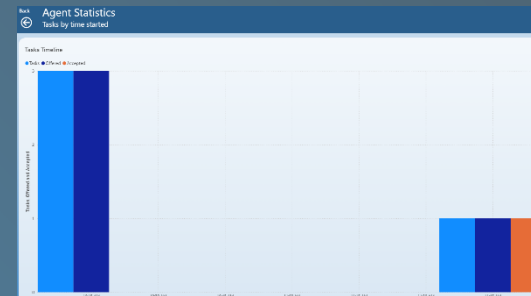
- export friendly report aimed at assessing performance of an individual agent
- addressing transfer ins vs queue-based calls
- timeline chart with handle rate and bar chart with number of tasks offered (by 15-minute time interval)
- task volume over time in tabular form with heat map like coloring
-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

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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

Date From: 01/01/2025 Date To: 12/04/2025

Agent: Aaron Wagner29

Agent Tasks Table Date: 01/01/2025 - 24/12/2025 Agent: Aaron Wagner29

Agent	Channel	Queue	Start Timestamp	Duration	Direction	Termination Type	Customer Name	Customer Address
Aaron Wagner29	telephony	Sales Voice	1/2/2025 10:11:32 AM	00:29:43	outdial	normal		537-915-9481058184838
	telephony	Sales Voice	1/2/2025 11:57:19 AM	00:00:10	outdial	sudden_disconnect		(546)372-0528150747
	telephony	Sales Voice	1/2/2025 11:57:52 AM	00:00:19	outdial	sudden_disconnect		(524)317-7399639150748
	telephony	Sales Voice	1/2/2025 11:58:34 AM	00:00:24	outdial	sudden_disconnect		284-677-36795621150864
	telephony	Sales Voice	1/2/2025 12:28:45 PM	00:00:06	outdial	sudden_disconnect		+1-507-659-1234464236167039
	telephony	Sales Voice	1/2/2025 12:27:05 PM	00:01:23	outdial	normal		3825577332167213
	telephony	Sales Voice	1/2/2025 12:49:39 PM	00:01:36	outdial	normal		001-376-356-1455478387157210
	telephony	Support Chat	1/2/2025 1:14:45 PM	00:09:51	inbound	normal		(562)253-48661399929118
	telephony	Support Chat	1/2/2025 1:48:54 PM	00:04:29	inbound	normal		+1-995-869-7114299824500
	telephony	South Anthony17	1/2/2025 2:42:33 PM	00:26:00	inbound	normal		9769130848896
	telephony	Sales Voice	1/2/2025 4:25:32 PM	00:01:30	outdial	normal		+1-464-440-431747297137199
	telephony	Sales Voice	1/2/2025 4:30:00 PM	00:02:05	outdial	normal		998-978-4973160345
	telephony	Sales Voice	1/2/2025 4:40:23 PM	00:01:23	outdial	normal		001-546-826-39954807173233
	telephony	Sales Voice	1/2/2025 4:59:00 PM	00:00:40	outdial	sudden_disconnect		(481)782-9699x70372180484
	telephony	Sales Voice	1/2/2025 5:02:38 PM	00:00:36	outdial	sudden_disconnect		(481)782-9699x70372180484

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Date From: 01/01/2025 Date To: 12/04/2025

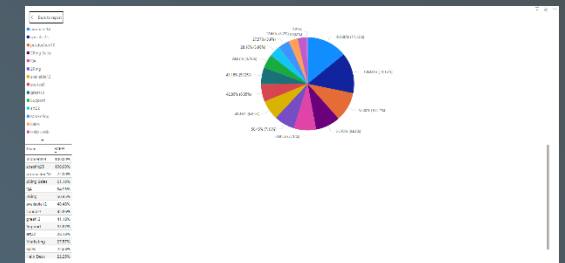
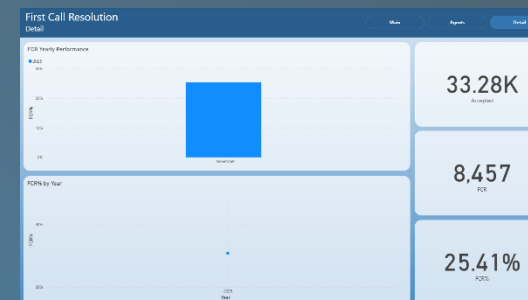
Agent: Alan Williamson18, Alias

