

Cally Square Stats Reports

Detail

```
SELECT call_log.uniqueid AS "Uniqueid",
call_log.callerid AS "Callerid",
call_log.ivrchoices AS "IVR choices",
call_log.ivrblocks AS "IVR blocks",
call_log.ivrtime AS "IVR duration",
call_log.ivrname AS "IVR Name",
call_log.ivrgoals AS "IVR GOAL"
FROM call_log WHERE call_log.ivrstart='1'
```

FOR EACH IVR CALL



THE UNIQUE ID



THE CALLER ID



IVR CHOICES



IVR BLOCKS



IVR DURATION



IVR NAME



IVR GOAL
WHEN THE IVR
IS IN THE GOAL
BLOCK.

IVR and Queue

```
SELECT call_log.uniqueid AS "Uniqueid",
call_log.ivrstartdtm AS "IVR start date",
call_log.ivrstarttime AS "IVR start time",
call_log.enterqueuetime AS "Enter queue time",
call_log.queue name AS "Queue name",
SEC_TO_TIME(call_log.calltime) AS "Answer (Call)",
SEC_TO_TIME(call_log.waittime) AS "Unanswer (Wait)",
SEC_TO_TIME(call_log.duration) AS "Total duration"
FROM call_log WHERE call_log.ivrstart='1' and call_log.enterqueue='1'
```



UNIQUE ID



START DATE



START TIME



ENTER QUEUE
TIME



QUEUE NAME



ANSWER -
CALL TIME



UNANSWER -
WAIT TIME



TOTAL
DURATION