



WE'RE BACK!



We're excited to announce that after a period of silence, the Call Record Analyzer (CRA) Newsletter is making a comeback! We realize it's been a while since you last heard from us, and we're thrilled to reconnect with our valued community. Our team has been diligently working behind the scenes, and we're eager to share the developments and enhancements we've been making to CRA.

Starting now, you can expect to receive our newsletter more frequently. Each edition will be packed with the latest news, updates, and insights from the CRA team. We're committed to keeping you informed and engaged with everything CRA.

Improved functionality and user interface enhancements to brand-new analysis tools are designed to make your data work harder for you!

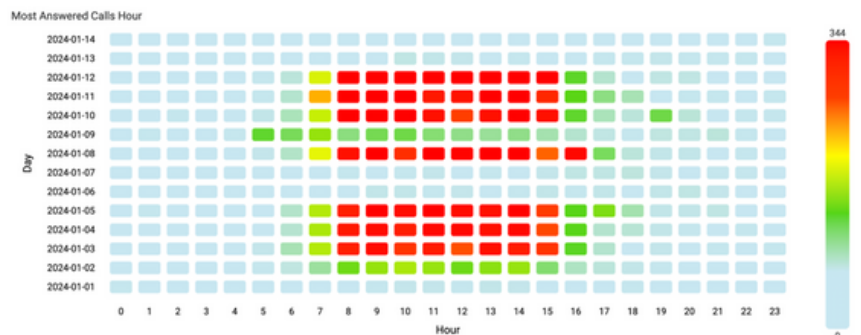
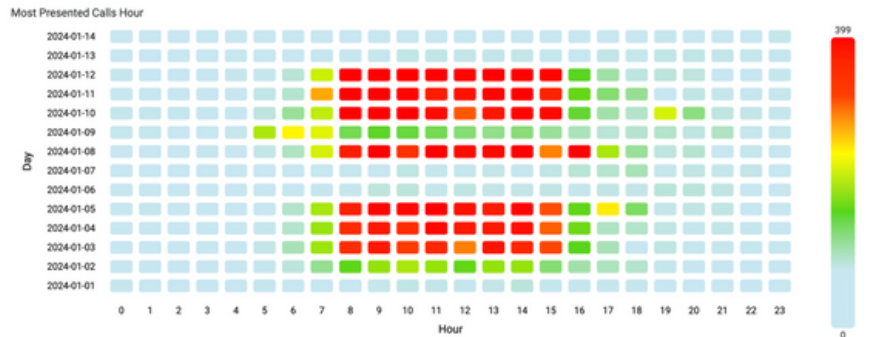


NEW FUNCTIONALITY

Coverage Gap Analysis and Call Pattern Recognition

This new feature enables you to identify peak hours for incoming calls, providing insights into when your service experiences the highest demand.

Received Calls Demand Analysis

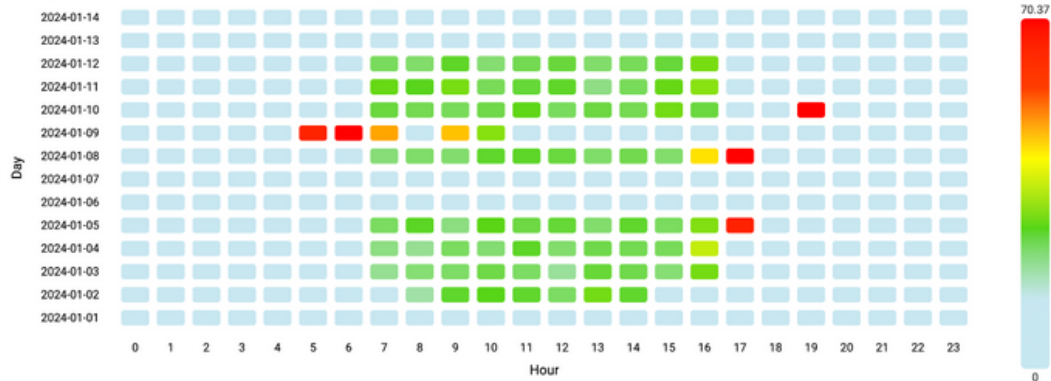


Coverage Gap Analysis



Available Range based on selected time frame: 0 to 399 calls

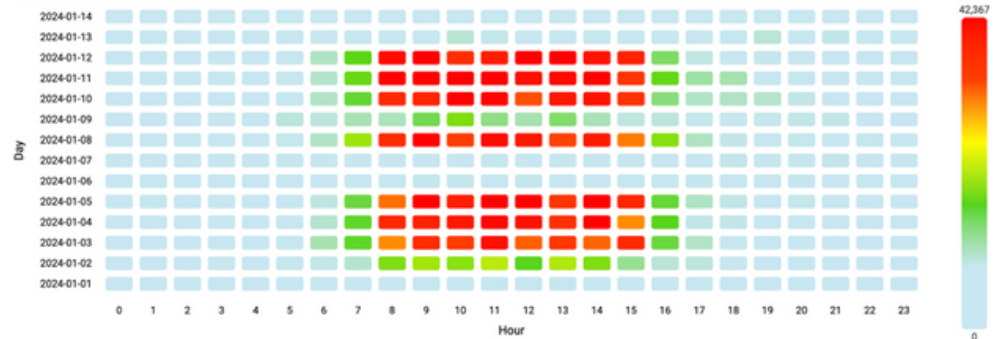
Gap analyses based on selected min call volume of 66. Percentage of unanswered calls.