Agent Tasks Table Date: 01/01/2025 - 24/12/2025 Agent: Multiple Agents

Agent	Channel	Queue	Start Timestamp	Duration	Direction	Termination Type	Customer Name	Customer Address
Alan Williamson18	telephony	Sales Voice	1/2/2025 12:07:17 PM	00:01:11	outdial	normal		(413)910-028260994110593
	telephony	Sales Voice	1/2/2025 12:13:41 PM	00:01:22	outdial	normal		875-853-9835x134105094
	telephony	Sales Voice	1/2/2025 12:25:51 PM	00:01:18	outdial	normal		560-590-0129x564105229
	telephony	Sales Voice	1/2/2025 12:44:52 PM	00:45:54	outdial	normal		560-590-0129x564105229
	telephony	Support Chat	1/2/2025 2:36:36 PM	00:08:33	inbound	normal		727-451-0881x271892976
	telephony	Support Chat	1/2/2025 3:26:28 PM	00:04:06	inbound	normal		001-577-593-2165x2527215648
	telephony	Sales Voice	1/2/2025 3:53:36 PM	00:02:29	outdial	normal		790-383-3822x912686576
	telephony	Sales Voice	1/2/2025 4:23:38 PM	00:06:08	outdial	normal		790-383-3822x912686576
	telephony	Sales Voice	1/2/2025 4:41:09 PM	00:01:22	outdial	normal		+1-495-394-0925x4480125061
	telephony	Sales Voice	1/2/2025 4:53:24 PM	00:00:57	outdial	normal		475-463-376559118
	telephony	Support Chat	1/2/2025 4:57:28 PM	01:02:58	inbound	normal		531-673-0290x9284862
	telephony	Sales Voice	1/3/2025 10:02:30 AM	00:01:04	outdial	normal		790-383-3822x912686576
	telephony	Sales Voice	1/3/2025 10:28:01 AM	00:01:12	outdial	normal		+1-601-560-3004110029
	telephony	Sales Voice	1/3/2025 11:11:45 AM	00:01:38	outdial	normal		283-874-8774x01273129
	telephony	Sales Voice	1/3/2025 11:13:40 AM	00:02:14	outdial	normal		283-874-8774x01273129

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

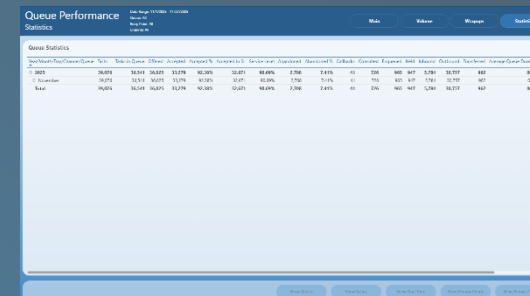
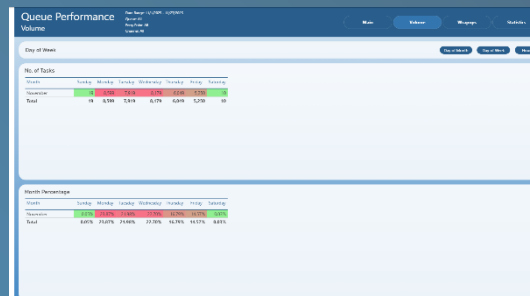
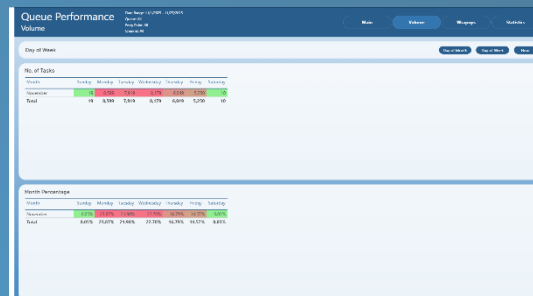
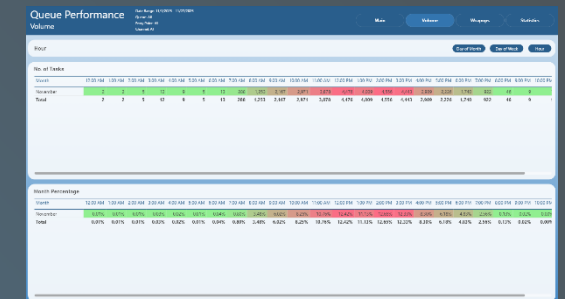
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First Call Resolution										Mean	Median	Aggreg.	Total
CT	Agent	Correct first call			Correct first call V2			Not first call reference			Total	Total	
		Number	CT	CT%	Number	CT	CT%	Number	CT	CT%			
A	Aster DSpace01	101	45	20.0%	9710	2,04	20.0%	2973	2,04	20.0%	3074	20.0%	
	Aster DSpace02	108	43	23.4%	9710	20	21.7%	2973	20	21.7%	3073	21.7%	
	Aster DSpace03	106	47	20.0%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace04	107	45	16.9%	9800	170	49.6%	2983	170	57.0%	3153	49.6%	
	Aster DSpace05	106	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace06	106	45	23.1%	9810	40	21.7%	3013	40	23.1%	3113	23.1%	
	Aster DSpace07	106	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace08	106	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace09	106	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace10	106	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
B	Aster DSpace11	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace12	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace13	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace14	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace15	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace16	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace17	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace18	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace19	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace20	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
C	Aster DSpace21	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace22	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace23	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace24	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace25	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace26	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace27	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace28	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace29	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace30	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
D	Aster DSpace31	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace32	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace33	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace34	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace35	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace36	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace37	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace38	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace39	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	
	Aster DSpace40	107	45	16.9%	9710	20	20.0%	2973	20	20.0%	3073	20.0%	



