# Average Success Rate

This page describes the Average Success Rate report, which displays both a graphical representation and a table with numeric information about the successful calls' distribution for the selected channel or for all the channels in the system.

- ASR graph
- ASR table
- Search for statistics
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ASR graph

The pie chart allows you to compare the number of answered, failed, not answered, busy, unknown and not allowed calls with the total number of calls.
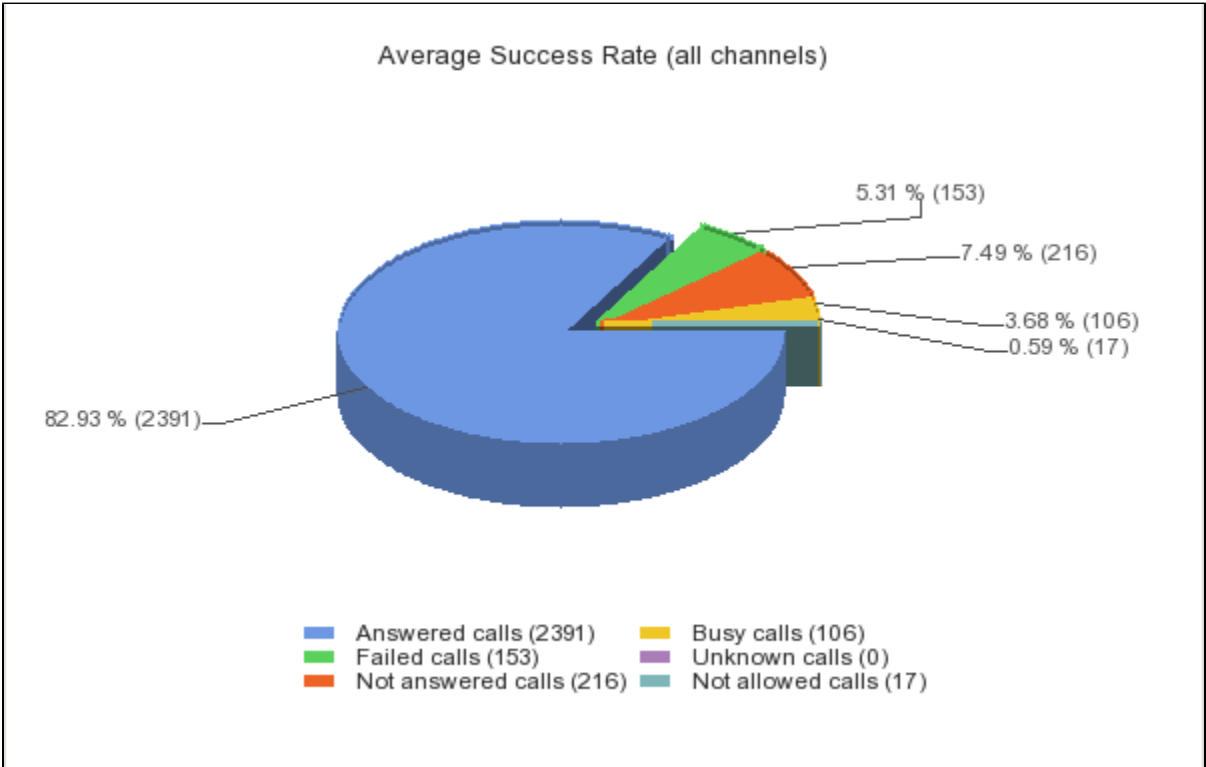
Screenshot: The ASR graphic for all the channels in the system

The graphic and the figures may vary from one channel to another.

ASR table

The table contains the distribution of successful calls. The following information is provided:

- **Disposition:** Outcome of the call - Answered calls, Failed calls, Not answered calls, Busy calls, Unknown calls, Not allowed calls, Total calls.
- **Calls:** Number of calls for each specific outcome.
- **Percent:** Percentage that each outcome represents out of the total number of calls.

Disposition	Calls	Percent
Answered calls	2391	82.93 %
Failed calls	153	5.31 %
Not answered calls	216	7.49 %
Busy calls	106	3.68 %
Unknown calls	0	0 %
Not allowed calls	17	0.59 %
Total calls	2883	100%

Screenshot: The ASR table for all the channels in the system

Search for statistics

If you want to view the ASR statistics for a specific period of time or for a certain channel, you can use the available search controls to define your preferences:

Show Average Success Rate between `<start_date_time>` and `<end_date_time>` for channel `<channel_name>`

Where:

- **<start_date_time>:** Specify when the time interval for the current statistics starts. Mandatory format: yyyy-mm-dd hh:mm. Default value: the first day of the current month.
- **<end_date_time>:** Specify when the time interval for the current statistics ends. Mandatory format: yyyy-mm-dd hh:mm. Default value: the current date and time.
- **<channel_name>:** Choose the channel for the statistics.
    - **All** - Displays the ASR for all the channels in the system.
    - **<channel_name>** - Displays the ASR of a specific channel that you can select from those available in the system.
    - **System Internal** - Displays the ASR strictly for the local calls. External calls will not be included.

After deciding on the filters, click the Search link. The graphic and the table will be updated.

If no calls were placed during the selected time interval, the graphic and the table will not be generated!

Export statistics

You can export the ASR data to a .csv or a Microsoft Excel file.

1. Click the Export icon in the upper right side of the screen.
2. Choose the columns to be exported and the output file format. If you choose to export the data to a Microsoft Excel file, the output will be a table with all selected columns. On the other hand, if you choose to export the data to a .csv file, the output will be a list with the entire selected information in the following format:

    ```
    <disposition> <number_of_calls> <percentage>
    ```

3. After defining all preferences, click the Save icon. You will be asked to confirm if you want to save the file to your computer or just open it.

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