

# Call Statistics

This page describes the graphical representation of all the available events, using the statistical information gathered on a certain period of time for each one of them.

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## Overview

VoipNow offers you a detailed overview of all the calls in the system. This section provides graphical and statistical representations for some of the most important events like the call's average successful rate, distribution by destination and extension type, the top hangup causes and the top callers.

To access this section, click the **Call Statistics** tab.

You can use the **Call Statistics** management page to browse through all the available information. The following controls are provided:

- **Menu** - The link menu displayed on top of the page allows you to navigate through all the pages that provide detailed information about the available statistics; this menu is always present, no matter the selected page.
- **Call Statistics Overview** - This section displays a graphical representation of all the available events, using the statistical information gathered on a certain period of time for each one of them.

## Average success rate (all channels)

This pie chart illustrates the proportion of the successful calls, including the answered, busy, not answered and failed ones from the total calls made through all the channels in the system.

You can click the chart or the [Click to view ASR](#) link to navigate to the [Average Success Rate](#) page for detailed information.

## Average call duration

This bar chart displays the average length in seconds of all the calls within the specified time interval.

You can click the chart or the [Click to view ACD](#) link to navigate to the [Average Call Duration](#) page for detailed information.

Depending on the chosen time interval, this graphic displays:

- The **Daily Average Call Duration**, if the specified interval is smaller or equal to one month.
- The **Monthly Average Call Duration**, if the specified interval is greater than one month.

## Call failures

This line chart displays the number of failed calls based on the failure reason.

You can click the chart or the [Click to view call failures](#) link to navigate to the [Call Failures](#) page for detailed information.

Depending on the chosen time interval, this graphic displays:

- The **Daily Call Failures**, if the specified interval is smaller or equal to one month.
- The **Monthly Call Failures**, if the specified interval is greater than one month.

## Call distribution based on destination

This line chart displays the number of calls targeted to a certain destination: internal calls, external calls, etc.

You can click the chart or the [Click to view call distribution by destination](#) link to navigate to the [Call Distribution Based on Destination](#) page for detailed information.

Depending on the chosen time interval, this graphic displays:

- The **Daily Call Distribution Based on Destination**, if the specified interval is smaller or equal to one month.
- The **Monthly Call Distribution Based on Destination**, if the specified interval is greater than one month.

## Call distribution based on extension type

This line chart displays the number of calls based on the extension type: phone terminal, queue, etc.

You can click the chart or the [Click to view call distribution by extension type](#) link to navigate to the [Call Distribution Based on Extension Type](#) page for detailed information.

Depending on the chosen time interval, this graphic displays:

- The **Daily Call Distribution Based on Extension Type**, if the specified interval is smaller or equal to one month.
- The **Monthly Call Distribution Based on Extension Type**, if the specified interval is greater than one month.

## Top users using telephony

This bar chart displays the top ten users based on the total duration of their calls, in seconds.

You can click the chart or the [Click to view top telephony users](#) link to navigate to the [Top Users Using Telephony](#) page for detailed information.

## Top hangup causes

This bar chart displays the top ten hangup causes based on their incidence.

You can click the chart or the [Click to view top hangup causes](#) link to navigate to the [Top Hangup Causes](#) page for detailed information.

## Call initiation time

This bar chart displays the top ten calls with the longest ringing duration and the average ringing time per channel.

You can click the chart or the [Click to view call initiation time](#) link to navigate to the [Longest Time to Complete](#) page for detailed information.

## Related topics

[Call Reports](#)

[Call Flows](#)