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



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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-a72c-17ba0df6668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	new	telephony	210					position3	
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	flow-started	telephony	0					default	
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:09:57 PM	11/27/2025 8:09:57 PM	flow-activity	telephony	0					position3	
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:09:57 PM	11/27/2025 8:10:12 PM	ivr-connected	telephony	14938					position3	default
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:10:11 PM	11/27/2025 8:10:11 PM	flow-activity	telephony	0					position3	
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	flow-activity	telephony	0					position3	
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:10:12 PM	11/27/2025 8:10:12 PM	ivr-done	telephony	0					position3	
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:10:13 PM	11/27/2025 8:11:10 PM	transferred-to-dn	telephony	57017						
edb3d263-1252-4486-a72c-17ba0df6668	11/27/2025 8:11:10 PM	11/27/2025 8:11:10 PM	ended	telephony	0	Unknown		Unknown	Unknown	position3	

Task Trace Overview

Relative Date From-To Date

Relative Date: 11/11/2025 - 11/30/2025

Site: All

Team: All

Channel: All

Queue: All

Entry Point: All

Agent: All

Clear filters Apply filters

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 6:51:48 PM	11/27/2025 6:51:49 PM	00:00:00	telephony	inbound			339-570-645545250		
11/27/2025 6:32:10 PM	11/27/2025 6:32:11 PM	00:00:00	telephony	inbound			001-561-480-6060x41923831		
11/27/2025 4:12:01 PM	11/27/2025 4:12:48 PM	00:00:47	telephony	inbound			001-904-300-401638383		
11/27/2025 4:09:45 PM	11/27/2025 4:10:13 PM	00:00:27	telephony	inbound			001-904-300-401638383		
11/27/2025 3:08:48 PM	11/27/2025 3:09:15 PM	00:00:27	telephony	inbound			231-540-118719151		
11/27/2025 2:41:04 PM	11/27/2025 2:41:05 PM	00:00:00	telephony	inbound			001-414-696-239718165		
11/27/2025 2:13:40 PM	11/27/2025 2:13:56 PM	00:00:16	telephony	inbound			33879389094211		
11/27/2025 1:01:37 PM	11/27/2025 1:01:49 PM	00:00:11	telephony	inbound			+1-246-305-8780x15314551		
11/27/2025 10:09:01 AM	11/27/2025 10:14:13 AM	00:05:12	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 10:08:28 AM	11/27/2025 10:08:54 AM	00:00:25	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 10:07:47 AM	11/27/2025 10:08:25 AM	00:00:38	telephony	inbound			+1-632-484-7668x194127726		
11/27/2025 9:37:35 AM	11/27/2025 9:38:32 AM	00:00:56	telephony	inbound			622.398.224637525		
11/27/2025 9:34:17 AM	11/27/2025 9:34:45 AM	00:00:28	telephony	inbound			706.619.204331424		
11/27/2025 8:10:37 AM	11/27/2025 8:11:01 AM	00:00:24	telephony	inbound			+1-600-635-9607x952912578		
11/27/2025 3:58:16 AM	11/27/2025 4:04:05 AM	00:05:49	telephony	inbound	Marketing Email		(988)770-7315x60150283		
11/26/2025 11:45:22 PM	11/26/2025 11:47:12 PM	00:01:50	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 7:52:57 PM	11/26/2025 7:53:01 PM	00:00:04	telephony	inbound			(370)396-5281x25114441		
11/26/2025 7:52:55 PM	11/26/2025 7:57:47 PM	00:04:52	telephony	inbound	Support Chat	Miro Moravek	+1-509-845-8204x5680844323		
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	+1-942-709-890990664		

