



Tariscopes Enterprise

How to get the specific reports
for 3CX Call Center

SoftPI, Kharkiv, Ukraine

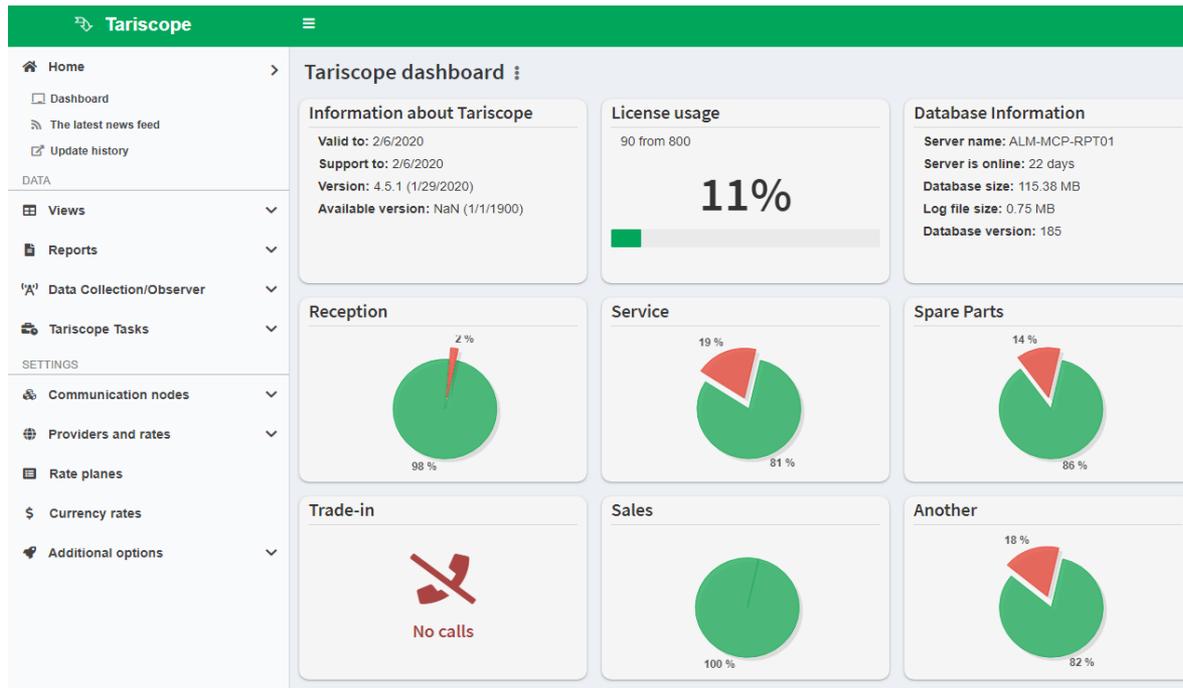
E-mail: office@softpiua.com

<http://tariscopes.com>

Tel: +380 57 3930611

Tariscopes Enterprise

Tariscopes is a call accounting system that supports a wide range of PBXs including 3CX.



Benefits of Tariscope to collect and analyze CDR from 3CX

Tariscope allows you:

- to collect CDR data from multiple PBXs,
- to receive the real-time call data,
- to import subscribers' parameters from 3CX,
- to receive the Call Queue Information from 3CX,
- to use an authorization code to make a call from 3CX,
- To create specific reports on the work of Call Center using the 3CX database information.

This allows you to have a complete picture of calls that were made through 3CX.



Benefits of Tariscope to collect and analyze CDR from 3CX

Tariscope can manage 3CX allowing you:

- to drop calls the cost of that is more than a specific value,
- to reject outgoing calls to the specific destinations,
- to reject outgoing calls from extensions that are absent in the Tariscope database,
- to reject outgoing calls without authorization codes,
- to reject calls from subscribers who have a balance less than a specific value.

This will allow you to control the budget for phone calls and prevent fraud.



How to configure Tariscope to collect CDR from 3CX

You should select the 3CX type of PBX:

Edit: **3CX** Home > Node management > Equipment management >

The selected equipment does not support routes. Providers will be disconnected from routes.

Name* 3CX	Equipment 3CX Phone System    
---------------------	--

Contacts

Address Enter address	Contact Enter contact
Telephone Enter telephone	E-mail Enter email

Codes and location

Long distance prefix 0	International code 0
Country code* +1	Area code 414

Subscribers and billing

Default rate plan <input type="checkbox"/> Automatically add missing subscribers -	Internal calls rate -
--	---------------------------------



How to configure Tariscope to collect CDR from 3CX

Select the CDR fields that were set in 3CX:

Advanced settings ×

Advanced settings

Monitor active calls

Correct time zone

Configuring the CDR fields v.14+

- HistoryId
- CallId
- Duration
- TimeStart
- TimeAnswered
- TimeEnd
- ReasonTerminated
- FromNo
- ToNo
- FromDn
- ToDn

Save

Import subscribers

Cancel



How to configure Tariscope to collect CDR from 3CX

Configure the parameters to connect to 3CX:

Advanced settings | Monitor active calls

Monitor active calls v.16+

FQDN	Port
<input type="text" value="Enter URL"/>	<input type="text" value="0"/>
Login	Password
<input type="text" value="webadmin@tariscope.com"/>	<input type="password" value="....."/>
<input type="button" value="Check connection"/>	

Reject calls for subscribers with a balance less

Reject calls with a cost of more than

Reject calls longer than

Reject calls without access code

Reject calls to destinations, you can enter several directions separated by commas

Export Call Queue Information This requires a 3CX Phone System Pro or Enterprise license.