Gain insights into how effectively call demand is being addressed.

- Perform **Gap Analysis** to pinpoint hours with the highest average gaps, allowing you to uncover periods when the demand for received calls is unmet and view the percentage of calls answered each hour.
 - For instance, hours highlighted in red indicate periods when approximately **70% of calls went unanswered**. This analysis aids in identifying not-so-obvious demand patterns and detecting times that may indicate unusual events.

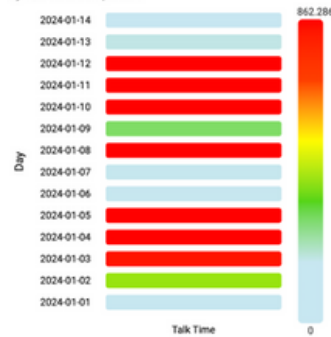
usy Hour by Talk Time (in seconds)



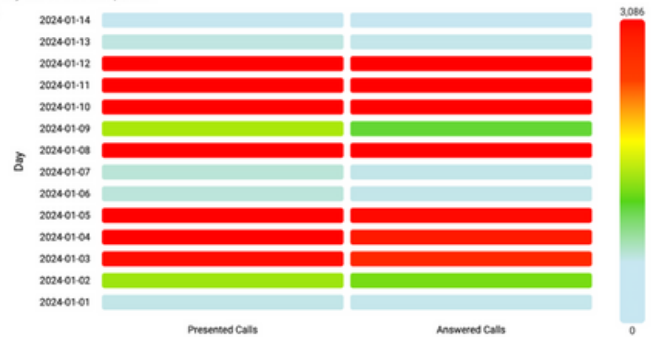
Identify peak hours based on total talk time.

Observe patterns in call volume & talk time across different days.

Day Talk Time Comparison



Day Call Volume Comparison





Totals for all information are also included in table format.

We hope you'll find this new feature beneficial, aiding in staffing analysis or forecasting the scale of new call center setups.

Day	Top Busy Hour	Top Answered Hour	Top Talk Time Hour
2024-01-01	14	13	13
2024-01-02	10	10	11
2024-01-03	13	9	11
2024-01-04	11	14	14
2024-01-05	11	9	9
2024-01-06	19	20	10
2024-01-07	18	18	18
2024-01-08	16	14	9
2024-01-09	6	7	10
2024-01-10	8	8	10
2024-01-11	8	8	14
2024-01-12	13	13	9
2024-01-13	10	10	10
2024-01-14	23	23	23

Day with Most Answered Calls	Day with Most Presented Calls	Day with Most Talk Time
2024-01-12 (2675 calls)	2024-01-08 (3086 calls)	2024-01-11

Hour with Most Answered Calls	Hour with Most Presented Calls	Hour with Most Talk Time
8 hour on 2024-01-11 (344 calls)	8 hour on 2024-01-11 (399 calls)	14 hour on 2024-01-11 (11:46:07 hrs:min:sec)



Legacy Data Importer

CRA Cloud now features a built-in mechanism for importing CDR CSV files directly exported from the CUCM web interface. This functionality is particularly beneficial for new users seeking to integrate historical data accumulated before adopting CRA. This process is facilitated by uploading the CSV file via SFTP into the legacy/subfolder.

Date and schedule

Select date range

Select date range ▾

Enter a date range 📅

1/1/2024 - 1/13/2024

Date and schedule

Select date range

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1/1/2024 - 1/13/2024

JAN 2024 ▾ < >

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		





Less Visible Updates

The latest version of CRA uses Angular 17 as the main web interface framework. This update provides better support for modern web standards and addresses many of the noticeable issues that started to show up in 2023. It also helps with performance improvements and security.



Upcoming Functionality

These additions will be coming soon to Call Record Analyzer!



Ability for administrator users to see all scheduled reports. Currently, only the user who sets up the schedule can see this information and log of generated reports.



Accounts will receive a report that displays least-used devices. Users will have the ability to select a timeframe and see which devices were used the least if at all during that time period.



Alert emails will be more end-user friendly and contain more descriptive information.



Display of call disconnect reason codes will be easier to see. This will provide clear visibility on the call disconnection.

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