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

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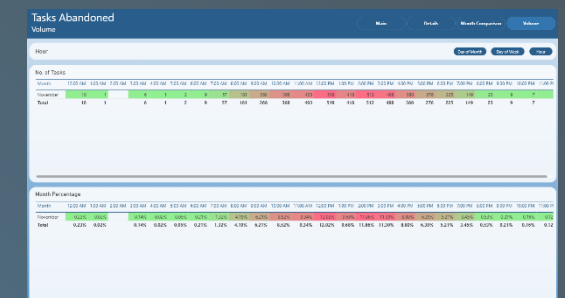
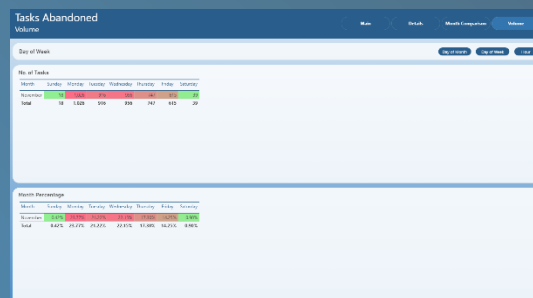
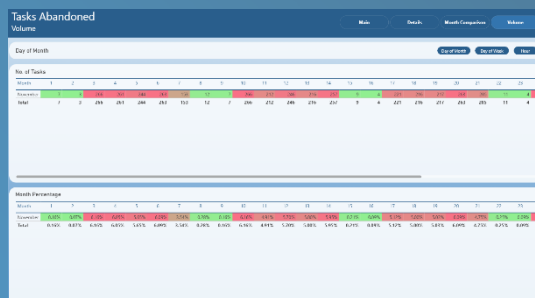
Task Abandoned Report

- 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



Tasks Abandoned
Task Details

Task ID	Task	Channel	Destination	Queue	Abandon Reason	Abandon Time	Abandon Rate	Abandon Count	Abandon Rate	Abandon Count
11000000000000000000	Task 1	Channel 1	Destination 1	Queue 1	Abandon Reason 1	Abandon Time 1	Abandon Rate 1	Abandon Count 1	Abandon Rate 1	Abandon Count 1
11000000000000000000	Task 2	Channel 2	Destination 2	Queue 2	Abandon Reason 2	Abandon Time 2	Abandon Rate 2	Abandon Count 2	Abandon Rate 2	Abandon Count 2
11000000000000000000	Task 3	Channel 3	Destination 3	Queue 3	Abandon Reason 3	Abandon Time 3	Abandon Rate 3	Abandon Count 3	Abandon Rate 3	Abandon Count 3
11000000000000000000	Task 4	Channel 4	Destination 4	Queue 4	Abandon Reason 4	Abandon Time 4	Abandon Rate 4	Abandon Count 4	Abandon Rate 4	Abandon Count 4
11000000000000000000	Task 5	Channel 5	Destination 5	Queue 5	Abandon Reason 5	Abandon Time 5	Abandon Rate 5	Abandon Count 5	Abandon Rate 5	Abandon Count 5
11000000000000000000	Task 6	Channel 6	Destination 6	Queue 6	Abandon Reason 6	Abandon Time 6	Abandon Rate 6	Abandon Count 6	Abandon Rate 6	Abandon Count 6
11000000000000000000	Task 7	Channel 7	Destination 7	Queue 7	Abandon Reason 7	Abandon Time 7	Abandon Rate 7	Abandon Count 7	Abandon Rate 7	Abandon Count 7
11000000000000000000	Task 8	Channel 8	Destination 8	Queue 8	Abandon Reason 8	Abandon Time 8	Abandon Rate 8	Abandon Count 8	Abandon Rate 8	Abandon Count 8
11000000000000000000	Task 9	Channel 9	Destination 9	Queue 9	Abandon Reason 9	Abandon Time 9	Abandon Rate 9	Abandon Count 9	Abandon Rate 9	Abandon Count 9
11000000000000000000	Task 10	Channel 10	Destination 10	Queue 10	Abandon Reason 10	Abandon Time 10	Abandon Rate 10	Abandon Count 10	Abandon Rate 10	Abandon Count 10