Correct the duration of the transfers (enter the average ring time for proper operation)
Caution! Increases the load on the SQL server.

Automatically create subscribers from 3CX database

Automatically synchronize a subscriber name and email from 3CX database



How to get specific reports on the 3CX Call Center

Tariscopes allows you to create a report form using its report engine or Microsoft Report Builder.

To create a report Tariscopes can use CDR data and data from the 3CX database.

These reports can contain a text, tables and charts.

You can get the reports by your initialization or using the Tariscopes Tasks service that generates the reports on the schedule. Tariscopes Tasks can send the reports by email or save them in a folder.

The user can independently make a report form or order from the developer.



Examples of specific reports for 3CX Call Center

We can offer a set of reports that allows to analyze the work of 3CX Call Center. If you cannot find the desired report, we are ready to create it for you.



Hourly report

18.12.2019

Hour	Received calls	Processed calls	SLA	Lost calls		The average number of operators
				Quantity	%	
00:00	19	18	94.74	1	5.26	3
01:00	15	13	86.67	2	13.33	2
02:00	2	2	100	0	0.00	2
03:00	1	1	100	0	0.00	2
04:00	3	3	100	0	0.00	2
05:00	2	2	100	0	0.00	2
06:00	7	7	100	0	0.00	3
07:00	17	14	82.35	3	17.65	7
08:00	166	85	51.2	31	26.72	16
09:00	314	270	85.99	44	14.01	17
10:00	503	368	73.16	135	26.84	12
11:00	606	370	61.06	236	38.94	14
12:00	618	356	57.61	262	42.39	17
13:00	584	347	59.42	237	40.58	18
14:00	501	337	67.27	164	32.73	16
15:00	444	328	73.87	116	26.13	14
16:00	407	319	78.38	88	21.62	12
17:00	356	292	82.02	64	17.98	16
18:00	328	257	78.35	71	21.62	11
19:00	264	213	80.68	51	19.32	8
20:00	199	178	89.45	21	10.55	7
21:00	106	104	98.11	2	1.89	5
22:00	33	32	96.97	1	3.03	4
23:00	19	19	100	0	0.00	3
Total:	5461	3932	83.22	1529	28.00	19



Examples of specific reports for 3CX Call Center

We can offer a set of reports that allows to analyze the work of 3CX Call Center. If you cannot find the desired report, we are ready to create it for you.



Employee performance from 18.12.2019 08:00:00 to 18.12.2019 21:00:00

Operator	Efficiency	Time in system	Call time	Incoming calls	Outgoing calls	Transferred calls	Lost calls
Operator A DN: 21001	85.86	08:34:29	05:23:11	94	5	16	14
Operator P DN: 21002	94.94	07:58:42	04:55:10	79	0	8	4
Operator B DN: 21003	80.23	08:12:04	05:19:33	86	0	15	17
Operator B2 DN: 21005	85.94	05:30:58	03:48:32	62	2	3	9
Operator C DN: 21006	79.09	08:10:15	05:33:56	102	8	14	23
Operator M DN: 21008	90.00	06:44:17	04:47:12	70	0	0	7



Examples of specific reports for 3CX Call Center

We can offer a set of reports that allows to analyze the work of 3CX Call Center. If you cannot find the desired report, we are ready to create it for you.



Agent Queue report

from 04/05/2020 08:00:00 to 04/05/2020 21:00:00

Queue	Agents	Received calls	Accepted calls	SLA, %	Lost calls	Average			Maximum	
						Time to answer for lost calls	Time to answer for accepted calls	Call duration	Time to answer for lost calls	Time to answer for accepted calls
A001	19	138	90	53.62	48	00:00:49	00:00:09	00:03:35	00:00:00	00:00:36
A002	19	514	477	92.80	37	00:00:55	00:00:42	00:04:07	00:02:17	00:02:23
B001	19	82	77	93.90	5	00:00:46	00:00:34	00:04:22	00:01:43	00:02:29
B002	19	278	215	77.33	63	00:00:52	00:00:39	00:04:48	00:02:03	00:01:59
B003	19	150	123	82.00	27	00:00:57	00:00:41	00:03:49	00:02:12	00:01:36

Harness the power and flexibility of Tarscope!



Download and test

The best way to become acquainted with Tarscope is to test it.
It is a free.

Download now!

<http://tarscope.com/en/download/download-tarscope.html>