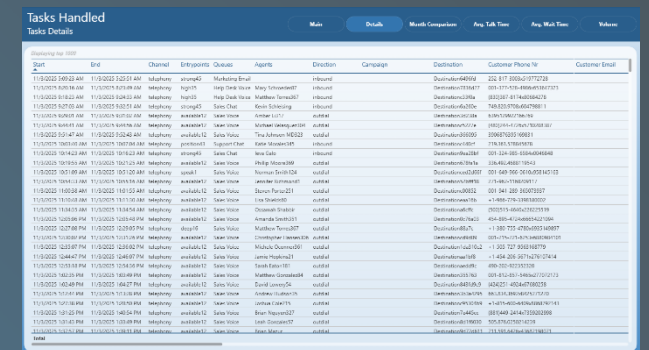
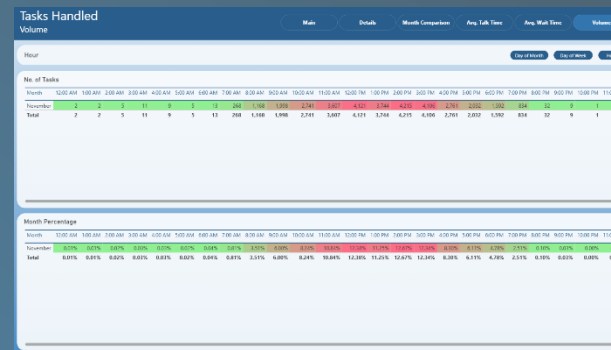
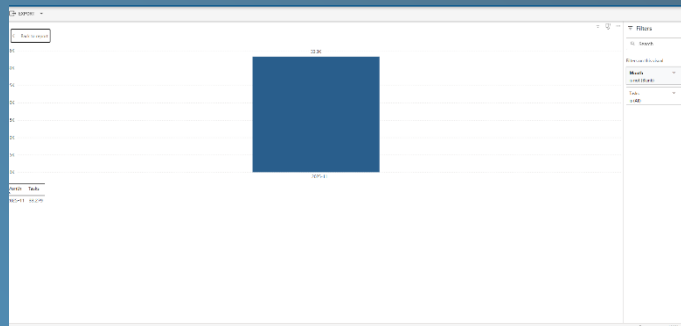
2RING

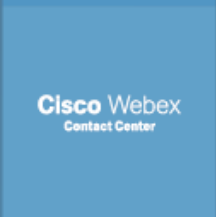
cisco
Partner
Select Developer

Cisco Webex
Contact Center

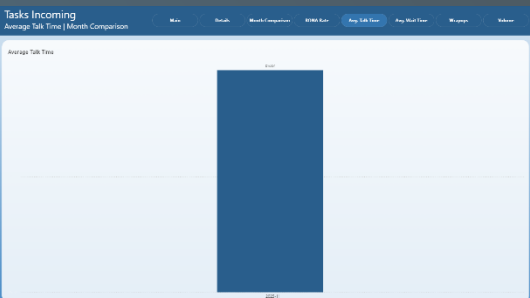
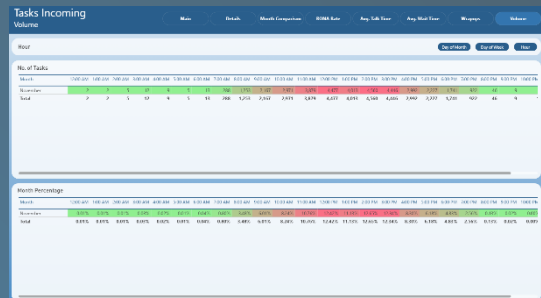
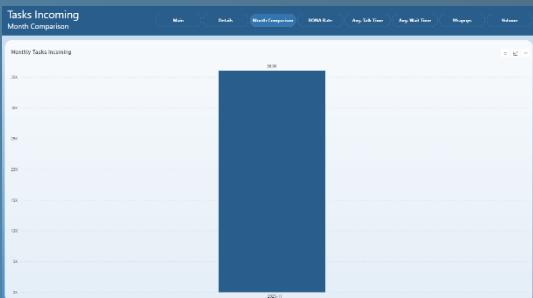
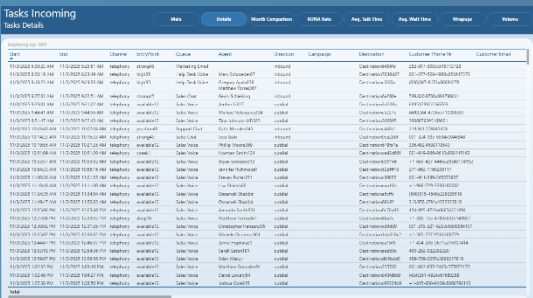
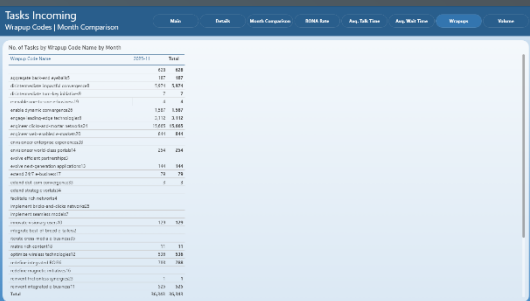
Task Handled Report

- 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





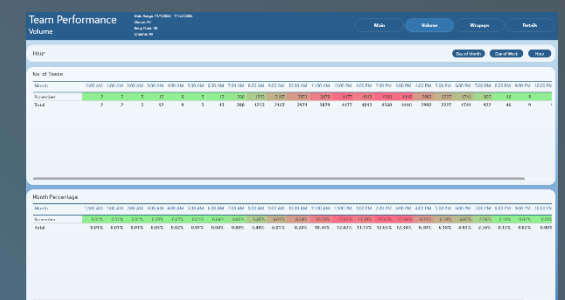
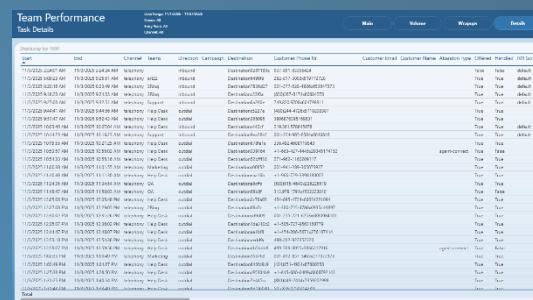
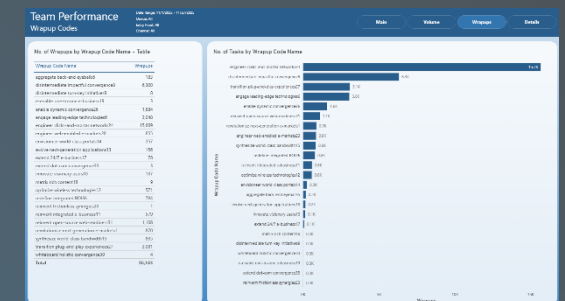
- Complete view of ALL incoming tasks without Filters
- Month Comparison
- RONA Rate
- Avg Talk Time
- Avg Wait Time
- Wrapups
- Volume
 - Day of Month
 - Day of Week
 - Hour





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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